



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

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

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



Contact Details

Your views are important to us.

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For more information visit

www.relx.com/corporateresponsibility

Sustainable Development Goals (SDGs)

We're committed to doing our part to advance these essential objectives for the world. Throughout this report look for the SDG icons on the top right-hand side of pages to show which SDGs are relevant to the content.





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Statement from Chief Executive Officer



“

We have a responsibility to use our knowledge to benefit society.”

Erik Engstrom Chief Executive Officer

800+

Employees engaged in CR networks

62%

Of electricity purchased from renewable sources and Green-e certified Renewable Energy Certificates

We are committed to making a difference. This is what I hear from colleagues across the whole of RELX Group: those working to further science and improve health, create tools that reduce crime, strengthen the rule of law, and build communities.

Our objectives in 2016 reflected these priorities. We created a disaster relief strategy so that we can quickly deploy our products and services to help people in need when a disaster strikes. We launched an Innovations in Health Information programme to advance African-driven research that can improve medical practice with partners like Médecins Sans Frontières and the Epicentre Niger Research Center. We used our technological expertise to develop a new platform for the ADAM programme to make it faster and easier for the National Center for Missing and Exploited Children to find missing children. We highlighted the role for business in supporting the rule of law by building a Rule of Law Impact Tracker to explore the correlation between the rule of law and social and economic development. At World Travel Market, one of our flagship exhibitions, we spotlit the impact of responsible tourism on communities around the world.

We also set 2016 objectives on issues critical to the operation of our business. We focused on enhanced compliance activities to ensure the highest standards of governance; broadened our efforts to be a diverse and inclusive company; prioritised responsiveness to our customers in areas like quality and accessibility; facilitated community involvement across the Group, strengthening charitable partnerships and employee engagement; took further steps to ensure an ethical supply chain; and embedded challenging new environmental targets.

We are pleased with our progress but not complacent. Our vision for 2020 is to achieve more, including to use our unique contributions to society to advance the United Nations Sustainable Development Goals (SDGs), 17 goals for people and the planet to be realised over the next decade and beyond. We will take a step toward this in 2017 with the launch of a free SDG Resource Centre with content curated from across RELX Group on behalf of our customers as well as researchers, governments, non-governmental organisations, and citizens. We will need help from key partners, including the UN Global Compact (UNGC), to which we are a signatory. We embed the UNGC's 10 principles in our Code of Ethics and Business Conduct and in our Supplier Code and participate in their responsible business initiatives that drive forward our non-financial performance. As UNGC Executive Director Lise Kingo notes in relation to the SDG Resource Centre, “The SDGs not only identify where we have to be in 2030 to create a sustainable world which leaves nobody behind, they also outline new markets and opportunities for companies all over the world.”

Erik Engstrom
Chief Executive Officer

Our business

Key facts

 **30,000+**
Full-time employees

 **40**
Countries with offices in

 **6**
Based across six continents

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

Market segments



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



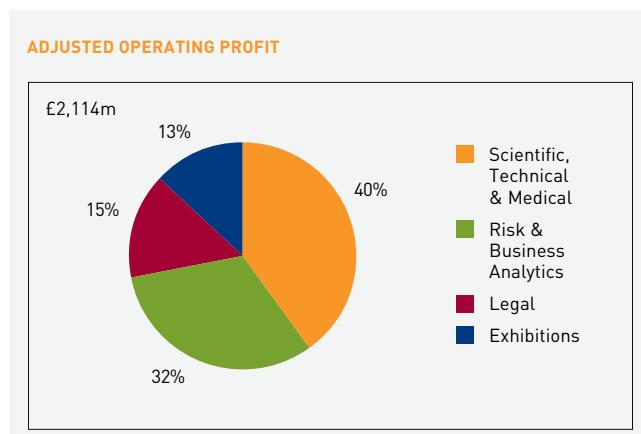
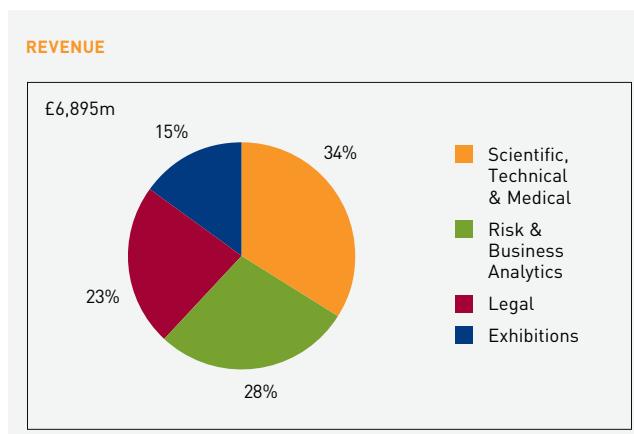
Risk & Business Analytics provides customers with solutions and decision tools that combine public and industry-specific content with advanced technology and analytics to assist them in evaluating and predicting risk and enhancing operational efficiency.



Legal is a leading global provider of legal, regulatory and business information and analytics that help professional customers make more informed decisions, increase productivity and serve their clients better.



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



For more information, see business review in the 2016 Annual Reports and Financial Statements at relx.com/go/annualreport

Our approach to corporate responsibility



“

Corporate responsibility is owned by more than 30,000 people across RELX Group.”

Dr Márcia Balisciano Director, Corporate Responsibility,
RELX Group

We have a clear vision and to achieve it we need to act 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 maximise the positive (and minimise any negative) impact of our business. It is the responsibility of everyone at RELX Group.

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

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

CR and risk

In our 2016 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, maintaining an ethical supply chain, and managing our environmental footprint. We review the implications of our identified risks to ensure appropriate mitigation. For example, a strategic risk is customer acceptance of our products and services; we must therefore make certain they are reliable and high quality through measures like the RELX Group Quality First Principles and access initiatives to ensure all who might benefit from them, can (see the Customer section). In doing so, we minimise risk to our corporate reputation and financial loss.

Unique Contributions

Ranked by stakeholders as the #1 impact on society

People

Ranked by stakeholders as the #1 impact for RELX Group



Our 2016 Annual Report can be found at relx.com/go/annualreport

The CEO has responsibility to the Boards for CR. They and senior management, as well as the CR Forum, chaired by a senior leader and involving individuals representing key functions and business units, set and monitor CR performance. This includes our CR objectives, which reflect the views of a range of internal and external stakeholders as described on page 8. The CR Director provides formal updates to the Boards and engages on key issues with senior management, who have CR-related Key Performance Objectives; see page 93 in the Annual Report.

We believe in relevant, comprehensive reporting (see Appendix 3 for how we align with the Global Reporting Initiative). CR is an integral part of our RELX Group Annual Report (see Strategic Report), and the Chairman, CEO and CFO reference relevant CR issues in their Annual Report statements.

We believe in relevant, comprehensive reporting. CR is an integral part of our RELX Group Annual Report.

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

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

We also focus on good management of issues that affect all companies, concentrating on the areas within governance, people, customers, community, supply chain and environment most important to our business.

Our vision

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

Our contributions

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

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

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 on page 8 and Appendix 1]. We asked CR consultancy Carnstone to test our ranking of 13 issues we consider material. 143 people (employees, suppliers, NGOs, customers and peers) agreed that all were material, but ranked issues important for the company differently to those important for society.

Impacts ranked by score

Impacts on RELX Group	Impacts on society
1 People	1 Unique contributions
2 Customer needs	2 Environmental impacts
3 Governance	3 Communities
4 Editorial standards	4 Supply chain
5 Access to information	5 Governance
6 Health, safety & well-being	6 Access to information
7 Unique contributions	7 Health, safety & wellbeing
8 Supply chain	8 Editorial standards
9 Environmental impacts	9 Customer needs
10 Reporting	10 People
11 Diversity	11 Diversity
12 Communities	12 Reporting
13 Tax, pensions, investments	13 Tax, pensions, investments
Data privacy and security*	Data privacy and security*

*Data privacy and security was highlighted by stakeholders as a RELX Group priority to be added and was not ranked; in 2017, we will undertake our next comprehensive stakeholder consultation and will include it for ranking. We will also invite stakeholders to identify any other priority areas we may not have listed.

Engagement

Our thinking is informed by extensive internal and external engagement, including stakeholder consultation described on page 7.

Internal

We involve some 800 colleagues across the Group in our CR networks – who in turn reach thousands of people across the company – including:

Wellness Champions

Accessibility Working Group

RE Cares Champions

Green Teams Employee Resource Groups

Disaster Relief Working Group

Socially Responsible Supplier Group

Diversity and Inclusion Advisory Group and Working Group

Quality First Principles Working Group

Environmental Champions Network

Editorial Policy Working Group

Throughout 2016, we carried out pulse surveys to hear from and respond to our people. We also took steps to address results from our last Global Employee Opinion Survey (2015) and conducted pulse surveys to understand and address employee views. We provided a range of responsible business activities, open to all employees, including the annual Fit2Win wellness competition and the Global Book Drive during RE Cares Month in September.

Local-level Green Teams organised environmental events throughout the year, including for World Environment Day, which was flagged in an all-employee message from the CFO. We promoted CR as a Sales Tool, a resource on our global intranet, on enriching our customer conversations through discussion of shared values.

External

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

Investors

NGOs

Local communities

Government Customers

Suppliers

Industry Networks

Each year we hold a Stakeholder Forum to hear internal and external viewpoints on an important aspect of CR for our business. In 2015, the Stakeholder Forum focused on data privacy and security. In 2016, the theme was the SDGs, with a session covering the implications and role for business. Speakers included Dr. Harold Goodwin, advisor to Reed Exhibition's World Travel Market on responsible tourism; Glynn Roberts, Senior Partner at CR consultancy Carnstone; Flavio Villanustre, Vice President of Technology at LexisNexis Risk Solutions; Ian McDougall, General Counsel at LexisNexis Legal & Professional and RELX CR Director Márcia Balisciano. The event was live streamed and following, also made available to all employees on the global intranet.

Throughout the report, we've indicated which UN Sustainable Development Goals (SDGs) are relevant to the highlighted issues. In 2017, we will launch an SDG Resource Centre to bring together cutting edge content on the SDGs from across all our businesses as an important, free resource for a global public.

 For more examples of stakeholder engagement in the year, see [Appendix 1](#).

Commitment to the United Nations Global Compact



WE SUPPORT

The United Nations Global Compact (UNGC) links businesses around the world with UN agencies, labour and civil society in support of 10 principles encompassing human rights, labour, the environment and anti-corruption. Each year we work to further UNGC principles within RELX Group and beyond; we demonstrated leadership in 2016 by serving on the UNGC UK Advisory Group, the UNGC Supply Chain Advisory Group and the Caring for Climate Steering Group. Throughout the year we sought ways of promoting the UNGC's Business for the Rule of Law and the Guide for General Counsel on Corporate Sustainability and took part in the UNGC's 2016 Leaders Summit. We were invited to attend the Paris Agreement Signing Ceremony as a UNGC stakeholder.

On behalf of the UNGC CEO Water Mandate, we serve on the board of the Alliance for Water Stewardship, assisting with the development of an international standard for water stewardship and we announced the winners of the sixth RELX Environmental Challenge at the CEO Water Mandate's World Water Week conference in Stockholm, Sweden. Our 2016 Communication on Progress, a report required of signatories each year, was reviewed by our UK peers and attained the UNGC's advanced level

 For how we put the ten principles in practice over the past year, see our 2016 Communication on Progress.

We have considered the OECD Guidelines for Multinational Enterprises and believe, overall, we adhere to the framework.

2016 awards for excellence

Our employees, products and services regularly receive awards for excellence. In 2016, for example:

Scientific, Technical & Medical



Three Elsevier textbooks were recognised for excellence in the college category from the Textbook & Academic Authors Association (TAA)



Elsevier won the Illustrated Book Award and six first prizes at 2016 British Medical Association's (BMA) Medical Book Awards

Risk & Business Analytics



Reed Business Information's Flight Airline Business was named best international publication at the Aerospace Media Awards



LexisNexis Risk Solutions retained the winning title at the Compliance Register Platinum Awards 2016 and was awarded for the Best Financial Crime Intelligence and Research Data for the third year in a row

Legal



Lexis for Microsoft Office won Best Solution for Integrating Content into Workflow at the 2016 SIIA CODiE Awards



Lexis Advance won the ALM Innovation Award in the Research Platform category and Best Search Project at the Search Industry Awards

Exhibitions



Reed Exhibitions Australia won several awards at Australia's prestigious Exhibition and Event Association of Australasia Awards 2016, including Best Show and "Best Corporate Citizenship Programme"



Reed Exhibitions Greater China was named as one of the top 100 employers in China's annual Employer Excellence Awards for outstanding human resource management

Read more about our awards for excellence

2016 investor and other recognition



Dow Jones Sustainability Indices
– included



RobecoSAM 2017 Sustainability Yearbook
– Silver medal in sector group



Constituent of the Ethibel Sustainability Index
– Excellence Europe
– Excellence Global



US EPA Green Power Partnership
– Green Power leader



MSCI Global Sustainability Index



Four Euronext Vigeo indices
– UK 20
– Eurozone 120
– Benelux 20
– Europe 120



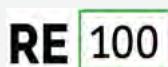
Carbon Clear FTSE 100 rankings
– top 10



ISO 14001
– certified



CDP
– score A
– Forest programme score: A



RE100
– member



National Business Awards
– Sustainability Award finalist



FTSE4Good Index
– included



STOXX Global ESG Leaders Indices
– included



ECPI Indices
– included

2016 key CR data

	2016	2015	2014	2013	2012
Revenue (£m)	6,895	5,971	5,773	6,035	6,116
People					
Number of full-time equivalent employees (year end)	31,200	30,000	28,500	28,200	30,400
Percentage of female employees (%)	52	52	53	53	53
Percentage of female managers (%)	43	44	44	44	44
Percentage of female senior operational managers (%) ¹	28	31	29	30	-
Community					
Total cash and in-kind donations (products, services and time) (£m)	7.1	6.1	6.0	5.6	5.3
Market value of cash and in-kind donations (£m)	16.5	13.7	13.5	13.2	11.8
Percentage of staff volunteering (%) ²	39	37	32	31	30
Total number of days volunteered in company time	10,980	10,525	9,610	10,165	9,024
Health and safety (lost time)³					
Incident rate (cases per 1,000 employees) ⁴	0.75	0.93	0.99	1.10	1.34
Frequency rate (cases per 200,000 hours worked) ⁴	0.09	0.11	0.11	0.12	0.15
Severity rate (lost days per 200,000 hours worked) ⁴	2.09	2.03	4.90	1.81	1.20
Number of lost time incidents (>1 day) ⁴	22	26	25	31	35
Socially Responsible Suppliers (SRS)					
Number of key suppliers on SRS database ⁴	383	399	499	613	477
Number of independent external audits	89	86	56	56	56*
Percentage signing Supplier Code of Conduct (%)	89	88	84	79	75
Environment					
Total energy (MWh) ⁵	195,556	207,093	222,658	239,187	252,004
Renewable electricity (MWh) ^	107,124	91,418	88,328	77,293	72,278
Percentage of electricity from renewable sources (%) ^{5,6} ^	62	50	46	38	33
Water usage (m ³) ⁵	337,889	337,645	343,661	401,788	439,847
Climate change (tCO₂e)⁶					
Scope 1 (direct) emissions ⁷	7,966	7,446	8,932	11,602	10,899
Scope 2 (location-based) emissions ⁷	91,913	95,947	109,129	113,691	123,587
Scope 2 (market-based) emissions ⁷	32,153	-	-	-	-
Scope 3 (business flights) ^{7,8}	53,847	54,958	50,191	56,492	59,806
Total emissions using scope 2 (location-based) emissions ⁷	153,726	158,351	168,253	181,784	194,291
Total emissions using scope 2 (market-based) emissions ⁷	93,966	-	-	-	-
Waste⁸					
Total waste (t) ⁸	7,107	7,604	9,860	10,262	10,383
Percentage of waste recycled (%) ⁸	70	70	64	66	64
Percentage of waste diverted from landfill (%) ⁸	76	75	70	69	66
Paper					
Production paper (t) ⁸	46,128	51,285	52,163	49,410	52,601
Sustainable content (%) ^{9,8}	100	100	100	100	100

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

2 All Group employees can take up to two days off per year (co-ordinated with line managers) to work on community projects that matter to them. Number of staff volunteering reflects the number of staff using their Two Days, as well as those who participated in other Group-sponsored volunteer activities.

3 Accident reporting covers 94% of employees.

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

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

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

7 Data collected from 90% of the Group by revenue. All years use the new Department for Environment, Food & Rural Affairs (Defra) radiative forcing (RF) emission factors for air travel; for Scope 3 Other, please see Climate change in the Environment section.

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

9 All paper we graded in 2016 – 92% of total production stock – was graded PREPS grade 3 or 5 (known and responsible sources) with the exception of 0.02% of the total which achieved a grading of one star. See Paper in the Environment section for full details.

^ Data assured by EY. See Appendix 3 for EY assurance statement 2016.

* Includes four carried over from 2011.

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

2016–2017 CR objectives

We set meaningful targets and measure progress against them.

Material issues	2016 objectives	Achievement	2017 objectives	By 2020
Unique contributions  See page 15 for more information	<ul style="list-style-type: none"> ▪ Advance of Science and health: Launch of Innovations in Health Information programme ▪ Protection of society: New tools and support in the search for missing children with key partners National Center for Missing and Exploited Children (NCMEC), Missing People and Amber Alert Europe ▪ Promotion of the Rule of Law and access to justice: Assist United Nations Global Compact (UNGCG) in promoting awareness and support for Business for the Rule of Law ▪ Fostering communities: Expand reach of World Travel Market's World Responsible Tourism Day ▪ Universal, sustainable access to information: Establish process to ensure relief and other agencies gain access to relevant information during disasters and emergencies 	<ul style="list-style-type: none"> ▪ Partnership between Elsevier Foundation and Amref Health established to support continuing education for nurses in East Africa through a scalable m-learning solution ▪ Working with Médecins Sans Frontières (MSF) to support research capacity building at their Niger research and training centre; in-kind access to ScienceDirect, Scopus, Embase and Clinical Key ▪ NCMEC now using new ADAM programme platform; use of new platform under consideration by Missing People (UK); developing missing persons police training model with Amber Alert Europe ▪ Since launching ADAM in 2000, 163 children have been located including eight in 2016, including four as a result of new platform ▪ Rule of law roundtable with UNGC UK ▪ Highlighted during presentation at high level panel on Peaceful, Just, and Inclusive Societies for Sustainable Development: delivering on the 2030 Agenda during the 2016 UN General Assembly ▪ World Responsible Tourism Day now a focus throughout all days of the exhibition, and a component of all four WTM shows, including in South Africa, Brazil, and Dubai ▪ Content from World Responsible Tourism Day to be disseminated to database of 100,000 exhibitors/attendees ▪ Disaster relief priorities mapped with core business strengths and draft of RELX Group disaster and emergency relief strategy ▪ New internal disasters and emergencies Working Group launched 	<ul style="list-style-type: none"> ▪ Launch free access SDG Resource Centre ▪ Expand "Research Without Borders", which pairs African health and medical journals with our leading US/UK biomedical journals to build editorial skills through journal mentoring and training ▪ Help broaden reach of ADAM programme; new training programme on missing people for UK law enforcement ▪ Assist UN Global Compact in embedding Business for the Rule of Law and work with UN Development Program and Member States to support reporting progress on SDGs ▪ World Travel Market (WTM) to convene travel industry roundtable for collaboration on responsible tourism key challenges, including anti-trafficking initiatives 	<p>Use our products and expertise to advance the Sustainable Development Goals [SDGs], among them:</p> <ul style="list-style-type: none"> ▪ SDG3: Good health and well-being ▪ SDG4: Quality education ▪ SDG10: Reduced inequalities ▪ SDG13: Climate action ▪ SDG16: Peace, justice and strong institutions

Material issues	2016 objectives	Achievement	2017 objectives	By 2020
Governance  See page 22 for more information	<ul style="list-style-type: none"> ▪ Develop compliance plan for impending EU General Data Protection Regulations (GDPR) ▪ Implement enhanced email retention policy for improved consistency and efficiency ▪ Expand network of global compliance investigators 	<ul style="list-style-type: none"> ▪ Planning underway for GDPR implementation in May 2018 ▪ RELX-wide contact point designated ▪ Policy for two year automatic email deletion approved, with implementation in planning stages ▪ Communication and training planned to ensure understanding of policy and how to save emails required for longer ▪ Training of internal investigators has continued ▪ Relationships strengthened with auditing and law firms with a global presence to ensure external investigation resources as needed ▪ Continuing investigations training for HR representatives; solidified relationship with external investigator for Asia-Pacific region 	<ul style="list-style-type: none"> ▪ Expand fraud prevention and cyber security awareness efforts and continue to tighten related controls ▪ More structured approach to compliance training for employees in higher-risk roles and locations across the Group ▪ Broaden awareness of RELX Tax Principles in external communications, with internal training for relevant staff 	Undertake consistent actions that reinforce excellence in corporate governance and compliance with all applicable legislation and our principles and policies
People  See page 26 for more information	<ul style="list-style-type: none"> ▪ Expand Diversity and Inclusion Employee Resource Groups (ERGs) ▪ Develop pilot mentoring programme ▪ Increase awareness of mental health at work 	<ul style="list-style-type: none"> ▪ Eight new networks launched in the US, Europe and Asia Pacific; more than 30 ERGs tracked overall ▪ Communications campaign for D&I section of global intranet including a feature news story in Friday update to all employees ▪ UK pilot focused on mid-career female technologists with participation from all business units ▪ Mentees matched with a senior female (60%) or male technologist mentor in a business unit different from their own ▪ Awareness campaign aligned with WHO Mental Health Day ▪ Launch of new well-being pages of the Wire and new Wellness Champions network established 	<ul style="list-style-type: none"> ▪ Scale women in technology mentoring programme; mentor pilot for high-potential women ▪ Enhance flexible working policies ▪ Introduce a workplace well-being award scheme 	Focus on talent development, diversity and inclusion, and well-being, to ensure a high-performing and satisfied workforce

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Customers  See page 35 for more information	<ul style="list-style-type: none"> ▪ Expand Quality First Principles (QFPs) beyond content and data to other areas such as customer support ▪ New CR as a Sales Tool offerings, including video content ▪ Hold 15 accessibility feedback sessions to engage people with disabilities 	<ul style="list-style-type: none"> ▪ Expansion to customer support, supplier management and other areas ▪ Launched series of short, shareable videos – 3 Minutes on Quality – on global intranet ▪ New brief videos for customer-facing staff introduced as well as longer town hall by CR Director ▪ Outreach to key customer groups including law school students and firms ▪ 15 accessibility feedback sessions held, e.g. Elsevier Scopus/SciVal accessible chart function tests with blind users; results presented at CSUN 2016 International Conference on Accessibility ▪ Audio descriptions for blind users of Elsevier Animation Collection which provide 3D visualisations of body systems ▪ Over 140 individual accessibility projects logged across the company 	<ul style="list-style-type: none"> ▪ Pursue Philippine Quality Award as a demonstration of drive for quality excellence ▪ Create role plays for sales staff showing CR as a Sales Tool in action ▪ Improve reporting on compliance with customer accessibility requests 	Increase our customer base across our four business units through active listening and engagement, and a focus on editorial and quality standards, and accessibility
Community  See page 43 for more information	<ul style="list-style-type: none"> ▪ 60% of RE Cares Champions supporting new global fundraising partner ▪ Deploy project assessment template to gain feedback on key central initiatives 	<ul style="list-style-type: none"> ▪ RE Cares Champions cross-divisional steering group created to support objective and other RE Cares priorities ▪ 65% of Champions supported global fundraising partnership with SOS Children's Villages ▪ Project assessment template launched following extensive consultation; 91% of beneficiary organisations reported "a lot" or "some" improvement in their ability to improve existing or provide new services 	<ul style="list-style-type: none"> ▪ Ensure at least 60% of offices have an RE Cares Champion ▪ Increase skills-based volunteering 	Use our unique contributions to advance education for disadvantaged young people; track the impact of community investment activities

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Material issues	2016 objectives	Achievement	2017 objectives	By 2020
Supply chain  See page 50 for more information	<ul style="list-style-type: none"> ▪ Increase core suppliers as signatories to the Supplier Code <ul style="list-style-type: none"> ▪ 96% core (minimum goal 95%) ▪ 89% total tracking list (goal 85%) ▪ Use Corrective and Preventative Actions (CAPA) tool to ensure continuous improvement in audit results <ul style="list-style-type: none"> ▪ 89 Workplace Conditions Assessment (WCA) and Corrective and Preventative Actions (CAPA) audits completed (goal 80) ▪ Continue to advance US Supplier Diversity programme <ul style="list-style-type: none"> ▪ Increased diverse spend to \$317m ▪ 12.7% diversity spend (US rolling 4 quarters at Q3 2016) 	<ul style="list-style-type: none"> ▪ 96% core (minimum goal 95%) ▪ 89% total tracking list (goal 85%) <ul style="list-style-type: none"> ▪ 89 Workplace Conditions Assessment (WCA) and Corrective and Preventative Actions (CAPA) audits completed (goal 80) <ul style="list-style-type: none"> ▪ Increased diverse spend to \$317m ▪ 12.7% diversity spend (US rolling 4 quarters at Q3 2016) 	<ul style="list-style-type: none"> ▪ Increase number of suppliers as Code signatories ▪ Continue using Corrective and Preventative Actions tool to ensure continuous improvement in audit results ▪ Continue to advance US Supplier Diversity and Inclusion programme 	Reduce risk by ensuring adherence to our Supplier Code of Conduct through training, auditing and remediation; strengthening supplier relationships through partnerships and support for supplier diversity
Environment  See page 56 for more information	<ul style="list-style-type: none"> ▪ Embed new environmental targets with key stakeholders ▪ Purchase renewable electricity equal to 60% of global consumption ▪ 25% of reporting locations to achieve five or more new Group Environmental Standards 	<ul style="list-style-type: none"> ▪ New targets presented to key internal and external stakeholders ▪ Achieved through purchase of European green tariff and US Green-e certified Renewable Energy Certificates ▪ 33% of reporting locations achieved five or more Group Environmental Standards 	<ul style="list-style-type: none"> ▪ 35% of locations to achieve five or more new Group Environmental Standards ▪ Purchase renewable electricity equal to 70% of global consumption ▪ Achieve ISO 14001 Environmental Management System certification at three additional locations 	Meet our five-year environmental targets that will contribute to keeping global average climate warming to below two degrees Celsius; help others do so through our environmental content and services

Corporate Citizenship assured our use of the LBG model for measuring corporate community involvement activity during 2016; see Appendix 2. We worked with EY on assurance of our 2016 environmental and health and safety data. EY's conclusions are in Appendix 3.

Our unique contributions

Why

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

2016 Objectives

- Advance of Science and Health: Launch of Innovations in Health Information programme
- Protection of Society: New tools and support in the search for missing children with key partners National Center for Missing and Exploited Children (NCMEC), Missing People and Amber Alert Europe
- Promotion of the Rule of Law and access to justice: Assist United Nations Global Compact in promoting awareness and support for Business for the Rule of Law
- Fostering Communities: Expand reach of World Travel Market's World Responsible Tourism Day
- Universal, sustainable access to information: Establish process to ensure relief and other agencies gain access to relevant information during disasters and emergencies

Key issues in this section

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- 15 2016 objectives
- 16 How are we making unique contributions to society?
- 16 Scientific, Technical & Medical
- 18 Risk & Business Analytics
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Our unique contributions



“

By focusing on the sustainability of our industry, we demonstrate that we understand and care about the most important issues.”

Simon Press Senior Exhibition Director World Travel Market, Reed Exhibitions UK

How are we making unique contributions to society?

Scientific, Technical & Medical

Elsevier, the world's leading provider of scientific, technical and medical information, plays an important role in advancing human welfare and economic progress through its science and health information, which spurs knowledge and enables critical decision making.

To ensure access to this information, Elsevier supports key programmes in places where resources are often scarce. Among them is Research4Life which, in partnership with UN agencies and approximately 200 publishers, provides researchers in more than 100 developing countries with free or low-cost access to core and cutting-edge scientific information. As a founding partner, we contribute more than a quarter of the 77,000 peer-reviewed resources in Research4Life, encompassing Scopus and ScienceDirect, including approximately 2,500 Elsevier journals and 20,000 e-books. In the year, there were over 4m Research4Life article downloads from Elsevier's ScienceDirect. After a request to support refugees outside Research4Life eligible countries, in 2016, we and other Research4Life partners, approved access to content for UNHCR-designated planned/managed refugee camps no matter where they are in the world. We provide technical and communications expertise to advance Research4Life, and have committed to the programme through 2020.

4m+

Research4Life article downloads
from Elsevier's ScienceDirect

20,000

Elsevier e-books available through Research4Life

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THE ELSEVIER FOUNDATION

Partnering with Amref Health Africa to provide Kenyan nurses with scalable, continuing education through M-Learning a nursing education app

2016 objective:

Advance of science and health

Launch of Innovations in Health Information Programme

Two years ago, after a decade of programming at the Elsevier Foundation, we gathered detailed feedback from our Board, partners and advisors on forward plans. As a result, we decided in 2016 to more fully align our activities to the key science, health and technology challenges underlying the SDGs. To do so, we have moved from soliciting funding proposals to co-developing impactful programmes with key partners in four related areas:

- Health and innovation
- Research in developing countries
- Diversity in the scientific, technical and medical (STM) community
- Technology for development

Niger is one of the world's poorest countries ranking at the bottom of the United Nations' Human Development Index. In 2016, we agreed a \$300,000 three-year partnership grant to support Doctors Without Borders/Médecins Sans Frontières (MSF) and their research and training partner, Epicentre, to improve medical practice within Niger and MSF overall.

Founded in 2009 to produce African-led high-impact studies, Epicentre is working to transform prevention and treatment of diarrheal diseases, HIV/AIDS, malnutrition, malaria, and maternal health (image, right).

The grant will support staff training and a Scientific Day Conference, to boost awareness of the Niger Epicentre's work. We will also be providing access to and training on critical Elsevier content including ScienceDirect, the world's largest scientific database; Scopus, the biggest abstract and citation database of peer-reviewed literature; Clinical Key, the largest collection of clinical resources, covering all medical, surgical and nursing specialties; Embase, the most comprehensive biomedical literature database; and Mendeley, a free reference manager and academic social network.

“

Elsevier's support of our work goes beyond financial support. It will allow our medical teams to have access to scientific, technical and medical information that is essential to improving the quality of humanitarian healthcare MSF provides to the most vulnerable populations in the world.”

Jérôme Oberreit Secretary General of MSF



Linked to SDG 3: Good health and well-being

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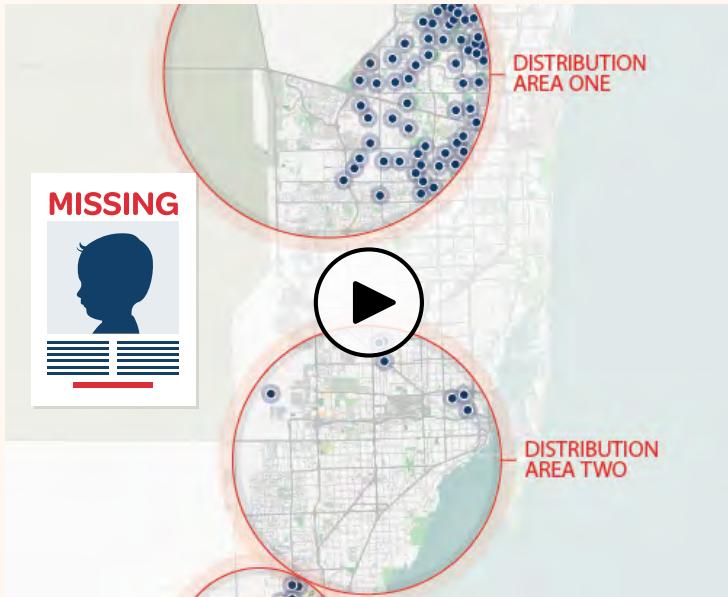
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Risk & Business Analytics

Risk & Business Analytics' tools and resources help protect society by detecting and preventing fraud across a range of business sectors and at the US federal, state and local government levels. Over the last four years, its LexisNexis Risk Solutions Tax Refund Investigative Solution has saved 11 US states more than \$500m by averting false tax refunds. In addition,

by 2016 LexisNexis Risk Solutions enabled five US states to identify more than \$4.4m in fraudulent supplemental nutrition (Food Stamp) payments, which will result in an estimated annual savings of \$5.6 million by stopping programme participants from receiving multiple benefits within and in more than one state.



Click to watch a video on the ADAM programme

2016 objective: Protection of society

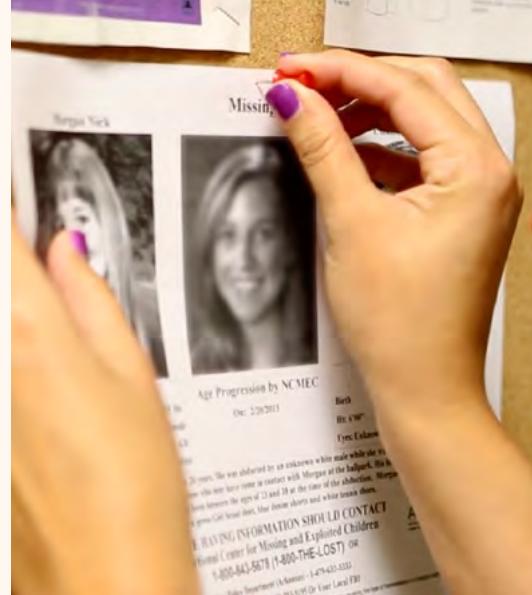
New tools and support in the search for missing children with key partners NCMEC, Missing People and Amber Alert Europe

Pictures are essential to finding missing children. Risk & Business Analytics employees created a platform, updated in 2016, which distributes a missing child's picture in minutes of their being reported as missing to the US National Center for Missing & Exploited Children (NCMEC).

LexisNexis Automated Delivery of Alerts on Missing Children (ADAM) programme has been a critical component of NCMEC's work. ADAM sends a missing child poster to recipients within a specific geographical search area – 2.1m in 2016 – to police, news media, schools, businesses, medical centres and others. The new ADAM platform now allows NCMEC staff to map search areas, prioritise poster distribution queues, and reach more people through email as well as fax. In 2017, our colleagues will be working to encourage US consumers to register to receive alerts when a child goes missing in their area. The programme's name remembers a six-year-old boy, Adam Walsh, who was kidnapped and murdered in 1981. Children have been located since the start of the programme in 2000, including eight in 2016.

163

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



In the year, we demonstrated the new platform with our UK partner, Missing People, which is also focused on reuniting missing children – and adults – with their families. Missing People currently use Risk & Business Analytics tools, including Tracesmart, to find approximately one third of the lost people they search for each year.

In 2016, in conjunction with Missing People and Amber Alert Europe, which works across 14 European countries and is dedicated to the protection of endangered missing children, we served on the UK National Crime Agency's Child Rescue Alert Development Board to spread awareness of a mobile text service that notifies police forces and the public when a child is reported as missing near to them. We also worked with policing experts to start developing a training course using our tools to help officers address multi-agency, critical incidents.

“

The support NCMEC has received from LexisNexis Risk Solutions over the last 16 years has been invaluable thanks to their expertise and technology.”

John F. Clark President and CEO of the National Center for Missing & Exploited Children

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Legal

LexisNexis Legal & Professional promotes the rule of law through products and services that enable customers to excel in the practice, and business of law and courts, governments and organisations to function more effectively and efficiently.



LexisNexis Legal & Professional's CEO Mike Walsh highlighted Business for the Rule of Law at Lex Mundi's 2016 conference.

2016 objective:

Promotion of the rule of law and access to justice

Assist United Nations Global Compact in promoting awareness and support for Business for the Rule of Law

In 2013, we hosted then UN Secretary-General, Ban Ki-moon, at an event with the Atlantic Council in New York to highlight business principles underpinning the rule of law. Subsequently, we hosted 11 consultations, including in Australia, Canada, India, Malaysia, Myanmar, South Africa, Uganda, the UK and the US.

From the seeds of such discussions, in 2015, the UNGC launched Business for the Rule of Law (B4ROL), a framework to help businesses go beyond minimum legal requirements in order to take proactive, voluntary action to support the rule of law in their everyday activities. B4ROL highlights the essential relationship between the rule of law and sustainable development.

In 2016, with the UNGC UK, we hosted a roundtable with peer companies and members of the legal and NGO community on the ideas behind B4ROL. We will be carrying forward the conversation with 'drop-in' rule of law roundtables in 2017. In the year, LexisNexis Legal & Professional CEO Mike Walsh highlighted B4ROL at Lex Mundi's annual conference, a prestigious network of independent law firms and we also highlighted it during a presentation on Peaceful, Just, and Inclusive Societies for Sustainable Development: Delivering on the 2030 Agenda during the 2016 UN General Assembly.

Other ways we worked to strengthen the Rule of Law in 2016 included:

Primary law

- Making the law transparent to millions around the world with a global legal database 150x the size of Wikipedia with two and a half petabytes of legal data and more than one trillion connections across all content types
- Revising and publishing laws in 10 African nations and the Caribbean, including the laws of the Maldives, Fiji and Saint Lucia for the first time in the history of all three countries

We strengthen legal systems as a foundation of healthy societies and growing economies by working to ensure laws are accessible to all. We make it easier to collect evidence against war criminals and provide tools to combat human trafficking. Our aim is to combine global content, technology and analytics to advance the rule of law – creating a more just world where everyone is equal under the law.

Human rights

- Collaborating with the Australian Human Rights Commission to develop RightsApp, the world's first mobile application to allow users to quickly and easily search international human rights conventions and declarations by topic and right
- Partnering with the International Bar Association on eyeWitness to Atrocities, the first smartphone app to collect, document and safeguard images of human rights atrocities so they can be used in a court of law
- Hosting the first in a series of hackathons focused on digital solutions to rule of law challenges; Hack the Change addressed protecting the rights of lesbian, gay, bisexual, and transgender (LGBT) people in places where they are subject to persecution.

Read a human rights case study.

Advocacy

- Supporting a first land registry database in Myanmar to allow transparency of land rights for the first time; see case study in the CR section of the 2017 Annual Report

Independent judiciary

- Providing legal materials for courts in more than 100 countries
- Training judges, legislators, lawyers and law students to enhance their skills and assist them in achieving better outcomes
- Creating online access hotspots for 13 courts in South Africa

Access to legal remedy

- Working with customers and organisations across the world to support pro bono legal efforts including in the Middle East and Africa
- Improving US human trafficking laws; together with the American Bar Association, the Uniform Law Commission, Attorneys General, and law enforcement, we advocated for stronger human trafficking laws, tougher sentencing for perpetrators, and additional protections for victims (According to Polaris Project, 41 out of 50 state laws on human trafficking are ranked "excellent," up from 11 states in 2011).
- Working in Japan with the UN Refugee Commission to validate country of origin information to secure safe asylum for refugees.



RightsApp is a significant breakthrough in ensuring that vital information and resources are readily available and easily accessible to individuals so they can understand their rights."

Professor Gillian Triggs President of the Australian Human Rights Commission

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Exhibitions

Reed Exhibitions' events foster communities and provide platforms for supporting our CR focus areas. For example, New York Comic Con, which attracted over 185,000 attendees in 2016, supports the Comic Book Legal Defense Fund, a non-profit organisation protecting the rights of comic artists, publishers, retailers, librarians and fans. The show featured sessions on fighting censorship.

Also during the year, Reed Exhibitions supported the new Promotional Product Service Institute (PSI) Sustainability Awards to evaluate PSI members' in-house initiatives, products and campaigns for their positive economic, environmental and social impact.



WTM London's World Responsible Tourism day programme included the World Responsible Tourism Awards

2016 objective:

Fostering communities

Expand reach of World Travel Market's Responsible Tourism Day

In 2016, World Travel Market (WTM) London, the global forum for the travel industry, celebrated ten years of World Responsible Tourism Day. It is a highlight of WTM's Responsible Tourism Programme running over the show's four days with events focused on sustainable tourism themes, including poverty reduction and environmental and wildlife protection, available to all 50,000 attendees.

Opening the day, WTM's Senior Exhibition Director, Simon Press, highlighted the tenth anniversary of what has become the world's largest annual responsible tourism event. He also shared that it was 20 years since the ground-breaking White Paper on the Development and Promotion of Tourism in South Africa, the first time a nation committed to sustainable tourism by making it part of its development strategy. The catalyst, he said, for a responsible tourism movement across the industry.

BBC World News journalist Aaron Heslehurst held a roundtable on what more can be done to advance sustainable tourism, which included Professor Harold Goodwin, Director of the Institute of Place Management at Manchester Metropolitan University and Managing Director of the Responsible Tourism Partnership; Justin Francis, Co-founder of Responsible Travel; Jane Ashton, Director of Sustainable Development, TUI Group; and Adama Bah Director, Institute of Travel and Tourism of Gambia.

The World Responsible Tourism Awards took place during the Day, with the first prize shared between India's Lemon Tree Hotels, "taking a refreshing approach to employment principles and practices that has introduced... fairness throughout the company" and Tren Ecuador, with its focus on inclusion and poverty reduction through luxury train journeys that require local stays en route to ensure benefits are spread throughout communities traversed by the train.

During the Day, UN World Tourism Organisation head, Taleb Rifai, announced 2017 would be the International Year of Sustainable Tourism for Development.

There is now a World Responsible Tourism Day at all WTM shows including South Africa, Dubai and Brazil. Tourism organisations involved in responsible tourism can apply to be official WTM Responsible Tourism Champions and benefit from the use of the WTM Responsible Tourism banner in advertising, marketing collateral, social media, websites and at conferences, exhibitions and events. Champions also organise activities to mark the day.

Proceedings from World Responsible Tourism Day have been disseminated to the show's database of some 100,000 exhibitors and attendees.

“

World Responsible Tourism Day brings critical issues to the attention of the tourism industry, including 'overtourism' with a significant number of destinations running up against the environmental and socio-economic limits to growth. The goal is to make better places for people to live in and better places for people to visit – in that order. Great places to live are great places to visit.”

Professor Harold Goodwin Director of the Institute of Place Management at Manchester Metropolitan University and Managing Director of the Responsible Tourism Partnership

Across RELX Group

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



2016 objective:

Universal, sustainable access to information

Establish process to ensure relief and other agencies gain access to relevant information during disasters and emergencies

We always act quickly to lend support when disasters and emergencies strike, but in 2016 we developed a Disaster and Emergency Relief Strategy to ensure maximum benefit for those affected, particularly by sharing relevant products and services.

Accordingly, in the year we strengthened our relationship with the International Federation of Red Cross and Red Crescent Societies, and established an internal Disaster and Emergency Relief Working Group which includes those responsible for continuity planning, content owners, and RE Cares Champions, who implement our global community programme across the Group.

 [Read more](#) about RE Cares in the Community section.

A prime example of our support during a crisis is the creation of the Zika Resource Centre in 2016 by colleagues at The Lancet, one of the world's oldest medical journals, dedicated to "the best science for better lives." The free access Zika Resource Centre brings together evidence from across The Lancet family of journals to assist researchers, policy makers, and health workers, in understanding the outbreak and how best to respond. It features articles, audio material, comment on topics such as the Zika virus and global health security.

It is part of our commitment to sharing data in a crisis. The Lancet – along with more than 30 other global organisations, including the Wellcome Trust, the US National Institute of Health, The Department of Biotechnology, Government of India, and The Institut Pasteur – is a signatory to a 2016 Statement on Data Sharing in Public Health Emergencies. Journal signatories have committed to "working in partnership to ensure that the global response to public health emergencies is informed by the best available research evidence and data", with all content "concerning the Zika virus free to access". They urged other organisations to make the same commitments.

2017 objectives

Launch free access SDG Resource Centre

Expand "Research Without Borders, which pairs African health and medical journals with our leading US/UK biomedical journals to build editorial skills through journal mentoring and training

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

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

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

By 2020

Use our products and expertise to advance the Sustainable Development Goals (SDGs), among them:

- SDG3: Good health and well-being
- SDG4: Quality education
- SDG10: Reduced inequalities
- SDG13: Climate action
- SDG16: Peace and Strong Institutions

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Governance

Why

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

2016 Objectives

- Develop compliance plan for impending EU General Data Protection Regulations (GDPR)
- Implement enhanced email retention policy for improved consistency and efficiency
- Expand network of global compliance investigators

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- 23 Governance and reporting
- 23 Our values
- 24 Ensuring the highest ethical standards
- 25 Tax, pensions and investments
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At RELX, we believe that culture, integrity and inclusion are important features of corporate governance that increase our chance of success.”

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

How are we pursuing the highest governance standards?

Reporting

We support the principles and provisions of corporate governance contained in the UK Corporate Governance Code 2014 (the UK Code) and the Dutch Corporate Governance Code (the Dutch Code).

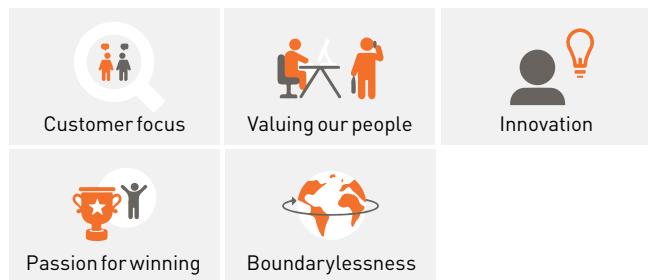
RELX PLC, which has its primary listing on the London stock exchange, and RELX NV, which has its primary listing on the Euronext Amsterdam stock exchange, have complied throughout 2016 with the UK Code. RELX NV, subject to limited exceptions as explained in the RELX NV Corporate Governance statement, has applied the best practice provisions of the Dutch Code.

RELX PLC and RELX NV have implemented standards of corporate governance and disclosure policies applicable to companies listed on the stock exchanges of the UK, the Netherlands and the US. The effect is that a standard applying to one will also be observed, where not in conflict, by the other. Information and documents detailing our governance procedures are available to stakeholders online at www.relx.com.

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

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

Our values



 [Read descriptions of our values.](#)

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

Our leaders reinforce the values. In 2016, Reed Exhibitions' Worldwide Board recognised nine employees, including from Austria, France, Germany, Japan, Singapore, UK and US, for making major contributions to the business by exemplifying the values. Winners will attend a special presentation ceremony in 2017.

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Helping our people to pursue the highest ethical standards

The Code of Ethics and Business Conduct (the Code), disseminated to every employee and publicly available at www.relx.com, sets the standard for our corporate and individual behaviour. It incorporates the 10 Principles of the UN Global Compact, stressing our commitment to respecting human rights, supporting fair labour standards, protecting the environment and preventing corruption. Beginning with a message from our CEO, making clear its importance to our business, the Code explains in clear language our key ethics and compliance issues, including: protecting data privacy; relationships with business partners, customers, suppliers and competitors; dealings with governments; respecting colleagues and communities; and employees' responsibilities to report wrongdoing. The Code is available in 14 languages to ensure that all employees understand it.

We offer employees a confidential reporting line, managed by an independent third party, accessible by telephone or online 24 hours a day, 365 days a year (as allowed under applicable law, employees may submit reports to the Confidential Line anonymously). Reports of violations are promptly investigated, with careful tracking and monitoring of violations and related mitigation and remediation efforts by our compliance teams and senior management.

The Code and a related supplemental policy also address political contributions, which are strictly prohibited except in the US, where such contributions and activities are permitted in certain states within allowable limits if they comply with stringent reporting and disclosure regulations. Employees must obtain senior management approval for any proposed corporate political contributions; all corporate contributions are reported as required by law. Our companies in the US contributed \$101,000 to state political parties and candidates in 2016. There were no donations made in the European Union for political purposes.

2016 objective:

Expand network of global compliance investigators

In 2016, we ensured more extensive training of internal investigators to address issues that might arise (e.g. related to employee relations, data security, financial misconduct, etc.). We also strengthened relationships with global partners (e.g. law and audit firms) to ensure we have external investigation support when needed. Substantiated breaches are subject to disciplinary action, including termination of employment as warranted.

We produce products and services on corporate governance for our customers. These include: Bridger Insight XG; Butterworths Company Law Handbook; Compliance 360; Due Diligence and Corporate Governance; Lexisnexis Guide to FatCa Compliance; and State Net

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 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

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

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

100%

completion rates for all courses with 90 days of issuance

14

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

2016 objective:

Implement enhanced email retention policy for improved consistency and efficiency

In 2016, we developed an enhanced email retention policy to ensure proper handling and storage of our electronic communications. Implementation plans are underway.



Linked to SDG 16: Peace, Justice and Strong Institutions

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

Tax, pensions and investments

We operate in accordance with our Tax Principles which we published in 2016. Tax is an important part of our economic contribution to the countries where we do business. Over the past 10 years, our payment of corporate income tax has averaged 25% of reported annual profits. In addition, we paid or collected an even greater amount of VAT, employment-related, sales, and other transactional taxes.

In 2016, globally we paid £402m in corporate income taxes. This represents about 27% of reported profits for the year. Cash tax payments in the UK and Netherlands (where RELX Group headquarters are located) broadly align with statutory rates.

We aim to ensure compliance with all tax laws and relevant regulations in the countries in which we operate, and make full and timely disclosures in tax returns, reports and documents submitted to tax authorities. We do not enter into artificial tax planning transactions or structures, nor use our commercial bargaining power in any country or region to obtain tax advantages that are not available to all market participants, or which otherwise are not part of legislation.

We maintain an open and positive working relationship with fiscal authorities and tax policy makers, tax administrators, industry bodies and international institutions. The Head of Group Taxation is a member of the UK Business Tax Forum, a joint business/HM Revenue and Customs Committee, focused on the operational aspects of the tax system. We also participate in consultations with the OECD, including on country-by-country tax reporting, and support the OECD Business & Industry Advisory Committee Statement of Tax Principles for International Business, which sets out widely agreed principles on tax planning and transparency.

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

CR issues are relevant to other investment decisions we make; for example, we review an investee's social and economic stability. Among our sustainable investments is Agworld, a farm management software platform that allows farmers, agronomists and farm contractors to capture, manage and share on-farm data and recommendations to improve the sustainability of land and better yields.



27%

of reported profits paid in corporate income tax in 2016



Jan

annual RELX Group Data Privacy Day

2016 objective:

Develop compliance plan for impending EU General Data Protection Regulations



We know, given the work we do for our customers, that we must take every step possible to keep their data private and secure.

In 2016, we took steps to comply with impending EU General Data Protection Regulations (GDPR), which will come into force in 2018. Accordingly, we updated our internal privacy policies, including our RELX Group Privacy Principles, which address accountability, transparency, choice, access, accuracy, security and disposal. We also created a RELX-wide GDPR contact point.

We perform regular data privacy and security reviews, including audits and privacy impact assessments as appropriate.

Each January we hold Data Privacy Day, a worldwide initiative to promote privacy education and awareness. The Day commemorates the 28 January 1981 signing of the Council of Europe Convention No. 108, the first legally binding international treaty dealing with privacy and data protection. Our businesses in Asia Pacific hold a Privacy Awareness Week highlight privacy issues and the importance of respecting and protecting personal data.

Content on our global intranet includes tips to manage our digital footprint at work and at home. Among them: "Don't be afraid to question those asking for information about why they want it and what they will do with it." Such guidance is reinforced by our mandatory training for all employees on data privacy and security as well as our popular Restricted Intelligence video series.

2017 objectives

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

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

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

By 2020

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

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Why

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

2016 Objectives

- Expand diversity and inclusion employee resource groups
- Develop pilot mentoring programme
- Increase awareness of mental health at work

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People development comes in different forms. Mentoring helps reveal someone's inner strength and ability, which can change their perspective of what they can achieve.”

Bhagya Mudiyanselage Senior Web Test Analyst,
RBI, UK

How are we benefitting our people?

We have the responsibility as an employer to protect the human rights of our people.

In doing so we are guided by the Universal Declaration of Human Rights, the UNGC's Human Rights Principles, the Women's Empowerment Principles, the OECD Guidelines and the UN Guiding Principles on Business and Human Rights.

Given where and how we operate, we have concluded that there is low human rights risk in our direct employment activities. See the Supply chain section for more information on human rights.

Valuing our people, one of our five values, means being known as an employer of choice, with excellence in recruiting and retaining the best staff. By being a company where they can do their best work, we will be able to achieve our objectives and meet the expectations of our customers and other shareholders.

We ensure our labour and employment policies and practices are compliant with the principles of the UNGC regarding fair and non-discriminatory labour activities.

We work closely with our staff/works councils in Europe, the US and elsewhere to foster positive employer/labour relations. We are an equal opportunity employer and are committed to freedom of association and treating all employees and applicants with respect and dignity. In the year, we made presentations on CR to our European Works Council, among others.

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

We are included in the FTSE100/FTSE250 Human Capital Management Organizational Maturity Rating (OMR) index, which incorporates human capital into an assessment of an organisation's ability to create maximum value from its entire asset and resource base.

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RE Philippines launched new diversity networks in 2016

Listening

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

We offer the Leaders' Toolkit to all employees, in partnership with Harvard Business Publishing, which includes worksheets, video clips and articles to foster good listening skills and tips for giving and receiving feedback. We encourage managers, through 360 degree appraisals, to understand what their employees really think and suggest they share results when appropriate.

Diversity

We are committed to building a workforce that reflects the diversity of our customers and communities. We also know people of different backgrounds contribute to a rich exchange of ideas that can drive our business forward.

In 2016, our workforce was 52% female, based on a sampling of greater than 90% of our employees; 43% of managers were women as were 28% of all senior operational managers.

At year-end 2016, women made up 30% of the members of the boards of RELX PLC and RELX NV: Linda Sanford, Carol Mills and Marike van Lier are non-executive directors.

Diversity, and its expression, inclusion, is important to our future. We need people with a wide range of backgrounds, experience, and ideas to achieve real innovation for our customers around the world. We know our success is built on providing a place where people can do their best work, a place to which they can bring their whole selves.

Extract from RELX Group D&I Statement

Standing up for human rights

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



In the year, LexisNexis produced Hidden in Plain Site, a report showing that throughout the construction sector and its material supply chains, forced labour and other exploitation are common, concealed and subject to inadequate prevention, policing and prosecution. The report provides regional analysis (Europe, Middle East, North and South America, Africa and Asia), relevant international regulation and standards frameworks, country legislative measures and the role for business and the media in combating modern slavery.

84%

Of employees said RELX Group is a company that treats them with respect and fairness

52%

Of our workforce is female, based on a sampling of greater than 90% of our employees



Linked to SDG 8: Decent Work and Economic Growth

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.

People at RELX Group

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." Our D&I Advisory Group, comprised of a senior business and HR leader from each business unit, supported by a broader D&I Working Group, help us implement our D&I objectives.

CEO Erik Engstrom signed the 2014 Women's Empowerment Principles, a joint initiative of the UN Global Compact and UN Women, which aim to help companies empower women and promote gender equality. We have been trialling a WEPs tool to show our existing practices relative to the WEPs. In 2016, Elsevier achieved the EDGE Assess level of gender equality certification, which involved employee surveys across eight countries and external review of policies and procedures. Elsevier, with the support of CEO Ron Mobed, is now working toward the next certification level, Edge Move.

Risk & Business Analytic's XpertHR benchmarking tool provides an interactive resource featuring D&I and other HR content, including data on analysing gender pay gap, as well as information on employee take-up of the recently introduced right to emerging issues like shared parental leave.

30,000+

Highly skilled people in the RELX Group workforce

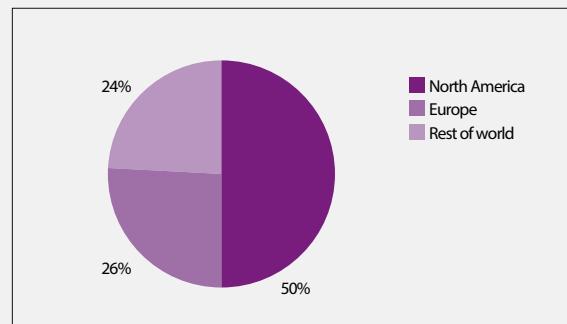
79 yrs

Age of our oldest employee at RELX Group

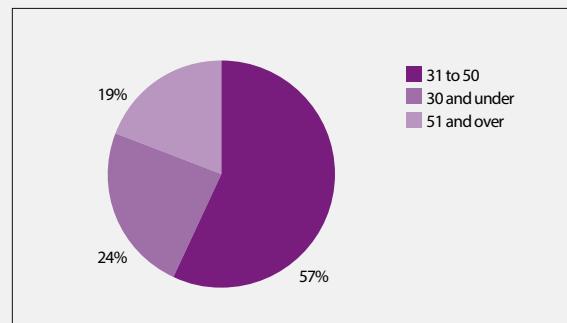
8 yrs

Average length of service at RELX Group

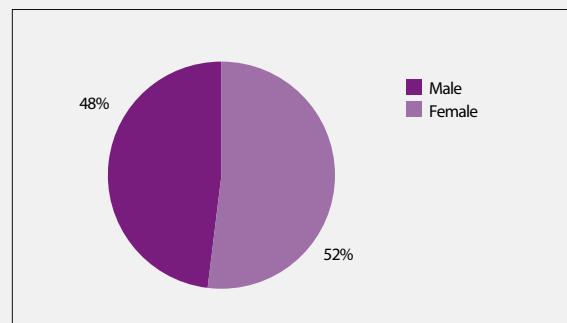
GEOGRAPHIC DISTRIBUTION OF OUR WORKFORCE



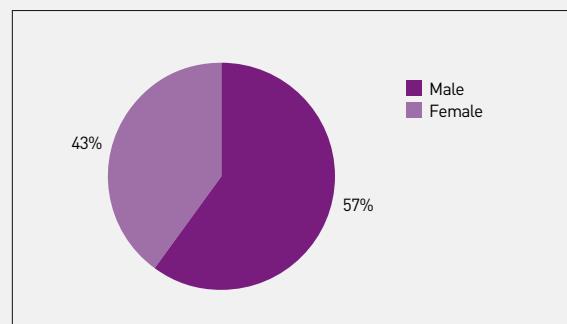
EMPLOYEE AGE SPLIT



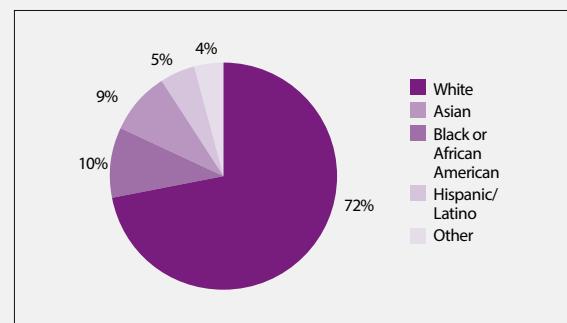
EMPLOYEE GENDER SPLIT



MANAGER GENDER SPLIT



ETHNICITY OF US WORKFORCE





2016 objective:

Develop pilot mentoring programme

Women in Technology mentoring programme

According to David Wigfield, Talent Management Leader at RELX Group, "Investing in technology talent is key for the success of our business." We know gender diversity improves innovation and financial performance, so we have strong recruiting efforts in place to attract female technologists – a function where there are typically fewer women than men."

In 2016, with help from David and Helen Sheppard in the CR team, we launched the Women in Technology Mentoring Programme. 16 mid-career women technologists from across the business have been paired with 16 technology mentors – both female and male – from a business unit other than their own. Mentees are developing valuable relationships with more experienced technology colleagues who will share their knowledge/experience, while providing Boundarylessness (one of the five RELX Group values) insight into another part of our business.

Success measures, tracked by our Chief Technology Officer [CTO] Forum, include assessing how participants' objectives are met, the frequency of meetings between mentors and mentees and career development as a result of the programme. Notes Jeff Reihl, CTO of LexisNexis Legal & Professional, "technology continues to take on increasing importance to RELX Group, as part of our strategy to deliver more decision support tools and analytics solutions for our customers. Having the right technology talent has never been more important and having strong female leaders is a key part of our overall talent strategy."

"I am lucky enough to have a fulfilling career in the tech industry, and support from experienced people, both women and men, has played a big part in making that possible," says Catherine Walker, Head of Development in

ScienceDirect Technology at Elsevier, and a mentor in the programme. "For me the beauty of tech is dealing with problems that have many possible solutions, and frequently brushing up against the unknown. I am delighted to have the chance to support and encourage other women as they navigate this exciting world."

To complement the programme and to benefit our various diversity networks, we have introduced a quarterly webinar series focusing on senior women in technology. Linda Sanford, member of the RELX Group Boards, opened the series with a discussion about her career at IBM, where she headed Enterprise Solutions. The mentoring programme will be extended to other geographies and areas beyond technology in 2017.

“

Since taking part in the Women in Technology Mentoring Programme, I feel part of a wider and welcoming community.”

Nicole Ray Portfolio Management Office Manager, Reed Exhibitions, UK



Linked to SDG 5: Gender Equality

Achieve gender equality and empower all women and girls.



2016 objective: Expand D&I Employee Resource Groups

What is an ERG?

We promote Employee Resource Groups (ERGs) which allow diversity to be expressed in meaningful ways. They are independent, voluntary networks of employees who share common interests. ERGs foster an inclusive environment in which employees feel empowered to develop their personal potential.

Open to all employees, they drive diversity initiatives and create opportunities for skills development, community involvement and foster careers through networking with other employees, customers, and others with common interests and goals.

In 2016 we mapped 30 ERGs around the world, including eight launched in 2016, and gained insights through interviews with ERG leads. Among new networks is the Philippines Pride group, the New York African Ancestry Network, the Sutton UK Women's Network (the site will also have a new carers network and fathers group in 2017) and a Millennials group at RBI Netherlands which filmed interviews with younger colleagues and created opportunities for members to socialise outside their departments.

ERGs collaboration

In 2016, Young Elsevier, a network for young professionals, joined with Elsevier Women's Network and Elsevier Pride in Amsterdam on an unconscious bias workshop attended by more than 60 colleagues facilitated by D&I training partner, Pluribus. The workshop uncovered how we are wired to make quick judgements and assessments of people and situations, influenced by background, culture, environment and personal experiences and how to compensate for unconscious bias.

In 2016, the LexisNexis African-American Network was renamed the African Ancestry Network.

The aim says Christopher Webster, President of the Dayton Chapter, was to be more inclusive of all RELX business units. Christopher and colleagues organised Moving the Needle on Diversity, led by Dr. Leslie Picca from the University of Dayton. The session yielded some insightful suggestions on how to improve diversity, for example, by recruiting at historically black colleges and universities, developing talent at the university level and enhancing communications about D&I. There will be four chapters by early 2017.

In the year, we refreshed ERG resources on our global intranet, The Wire.

“

Our Multicultural Group brings appreciation of the different ethnic and cultural diversities within the business, creating new levels of respect between co-workers. We celebrated Black History Month, Chinese New Year and Diwali and held a first-ever Cultural Fest in 2016 allowing colleagues to showcase their heritage in music, food and dress. 13 countries were featured and more than 200 employees attended! There is no better time to get to know the people you work with than over food.”

Keisha Mitchell Client Service Associate, LexisNexis Risk Solutions and leader of the Multicultural Group, Alpharetta, US



SDGs discussed in this section

Boundarylessness and Training

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

Training to develop our people

Every employee in the Group takes part in the annual Performance Development Process (PDP) which reviews skills and performance and identifies opportunities for recognition and advancement. The PDP is also the primary tool for assessing and planning employee training. In 2016, we invested nearly \$16m in training (including courses, seminars, one-to-one instruction and tuition reimbursement) to develop the capabilities and future potential of our people.

In 2016, the Global Talent Development Team launched a variety of development interventions, including a 'New Manager Foundations' programme which was attended by 200 new people managers across US, EMEA and APAC, aimed at creating a consistent global language among people managers at RELX. New Manager Foundations focused on supporting our managers on the core skills and behaviours needed to achieve great results by working successfully with and through others.

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

\$16m

Invested in training in 2016

200

Managers attended the New Manager Foundations Programme

15

Languages included in Skillsoft, our e-learning course platform

By the close of 2016, approximately 200 of the Group's top executives had either completed a Management Development Process (MDP) or had their existing development plan revisited. Each MDP leads to precise actions for attaining present and future career objectives; provides an insightful view of the individual; and encourages openness, as sensitive issues are addressed in a spirit of confidentiality and respect. The MDP involves in-depth interviews to assess strengths and development areas; agreeing an action plan with the individual and their manager on present role, skills/knowledge; and discussing future career aspirations. Plans may include gaining international experience, focused coaching and engagement outside the Group, including charity placements in new areas. Progress against development plans is regularly checked by the CEO and updated.

Support and recognition

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

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

We recognise the contributions of our people through numerous internal award programmes.

Health and safety

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

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

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SDGs discussed in this section

During 2016, the Health and Safety Manager, accredited by the Institution of Occupational Safety and Health, delivered Managing Safely courses to event organisers and facilities managers at major UK locations. In addition to the Global Health and Safety Policy, Risk & Business Analytics in the UK has a Health and Safety Management System certified to the OHSAS 18001 standard which evaluates workplace risk reduction efforts.

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

94%

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

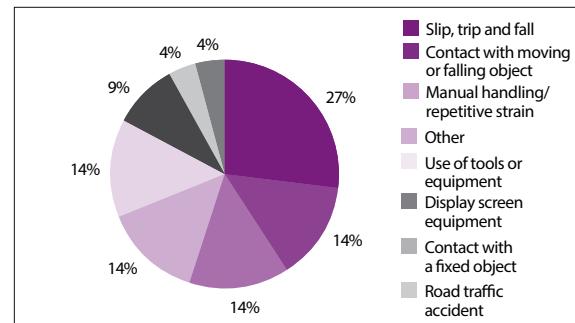
22

Lost time incidents reported in 2016

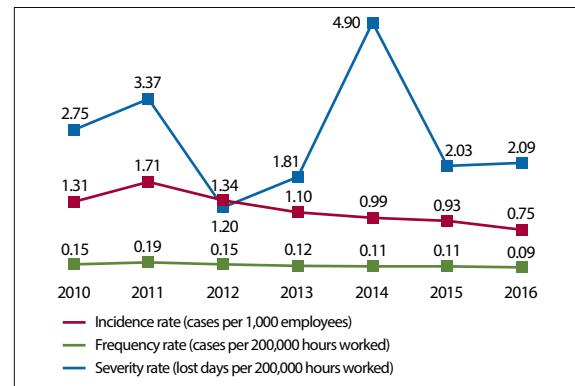
0.09

Frequency rate of (lost time cases per 200,000 hours worked), a decrease from 0.11 in 2015 due to a reduction in manual handling and slip, trip and fall lost-time incidents

2016 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES BY TYPE



2016 HEALTH AND SAFETY PERFORMANCE (LOST TIME) CASES



Accident Reporting covers 94% of employees



We produce products and services that advance understanding of people and health and safety issues for our customers. Among them in 2016, we published Elsevier Performance Manager; Health and Safety at Work Magazine; Health and Safety Bulletin; Occupational Health and Industrial Medicine; Pay and Benefits; Personnel Today; Safety and Health at Work; and XpertHR; we also organised exhibitions such as Safety First Conference & Expo.

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Absence

Our global HR information system covers more than 90% of our workforce, helping us better understand absence. In the UK and the Netherlands, there was an absence rate of 1.81% (number of unscheduled absent days out of total days worked) for reasons such as sick, compassionate and unpaid leave. In the US, there were 1,039 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.

Wellbeing

In 2016, we continued our efforts to promote work/life balance through our CareConnect and REACH well-being programmes. Designated REACH co-ordinators and onsite wellbeing specialists meet with employees to provide tips for healthy eating, weight loss support, fitness activities, and exercise tips. Employees also receive financial incentives to improve their health through health risk assessments and biometric screenings which can help employees seek early treatment and allows them to make healthy lifestyle adjustments. More than 2,200 employees enrolled in personal health programmes for assistance with weight loss, diabetes prevention, exercise and smoking cessation.

CareConnect allows active and retired US employees and their families to access a health coach or nurse at any time by phone or online who answer medical or well-being questions and help individuals set objectives to meet their health goals. In the UK, we have an ongoing programme of occupational health workstation assessments, engaging with employees to redesign workspaces to meet their needs and increase comfort and productivity.

We organised a global campaign on mental health awareness, featuring webinars, posters and special events. More than 145 offices, covering 21,000 employees offered a mental health provision including support or counselling. We also created a new network of more than 90 wellness champions.



Fit2Win: health with a purpose

Our annual global well-being competition, Fit2Win, encourages employees to establish fitness teams to compete for cash prizes for the charity of their choice. Teams compete in four categories: walking, running, cycling and swimming.

Live leader boards spur competition, and discussion boards spark exchanges between participants on fitness topics.

In 2016, 108 teams – a 14% increase in participation over 2015 – took part in a combined 25,000 hours of exercise: running, walking, cycling and swimming a total 112,309 miles (180,744 km) to win \$1,000 for the charity of their choice.

LexisNexis Legal & Professional in Dayton, Ohio team, Thunderbridge, won the walking prize - walking the equivalent of from Dayton to Québec, Canada and back - and donated \$1,000 to American Cancer Society and Huntingdon's Disease Society of America; We Run This House, another LexisNexis Legal & Professional Dayton team, won the running prize and donated \$1,000 to the Histiocytosis Association; BON COURAGE!, a combined team from LexisNexis Legal & Professional and Reed Technology Information Services in the US and Netherlands, cycled the equivalent of this year's Tour de France route, four times, winning the cycling prize for the second year in a row and donated \$1,000 to World Bicycle Relief; and Nagado, a team from LexisNexis Univentio and Reed Tech in the Netherlands won the swimming prize, donating \$1,000 to Better Basics.

Teams also got involved in other fundraising events for charity: CharityCycleChallenge cycled from London to Elsevier offices in Amsterdam and back, raising €3,500 for SOS Children's Villages and Oxfam.

2017 objectives

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

Enhance flexible working policies

Introduce a workplace well-being award scheme

By 2020

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

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Why

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

2016 Objectives

- Expand Quality First Principles (QFPs) beyond content and data to other areas such as customer support
- New CR as a Sales Tool offerings, including video content
- Hold 15 accessibility feedback sessions to engage people with disabilities

Key issues in this section

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35 2016 objectives

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36 Improving customer outcomes

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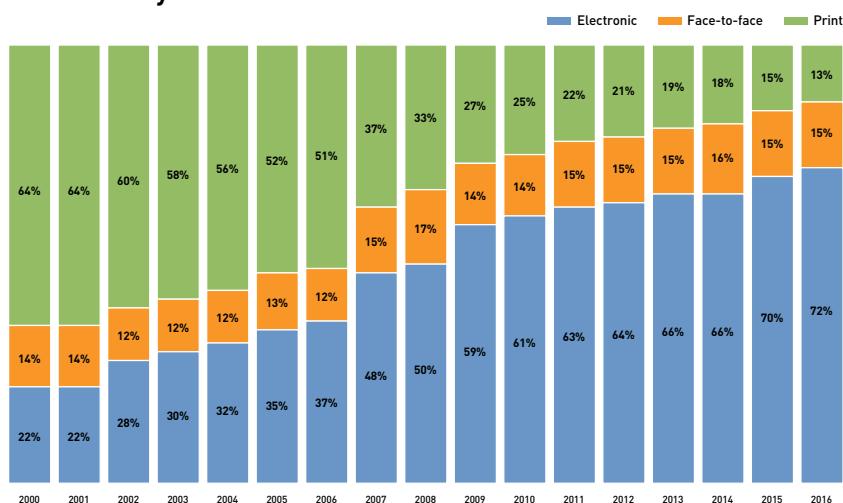


“

In my role, I have always found that doing the job correctly the first time will save time and energy for me and my team because we have fewer problems to fix later. It may take an extra minute to get the job done right, but it's worth the added effort for ourselves and our customers.”

Tracy Owens Director of Continuous Improvement, LexisNexis Legal & Professional, US and Chair of Quality First Principles Working Group

Revenue by format



How are we benefitting our customers?

Improving customer outcomes

Our goal is to improve outcomes for our customers by providing online and other solutions that benefit their daily work. In 2016, electronic products and services accounted for 72% of revenue, up from 37% in 2006.

Editorial standards

Maintaining the integrity of what we publish is vital to the trust of customers and other stakeholders. Our Editorial Policy stipulates our responsibility to make clear distinctions between fact and opinion and user-generated or other content, and encourages dialogue, including through social media; it commits us to producing information of the highest quality and among other things, accuracy, clarity, timeliness, avoiding bias, defamation, conflict of interest, plagiarism and distinguishing between editorial and advertising. A 2016 highlight of our cross-business Editorial Policy Working Group was a talk by Richard Horton, Editor of *The Lancet*, who highlighted the importance of assembling evidence, conducting original analyses, provoking debate and dialogue, identifying urgent research questions and encouraging advocacy and accountability. His remarks were filmed and made available to all employees on the global intranet.

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

 [Read more](#) about peer review.

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The overall growth in electronic publishing and the wider dissemination of research has made it easier for authors, editors and reviewers to identify questionable papers. Elsevier was one of the first scientific publishers to participate fully in CrossRef's pan-publisher plagiarism detection service to filter academic content.

We offer CrossCheck, plagiarism detection software developed by CrossRef and the scientific publication community, to all our editors as a means of catching plagiarism before publication.



Read Exhibitions made networking easier at PSI, a promotional products show, with an online matchmaking tool.

Digital innovation: solving customer challenges

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

Elsevier – New metrics to understand the contribution of non-publishing researchers

In 2016, Elsevier launched new metrics to measure the economic impact of research utilising SciVal, Elsevier's tool for analysing and benchmarking. Patent article citations were added from five of the world's largest patent offices providing insights into the activities of non-publishing researchers (who comprise approximately one-third of all researchers). Because they do not cite articles, patent information can reveal insights into the research behaviour of an impactful community that might otherwise remain 'hidden.' The new indicators address the need to understand the economic impact of their research.

"Patent-citation metrics extends SciVal beyond scholarly output – they create a link between research and economic or commercial potential." – Michelle Hutmik, Science Analyst for the Office of the Vice President at Penn State University.

Risk and Business Analytics – Bringing transparency to Bitcoin

Financial services companies have been hesitant to fully embrace Bitcoin as a transactional currency given the challenge of financial transparency. In 2016, LexisNexis Risk Solutions teamed with Elliptic, a blockchain intelligence company (blockchain is the technology underlying Bitcoin), to remove that roadblock by exposing money launderers, human traffickers, terrorists, drug dealers and others who use Bitcoin to make dark web purchases. The alliance integrates LexisNexis Risk Solutions anti-money laundering data from its Bridger Insight XG platform into Elliptic's Bitcoin transaction monitoring and compliance products. Bitcoin entities are now automatically screened for links to sanctions, enforcements, politically exposed persons, adverse media and state owned companies.

LexisNexis Legal & Professional – Data visualisation to improve legal community efficiency

LexisNexis Legal & Professional in the year introduced Search Term Maps, a data visualisation tool, to its LexisAdvance legal information service, allowing legal professionals to map search terms in case documents in order to more quickly find those that are most relevant to them.

The tool uses search word colour coding and a search term location bar to provide users with a visual overview of the location and clustering of search words, enabling them to spot patterns and review terms in context. The LexisAdvance search box now also expands to accept 2,000 characters, furnishing the option to create longer, more complex search strings that help users narrow results faster.

"Studies indicate that the human brain processes visuals faster than text alone and that many people consider themselves to be visual learners. With the amount of data attorneys need to analyse ever increasing, LexisNexis continues to leverage the advanced technology of the Lexis Advance platform to improve legal research." – Jeff Pfeifer, Vice President of Product Management, LexisNexis Legal & Professional

Reed Exhibitions – matchmaking tool facilitates exchanges between exhibitors and attendees at PSI

In 2016, Reed Exhibitions made networking easier at PSI, the largest show for the promotional products industry in Europe (held in Dusseldorf each January), easier with the introduction of an online matchmaking tool for exhibitors and attendees. The tool allows both to quickly find the right business partners. Participants view profiles and send enquiries to contacts of interest; 400 exhibitor-visitor exchanges were facilitated through the tool.

"The new online platform serves to perfectly match exhibitors and trade visitors – before the show even starts. Our aim is to make B2B contacting as easy and efficient as possible." Silke Frank, PSI Event Director

“

For the first time, Bitcoin companies can leverage bank-grade risk management practices to identify Bitcoin entities that appear on sanction and watch lists from around the world. By integrating LexisNexis Risk Solutions' robust watchlist data, we are making it safe for a new wave of financial institutions to handle Bitcoin and bank Bitcoin companies."

Dr. James Smith CEO, Elliptic

Since 2008, Elsevier has offered Committee on Publication Ethics membership to editors of all Elsevier journals, giving them a critical, independent forum to discuss issues surrounding the integrity of scientific knowledge. Elsevier's own Publishing Ethics Resource Kit provides guidance to editors on dealing with disputes. We advocate for high ethical standards by educating authors during hundreds of physical Publishing Connect workshops per year and via our online ethics-education materials.

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

Data privacy and security

As described in the Governance section of this report, we recognise that data privacy and protection is essential to our customers. To mark Data Privacy Day, a global initiative to promote privacy awareness, we launched the first annual RELX Group Privacy Principles Champion Competition, recognising employee achievements in protecting data privacy in accordance with the RELX Group Privacy Principles. Among the winners was Shan Mukergee, Commercial Manager for the Australian Core Research portfolio of LexisNexis Legal & Professional; she created a Third Party Disclosure Policy for Commercial Data to help colleagues determine what personal information they could share with their authors and licensors in any set of circumstances.

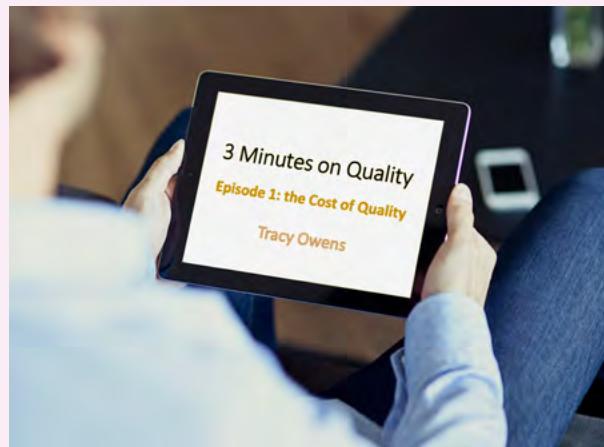
In October 2016, we observed Cyber Security Awareness Month with videos, newsletters and secure computing sessions for employees. In the year, we also exchanged knowledge through data privacy and security networks like the Financial Services Information Sharing and Analysis Center.

2016 objective:

New CR as a Sales Tool offerings, including video content

To aid colleagues who engage with customers, during the year we widened our CR as a Sales Tool Working Group and continued to incorporate CR into customer-facing staff training, with outreach to key sales and marketing teams. In addition, we shared our CR focus with key customer groups.

We created new webinar presentations on The Wire, our global intranet, including a general CR overview for all employees as well as a town hall on CR with the CR Director.



2016 objective:

Expand Quality First Principles beyond content and data to other areas such as customer support

What is the cost of quality? This is a question that we addressed in a three minute video for colleagues, an initiative of our Quality First Principles Working Group: if we don't get it right the first time, we risk business, reputation, and time.

In 2016, we expanded the focus of our Quality First Principles (QFP) beyond content and data, which now encompass "high quality products and services for our customers" and "continuous process improvement throughout the business" as well as:

- A clear, comprehensive approach to quality assurance
- Ownership of quality management at all levels of the organisation
- Engaging external partners to raise total quality standards

In the year, 28 areas of the business completed QFP self-assessments.



Real-World UCD Case Studies

We produce products and services that advance understanding of customer issues, including Cost-Justifying Usability; Lexis InterAction; Technovation; User-Centred Design Stories; and exhibitions such as Online Retailer.

Responding to customer needs

Our value, Customer focus, means that we listen to customers. In 2016, we surveyed more than 162,000 customers through Net Promoter Score (NPS), which measures customer advocacy, and business dashboard programmes. This deepens our understanding of their needs and drives a customer-centric culture across the Group. Results, reviewed by the CEO and senior managers and communicated to staff, highlight where we are doing well and where we must do better.

Access to information

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

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

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

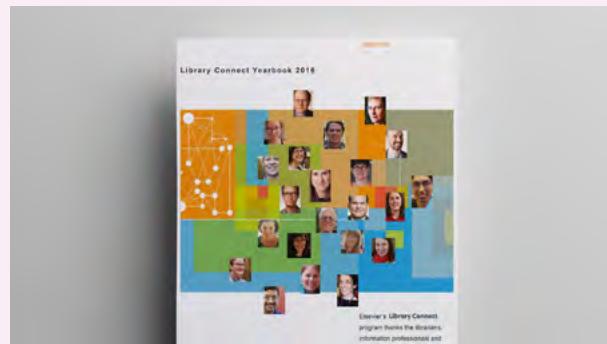
Elsevier has quickly grown to become the second largest open access publisher, incorporating new business models into our publishing portfolio. We now produce approximately 170 open access journals, which include our broad scope open access journal, *Heliyon*. To expand publication choices, we work with research communities to launch open access journals, provide open access options in existing titles and pursue initiatives to help expand public access. We are a founding partner of Clearinghouse for the Open Research of the United States (CHORUS) which

162,000

Customers surveyed through Net Promoter Score (NPS) to measure customer advocacy

37,000

Professionals from 160 countries subscribed to the Library Connect newsletter, a complimentary publication covering best practice in library and information science



Listening to customers at Elsevier

At Elsevier, NPS results are shared quarterly with all staff; when opportunities for improvement are identified, they are empowered to make changes. The focus on constant improvement has led to a 22-point improvement since 2007 in the NPS score from journal authors, an 18-point improvement in the score for journal reviewers, and a 25-point increase in the NPS from our books authors, this is based on responses from approximately 100,000 individuals each year.

Elsevier utilises a comprehensive customer dashboard approach to customer satisfaction, ongoing customer input is analysed and reported by Elsevier's Customer Insights team to all staff on the Elsevier intranet, with simple green (performing better than competition), yellow (performing the same as competition) and red (performing worse than competition) scoring by customer type and product (e.g. for journal authors, metrics include refereeing and production speed and quality). Increasingly more and more of the tracking is available in real time, the dashboard helps embed customer views into daily workflows ensuring a constant customer focus and responsiveness.

Senior leaders support client-facing staff in their engagement with customers. For example a number of Elsevier leaders met with Harvard's Vice Provost for Research. Over the course of the meeting Elsevier's contributions to research were discussed, including the fact that Elsevier's journal articles are above average quality and yet below average price. The capabilities of SciVal, and of Scopus were also demonstrated. In the year that has passed since that meeting, Elsevier has been working closely with Harvard to inform their research strategy. In another example, after Elsevier leaders met with the Vice Chancellor of the University of Cambridge, Elsevier agreed to work with a team of its Computer Scientists on a project in Natural Language Processing.

Elsevier's Library Connect publications, events and online channels provide library and information science (LIS) professionals worldwide with opportunities for knowledge sharing. In 2016, more than 37,000 LIS professionals from 160 countries subscribed to the Library connect newsletter a complimentary publication covering LIS best practices, trends and technology. More than 9,000 LIS professionals from 100 countries participated in Library Connect webinars; regional teams supplemented online offerings with in-person seminars and workshops. The Library Connect website, containing hundreds of articles, infographics, video and other resources, had approximately 100,000 visitors from 190 nations and territories in the year.

enables public access to US federally funded research. CHORUS utilises publishers' existing infrastructure for discoverability, search, archiving and preservation of scientific and medical research articles and it is now integrated into ScienceDirect platform.

Elsevier has flexible pricing models to expand access to the diverse library market through the established subscription model. For example, customers can opt for broad collections, which allow subscription to a core collection and, at a substantially discounted rate, access to all remaining journals. This provides academics with increased value from library collections: almost half of the usage of collection customers comes from previously unsubscribed journals. Whether or not institutions choose a broad collection, they still have significant choice on what and how they purchase – they can subscribe to any number of individual titles in a variety of formats, and new subscribers can access any individual article via pay-per-view or groups of articles (article Choice). Libraries have also been good at exercising their collective power, for example by forming purchasing consortia. Customer choice, competition between publishers and investment in technology have all driven down the average cost of accessing a journal article to nearly a quarter of what it was more than 10 years ago.

For readers who do not have access to an academic library, there are a number of access options including:

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

We believe in helping those who might benefit from our products, but who are unable to afford them, gain access. See details in Our unique contributions section. For example, Elsevier continues to provide developing world access to its content through Research4Life. As a founding member, we help Research4Life provide more than 8,000 institutions in more than 100 developing world countries with free or low-cost access to 77,000 peer-reviewed resources, of which Elsevier provides approximately 3000 journals and 20,000 e-books. In 2016, there were over 4m article downloads.

We support media literacy – the ability to access, analyse, evaluate and communicate information – as a member of the Responsible Media Forum and promote other relevant initiatives such as the Science Media Centre, an independent UK press office, which raises the level of science reporting by helping journalists access members of the scientific community.

Since 2006, Elsevier has partnered with Sense about Science (SaS), an independent charity championing evidence, scientific reasoning and public discussion of scientific issues. Over the past ten years, Elsevier and SaS have worked together to promote understanding of peer review among journalists, policy makers and the public, and engaged thousands of early career researchers in public debates about science through the Voice of Young Science programme (VoYS).



EuroScience Open Forum 2016 held in Manchester, UK

In 2016, scientists, journalists and editors shared insights on taking part in peer review and talking to the media with over 245 early career researchers at Elsevier-sponsored VoYS workshops in England, Scotland and Germany. Together, Elsevier and Sense about Science also led high level discussions about citizen science, peer review and the role of evidence in European policymaking at international events including the EuroScience Open Forum 2016.

 [Read more about Sense about Science.](#)

We believe in helping those who might benefit from our products, but who are unable to afford them.

200

Open access journals produced, including Heliyon and featuring original research across all disciplines

245+

Early career researchers attended Elsevier-sponsored Voice of Young Science workshops

Accessibility

We are committed to improving access to our products and services for all users, regardless of physical ability. Our Accessibility Policy aims to lead the industry in providing accessibility solutions to customers with products that are understandable, operable and reliable.

In 2016, we pursued our tiered model for accessibility, with the support of CTOs across the business. Elsevier also won the Publisher category, Accessible Books Consortium Accessibility Award at London Book Fair's International Excellence Awards in 2016.

We continued to work with Bookshare, a not-for-profit which provides an online library for people with print disabilities, making a collection of top Elsevier titles available in accessible format. We also began collaborating with Load2Learn, a web-based service from the UK's Royal National Institute of Blind People, to provide Elsevier titles in accessible formats.

Load2Learn enables learners who cannot read standard print, including those with dyslexia or who are blind or partially sighted, to read the same books, at the same time, as their classmates; the free service allows teaching staff to download textbooks and accessible images to meet student needs.

150+

Accessibility projects logged by the Elsevier Accessibility Working Group

45,000

Students in Ghana will have access to ScienceDirect through a partnership with the country's National Council for Tertiary Education



Linked to SDG 4: Quality Education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Students in Ghana gain access to ScienceDirect

In 2016, Elsevier signed an agreement to bring ScienceDirect content to 45,000 students in Ghana in partnership with the country's National Council for Tertiary Education.

The agreement benefits 38 Colleges of Education which now have access to 2,000 books through ScienceDirect College Edition, a full text platform for research literature.

“

The Colleges of Education now have access to ScienceDirect, a very important resource which empowers faculty and students with access to high-quality, up-to-date information.”

Professor Mohammed Salifu, Executive Secretary, National Council for Tertiary Education, Ghana



We promoted wider understanding of accessibility issues in 2016 through publications such as Creating a Culture of Accessibility in the Sciences; Disability and Health; ALTER - European Journal of Disability Research; Research in Developmental Disabilities and the fiftieth volume of International Review of Research in Developmental Disabilities.

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SDGs discussed
in this section



During accessibility feedback sessions a receiver uses assistive technology to determine what works well and how products can be improved for blind and visually impaired users.

2016 Objective:

Hold 15 accessibility feedback sessions to engage people with disabilities

User feedback sessions are a critical part of user centered design. The idea is to gain insight from users while new products are in beta, or existing products are being updated, in order to ensure leading-edge, accessible offerings for our customers.

Accordingly, ahead of product launches and updates in 2016 – including for ScienceDirect, Elsevier Animation Collection, College of Direct Support, Charts in Scopus and SciVal and Elsevier Performance Manager LMS – we held 15 user feedback sessions with people who are blind or visually impaired to ‘bake’ in good accessibility from the start.

During live feedback sessions, a facilitator works with a reviewer who uses assistive technology like a JAWS screen reader or voice recognition tool to determine what works well and what can be improved. For example, during a ScienceDirect feedback session, we reviewed a journal article page where authors were listed with numerous links e.g. author’s email address or affiliation. A blind participant told us they found the user experience to be repetitive and difficult to navigate, we fixed this by combining individual links for smoother navigation, making the product better for all users.

We are passionate about accessibility but it is not just a nice to do. It is critical to our business: many of our customers, including those in government and academia, have policies that require vendor products to follow accessibility standards. Contracts for accessible products in 2016 were worth several million dollars.

Elsevier also collaborated with Norwegian company HighSoft, an interactive chart developer, to make it easier for blind and partially sighted people to understand data embedded in online documents; in the year, HighCharts released version 5 of Web Chart Library [used in our Scopus and SciVal products] with the first accessibility module. We presented the project at the CSUN Assistive Technology Conference, the largest international conference on disability and accessibility.

In 2016, the Elsevier Accessibility Working Group met regularly with universities and experts to continually test ScienceDirect pages and content for accessibility. They also logged over 150 accessibility projects. Elsevier’s Global Books Digital Archive fulfilled more than 4300 disability requests, 15% of them through AccessText.org, a service we helped establish.

“After college I started doing user interface design professionally and was astounded that with some care web pages could be made fully understandable and useable by people who were blind. More importantly, working for Elsevier, I feel a great responsibility to help make the world of science accessible to anyone.” Ted Gies, User Experience Lead Specialist and Chair, RELX Accessibility Working Group, Elsevier US

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2017 objectives

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

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

Improve reporting on compliance with customer accessibility requests

By 2020

Increase our customer base across our four business units through active listening and engagement, and a focus on editorial and quality standards, and accessibility

Community

Why

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

2016 Objectives

- 60% of RE Cares Champions supporting new global fundraising partner
- Deploy project assessment template to gain feedback on key central initiatives

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Community



“

I love being part of the RE Cares team in Chennai. Community involvement helps me and my team find more meaning in our work and personal life.”

Anita Chandraprakash Managing Director, Elsevier Publishing Services, India

How are we benefitting our communities?

Our global community programme, RE Cares, supports employee and corporate engagement that makes a positive impact on society through volunteering and giving.

It is made effective by a global network of approximately 210 RE Cares Champions, representing all our businesses. In our last global employee opinion survey, 87% of staff said that we are a company that supports community engagement.

RE Cares activities range from reading support programmes and charity fundraising initiatives to donations of time and services. A key component of RE Cares is Two Days, which gives all employees two days' paid leave each year for volunteer work of their own choosing.

Giving

Our central donations programme aligns with the RE Cares mission of advancing education for disadvantaged young people that furthers one or more of our unique contributions as a business, including universal, sustainable access to information. Employees across RELX Group sponsor charities for funding through a central RE Cares fund; RE Cares Champions vote on all applications, using decision criteria such as value to the beneficiary and opportunities for staff engagement. In 2016, RE Cares Champions donated more than \$360,000 to 30 charities including: a UK children's literacy programme run by young people; a Brazilian employment skills programme for young people from Rio de Janeiro's favelas; an East African app that provides youth with access to health information; and an Australian programme helping former child brides reintegrate into society and live independently.

 [Read](#) summaries of more projects we supported centrally.

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

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

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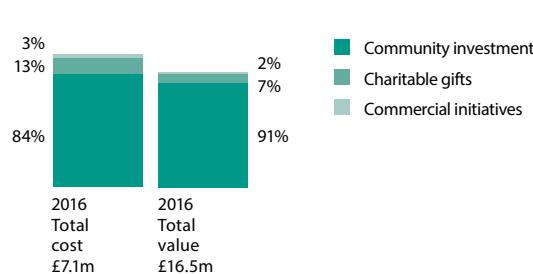
In 2016, our global data reporting methodology was assured by LBG, of which we are members. Read the assurance statement in Appendix 2. In 2016, we donated in cash £3.4m (including through matching gifts) and £3.7m in products, services and staff time, with a market value of approximately £16.5m. 39% of employees were engaged in volunteering through RE Cares. In the year, we increased employee volunteering by 8%. According to LBG data, the average volunteering rate is approximately 14% for the media sector as well as 14% for all sectors. Throughout 2016, we encouraged in-kind contributions, such as product and equipment donations, in line with our Product Donation Policy. For example, through a partnership with charity Camara Education, we donated over \$16,700 worth in IT equipment to e-learning centres for more than 10,000 disadvantaged students in developing countries, including Tanzania and Zambia (any material that cannot be refurbished is responsibly recycled).

As a founder of the UK's International Law Book Facility (ILBF), LexisNexis Legal & Professional UK has provided over 6,500 legal texts since 2005 to assist professional bodies, advice centres, pro bono groups, law schools and other institutions involved in access to justice.

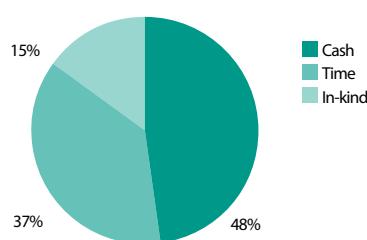
Book Aid International is one of our longest standing charity partners: we have worked with Book Aid International for more than 20 years. And since 2004, we have donated more than 724,000 books including some 60,000 in 2016 (nearly double our donation in 2015), the majority from our Linn, Missouri warehouse. In 2016, we continued to support Book Aid International's library development programme in Cameroon, visited by ten colleagues in 2014 as part of our annual Recognising Those Who Care trip.

 [Read more about our collaboration with Book Aid International.](#)

COMMUNITY INVOLVEMENT



WHAT WE CONTRIBUTED IN 2016



2016 objective:

60% of RE Cares Champions supporting new global fundraising partner

We know when we collaborate on a common goal we can achieve big things. This is the premise behind our global fundraising partnership: working together to raise funds for life-changing projects that advance the RE Cares mission.

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

In the busy city of Yamoussoukro, girls often serve as baggage carriers, working 13-hour days for approximately \$1.

Under-age employment attracts children from the most vulnerable families, putting them at risk of prostitution, child-trafficking and street violence, as well as associated challenges like depression, HIV and early pregnancy. The project focuses on helping girls enter (or return to) the educational system, empowering families and raising awareness in local communities.

In addition to working directly with the girls and their families, SOS support is being used for engaging social workers, literacy lessons for care givers, school materials, and teacher training. SOS is also creating a micro-fund for families who want to begin an income-generating activity, such as setting up a shop or farm. And there will be training for government officials and community stakeholders on avoiding child labour in the Yamoussoukro markets.

65% of our RE Cares Champions have contributed to the project so far through awareness campaigns and fundraising activities. By the close of 2016, we raised \$44,000 toward our \$100,000+ target.

Linked to SDG5: Gender Equality

 Target 5.2: Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation

Engagement

In 2016, we held our 12th RE Cares Challenge to encourage staff to work together to build skills and relationships while supporting their local communities. Business units across the group submitted ideas for new or extended business-sponsored volunteer activities that fit the RE Cares mission, nine were funded. Global employees voted LexisNexis Legal & Professional in New York City the overall \$10,000 winner for a project with Books for Kids Foundation, which promotes literacy for low-income and at-risk pre-school aged children. Staff volunteered at the Books for Kids Library at Grand Street Settlement Child and Family Center cataloguing books, renovating spaces and reading to children; funds have contributed to hiring a library specialist and new books.

We held our tenth RE Cares Month Global Book Drive in 2016. Employees donated more than 3,900 books to charitable organisations. Risk & Business Analytics in Duluth, Minnesota won the \$1,000 prize for the charity of their choice, Sports For You, collecting 37.5 books per employee – the most across the Group. Risk & Business Analytics Buford collected the largest amount of books overall – 1,128 – winning \$500 for the Good Samaritan Foodbank.



Jeffrey P Mladenik & Andrew Curry-Green Memorial Scholarship

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

In 2016, we awarded grants to Kathryn Hay (image, left), daughter of Karen Hay, Legal Editor for LexisNexis based in Centennial, Colorado, attending the University of Colorado at Boulder as a Molecular and Cellular Biology pre-med student; and Vaibhav Kumar (image, right), son of Sanjay Kumar, Consulting Software Engineer for LexisNexis Risk Solutions Services based in Alpharetta, GA, studying Political Science at the University of Georgia.

recares

RE Cares Month: Engaging employees across the world

RE Cares Month, spotlighting global community involvement, takes place each September. Business unit CEOs and other senior leaders launched activities for 2016 with messages to staff and an interactive treasure hunt game which showcased RE Cares highlights from across the world.

During the Month, which touched thousands of employees with creative volunteering and fundraising, on 22 September we held a Global RE Cares Day to encourage combined community action across the Group. RE Cares Month activities included:

Brazil: Risk and Business Analytics colleagues in São Paulo shared their business expertise with students from the Youth Career Initiative, tackling youth unemployment, and also donated blood for the National Cancer Institute

Japan: Elsevier employees in Tokyo held yoga and language classes to raise funds for charity while also making gifts for refugee children



Philippines: RELX Group employees in Iloilo held an employment readiness talk for teenagers

UK: LexisNexis Legal & Professional undertook 11 activities including treks, bake sales, football tournaments, book sales and endurance runs, using 68 RE Cares days

US: Reed Exhibitions in Norwalk, Connecticut held a charity raffle for global fundraising partner SOS Children's Villages; RELX Group in Raleigh, North Carolina had an RE Cares activity on nearly every day in September

Impact

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

90%

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

87%

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

79%

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



2016 objective:

Deploy project assessment template to gain feedback on key central initiatives

In 2016, we continued to use an impact measurement tool adapted from LBG, to record and assess the impact on beneficiaries and employees of our central initiatives.

Among the questions we asked of the more than 45 beneficiaries was how individuals reached by the project we funded are better off as a result further to the RE Cares mission. For example, we funded a project with Public Counsel suggested by our LexisNexis Legal & Professional Los Angeles office to improve educational outcomes for foster youth, who are among the most disadvantaged young people in Los Angeles County, providing legal assistance to foster youth and training foster youth and community advocates. As a result of our project assessment template they told us that 91% of youth who were not enrolled in school were re-enrolled; 100% of youth who reported missing credits recovered credits needed toward high school graduation and 100% of youth facing suspension or expulsion had a less severe outcome.

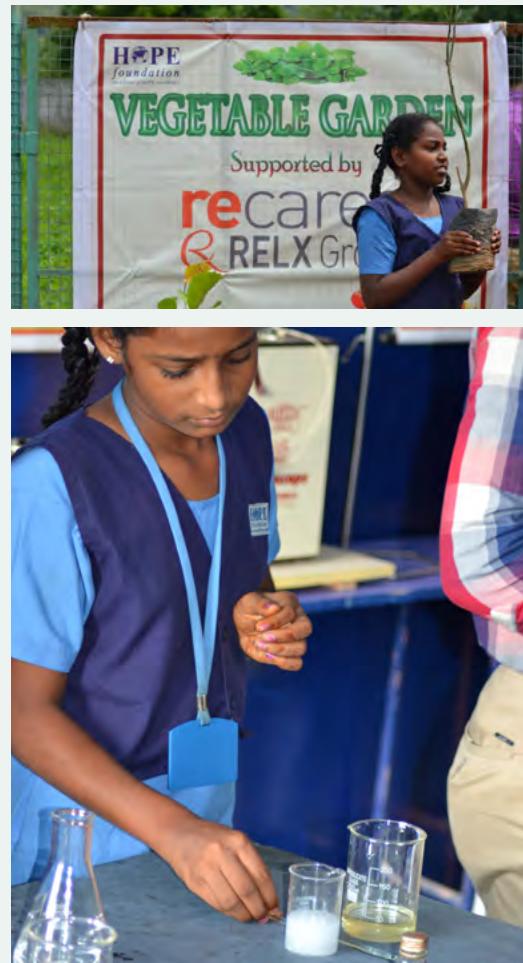
We also heard from Pearl S Buck International that our giving "played a big role" in helping orphans in Vietnam. Our grant was used for new computers, Wi-Fi service, and class instruction for children in three orphanages. They took part in seven courses on basic and advanced computer skills, including understanding MS Office and conducting internet searches. They reported that the "children thrived. Knowledge and skill tests conducted after the trainings showed that 98.5 percent of the children scored from Good to Excellent on their computer skills. And this grant will keep on giving: the computers have an estimated lifespan of five to seven years, in which time the children can access these computers to continue learning about technology and to support their educational efforts.

In addition, we measured the impact of volunteering on employees via an automated survey link following volunteer activity and received a total of 3,887 responses.



Linked to SDG 4: Quality Education

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



Recognising those who care

During RE Cares Month 2016, we announced the winners of the sixth Recognising Those Who Care Awards to highlight the exceptional contributions to RE Cares of ten individuals and four RE Cares teams from across the Group.

Individual winners travelled to Chennai, India to work with local colleagues in support of two educational charities. The trip was led by senior leader, Youngsuk "YS" Chi, Director of Corporate Affairs, who has led each Recognising Those Who Care trip.

"Children are the future of a nation, but what happens when a country the size of India has over three million children living on the streets? Or has over 150 million children working as bonded labourers? What happens when despite having a national policy for compulsory primary education, 50% of the children have no access to education?" asks Anita Chandraprakash, Managing Director of Elsevier Publishing Services in Chennai.

One answer she says is supporting organisations that educate underprivileged children. The 2016 Recognising Those Who Care team joined Anita and colleagues in working with two charities the Chennai office has supported for over eight years: Hope Foundation and Udhavum Ullangal Public Charitable Trust. Together they helped improve student classrooms, participated in a children's health camp and visited a science lab funded by an RE Cares central donation.

Recognising Those Who Care also rewards RE Cares teams. Winners in 2016, which each won cash prizes for their chosen charities, included: Risk & Business Analytics' Accuity in Action team in Evanston, which raised more than \$6,000 through several successful fundraising efforts throughout the year and Elsevier Amsterdam which organised curriculum support activities for underserved youth.

“

The goal is giving children the gift of education with an aim to make them future ready.”

Anita Chandraprakash, Managing Director, Elsevier Publishing Services, India



A day in the life: Paul Cohen, Executive Director

LexisNexis Legal & Professional APAC Executive Director, Paul Cohen, experiences daily life in one of metro Manila's poorest communities.

Paul Cohen is a LexisNexis Legal & Professional leader who is also an active RE Cares Champion. During a visit with colleagues in the Philippines in 2015 he learned about their work over the last four years with Kapatid Kita Mahal Kita Foundation (KKMKF), which supports underprivileged children from the Payatas community with scholarships and other educational support – over 100 of them.

Payatas is located on the side of one of the largest dumpsites in Manila. Multi-generational families live in corrugated steel shelters, many of which do not have sealed roofs and make their living in the dump.

Though based in Sydney, Paul took his two daughters, Kendie and Maisie, to visit Payatas in September 2016. They assisted with a nutritional support programme, went on home visits and helped during a field trip with the KMKF young scholars.

Paul returned before the close of the year to spend a day in the life of Francis Andres, father of one of the scholars. The day began early: Paul, Francis and Francis' wife scavenged at the dumpsite at 5:30am when 'new' garbage arrived. They sorted waste items with bare hands, searching for recyclable items to sell. After a half day's work, they made \$3 to put toward the family's food budget for the week.

So far Paul has raised more than \$10,000 from colleagues, family and friends for the continued education of the Payatas scholars.

“

To end the cycle of poverty, education is a priority for children. I have been humbled by the work of Kapatid Kita Mahal Kita Foundation over the last six months and I have personally become involved in the work that they do.”

Paul Cohen, Executive Director Operations, LexisNexis Legal & Professional, Australia

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2017 objectives

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

Increase skills-based volunteering

By 2020

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

Supply Chain

Why

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

2016 Objectives

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

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Supply chain



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I believe that the insights we get through careful engagement and auditing of our suppliers, addresses risks that could affect RELX Group. We gain transparency on important supply chain issues like labour and environmental practices as well as data privacy and security.”

Theresa Crouch Director, Global Procurement,
RELX Group, US

How are we pursuing the highest supply chain standards?

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

It commits them to following all laws, promoting best practice in their business operations, treating their people well and respecting the environment, as indicated in the 10 principles of the UN Global Compact.

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

Managing an ethical supply chain

Given the importance of an ethical supply chain to us, we have developed a Socially Responsible Supplier (SRS) programme encompassing all of our businesses, supported by a working group comprised of colleagues with operations, distribution and procurement expertise, and a dedicated SRS Director from the Global Procurement team. The CR Director feeds into SRS activities which are reported to the Boards, the CFO and other senior leaders including the head of procurement.

37,000

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

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Our Supplier Code of Conduct is available in 16 languages

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Monitoring suppliers

We actively track key suppliers. Suppliers are designated as 'key' based on criteria that includes spending over \$1m in a given year with them, or consistently spending over \$100k if a supplier is located in a high risk country as designated by our Supplier Risk Tool, which incorporates indices covering human rights and labour, environment, research and development, and governance equality. In 2016, we continued refining our supplier classification and supplier hierarchy data, which contributed to a slight decrease in the number of suppliers tracked over 2016 (from 399 in 2015 to 383).

 [Review our SRS risk rankings.](#)

In 2016, we conducted 89 independent external audits of suppliers located in high risk countries through specialist auditors Intertek, using their Workplace Conditions Assessment (WCA) template to benchmark their performance against our Supplier Code, local laws and management standards.

Intertek also helps us with remediation through their Corrective and Preventative Actions (CAPA) process. Of 89 completed audits, 43 were WCA and 46 were CAPA re-audits triggered by WCA remediation findings. An incidence of non-compliance triggers continuous improvement reports summarising audit results; remediation plans and submission dates are agreed and signed by the auditor and the supplier. Intertek staff review evidence of corrections and accept or reject it, working with suppliers until full remediation is reached. Audit locations in 2016 included Brazil, China, India, Vietnam, Mauritius, and the Philippines.

 [See the SRS audit workflow and process.](#)

For paper suppliers we rely on PREPS, a shared industry resource for sustainable paper which we helped establish. By the close of 2016, 92% of the Group's papers by weight were graded on PREPS, 100% of which came from known and responsible (sustainable) sources.

As a founding member of the Publishing Industry Product Safety Forum we monitor our products for safety, covering; ink, varnish, spiral wire, lamination, glue and packaging (packaging materials or packaging components that enter landfills, waste incinerators, recycling streams). In 2016, we used a risk-based approach for our second-tier suppliers, gathering a breakdown of inks, varnishes and glues, and have mapped 69% of them by country and component category.

89

Independent external audits of suppliers located in high-risk countries

\$317m

Spend with diverse suppliers

Promoting human rights through the Supplier Code

Our Supplier Code contains provisions on child labour, involuntary labour, wages, coercion and harassment, 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 2016, we published our RELX Group Modern Slavery Act Statement to highlight how we are working to avoid slavery and human trafficking in our supply chain as well as our direct activities.

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

Our Supplier Code states, "Failure to comply with any RELX Group term, condition, requirement, policy or procedure... may result in the cancellation of all existing orders and termination of the business relationship between RELX Group and supplier." In 2016, our key suppliers demonstrated interest and ability to remediate their non-compliance issues in accordance with the Supplier Code.

2016 objective:

Continue to advance US Supplier Diversity programme

We are committed to proactive engagement with suppliers that reflect the diversity of our communities. The roll-out of our US Supplier Diversity programme continued in 2016 with efforts to increase the number of diverse suppliers invited to bid on relevant sourcing projects. This process resulted in an increased spend to \$317m with diverse suppliers.

Feedback is provided to diverse suppliers after the competitive bidding process to improve their opportunities for development.

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Supporting suppliers

We provide training on key aspects of our Supplier Code through our Socially Responsible Supplier Academy. In the year, we recorded 22 webinars on CR topics held live and then posted on our supplier tool including; benefits of ethical sourcing, diversity and inclusion, ISO14001 environmental management system certification, the Sustainable Development Goals and the social audit process.

2,504

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

383

Suppliers tracked

1,254

Non-compliance findings: (768 through WCA and 486 through CAPA); 13 suppliers were in full compliance (3 WCA and 10 CAPA)

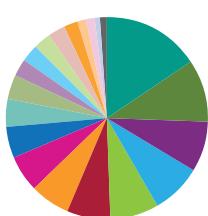
81

The average overall 2016 audit score (out of 100), which is slightly better than our external auditor Intertek's global average of 78

96%

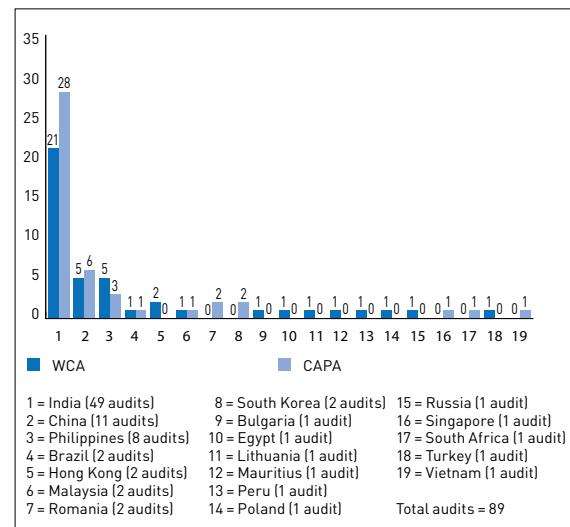
Of suppliers on the tracking list for at least three years were signatories to the Supplier Code - goal for 2016 was 95%

SUPPLIER NON-COMPLIANCE ISSUES

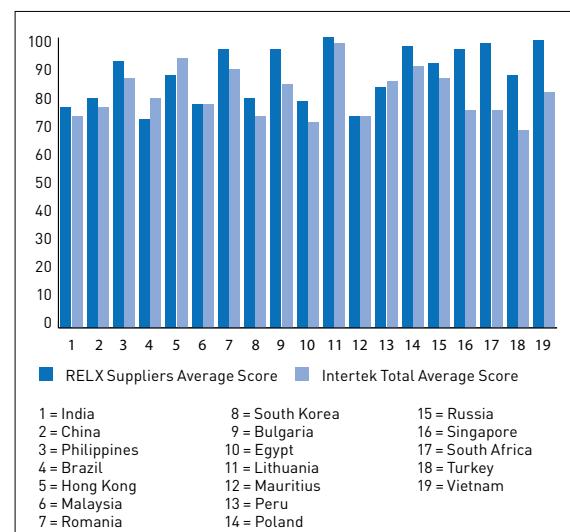


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AUDITS BY COUNTRY

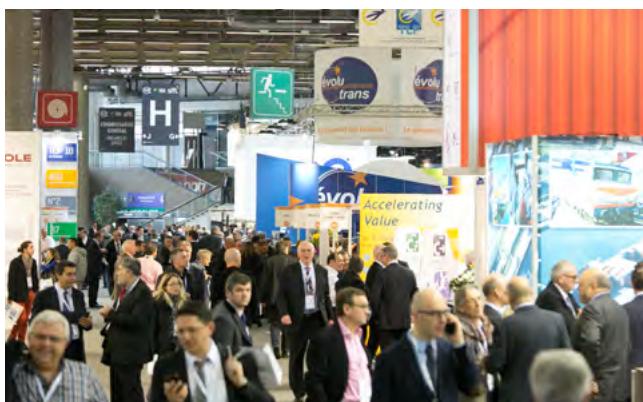


AVERAGE AUDIT SCORE BY COUNTRY



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

SRS survey results	2016
General	
Number of respondents	101
	33%
Suppliers with a Board-level representative responsible for CR	54%
Suppliers with code of conduct	65%
Suppliers with supplier code of conduct	39%
Suppliers with diversity statement	51%
Suppliers with community programme	51%
Suppliers with training and development programmes	48%
Suppliers with supplier diversity statement and/or stated supplier diversity policy	21%
Suppliers with annual CR targets	38%
Suppliers who report publicly on CR performance	24%
Suppliers who monitor CR	44%
Suppliers who gain external assurance over CR-related data	25%
Suppliers who involve stakeholders in shaping their views and responses on CR	49%
Suppliers who have joined the UNGC	8%
Environmental	
Suppliers with a formal Environmental Management System	36%
Suppliers with environmental reduction targets for greenhouse gas	18%
Suppliers with environmental reduction targets for solid waste	19%
Suppliers with environmental reduction targets for water usage	16%
Suppliers with external environmental certification	31%
Suppliers with ISO 14001 certification	23%
Suppliers with an environmental policy	53%
Suppliers who externally report on their environmental performance	29%
Suppliers who externally report on their full carbon emissions	16%
Suppliers who incurred any fines and/or prosecutions	0%
Suppliers who conduct formal environmental audits	38%
Suppliers who gain independent assurance for environmental management systems	24%



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



Ilia Krustev, CEO & Partner, A Data Pro

Celebrating good partners: A Data Pro, Bulgaria

A Data Pro makes sense of information. It's a one-stop-shop for information and business intelligence, providing bespoke services, tailored to meet specific requirements and expectations across the entire information value chain.

Over the last 18 years, A Data Pro has provided data conversion, source processing, licensing, content creation, media analysis, abstracting, business intelligence, risk and compliance and research services. Our clients are global publishers, integrators, aggregators, media analytics agencies and content-centric businesses in need of knowledge-intensive support, which we provide thanks to our 300+ experts, working in over 40 languages and covering more than 80 countries.

We have grown our relationship with RELX Group to a successful partnership. For us, partnership means passion, excellence, flexibility, transparency and mutual trust - our key company values. These tenets contributed to A Data Pro winning 2016 Outsourcing Service Provider of the Year and the Outsourcing Employer of the Year (awarded by the Bulgarian Outsourcing Association).

We have two CR pillars - education and innovation. The first involves internal practices to create an engaging environment and creating opportunities for personal growth and skills development.

We support national-level initiatives, working with top universities to establish data oriented Masters programmes, and help equip university labs and facilities. We also get involved in international activities and serve as a Global Education Partner of AMEC (an industry body for media analysis and communication professionals) and also are part of the jury panel at the SiiA Codie Awards, which recognises excellence by software, information and education technology companies.

Our second pillar is innovation: we invest heavily in R&D and support entrepreneurship, allocating over 20% of our annual budget to projects such as process automation, semantic technologies, machine learning, automated content gathering and AI-supported report writing. We have introduced an internal gamification platform, trained linguists in the basics of software development to make repetitive tasks easier, and established a venture capital fund for business-relevant startups. We also organise Friends Fridays social events, offer a Work-from-Home Programme for better work-life balance, and promote a positive working environment for people with disabilities. We support people-led volunteering such as charity bazaars and team mountain climbing, encourage time-off in places of natural beauty to promote engagement with nature and we even have our own soccer team, which won a fair play award in 2016.

Our CR practices have proven to be a real differentiator for our clients and our current and future employees.

300+

Employee experts in the A Data Pro team

“

Our business is all about people, processes and values. We are honoured to be publicly recognised as a RELX good partner, as it demonstrates the values we stand by and which are deeply embedded in our work and clear for our clients. At the end of the day being responsible - to your employees, to your clients, to society - is what really matters if you want to make a difference and give a human face to the business.”

Ilia Krustev CEO & Partner

2017 objectives

Increase number of suppliers as Code signatories

Continue using Corrective and Preventative Actions tool to ensure continuous improvement in audit results

Continue to advance US Supplier Diversity and Inclusion programme

By 2020

Reduce risk by ensuring adherence to our Supplier Code of Conduct through training, auditing and remediation; strengthening supplier relationships through partnerships and support for supplier diversity

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.

2016 Objectives

- Embed new environmental targets with key stakeholders
- Purchase renewable electricity equal to 60% of global consumption
- 25% of reporting locations to achieve five or more new Group Environmental Standards

Key issues in this section

- 56 Why
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Our environmental audit programme is not only about having the right procedures in place, it's about influencing employee behaviour. Pursuing ISO14001 certification creates awareness of the issues and can persuade employees to make better choices on commuting, waste, water and reducing our CO₂ emissions.”

Wouter Van de Bank, Manager of Mail & Print Services,
Elsevier, Netherlands

How are we benefitting the environment?

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 2016, continued our involvement with the Aldersgate Group, which engages with the UK government on environmental issues. In the year, we were a signatory to a letter to key government ministers reaffirming the importance of the UK's low carbon economy, supporting the Paris Climate Agreement and maintaining strong UK action on climate change.

Environmental risks and opportunities

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

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

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

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

Read more about our material environmental risks and opportunities.

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Managing our impact

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

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



Our best environmental impact: environmental knowledge

In producing our products and services we have an impact on the environment in areas such as carbon emissions, energy and water usage. But arguably bigger and more important is our growing portfolio of environmental products and services which spreads good practice, encourages debate and aids researchers and decision makers.

The most recent results from the independent market analysis system show our share of citations in environmental science represented 33% of the total market and 64% in energy and fuels.

Scientific, Technical & Medical

In 2016, Elsevier published 420,000 articles and launched 64 new journal titles, further expanding the scientific record. New in 2016 were Green Energy & Environment, the official journal of the Institute of Process Engineering of the Chinese Academy of Sciences, and Sustainable Environment Research, an open access journal covering environmental science and technology.

Elsevier introduced eight alternative and renewable energy books at ASME Power & Energy Conference & Exhibition in Charlotte, North Carolina which focuses on power generation and energy sustainability.

Risk & Business Analytics

In 2016, Risk & Business Analytics' New Scientist reported on climate issues throughout the year and twice as a cover story. They also held New Scientist Live, focused on science and human life, which attracted more than 22,000 visitors; they also held the Reinventing Energy Summit, attended by 170 international delegates.

Legal

MLEX, a subsidiary of LexisNexis Legal & Professional, released free editors picks, sharing articles and audio podcasts covering energy policy and climate goals under the UN Paris climate agreement.

In the year, LexisNexis also published, among other environmental content, Tolley's Environmental Law and Procedures Management, covering environmental compliance, policy and audit planning; Environmental Law Practice Guide covering the spectrum of US federal and state environmental law; and Environmental Law in New York, a monthly digital newsletter on New York environmental statutes, regulations, court decisions and administrative rulings.

Exhibitions

Reed Exhibitions organised 30 conferences and trade fairs on the environment, such as Pollutec which showcased sustainable cities, industry, aquatic environments, coastlines and agriculture, attracting 2,206 exhibitors and more than 60,000 visitors. To promote innovation, there were Inno Spots – dedicated spaces to bring together organisations interested in knowledge sharing and collaboration.

The second PSI Sustainability Awards (images above) were organised by PSI, the largest European trade show for the promotional products industry; winners included Manaomea GmbH which produces pens made from textile waste.

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in this section

Our global EMS is aligned to the requirements of ISO 14001. We provide our facilities teams an EMS Implementation Pack containing documentation, training and audit materials to aid the certification process. In 2016, six locations used it to achieve certification to the new ISO14001:2015 standard (equating to 15% of our business by employee count). We are committed to increasing certification in 2017 and beyond. Green Teams, employee-led environmental groups representing nearly 15,000 employees in over 40 key facilities, help us implement our EMS and achieve environmental improvements at the local level.

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

Although all our environmental impacts are important, we prioritise climate change, minimising the use of natural resources and waste generated in our own operations. Throughout 2016, 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.



“

The twin benefits of good business and environmental management are demonstrating to our stakeholders that we are taking responsibility for our impact on the planet – never more critical than today – while realising efficiencies that translate into cost savings.”

Nick Luff CFO and Chief Environmental Champion

2016 Environmental Performance

	Absolute performance			Intensity ratio (absolute / £m revenue)		
	2016	variance†	2015	2016	variance†	2015
Scope 1 (direct emissions) tCO ₂ e	7,966	7%	7,446	1.16	-7%	1.25
Scope 2 (location-based emissions) tCO ₂ e*	91,913	-4%	95,947	13.33	-17%	16.07
Scope 2 (market-based emissions) tCO ₂ e*	32,153	-	-	4.66	-	-
Total energy (MWh)	195,556	-6%	207,093	28.36	-18%	34.68
Water (m ³)	337,889	0%	337,645	49.00	-13%	56.55
Waste sent to landfill (%)**	24%	-1%pts	25%	0.25	-23%	0.32
Production paper (t)	46,128	-10%	51,285	6.69	-22%	8.59

* This is the first time market-based emissions have been reported in compliance with the updated GHG Protocol guidance.
See our reporting guidelines and methodology for more details.

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

† Approximately 11% of the improvement in the intensity ratios is due to currency movements.

Actual environmental data covers 82% of our occupied floor space. Where we are unable to obtain reliable data, for example from small serviced offices, we estimate energy consumption, water usage and waste based on actual data from our portfolio. In this way our reported data covers all operations, for which we have operational control, for a full calendar year.

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

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



Linked to SDG12: Responsible Consumption and Production

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

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Targets and standards

We are a Science Based Targets Committed Company and set our carbon reduction target using the Sectoral Decarbonisation Approach designed by CDP, the UN Global Compact, the World Resources Institute and WWF. It aligns our carbon reductions with those deemed necessary by climate scientists in order to avoid the worst impacts of climate change. Progress 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 volume of water we use. We also aim to reduce the amount of waste we produce and to increase the percentage of waste diverted from landfill in alignment with circular economy principles.

Environmental Targets		
Focus area	TARGETS - 2020	2016 performance
Climate Change	Reduce Scope 1 and 2 location-based carbon emissions by 40% against a 2010 baseline	-37%
Energy	Reduce energy and fuel consumption by 30% against a 2010 baseline	-29%
Energy	Purchase renewable electricity equivalent to 100% of RELX Group's global electricity consumption	62%
Waste	Decrease total waste generated at reporting locations by 40% against a 2010 baseline	-44%
Waste	90% of waste from reporting locations to be diverted from landfill	88%
Production paper*	100% of RELX Group production papers, graded in PREPS, to be rated as 'known and responsible sources'	100%
Environmental management system	Achieve ISO14001 certification for 50% of the business by 2020	15%

*All paper we graded in 2016 – 92% of total production stock – was graded 3 or 5 stars (known and responsible sources) with the exception of 0.02% of the total which achieved a grading of 1 star.

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

100%

RELX Group production papers, graded in PREPS,
rated as 'known and responsible sources'

Enhanced Environmental Standards

Performance standards

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

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

Management Standards

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

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

Read more about the Enhanced Environmental Standards

In 2016 we made all employees aware of our Environmental Standards, which create positive competition between offices, in the CFO's annual communication for World Environment Day. 33% of reporting locations achieved five or more Enhanced Environmental Standards and achieved Green status. Those locations achieving seven or more standards are designated as Green+ and are the best performing sites within the business. These new more challenging performance standards mean fewer locations meet the standards, but we expect achievement to increase over time.

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

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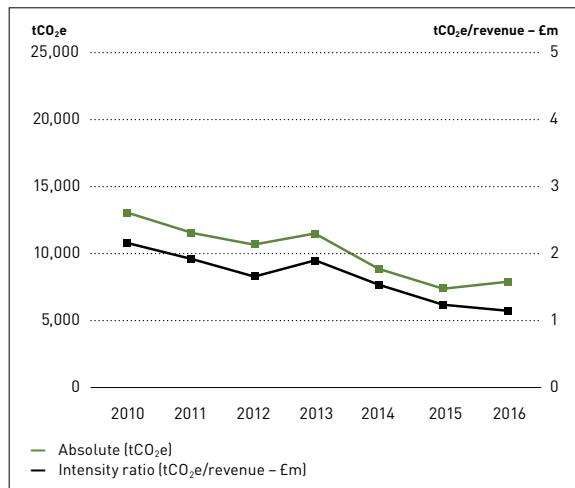
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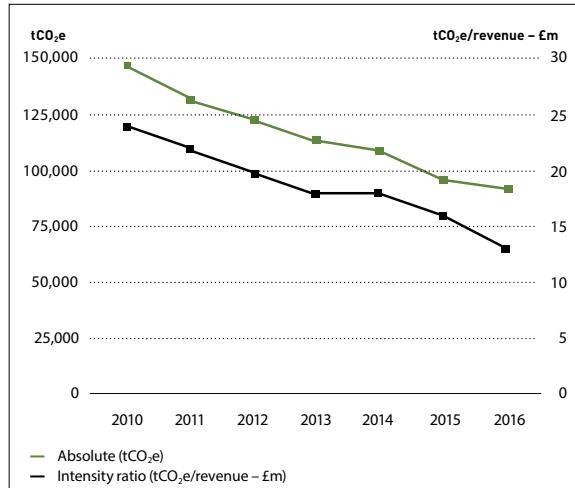
Climate Change

2016 climate change performance

SCOPE 1 (DIRECT) EMISSIONS



SCOPE 2 (LOCATION-BASED) EMISSIONS



Scope 2 (location-based) emissions are responsible for our greatest share of operational GHG emissions; efficiency projects in data centres and office locations and continued consolidation of space led to a 37% reduction in absolute terms and 45% in emissions intensity since 2010.

Climate change focus

15%

Of the company by headcount certified to ISO14001

11k

Meetings held via video conference as an alternative to travel

23

Charging stations for electric vehicles at Reed Messe Wien Exhibition and Conference Centre, making it one of Austria's largest recharging stations

We report emissions according to the GHG Protocol. Total Scope 1 emissions increased by 7%, due primarily to a refrigerant problem at one location, which has now been addressed. Car fleet emissions, which constitute nearly half of our Scope 1 emissions have reduced 47% since 2010. We have reduced Scope 1 emissions by 39% since 2010.

The GHG Protocol has new categories for reporting Scope 2 emissions: location-based and market-based factors (replacing gross and net emissions), in order to clarify reporting on renewable energy. We have measured 2016 performance against targets using location-based emissions (equivalent to gross emissions) and will not be restating figures from previous years.

Scope 3 business travel data is collected through our travel provider, BCD, and covers 90% of our operations by revenue. We use the Radiative Forcing (RF) emissions factors provided by the UK Department for Environment, Food & Rural Affairs for calculating business travel emissions which take account of the full environmental impact of air travel (such as water vapour, contrails, nitrogen and oxide emissions).

Scope 3 other

In 2016, 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 more than seven times larger than our total location-based emissions (Scope 1, Scope 2 and Scope 3 business travel)

Home-based employees

Some 11% of our workforce is home-based and we calculate the impact they have using reimbursement rates from the UK's HM Revenue and Customs for home working and the average 2016 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 47% of our workforce over two years and extrapolated results to cover 100% of employees. Through the Group's Environmental Standards programme, 63% of employees were covered by a local travel plan in 2016. Actions from the travel plans, required in our Environmental Standards Programme include publishing information on public transport links, promoting commuter loan schemes and encouraging carpooling.

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

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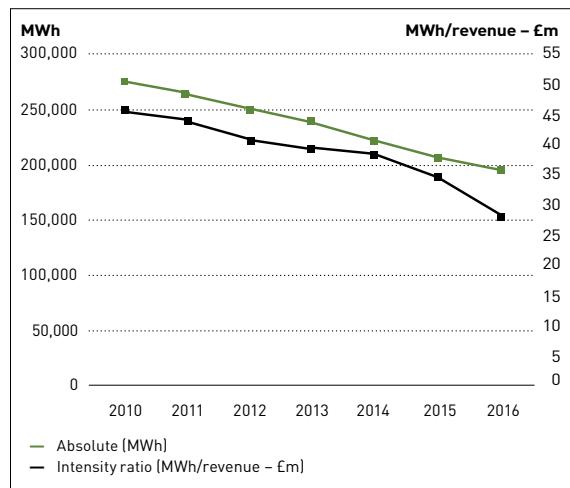
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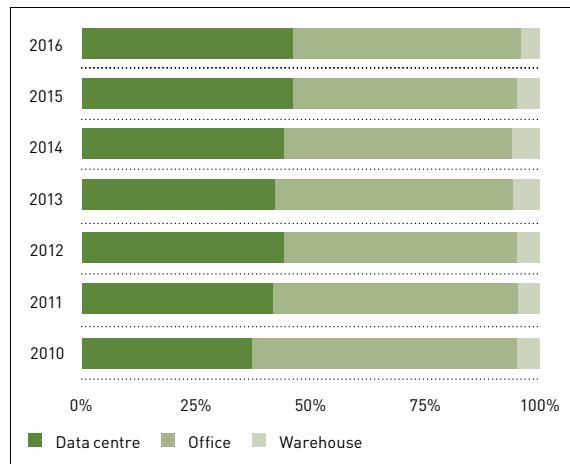
Energy

2016 energy performance

ENERGY USAGE



ENERGY SPLIT BY BUILDING TYPE



62%

Of electricity purchased from renewable energy and Green-e certified Renewable Energy Certificates (RECs)

29%

Reduction in energy consumption since 2010

As our businesses predominantly occupy leased locations with few opportunities for onsite generation, we rely on green tariffs and RECS, while we continue to pursue renewable energy supply at more of our locations. Our goal is 70% of our electricity from renewable sources and RECs in 2017; reaching 100% by 2020.

Energy use at our data centres is now responsible for 46% of total energy usage (offices account for 50% and warehouses 4%). Data centre efficiency therefore remains of critical importance with upgrades to efficient hardware and the engineering services that support our data centres.

Energy leadership

In 2016, we were judged a **Leader** by the US Environmental Protection Agency's Green Power Partnership

8

Large US locations hold an EPA Energy Star certification

Usage

We utilise electronic meters to better monitor and manage energy usage at our offices

RE100

We are a member of RE100 which promotes corporate purchase of renewable energy

Key initiatives have included upgrading lighting, moving to LED fittings, installing daylight and motion sensors, installing new air economisers to maximise fresh air for cooling and running local campaigns to promote energy conservation.



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

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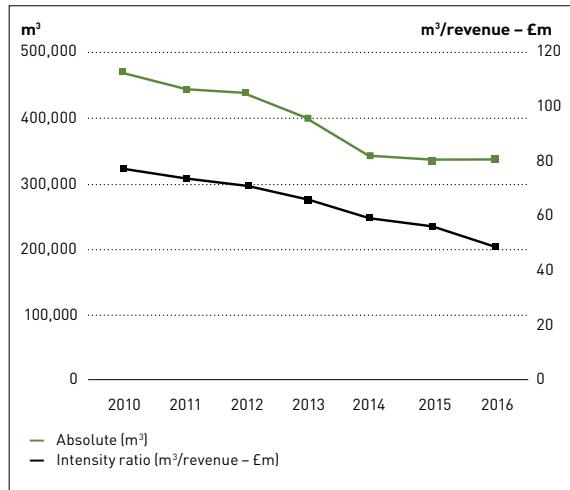


SDGs discussed in this section

Water

2016 water performance

WATER CONSUMPTION



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

28%

Reduction in water consumption since 2010

76%

Waste diverted from landfill from all locations

Water usage remained constant between 2015 and 2016. Our primary water impacts occur in our supply chain, particularly in regard to paper suppliers, from whom we gather water data through PREPS. We also survey suppliers directly to assess their water footprint (the process involves assumptions and unassured data but gives a useful indicative picture).

We engage with internal water experts who produce water-related content, an area of organic growth for our business. In 2016, we offered customers 46 peer-reviewed journals in aquatic sciences, including the Journal of Hydrology. We also released two water-related Virtual Special Issues (where we select a theme and make papers freely available online for a period of time): one on oceans for World Oceans Day and one on Better Water, Better Jobs for UN Water Day highlighting safe and sustainable water management as a precondition for health and well-being.

We are a member of the UN Global Compact CEO Water Mandate, which brings together businesses to address the challenges posed by water quality and scarcity for communities and ecosystems. At their World Water Week conference, we released Waterscape, looking at the state of water science.

In 2016, we participated in CDP's Water Programme as a voluntary participant, and were awarded a score of B for our disclosure.



Linked to SDG 6: Clean Water and Sanitation

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

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

Poor access to decent sanitation leads to disease and environmental degradation. The 2016 RELX Group Environmental Challenge \$50,000 first prize winner, UK-based Loowatt Ltd., is working to address the challenge in Madagascar. They have developed a proprietary waterless and energy-generating toilet system that is clean and odourless, creating social and environmental benefits that include water savings, carbon emissions reduction, improved health and job creation.

Loowatt's patented core technology can fit into toilets of any shape or size and seals human waste into biodegradable polymer film. These are then emptied into an anaerobic digester where it is converted into natural gas or fertiliser – creating local jobs and revenue streams. With support from the Environmental Challenge, Loowatt will continue to scale its solution in the country's capital city, Antananarivo, working with local manufacturers to produce toilet refills. This will create jobs and revenue streams for the city residents while supporting Loowatt's ambition for its technology to serve over 2m customers a day in developing markets.

The RELX Group Environmental Challenge is open to individuals or organisations operating in the not-for-profit and for-profit sectors. Projects must advance sustainable access to safe water where it is presently at risk and/or access to improved sanitation, and must be replicable, scalable and sustainable among other criteria.

To date, we have awarded approximately \$400,000 through the RELX Group Environmental Challenge, which aligns with SDG 6 recognising the human right to water and sanitation.

Applicants gain access to relevant RELX Group products, such as Water Research, that can help in the preparation of their submissions. They also can gain access to LexisNexis Risk Solutions' open source high performance computing (HPCC) resource, to allow them to process large amounts of research data. Winning project teams receive free access for one year to ScienceDirect, Elsevier's database of full text, scientific information, including over 370,000 articles in environmental science, and are featured in Water Research.

The distinguished judging panel included Dr Mark van Loosdrecht, Professor of Biochemical Engineering, Delft University of Technology; Hanny Mass, Programme Manager of the Dutch WASH Alliance; Dr Prasad Modak, Executive President of the Environmental Management Centre in India; Professor Gang Pan, Research Center for Eco-environmental Sciences, Chinese Academy of Sciences; and Katherine Purvis, Commissioning Editor and journalist with the Global Development Professionals Network at the Guardian, which was our 2016 Environmental Challenge media partner.

 [Read more about the RELX Group Environmental Challenge.](#)



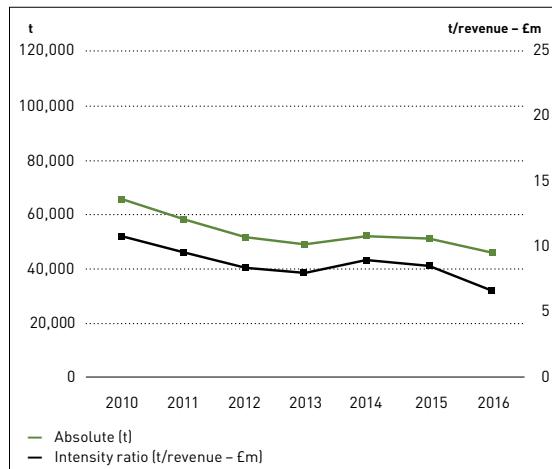
SDGs discussed in this section

Paper

We have decreased our use of production paper by 30% since 2010 as we deliver more of our products online, reflecting a circular economy approach to conducting our business. We continue to reduce waste and the environmental impact of producing our products through measures such as smaller print runs, litho over digital printing, print on demand and lighter papers where possible.

2016 paper performance

PRODUCTION 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 2016, we used approximately 300t of office paper (some 2,000 sheets per person). To reduce levels, we have set a target of 2,800 sheets per person in our enhanced Environmental Standards programme. We continue to roll out multifunction devices for printing, scanning and copying, and, by removing stand-alone printers, we decrease energy as well as paper use.

Focus on sustainable paper

Our Paper Policy – and a related new environmental target – commits us to buying paper with recycled and certified content, starred 3 or 5 in PREPS wherever possible.

With the support of our paper suppliers, by the close of 2016, 92% of our papers by weight were graded on PREPS, 100% of which achieved grade 3 or 5, with the exception of 0.02% of the total which achieved a grading of 1 star.

While papers are being assessed and tested, they do not receive a PREPS grade; we classify papers as ungraded—even if a paper's certification status guarantees a five star grade—until they are officially listed with a grade in PREPS.

PREPS is now the largest paper database in the world with over 1900 paper and board brands from more than 200 active mills; our paper is graded by PREPS as time allows. Our procurement colleagues receive regular training on the PREPS database.

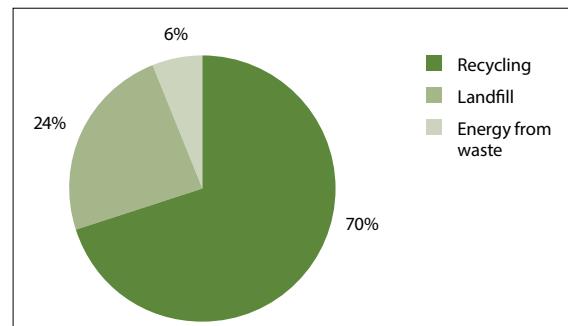
Waste

We reduced the total waste we generated by 7% (7,107t in 2016 vs 7,604t in 2015). Of this, 70% was recycled and 76% diverted from landfill through recycling, composting and the generation of energy from waste. We do not produce any material amounts of hazardous waste.

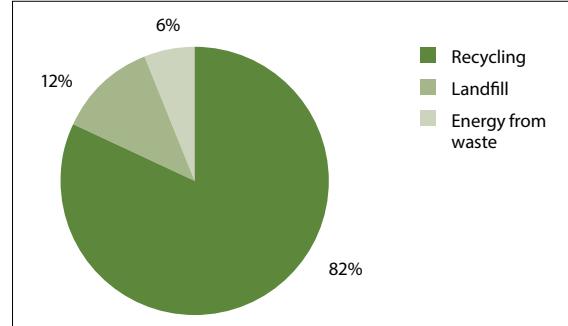
As the majority of our offices are leased and situated in shared buildings, we work closely with managing agents and landlords as well as waste contractors to understand our waste performance. Where complete measurements are not available, we use a methodology to calculate waste based on weight sampling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

2016 waste performance

WASTE (ALL LOCATIONS)



WASTE (REPORTING LOCATIONS)



A new life for old equipment

Defunct hardware and other electronic waste is disposed of according to regulations and is only recycled if it cannot be reused. Through a partnership with charity Camara, UK computer equipment we no longer need is reused at schools in Zambia, Tanzania, and Lesotho (including 470 computers and 180 monitors). Camara tell us our equipment donations have benefitted over 12,000 children so far.

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Passion for the environment: employees make a difference

Colleagues across the business participated in our Annual Shoe Drive, donating old shoes to organisations that provide them to recipients in the developing world or sell them to raise funds; 9,245 shoes were diverted from landfill and donated by colleagues at 13 locations; the winning location was Elsevier in San Diego, which gave the \$1,000 prize to Corazon de Vida, a children's home in Mexico, colleagues have supported for more than 10 years.

The LexisNexis Legal & Professional Dayton Green Team won first place in the Bring Your Green Award for their Reduce, Reuse, Recycle—Rethink waste campaign, winning \$25,000 to seed fund additional environmental sustainability efforts; competing against 200 other businesses, and with support from partners such as facilities company Newmark Grubb Knight Frank, they were commended for achieving 19% reductions in energy consumption and 69% of waste diverted from landfill. The Kick the Can programme encouraged all employees to use a central trash and recycling point with 63% of employees taking part.

The Elsevier Exeter Team reviewed their waste arrangements, installing new signage and a dedicated battery collection point; they also celebrated a more sustainable Christmas holding a 'Green Christmas Decorations' competition where each team was encouraged to decorate their office zone using only recycled or reused decorations; they also created a Christmas tree out of recycled magazines to display in the office.

The Reed Exhibitions Australia team won Best Corporate Citizenship category in the Exhibition and Event Association of Australasia awards for reducing environmental waste from shows.

The RE Philippines Green Team, with 118 members, ran a number of initiatives throughout the year as part of their Seeds For The Future programme which included tree planting in multiple locations; they also donate obsolete office supplies to a local school.

Reed Exhibitions Paris partnered with a local kayak club and environmental charity, AHTARAME on a River Seine clean-up. Colleagues boarded two seater kayaks to remove items such as bicycles, clothes, and plastics from the river, filling 17,200 litre bin bags with various objects such as a rusty bike, plastic bags, clothes, blankets, plastic and glass bottles; the event was funded through the 2016 RELX Group Green Heroes competition, which provides funding for Green Team initiatives and environmental volunteering.

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

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.

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2017 objectives

35% of reporting locations to achieve five or more new Group Environmental Standards

Purchase renewable electricity equal to 70% of RELX Group's global electricity consumption

Achieve ISO 14001 Environmental Management System certification at three additional locations

By 2020

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

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Appendix 1 – 2016 Stakeholder engagement examples

Stakeholder group	Importance	Engagement
Employees	Our people are essential to our success; we must attract, retain and develop the best employees; hearing directly from them is an important driver for improvement	We involve some 800 colleagues across the Group in CR networks. In 2016, we established new cross-business working groups including: an internal focus group for the RELX SDG Resource Centre; a taskforce comprising HR business partners for the Women in Technology mentoring programme; the Disaster and Emergency Relief Working Group; and Modern Slavery Act Working Group We received more than 3800 responses from colleagues on the positive impact of volunteering through our global community programme, RE Cares
Investors	Regular engagement helps investors understand the CR issues that affect our business and how we address them	Direct meetings on CR with institutional investors; completed numerous CR-related surveys and information requests, including CDP, Dow Jones Sustainability Index and VBDO
Customers	The growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them	Surveyed more than 150,000 customers through Net Promoter Score (measuring customer advocacy) and business dashboard programmes; involved customers in user-centred design; provided customers with details on our CR activities in response to requests for information; involved customer-facing staff through CR as a Sales Tool activities, encompassing new video content
Government	Governments set the external environment in which we operate, not least through laws, regulation and advice; engagement allows us to follow important developments and share our company perspective	One-to-one communication with governments as well as through networks such as the European Network for Sustainable Business; the UK Aldersgate Group; the UK All Party Parliamentary Corporate Responsibility Group; the responsible business section of the International Chamber of Commerce; and the Business Tax Forum, a UK HM Revenue and Customs committee Attended the UN Climate Agreement ratification ceremony, and presented at the launch event for the UNDP's Global Alliance for Reporting Progress in Promoting Peaceful, Just and Inclusive Societies
Suppliers	We must ensure our suppliers meet the same ethical standards we set for our corporate behaviour	We engaged with approximately 400 key suppliers through our Socially Responsible Supplier programme, encompassing Supplier Code of Conduct awareness activities, training, audits, remediation and surveys; further embedded our US Supplier Diversity programme, identifying and inviting tenders from diverse suppliers and providing feedback
Non-governmental organisations (NGOs)	NGOs have expert knowledge in a range of areas and can inform best practice performance	Focussed on key issues with NGOs such as renewable energy through RE100, and education for all through our global fundraising project with SOS Children's Villages, 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 Responsible Media Forum, Global Business Coalition for Education, Business in the Community, Publishers' Database for Responsible Environmental Paper Sourcing, Publishing Industry Product Safety Forum and the Uptime institute
Communities	Our 'licence to operate' depends on good relations with communities around the world	Through our global community programme, RE Cares, 39% of staff volunteered with charities; centrally, as a donor, we engaged with more than 69 community organisations

Appendix 2 – LBG assurance statement 2016

Corporate Citizenship has been asked by RELX Group to review its use of the LBG model for measuring corporate community involvement activity during 2016.

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

As managers of LBG, we have worked with RELX Group to ensure its operations understand the LBG model and have applied its principles to the measurement of community investment programmes in 2016. Having conducted an assessment, we are satisfied that the data reflect LBG principles. Our work has not extended to an independent audit of the data.

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

Commentary

Data collection process

Overall, RELX Group's system for collecting data is strong and consistent, and has a robust system of review to ensure the integrity of the data. The data is primarily gathered from finance and HR reports, as well as a low level of manual input. A network of colleagues from across RELX Group is responsible for collecting and reviewing the data, which then undergoes further review from the central CR team before being signed off by divisional finance teams.

Understanding beneficiaries

RELX Group has made significant improvements in its ability to understand the end beneficiary of its employee volunteering initiatives. This not only allows for a greater level of scrutiny over its employee volunteering activities, but can also feed into its overall management approach to its community investment activities. Our review has identified a small number of areas where further improvements could be made to this process.

Understanding impacts

RELX Group has begun to collect impact data for its community investment activities. This will, in time, allow it to understand the changes that occur to beneficiaries as well as employees and the business through its community investment activities. This will also help it to understand the efficacy of its initiatives further. Going forwards, the challenge for RELX Group is to ensure that it can apply the same level of rigour to its impact data as it does its other community investment data.

Corporate Citizenship

www.corporate-citizenship.com

February 2017

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Appendix 3 – EY assurance statement 2016

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Independent Assurance Statement to RELX Group plc Management

We have performed a limited assurance engagement on selected performance data presented in the RELX Group plc ("RELX Group") 2016 Corporate Responsibility Report ("the Report").

Respective responsibilities

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

Our responsibility, in accordance with our engagement terms with RELX Group management, is to carry out a 'limited level' assurance engagement on the selected data ("the Subject Matter Information¹") outlined under the following headings in the Report:

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

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

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

Completeness

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

Consistency

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

Accuracy

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

Summary of work performed

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

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

Limitations of our review

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

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

The scope of our engagement was limited to the reporting period, and therefore 2016 performance only.

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

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 was applied by management.

¹ Individual data points contributing to the Subject Matter Information are marked with "^\n" in the 2016 key CR data on page 10 of the Report

Our independence

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

We confirm annually to RELX Group whether there have been any events including the provision of prohibited services that could impair our independence or objectivity. There were no such events or services in 2016. 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

9 March 2017

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Appendix 4 – Global Reporting Initiative Index

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

The table below indicates how this report aligns with the GRI G4 comprehensive guidelines.

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

G4 CONTENT INDEX

GENERAL STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker of the organisation.	4	
G4-2	Description of key impacts, risks, and opportunities.	10–11	
ORGANISATIONAL PROFILE			
G4-3	Name of the organization.	1	
G4-4	Primary brands, products, and services.	5	
G4-5	Location of organisation's headquarters.	23+	
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	AR: 194	
G4-7	Nature of ownership and legal form.	5, 23+	
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	5; AR: 7–39	
G4-9	Scale of the reporting organization.	5	
G4-10	Total number employees by employment contract and gender; number of permanent employees by employment type and gender; total workforce by employees, supervised workers and by gender; total workforce by region and gender. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed or contract workers. Report any significant variations in employment numbers.	29	
G4-11	Percentage of total employees covered by collective bargaining agreements.	27. The percentage of employees covered by bargaining agreements is managed and monitored at a local level	
G4-12	Describe the organization's supply chain.	51–56	
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	3	
G4-14	Whether and how the precautionary approach or principle is addressed by the organization.	55; AR: 60–63	
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	7–8	
G4-16	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic	7–8	

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

GENERAL STANDARD DISCLOSURES

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

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Profile Disclosure	Disclosure	Location of disclosure
G4-40	Process for determining the qualifications and expertise of the members of the highest governance body	AR:71-72
G4-41	Processes in place for the highest governance body to ensure, that conflicts of interest are avoided	AR:80
G4-42	Roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals	AR:71
G4-43	The measures taken to develop and enhance the highest governance body's collective knowledge	AR:75
G4-44	Processes for evaluating the highest governance body's own performance	AR:77-78
G4-45	Procedures of the highest governance body for overseeing the organization's identification and management of performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct and principles	AR:70+
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	AR:107
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	AR:71+
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	6
G4-49	The process for communicating critical concerns to the highest governance body	6; AR:107-108
G4-50	The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	AR:107-108
G4-51	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance	AR: 95
G4-52	The process for determining remuneration; whether remuneration consultants are involved	AR:81+
G4-53	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	AR: 77
G4-54	The ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	AR: 106
G4-55	The ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	AR:106
ETHICS AND INTEGRITY		
G4-56	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	24+
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	24+
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	24+

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SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
Economic			
G4-DMA	General management approach	5	
ECONOMIC PERFORMANCE			
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee wages and benefits, payments to providers of capital, payments to government (by country) and community investments;	5, 25, 46; AR: 2, 54–55	Corporate Citizenship provided LBG methodology assurance for community data
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	58+	
G4-EC3	Coverage of the organization's defined benefit plan obligations.	AR: 130+	
G4-EC4	Significant financial assistance received from government.	We received no significant financial assistance from government	
MARKET PRESENCE			
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation		
G4-EC6	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation		
INDIRECT ECONOMIC IMPACTS			
G4-EC7	Development and impact of infrastructure investments and services supported	7–8, 45–51	Corporate Citizenship provided LBG methodology assurance for community data
G4-EC8	Significant indirect economic impacts, including the extent of impacts	7–8, 45–51	Corporate Citizenship provided LBG methodology assurance for community data
PROCUREMENT PRACTICES			
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	52–56	
Environment			
G4-DMA	General management approach	58–67	
MATERIALS			
G4-EN1	Materials used by weight or volume.	We report on paper, our significant material – 66	Yes
G4-EN2	Percentage of materials used that are recycled input materials.	We report on paper, our significant material – 66	Yes

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SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
ENERGY			
G4-EN3	Energy consumption within the organization	63	Yes
G4-EN4	Energy consumption outside of the organization	63	
G4-EN5	Energy intensity	63	Yes
G4-EN6	Reduction of energy consumption	63	Yes
G4-EN7	Reductions in energy requirements of products and services	63	
WATER			
G4-EN8	Total water withdrawal by source.	64	Yes
G4-EN9	Water sources significantly affected by withdrawal of water.	64	
G4-EN10	Percentage and total volume of water recycled and reused.	64	
BIODIVERSITY			
G4-EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	66- RELX Group is a predominantly office-based organisation. The majority of our locations are in cities	
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	66	
G4-EN13	Habitats protected or restored.	66	
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	66	
Environment			
EMISSIONS			
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	60	Yes
G4-EN16	Indirect greenhouse gas (GHG) emissions (Scope 2)	60	Yes
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	62	Yes
G4-EN18	Greenhouse gas (GHG) emissions intensity	60	Yes
G4-EN19	Emissions of ozone-depleting substances (ODS)	60	Yes
G4-EN20	Emissions of ozone-depleting substances by weight	62	Yes
G4-EN21	NOx, SOx, and other significant air emissions	RELX Group do not have other significant air emissions	
EFFLUENTS AND WASTE			
G4-EN22	Total water discharge by quality and destination	Our water discharge is through municipal systems	
G4-EN23	Total weight of waste by type and disposal method	64	Yes
G4-EN24	Total number and volume of significant spills	64	
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	64	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	64-66	

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SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure*	External Assurance
PRODUCTS AND SERVICES			
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	57–68	
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	66	
COMPLIANCE			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	We had no significant fines in the reporting period	
TRANSPORT			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	60	
OVERALL			
G4-EN31	Total environmental protection expenditures and investments by type.	This is managed and monitored at a local level	
SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	51–53	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	51–54	
ENVIRONMENTAL GRIEVANCE MECHANISMS			
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	We had no grievances in the reporting period	
Labor Practices and Decent Work			
G4-DMA	General management approach	26–34	
EMPLOYMENT			
G4-LA1	Total workforce by employment type, employment contract and region	29	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	24+ ; RELX Group complies with all applicable national laws	
G4-LA3	Return to work and retention rates after parental leave, by gender	This is managed and monitored at a local level	
LABOR/MANAGEMENT RELATIONS			
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	This is managed and monitored at a local level	
Labor Practices and Decent Work			
OCCUPATIONAL HEALTH AND SAFETY			
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	32	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	33–34	Yes
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	33	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	33–34	

SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure
TRAINING AND EDUCATION		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	32
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	32
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	32
DIVERSITY AND EQUAL OPPORTUNITY		
G4-LA12	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	29; AR: 73
EQUAL REMUNERATION FOR WOMEN AND MEN		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	This is managed and monitored at a local level
SUPPLIER ASSESSMENT FOR LABOR PRACTICES		
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	52–54
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	52–53
SUPPLIER ASSESSMENT FOR LABOR PRACTICES		
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level
Human Rights		
G4-DMA	General management approach	24–25, 28, 50
INVESTMENT		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	24+, 50+
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	24, 50
NON-DISCRIMINATION		
G4-HR3	Total number of incidents of discrimination and actions taken	This is managed and monitored at a local level
FREEDOM OF		
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	54–55
CHILD LABOR		
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	54–55
FORCED OR COMPULSORY LABOR		
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	54–55
SECURITY PRACTICES		
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	24–25, 54–55

SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure
Human Rights		
INDIGENOUS RIGHTS		
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken	This is managed and monitored at a local level
ASSESSMENT		
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	This is managed and monitored at a local level
SUPPLIER HUMAN RIGHTS ASSESSMENT		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	53–54
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	52–54
HUMAN RIGHTS GRIEVANCE MECHANISMS		
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level
Society		
G4-DMA	General management approach	24–25
LOCAL COMMUNITIES		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	46–49 Corporate Citizenship provided LBG methodology assurance for community data
G4-SO2	Operations with significant actual or potential negative impacts on local communities	65–66
ANTI-CORRUPTION		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	24–25
G4-SO4	Communication and training on anti-corruption policies and procedures	24–25
G4-SO5	Confirmed incidents of corruption and actions taken	24–25
PUBLIC POLICY		
G4-SO6	Total value of political contributions by country and recipient/beneficiary	25
ANTI-COMPETITIVE BEHAVIOR		
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	This is managed and monitored at a local level
COMPLIANCE		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	RELX Group had no significant fines in the reporting period

SPECIFIC STANDARD DISCLOSURES

Profile Disclosure	Disclosure	Location of disclosure
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY		
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	53–54
G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	52
GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY		
G4-S011	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	This is managed and monitored at a local level
Product Responsibility		
G4-DMA	General management approach	36–42
CUSTOMER HEALTH AND SAFETY		
G4-PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	32, 58+
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	This is managed and monitored at a local level
PRODUCT AND SERVICE LABELLING		
G4-PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	36–44
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	24–25
G4-PR5	Results of surveys measuring customer satisfaction	39
MARKETING COMMUNICATIONS		
G4-PR6	Sale of banned or disputed products	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	
CUSTOMER PRIVACY		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	
COMPLIANCE		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	RELX Group had no significant fines in the reporting period

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Credits

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

We print other key corporate documents. The 2016 Annual Reports and Financial Statements is printed using paper containing a minimum of 75% recycled content, of which 100% is de-inked post-consumer waste. All of the pulp is bleached using an elemental chlorine free process (ECF). Printed in the UK by Pureprint using their alcofree® and pureprint® environmental printing technology; vegetable inks were used throughout. Pureprint is a CarbonNeutral® company. Both manufacturing mill and printer are ISO 14001 registered and are Forest Stewardship Council® (FSC) chain-of-custody certified.

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