



## Corporate Responsibility Report 2019



**RELX** is a global provider of information-based analytics and decision tools for professional and business customers.

We help scientists make new discoveries, doctors and nurses improve the lives of patients and lawyers win cases. We prevent online fraud and money laundering and help insurance companies evaluate and predict risk. Our events enable customers to learn about markets, source products and complete transactions.

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

## 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.



## Contact details

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This report contains the RELX PLC Non-Financial Information Statement for the purposes of Section 414CB of the Companies Act 2006.



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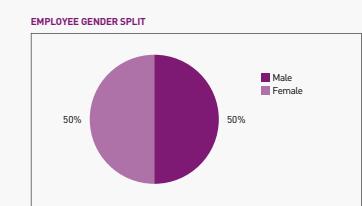
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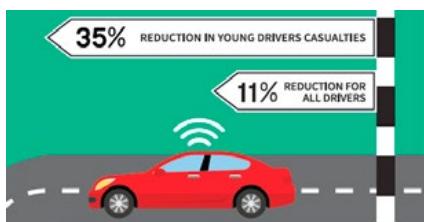
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# CEO's Statement



**Corporate responsibility means engaging everyone at RELX.**

**Erik Engstrom**  
Chief Executive Officer

**1,000+**

Employees engaged in CR networks

**96%**

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

**Corporate responsibility (CR) is extremely important to the long-term success of our business. It means that we act with the highest ethical standards, while channelling our strengths to deliver positive impact for our customers and society.**

Our 2019 CR objectives – aligned with the ten principles of the United Nations Global Compact (UNGCI), which serves as an important guide to our efforts – helped us pursue best practice throughout our business. On data privacy and security, we continued to progress corporate security incident response preparedness and the number of business areas achieving certification with data protection standards. We developed dashboards to better track inclusion and well-being metrics and created an improved governance structure to spread our work on product accessibility for our customers. Working with experts in the field, we created greater clarity on calculating pro bono contributions, and increased the number of suppliers who signed up to our Supplier Code of Conduct. We also increased the percentage of our renewable electricity to more than 90% of global consumption.

In the year, we advanced our unique contributions as a business which are linked to the United Nation's Sustainable Development Goals (SDGs): furthering science, health and well-being; protecting society and reducing inequalities; strengthening institutions and the rule of law; and supporting communities.

Examples of how we did this in 2019, described in the pages ahead, include Elsevier's capacity-building work with Scientific African, to increase the discoverability of African research. We explored how our risk products can increase access to credit for marginalised groups in the US and Mexico. We launched the LexisNexis Rule of Law Foundation to allow us to increase engagement with partners working to advance equal access to and transparency of the law. And we used our convening power to bring together government, academia, business, youth and other actors to discuss collaboration to advance the global goals at our RELX SDG Inspiration Days.

Ensuring we advance our CR performance matters to me, our people and other stakeholders. So in the year ahead, among other objectives, we will increase content in the free RELX SDG Resource Centre by 25% to ensure we make more knowledge about the SDGs available to all; we will concentrate on helping employees become even more resilient to attempts to breach our privacy and security; we will introduce a suite of 2020–2025 inclusion goals that will allow us to further the diversity of people and ideas that we need to drive RELX forward; we will map customer feedback mechanisms across our business to spread best practice customer engagement; we will develop manager training on our flagship community programme, RE Cares; we will continue working with suppliers to improve their ethical performance and we will set a new round of science-based environmental targets.

Investors increasingly tell us that our environmental, social and governance (ESG) performance is a factor in their investment decisions. I'm pleased that RELX is recognised as an ESG leader, including in the year, ranking 2nd in the S&P 1200 on ESG as reported in the Financial Times, maintaining a AAA ESG rating from MSCI, coming 6th in the Responsibility100 ranking of the FTSE 100 on the SDGs, and being named one of 36 LEAD companies of the UNGC among approximately 10,000 signatories.

We know there is more we have to do, which is why in 2020 and beyond, we will be working to raise our corporate responsibility aspirations higher.

**Erik Engstrom**  
Chief Executive Officer

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# Our business

## Key facts

**33,000+**  
Over 33,000 employees worldwide



**40+**  
Countries with offices



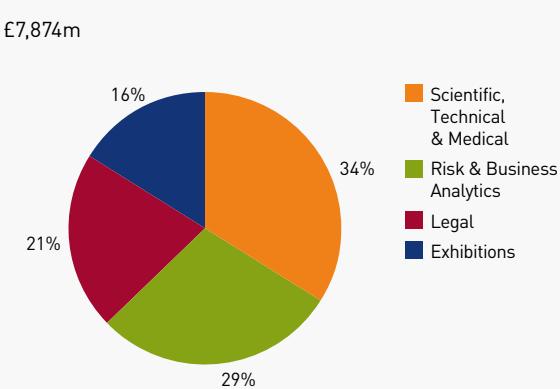
**6**  
Based across six continents



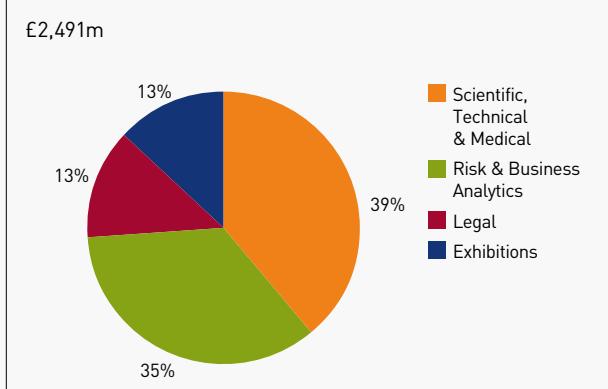
**180+**  
Serving customers in  
180+ countries worldwide



## REVENUE



## ADJUSTED OPERATING PROFIT



## Market segments

**Scientific, Technical & Medical** provides information and analytics that help institutions and professionals progress science, advance healthcare and improve performance

**Global #1**

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

**Key verticals #1**

**Legal** provides legal, regulatory and business information and analytics that help customers increase their productivity, improve decision-making and achieve better outcomes

**US #2**  
**Outside US #1 or 2**

**Exhibitions** is a leading global events business. It combines face-to-face with data and digital tools to help customers learn about markets, source products and complete transactions at over 500 events in almost 30 countries, attracting more than 7m participants

**Global #2**

For more information, see Business review in the 2019 Annual Report and Financial Statements at [relx.com/go/annualreport](http://relx.com/go/annualreport)

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# Our approach to corporate responsibility



**Making a significant, consistent contribution to society through our business is the basis of our corporate responsibility.**

**Dr Márcia Balisciano**  
Global Head of Corporate Responsibility, RELX

## #1

### Unique contributions

Ranked by stakeholders in 2019 as our primary impact on society and environment

## #1

### Having the right people

Ranked by stakeholders in 2019 as the primary impact for RELX

**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.

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 2019 Annual Report and Financial Statements we outline our principal risks, which map to our CR priorities, including meeting customer needs, attracting and retaining the right people and maintaining an ethical supply chain. 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 such as the RELX Quality First Principles and access initiatives to ensure all who might benefit from them, can. In doing so, we minimise risk to our corporate reputation and financial loss. See the Customer section on [page 40](#) for more information.

The CEO has responsibility to the Board 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 annual and longer-term CR objectives, which reflect the views of a range of internal and external stakeholders as described on [page 8](#). The Global Head of CR provides formal updates to the Board and engages on key issues with senior management, who have CR-related Key Performance Objectives; see pages 100 and 101 in the Annual Report.

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Our 2019 Annual Report and Financial Statements can be found at [relx.com/go/annualreport](https://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 the RELX Annual Report (see page 37) and the Chairman, CEO and CFO include 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 tools and analytics
- Risk & Business Analytics provides essential insight to protect people and industry
- LexisNexis Legal & Professional promotes justice through its legal intelligence and analytics
- Reed Exhibitions fosters communities, enhancing productivity and efficiency

## Our vision

**Our vision is to be a world-leading provider of information-based data and analytics and events 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 and Environment.

## Managing CR

### Governance

Board – CEO – Business unit CEOs – CR Forum – Global Head of CR and team – Compliance Committees – RELX CR Networks

### Our unique contributions

The positive impact we make 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.

### United Nations Global Compact Ten Principles



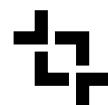
HUMAN RIGHTS



LABOUR



ENVIRONMENT



ANTI-CORRUPTION

### Governing policies

- [RELX Code of Ethics and Business Conduct](#)
- [Code of Ethics for Senior Financial Officers](#)
- [Supplier Code of Conduct](#)
- [Tax Principle](#)

- [RELX Privacy Principles](#)
- [Climate Change Statement](#)
- [Environmental Policy](#)
- [Inclusion and Diversity and Policy](#)
- [Health and Safety Policy](#)

- [Paper Policy](#)
- [Accessibility Policy](#)
- [Editorial Policy](#)
- [Quality First Principles](#)
- [Product Donation Policy](#)

[Navigate to further information](#)

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## 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 2019, CR consultancy Carnstone asked over 150 stakeholders – including investors, employees and suppliers – to rank 14 issues we consider material. All 14 CR priorities were rated as either significant or very significant by 55% or more people (as a minimum), indicating that we are focusing on issues that they think are important for us. To determine our most important CR priorities, we also asked people to list and rank their top five priorities. These responses were used to determine the rankings in the table below.

### Impact on RELX\*

- 1 Having the right people
- 2 Data privacy and security
- 3 Responding to customer needs
- 4 Governance & ethical practice
- 5 Promoting diversity
- 6 RELX unique contributions
- 7 Health, safety and wellbeing
- 8 Editorial standards
- 9 Tax, pensions and investments
- 10 Access to information
- 11 Sustainable supply chain
- 12 Transparent, comprehensive reporting
- 13 Supporting our communities
- 14 Managing environmental impacts

### Impact on society and the environment

- 1 RELX unique contributions
- 2 Access to information
- 3 Responding to customer needs
- 4 Editorial standards
- 5 Managing environmental impacts
- 6 Data privacy and security
- 7 Governance & ethical practice
- 8 Promoting diversity
- 9 Supporting our communities
- 10 Having the right people
- 11 Health, safety and wellbeing
- 12 Tax, pensions and investments
- 13 Transparent, comprehensive reporting
- 14 Sustainable supply chain

\* The survey asked people to select and rank their top five priorities in terms of impact on RELX, and RELX's impact on society and environment.

## Engagement

Our thinking is informed by extensive internal and external engagement, including stakeholder consultation, which informs our CR objectives, provides insight into risks and opportunities and best practice. We involve more than 1,000 colleagues across RELX in our CR networks, who in turn reach thousands of people across the company.

### External:

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

### Internal:

Accessibility Working Group, CR as a Sales Tool Working Group, Disaster and Emergency Relief Working Group, Inclusion and Diversity Advisory Group, Diversity and Inclusion Working Group, Editorial Policy Working Group, Elsevier Accessibility Guild, Employee Resource Groups, Environmental Champions, Green Teams, Modern Slavery Act Working Group, Quality First Principles Working Group, RE Cares Champions, Reed Exhibitions Sustainability Steering Group, Rule of Law Working Group, SDG Resource Centre Working Group, Socially Responsible Supplier Group, Wellbeing Champions, Women in Tech Working Group, CR for Customers



## 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 and in our supply chain. We demonstrate leadership as a UNGC LEAD company, contributing to their SDG Action Platforms focused on decent work and economic growth (SDG 8), and peace, justice and strong institutions (SDG 9). We also serve on the Board of the UNGC Network UK – and presented at the Network's London SDG Roadshow and the Cardiff SDG 6 Roadshow – and the board of the UNGC Network Netherlands.

The UNGC is a partner of the RELX SDG Resource Centre, which features UNGC content. UNGC Chief Executive, Lisa Kingo, provides the introduction to the site and the UNGC India Network and the UNGC Netherlands Network were partners respectively in the RELX SDG Inspiration Days in Delhi and Amsterdam. These events brought together business, government, investors and civil society to inspire action and collaboration to advance the global goals.

Our 2019 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 into practice over the past year, see our 2019 Communication on Progress.](#)

## 2019 awards for excellence

Our employees, products and services regularly receive awards for excellence. In 2019, for example:

### Scientific, Technical & Medical



Elsevier wins six first prizes and three BMA Special Prizes, including BMA Medical Book of the Year, at 2019 BMA Medical Book Awards



Elsevier's Care Planning wins 2019 KLAS Category Leader Award in Philadelphia

### Risk & Business Analytics



LexisNexis Risk Solutions was awarded 'Best Enabling Company' at the 2019 Fintech Awards in Wales



LexisNexis Risk Solutions was awarded 'Best Compliance & Regulatory Technology Solution of the Year' at the Treasury, Risk & Compliance Summit in India

### Legal



LexisNexis Legal & Professional recognised by United Nations Foundation for Strengthening Equality Under the Law, Transparency of Law, Independent Judiciaries, Accessible Legal Remedy



LexisNexis Legal & Professional won 'Achievement in Customer Excellence' award at the 2019 Confirmit ACE Awards

### Exhibitions



Reed Exhibitions Asia-Pacific was awarded 'Best International Show' for Media 10 at the 2019 AEO Excellence Awards



Reed Exhibitions Brazil was awarded the '2019 UFI Human Resources Award' for employer branding

## 2019 investor and other recognition



### Constituent of the Ethibel Sustainability Index

Included in:  
– Excellence Europe  
– Excellence Global



**RE100**  
– Member



### CDP

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



### Green Power Partnership

- National Top 100



### FTSE4Good

#### FTSE4Good Index

Included in:  
– FTSE4Good Global Index  
– FTSE4Good Europe Index  
– FTSE4Good UK Index



### STOXX Global ESG Leaders Indices

- Included



**ECPI Indices**  
– Included



**Tortoise Responsibility 100 Index**  
– 6th out of 100



**Oekom Corporate Responsibility Rating**  
– Prime status

### S&P Global

#### ESG S&P 1200

– Ranked 2nd in the S&P1200 for ESG performance based on CSRHub data



**MSCI ESG Ratings assessment**  
– AAA rating

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## 2019 key CR data

	2019	2018	2017	2016	2015
<b>Revenue (€m)</b>	<b>7,874</b>	7,492	7,341	6,889	5,971
<b>People</b>					
Number of full-time equivalent employees (year-end)	<b>33,200</b>	32,100	31,000	31,200	30,000
Percentage of female employees (%) <sup>1</sup>	<b>50</b>	51	51	52	52
Percentage of female managers (%) <sup>1</sup>	<b>42</b>	42	43	43	44
Percentage of female senior operational managers (%) <sup>1,2</sup>	<b>33</b>	28	29	28	31
<b>Community<sup>2</sup></b>					
Total cash and in-kind donations (products, services and time (€m))	<b>9.2</b>	8.7	7.5	7.1	6.1
Market value of cash and in-kind donations (€m)	<b>18.7</b>	17.6	12.6	16.5	13.7
Percentage of staff volunteering (%) <sup>3</sup>	<b>45</b>	42	45	39	37
Total number of days volunteered in company time	<b>12,127</b>	11,720	12,670	10,980	10,525
<b>Health and safety (lost time)<sup>4</sup></b>					
Incident rate (cases per 1,000 employees) <sup>4</sup>	<b>0.50</b>	0.28	0.55	0.75	0.93
Frequency rate (cases per 200,000 hours worked) <sup>4</sup>	<b>0.06</b>	0.03	0.06	0.09	0.11
Severity rate (lost days per 200,000 hours worked) <sup>4</sup>	<b>0.69</b>	0.69	1.15	2.09	2.03
Number of lost time incidents (>1 day) <sup>4</sup>	<b>14</b>	8	17	22	26
<b>Socially Responsible Suppliers (SRS)</b>					
Number of key suppliers on SRS database <sup>5</sup>	<b>354</b>	348	344	383	399
Number of independent external audits	<b>93</b>	84	83	89	86
Percentage signing Supplier Code of Conduct (%) <sup>6,7</sup>	<b>91</b>	89	91	89	88
<b>Environment</b>					
Total energy (MWh) <sup>8</sup>	<b>163,628</b>	179,228	186,228	195,556	207,093
Renewable electricity (MWh) <sup>8</sup>	<b>136,410</b>	125,707	117,799	107,124	91,418
Percentage of electricity from renewable sources (%) <sup>7,8</sup>	<b>96</b>	81	72	62	50
Water usage (m <sup>3</sup> ) <sup>8</sup>	<b>331,913</b>	332,490	344,918	337,889	337,645
<b>Climate change (tCO<sub>2</sub>e)<sup>8</sup></b>					
Scope 1 (direct) emissions <sup>8</sup>	<b>7,848</b>	7,477	8,231	7,966	7,446
Scope 2 (location-based) emissions <sup>8</sup>	<b>68,229</b>	74,279	84,590	91,913	95,947
Scope 2 (market-based) emissions <sup>8</sup>	<b>17,704</b>	16,004	21,831	32,153	-
Scope 3 (business flights) <sup>9,8</sup>	<b>62,254</b>	68,363	58,034	53,847	54,958
Total emissions using scope 2 (location-based) emissions <sup>8</sup>	<b>138,331</b>	150,119	150,855	153,726	158,351
Total emissions using scope 2 (market-based) emissions <sup>8</sup>	<b>87,806</b>	91,844	88,096	93,966	-
<b>Waste<sup>10</sup></b>					
Total waste (t) <sup>10</sup>	<b>4,587</b>	6,448	6,664	7,107	7,604
Percentage of waste recycled (%) <sup>10</sup>	<b>50</b>	64	69	70	70
Percentage of waste diverted from landfill (%) <sup>10</sup>	<b>69</b>	72	76	76	75
<b>Paper</b>					
Production paper (t) <sup>11</sup>	<b>34,599</b>	35,555	36,484	46,128	51,285
Sustainable content (%) <sup>11,12</sup>	<b>100</b>	100	100	100	100

- 1 Senior operational managers are defined as those managers up to and including three reporting lines from the CEO with a management level of 16 and above – the senior manager category as defined by our internal job architecture. This is new methodology introduced in 2019.
- 2 Data reporting methodology assured by LBG. See [Appendix 2](#) for LBG assurance statement 2019.
- 3 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 company-sponsored volunteer activities.
- 4 Accident reporting covers approximately 84% of employees.
- 5 We continue to refine our supplier classification and hierarchy data, contributing to changes in the number of suppliers we track year-on-year.
- 6 Signatories to the CoC include suppliers who have not signed the RELX Code, but already operate to equivalent Codes of their own. These suppliers are subject to the same tracking and checking against the requirements of the RELX Code of Conduct as those which have signed the RELX Code.
- 7 We purchase renewable electricity on green tariffs at locations in the UK, Austria and the Netherlands. In the US, we also purchase and retire Green-e certified Renewable Energy Certificates (RECs). We purchase and retire Gold Power i-RECs from a solar project in Thailand.
- 8 Market-based and location-based emissions have been reported in compliance with the updated GHG Protocol guidance. See our reporting guidelines and methodology from the link below
- 9 Covers all flights booked through our corporate travel partner. All years use the DEFRA RF emissions factor for air travel in Scope 3 [other].
- 10 Waste figures represent all operations, including estimates from non-reporting locations. The waste estimation methodology for non-reporting locations was updated in the year which contributed to the reduction in waste figures in 2019. This methodology update does not impact the figures at reporting locations.
- 11 All paper we graded in 2019 – 96% of total production stock – was graded PREPS grade 3 or 5 (known and responsible sources).
- 12 Data assured by EY. See [Appendix 3](#) for EY assurance statement 2019.

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

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## 2019–2020 CR objectives

We set meaningful targets and measure progress against them.

Material issues	2019 objectives	Achievement	2020 objectives	By 2030*
<b>Unique contributions</b>  See page 16–24 for more information	<ul style="list-style-type: none"> <li>▪ Advance of science and health: Meaningful support to advance SDG 3 (Good Health and Well-being), including Elsevier Foundation Women in Water in Africa leadership workshops</li> <li>▪ Advance of science and health: Create new RELX SDG Graphics on the state of knowledge underpinning the SDGs</li> <li>▪ Protection of society: Workstream on improving financial inclusion for low-income citizens</li> <li>▪ Promotion of the rule of law and access to justice: Meaningful support of SDG 16 (Peace, Justice and Strong Institutions), including support for UNGC SDG 16 Action Platform</li> </ul>	<ul style="list-style-type: none"> <li>▪ Water First! three-day workshop in Accra, Ghana in September 2019 with 35 women researchers from across Africa</li> <li>▪ Research Without Borders, African Journals Partnership programme, eight volunteers (12 weeks in total) in 2019; 40 volunteers since 2017</li> <li>▪ Increasing capacity at Epicentre's Niger Research Centre encompassing access to ScienceDirect, Scopus, Scival, Clinical Key, and Mendeley, as well as media and speaker assistance for Epicentre Scientific Day – \$300,000 provided of the \$600,000 committed to 2022</li> <li>▪ Two created in 2019: <ul style="list-style-type: none"> <li>- SDG 6 (Clean Water and Sanitation)</li> <li>- SDG 11 (Sustainable Cities and Communities)</li> </ul> </li> <li>▪ Engaged with US organisations including consumer advocacy groups such as the Center for Responsible Lending, NAACP, UnidosUS, the Pew Charitable Trusts, and the Annie E. Casey Foundation to discuss how LexisNexis Risk Solutions' alternative data sets in its RiskView tool (e.g., home ownership, education, and bankruptcies) can support access to credit for low scorers in traditional credit bureau reports</li> <li>▪ Pilot in Mexico analysing risk attributes from digital devices, using LexisNexis Risk Solutions' ThreatMetrix to address challenges to financial inclusion for middle income citizens in emerging markets, including identity verification and credit risk</li> <li>▪ Launched LexisNexis Rule of Law Foundation</li> <li>▪ Rule of Law Cafés in London, Singapore and Malaysia</li> <li>▪ Supported UNGC SDG 16 Action Platform; hosted first in-country consultation in Timor-Leste</li> <li>▪ UN General Assembly week event with Ambassador Keith Harper, former US representative to the Council on Human Rights on business and human rights</li> </ul>	<ul style="list-style-type: none"> <li>▪ Advance of science and health: Meaningful support of SDG 3 (Good Health and Well-being), including development of MSF/Epicentre Medical Day in Niger, and Water First! Workshops for Women in Water, encompassing skills training through Elsevier's Research without Borders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Use our products and expertise to advance the SDGs, among them: <ul style="list-style-type: none"> <li>▪ SDG3: Good Health and Well-being</li> <li>▪ SDG4: Quality Education</li> <li>▪ SDG10: Reduced Inequalities</li> <li>▪ SDG13: Climate Action</li> <li>▪ SDG16: Peace, Justice and Strong Institutions</li> </ul> </li> <li>▪ Enrich the SDG Resource Centre to ensure essential content, tools and events on the SDGs are freely available to all</li> </ul>

\* 2030 is the deadline for the UN's Sustainable Development Goals; we aim to do our part towards their achievement.

## 2019–2020 CR objectives continued

We set meaningful targets and measure progress against them.

Material issues	2019 objectives	Achievement	2020 objectives	By 2030*
	<ul style="list-style-type: none"> <li>▪ Fostering communities: Meaningful support of SDG 11 [Sustainable Cities and Communities], including focus at relevant Reed Exhibition shows, and a 'Good Cities' 2019 SDG Inspiration Day India</li> </ul>	<ul style="list-style-type: none"> <li>▪ SDG Inspiration Day Delhi, India focused on SDG 11 [Sustainable Cities and Communities]: participation from government, peers, media, foundations, NGOs and youth; front page coverage in India's largest circulation newspaper of four million daily</li> <li>▪ Organised panel discussion at World Travel Market focused on disaster relief preparedness with Jamaican Tourism Ministry at which sustainable cities research launched; planning for a first Smart Cities Expo &amp; Forum at World Future Energy Summit 2020</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fostering communities: SDG 11 [Sustainable Cities and Communities]: Enhance sustainability of trade show events</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Universal, sustainable access to information: Broaden RELXSDG Resource Centre to include content from new partners and enhance functionality, including SDG News Tracker</li> </ul>	<ul style="list-style-type: none"> <li>▪ New partner content from UN University and Partnership for Sustainable Development Data; new search function and dedicated news section</li> </ul>	<ul style="list-style-type: none"> <li>▪ Create SDG Champions network</li> <li>▪ More RELXSDG Graphics on the state of knowledge underpinning the SDGs</li> <li>▪ Increase RELXSDG Resource Centre content by 25%</li> </ul>	

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Material issues	2019 objectives	Achievement	2020 objectives	By 2030
<b>Governance</b>  <a href="#">See page 25–29 for more information</a>	<ul style="list-style-type: none"> <li>Continue corporate security incident response preparedness; expand ISO 27001 data protection compliance certification</li> <li>New Culture of Integrity manager communications, training and resources</li> <li>Advance work on African tax law codification project</li> </ul>	<ul style="list-style-type: none"> <li>Incident Response Plan 3.0 released</li> <li>Training for senior leadership including simulations</li> <li>UK Cyber Essentials PLUS certification for key product groups</li> <li>ISO 27001 certification expanded to cover Risk and Business Analytics businesses in UK, Ireland, India and China</li> <li>RELX Do The Right Thing Principles developed with compliance leads across business areas</li> <li>RELX Ethical Leader manager communications and online training incorporating Do the Right Thing Principles</li> <li>Advanced discussions with OECD's Centre for Tax Policy and Administration; shortlist of countries for proof of concept in 2020</li> </ul>	<ul style="list-style-type: none"> <li>Continue corporate security incident response preparedness; implement controls to increase resilience to user-based attacks, such as phishing and ransomware</li> <li>Assess and develop strategies to address compliance with emerging privacy regulation such as the California Consumer Privacy Act</li> <li>Continue to advance African tax law codification project; deploy proof of concept to a shortlist of countries</li> </ul>	<ul style="list-style-type: none"> <li>Continued progressive actions that advance excellence in corporate governance within our business and the marketplace</li> </ul>
<b>People</b>  <a href="#">See page 30–39 for more information</a>	<ul style="list-style-type: none"> <li>Progress UN Equal Pay International Coalition commitments</li> <li>Establish a dashboard for inclusion metrics</li> <li>Develop mental health metrics and response plans</li> </ul>	<ul style="list-style-type: none"> <li>Job architecture project completed and integrated into new human resources information system, Workday</li> <li>Pay equity audits in key functions and geographies completed in 2018, with adjustments made as necessary in 2019</li> <li>Inclusion Dashboard created covering gender, age, generation, joiners and leavers by job function, business unit and seniority</li> <li>Our Workforce Engagement Director has held a number of meetings with employees across Europe, the US and APAC and reported to the Board</li> <li>Mental health metrics developed utilising absence, percentage of annual leave taken and exit interview data</li> <li>Peer benchmarking to identify common indicators and best practice</li> <li>Response plans include expanding Well-being Champions Network and training mental health employee leads</li> </ul>	<ul style="list-style-type: none"> <li>Introduce suite of 2020–2025 inclusion goals</li> <li>Provide manager training on pay principles and equal pay</li> <li>Map and expand Well-being Champions Network and train more mental health employee leads</li> </ul>	<ul style="list-style-type: none"> <li>Continued high-performing and satisfied workforce through talent development, D&amp;I and well-being; scale support for external human capital initiatives</li> </ul>

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<b>Customers</b>  See page 40–48 for more information	<ul style="list-style-type: none"> <li>▪ Role out new Editorial Policy training</li> <li>▪ Updated Editorial Policy launched for all staff by Chief Legal Officer and General Counsel</li> <li>▪ New video series, RELX Editorial Policy in Action, made available to all employees</li>   <li>▪ Expand online content for CR as a Sales Tool</li> <li>▪ Migration to new intranet; refresh of all content and introduction of Talking to Our Customers About the SDGs</li>   <li>▪ Develop Accessibility Advisory Board</li> <li>▪ Accessibility Board created representing all business areas focused on standardising accessibility training, compliance models, automated testing and enterprise-wide communications</li> </ul>	<ul style="list-style-type: none"> <li>▪ New SDG Customer Award to be presented at annual flagship RELX SDG Inspiration Day</li> <li>▪ Map customer feedback mechanisms across business areas</li> <li>▪ Develop framework for product accessibility self-audits</li> </ul>		<ul style="list-style-type: none"> <li>▪ Continue to expand customer base across our four business units through excellence in products and services, active listening and engagement, editorial and quality standards, and accessibility; a recognised advocate for ethical marketplace practice</li> </ul>
<b>Community</b>  See page 49–55 for more information	<ul style="list-style-type: none"> <li>▪ New RELX global fundraising partnership</li> <li>▪ Hope and Homes for Children project in Moldova to help children with hearing impairment access specialised speech and language therapy chosen from a shortlist in an all-employee vote</li> <li>▪ Aiming to raise at least \$100,000 during next two years, with almost \$61,000 raised</li> <li>▪ 35 children assessed by year-end; internal team travelled to Moldova to create a video to be shared with all employees</li>   <li>▪ Create guidance for calculating pro bono contributions</li> <li>▪ Worked with LBG and key stakeholders to improve methodology for calculating in-kind contributions</li> <li>▪ Developed guidance note shared with finance colleagues and lead RE Cares Champions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Progress new partnership with global fundraising partner, Hope and Homes for Children</li> <li>▪ Develop RE Cares Manager training</li> <li>▪ Create RE Cares module for staff induction across RELX</li> </ul>		<ul style="list-style-type: none"> <li>▪ Through our unique contributions, significant, measurable advancement of education for disadvantaged young people; investments with partners for maximum impact</li> </ul>

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<b>Supply chain</b>  See page 56–61 for more information	<ul style="list-style-type: none"> <li>▪ Increase the number of suppliers as Code signatories           <ul style="list-style-type: none"> <li>▪ 96% core (target 95%)</li> <li>▪ 100% high risk core (target 100%)</li> <li>▪ 91% total tracking list (target 85%)</li> <li>▪ 3,202 total Code signatories (3,082 YE 2018)</li> </ul> </li>   <li>▪ Continue using audits to ensure continuous improvement in supplier performance and compliance           <ul style="list-style-type: none"> <li>▪ 93 audits completed</li> <li>▪ 2 audits scheduled, 6 in progress</li> <li>▪ Reduced open audit points by 21% over 2018</li> </ul> </li>   <li>▪ Continue to advance the US Supplier Diversity and Inclusion programme           <ul style="list-style-type: none"> <li>▪ 11.9% diversity spend (US rolling four quarters)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase number of suppliers as Code signatories</li> <li>▪ Continue using audits to ensure continuous improvement in supplier performance and compliance</li> <li>▪ Advance US Supplier Diversity and Inclusion programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ 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</li> </ul>	
<b>Environment</b>  See page 62–74 for more information	<ul style="list-style-type: none"> <li>▪ 55% of locations to achieve five or more RELX Environmental Standards           <ul style="list-style-type: none"> <li>▪ 56% achieved</li> </ul> </li>   <li>▪ Purchase renewable electricity equal to 90% of global consumption           <ul style="list-style-type: none"> <li>▪ Achieved through green tariff purchases in Europe, green-e certified iRECs purchase in the United States, and GoldPower RECs in Asia Pacific</li> </ul> </li>   <li>▪ Achieve ISO 14001 Environmental Management System (EMS) certification at three additional locations           <ul style="list-style-type: none"> <li>▪ Additional five sites certified including Alpharetta, Richmond, Horsham, Chennai and Gurgaon</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Set new environment targets for 2020–2025</li> <li>▪ Purchase renewable electricity equal to 100% of global consumption</li> <li>▪ Achieve ISO 14001 Environmental Management System (EMS) certification at 50% of the business by headcount</li> </ul>	<ul style="list-style-type: none"> <li>▪ Further environmental knowledge and positive action through our products and services and, accordingly, conduct our business with the lowest environmental impact possible</li> </ul>	

EY assured our 2019 environment, health and safety, people and supply chain data as indicated in the summary table on [page 10](#). EY's conclusions are in [Appendix 3](#).

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# 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 by building trust with internal and external stakeholders.

## 2019 objectives

- Advance of science and health: Meaningful support to advance SDG 3 (Good Health and Well-being), including Elsevier Foundation Women in Water in Africa leadership workshops
- Advance of science and health: Create new RELX SDG Graphics on the state of science underpinning the SDGs
- Protection of society: Workstream on improving financial inclusion for low-income citizens
- Promotion of the rule of law and access to justice: Meaningful support of SDG 16 (Peace, Justice and Strong Institutions), including support for UN Global Compact SDG 16 Action Platform
- Fostering communities: Meaningful support of SDG 11 (Sustainable Cities and Communities), including focus at relevant Reed Exhibition shows, and a 'Good Cities' 2019 SDG Inspiration Day India
- Universal, sustainable access to information: Broaden RELX SDG Resource Centre to include content from new partners and enhance functionality, including for SDG News Tracker

## Key issues in this section

- [16 Why](#)
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**Our solutions help underserved people around the world get access to the credit they need to climb the economic ladder. I am proud of the work we do on a daily basis to foster financial inclusion and transparency worldwide.**

**Ankush Tewari**

Vice President Market Planning  
LexisNexis Risk Solutions, US

## 1.3m

Research4Life downloads from Elsevier's ScienceDirect

## 23,500

Elsevier journals available through Research4Life

**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 innovation and enables critical decision-making. Elsevier makes a significant contribution to SDG 3, Good Health and Well-Being.

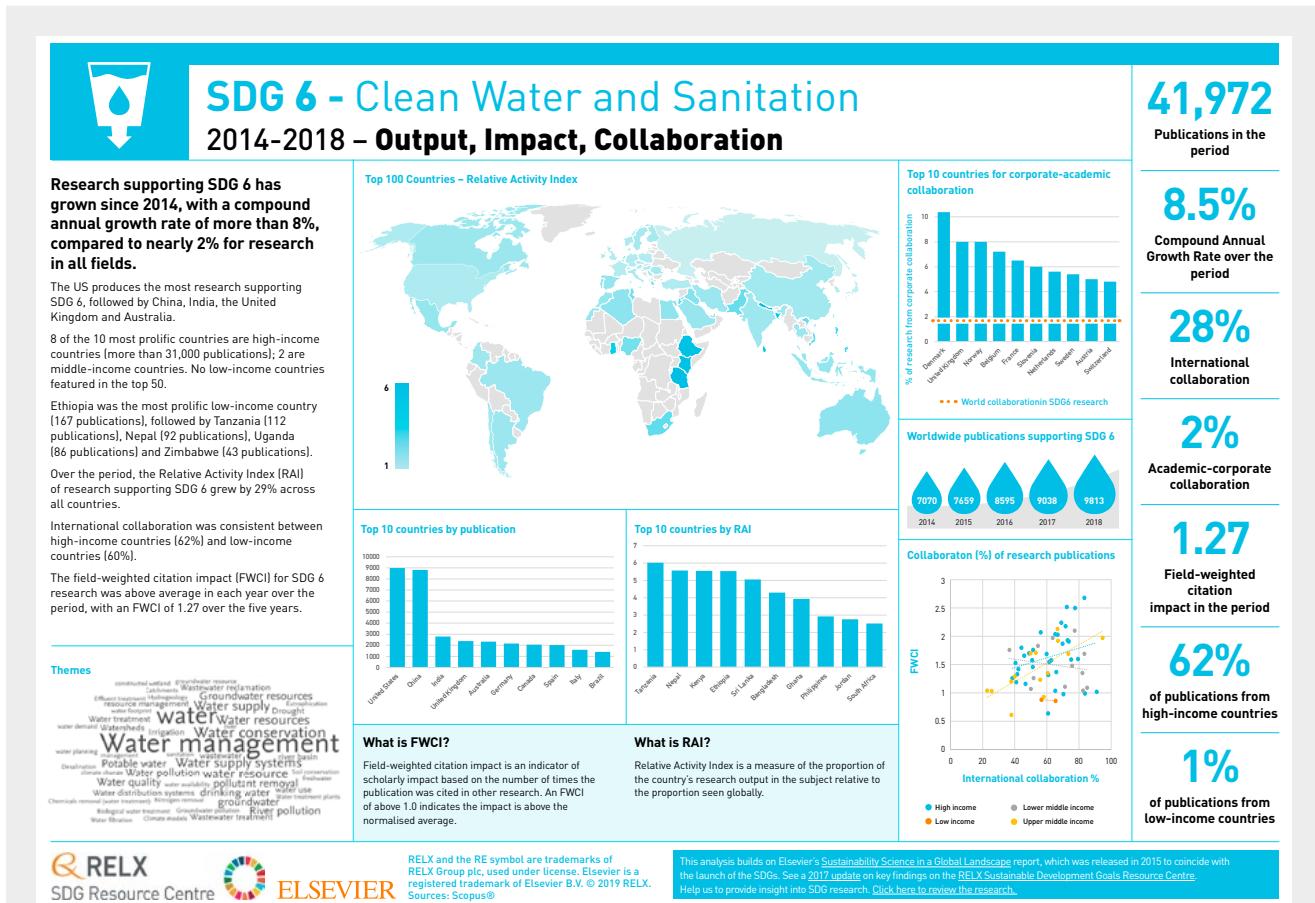
To broaden access to its content, Elsevier supports programmes where resources are often scarce. Among them is Research4Life, a partnership with UN agencies and up to 160 publishers; we provide core and cutting-edge scientific information to researchers in more than 100 developing countries. As a founding partner and leading contributor, Elsevier provides over a quarter of the material available in Research4Life, encompassing approximately 23,500 journals and 86,000 e-books. In 2019, there were over 1.3m Research4Life downloads from ScienceDirect.

Elsevier serves the global scientific research community, publishing over 496,000 articles in 2019. In addition, the Elsevier Foundation supports partnerships to advance diversity in science, research in developing countries and global health. In 2019, 35 women scientists from across Africa participated in a Water First! three-day workshop in Accra, Ghana. The aim was to empower African women researchers to advance their work, helping redress the disparity of African women on the forefront of the struggle for water security without a proportionate share of agency to affect change. The workshop was led by Elsevier Foundation Board member, Dr. Geri Richmond, who founded the University of Oregon's COACH programme which aims to increase the scientific success and leadership capacity of women scientists and engineers.

In the year, we created new SDG Graphics to explore the state of knowledge underpinning the SDGs, including for SDG 6 (Clean Water and Sanitation). Research in the field between 2014–2018 had an annual compound growth rate of 8.5% (compared to 2% for all research fields), yet only 1% of the share of output was from low income countries, those most affected by access to decent water and sanitation.

To help address the output gap for low income countries, Elsevier runs Research Without Borders in association with the African Journals Partnership Program, supported by the US National Library of Medicine, US National Institute of Health and the Council of Science Editors. Elsevier experts help their African peers improve the visibility of their research by funding skilled volunteers to provide strategic, editorial communication, and operational guidance. In 2019, participants included Anne Roca, Deputy Editor of *Lancet Global Health*, and Christine Aime Sempe,

a publisher with Elsevier Paris, who worked with Annales Africaines de Medecine in the Democratic Republic of Congo and held author workshops with African editors at Amref's African Health Agenda International Conference in Rwanda.



## 2019 objective:

## Create new RELX SDG Graphics on the state of knowledge underpinning the SDGs

The role of data in advancing the SDGs cannot be underestimated. We are committed to using our resources and analytical tools to unlock data to drive progress on the goals. During the year, we produced two new RELX SDG Graphics, available on the free RELX SDG Resource Centre, analysing SDG-supported research for SDG 6 (Clean Water and Sanitation) and SDG 11 (Sustainable Cities and Communities). The base data for both SDG Graphics is Elsevier's Scopus, the largest database of peer-reviewed literature. In consultation with experts, we took an iterative approach, conducting a keyword search to define the relevant research fields.

For both SDG Graphics, we looked at the period 2014–2018 and identified quantity and quality of output, by which countries, and the extent of collaboration. In both cases, the critical finding is that only 1% of the output came from low income countries, those most affected by the need for clean water and sanitation and sustainable cities and communities.

**Image: RELX SDG Graphics show the state of knowledge underpinning a given SDG, including output, impact and collaboration**



### 2019 objective:

## Meaningful support to advance SDG 3 (Good Health and Well-being), including Elsevier Foundation Women in Water in Africa leadership workshops

The Elsevier Foundation works to address key challenges in science, health and inclusion in order to progress the SDGs. "The first step towards addressing the health challenges of our time is for people to understand and appreciate that health is a basic human right," says Dr. Githinji Gitahi, CEO of Amref Health Africa, a passionate advocate for improving the health of people across Africa. In 2019, the Elsevier Foundation joined Amref Health Africa and the Rwandan Ministry of Health, at the Africa Health Agenda International Conference in Kigali, Rwanda. With over 1500 participants, the conference assembled policymakers, civil society, technical experts, innovators, academia and youth to discuss specific actions on SDG 3. Among them was universal healthcare coverage with a presentation by Yacine Sambe Diouf, from the Senegal Ministry of Economy and Finance, on engaging with finance ministries, in particular, the need for NGOs and agencies to demonstrate results. Senegal is dedicating 15 percent of its state budget to health.

Image: 2019 Water First! research workshops for African women scientists raise their profile and the prominence of their work while improving health and livelihoods in their communities



### 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

The Elsevier Foundation is supporting AMREF Health Africa's JIBU programme with a four year grant to turn a mobile nursing education pilot into a comprehensive programme providing targeted mobile nursing education in East Africa. The Elsevier Foundation is also supporting Amref's Innovate for Life accelerator to help African entrepreneurs develop home-grown innovations for health – including access to information networks and funding opportunities – to bridge the gap between African entrepreneurs and international investors.

We are also investing in Water First! leadership and water research workshops for African women scientists in the field to raise their profile and the prominence of their work while improving health and livelihoods in their communities. The initiative is led by Professor Geri Richmond, Presidential Chair in Science and Professor of Chemistry at the University of Oregon, recipient of numerous awards including the Priestley Medal, and a former US State Department Science Envoy, who is the founding Director of COACH, focused on advancing women scientists and engineers in the US and developing countries. The programme will benefit over 100 African women water scientists over a three year period.

Since 2018, Elsevier has supported and helped launch Scientific African, a collaboration with the Next Einstein Forum, to create a modern open access journal to advance health and research capacity-building across Africa. Elsevier is sharing its expertise and infrastructure to provide a freely accessible flagship journal for and by African researchers. Since launch, the journal has received 1,100 submissions from across Africa and published more than 200 papers in all fields of science resulting in 75,000 article downloads in its first year of operation.



**Developing scientific capacity in Africa is a huge task that no single entity can accomplish alone. All hands are needed on deck, and every effort should be channelled to raising the scientific profile of Africa.**

**Dr Benjamin Apraku Gyampoh**

Editor-in-Chief of Scientific African and Lecturer in the Department of Fisheries and Watershed Management at the Kwame Nkrumah University of Science and Technology

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## Risk & Business Analytics

Risk & Business Analytics (RBA) tools and resources help law enforcement keep communities safe and protect society by detecting and preventing fraud across a range of business sectors and at US federal, state and local government levels. In the year, LexisNexis Risk Solutions partnered with local police departments to provide community crime maps, including the Graham Police Department, North Carolina, with automated alerts notifying citizens of crimes in their area.

In 2019, Michael Breslin, LexisNexis Risk Solutions Special Services Director, participated in a civil society workshop organised by the United Nations Office on Drugs and Crime (UNODC) in Vienna. The focus was on the United Nations Convention against Transnational Organized Crime (UNTOC) and the role for business and other civil society actors, including


**Solution:**

**ThreatMetrix®** provides a contextual view of a consumer's digital footprint – **their reputation and historic behavior – that goes beyond traditional data**

academia and NGOs, in implementing the treaty which was signed by 147 nations in 2000. He discussed trends in cybercrime and financial fraud and how LexisNexis Risk Solutions tools support law enforcement to combat transnational criminal networks.

RBA colleagues developed the ADAM programme in 2000 to help the National Center for Missing and Exploited Children find missing children. ADAM distributes missing child alert posters to law enforcement, hospitals, libraries and businesses within specific geographic search areas. In 2019, two children were found through the ADAM programme. In the United Kingdom, Missing People is a key partner and LexisNexis Risk Solutions tools helped reconnect the missing with those searching for them.



**ADAM enhances our photo distribution efforts by rapidly distributing images and information about missing children to targeted areas. The programme is a key component of our recovery efforts.**

### Callahan Walsh

Child advocate for the National Center for Missing & Exploited Children and sibling of Adam Walsh, for whom the programme is named

### 2019 objective:

## Workstream on improving financial inclusion for low-income citizens

Financial inclusion is essential to the SDGs. With adequate wages and access to credit, citizens are lifted out of poverty, (SDG 1); avoid hunger (SDG 2); have better health (SDG 3); are more likely to receive quality education (SDG 4) and so forth across the SDGs – and more women will contribute to the financial well-being of their communities (SDG 5), which McKinsey estimates would add \$12 trillion to the global economy.

However, according to the latest Global Findex estimates published by the World Bank, 1.7bn adults in the world lack an account with a financial institution or a mobile money provider. A joint study by McKinsey and the IFC estimates that micro and small enterprises face a \$2 trillion credit gap which slows economic growth. But a key challenge that lenders face when trying to extend credit to this population is a lack of data.

It is a catch 22 that you need to have credit to access credit. LexisNexis Risk Solutions is working to address a lending blind spot for those seeking to advance personal or professional objectives likely to be creditworthy (such as higher education or expanding a small business) but unable to gain credit because of missing or outdated, negative information. Lenders need the right data to lend responsibly, ensuring they only provide loans to those with an ability to pay them back. Our RiskView tool widens financial inclusion for marginalised groups, including

those without credit history, by providing alternative data sets such as home ownership, education status, professional licences not in traditional credit reports. In 2019, we held an event with US organisations including consumer advocacy groups such as the Center for Responsible Lending, UnidosUS, the Pew Charitable Trusts, and the Annie E. Casey Foundation to explore improving equality of access to financial services for more citizens.

Issues can be magnified in developing economies, where there are two primary challenges to financial inclusion: identity verification and credit risk. LexisNexis Risk Solutions' ThreatMetrix, alongwith with fintech partners, is deriving alternative data that can be used to assess risk from consumers who use smartphones. We launched a pilot in Mexico and plan to introduce an account opening fraud detection service for less developed economy lenders in the year ahead.

### Linked to SDG 10: Reduced Inequalities

Target 10.4: Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

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## Legal

LexisNexis Legal & Professional promotes the rule of law and access to justice through its products and services. The LexisNexis global legal and news database contains 119 billion documents and records providing transparency into the law in more than 150 countries.

Advancing SDG 16, Peace, Justice and Strong Institutions, in 2019, LexisNexis Middle East & North Africa launched a new Lexis Middle East platform, an online database providing access to case law, legislation and regulations in English and Arabic, as well as expert commentary in English for Middle East jurisdictions. Drawn from over 300 regional sources, Lexis Middle East is updated daily to inform the legal community. In 2019, we launched the LexisNexis Rule of Law Foundation to partner with a wide range of stakeholders on rule of law projects around the world.

A key tool on the Foundation site <https://www.lexisnexisrolfoundation.org/> is the LexisNexis Rule of Law Impact



**2019 objective:**

## Meaningful support of SDG 16 (Peace, Justice and Strong Institutions), including support for UNGC SDG 16 Action Platform

In the year, we supported the development of the UNGC's Peace, Justice & Strong Institutions Action Platform during UN General Assembly week and held the first country consultation in Timor-Leste. During the full day workshop, in collaboration with the Timor-Leste Office of Foreign Affairs, seventy entrepreneurs explored how supporting the SDGs can help their businesses – and their country.

We also held Rule of Law Cafés throughout 2019 – which bring stakeholders together, including customers, government, NGOs and law societies to discuss opportunities to go beyond legal minimums to advance the rule of law – in London, Singapore and Malaysia. During UN General Assembly week 2019, we held a public event on business and human rights with Ambassador Keith Harper, former US representative to the Council on Human Rights, live-streamed to RELX employees and made available following on the RELX SDG Resource Centre.

**Image:** In 2019, we hosted the first country consultation for the UNGC's SDG 16 Action Platform – Peace, Justice and Strong Institutions – in Timor-Leste

Tracker, updated with 2019 data, visualising how key measures such as child mortality, corruption, and life expectancy decrease when the rule of law grows.

In the year, LexisNexis Legal & Professional CEO, Mike Walsh, received a Global Leadership Award from the United Nations Foundation in recognition of the company's contributions to advancing the rule of law globally. Ban Ki-moon, the eighth Secretary-General of the United Nations, said, "Mike and the committed team at LexisNexis have been at the forefront of using their core competencies... to strengthen the rule of law in the 130 markets where the company operates." LexisNexis Legal & Professional partners with the International Bar Association on the eyeWitness to Atrocities App which assists human rights defenders in documenting and reporting human rights abuses in a secure and verifiable way so information can be used as court evidence; the App is available to all Android users and has collected more than 8,500 photos and videos to date.

Other Rule of Law activities held in 2019 include:

- Translated ten laws relating to families, women and children and sexual abuse in the Maldives from Dhivehi into English and also created a 'plain language' version for distribution by the Maldives Family Legal Clinic
- Participated in mobile court projects in the villages of Kampung Matanggal and Pensiangan, Myanmar to support villagers with their legal rights in cases on statelessness, land issues and native rights
- Collaborated with the Global Investigative Journalism Network to put low-cost news and research tools in the hands of over two dozen investigative journalists in 10 countries around the world to help them write investigative articles on anti-corruption and other topics
- Worked with the Supreme Court of Sierra Leone to scan laws available in only one set of books for use by judges across Sierra Leone; donated scanned laws to Legal Aid in Sierra Leone to enhance the capacity of legal aid lawyers to support their clients
- Held a customer event in New York chaired by the CEO of British American Business and the UNGC to highlight the business case for strengthening the rule of law

↗ [Read more about LexisNexis Legal & Professional and the rule of law](#)



**LewisNexis is a special place to work because our people can see the clear connection between advancing the rule of law and creating a better society.**

**Mike Walsh**  
CEO, LexisNexis Legal & Professional



## Linked to SDG 16: Peace, justice and strong institutions

Target 16.3: Promote the rule of law at the national and international levels and ensure equal access to justice for all

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## Exhibitions

Reed Exhibitions events strengthen communities and support the SDGs. In 2019, we held the 12th annual World Future Energy Summit (WFES) which aims to accelerate global commitment to climate change solutions. The event engaged some 34,000 attendees, including 15 heads of state, 100 ministers, more than 3000 business leaders and students, as well as 800 exhibiting companies from over 40 countries. WFES facilitated sustainability deals that will impact 20 countries with a combined estimated value of more than \$10 billion. These included Solar Energy Corporation of India's plans for a \$7 billion Cold Desert Regions Ultra-Mega Solar Power project and Abu Dhabi National Energy Company PJSC and LakeDiamond partnership agreement on photovoltaic cells and power-beaming technology. In the year, planning advanced for a first Smart Cities Expo & Forum at World Future Energy Summit 2020 to bring governments and

municipalities together with leaders in smart infrastructure, future transportation and next-generation building technology to advance sustainable cities.

The goal at All-Energy 2019 in Scotland was to connect suppliers of renewable and low carbon energy solutions and policy makers to developers, investors, buyers and professionals from around the world, to facilitate business and knowledge exchange. In addition to innovations on the show floor, there were hours of free educational programmes from more than 500 speakers on topics such as energy efficiency and transforming construction; low carbon heat, turning ambition into reality; and from good idea to successful project: battery storage for energy management strategies. All energy helps guide the community on the road to net zero and the inter-governmental COP 26 on carbon reduction taking place in Glasgow in November 2020.



### 2019 objective:

**Meaningful support of SDG 11 (Sustainable Cities and Communities), including focus at relevant Reed Exhibition shows, and a 'Good Cities' 2019 SDG Inspiration Day India**

In 2019, we held the fourth RELX SDG Inspiration Day in Delhi, India to catalyse action on the SDGs. The focus, in partnership with the Ban Ki-Moon Centre for Global Citizens, UN Global Compact India Network, and the Responsible Media Forum, was SDG 11,

Sustainable Cities and Communities, and the interconnection with the other 16 SDGs, including Good Health and Well-being (SDG 3) and the Rule of Law (SDG 16). Business, government, investors, academia, youth and NGOs – all stakeholders needed to advance the SDGs – came together to discuss positive, collaborative action. Kamal Singh, Executive Director of Global Compact India, cited the importance of India; if India achieves the goals, he said, the world is half way to realising

Image: Jan Peter Balkenende, former Prime Minister of the Netherlands and Chair of the Dutch Sustainable Growth Coalition, with a delegate at the 2019 Elsevier SDG Inspiration Day in Amsterdam



**The RELX SDG Inspiration Day positively connected those working to achieve the SDGs in India.**

**Kamal Singh**

Executive Director (UN) Global Compact India

the SDGs. Yet the task globally, according to Anna French, Deputy Director of the UK's Department for International Development India, requires around \$5tn USD each year. New approaches are needed to fund the goals, she said, and business must do its part.

There was an Expert Café allowing participants to engage with experts including Arunava Dasgupta, Head of Urban Design at Delhi's School of Planning and Architecture; Amit Sharma, Head of Energy and Sustainability Services at Schneider Electric India and Aditi Haldar, South-Asia Director of GRI. Themes included health and urban populations; the role of data and technology; green city energy systems; and the implications for skills and jobs. Barbara Müller, Senior Manager at BMW Foundation, highlighted the Foundation's Responsible Leader Networks mobilising leaders to collaborate for a sustainable and just future such as Yash Ranga, Stakeholder Engagement Partner at Jaipur Rugs Foundation. Ranga stated, "hope is a beggar that makes you walk on fire," don't hope for change, make it happen. Ambassador Kim Won-Soo, former UN High Representative for Disarmament Affairs and Board Member of the Ban Ki-moon Centre for Global Citizens, made the case for smaller, smart municipalities.



### Linked to SDG 11: Sustainable Cities and Communities

Target 11.3: By 2030, enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning and management in all countries

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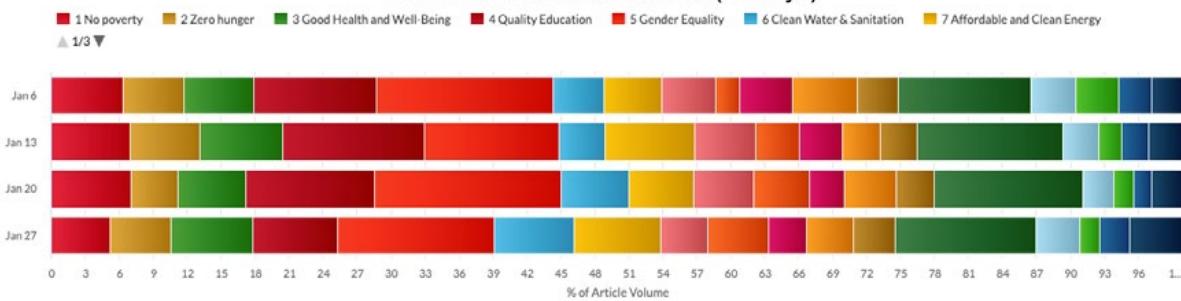
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### SDG Trends in News Articles (30 days)



Powered by: LexisNexis®

### 2019 objective:

**Broaden RELX SDG Resource Centre to include content from new partners and enhance functionality, including for SDG News Tracker**

### Illuminating the SDGs for everyone

The free RELX SDG Resource Centre features leading-edge articles, reports, tools, events, videos and legal practical guidance from across RELX 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.

The SDG News Tracker on the homepage provides up-to-the minute news about the SDGs from around the world, searching millions of articles published daily across more than 75,000 news sources including in 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.

In the year, we improved the search functionality of the RELX SDG Resource Centre to ensure queries are returned with greater accuracy and enhanced the SDG News Tracker – which provides up-to-the minute news from over 70,000 global sources in all the UN languages plus German – to allow searching for SDG news by keyword and geography. We also reached the milestone of 1000 content items from our business and partners on the site and will increase this further in 2020. In addition, we indexed the content of Elsevier's Scopus (the world's largest citations database with over 76m records) to the SDGs, which will accelerate research underpinning the RELX SDG Graphics.

# 75,000+

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

We also added content from new partners including the Global Partnership for Sustainable Development Data (GPSDD) which helps stakeholders across countries and sectors harness the data revolution for sustainable development, using this new knowledge to improve lives and protect the planet. The Global Partnership is a growing network of hundreds of members, including governments, the private sector, civil society, international organizations, academic institutions, foundations, statistics agencies, and other data communities. GPSDD content on the site includes the OPAL Case Study: Unlocking Private Sector Data which looks at the collaborative Open Algorithms (OPAL) Initiative providing examples of the dynamism of the collaborative process on using, sharing, adapting data for sustainable development.

 [Read more about the RELX SDG Resource Centre.](#)



**Without high-quality data paired with the tools to analyse and use that data, we won't be able to achieve the SDGs. No single organisation, agency or country can do that alone, and the RELX SDG Resource Centre is a great meeting point. By sharing knowledge and resources, we can ensure we reach the world's most vulnerable.**

**Amber Kiwan**

Communications Officer, Global Partnership for Sustainable Development Data

Image: The RELX SDG Resource Centre features the SDG News Tracker with up-to-the-minute news on the SDGs searchable by SDG and geographic region

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Panellists at the RELX SDG Inspiration Day Delhi: From left: Arunava Dasgupta, Head of Urban Design at Delhi's School of Planning and Architecture; Dr Márcia Balisciano, Global Head of Corporate Responsibility at RELX; Amit Sharma, Head of Energy and Sustainability Services at Schneider Electric India; Professor Rajender Sangwan, Director at the Academy of Academic and Scientific Research (AcSIR); and Dr Aditi Haldar, Director of GRI South-Asia.

## Across RELX

Recognising that across RELX we have products, services, tools and events that advance the UN's 17 SDGs, we created the free RELX SDG Resource Centre in 2017 to advance their awareness, knowledge and implementation. In the year, we added new partners such as UN University; its original research on the site includes the 2019 report *Unlocking Potential*, which explores public-private partnerships that put the financial sector at the heart of global efforts to end modern slavery and human trafficking.

Among featured events was Reed Exhibition's International Built Environment Week in September 2019 in Singapore focused on urban solutions to smart cities. And content added in the year from existing partner UNGC included content about the Water Action Hub, an online water stewardship knowledge sharing and collaboration tool developed by the CEO Water Mandate and the United Nations Global Compact. The Hub helps business address water risk and advance sustainable water management by raising awareness of water stewardship projects around the world and the organisations administering them, and facilitating water stewardship partners and collective action.

2019 marked the ninth year of the RELX Environmental Challenge, focused on providing improved and sustainable access to water and sanitation where it is presently at risk. The \$50,000 first-prize winner, SolarSack, uses ultraviolet radiation from direct sunlight to purify water at an exceptionally low cost. The funding will bring the system to people living in refugee camps in Uganda. The \$25,000 second-prize winner was Christopher Mtalimanja, an educator and disability-rights activist, who is creating dry bio latrine system at three primary schools in Malawi. Liquid waste is transformed into fertiliser used to grow seedlings for revenue, while solid waste is transferred to a digester to produce energy for the schools. The winners joined us and past awardees at World Water Week in Stockholm and will also be featured in Elsevier's journal *Water Research* and gain access to Science Direct.

## 2020 objectives

**Advance of science and health:** Meaningful support of SDG 3 (Good Health and Well-Being) including development of MSF/Epicentre Medical Day in Niger, and Water First! Workshops for Women in Water, encompassing skills training through Elsevier's Research without Borders

**Protection of society:** Meaningful support of SDG 16 (Peace, Justice and Strong Institutions), including expansion of activities to find missing children and adults through US ADAM programme and UK Missing People

**SDG 10 (Reduced Inequalities):** Advance financial inclusion pilots to more countries

**Promotion of the rule of law and access to justice:** Meaningful support of SDG 16 (Peace, Justice and Strong Institutions), including expansion of Rule of Law Cafés to new locations including South Africa; development of new LexisNexis Rule of Law Foundation

**Fostering communities:** SDG 11 (Sustainable Cities and Communities): Enhance sustainability of trade show events

Create SDG Champions network

More RELX SDG Graphics on the state of knowledge underpinning the SDGs

Increase RELX SDG Resource Centre content by 25%

### By 2030

Use our products and expertise to advance the SDGs, among them:

SDG3: Good Health and Well-being

SDG4: Quality Education

SDG10: Reduced Inequalities

SDG13: Climate Action

SDG16: Peace, Justice and Strong Institutions

Enrich the SDG Resource Centre to ensure essential content, tools and events on the SDGs are freely available to all

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# Governance

## Why

Good governance matters because it provides the framework for conducting business in a way that allows us to achieve our business goals and positively impact society.

## 2019 objectives

- Continue corporate security incident response preparedness; expand ISO 27001 data protection compliance certification
- New Culture of integrity manager communications, training and resources
- Advance work on African tax law codification project

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# Governance



**At RELX, we strive to foster a values-based compliance culture where our employees do the right thing not merely because it is important to follow the rules, but because conducting business with integrity is fundamental to our organization and our people.**

**Femi Richards**

Vice President, Compliance Assessment and Programs  
RELX, US

## Governance and Reporting

Our Board recognises the importance of maintaining high standards of corporate governance, which underpins our ability to deliver consistent financial performance, and value to our stakeholders. The 2018 UK Corporate Governance Code (UK Code) applied to RELX PLC from 1 January 2019. During the year, the Board took steps to ensure that RELX fully addressed the requirements of the UK Code. This included reviewing the Company's approach to engaging with key stakeholders, assessing RELX's culture, aligning our purpose, strategy and values, and assessing the Group's Workforce Policies.

RELX PLC is the sole parent company of the group. It owns 100% of the shares in RELX Group plc which, in turn, holds all of the operating businesses, subsidiaries and financing activities of the group. RELX PLC, its subsidiaries, associates and joint ventures are together known as RELX.

Following the simplification of our corporate structure which took place in 2018, the shares of RELX PLC are traded through its primary listing on the London Stock Exchange and its secondary listing on Euronext Amsterdam, while its securities are also traded on the New York Stock Exchange under its American Depository Share Programme. Accordingly, the Board has implemented standards of corporate governance and disclosure applicable to a UK incorporated company, with listings in London, Amsterdam and New York.

Information and documents detailing our governance procedures are available to stakeholders online at [www.relx.com](http://www.relx.com). The RELX financial statements are prepared in accordance with International Financial Reporting Standards.

## Our values

We monitor the progress of each business in embedding our values and employees are evaluated on the values as part of the Annual Performance Development Process.

### Our values



Customer focus



Valuing our people



Innovation



Passion for winning



Boundarylessness

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## Helping our people pursue the highest ethical standards

Our Code of Ethics and Business Conduct [the Code] (<https://www.relx.com/investors/corporate-governance/code-of-ethics>) sets the standards for our corporate and individual conduct. Among other topics, the Code addresses 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 where legally permissible – and prohibits retaliation against anyone for reporting a violation he or she honestly believes may have occurred.

The Code supports 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, our businesses consider where and how they operate to determine how we can have the greatest positive impact on combatting the human rights issues of modern slavery and human trafficking. For more information on human rights see Supply chain on [page 56](#).

In 2019, we updated our Modern Slavery Act Statement, available from the RELX homepage, which highlights how we are working internally, in our supply chain and through partnerships to address the risk of modern 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 as new hires and at regular intervals during their employment – in order to maintain a respectful workplace, prevent bribery and protect personal and company data. Mandatory periodic training covers key Code topics in depth and is supplemented by advanced in-person training for higher-risk roles.

In 2019, we took a number of steps to further enhance and embed our culture of compliance across RELX, including a global campaign to promote 'Do the Right Thing' and implementation of the RELX Ethical Leader training programme. We offer employees the Integrity Line where they can report any concerns, managed by an independent third party and accessible by telephone or online 24 hours a day, 365 days a year (as allowed under applicable law, employees may submit reports to the Integrity Line anonymously). The Integrity Line allows employees to seek ethical advice before taking action.

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.

We remained diligent in our ongoing efforts to comply with applicable bribery and sanctions laws and to mitigate risks in these areas. Our anti-bribery and sanctions programme includes the enforcement of detailed, risk-based internal policies and procedures on topics such as doing business with government officials, gift and entertainment limits, gift registers, and complying with complex sanctions requirements. Relationships with third parties and acquisition targets are evaluated for risk using questionnaires, references, detailed electronic searches, and "Know Your Customer" screening tools. We monitor and assess the implementation of our anti-bribery and sanctions programmes by continually reviewing and updating our policies and procedures; conducting periodic programmatic risk assessments and conducting quality reviews and internal audits on the operational aspects of the programmes.

As a signatory to the UNGC and its principles, encompassing labour, environment, anti-corruption and human rights, we demonstrated leadership by maintaining our LEAD company status, participating in the UNGC SDG Action Platforms Decent Work in Global Supply Chains and Peace and Justice and Strong Institutions and hosted the first country consultation in Timor-Leste. We serve on the boards of the UNGC networks in the UK and Netherlands. We produce an annual Communication on Progress report, required of signatories annually, where we attained the Advanced Level.

### 2019 objective:

## Continue corporate security incident response preparedness; expand ISO 27001 data protection compliance certification

In 2019, we continued our efforts to educate our stakeholders – employees, third parties, customers, and law enforcement – with frequent outreach. We provided training and simulations, scenario planning, and released our Incident Response Plan 3.0. ISO 27001 data privacy certification now covers relevant business in India, China, Ireland and the UK. In October 2019, we observed Cyber Security Awareness Month with videos, newsletters and security town halls for employees. We ran our second annual contest for employees called 'The Great Phishing Challenge', where employees were encouraged to take a quiz on detecting suspicious emails. We received more than 2000 submissions and awarded prizes to ten employees with perfect scores. In November, we educated employees on protecting themselves against fraud during Fraud Awareness Month. In May 2019, we were hosted the US Secret Service's First National Seminar on Cyber

Incident Response Preparedness at our office in Alpharetta, Georgia. We also continued educating our employees on the dangers of phishing attacks by performing monthly simulations, providing reporting tools, and using additional technology to detect and delete suspicious emails. During the year, we also performed penetration testing of sensitive processes to assess and enhance our protections.



### Linked to SDG 16: Peace, justice and strong institutions

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

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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.

## Data privacy and security

Compliance with privacy rules around the globe was a critical RELX priority during 2019. We tracked our GDPR compliance and escalated our efforts in jurisdictions such as China, Brazil and the United States. The foundation of our privacy compliance activities is our long-standing commitment to be a trusted custodian of the personal data we hold.



## 2019 objective: New Culture of integrity manager communications, training and resources

We communicated what we mean by a Culture of Integrity in a 2019 RELX-wide campaign which included video-messaging, employee emails, posters, and Compliance Week activities. We launched an e-learning program, RELX Ethical Leader, to build on Culture of Integrity messages and to train leaders to promote its tenets. The e-learning programme is issued to all people managers and includes an Ethical Leader Toolkit of activities and resources.

Image: 'Do the Right Thing,' our global campaign to further embed a culture of integrity across RELX



### Linked to SDG 16: Peace, justice and strong institutions

Target 16.6: Develop effective, accountable and transparent institutions at all levels

## Pensions and investments

The Statement of Investment Principles for our Reed Elsevier UK pension scheme indicates that the extent to which environmental, social or governance issues may have a financial impact on the portfolio or a detrimental effect on the strength of the employer covenant, is considered when making investment decisions.

CR issues are relevant to other investment decisions we make. Among our sustainable investments is EdCast, an award-winning knowledge cloud that enables personalised learning and discovery for information and technology workers. It is an advanced AI driven platform which provides relevant learning from thousands of sources accessible on any device. EdCast's solution focuses on upskilling and reaches a global market for technology. Among partners is the Indian Government and the NassCom FutureSkills programme to re-skill millions of workers in India and around the world.

### 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 the business areas of RELX who help set and implement the compliance initiatives for each business.

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

**99%**

completion rate for all courses within 90 days of issuance

**14**

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

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## 2019 objective:

# Advance work on African tax law codification project

Taxes provide governments with the essential revenue necessary for public services that benefit their citizens. Governments need codified tax laws to know when, how much and from whom they should be collecting. Citizens need codified and transparent tax laws to understand their liabilities and to advocate for fair collection and use of their remittances.

In 2019, the RELX tax team, in coordination with LexisNexis legal and Professional South Africa colleagues, identified numerous African countries that have no publicly available, up-to-date and consolidated tax law available to both tax authorities and taxpayers. Following discussions with a number of bodies including the Commonwealth Secretariat and the Organisation for Economic Co-operation and Development (OECD) Centre for Tax Policy and Administration, we are developing a shortlist of countries for proof of concept, with a view to implementing in 2020.



### Linked to SDG 16: Peace, justice and strong institutions

Target 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements

## A responsible taxpayer

Globally, in 2019, RELX paid £464m in corporate taxes. Taxation is an important issue for us and our stakeholders, including our shareholders, governments, customers, suppliers, employees and the global communities in which we operate. We are transparent about our approach to tax. On our corporate website at [www.relx.com/go/TaxPrinciples](http://www.relx.com/go/TaxPrinciples), stakeholders can review our tax principles, our global tax contribution – also broken down by key countries and categories, along with our tax risk control framework. There are also case studies showing how tax-related products we sell have benefited society as a whole. RELX is also a signatory to the B Team's Responsible Tax Principles.

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We provide products that advance governance, ethical conduct and data privacy and security. These include: EDD Insight, an enhanced due diligence platform that combines consumer, business and risk data into a single product; WorldCompliance Data, which provides one of the most comprehensive and up-to-date politically exposed persons lists; and IDU, which allows businesses to confirm client identity online, comply with anti-money laundering requirements and protect themselves from the threat of fraud.

## 2020 objectives

Continue corporate security incident response preparedness; implement controls to increase resilience to user-based attacks, such as phishing and ransomware

Assess and develop strategies to address compliance with emerging privacy regulation such as the California Consumer Privacy Act

Continue to advance African tax law codification project; deploy proof of concept to a shortlist of countries

### By 2030

Continued progressive actions that advance excellence in corporate governance within our business and the marketplace

# People

## Why

We owe our success to the talented employees who make RELX a trusted organisation: people such as 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.

## 2019 objectives

- Progress UN Equal Pay International Coalition commitments
- Establish a dashboard for inclusion metrics
- Develop mental health metrics and response plans

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# People





I never imagined I'd still be working for the company 20 years after I joined. I've had six different jobs in France and the UK that have helped me grow professionally and personally. What I love about my business is the diversity of sectors, events and cultures. I also appreciate the gender diversity. As a working mother, I have felt supported to thrive at work and at home.

Sian Feuillade  
Talent Acquisition Director  
Reed Exhibitions , France

We have a responsibility to protect the human rights of our people. In doing so we commit to uphold 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 are low human rights risks in our direct employment activities.

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 leading 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 stakeholders.

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.

## Our People

Our people are our strength. Our workforce of over 33,000 people is 50% female and 50% male, with an average length of service of 9 years. In 2019, there were 42% female and 58% male managers, and 33% female and 67% male senior operational managers. Our oldest employee is 83 years old. 25% of our technologists we employ directly are women.

At year end 2019, women made up 36% of the members of the Board. The two Executive Directors on the Board are men. The Nominations Committee considers the knowledge, experience and background of individual Board directors.

## 33,000+

Over 33,000 employees worldwide

## 9 yrs

Average length of service at RELX

## 9,000

Around 9,000 technologists, half of whom are software engineers, work at RELX

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## 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." LexisNexis UK participated in the Change100 programme, hosting four interns with disabilities, and became a signatory to the UK's Disability Confident scheme.

In addition, our Inclusion and Diversity Policy articulates our commitment to a diverse workforce and an environment that respects individuals and their contributions, regardless of gender, race or other characteristics. Our inclusion strategy is focused on translating the Inclusion and Diversity Policy into practical action. Among its commitments is maintaining an Inclusion Council, composed of leaders from each area of our business, supported by a broader Inclusion Working Group with more than 200 participants.

In 2019, our Employee Resource Groups (ERG) grew to 70 groups, including African Ancestry, gender balance, women's and pride and young professionals networks. Inclusion is not just for our people who form ERGs, it is a journey that encompasses our whole business. That was the overarching focus of the first global RELX ERG conference with more than 100 colleagues held in the year as part of Diversity Awareness Month. Entitled 'Synergy across RELX,' the aim was to explore how to combine the strength of our people with the energy of our ERGs.

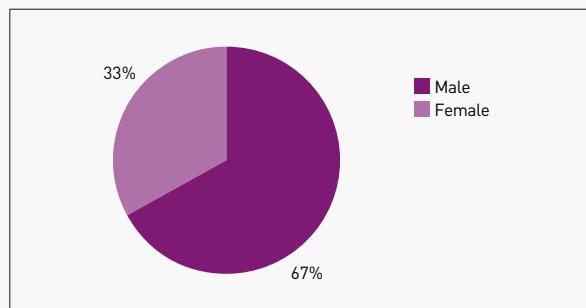
All four RELX businesses participated in the Pride in London Parade and Elsevier Pride in New York hosted an event with LGBTQ scientists during World Pride in New York. And in celebration of the 50th anniversary of the Stonewall Riots for LGBTQ rights, we made 50 articles on LGBTQ freely available through the RELX SDG Resource Centre.

For International Day of Persons with Disabilities, we streamed a set by disabled comedian, Francesca Martinez, who later joined a panel discussion which included Elsevier's CEO, Kumsal Bayazit; RBI Marketing Director Bridget Kendrick; and LexisNexis Legal & Professional UX Manager, Min Xiong. We marked Ada Lovelace Day with the launch of our Women in Technology webinar series, where we speak to a senior women technologist in the business to hear her career story and advice.

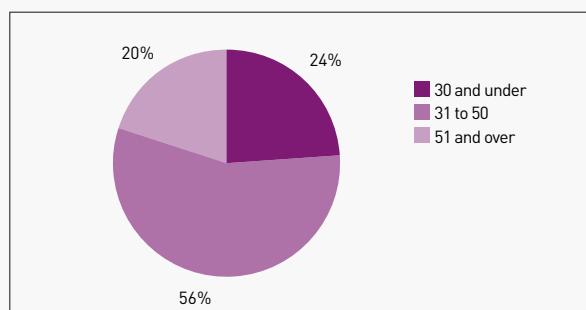
RELX is a signatory to the Women's Empowerment Principles, a UNGC and UN Women initiative to help companies empower women and promote gender equality. In 2019, we published our UK gender pay gap data as part of the UK legislation. We were also included in the Bloomberg Gender Equality Index. Recognising commitment to advancing women in the workplace, the 2019 Gender-Equality Index highlights 230 firms with a significant commitment to transparency in workplace gender reporting.

In the year, we celebrated International Women's Day with a global, live-streamed panel discussion focusing on SDG 5 (Gender Equality). To coincide with International Women's Day, The Lancet released a special issue on gender equality within science, medicine and global health, with new international evidence on forms of gender bias in funding: women's attrition in clinical training programmes; the extent to which universities worldwide have actualised their public commitments to gender and ethnic diversity; and the relationship between women's leadership in science and the production of sex/gender-related research.

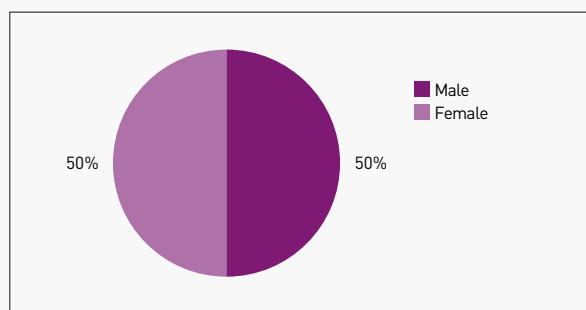
SENIOR OPERATIONAL MANAGERS BY GENDER



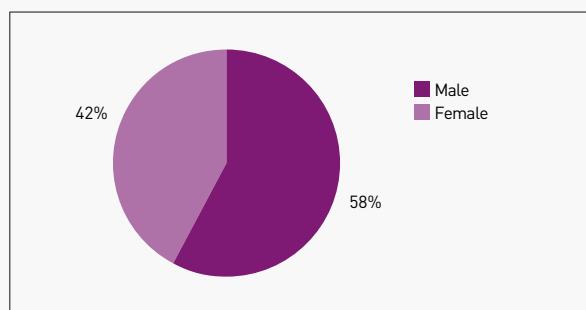
EMPLOYEE AGE SPLIT



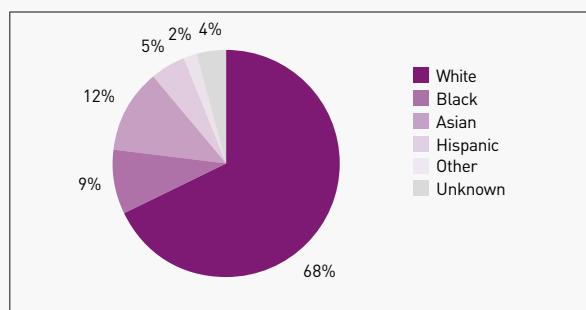
EMPLOYEE GENDER SPLIT



MANAGER GENDER SPLIT



ETHNICITY OF US WORKFORCE



Based on a sampling of approximately 90% of employees.

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Elsevier colleagues took part in the 16th Gender Summit to highlight the positive impact gender diversity has in the science community and the Elsevier Foundation's partnership with Girls Inc. NYC aims to increase the number of girls enrolling in data analytics courses by improving their confidence and core skills and confidence.

In the year, 80% of managers across the global business received Unconscious Bias training.

# 80%

of managers received unconscious bias training



**Inclusion is important to our future. We need the contributions of people from a wide range of backgrounds, experiences and ideas to achieve real innovation for our customers around the world.**

Extract from RELX Inclusion and Diversity Policy



## Standing up for human rights

We have a responsibility to protect the human rights of our people. In doing so we commit to uphold the Universal Declaration of Human Rights, the UNGC's Human Rights Principles based on the ILO Declaration on fundamental principles and rights at work, the Women's Empowerment Principles, the UN Guiding Principles on Business and Human Rights, and the OECD Guidelines for Multinational Enterprises and its mandate that business must "respect the internationally recognised human rights of those affected by their activities."

Responsibility for upholding human rights is the responsibility of all employees but ultimately resides with the CEO. We have a Modern Slavery Working Group to provide advice on our Modern Slavery Act Statement and to oversee our commitments to avoid Modern Slavery in our direct operations and our supply chain. In 2019, we published our annual Modern Slavery Act Statement available from our homepage, 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. This Statement is presented to the RELX Board in February.

We employ over 33,000 people in more than 40 countries worldwide. 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.

Image: Michael Breslin, LexisNexis Special Services Director of Strategic Client Relations with fellow delegates at the 2019 United Nations Office on Drugs and Crime and the United Nations Convention against Transnational Organized Crime conference in Vienna, Austria (read more about the event on [page 20](#))

As an equal opportunity employer, we 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. And in the UK, we are an accredited Living Wage Employer, which means that both our employers and contracted workers are paid a Living Wage, reflecting the true cost of living in the UK.

We understand skill-level can be an indication of risk, and that some countries are at higher risk for human rights issues, which is why when prioritising focus areas for avoiding human trafficking and modern slavery, we consider location, type of work and employment status. However, given the highly-skilled nature of our workforce, we consider the risk of slavery and trafficking to be low in our direct operations.

During the year, we carried out human rights and modern slavery impact mapping on our operations in consultation with internal stakeholders to better understand potential risks and impacts. This project will be completed in 2020.

See the Supply chain section on [page 56](#) for more information on human rights.



### 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

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### 2019 objective:

## Progress UN Equal Pay International Coalition commitments

In 2018, we made the following pledges to the Equal Pay International Coalition during UN General Assembly week in New York:

- We are committed to raising awareness among our employees on pay principles and equal pay
- We invest in research to identify causes of pay differences and regularly evaluate our policies and processes to ensure they are aligned to our Inclusion and Diversity Policy
- We commit to building a robust framework for monitoring pay equity across RELX

In 2019, we made progress on implementing these commitments. A comprehensive project to build consistent job architecture was completed and integrated into our new HR information system, Workday, with automated pay equity checks to be implemented in early 2020. We are also creating education materials to raise awareness of pay principles among managers. As a result of pay equity audits for key functions and geographies in 2018, we made necessary adjustments during the year.



**RELX is proud to be supporting this equal pay initiative. We have made pledges focussed on helping our employees to better understand how we monitor pay equity across the business and review the effectiveness of our pay processes in maintaining this.**

**Ademar Martins**  
Head of Reward, RELX

Image: In the year, we held our first Employee Resource Group conference in London with over 100 colleagues from across our business who help lead our inclusion efforts

### 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

### Linked to SDG 10: Reduced Inequalities



Target 10.4: Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

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**2019 objective:**

## Establish a dashboard for inclusion and diversity metrics

In the year, we created a new Inclusion and Diversity Policy recognising that inclusion is important to our future. As it states, 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. It commits us to creating a positive and supportive working environment for all employees; promoting the diversity of our workforce; recognising and valuing individual differences and supporting the participation of all team members; and responding to changing working patterns, including flexible working as appropriate. Our Board Workforce Engagement Director, Marike van Lier Lels, has held a number of meetings with employees across Europe, the US and APAC and reported to the Board.

Recognising that what gets measured gets managed, we established an Inclusion Dashboard to support the implementation of our Inclusion and Diversity Policy. The dashboard provides information on a range of key metrics including gender, age, generation, leavers, data that can be broken down by job function, business unit and seniority. The dashboard is used by the Inclusion Council to monitor progress on internal goals related to gender balance and ethnicity.

[See the Inclusion and Diversity Policy](#)

BB

**The dashboard is a great step forward on our journey to a more inclusive business. I can use this data with my business leaders and benchmark our progress against the other RELX companies.**

**Jo Portlock**

Director of Inclusion and Diversity, Risk and Business Analytics and member of the RELX Inclusion Council



### Linked to SDG 10: Reduced Inequalities

Target 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

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## Women in Technology

With around 9,000 technologists in our business, we need to attract the best talent for our current and future work, mirroring the diversity of our customers. In 2019, we continued our Women in Technology internal mentoring programme for high-potential women across our four business areas. The third cohort of the programme which ran for the duration of the year contained 53 pairs, 46% of mentors were women in tech in our business. Before the close of the year, we began preparing for the fourth cohort and will be piloting an online mentoring platform to support matches in 2020.

In celebration of Ada Lovelace Day 2019 we launched our 2019 Women in Technology webinar series, profiling the talented RELX women who work in the field. In 2019, the Elsevier Technology Graduate scheme had 61 graduates, of which 31% were women.

Dutch Prime Minister, Mark Rutte, visited Elsevier's Amsterdam office in February 2019. The visit was part of a technology-focused tour by the Prime Minister in the region. During his visit, the Prime Minister opened Elsevier's new Tech Hub, which will invest in building technology teams' skills.

## Training and reward

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 the RELX HR Management Council, led by our Chief Human Resources Officer, Gunjan Aggarwal, we undertake an annual organisational talent review, reviewed by the CEO and senior leaders, to identify staff advancement opportunities across RELX. In 2019, we established Career Track, a comprehensive framework for select job families, that can be used by employees and managers to explore next steps in career growth including open positions.

A record 25 Reed Exhibitions employees were selected for the business's 2019 Global Talent Exchange programme. They expand their skills and networks without having to relocate. Among the 2019 class was Maria Aichti, Project Director from Indonesia who spent time with the Beauty expo team in Australia to understand how they organise, lead and execute the show; Amanda Gonclaves, Product Manager from the US who travelled to France to observe and learn from Reed MIDEM's use of brand activations; and Jerry Li, Systems Engineer from the UK who travelled to China to enhance his understanding of, and involvement in, network and IT infrastructure.

Every employee at RELX 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 2019, we invested \$13.5m 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 348,945 training hours across the company, including hours spent on our online learning platforms. We have invested in leading digital learning for all employees to support their personal and professional development via mobile and other devices.

By the close of 2019, approximately 150 of RELX'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 future career aspirations. Plans may include gaining international experience, focused coaching and engagement outside RELX, including charity placements in new areas. Progress against development plans are regularly updated and checked by the CEO.

We operate a number of different stock programmes for employees including options, restricted stock and performance stock units. For senior colleagues, these are based on annual allocations of stock – the vesting of which may be related to company performance or service-based. We also offer all employee stock programmes in which employees may elect to participate in certain markets, for example Sharesave in the UK. These incentive programmes are applicable to approximately 20% of our employees. Targets associated with CR performance are embedded within our annual incentive framework to progress our annual and multi-year CR objectives.

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# \$13.5m+

Invested in training in 2019

# 150

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

# 25

Employees were selected for Reed Exhibition's Global Talent Exchange programme

## Support and recognition

We offer employee assistance programmes to our employees. In the US, where we have the largest concentration of employees, we offer a work-life programme that assists employees and their family members with issues such as stress, alcohol, and substance abuse. US employees can also access a dependent care support programme which includes paid time off under the Family Medical Leave Act and through partners, mental health and wellness services. Our UK employees utilise a free confidential helpline and counselling agency encompassing personal, legal, financial, tax and relationship advice, available 24 hours a day throughout the year for employees and their family members.

We recognise the contributions of our people through numerous internal award programmes, including the Distinguished Technologist Award, which in 2019 was won by LexisNexis' Legal & Professional's Min Chen, instrumental in improving Net Promoter Scores across Asia and the Pacific through numerous product improvements.

Our Philippines office, which employs more than 4,000 people was recognised as a Top Employer of the Year at the Asia CEO Awards' 2019 Circle of Excellence. The Asia CEO Awards is the Philippines' largest business awards.

Exhibition News named five Reed Exhibitions UK employees to its '30 under 30' class of 2019 which celebrates emerging talent in the exhibition industry.

## Health and safety

The importance of employee health and safety is emphasised in the [RELX Code of Ethics and Business Conduct](#) and also in the [RELX Health and Safety Policy](#). These documents commit us to providing a healthy and safe workplace for all employees, as well as safe products and services for clients. The CEO is responsible for health and safety on behalf of the Board. Good practice is reinforced through a network of Health and Safety Champions reporting to business unit CEOs. They receive support from Health and Safety Managers and other colleagues in the business, encompassing bimonthly calls, a Health Resources page on our intranet site HOME, 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.

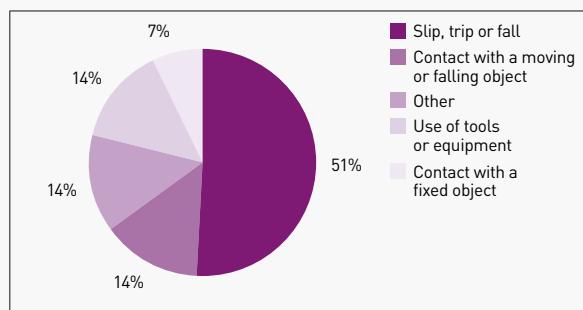
Working across many different countries where health and safety standards vary is a challenge for the events industry. Together with peers, Reed Exhibitions supports g-Guide, outlining standards to safeguard the health and safety of persons working at or visiting an event or exhibition, with cartoons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

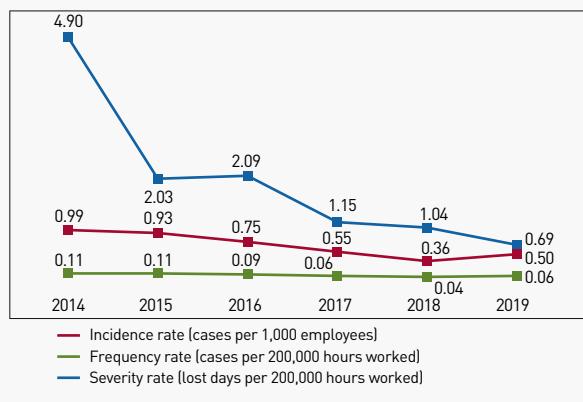
We provide employee support following any incident. For example, in the US, we work with a third-party resource to assign a nurse case manager to each complex or severe claim, who works with the employer, employee and treating physician to get an employee back to health and work in the shortest possible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

There were no work-related deaths reported in 2019.

**2019 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES BY TYPE**



**2019 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES**



# 84%

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

# 14

Lost-time incidents reported in 2019

# 0.06

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

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**2019 objective:**

## Develop mental health metrics and response plans

The well-being of our colleagues is an important area of focus for us. Our network of 90 Well-being Champions engages with teams at their locations on a broad range of issues including diet, exercise, information and awareness.

Mental health is every bit as much a part of workplace wellbeing as physical health. As business' and society's understanding of the costs and impacts of mental health increases, it is important for us to support the mental health of our people.

In the year, we benchmarked which metrics were disclosed by our sector peers and other companies recognised for their efforts on mental health in the workplace.

We discovered that while some companies have established programmes in place, very few businesses disclose detailed metrics on mental health. Companies which do disclose appropriate metrics did not generally link them to mental health. The most commonly disclosed indicator was the number of awareness workshops or training sessions completed.

Following guidance published by the City Mental Health Alliance, we identified HR data as a key source of indicators. We created mental health metrics based on a dashboard from our global HR system, including number of lieu days taken, percent of holiday allowance taken, and unplanned absences. The indicators are tracked quarterly with a multi-year trend shown for each.

No one metric alone can accurately indicate our performance on mental health. Viewed together, in the context of longer term trends, the dashboard will help us make improvements. For example, in 2019 we expanded our Mental Health First Aider training which now covers employees at our head office. This training gives employees the knowledge and skills to identify potential issues at an early stage and to act as a supportive first responder when needed.



**Knowing that we work in an office covered by Mental Health First Aiders is comforting. Having colleagues able to help is vital.**

**Sylvia Sutherland**

Assistant Company Secretary



### Linked to SDG 3: Good Health and Well-being

Target 3.4: By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being

Image: RELX Mental Health First Aiders took part in a 2019 training session at our headquarters in London

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## Absence

Our global HR information system covers approximately 90% of our workforce, allowing us to track absence. In the UK and the Netherlands, there was an absence rate of 1.30% (number of unscheduled absent days out of total days worked in 2019) for reasons such as sick, compassionate and unpaid leave. In the US, there were 1,169 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.

## Well-being

Dedicated health and well-being programmes are now available to more than 22,000 employees around the world, equating to over 70% of our employees. We also maintain a network of more than 90 Well-being Champions.

In London we ran two 'making sense of mental health' workshops for employees from our head office and our Employee Assistance Programme provider also ran a drop-in session. In addition, we provided Mental Health First Aider training to employees.

Thrive at LexisNexis, their programme for engaging employees on well-being, featured a well-being week. This scheduled events and workshops covering topics such as mental health, financial health, yoga and mindfulness. Resources from the week were made available online to all employees.

Risk & Business Analytic's Living Well programme started the year with an alcohol awareness campaign featuring dry January. Each subsequent month focussed on a different element of well-being such as healthy travel month, mental health awareness month and fitness month.

Fit2Win, our global employee fitness competition, challenges colleagues to walk, run, cycle or swim with a chance for the team with the longest distances to win \$1,000 for the charity of their choice. More than 800 participants took part. Collectively they reached a total of 237,945 km/ 147,852 miles.



We provide products and services that advance understanding of people and health and safety issues for our customers. Among them in 2019, we published LGBTQ Employment Law Practice Guide; Health and Safety at Work magazine; Elsevier Performance Manager; Disability and Health Journal; Pay and Benefits; Safety and Health at Work; and XpertHR.

## 2020 objectives

Introduce suite of 2020–2025 inclusion goals

Provide manager training on pay principles and equal pay

Map and expand Well-being Champions Network and train more mental health employee leads

### By 2030

Continued high-performing and satisfied workforce through talent development, D&I and well-being; scale support for external human capital initiatives

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# Customers

## 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.

## 2019 objectives

- Roll out new Editorial Policy training
- Expand online content for CR as a Sales Tool
- Develop Accessibility Advisory Board

## Key issues in this section

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# Customers



**Our solutions, which include deep learning powered natural language understanding and generation, help customers deal with complex and lengthy text-based information more efficiently.**

#### Min Chen

Chief Technology Officer of Asia Pacific  
LexisNexis China

## Improving customer outcomes

Our goal is to improve outcomes for our customers by providing online and other solutions that benefit their daily work.

In 2019, electronic products and services accounted for 75% of revenue, up from 36% in 2006.

## Editorial standards

Maintaining the integrity of what we publish is vital to the trust of customers and other stakeholders. In 2019, we rolled out our updated Editorial Policy to all staff which makes clear our respect for human rights and encourages pluralism of sources, ideas and participants. It clearly states our commitment to privacy and using artificial intelligence responsibly, among other provisions.

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.

[Read about peer review](#)

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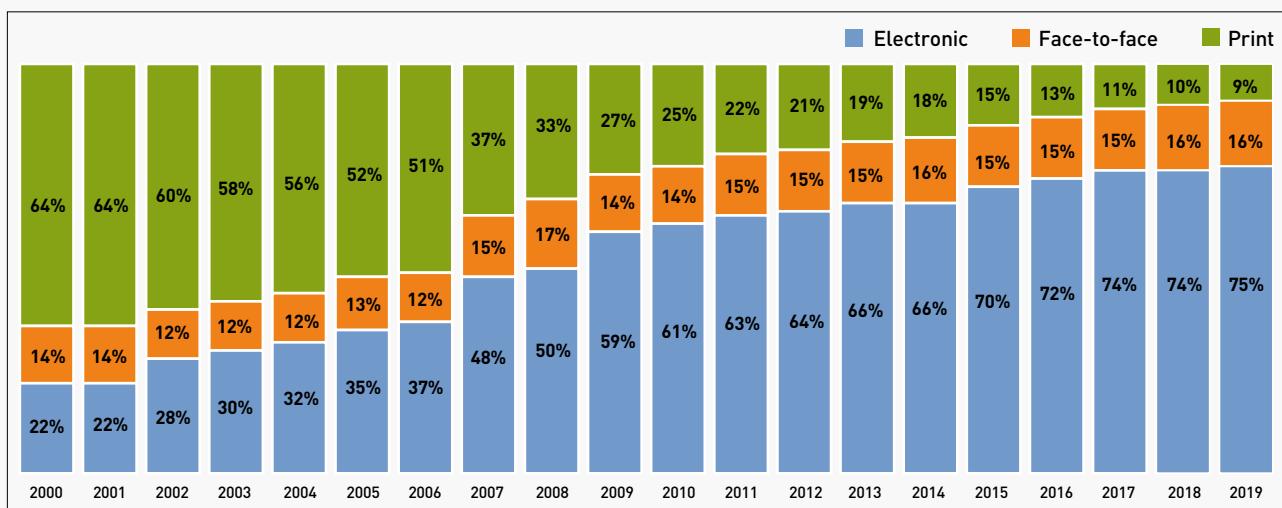
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REVENUE BY FORMAT





## 2019 objective: Roll out new Editorial Policy training

The reliability of our information and data is the bedrock of our business. The RELX Editorial Policy outlines the overarching principles that guide the production of our products and services and reinforces specific editorial standards in place in our businesses. Because the markets in which we operate are consistently evolving, we regularly review the RELX Editorial Policy to ensure it encompasses the critical issues we must consider in creating customer content and offerings. In 2019, we rolled out our updated Editorial Policy, which reflects insights from the RELX Editorial Policy Working Group and the RELX European Works Council among others, in our Friday Update bulletin which goes out to staff globally.

To coincide with the launch, we released a video hearing from colleagues about why the RELX Editorial Policy matters to their work. For example, Barbara Ortner, Head of Market Reporting for Risk and Business Analytics' ICIS discusses the importance of the Editorial Policy's provision that "we have a responsibility to not take personal advantage of information gained in the course of our duties before that information becomes public knowledge." She explains that customers need to trust that the pricing information, trends and market commentary in ICIS reports is free from any personal involvement by staff with the markets they cover.

In the series, Philippe Terheggen, Managing Director for Elsevier Science, Technical and Medical Journals reminds us why the Editorial Policy requires us "to produce information of the highest quality." Citing the case of *The Lancet*, he argues the knowledge it contains will influence policy makers to set strategy and programmes so the content needs to inform and be reliable.

We will continue the series in 2020.



**The RELX Editorial Policy supports staff in their decision-making and gives our customers confidence in our wide-range of leading content, tools, events and more.**

**Hank Udow**

Chief Legal Officer and Company Secretary

## Digital knowledge and innovation: advancing customer goals

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

### Scientific, Technical & Medical

Governments, funding bodies, universities, non-profits and commercial organisations are undertaking research related to the SDGs. To help them understand if their work and investments are making an impact, in 2019, Elsevier indexed Scopus, the world's largest citations database, to the SDGs. The Elsevier data science team created an expert-informed search query for each SDG, tied to the specific targets and indicators which they believed would generate the most valid queries.

They then ran each search query in Elsevier's SciVal solution to identify the SDG output by research institution with consistency across comparisons. Full details of the methodology and results for each SDG search query are available on Elsevier's free platform for researchers, Mendeley, with an invitation for feedback in order to continue refining the SDG queries.

Users can explore publications returned by the SDG queries in order to understand and analyse SDG research globally. Experts told us they valued comparing their SDG output with peers and competitors and being able to identify the most relevant authors and institutions by SDG.



**National Cheng Kung University has integrated the SDGs into its strategic planning for 2018–2020. Having the data in SciVal now allows us to get a clear view on how our research contributes to each SDG. In addition, we can use this data to help identify potential partners for collaboration on SDG-related projects.**

**Dr. Joy Lin**

Research Associate Professor & Project Manager,  
National Cheng Kung University, Taiwan

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## Risk & Business Analytics:

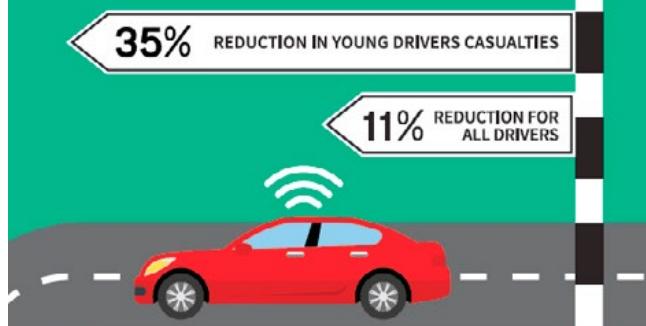
LexisNexis Risk Solutions has been supporting the provision of telematics insurance in the UK and other markets for nearly a decade. In the UK, the field evolved to help young, inexperienced drivers with high accident risk gain access to insurance for vital road experience. It has the added benefit of incentivising safe driving.

To provide a more consistent and rateable driving score, LexisNexis Risk Solutions filters, normalises and contextualises driver data. This enables insurers to price individual driver rates based on the precise level of risk. For the driver, LexisNexis Risk Solutions' Telematic Solutions provide drivers app-based educational programmes to help reduce collision likelihood and promote safer driving.

In 2019, LexisNexis Risk Solutions released a White Paper entitled The Social Benefits of Telematics. The research shows that among the youngest drivers (17–19 year-olds), road casualties have fallen by more than 35% over the past seven years, compared to 16% for

## The societal impact of telematics has never before been examined

We analysed casualty and collision statistics, telematics use and UK population and demographic data. What did we find?  
**Telematics insurance helps reduce casualties.**



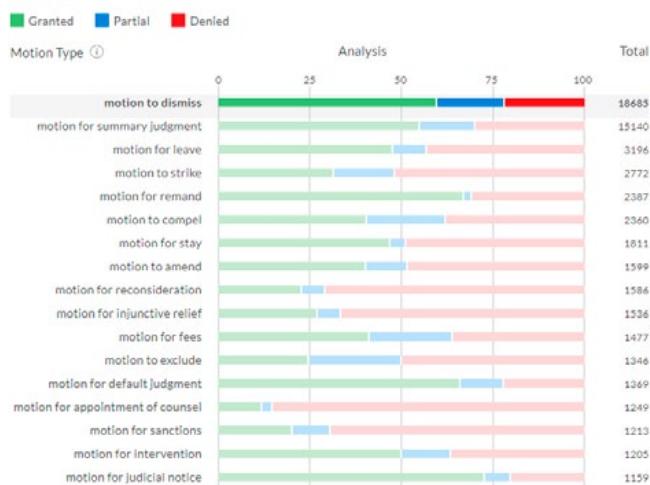
all motorists. In parallel, we examined the penetration of telematics insurance in this age group which has now reached 80–90% market penetration. One of the distinguishing differences between young drivers and their older counterparts is that an estimated 4 out of 5 young drivers are covered by telematics insurance.

The study marks the first time road casualty statistics have been analysed in direct relation to the exponential 875% growth from 100,000 telematics policies in 2011 to 975,000 active policies by 2017. The analysis suggests telematics insurance has done more to cut accident risk than other road safety initiatives targeting the young driver market. Read the full report at: <https://risk.lexisnexis.co.uk/insights-resources/white-paper/the-social-benefits-of-telematics>

## Legal:

In 2019, LexisNexis Legal & Professional released Context for Courts, to expand its Lexis Advance contextual case-law analytics solution. Context for Courts delivers insights into the rulings and language most cited by more than 5,000 US state and federal courts so litigators can determine how best to argue their case and where to file it for the greatest potential for success. Context is a key component of the Lexis Analytics suite of products that gives members of the legal community through data-driven insights.

Motion Decisions from United States District Court, California Northern's cases ⓘ



Before filing a case, Context for Courts helps litigators understand how a case might fare in a particular jurisdiction by aggregating and showcasing similar cases the court has ruled on and the precedent that the court finds most authoritative. Members of the legal community can find the exact language cited most within a jurisdiction to develop successful legal strategies and the most persuasive arguments possible. Context for Courts complements the powerful judicial and expert witness analytics from Context, making it an indispensable tool for litigators.



**The first step to winning a case is understanding how your jurisdiction thinks about a legal holding. Arguing your case in the right court, anticipating how that court will rule and tailoring your argument to precedent is critical to ensuring the best outcome for clients.**

**Jeff Pfeifer**

Vice President, Product Management at LexisNexis

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Image: 2019 New York Comic Con

**Exhibitions:**

Reed Exhibitions enhances the power of its face to face events through data and digital tools. In 2019, in *Exhibition News*, James Morgan, founder of Event Tech Lab, looked at how ReedPop, the world's largest producer of pop culture events, has used technology to stop counterfeit tickets at New York Comic Con. Morgan asked, "How do the organisers enhance the visitor experience through technology?" The answer was Radio Frequency Identification technology (RFID), a tool often used by music festival organisers.

"New York Comic Con wants to completely stop badge fraud and we need your superpowers to do it," ReedPop colleagues told their audience, explaining on the show's website, "counterfeit badges hurt everyone: our paying fans, our exhibitors, our guests and our feelings. Counterfeit Badges lead to bigger crowds and unsafe conditions, leaving Fans stranded outside of NYCC when their fake badges are discovered and causes longer lines." Not to mention opening errant fans up to fines and prosecution.

But by using RFID, legitimate badge holders could activate their badges by tapping them at special spots inside the event to win prizes – with special prizes for fans that stayed the longest during the event.

And using technology stops scalping – in 2019, over 200,000 fans attended New York Comic Con which has partnered with Lyte, a company that buys back badges and makes them available to other fans. Lyte works with ticketing system partner ShowClix to ensure the badges are genuine, and actively monitor and adjust prices to undercut the going rate on the resale market. It is a safe and easy way for fans to exchange badges they no longer want or need, verifies they're the real, and helps them get to other deserving fans. Lyte utilizes a dynamic pricing system that is constantly taking into account factors such as supply, demand, and prices on the secondary market in order to provide fans the best value option available at the time of their return or request. By undercutting secondary prices, New York Comic Con is forcing scalpers to reduce their prices, which brings prices on the Exchange down until closer to the original face value, allowing more fans to have fun at the show at a fairer price.

**Data privacy and security**

As described in the Governance section of this report, RELX recognises that strong data privacy and protection practices are critically important to our customers, our regulators and to the success of our business. In 2019, we continued good privacy practices throughout our businesses. We bolstered our European GDPR compliance activities and documentation while preparing for privacy regimes taking effect in 2020 in jurisdictions such as Brazil and California. We participated in groups seeking to review the application of privacy principles in new technology contexts such as artificial intelligence decision-making.

In 2019, we continued our efforts to educate our stakeholders – employees, third parties, customers, and law enforcement – with frequent outreach. For example, in October 2019, we observed Cyber Security Awareness Month with videos, newsletters and security town halls for employees. We ran our second annual contest for employees called 'The Great Phishing Challenge,' where employees were quizzed on detecting suspicious emails. We received more than 2000 submissions and randomly awarded prizes to ten employees with perfect scores. In November, we educated employees on protecting themselves against fraud during Fraud Awareness Month. And throughout 2019 we highlighted the dangers of phishing attacks by performing monthly simulations, providing reporting tools and using additional technology to detect and delete suspicious emails. During the year, we also performed penetration testing of sensitive processes to assess our protections and enhance them.

We were honoured to host the 2019 US Secret Service's First National Seminar on Cyber Incident Response Preparedness in Alpharetta, Georgia.

# 75%

In 2019, electronic products and services accounted for 75% of revenue, up from 36% in 2006.

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## Responding to customer needs

In 2019, we surveyed over 510,000 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. Empathising with our customers enables us to leverage our content with data and analytics in order to provide beneficial solutions to advance their work.

## Access to information

Our Scientific, Technical & Medical (STM) primary publications, like those of most of our competitors, are published largely on a paid subscription basis. If funding is available, we encourage our authors to publish open access to increase visibility of their work. We welcome the debate in government, academic and library communities regarding how and which scientific outputs should be openly available, and we continue to experiment and create new access options together with our industry partners.

Our authors have the option to make their accepted manuscript available in line with our sharing policies. We are also a founding partner of Clearinghouse for Open Research (CHOR) which enables public access to 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 the ScienceDirect platform. Furthermore, members of the public can read Elsevier's peer-reviewed content through walk-in access at public and academic libraries around the world. Our ScienceDirect platform is available to the public via onsite user access from any participating university library or UK public library via the Access to Research programme.

**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 in Paris, highlighting creativity and innovation in retail marketing.**



2019 objective:

## Expand online content for CR as a Sales Tool

CR as a Sales Tool is our effort to support customer-facing staff in showcasing our CR commitments to their customers. As our CR as a Sales Tool curriculum demonstrates, the benefits include reassuring customers that we are an ethical supplier, while developing opportunities for deeper dialogue on shared values and increasing the potential for collaboration.

In 2019, with the migration to a new intranet site, we refreshed all content and introduced a video featuring the Global Head of Corporate Responsibility explaining how our CR focus can distinguish us from our competition. The content makes clear that we aim to be recognised for profitable, ethical, innovative, business performance and enhancing the positive impact of what we do, limiting any negative consequences, including on the environment and positive engagement with stakeholders including shareholders, employees and communities.

Image: In 2019, we reached the milestone of 1000 content sources on the RELXSDG Resource Centre from across our business and key partners

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Capacity-building in countries with low resources is a priority for us. Through Research4Life, over 8,300 institutions in 115 low- and middle-income countries receive affordable access to over 100,000 peer reviewed resources. Elsevier is a founding partner of the programme, and provides over a quarter of that content as well as access to our abstract and citation database Scopus. Our trainers also run over 70 workshops for Research4Life Librarians every year to ensure that they are equipped to effectively make use of the resources provided through the programme. The head of the Elsevier Foundation, Ylann Schemm, serves as Vice Chair of Research4Life.

## Bringing science into society

We work closely with journalists to ensure that research findings are accurately and effectively communicated to the public, while authors receive credit for their work. Over 2000 journalists receive free access to all Elsevier publications via the Media Access programme.

In 2019, researchers have benefited from newsletters with lay-summaries of relevant articles sent to journalists and over 100 pieces of news coverage generated by our press releases.

Researchers who published an outstanding peer-reviewed article with the potential to benefit and advance progress in our shared planet are recognized with the Elsevier Atlas Award. The articles are made freely available and translated to common language, while author interviews are made public to encourage the dissemination or implementation of their findings. Content is linked to the SDGs and is featured on the RELX SDG Resource Centre.

We also partner with the US National Library of Medicine on the Emergency Access Initiative to provide temporary free access to full text articles to healthcare professionals, librarians and members of the public affected by disasters. For specific medical related emergencies such as the opioid epidemic in America or the Zika outbreak, we create free emergency resource centres with curated, relevant research:

- 2010: Haiti earthquake and cholera epidemic; flooding in Pakistan
- 2011–2013: the Fukushima earthquake and tsunami in Japan; Typhoon Haiyan in the Philippines
- 2014–2015: the Ebola crisis and Nepal Earthquake
- 2017: Hurricanes Irma, Harvey and Maria, and Mexico earthquakes

Elsevier's Library Connect publications, events and online channels provide library and information science (LIS) professionals worldwide with opportunities for knowledge sharing. In 2019, more than 39,000 LIS professionals from 170 countries subscribed to the Library Connect Newsletter, a complimentary publication covering LIS best practices, trends and technology. More than 25,000 LIS professionals subscribed to the Library Connect webinar channel and over 4,200 LIS professionals from 130 countries attended live or recorded Library Connect webinars. Regional teams supplemented online offerings with in-person seminars and workshops. The Library Connect website, containing hundreds of articles, infographics, videos and other resources, had approximately 90,000 visitors from 200 nations and territories in the year. In 2019, the Library Connect website was ranked 11th in the top 50 librarian blogs and websites for librarians by Feedspot, a content aggregator for blogs and websites.

## Accessibility

We strive to empower all people, including persons with disabilities, by ensuring our products and services are accessible and easy to use by everyone.

Our commitment to accessibility is embedded across RELX and advances our Inclusion Policy.

In 2019, we integrated several RELX Accessibility Policy best practices and guidelines. In 2019, members of the Accessibility Working Group logged over 230 accessibility projects and Elsevier's Global Books Digital Archive fulfilled more than 4,400 disability requests, 87% of them through AccessText.org, a service we helped establish. Customers can utilise the accessibility@relx.com inbox to connect with an accessibility expert or to request a VPAT (Voluntary Product Accessibility Templates) compliance document.

We continue to be open and collaborative in sharing and receiving accessibility knowledge. Our accessibility team partnered with external content providers HighCharts, Chemaxon and Pendo to help guide accessible solutions for public benefit. We work with disability services offices, procurement, and instructors across the world to supply detailed VPATs and Accessibility Conformance Reports. We offer a VPAT service package to help internal teams understand where they rank against accessibility standards compared to other products. We follow the Web Content Accessibility Guidelines (WCAG 2.0).

In 2019, our businesses developed several in-house tools and resources to help educate our employees and foster best practice in development. Among them, LexisNexis Risk & Business Analytics deployed its A11yC.A.T tool to help developers address accessibility bugs in real time. Elsevier's new meta analytics tool helps to benchmark products against standards and highlights top opportunity areas for the company. Elsevier also launched a major upgrade to the Accessibility Checklist tool, incorporating the new WCAG 2.1 standards. ScienceDirect received a bronze medal from ASPIRE for its rich accessibility statement page. Elsevier upgraded its ePUB3 ebooks and PDFs with several new accessibility features. For example, ePUB3 books will benefit from higher color contrast and new Accessibility metadata that can be used to identify the accessible qualities of a publication. Elsevier authors can now add alternative text to figures in our ELSA content creation platform. Elsevier trained over 100 employees through the internal belting programme, onsite training events, and accessibility guild. We upgraded our UX career tracks and job descriptions with a higher emphasis on accessibility credentials. Elsevier adopted two new web services which provide automated closed captions for pre-recorded internal video content. This service has been used to provide a starting point for hand-edited closed captioned videos of forums and other events.

Elsevier continues to publish new books and journals on the topic of accessibility and disability such as Autism 360°, and Research in Developmental Disabilities. Reed Exhibitions produced the third successful edition of AccessAbilities Expo in Dubai this November, with 245 exhibitors and over 450 delegates participating from 57 countries. The event saw a 7% increase in total attendees over the previous edition and featured the inaugural IATA Global Accessibility Symposium and Dubai Accessible Tourism International Summit. With renewed commitment by UAE authorities to improve facilities for independent living and over 50% space rebooked by exhibitors onsite, AccessAbilities Expo will return to the Dubai World Trade Centre from 10–12 November 2020. AccessAbilities is the Middle East's premier trade event aimed at enhancing the lives of people with disabilities.

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Elsevier grew its Employee Resource Group on disability in 2019. Elsevier Enabled focuses on internal spaces, information sources, and promoting disability-friendly hiring. Furthermore, we continue to work with executive level champions and chief technology officers in establishing best practice accessibility in development models, including the development squad makeup and designating Product Manager Accessibility Champions.

We participated in accessibility conference CSUN 2019, where we made three presentations on Highcharts, Engineering Village, and LexisNexis use of Lean Six Sigma to improve product accessibility. In addition Elsevier participated as an invited guest to the first MIT Workshop on Diversity, Accessibility and Inclusion in Library Systems. Elsevier also participated in Miami University's Accessible Technology Symposium and University of Cincinnati's Digital Inclusion Day.

LexisNexis Legal & Professional UK saw World Usability Day participants experience accessibility barriers in an empathy lab. The user experience team integrates accessibility into over 100 products. LexisNexis UK registered with the UK Government's disability confidence scheme and worked with Leonard Cheshire's Change 100 programme to host four students living with disabilities for summer internships.

Before year-end, we established the second RELX Accessibility Leadership Awards. The awards celebrate employees who show exceptional leadership in pursuing accessibility. Nominees must have made a demonstrable accessibility improvement and can be related to any product, process, technology, campaign, or partnership. The three judging criteria are impact on users with disabilities, innovative practices and leadership.

# 230+

Accessibility projects logged by the Elsevier Accessibility Working Group

# 4,400+

Elsevier's Global Books Digital Archive fulfilled more than 5,000 disability requests

**RELX**

# UX SUMMIT

2019 objective:

## Develop Accessibility Advisory Board

To help us drive accessibility forward across RELX, in 2019 we created an Accessibility Advisory Board with accessibility leads from across the business. They are charged with championing accessibility within their spheres of influence.

The Accessibility Advisory Board reviewed approaches to training, customer inquiries, compliance models, testing tools and techniques for screen readers.

It will plan accessibility communication and roll out tools such as automated testing. Accessibility Board members will also play a visible role at internal and external gatherings to share RELX's commitment to accessibility broadly.

Image: At the UX Summit, LexisNexis presented how the user experience team takes accessibility to the next level



### Linked to SDG 10: 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

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Users should feel in control

**WORLD USABILITY DAY**

Designing for the **FUTURE** we want

World Usability Day's goal is to raise our standards so that technology works to harness human potential. Every second Thursday in November events occur around the world that bring together different communities to celebrate how we can make our world easy for all.

Join speaker **Min Xiong**

Taking Accessibility to the next level

Come along and take part in our simulation and empathy building activities

Level -2: Lexis House  
11:00am - 14:00pm

hosted by LexisNexis  
**UX**  
User Experience Team

LexisNexis

World Usability Day, hosted by the LexisNexis User Experience Team, gave colleagues an opportunity to participate in simulation and empathy-building activities to enhance their accessible coding activities

We continue 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. AccessAbilities Expo continued in its third year with 245 exhibitors and over 450 delegates from 57 countries, with plans for a 2020 edition. AccessAbilities is the Middle East's premier trade event aimed at enhancing the lives of people with disabilities.

In 2019, we promoted wider understanding of accessibility issues through publications such as *Urban Mobility Design*, *Inclusive Transport*, *Assistive Technology Service Delivery*, *Handbook of Electronic Assistive Technology* and *International Review of Research in Developmental Disabilities*.

## 2020 objectives

New SDG Customer Award to be presented at annual flagship RELX SDG Inspiration Day

Map customer feedback mechanisms across business areas

Develop framework for product accessibility self-audits

### By 2030

Continue to expand customer base across our four business units through excellence in products and services, active listening and engagement, editorial and quality standards, and accessibility; a recognised advocate for ethical marketplace practice

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# Community

## Why

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

## 2019 objectives

- New RELX global fundraising partnership
- Create guidance for calculating pro bono contributions

## Key issues in this section

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# Community



**It's inspiring to see the difference our colleagues make by volunteering with organisations around the world.**

**Julie Lever**  
Charity Development Executive  
Risk & Business Analytics, UK

**240**

A network of 240 RE Cares Champions ensures the vibrancy of our community engagement

**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.**

**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 core focus of RE Cares is education for disadvantaged young people that advances one or more of our unique contributions as a business. Employees have up to two days' paid leave per year for their own community work.

A network of 240 RE Cares Champions ensures the vibrancy of our community engagement. In our last global employee opinion survey, 83% of staff said that we are a company that supports community engagement.

Each September, we hold RE Cares Month to celebrate our community commitments. During the Month, we raised funds to help global fundraising partner, Hope and Homes for Children (HHC), which aims to ensure children grow up in families rather than institutions. Employees are working to raise \$100,000 over a two-year period to support HHC's work with hearing-impaired children in Moldova. The country has three orphanages for children with hearing impairment, and disability is a common impetus for institutionalising children. Funding will support inclusive education to help hearing-impaired children integrate into mainstream education, through speech therapy, quality hearing aids, support for parents and teacher training. In early September, HHC ran a two-day training course on the issues for 38 representatives from 35 municipalities across Moldova.

We also announced the winners of the ninth Recognising Those Who Care Awards to highlight the exceptional contributions to RE Cares of eight individuals from across the business. They travelled to RELX-supported projects in Ghana with Book Aid International, a charity which fosters a love of reading in children across Africa through book provision and programmes that increase the educational capacity of schools and libraries. RELX has worked with Book Aid for over 20 years and has donated more than one million books including some 143,908 books in 2019.

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## 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 sponsor charities for funding through a central RE Cares fund; RE Cares Champions vote on applications, using decision criteria such as value to the beneficiary and opportunities for staff engagement. In 2019, RE Cares Champions donated \$257,548 to 22 charities supporting over 26,500 young people including:

- scholarships for Indian students from low income households to help them complete their education
- ICT equipment for schools in Zambia to help learners complete technology courses
- support for a service in North America that provides 24-hour confidential crisis prevention and intervention counselling as well as emergency shelter for at-risk children
- funds for a school for Syrian refugees in Lebanon to advance their educational services
- assistance to allow UK volunteers to train teachers in math and English in communities in South Africa, Ghana and Tanzania
- contribution to an Ohio charity that provides resources and clothing to help disadvantaged children prepare for school

In managing community involvement, we apply the same rigour as in other parts of our business. Following the LBG (formerly the London Benchmarking Group) methodology, a global standard for measuring and reporting corporate community investment, we conduct an annual Group Community Survey with RELX 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.

To assist staff, during the year we worked with LBG to clarify the methodology we use for valuing in-kind contributions, and LBG, of which we are members, assured our use of its reporting methodology. Read the assurance statement in [Appendix 2](#).

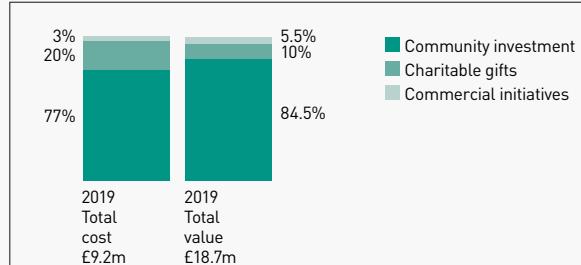
We donated £4m in cash (including through matching gifts) and the equivalent of £14.7m in products, services and staff time in 2019. 45% of employees were engaged in volunteering through RE Cares and we reached 26,500 disadvantaged young people through time, in-kind and cash donations. According to LBG data, the average volunteering rate is 26% for our sector and 16% for all sectors.

In 2019, we continued to engage in skills-based volunteering, applying business knowledge and expertise to benefit communities. For example, colleagues at Risk & Business Analytics Alpharetta worked with a school focused on STEM to improve their outreach by analysing the demographics behind the school's target market to help refine their communication plans, which led to a 6% increase in enrolment.

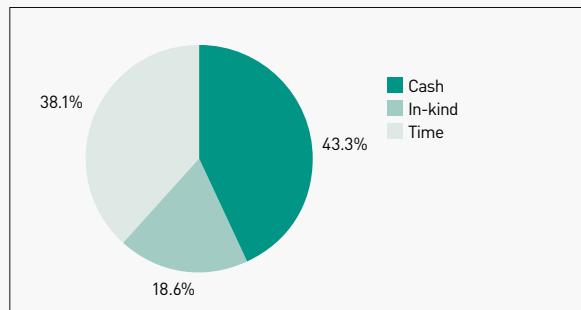
Throughout 2019, we encouraged in-kind contributions, such as product and equipment donations, in line with our Product Donation Policy. For example, through a partnership with charity Camara Education, we donated \$28,526 worth of IT equipment to e-learning centres for 29,358 disadvantaged students in developing countries, including Kenya, Ethiopia and Tanzania (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 laws and legal knowledge. Since its inception, the ILBF has sent over 62,000 books to 190 organisations in 52 countries.

### COMMUNITY INVOLVEMENT



### WHAT WE CONTRIBUTED IN 2019



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## Engagement

In 2019, we held our 15th RE Cares Challenge to encourage staff to work together to build skills and relationships while supporting their local communities. Colleagues from across the company submitted ideas for new or extended business-sponsored volunteer activities that fit the RE Cares mission and eight were chosen. Employees globally voted on the top two prizes: LexisNexis Risk Solutions, Boca Raton won the \$10,000 first prize to help them create a new STEM section of a free educational store for teachers across the Palm Beach County public school system. Teachers select supplies for their classroom activities at no cost.

We held our 13th RE Cares Month Global Book Drive in 2019. Employees donated more than 8,500 books to charitable organisations. Risk & Business Analytics in Duluth, Georgia, collected the most books per employee (42 per person) and won \$1,000 prize for the charity of their choice, HomeFirst Gwinnett. Elsevier St Louis collected the largest number of books overall, 1,786, and chose to donate their \$500 prize to support our global fundraising project for disabled children in Moldova with HHC.



## Jeffrey P Mladenik and Andrew Curry-Green Memorial Scholarship

As a lasting memorial to our colleagues Jeffrey Mladenik and Andrew Curry Green, who lost their lives on 9/11, we offer scholarships in their name to children of eligible employees.

Anish Ponna (left) is the son of Manjusri Ponna at Reed Tech. He graduated from Downingtown High School East and is attending Drexel University, where he is majoring in Biological Sciences as part of their BS/MD Early Assurance Program. While in high school, Anish was Co-President of the National Honor Society and President of French Honor Society. This has been a great year for Anish. He received the National Merit Scholarship and was the Captain of his school's Track and Field Team, which competed in the state competition 4x100m Relay.

Zach Banks (right) is the son of Cindy Banks, a Global Content and Project Consultant for LexisNexis in Dayton, Ohio. Zach graduated from Middletown High School in May 2018. While in high school, Zach led a community petition calling for an end to the district's practice of charging fees for advanced placement classes leading to a district-wide financial aid programme so that all students, including the 99% of students in the district who qualify for free and reduced lunch programs, can receive high-quality public education. He is attending New York University, majoring in public policy and politics.



## RE Cares Month: Engaging employees across the world

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

Business area CEOs and other senior leaders launched activities in September 2019 with messages to staff and a video which showcased the positive effect of volunteering on beneficiaries and employees alike. They highlighted how young people gain employability and life skills when we use our business expertise which can lead to positive change within our communities.

RE Cares Month 2019 touched thousands of employees with creative volunteering and fundraising and included Global RE Cares Day on 19 September featuring community action across RELX. RE Cares Month activities included:

#### Elsevier:

- Gurgaon, India – supported the Assam flood victims by donating a portion of their August salary to the Indian Red Cross Society
- Philadelphia, US – took part in a riverbank clean up

#### Risk & Business Analytics:

- Dayton, US – held a food drive for a local foodbank
- Evanston, US – organised a charity picnic raising money for Hope and Homes for Children
- Sutton, UK – walked the Marsden March for The Royal Marsden Cancer Charity
- São Paulo, Brazil – packed and delivered sandwiches to the homeless

#### LexisNexis Legal & Professional:

- Raleigh, US – walked to raise money for American Heart Association
- Chennai, India – offered career guidance for local students

#### Reed Exhibitions:

- Paris, France – participated in a sponsored run to raise funds for a child cancer charity
- Norwalk, US – rehabbed homes for families in need of decent and affordable housing

#### RELX:

- London, UK – arranged a lunch & learn with The Connection homeless charity, a partner for over 10 years

Image: LexisNexis Legal & Professional Quebec sort donations for Société de Saint-Vincent de Paul, a local anti-poverty charity

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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 HOME, our corporate intranet, to increase transparency and awareness.

In addition, we survey RE Cares volunteers on the impact the programme has on their work via an automated survey link following each volunteer activity. In 2019, we received a total of 3271 responses.

36

**I feel proud and privileged to work for a company that gives me time to do voluntary work.**

Respondent, RELX employee impact survey 2019

**91%**

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

**80%**

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

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2019 objective:

**Create guidance for calculating pro bono contributions**

We worked with LBG and key stakeholders across RELX to improve methodology for calculating in-kind contributions we provide to charities such as access to online journals, pro bono legal advice and free exhibition space. We have developed a guidance note shared with finance contacts and lead RE Cares Champions to ensure reliability of data, reviewed by our internal audit teams and assured by LBG.

**£14.7m**

donated in products, services and staff time in 2019

Image: LexisNexis Risk Solutions Boca Raton partnered with the Education Foundation of Palm Beach County to provide a store for teachers to obtain free STEM-related classroom supplies



## 2019 objective: New RELX global fundraising partnership

We believe in building strategic partnerships that benefit all participants – the charities, their beneficiaries and RELX.

Hope and Homes for Children (HHC) selected as 2019–2020 Global Fundraising Partner in all-employee vote.

HHC is a global expert in the deinstitutionalisation of children. They work to close institutions and give all children the opportunity to grow up in loving, stable families. They work with governments to tackle the root causes of family breakdown and also engage with civil society organisations in over 30 countries to dismantle orphanage-based care systems.

RELX is aiming to raise at least \$100,000, and we reached \$61,000 by the close of the year, for a project in Moldova to benefit hearing-impaired children.

In Moldova, limited support services for children with disabilities is a key driver of family separation. Disabled children have the best chance of reaching their potential when growing up in families, with the right support available through community services and schools. And yet, Moldova has three orphanages specifically for children with hearing impairment.

To help children with hearing impairment in Moldova, the project will focus on quality inclusive education by:

- providing speech therapy services, hearing aids and one to one professional support
- empowering parents with skills and local support to care for their child's special needs
- training teachers, support assistants and therapists, and develop the infrastructure for special needs services across Moldova
- working directly with 35 families at highest risk

**Image:** Our Global Fundraising Partner, Hope & Homes for Children, is helping families with hearing-impaired children stay together in Moldova; according to the World Bank, Moldova is one of the poorest countries in Europe (photography by Ion Buga)

- offering support to a further 200 children
- creating systemic change by demonstrating best practice that can ensure all children with disabilities can access the education and support they need

In November, three communications specialists – Jayne Hunt, Trevor Williams and Tom Bass – from Reed Business Information in the UK, used their annual volunteering days to support HHC by creating a film demonstrating the impact of our global fundraising partnership in Moldova. They visited some of the children involved in the project who have been reintegrated into mainstream education and spoke with parents who have gained skills to better care for their children at home. They travelled to a state-funded institution for children aged 14–16 with hearing impairment and discovered some of the children had been separated from their families from a young age. They found many had out-dated hearing aids or wore none at all.

As one parent noted following a training session, “I learned useful knowledge about how to operate the hearing aid and how we can continue to work with our child at home.”

# \$100,000

Global fundraising partnership target



### Linked to SDG 4: Quality Education

Target 4.5: By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous people and children in vulnerable situations

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## Recognising Those Who Care

**During RE Cares Month 2019, we announced the winners of the ninth Recognising Those Who Care Awards to highlight the exceptional contributions to RE Cares of eight individuals and three RE Cares teams from across RELX.**

The 2019 individual winners travelled to Ghana to work with Book Aid International and their local partner, Ghana Library Authority, to renovate a children's library and provide reading workshops for local children, including a session on STEM. They visited Ghana's capital city Accra and Kofiridua, in the Eastern Region.

Book Aid International provides over one million books to communities around the world where they are desperately needed, with the majority of books sent to Africa. As well as providing books, Book Aid provide training and capacity building to teachers, librarians and community workers to increase their skills and confidence. Book Aid is RELX's longest-standing charity partner; for over 20 years we have provided book donations, grants and volunteering.

In Accra, Recognising Those Who Care winners worked with Ghana Library Authority colleagues sorting and stamping book donations recently arrived from Book Aid and also conducted

Image: Winners of the Recognising Those Who Care individual award travelled to Ghana to support local libraries in collaboration with Book Aid International, a RELX charity partner for over 20 years

a mentoring session with high school students on careers in STEM. In Kofiridua, they painted, prepared and stocked a children's library celebrated in an opening ceremony marked by reading and playing games with local children. In addition, RE Cares Champions funded a project for the Ghana Library Association to create a new children's corner at a library in Accra with 2,725 new books to fill it.



**An amazing trip with awesome people! We the volunteers landed as colleagues, became friends and departed as family members. The days of volunteering with Book Aid, our valuable time spent interacting with the children at the libraries, the joy of enjoying the unique culture of Ghana, shall be cherished in our memories forever! Volunteering is priceless!**

**Radhika Sivalingam**  
Elsevier, Chennai

## 2020 objectives

Progress new partnership with global fundraising partner, Hope and Homes for Children

Develop RE Cares Manager training

Create RE Cares module for staff induction across RELX

### By 2030

Through our unique contributions, significant, measurable advancement of education for disadvantaged young people; investments with partners for maximum impact

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# Supply chain

## Why

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

## 2019 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

## Key issues in this section

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# Supply chain





We have made good progress on the RELX Socially Responsible Supplier programme and look forward to continuing to partner with our suppliers to ensure we maintain high ethical standards.

**Scott Leibold**

Global Head of Purchasing and Property  
RELX, US

## 112,747

Approximately 112,747 purchase orders valued at nearly \$499m with our Supplier Code embedded into standard contract terms

## 16

Our Supplier Code of Conduct is available in 16 languages

## Managing an ethical supply chain

RELX has a diverse supply chain with suppliers located in over 150 countries across multiple categories. These include technology (hardware, software, cloud, telecom, etc.), indirect (consulting, marketing, contingent labour, travel, etc.), and direct (content, production services, print / paper/bind, distribution, etc.).

Given the importance of maintaining an ethical supply chain our Socially Responsible Supplier (SRS) programme encompasses all of our businesses and is supported by colleagues with expertise in operations, distribution and procurement, and a dedicated SRS Director from our global procurement function.

## Monitoring Suppliers

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 applicable laws and best practice in areas such as human rights, labour and the environment. We ask suppliers to require the same standards in their supply chains, including requesting 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. Our SRS programme is a key aspect of our work to ensure we avoid modern slavery and human trafficking in our supply chain as described below.

Through our SRS database, we track key suppliers and those located in medium and high-risk countries as designated by our supplier risk tool. This incorporates ten indicators, including human trafficking information from the US State Department and Environmental Performance Index results produced by Yale University and Columbia University in collaboration with the World Economic Forum.

The tracking list changes year-on-year based on the suppliers we engage to meet the needs of our business. In 2019, there were 354 suppliers on the SRS tracking list, of which 102 are in high and medium risk countries. At year end, 91% of suppliers on the tracking list were signatories to our Supplier Code. Of the 33 non-signatories, 9 suppliers are in high or medium risk countries. We continue to work with non-signatories to gain agreement to our Code, and/or assess whether they have equivalent standards in place, in order to ultimately decide whether to continue doing business with them. We have embedded the Supplier Code into our sourcing process, and have a total of 3,202 suppliers who have agreed to the Supplier Code in 2019, up from 3,082 in 2018.

It is our intent to partner with suppliers who uphold the same high standards we set for ourselves. For example, one of them, BCD Travel, has maintained their top EcoVadis sustainability rating for four years in a row, and work to end sexual violence and exploitation of children by partnering with ECPAT International.

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We engage a specialist supply chain auditor who undertook 93 external audits on our behalf in 2019. Incidence of noncompliance triggers continuous improvement reports summarising audit results, with remediation plans and submission dates agreed and signed by both the auditor and the supplier. Areas covered in the audit include: labour (child / forced labour, discrimination, discipline, harassment / abuse, freedom of association, labour contracts); wages and hours (wages and benefits, working hours); health and safety (general work facility, emergency preparedness, occupational injury, machine safety, safety hazards, chemical and hazardous material, dormitory and canteen); management systems (documentation and records, worker feedback and participation, audits and corrective action process); environment (legal compliance, environmental management systems, waste and air emissions); anti-corruption and data security. In the year, audit locations included Argentina, Brazil, China, Egypt, Hong Kong, India, Lithuania, Malaysia, Pakistan, Philippines, Romania, Russia, Singapore, South Africa, United Kingdom, United States and Vietnam.

For paper suppliers we rely on PREPS, a shared industry resource for sustainable paper which we helped establish. By year end 2019, 96% of RELX's paper, by weight, was graded on PREPS. 100% of this PREPS-graded paper came from known and responsible (sustainable) sources.

## Promoting human rights through the Supplier Code

The Supplier Code contains provisions on child labour, involuntary labour, wages, coercion and harassment, non-discrimination, freedom of association, health and safety, environment and anti-corruption. In accordance 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 2019, we updated our RELX Modern Slavery Act Statement to highlight how we are working to avoid slavery and human trafficking in our supply chain as well as in our direct activities. During the year, we carried out human rights and modern slavery impact mapping on selected operations which encompassed consultations with internal stakeholders to better understand potential risks and impacts. In the year, we also provided avoiding human trafficking and modern slavery training for procurement colleagues.

### 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 10: 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

The Supplier Code requires a remediation process to assist any children found working within our supply chain. It stipulates that where required by law, suppliers will have employment contracts signed with all employees and requires mechanisms for reporting grievances. It additionally contains a provision on involuntary labour that states unequivocally that suppliers cannot directly or indirectly use, participate in, or benefit from involuntary workers, including human trafficking-related activities. Suppliers have access to our Modern Slavery Awareness training, which we make available to suppliers in 16 languages.

The Supplier Code makes clear that where local industry standards are higher than applicable legal requirements, we expect them to meet the higher standards. To strengthen adherence to our Supplier Code, we embed it into standard terms and conditions (such as contracts and purchase orders).

The Supplier Code states, "Failure to comply with any RELX term, condition, requirement, policy or procedure...may result in the cancellation of all existing orders and termination of the business relationship between RELX and supplier." It further indicates that suppliers must not tolerate any retaliation against any employee who makes a good faith report of abuse, intimidation, discrimination, harassment or any violation of law or of this Code of Conduct, or who assists in the investigation of any such a report.

# 93

Independent audits completed

# 11.9%

Total US spend with diverse suppliers



In 2019, 30,750 participants took part in SITL, a Reed Exhibitions show in Paris for the transport, logistics and supply chain industry

**We produce numerous products on supply chain issues, including Lexis Diligence, Journal of Purchasing & Supply Management, 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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## Helping employees understand the issues and supporting suppliers

To help employees understand the importance of having an ethical supply chain, in 2019 our annual CR Forum Stakeholder Day focused on the SRS programme; we held a panel discussion with our third party auditors; Carnstone, developers of our country risk ranking tool; the head of corporate responsibility and the head of the SRS programme which was streamed to employees globally and subsequently made available on the RELX intranet.

### 2019 objective: Continue to advance US Supplier Diversity and Inclusion Programme

We are committed to proactive engagement with suppliers to ensure our supply chain reflects the diversity of our communities. In 2019, we continued to focus on rolling out our supplier diversity programme. We launched the new RELX Supplier Registration portal to assist our procurement colleagues in identifying qualified diverse suppliers and encouraged diverse supplier inclusion in our sourcing processes. In 2019, 11.9% of our US spend was with diverse suppliers.



#### Linked to SDG 10: Reduced Inequalities

Target 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

# 3,202

Suppliers who have signed the Supplier Code

# 354

Suppliers tracked

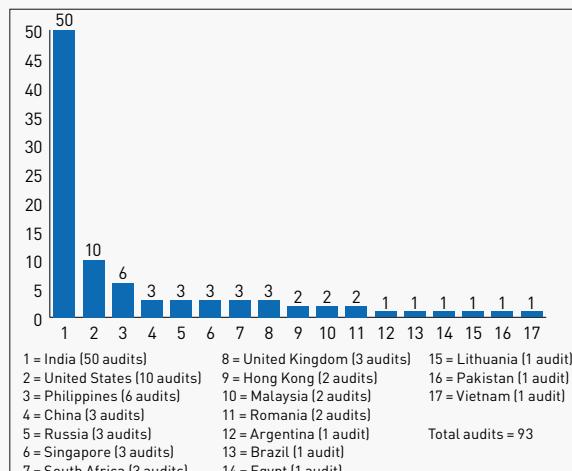
# 86%

The average overall 2019 audit score (out of 100), higher than our external auditor's global average of 80%

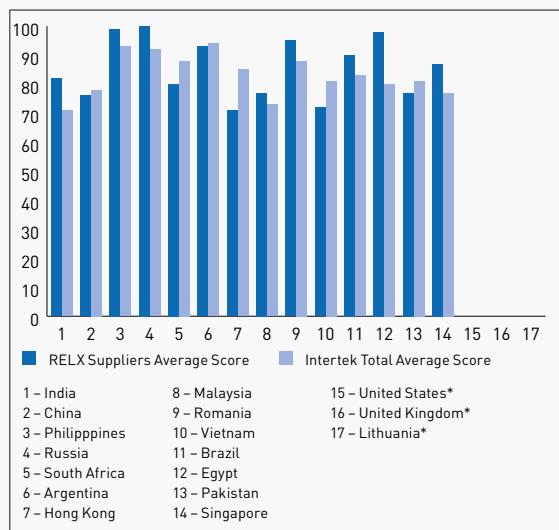
# 91%

Signatories to the Supplier Code on our tracking list

AUDITS BY COUNTRY

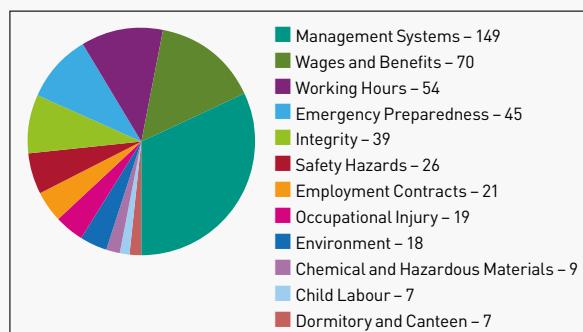


AVERAGE AUDIT SCORE BY COUNTRY



\* Social Compliance Audit: Pass/Fail only.

SUPPLIER NON-COMPLIANCE ISSUES



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## Celebrating good partners: Innodata

Innodata provides RELX with digital services. The RELX Supplier Code of Conduct aligns with our focus on ethical business practices, and our own Code of Conduct.

We respect human rights and ensure our policies comply with ethical and legal standards on such issues as child labour, minimum wage and maximum working hours. To support our people and ensure professional growth, we provide training, individual development plans, internal job postings and promotion policies. We are proud of our high employee retention rates.

Innodata requires honest, ethical and lawful conduct by our employees and violations of domestic or foreign laws, rules and regulations are subject to disciplinary procedures up to and including dismissal.

Innodata aims to have a minimal carbon footprint. In the Philippines we have shifted to LED lighting across our facilities and reduced the number of printers. We seek out operational facilities with water recycling and rain harvesting systems, work to reduce plastic use, and run employee environmental training to progress energy conservation and limit waste. We collaborate with the Philippines Department of Environment and Natural Resources on tree planting and river clean up in order to improve the local environment.

To drive ethical practice through our own supply chain we ask our partners to meet the guidelines of the Innodata Code of Business Conduct and Ethics.



**We are a RELX good partner because we share a focus on the importance of being an ethical company, one that is operating sustainably in the widest sense of the term.**

**Ashok Kumar Mishra**

Executive Vice President & Chief Operations Officer



### Linked to SDG 8: Decent work and economic growth

Target 8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

## 2020 objectives

Increase the number of suppliers as Code signatories

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

Continue to advance the US Supplier D&I 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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# Environment

## 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.

## 2019 objectives

- 55% of locations to achieve five or more RELX Environmental Standards
- Purchase renewable electricity equal to 90% of global consumption
- Achieve ISO 14001 Environmental Management System certification at three additional locations

## Key issues in this section

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- 61 2019 objectives
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- 63 Managing our impact
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# Environment



**The Green and Sustainable Chemistry Challenge builds on our expertise and networks to improve the environment and benefit local communities.**

**Rob van Daalen**  
Senior Publisher,  
Elsevier, Netherlands

**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 2019, continued our involvement with the Aldersgate Group, which engages the UK government on environmental issues. In the year, we hosted the Aldersgate Group's launch of a report on sustainable transport which sets out key policy recommendations to significantly reduce transport emissions.

We remained signatories of We Are Still In, reaffirming our commitment to combatting climate change, joining more than 2,800 businesses, universities, cities, states and other organisations. We are members of the London Business Climate Leaders Group, working with London's Mayor to achieve a zero carbon London.

## Environmental risks and opportunities

We assess, prioritise and mitigate environmental risks as part of our overall risk management process and identify risks and opportunities associated with two climate-related scenarios in alignment with the Task Force on Climate-related Financial Disclosures (TCFD). 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. In 2019, 42% of the company by headcount was ISO14001 certified. The Global Environmental Policy 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, 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 Chief Financial Officer (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 Board for environmental performance; the CEOs of our businesses are responsible for complying with environmental policy, legislation and regulations and the CFO is our most senior environmental advocate.



## Our best environmental impact: environmental knowledge

In creating 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 63% of the total market and 49% in energy and fuels.

### Scientific, Technical & Medical

In 2019, Elsevier published more than 496,000 articles and launched more than 108 new journals, further expanding the scientific record.

In the year, the Lancet published the latest Lancet Countdown on health and climate change with the goal of ensuring that the health of a child born today is not defined by a changing climate. The Countdown, available on the RELX SDG Resource Centre, tracks 41 indicators in five areas (climate change impacts, exposures and vulnerability; adaptation, planning, and resilience for health; mitigation actions and health co-benefits; finance and economics; and public and political engagement) to provide an independent assessment of how the world is responding. The report found that extreme events related to climate change amounted to \$166 billion in losses in 2018.

It showed that a warmer future would result in increased risks to health through heat stroke, vector-borne diseases (such as dengue fever: Nine of the 10 most suitable years on record for the transmission of dengue have been in the last decade) and malnutrition from crop failures associated with drought or pests.

5,000 of the latest articles on climate change were made available to download and read for free via Mendeley, Elsevier's free reference manager and academic social network.

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

### Risk & Business Analytics

ICIS published a report on the European carbon market, exploring how the carbon price in the EU Emissions Trading Scheme has impacted the energy sector. The report found it has had little impact on the decarbonisation of the energy market, but forecast this will change as new policies such as the Market Stability Reserve reduce the surplus of carbon allowances on the market.

### Legal

In the year, Lawyer's Daily, published by LexisNexis Canada, released a webinar with former Chief Justice of Canada Beverley McLachlin in which she discussed the recent trend of people bringing lawsuits on a broad basis to protect the environment.

MLEX published 2019 'Editor's Picks', on environment and climate change articles, normally premium and paid-for content, for free. Topics included the EU Green Deal and the call by European central bankers to make the international financial market more resilient to climate change.

In London, LexisNexis partnered with Obelisk Support to organise the first Global Law photography competition. Proceeds from the competition were donated to Client Earth. First place was won by Hogan Lovells senior associate Magdalena Bakowska, with a photograph showing aridification in the Namib desert, Namibia.

### Exhibitions

Smart Cities Expo & Forum, part of the World Future Energy Summit, launched Artificial Intelligence: Transforming the Future of Energy and Sustainability. This report details how AI, as an enabling technology, can help accelerate the adoption of sustainable practices through applications such as autonomous driving and integrating power systems with battery storage.

The All Energy Conference in Glasgow attracted more than 7,800 attendees, with speakers including Keith Anderson, CEO, ScottishPower, Lord Provost Eva Bolander, The Lord Provost of the City of Glasgow, and Chris Stark, CEO of Committee on Climate Change.

**+12%**

Increase of attendees at All Energy and DCarbonise conference in Glasgow, Scotland

Image: The City of Liverpool showcased new hydrogen buses at Reed Exhibition's 2019 All-Energy Conference in Scotland

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## Mapping the value chain

Procure	→	Produce	→	Distribute	→	Use	→	Post-use	→
Online ▪ Server and data centre equipment	→	Online ▪ Content development and content maintenance	→	Online ▪ Hosting at RELX data centre, third party data centre or cloud	→	Online ▪ Accessing online content	→	Online ▪ Data gathering for Scope 3 emissions	→
Print ▪ Paper production ▪ Pulp ▪ Forest sources	→	Print ▪ Product design and third party printing	→	Print ▪ Warehousing, packaging and delivery of printed products	→	Print ▪ Printed materials	→	Print ▪ Returns and unsold printed material ▪ End user reuse and disposal of printed material ▪ Product donations, e.g. Book Aid International	→
Events ▪ Raw materials for exhibition stands	→	Events ▪ Materials used for exhibition stands	→	Events ▪ Attendees travel to visit stand at exhibition venue	→	Events ▪ Attendees travel to visit stand at exhibition venue	→	Events ▪ Reuse, recycling and disposal of exhibition stands and materials	→

When considering our environmental impacts we use a life cycle perspective. This includes upstream and downstream impacts, represented in the diagram above. We have identified significant impacts including the forest sources and production of pulp and paper for our printed products (see further information in the Paper section).

We have also identified significant opportunities including the disposal of unsold or returned printed products and the disposal of IT equipment. For example, we have developed charity partnerships to minimise waste and other environmental impacts while increasing benefits to communities able to use the items.



## Driving innovations in sustainable chemistry

The Green and Sustainable Chemistry Challenge was launched 5 years ago by Elsevier Chemistry and is now organised in collaboration with the Elsevier Foundation and the International Sustainable Chemistry Collaborative Centre. One of the first winners was Dr. Suzana Yusup from Malaysia, for her proposal "Biopesticides for improved paddy yield".

Pesticide usage is widespread in rice cultivation, which poses a significant problem for human health and the environment. Dr. Yusup's biopesticide, by contrast, enables a greater and greener rice harvest. Increased paddy yield is important for the farmers as almost half have an income below the Malaysian poverty level of €165 per month. The results of the project have been well received and the Malaysian Agriculture Department is aiding further rollout.

Dr Yusup said the award has had a significant impact on the project: "It gave national recognition and the opportunity to enhance our research to support the global SDGs. It captured public attention, particularly from the farmers, on the importance of the application of green and sustainable methods for improving paddy yield. The research support from the Green and Sustainable Chemistry Challenge also enables us to accelerate our research in a trans-disciplinary manner, collaborating with people from industry, farmers, governmental bodies and social sciences."

Image: Elsevier's Rob van Daalen (second from left) visited the field trial at the Center of Excellence for Rice in Malaysia with second place winner in the 2016 Green and Sustainable Chemistry Challenge, Dr Suzana Yusup (fourth from left)

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Our global EMS is aligned to the requirements of ISO 14001. We provide our facilities teams an online EMS Implementation Pack containing documentation, training and audit materials to aid the certification process. In 2019, five additional locations used it to achieve certification to the ISO 14001:2015 standard (equating to 42% of our business by employee count). We are committed to increasing certification in 2020 and beyond. Green Teams, employee-led environmental groups representing nearly 55% of employees in 23 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 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 2019, 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](#).



**Managing our environmental impact well is important for the long-term sustainability of our business.**

**Nick Luff**  
Chief Financial Officer, RELX



## Linked to SDG 12: Responsible Consumption and Production

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

## 2019 Environmental Performance

	Absolute performance			Intensity ratio (absolute/£m revenue)		
	2019	variance	2018	2019	variance	2018
Scope 1 (direct emissions) tCO <sub>2</sub> e	<b>7,848</b>	5%	7,477	<b>1.00</b>	0%	1.00
Scope 2 (location-based emissions) tCO <sub>2</sub> e	<b>68,229</b>	-8%	74,279	<b>8.67</b>	-13%	9.91
Scope 2 (market-based emissions) tCO <sub>2</sub> e	<b>17,704</b>	11%	16,004	<b>2.25</b>	5%	2.14
Total energy (MWh)	<b>163,628</b>	-9%	179,228	<b>20.78</b>	-13%	23.92
Water (m <sup>3</sup> )	<b>331,913</b>	0%	332,490	<b>42.15</b>	-5%	44.38
Waste sent to landfill (t)*	<b>546</b>	-17%	658	<b>0.07</b>	-22%	0.09
Production paper (t)	<b>34,599</b>	-3%	35,555	<b>4.39</b>	-8%	4.75

\* From reporting locations

Actual environmental data covers approximately 84% 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.

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## Targets and standards

We 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 waste we generate. We also aim to increase the percentage of waste diverted from landfill in alignment with circular economy principles.

New targets will be set during the year to encourage further performance improvements out to 2025.

### Environmental targets

Focus area	Targets – 2020	2019 performance
Climate change	Reduce Scope 1 and 2 (location-based) carbon emissions by 40% against a 2010 baseline	-52%
Energy	Reduce energy and fuel consumption by 30% against a 2010 baseline	-41%
Energy	Purchase renewable electricity equivalent to 100% of RELX's global electricity consumption	96%
Waste	Decrease total waste generated at reporting locations by 40% against a 2010 baseline	-66%
Waste	90% of waste from reporting locations to be diverted from landfill	85%
Production paper*	100% of RELX production papers, graded in PREPS, to be rated as 'known and responsible sources'	100%
Environmental management system	Achieve ISO 14001 certification for 50% of the business by 2020	42%
	Key locations achieving five or more RELX Environmental Standards	56%

\* All paper we graded in 2019 – 96% 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 RELX operating companies.

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.

# 56%

of key locations achieved five or more Enhanced Environmental Standards and achieved Green status

## Enhanced environmental standards

Five standards required for Green status.

Seven standards required for Green+ status.

### Performance standards

Environmental performance levels directly related to our 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 m <sup>3</sup> of water per person per year (warehouse: 9 m <sup>3</sup> per 1,000 sq ft)
Office paper	2,800 sheets of paper per person per year

### Management standards

Environmental activities to improve performance in key 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

The CFO highlights the Environmental Standards, which create positive competition between offices, in his annual communication for World Environment Day.

51 sites [57% of key locations] achieved five or more Enhanced Environmental Standards and achieved Green status. 17% of reporting locations achieved Green+ status in the year and are the best-performing sites within the business. We expect more locations to achieve the standards over time.

We agree with scientific opinion, as reflected in our journals and other content, that we must reduce the quantity of absolute greenhouse gases in the atmosphere 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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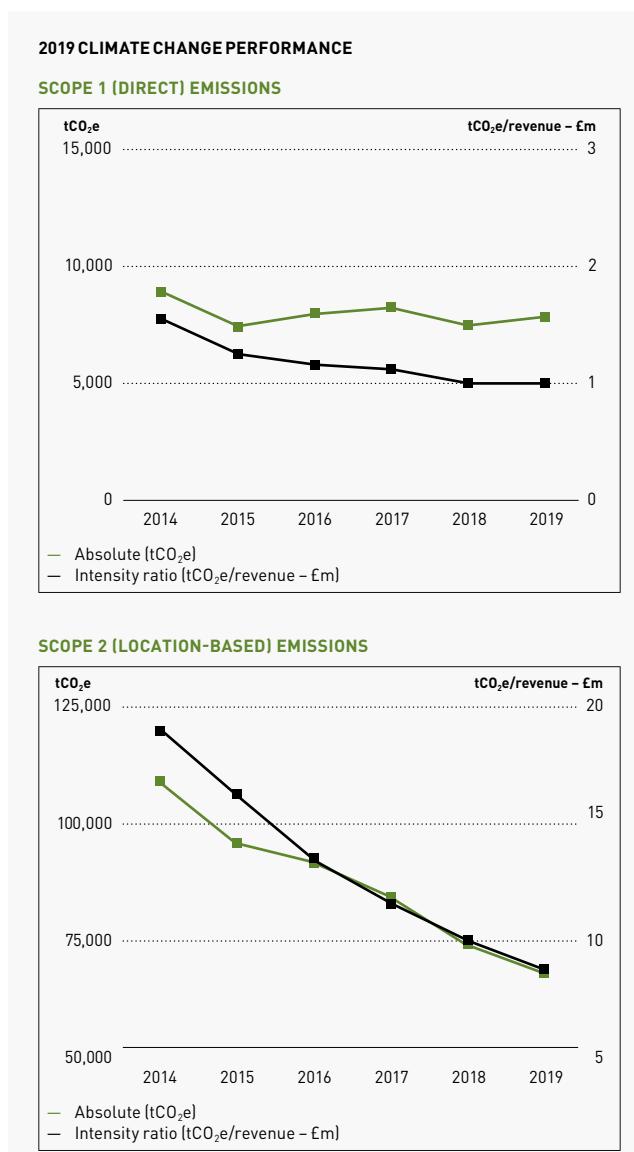
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## Climate change

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 well below 2°C.

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. Through the European Network for Sustainable Business, we share good practice.

[Read the RELX Climate Change Statement](#)



# 42%

of the Company by headcount is certified to ISO 14001

We report emissions according to the GHG Protocol. Total Scope 1 emissions increased by 5% primarily due to an increase in natural gas consumption for heating. Car fleet emissions, which constitute approximately one third of our Scope 1 emissions, have decreased by 58% since 2010. We have reduced Scope 1 emissions by 40% since 2010.

The GHG Protocol categories for reporting Scope 2 emissions: location-based and market-based factors have both been reported in order to clarify reporting on renewable energy. We have measured 2019 performance against targets using location-based emissions.

Scope 3 business travel data is collected through our travel provider, BCD, and covers all air travel booked through our global travel partner. Emissions decreased by 9% on the previous year due to a reduction of travel in higher cabin classes and a decrease in total distance flown.

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

## Scope 3 other

In 2019, 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

We calculate the environmental impact of our home-based workers using reimbursement rates from the UK's HM Revenue and Customs for home working and the average 2019 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 our workforce over two years and extrapolated results to cover 100% of employees. Through RELX's Environmental Standards programme, more than 50% of employees were covered by a local travel plan in 2019. Actions from 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 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. We continue to develop our understanding and reporting of impacts in our supply chain.

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## Energy

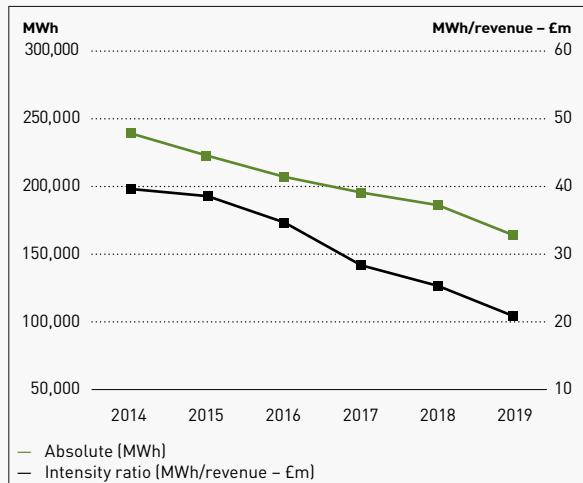
As our businesses predominantly occupy leased locations with few opportunities for on-site generation, we rely on green tariffs and renewable energy certificates (RECs) and continue to pursue renewable energy supply at more of our locations. Our goal was to purchase 90% of our electricity from renewable sources and RECs in 2019; reaching 100% by 2020.

In 2019, we continued purchasing Gold Power iRECs, high quality renewable energy certificates, with funds reinvested in new renewable energy installations. Our Gold Power was from a solar power project in Thailand.

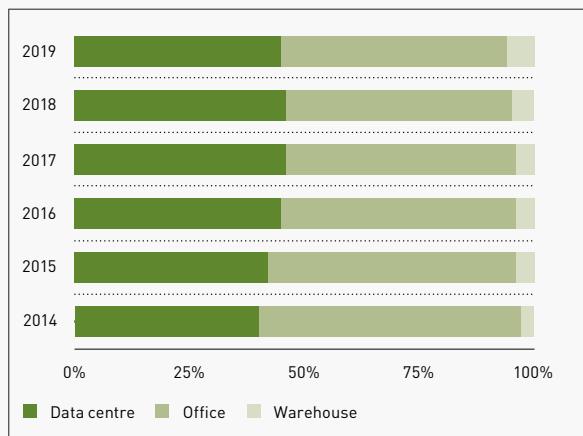
Energy use at our data centres is responsible for 40% of total energy usage (offices account for 57% and warehouses 3%). Data centre efficiency remains of critical importance with upgrades to efficient hardware and dedicated engineering services.

### 2019 ENERGY PERFORMANCE

#### ENERGY CONSUMPTION



#### ENERGY SPLIT BY BUILDING TYPE



#### Linked to SDG 7: Energy

Target 7.2: By 2030, increase substantially the share of renewable energy in the global energy mix

## Energy leadership

We are a member of RE100 which promotes corporate purchase of renewable energy. In 2019, we were listed in National Top 100 by the US Environmental Protection Agency's Green Power Partnership.



In 2019, we purchased Gold Power iRECs from Siam Solar in central Thailand



PSI, the leading European trade show for the promotional products industry, in Dusseldorf, Germany hosted the 5th PSI Sustainability Awards in 2019 to recognise sustainability excellence across the industry

We create products and services that advance understanding of energy production, use and efficiency. In 2019, we published *Applied Energy*, *Energy Policy* and *Renewable Energy*, amongst others. 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.

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## 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 remained constant between 2018 and 2019. Our primary water use is in our supply chain, particularly 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 2019, we offered customers 33 peer-reviewed journals in aquatic sciences, including the Journal of Hydrology.

# 29%

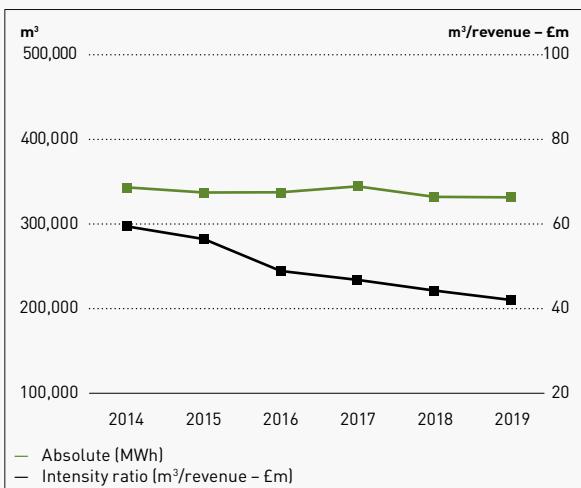
Reduction in water consumption since 2010

# 33

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

### 2019 WATER PERFORMANCE

#### WATER USAGE



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

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

The RELX Environmental Challenge supports the SDGs, including SDG 6 focused on clean water and sanitation, by fostering innovative solutions.

A shortlist of four projects were chosen from more than 60 original applications from 25 countries, across four continents.

The Challenge winners were announced during World Water Week in Stockholm, at an event hosted by the Dutch ambassador to Sweden at her residence.

The \$50,000 first prize winner was SolarSack, which uses ultraviolet radiation from direct sunlight to purify water at an exceptionally low cost. Safe drinking water is often unavailable to many people living in poverty, but SolarSack provides one year of safe water for a family of four for only \$2.

The second prize of \$25,000 went to Christopher Mtalimanja, an educator and disability-rights activist who has worked in ten countries across Africa managing projects and advising on special needs and inclusive education. The project will advance a dry bio latrine system at three primary schools in Malawi. Liquid waste is transformed into fertiliser which can be used to grow seedlings to generate revenue, while solid waste is transferred to a digester to produce energy that can be used by the schools.

The Challenge's distinguished panel of judges included Dr Mark van Loosdrecht, Professor of Biochemical Engineering, Delft University of Technology and 2018 Stockholm Water Prize Laureate; Valerie Labi, Director of Water, Sanitation and Hygiene for iDE and founder of Sama Sama, a sanitation social enterprise in Ghana which uses direct sales to increase demand for improved toilets and aggregates local businesses in order to match supply.



We are thrilled to be awarded the RELX Environmental Challenge grant. SolarSack is on a mission to provide safe and affordable drinking water to the world. We provide 2,000 litres of safe water for just \$2, making SolarSack accessible to end-users in emerging markets. The RELX prize will help create awareness about our innovative solution, as well as an immediate impact for 25,000 people living in refugee camps in Uganda.

**Johan Jensen**

COO and founder of SolarSack, first prize winner of the RELX Environmental Challenge



### Linked to SDG 6: Clean Water and Sanitation

Target 6.B: Support and strengthen the participation of local communities in improving water and sanitation management

Image: The 2019 RELX Environmental Challenge first-prize winner was SolarSack, an innovative water purification system using solar power; SolarSacks purify in the sun and provide communities with clean water

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## Waste

The total waste generated by our locations decreased by 30% in the year, primarily due to the closure of a large warehouse location. An updated estimation methodology also resulted in a less significant reduction in the estimated waste reported. Of the waste generated at our reporting locations, 61% was recycled and 85% diverted from landfill through recycling, composting and the generation of energy from waste. The warehouse closure and a one-off disposal of waste from an exhibition facility caused the waste diversion rate to dip slightly in 2019 compared to the previous year.

We do not produce any material amounts of hazardous waste.

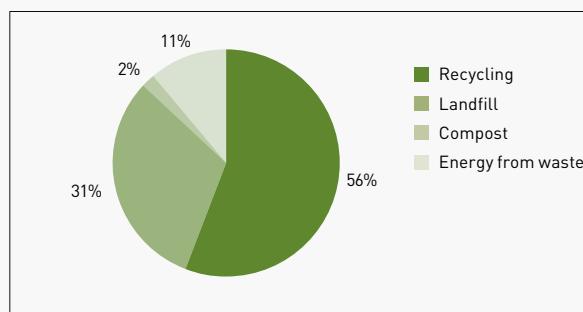
Where reliable measurements are not available, we use a methodology to calculate waste based on weight sampling and by counting waste containers leaving our premises. Although we know local municipalities most often carry out sorting and recycling, we report all waste as going to landfill unless we have robust evidence. For this reason, performance against our recycling target is linked to our reporting locations.

We continue to work toward our target to reduce total waste generated at our reporting locations. We currently divert 85% of waste from landfill and aim to achieve 90% diverted from landfill in 2020.

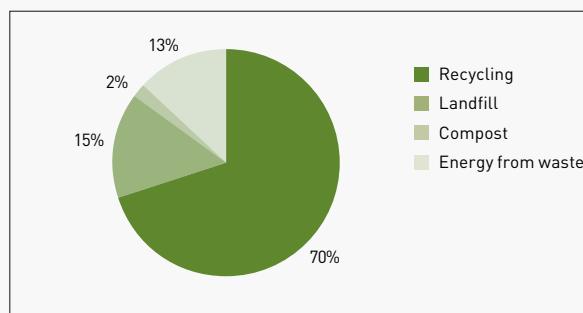
We work to reduce packaging waste from our physical products. In the UK, we provide information on packaging waste in line with the UK government's Producer Responsibility Obligations (Packaging Waste) Regulations 2007. As a member of the Biffpack compliance scheme, we report the amount of obligated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

### 2019 WASTE PERFORMANCE

#### WASTE (ALL LOCATIONS)



#### WASTE (REPORTING LOCATIONS)



'Reporting locations' are those locations from which we are able to capture primary data. 'All locations' includes non-reporting locations, such as serviced offices, where data is estimated.

# 62%

Reduction in total waste generated since 2010

# 85%

Diverted from landfill from our reporting locations through recycling, composting and the generation of energy from waste



## 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 Tanzania, Ethiopia and Kenya (including 588 computers and 810 monitors). Camara informed us in 2019 that our equipment donations have benefited over 29,000 children to date, raised over £22,000 and deferred the release of 279,600 kg of CO<sub>2</sub> through reuse vs production of new equipment.

# 66

RELX continues to be one of our most valued partners. Donating PCs and laptops to Camara for reuse not only furthers the circular economy but transforms educational delivery for school children in sub-Saharan Africa at scale. More than 17,000 children have benefitted from RELX computers donated in 2019 alone.

**Anna Norman**  
General Manager, Camara

Image: We donate computer equipment we can no longer use to Camara Education, which creates computer labs for children across Africa and other locations

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## Book donations: supporting education and training in 24 countries

Since 2014 we have focused on maximising donations of returned physical products as well as excess titles, while minimising waste through print on demand and print run control. Rather than dispose of books, where possible, we donate them to our key charity partners including Book Aid International and The Asia Foundation. Since 2017, all excess titles have been made available for donation.

Although RELX incurs time, labour and shipping costs for picking, preparing and shipping orders directly to charity partners, the benefits are significant. Instead of pulping valuable material, we provide it free of charge to institutions that need the information most, turning a waste stream into a valuable asset.

In 2019, RELX donated 143,908 books with a value of over £10 Million to Book Aid International, and 50,045 books with a value of over \$5.5 Million to The Asia Foundation.

### **Book Aid International**

RELX has been a partner of Book Aid International for over 20 years through regular book donations, financial support, staff fundraising and staff volunteering. RELX is Book Aid International's most significant donor of medical books.

The books are critical to educating the next generation of healthcare providers and supporting research and care at hospitals, training colleges and universities in 24 countries across the world in 2019, from Sierra Leone and Ethiopia, to The Gambia and Iraq. They are also being used to train physicians and field aid workers in Syria. The training focussed on developing urgent medical care skills in hostile environments and will save lives and improve the health of civilians caught up in the conflict.

Eleven shipments of medical and higher education titles from Elsevier went to partners in Zimbabwe, Cameroon, Zambia, Uganda, Malawi, Sierra Leone, Kenya and Tanzania.

Read a case study about midwife Betty who is using nursing books Elsevier donates to save more mothers' lives. <https://bookaid.org/blog/2019/07/03/we-want-to-save-more-lives/>



We hear time and again how books from Elsevier are helping medical students to learn new techniques and frontline staff to provide a better standard of care. The books we receive from Elsevier and donate to our medical partners are not just changing lives, they are enabling doctors and nurses to save lives.

**Alison Tweed**  
Chief Executive, Book Aid International

# 193,953

The number of books Elsevier donated in 2019

### **Linked to SDG 4: Quality Education**

Target 4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

Colleagues from RELX's London head office pack books at Book Aid International in London during a 2019 RE Cares volunteer activity



## Passion for the environment: employees make a difference

Our people care about the environment and drive good environmental practice through RELX Green Teams. In 2019:

- LexisNexis, Dayton won the Bring Your Green award for the third time in recognition of their achievements in reducing waste and energy consumption. Staff saved over 1,888 gallons of gas and 44,558 tonnes of CO<sub>2</sub> by travelling to work by bike, bus, carpool, electric car or on foot.
- As part of RE Cares, staff from Elsevier, St Louis volunteered at Gateway Greening, a local gardening charity, to build compost bins, benches and a mobile chicken coop. The Green Team also held a sustainable beauty event for International Women's Day.
- Elsevier, Philadelphia removed plastic straws, replaced their disposable dishware with reusable crockery and swapped plastic for wooden drink stirrers. They installed energy efficient flush valves and water flow restrictors in all bathrooms.
- The Green Team at Elsevier, Oxford launched a crisp packet recycling scheme to raise money for charity, collecting over 60 sacks throughout the year. They also replaced the office lighting with LEDs and held a tree planting event to launch the Green Team.
- The Annual Shoe Drive concluded with 7 locations participating, collecting a total of 8,227 shoes.
- The Elsevier Green Team at London Wall began separating their waste streams into recycling, general refuse and food waste, with better signage to help employees sort their waste correctly.

Image: Green Team volunteers at Elsevier St Louis engage in projects at Gateway Greening, a local gardening charity



### Linked to SDG 15: Life on Land

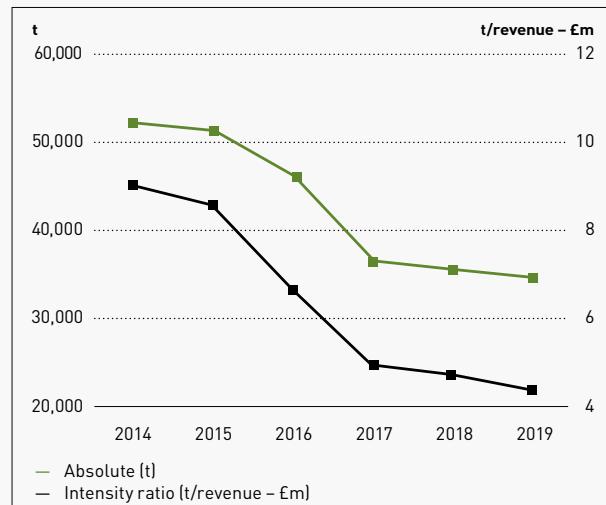
Target 15.2: By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally

## Paper

We have decreased our use of production paper by 47% since 2010 as we deliver more of our products online, reflecting a circular economy approach to conducting our business. 100% of production paper, graded on PREPS, was from known and responsible sources. 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.

### 2019 PAPER PERFORMANCE

#### 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 2019, we used approximately 185 tonnes of office paper (some 1,114 sheets per person). To reduce paper use at sites with higher consumption 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.

## 2020 objectives

Set new environment targets for 2020–2025

Purchase renewable electricity equal to 100% of global consumption

Achieve ISO 14001 Environmental Management System (EMS) certification at 50% of the business by headcount

### By 2030

Further environmental knowledge and positive action through our products and services and, accordingly, conduct our business with the lowest environmental impact possible

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# Appendices

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# Appendix 1 – 2019 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 over 1,000 colleagues across RELX in CR networks. In 2019, we grew our Employee Resource Groups (ERG) to 70 networks and held our first ERG conference, with over 100 colleagues, as part of our third global Diversity Awareness Month. We received more than 3,271 responses from colleagues on the positive impact of volunteering through our global community programme, RE Cares. We live streamed our event on business and human rights to RELX employees and made it available afterwards on our SDG Resource Centre.
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 and the FTSE4Good Index. We completed the Workplace Disclosure Index and Bloomberg Gender Equality Survey.
Customers	The growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them	Surveyed over 510,000 customers through Net Promoter Score (measuring customer advocacy) and business dashboard programmes; fulfilled more than 4,400 disability requests and provided customers with details on our CR activities in response to requests for information. Customers also participated in our Business for the Rule of Law Cafés that drive engagement on rule of law challenges and opportunities. Through the SDG Resource Centre we are making content available for free.
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	In the year, we hosted the Aldersgate Group's launch of a report on sustainable transport which sets out key policy recommendations to significantly reduce transport emissions. We have had one-to-one communication with governments as well as through networks such as the European Network for Sustainable Business; the UK All Party Parliamentary Corporate Responsibility Group; and the UK HM Revenue and Customs' Business Tax Forum. We remained signatories of We Are Still In, reaffirming our commitment to combatting climate change.
Suppliers	We must ensure our suppliers meet the same ethical standards we set for our corporate behaviour	We engaged with more than 354 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. In 2019, we engaged a specialist supply chain auditor who undertook 93 external audits on our behalf.
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 Hope and Homes for Children, 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; London Climate Business Leaders Group; Publishers' Database for Responsible Environmental Paper Sourcing; Publishing Industry Product Safety Forum; LBG Steering Group, the Uptime Institute; Partnership for Sustainable Development Data, the Open for Business Coalition, 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 and we reached 26,500 disadvantaged young people through time, in-kind and cash donations. We engaged with communities local to our operations through events such as food drives, career guidance for students, sponsored runs and environmental clean-ups. 91% of employees said their motivation and pride in the company had staff said that we are a company that supports community engagement.

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# Appendix 2 – LBG assurance statement 2019

Corporate Citizenship has been asked by RELX to review its use of the LBG Framework for measuring corporate community investment activity occurring between January 2019 and December 2019.

RELX 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](http://www.lbg-online.net) for more information).

As managers of LBG, we have worked with RELX to ensure its operations understand the LBG model and have applied its principles to the measurement of community investment programmes in 2019. The scope of the LBG assurance covers the inputs contributed through its corporate community investment. 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 develops its application of the framework in the future. We have further explained our observations in a separate management note to RELX.

## Commentary

### Data Collection process

RELX continues to strengthen and uphold its robust approach to the measurement of its global community investment activities. The data shows an increase of 6% in total contributions, reflecting its efforts to increase the scope of data capture. This increase is in large part due to increased time and in-kind contributions.

### Understanding beneficiary organisations

RELX has not made any fundamental changes to its data collection processes this year. It has maintained a robust application of the LBG framework to the measurement of its community investment activities across each of its business units and regions. The data is primarily gathered from finance and HR reports, as well as a low level of manual input. RELX'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. In order to ensure that a consistent approach to measurement is applied across the business, RE Cares Champions are invited to training calls twice a year and provided with extensive guidance notes, which are updated following each reporting cycle. We would encourage RELX to continue to share learnings with RE Cares Champions, as this is vital in ensuring the consistent application of the LBG framework across the business.

### Valuing in-kind contributions

RELX continues to record a large amount of in-kind donations and has implemented a methodology for valuing types of common in-kind contributions, including pro-bono services, in-kind advertising space and access to journals. We would encourage RELX to ensure that this methodology is consistently applied by all business units and that methodology updates are regularly shared with RE Cares Champions to ensure that they are able to attribute a value (based on cost to the company) to all in-kind contributions made by RELX.

Corporate Citizenship [www.corporate-citizenship.com](http://www.corporate-citizenship.com) The scope of the statement is limited to the reporting period

11th February 2020

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# Appendix 3 – EY assurance statement 2019

We have performed a limited assurance engagement on selected performance data presented in the RELX Corporate Responsibility Report 2019 ("the Report").

## Respective responsibilities

RELX management is responsible for the collection and presentation of the information within the Report. RELX 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 management, is to carry out a 'limited level' assurance engagement on the selected data ("the Subject Matter Information") indicated with a '^' symbol on [page 10](#) of the Report. This data is reported 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 corporate responsibility reporting guidelines, comprising the 'RELX Reporting Guidelines and Methodology 2019', Guidance for Completion of the RELX Health & Safety Survey and RELX Code of Conduct Standard Operating Procedures, have been consistently applied to the data.

## Accuracy

- Whether site and business-level data have been accurately collated by RELX management at a Global level.
- Whether there is supporting information for the data reported by sites and businesses to RELX 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 specialists responsible for managing environmental, diversity, H&S performance in the business, and for collating and reviewing sustainability data for internal and public reporting purposes.
2. Reviewed a selection of management documentation and reporting tools, including guidance documents.
3. Performed a review of the Ecometrica reporting system, including reviewing the functionality and data controls contained within Ecometrica and preliminary data from sites to form a view on reporting risk and materiality for subsequent data substantiation activities.
4. Reviewed underlying documentation for a sample of, environmental, health and safety and supplier data points.
5. Reviewed and challenged the validation and collation processes undertaken by RELX 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'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 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 2019 performance only.

The responsibility for the prevention and detection of fraud, error and non-compliance with laws or regulations rests with RELX 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 ISQC1<sup>1</sup>. 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 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 2019. 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

20 February 2020

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<sup>1</sup> Parts A and B of the IESBA Code, and the International Standard on Quality Control 1 (ISQC1)

# Appendix 4 – Taskforce on Climate-related Financial Disclosure

This appendix signposts the pages of the RELX Corporate Responsibility Report containing the most relevant information for each of the four thematic areas in the TCFD report and details our approach to climate-related scenario analysis.

Governance	Strategy	Risk Management	Metrics and Targets
Describe the board's oversight of climate-related risks and opportunities  Pages 6–8, 63–66	Describe the climate-related risks and opportunities the organisation has identified over the short, medium and long term.  Page 63, 80	Describe the organisation's processes for identifying and assessing climate-related risks.  Pages 63, 64, 66	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.  Pages 66–74
Describe management's role in assessing and managing climate-related risks and opportunities  Pages 6–8, 63–66	Describe the impact of climate related risks and opportunities on the organisation's businesses, strategy, and financial planning.  Pages 6–8, 63, 80	Describe the organisation's processes for managing climate-related risks.  Pages 6–8, 63, 64, 66	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.  Pages 10, 66, 68
	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.  Pages 63, 80	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.  Pages 6–8, 64, 66, 80	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.  Pages 67

## Initial Climate-related Scenario Analysis

Scenario analysis is a useful tool for evaluating how future risks and opportunities could impact our business. This analysis is an important element in making disclosures consistent with the guidance from the Taskforce on Climate-related Financial Disclosure (TCFD).

Climate-related scenario analysis is not an exact science. It requires an organisation to identify a range of future states (for example, a world in which the climate has warmed by an average of 2 degrees Celsius) and to make a number of assumptions associated with that state (for example, carbon tax levels, extreme-weather impacts on the business and supply chains).

For this reason, RELX is adopting a step approach to climate-related scenario analysis, starting with a qualitative, narrative approach to scenario planning. We have incorporated these scenarios into our climate change risk assessment and have not identified any significant risks to the business emerging from scenario planning. The risk assessment is reviewed periodically: if a significant risk is identified we will likely incorporate quantitative factors into our scenarios.

We have incorporated two qualitative scenarios based on details in the Intergovernmental Panel on Climate Change's fifth assessment report – scenarios RCP 8.5 and RCP 2.6. We also used additional sources including our current performance data, location of our operations, as well as reports such as the IEA World Energy Outlook, IEA Transition Pathways and the Deep Decarbonization Pathways Project.

The following two scenarios are not exact descriptions of an expected future, but the description of a future based on certain assumptions. We will continue to update the scenarios over time as global trends and developments evolve.

 [Click here to see our environmental risks and opportunities](#)

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## Scenario 1 – business as usual (RCP 8.5)

In this scenario, carbon emissions continue to increase at current rates and temperatures exceed 4 degrees Celsius by the year 2100.

Limited policies will be introduced to reduce carbon emissions, existing policies continue. Some countries will price carbon emissions and set standards for building and vehicle energy efficiency. The availability of renewable energy will grow under existing policies, but the share of energy from fossil fuels will remain sizeable.

With this level of warming, extreme and severe weather events are likely to increase. Drought and increased precipitation will impact agriculture. Severe storms will interfere with supply chains and logistics. Rising sea levels will affect land use of coastal and low-lying regions. Significant investment will be required to mitigate the impacts, for example in strengthening flood and coastal defences or securing reliable water supplies.

Political instability in some regions may increase as populations compete for resources such as water supplies and as large numbers of people move from regions most heavily impacted by climate change. Global economic uncertainty is the norm, with limited growth at best and decline at worst. As these impacts become more apparent, public sentiment may favour those organisations that took action to limit the impacts of climate change.

## Scenario 2 – 2 degrees Celsius climate change (RCP 2.6)

In this scenario, carbon emissions are halved by 2050 and climate change does not exceed 2 degrees Celsius by the year 2100.

Countries will introduce more challenging carbon targets as they update their Nationally Determined Contributions under the 2016 Paris Climate Agreement. A range of new policies will be introduced across many countries to control carbon emissions including carbon pricing, higher standards on building and vehicle energy efficiency, with increased renewable energy generation in global power grids.

The frequency of extreme weather events will increase but not as much as under Scenario 1. There will still be disruption to transport and logistics through storms but sea level will be more limited, as will costs associated with adaptation and mitigation projects.

There will be public and private investment in carbon sequestration, capture and storage, (re)forestation, and other measures.

With reduced climate impacts, political and economic instability will be lessened. Climate-related migration will still be a factor but to a smaller degree than anticipated under Scenario 1.

# Appendix 5 – Global Reporting Initiative Content Index

This report has been prepared in accordance with the GRI Standards: Core option

GRI Standard Number	GRI Standard Title	Disclosure Title	Page Number
GRI 102	General Disclosures	Name of the organization	Title page
GRI 102	General Disclosures	Activities, brands, products, and services	5
GRI 102	General Disclosures	Location of headquarters	Inside cover
GRI 102	General Disclosures	Location of operations	5
GRI 102	General Disclosures	Ownership and legal form	5, 26
GRI 102	General Disclosures	Markets served	5
GRI 102	General Disclosures	Scale of the organization	5
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# Appendix 6 – 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	Ambitious	Consistent	Collaborative	Accountable
Selfassessment	1	2	2	1	1
Ensure the best possible health outcomes for employees and surrounding communities across own and supply chain operations	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	We have Well-being Champions within the business to advance the health and well-being of our employees. We ensure the health of employees in our supply chain through the Supplier Code of Conduct. Our products and services play an important role in advancing human welfare, for example, The Lancet produces leading medical science	Goal 3 is embedded across a number of functions within the business	We actively collaborate with a range of stakeholders to advance SDG 3 challenges. For example, the Elsevier Foundation is supporting AMREF Health Africa with their JIBU programme to provide targeted mobile nursing education in East Africa.	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
Research, develop, and deploy products, services, and business models for improved health outcomes					
Lead on multi-stakeholder initiatives that encourage healthy behaviors and improve access to healthcare					

## SDG 4: Quality education

Business actions in support of goal 4	Do your actions satisfy the leadership qualities?				
	Intentional	Ambitious	Consistent	Collaborative	Accountable
Self assessment	2	2	1	1	1
Ensure that all employees across the business and supply chain have access to vocational training and life-long learning opportunities	We have strong leadership in support of SDG 4, including in our supply chain which ensures zero tolerance for child labour. There is an opportunity for us to tailor our activities even more closely with Goal 4 targets	Elsevier provides over a quarter of the material available in Research4Life, encompassing approximately 23,500 journals and 86,000 e-books. In 2019, there were 1.3m Research4Life article downloads from ScienceDirect.	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	As members of the Global Business Coalition for Education we developed a database to record private sector educational contributions and assets that can be deployed quickly in an emergency. To date, over 150 leading businesses have now signed up to the digital platform.	We have made a global commitment to advance SDG 4 in our CR Report. We provide high-quality higher-educational materials.
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					We measure the amount of money we invest in training our employees and are reporting the number of training hours used in our online training centre.
Implement programmes to support higher education and access to free, equitable, and inclusive primary and secondary education					Our Supplier Code of Conduct forbids child labour and supports decent work
Research, develop, and deploy products and services that improve educational access and learning outcomes					

## SDG 10: Reduced inequalities

### Business actions in support of goal 10 Do your actions satisfy the leadership qualities?

	Intentional	Ambitious	Consistent	Collaborative	Accountable
Selfassessment	1	1	2	2	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 <a href="http://www.relx.com">www.relx.com</a> . In 2019, we created a new Inclusion and Diversity Policy and developed an Inclusion Dashboard to support its implementation.	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. Lexis Nexis Risk Solutions is working to widen financial inclusion for marginalised groups, including those without credit history, by providing alternative datasets not in traditional credit reports.	Risk & Business Analytics' tools and resources, such as XpertHR, provide guidance on inclusion, diversity and equality. We held our second Proud Experiences, the first event of its kind focusing on the LGBTQ+ travel market. Other products include an LGBTQ+ Employment Law Practice Guide, Disability and Health journal and Pay and Benefits.	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 Ghana. We are members of the Open for Business coalition, advocating for LGBTQ+ rights, and in 2019 made a pledge at the Equal Pay International Coalition.	We have made a public commitment to SDG 10 in our CR Report. We are Living Wage accredited in the UK. We are committed to gender pay gap reporting in the UK. In 2019, our LexisNexis UK business became a signatory to the UK's Disability Confident scheme and participated in the Change100 programme, hosting four interns with disabilities.
Support the establishment and expansion of social protection measures at the national level					
Implement policies and practices to support equality of opportunity, treatment and outcome for all across own and supply chain operations					
Design and implement products, services, and business models that explicitly target the needs of disadvantaged and marginalized populations					

## SDG 13: Climate action

### Business actions in support of goal 13 Do your actions satisfy the leadership qualities?

	Intentional	Ambitious	Consistent	Collaborative	Accountable
Selfassessment	1	2	1	1	1
Ensure climate resilience of company and supply chain operations, and the communities surrounding them	The CEO is responsible to the Board for environmental performance; the CEOs of our businesses are responsible for complying with environmental policy, legislation and regulations and the CFO is our most senior environmental advocate	We prioritise climate change, minimising the use of natural resources and waste generated. These are reflected in our environmental targets (see <a href="#">page 62</a> ). We ask our suppliers if they set environmental targets	We make a positive environmental impact through our products and services, which inform debate, aid decision makers and encourage research and development. The most recent results from the independent market analysis system show our share of citations in environmental science represented 49% of the total market and 63% in energy and fuels	Through our exhibitions business we provide a platform for different sectors to collaborate, for example, Pollutec, which attracted over 70,000 participants to connect on low-carbon and pollution control solutions. We are a founding member of PREPS and helped create the PREPS database for sustainable paper. We participate in numerous multi-stakeholder initiatives to advance SDG 13 including the London Business Climate Leaders Group, CDP and Aldersgate Group	We commit to SDG 13 in our CR Report and report our climate risks and opportunities there and on <a href="http://www.relx.com">www.relx.com</a>
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	Ambitious	Consistent	Collaborative	Accountable
<b>Selfassessment</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
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. The Managing Director of our Southeast Asia LexisNexis business participated in mobile courts projects in Myanmar to support villagers with their legal rights in cases on statelessness, land issues and native rights. We also worked with the Supreme Courts of Sierra Leone to scan laws available in only one set of books. Scanned copies were donated to Legal Aid in the country to enhance the capacity of their lawyers to support clients.	SDG 16 actions are embedded in our strategy.	We continued our partnership with the International Bar Association on the eyeWitness to Atrocities App which assists human rights defenders in documenting and reporting human rights abuses in a secure and verifiable way so that information can be used as court evidence. The app has collected more than 8,500 images and videos to date.	We actively engage in partnerships to advance SDG 16. For example, we convene different stakeholders at our Business for the Rule of Law Cafés. In 2019, these took place in the UK, Singapore and Malaysia. We are a member of the UN Global Compact Action Platform on Peace, Justice and Strong Institutions. In the year, we also collaborated with the Global Investigative Journalism Network to put low-cost news and research tools in the hands of over 24 journalists in ten countries to help them write investigative articles on anti-corruption and other topics.	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					Promoting the rule of law is the raison d'être of our LexisNexis business and extensive information can be found at <a href="http://www.lexisnexis.com/en-us/rule-of-law/default.page">www.lexisnexis.com/en-us/rule-of-law/default.page</a>	
Work with government and/or international institutions in areas of conflict and humanitarian crises to contribute to peace and institution building						

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# Appendix 7 – Business Disclosures per SDG Target

<p><b>CHAPTER KEY</b></p> <ul style="list-style-type: none"> <li>1 Introduction</li> <li>2 Our unique contributions</li> <li>3 Governance</li> <li>4 People</li> <li>5 Customers</li> <li>6 Community</li> <li>7 Supply chain</li> <li>8 Environment</li> </ul>	<p><b>SDG 1: NO POVERTY</b></p> <p>Chapter</p> <ul style="list-style-type: none"> <li>2 <b>Target 1.1.</b> By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day</li> <li>2,6 <b>Target 1.2.</b> By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions</li> <li>2 <b>Target 1.3.</b> Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable</li> <li>2 <b>Target 1.4.</b> By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance</li> <li>8 <b>Target 1.5.</b> By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters</li> </ul>	<p><b>SDG 2: ZERO HUNGER</b></p> <p>Chapter</p> <ul style="list-style-type: none"> <li>8 <b>Target 2.4.</b> By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality</li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Introduction</td></tr> <tr> <td style="padding: 5px;">Our unique contributions</td></tr> <tr> <td style="padding: 5px;">Governance</td></tr> <tr> <td style="padding: 5px;">People</td></tr> <tr> <td style="padding: 5px;">Customers</td></tr> <tr> <td style="padding: 5px;">Community</td></tr> <tr> <td style="padding: 5px;">Supply chain</td></tr> <tr> <td style="padding: 5px;">Environment</td></tr> <tr> <td style="padding: 5px;">Appendices</td></tr> </table>	Introduction	Our unique contributions	Governance	People	Customers	Community	Supply chain	Environment	Appendices
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## SDG 3: GOOD HEALTH AND WELL-BEING

### Chapter

- 5 **Target 3.3.** By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases
- 4 **Target 3.4.** By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being
- 5 **Target 3.6.** By 2020, halve the number of global deaths and injuries from road traffic accidents
- 2 **Target 3.8.** Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

## SDG 4: QUALITY EDUCATION

### Chapter

- 6 **Target 4.1.** By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes
- 6 **Target 4.2.** By 2030, ensure that all girls and boys have access to quality early childhood development, care and pre-primary education so that they are ready for primary education
- 4 **Target 4.3.** By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university
- 6,8 **Target 4.4.** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship
- 6 **Target 4.5.** By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations
- 6 **Target 4.6.** By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy

## SDG 5: GENDER EQUALITY

### Chapter

- 4 **Target 5.1.** End all forms of discrimination against all women and girls everywhere
- 4 **Target 5.5.** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

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## SDG 6: CLEAN WATER AND SANITATION

### Chapter

- 2,8 **Target 6.1.** By 2030, achieve universal and equitable access to safe and affordable drinking water for all
- 8 **Target 6.2.** By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations
- 8 **Target 6.3.** By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally

## SDG 7: AFFORDABLE AND CLEAN ENERGY

### Chapter

- 2 **Target 7.1.** By 2030, ensure universal access to affordable, reliable and modern energy services
- 2,8 **Target 7.2.** By 2030, increase substantially the share of renewable energy in the global energy mix
- 8 **Target 7.3.** By 2030, double the global rate of improvement in energy efficiency

## SDG 8: DECENT WORK AND ECONOMIC GROWTH

### Chapter

- 3 **Target 8.2.** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value added and labour-intensive sectors
- 2 **Target 8.3.** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium sized enterprises, including through access to financial services
- 8 **Target 8.4.** Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the Ten-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead
- 4,7 **Target 8.5.** 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
- 6 **Target 8.6.** By 2020, substantially reduce the proportion of youth not in employment, education or training
- 3,4,7 **Target 8.7.** Take immediate 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
- 4,7 **Target 8.8.** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment
- 2 **Target 8.10.** Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all

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## SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

### Chapter

- 2 **Target 9.3.** Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets
- 8 **Target 9.4.** By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities
- 2,8 **Target 9.5.** Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending

## SDG 10: REDUCED INEQUALITIES

### Chapter

- 2,4,5,7 **Target 10.2.** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status
- 2,4,7 **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
- 2,4 **Target 10.4.** Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

## SDG 11: SUSTAINABLE CITIES AND COMMUNITIES

### Chapter

- 2 **Target 11.3.** By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries
- 5 **Target 11.5.** By 2030, significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations
- 2 **Target 11.6.** By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management

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## SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION

### Chapter

- 8 Target 12.4. By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their lifecycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment
- 7,8 Target 12.5. By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
- 5,8 Target 12.6. Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle
- 8 Target 12.7. Promote public procurement practices that are sustainable, in accordance with national policies and priorities
- 8 Target 12.8. By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

## SDG 13: CLIMATE ACTION

### Chapter

- 5 Target 13.1. Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries
- 8 Target 13.3. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

## SDG 15: LIFE ON LAND

### Chapter

- 8 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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## SDG 16: PEACE, JUSTICE AND STRONG INSTITUTIONS

### Chapter

- 2,7 Target 16.2. End abuse, exploitation, trafficking and all forms of violence against and torture of children
- 2,3 Target 16.3. Promote the rule of law at the national and international levels and ensure equal access to justice for all
- 2 Target 16.4. By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime
- 2,3 Target 16.5. Substantially reduce corruption and bribery in all their forms
- 2 Target 16.6. Develop effective, accountable and transparent institutions at all levels
- 2,4 Target 16.7. Ensure responsive, inclusive, participatory and representative decision-making at all levels
- 2 Target 16.8. Broaden and strengthen the participation of developing countries in the institutions of global governance
- 2 Target 16.9. By 2030, provide legal identity for all, including birth registration
- 2,3 Target 16.10. Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements

## SDG 17: PARTNERSHIPS FOR THE GOALS

### Chapter

- 3 Target 17.1. Strengthen domestic resource mobilization, including through international support to developing countries, to improve domestic capacity for tax and other revenue collection
- 6 Target 17.3. Mobilize additional financial resources for developing countries from multiple sources
- 2,5 Target 17.6. Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge-sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism
- 8 Target 17.7. Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favourable terms, including on concessional and preferential terms, as mutually agreed
- 2 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
- 2,5 Target 17.16. Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries
- 2 Target 17.17. Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships

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# Credits

The RELX Corporate Responsibility Report is available at [www.relx.com/go/CRReport](http://www.relx.com/go/CRReport)

We print other key corporate documents. The 2019 Annual Report is printed on Revive 100 Silk which is made from 100% recovered waste. All of the pulp is bleached using an elemental chlorine free process (ECF). Printed in the UK by Pureprint using their environmental printing technology; vegetable inks were used throughout. Pureprint is a CarbonNeutral® company. Both manufacturing mill and printer are ISO14001 registered and are Forest Stewardship Council® (FSC) chain-of-custody certified.

## Designed by

**CONRAN**  
**DESIGN**<sup>GROUP</sup>

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