



Wolters Kluwer

2018 Sustainability Data

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Introduction to the Sustainability Data

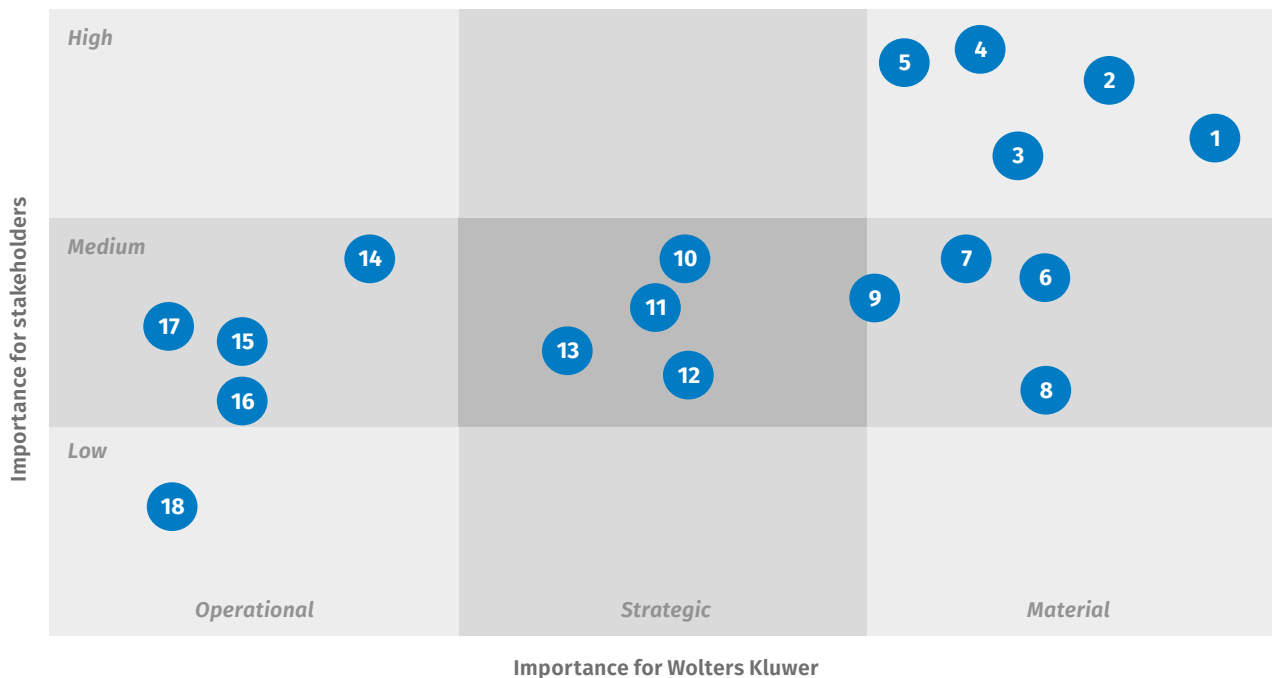
“We focus on the world’s most critical areas, touching the lives of millions of people. Our work helps to protect people’s health and prosperity, and contribute to a safe and just society. Sustainability is at the heart of our growth strategy and drives the way we interact with our stakeholders. We are committed to sustainability as part of our day-to-day business. We are guided by the principles of the United Nations Global Compact, and acknowledge the importance of the Sustainable Development Goals that the United Nations has set for 2030”.

Nancy McKinstry,
CEO and Chairman of the Executive Board Wolters Kluwer

Stakeholder input for Materiality Analysis

Wolters Kluwer continuously identifies economic, social, and environmental topics that are relevant to our business success and are linked to the interests of our stakeholders through our annual materiality analysis. We assess the level of importance of the topics for our stakeholders and Wolters Kluwer and categorize them as operational, strategic, or material. This year, we provide, where applicable, qualitative information and/or data to 18 identified topics in the Annual Report or in this document. The results of our analysis highlight the topics that are most important to the company’s business performance or substantially influence the assessments and decisions of its stakeholders, driving value creation. We capture information from customers, business partners, employees, and investors to identify which topics are material according to each of these stakeholders to revise and update our materiality analysis accordingly.

Materiality Analysis



- | | |
|---|--|
| 1 Customer focus and relationships | 10 Good governance |
| 2 Employee engagement and talent management | 11 Operational excellence |
| 3 Smart capital allocation | 12 Strong brand |
| 4 Product innovation | 13 Responsible and well-managed supply chain |
| 5 Product impact | 14 Diversity and inclusion |
| 6 Editorial quality and integrity | 15 Health, safety, and well-being |
| 7 IP and copyright protection | 16 Community involvement |
| 8 Targetted transparency | 17 Natural resource protection |
| 9 Data protection | 18 Circular economy |

Sustainability data management

We have compiled and gathered our sustainability data with the tools provided by Enablon. Enablon software solutions support hundreds of global industry-leaders and millions of users to increase safety, manage environmental performance, minimize risks, and improve profitability and sustainability. The clear assignment of responsibilities for data contribution, validation, and final sign-off establishes a coherent management system for complete and reliable data. Furthermore, the tool supports the analysis of the data to support the development and implementation of our sustainability strategy. The Corporate Sustainability team works together with various departments such as Procurement, Human Resources, Real Estate, Legal, Group Accounting & Reporting, and Corporate Communications to discuss and establish material topics, policies, processes, and targets, and to collect data from divisions and operating companies within the predefined scope. The Corporate Sustainability team reviews the final data. Each Wolters Kluwer division rolls out its sustainability initiatives based on specific local opportunities and in line with our business focus. These initiatives are required to adhere to our globally-established policies and compliance regulations. To ensure continuity and transparency in our reporting processes and performance, we prepared the reporting in accordance with the International <IR> Framework and the GRI Standard 2016: Core Option. For more information see *GRI Content Index*.

We report data on the last three consecutive years where applicable and provide explanations for the fluctuation in the data trends or the exclusion of data. For new topics, only data for 2018 is provided. The data presented in this report is collected on an annual basis and represents the reporting period from January 1, 2018, through December 31, 2018. The data provided in the resource efficient operations paragraph (under the Our Society section) is reported with a lag of one year to allow for the delay in accessing this information.

These are our scoping guidelines for our sustainability data:

- We collect data from countries that represent at least 1% of the group's revenues or 1% of Full-Time Equivalents (FTEs)
- Where we report data in euro, currencies are converted using the financial year's average exchange rate

The table below provides an overview of the specifications per topic:

Chapter	Section	Specification
Our Employees	All sections	Data is collected centrally
Our Society	Resource efficient operations	<p>1 Data is collected as follows:</p> <ul style="list-style-type: none"> • Europe and Rest of World (ROW): facilities that cover more than 1,000 m² • North America (N.A.): owned properties • We extrapolate for offices smaller than 1,000 m² in Europe and ROW and for leased offices in N.A. <p>2 Data expressed 'per FTE' (emissions from energy consumption, waste production, water consumption) is based on the average number of FTEs</p> <p>3 CO₂ emissions from electricity are calculated with location-specific conversion factors, which are adjusted annually based on the newly released conversion factors of the International Energy Agency (IEA) for electricity conversion factors. CO₂ emissions from heating sources are calculated from source-based conversion factors from the Guidelines to Defra/DECC's GHG Conversion Factors for Company Reporting.</p>
	Business air travel	<ul style="list-style-type: none"> • Data is collected per country • CO₂ emissions from business travel are calculated from source-based conversion factors from the Guidelines to Defra/DECC's GHG Conversion Factors for Company Reporting.
	Charitable donations	<p>Cash contribution is collected centrally via the corporate finance department</p> <p>In-kind contributions are collected per division and management overhead is collected globally</p>
Corporate governance	All sections	Data is collected globally, although some exceptions may apply due to local legislation

Please note that selected sustainability information is integrated within the 2018 Annual Report. For more information visit www.wolterskluwer.com

Our Employees

Our innovative and diverse workforce is essential to delivering expert solutions for our customers when it matters most. Every day, our employees help our customers work more effectively and make critical decisions. We continuously strive for an inclusive company culture in which we attract, develop, and retain high-performing, productive, engaged, and diverse talent to deliver on our business strategy.

Sustaining high engagement

Based on our engagement survey feedback, we continued to monitor our progress on actions taken and initiated additional actions for improvement. To strengthen our leadership pipeline, we continued our annual leadership talent review process to understand their skills, capabilities, and career aspirations. Two hundred of our top leadership attended the 2018 Leadership Summit. We globally use a performance management/appraisal scheme based on management by objectives. Performance goals are established by people managers with employee input and performance is assessed based on these goals.

Percentage of group participated in performance management process	2018
Top Management	100%
Managers	99.9%
Employees	99.5%

Below is a summary of our turnover over the past 3 years.

Percentage of turnover per average headcount per year	2018	2017	2016
Voluntary	9.1%	9.3%	8.8%
Involuntary	6.0%	6.1%	5.4%
Natural	-	0.1%	0.2%
Total	15.1%	15.5%	14.4%

Well-being of employees

At Wolters Kluwer, we have implemented health improvement initiatives in several countries. In the United States, Wolters Kluwer offers a comprehensive well-being program – Be Well – which is an incentive-based program designed to encourage employees to make positive overall health choices by taking a holistic view of the individual by offering programs that focus on physical, mental, financial, and social well-being. Be Well offers a variety of programming including on-site health screenings, flu shots, health assessment questionnaire, and health improvement challenges to encourage year-round engagement. Almost half of employees in the United States participated in at least one well-being activity in 2018. Additionally, aggregate data, collected from the annual, self-reported health assessment, showed that program participants improved their physical activity and stress levels from previous years. We are excited by the opportunity to increase program offerings globally due to the increasing importance of well-being as one of the key engagement drivers.

Our Society

As a digital-first organization that provides expert solutions to professionals, we are present where critical decisions are made daily. Sustainability is at the heart of our growth strategy and drives the way we interact with our stakeholders.

Resource efficient operations

Energy Consumption

Energy use is based on electricity, natural gas, heating oil, and district heating. Energy consumption for 2017 has been restated in North America, which resulted in an increase to 89 GWh. Our total energy consumption in 2018 is comparable to 2017. In 2018 several of our offices in Germany, Belgium, and Canada continue using 100% renewable energy contributing to minimizing our environmental footprint.

Energy consumption	2018	2017	2016
Total energy use in GWh	89	89	92
Electricity from renewable sources	16%	16%	14%
Total CO ₂ emissions from energy in metric tons	30,953	31,140	31,527
Tons of CO ₂ emissions from energy per FTE	1.6	1.6	1.7

Waste

Waste production has increased mainly due to one-time clearances at some of our offices. During the clearance at the offices in the UK and the Netherlands paper waste has been sorted, contributing to an increased percentage of our recycled waste.

Waste consumption	2018	2017*	2016
Total waste production in metric tons	4,271	4,172	3,598
Total waste recycled in metric tons	2,597	2,371	2,047
Percentage recycled waste	61%	57%	57%
Waste production in metric ton per FTE	0.23	0.22	0.19

Water

We use efficient water systems in our offices and in the irrigation of our garden areas and we managed to further decrease our water consumption in 2018.

Water consumption	2018	2017*	2016
Total water use in m ³	132,796	143,446	157,435
Water use in m ³ per FTE	7.0	7.6	8.3

Business Travel

Total business travel has decreased for business travel by plane as encouraged in our updated Global Travel and Entertainment Policy. For business travel by plane, relatively more kilometers were travelled in business class than in 2017. This explains the increase in CO₂ emissions from business air travel in metric tons despite the decrease of kilometers (km) travelled by plane. Car travel increased compared to 2017 as the scope for data collected was enlarged.

* Due to restating our information on North America, waste production and water consumption has increased in 2017.

Business travel	2018	2017	2016
Total millions of kilometers travelled by plane	90	99	107
Flight use (km/FTE)	4,816	5,199	5,644
Total thousands of liters of fuel consumed by car travel	2,797	2,434	2,779
Car use (liters/FTE)	150	128	147
Total CO ₂ emissions from business travel in metric tons	19,529	19,304	19,187
Total CO ₂ emissions from business travel per FTE in metric tons	1.05	1.02	1.01

To **COMPENSATE THE CARBON EMISSIONS** produced by the plane travel, Enablon partners with the Office National des Forêts (ONF) in France and in the U.S. For the Trees for Travel initiative, Enablon colleagues participate in tree-planting activities in local communities in the Paris and Chicago areas, where they have planted close to 18,000 trees so far. In 2018 alone, 5,478 trees were planted.

Responsible supply chain

We review our procurement process critically and are striving to achieve an environmentally and socially sustainable supply chain. The six main elements of the Third-Party Management Program include:

1. Governance and Oversight
2. Requirements Definition and Risk Assessment
3. Third Party Selection and Due Diligence
4. Contract Negotiation
5. Ongoing Monitoring and Reporting
6. Termination

We have set new targets for 2019 to continue improving our supply chain responsibility.

Supplier management	Target 2019	2018	2017	2016
Number of suppliers that signed our Supplier Code of Conduct or have an equivalent standard	220	178	144	42
Percentage of centrally managed suppliers that completed the due diligence questionnaire	90%	93%	N/A	N/A
Percentage of major data center suppliers that are certified according to ISO/IEC 27001 standard	100%	100%	N/A	N/A
Percentage of major data center suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	90%	N/A	N/A	N/A
Percentage of major printing products suppliers that have been reviewed per the Wolters Kluwer Third Party Risk Management Standard Monitoring schedule	90%	N/A	N/A	N/A

Community Involvement

We focus on the world's most critical areas, touching the lives of millions of people. Our work helps to protect people's health and prosperity and contribute to a safe and just society. To provide the appropriate support, in form of expertise, effort, solutions, and funding, our community involvement efforts are managed locally. Wolters Kluwer continues to use the London Benchmarking Group (LBG) community support framework. The LBG framework provides the structure to measure and report on our community contributions. It separates donations, costs, and time invested and portrays it in a transparent and reliable manner.



Community contributions in thousands of euros	2018	2017*	2016
Community contributions in cash	597	820	617
Community contributions in kind	497	842	1,765
Management cost related to community contributions	34	32	29
Total	1,128	1,694	2,183

* Cash contribution for 2017 is updated based on restatements made

We have numerous examples of **LOCAL COMMUNITY INVOLVEMENT INITIATIVES**. Our long-term collaboration with the United Nations program Hinari enables communities in need to access our digital health solutions free of charge and has resulted in close to 90,000 downloads in 2018. The World Health Organization set up Hinari together with major publishers to enable low- and middle-income countries to gain access to one of the world's largest collections of biomedical and health literature.

MERCY SHIPS CLINICIANS aboard their floating hospital ship, the Africa Mercy, care for the world's most vulnerable populations. The ship is currently on a nearly year-long mission in the west African country of Guinea, providing free lifesaving surgeries in a region where medical care is very limited. To support Mercy Ships, Wolters Kluwer Health has donated Lexicomp® app subscriptions to ensure clinicians throughout the ship have access to the most current and comprehensive drug information as part of the high quality care they provide. Docked in Conakry, Guinea, the Africa Mercy is the world's largest civilian hospital ship. The ship provides modern healthcare facilities and advanced surgical care to those in desperate need. With only two and one-half physicians per 10,000 people in Africa, many have little or no access to healthcare. The Africa Mercy brings medical teams comprised of volunteers from around the world and sterile operating rooms directly to people who would otherwise go without care. The remarkable floating hospital includes five operating theatres, recovery, intensive care, and low dependency wards—totalling 80 patient beds. Volunteers anticipate providing over 2,000 free surgeries to patients in Guinea during the next 10 months.

ARTIFICIAL INTELLIGENCE (AI) could be considered the most important technological development of our time. For this reason, a National AI course is being launched in the Netherlands in collaboration with various Dutch stakeholders. The National AI course is a free course offered online. Course participants gain knowledge about the principles of AI, its applications, its impact on jobs and society and any ethical questions that may arise. Wolters Kluwer Legal & Regulatory in the Netherlands has partnered with the course and contributed to one of the video cases: AI in Jurisdiction. The video shows how predictive analytics and autotclassification are used in our Expert Solutions and highlights how our products have a positive impact for our customers and on society. In addition to the monetary contribution of € 40,000 and contribution to the video case, as a partner we are also putting effort into generating wider reach and attention for the course. We are promoting it internally and are currently in contact with other partners to explore joint activities and PR for the course.

Corporate Governance

The 2018 Annual Compliance Training Program was launched globally for all employees hired on or before August 1, 2018. Our Annual Compliance Training is in place to ensure we continue to uphold our history of high ethical and legal standards, to protect the security of our information and the information of our customers, and to safeguard the company's reputation. Compliance training is a key element of an effective compliance program. It helps employees to understand how to apply our values, policies, business principles, and our other rules of conduct in their daily work and business dealings with colleagues, clients, suppliers, and other stakeholders. The 2018 Annual Compliance Training Program consisted of the following courses:

1. Wolters Kluwer Ethics Training (business ethics, values, anti-bribery, fair competing, sanctions and export control, data protection, reporting issues)
2. IT Security Awareness Training
3. Mobile Device Security
4. Insider Threat Overview
5. HR Policy Acknowledgement (U.S. only)

Annual Compliance Training	2018	2017	2016
Percentage of active employees worldwide that completed the Annual Compliance Training	99%	97%	97%

To protect the personal data of individuals and customers in the European Union and to keep up with ever-changing technology, as per May 25, 2018, the General Data Protection Regulation (GDPR) came into effect. To make employees aware of new ways of working related to GDPR, we launched a GDPR training in 2018. All our employees based in Europe and other selected employees received the GDPR general awareness training module. Additional GDPR training was assigned based on role and function, including HR, Marketing & Sales, and IT. GDPR and data privacy training will be part of Wolters Kluwer's Annual Compliance Training Program as of 2019.

In case of non-compliance with laws or regulations in the social and economic area, we track significant fines and sanctions finally imposed on Wolters Kluwer legal entities. Through our policies, procedures, and training & awareness programs, we strive to prevent non-compliance.

	2018	2017	2016
Aggregate monetary value of significant fines (€)	26,832	26,952	19,432
Total number of non-monetary sanctions	0	0	0

It is our ambition to deliver high-quality content in an impartial manner, both as a matter of integrity and in the interest of providing the greatest value to our customers. For these reasons, we have incorporated our views on this topic in our business principles, stipulating that editorial independence and freedom of publishing are important values at Wolters Kluwer.

Memberships

L'Association des Editeurs Belges (ADEB, Belgium)	CrossRef (United States)	Zealand)
American Institute of CPAs (AICPA, United States)	District of Columbia Bar Association (United States)	Private Law Libraries (PLL, United States)
Agoria, Federation of Technological Industries (Belgium)	Editors' Association of Canada (Canada)	Professional Scholarly Publishers (United States)
American Bankers Association (Tax and Business Law sections)	Federación de Gremios de Editores de España (Spain)	Risk Management Association (United States)
American Bar Association	Fédération Nationale de la Presse d'Information Spécialisée (France)	Society for Corporate Secretaries & Governance Professionals (United States)
American Chamber of Commerce in the Netherlands	Federgon, Federation of HR Service Providers (Belgium)	Special Libraries Association (United States)
American Marketing Association	Groupement Français de l'Industrie de l'Information (France)	SQL Server Administrators Association (United States)
American Medical Publishers Association	House and Senate Periodical Press Galleries, U.S. Congress (United States)	State Bar Associations (United States)
Association for Corporate Tax and Tax Technology Professionals (ACT, United States)	Illinois CPA Society (United States)	State Bar of Michigan (United States)
American Institute of Certified Public Accountants (AICPA)	Illinois State Bar Association (United States)	State Specific Bankers Associations (United States)
America's SAP Users Group (ASUG)	Independent Community Bankers of America (United States)	Syndicat National de la Presse Professionnelle (France)
American Society of Cost Segregation Professionals (United States)	Institute of Chartered Accountants (Australia)	Syndicat de la Presse Économique, Juridique et Politique (France)
American Medical Student Association (AMSA, United States)	Institute of Management Accountants (United States)	Syndicat de la Presse et des Éditions des Professionnel de Santé (France)
Amsterdam Partners (Netherlands)	International Association of Scientific, Technical & Medical Publishers (STM, Netherlands)	Syndicat de la Presse Médicale (France)
Arbeitsgemeinschaft der rechts- und staatswissenschaftlichen Verlage eV (Germany)	International Facilities Management Association (United States)	Taxation Institute of Australia (Australia)
ARMA International (United States)	International Legal Technology Association (ILTA, United States)	Tax Court, admitted to practice (United States)
Associazione Italiana per l'Information Technology (ASSINFORM, Italy)	International Society for Medical Publication Professionals (United States)	Taxpayer Choice Alliance (United States)
Association of American Law Librarians (AALL, United States)	International Society Pharmacoconomics & Outcomes Research (ISPOR, United States)	Technology Association of GA (TAG, United States)
Association of American Publishers (United States)	IRS Volunteer Income Tax Assistance (VITA) Program (United States)	The Institute of Internal Auditors (Global)
Association of Certified Financial Crime Specialists (ACFCS) (United States)	La Confederación Española de Organizaciones Empresariales (Spain)	The Publishers Association (United Kingdom)
Association Chartered Accountants (ACA, United Kingdom)	Law Society of New South Wales (Australia)	Toastmasters (United States)
Association Chartered Certified Accountants (ACCA, United Kingdom)	L'Association des Editeurs Belges (ADEB, Belgium)	Vereniging VNO-NCW (Confederation of Netherlands Industry and Employers, Netherlands)
Association of Learned and Professional Society Publishers (United Kingdom)	Legal Marketing Association (LMA, United States)	Vlaams Economisch Verbond (Belgium)
Associazione Italiana Editori (Italy)	L'Union Wallonne des Entreprises (Belgium)	Vlaamse Uitgevers Vereniging (VUV, Belgium)
Assosoftware (Italy)	Magyar Terjesztés-ellenorzo Szövetseg (MATESZ, Hungary)	Vlaamse Vereniging voor Zakelijke Communicatie (Belgium)
Auckland Chamber of Commerce (New Zealand)	Medical Library Association (United States)	Vlaams netwerk van ondernemingen (Voka, Belgium)
Australasian Society of Clinical & Experimental Pharmacologists and Toxicologists (ASCEPT, Australia)	Mortgage Bankers Association (United States)	West Suburban (IL) Bar Association (United States)
Australian Human Resources Institute	Mortgage Industry Standards Maintenance Organization (United States)	
Australian Institute of Management Australian Society of CPAs (Australia)	National Association of Computerized Tax Processors (NACTP, United States)	
Advies, informatie, netwerk voor werkgevers AWWN (Netherlands)	National Association of Federal Credit Unions (NAFCU, United States)	
Better Business Bureau (United States)	National Council of Prescription Drug Programs (United States)	
Biotech Industry Association (BIO, United States)	Nederlands Uitgevers Verbond (NUV, Netherlands)	
Börsenverein des Deutschen Buchhandels (Germany)	New York State Bar (United States)	
British Educational Suppliers Association (United Kingdom)	New York State Bar Association (NYSBA, United States)	
Canadian Tax Foundation	New Zealand Law Society (New Zealand)	
Certified General Accountants (Canada)	New Zealand Institute of Chartered Accountants (New Zealand)	
Chicago Bar Association (United States)	Ohio State Bar (United States)	
Chartered Accountants (Canada)	Ontario Bar Association (Canada)	
Chartered Institute Management Accountants (CIMA, United Kingdom)	Peterson Pulaski Business and Industrial Council (United States)	
Circa (United States)	Pharmaceutical Management Science Association (United States)	
Cobb Chamber of Commerce (United States)	Pharmaceutical Marketing Research Group (United States)	
	Pharmaceutical Society of New Zealand (New	

Sustainable Development Goals

Wolters Kluwer is committed to the United Nations Sustainable Development Goals (SDGs), which address global economic, social, and environmental challenges the world faces. Through our value creation model and product impact portfolio, we especially contribute to the following SDGs:

Sustainable Development Goal	Reference
3. Good health and well-being	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Society 2016 Sustainability Data / Our Customers 2018 Sustainability Data / Our Society: Community Involvement
9. Industry, innovation and infrastructure	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Customers 2016 Sustainability Data / Our Customers 2018 Sustainability Data / Our Society: Community Involvement
16. Peace, justice, and strong institutions	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Corporate Governance and Risk Management 2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Society 2016 Sustainability Data / Our Customers 2018 Sustainability Data / Our Society: Community Involvement

Global Compact Principles

Issue areas/Disclosure	References
Human rights	
Principle 1 – Businesses should support and respect the protection of internationally proclaimed human rights.	2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society: Responsible Supply Chain
Principle 2 – Businesses should make sure they are not complicit in human rights abuses.	2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society: Responsible Supply Chain
Labor	
Principle 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management 2018 Sustainability Data / Our Society: Responsible Supply Chain
Principle 4 – Businesses should uphold the elimination of all forms of forced and compulsory labor.	2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society: Responsible Supply Chain

Principle 5 – Businesses should uphold the effective abolition of child labor.	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Good Corporate Citizen 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society: Responsible Supply Chain
Principle 6 – Businesses should uphold the elimination of discrimination in respect of employment and occupation.	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Diverse global workforce 2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
Environment	
Principle 7 – Businesses should support a precautionary approach to environmental challenges.	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Sustainability Data / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
Principle 8 – Businesses should undertake initiatives to promote greater environmental responsibility.	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society
Principle 9 – Businesses should encourage the development and diffusion of environmentally friendly technologies.	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Society 2018 Sustainability Data / Our Customers
Anti-corruption	
Principle 10 – Businesses should work against corruption in all its forms, including extortion and bribery.	2018 Annual Report / Report of the Executive Board: Our Society: Responsible supply chain 2018 Annual Report / Corporate Governance and Risk Management 2017 Sustainability Data / Society: Corporate Governance

GRI Content Index

This report has been prepared in accordance with the GRI Standard: Core Option

GRI Standard/Disclosure	Reference
General Disclosures	
GRI 102: General Disclosures 2016	
1. Organizational Profile	
102-1 Name of organization	2018 Annual Report / Front cover
102-2 Products and services	2018 Annual Report / Report of the Executive Board: Our Customers
102-3 Location headquarters	2018 Annual Report / Other Information: Contact information
102-4 Location of operations	2018 Annual Report / Wolters Kluwer at a Glance in 2018 2018 Annual Report / Report of the Executive Board: Our Investors 2018 Annual Report / Corporate Governance and Risk Management
Risk Management	
102-5 Ownership and legal form	2018 Annual Report / Corporate Governance and Risk Management: Risk Management
102-6 Markets served	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact
102-7 Scale of Organisation	2018 Annual Report / Wolters Kluwer at a Glance in 2018 2018 Annual Report / Report of the Executive Board: Operational and Financial Review
102-8 Information on employees and other workers	2018 Annual Report / Wolters Kluwer at a Glance in 2018 2018 Sustainability Data / Our Employees
102-9 Supply Chain	2018 Annual Report / Report to the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-Financial Information Statement Wolters Kluwer Website https://wolterskluwer.com/company/value-creation/our-society.html
102-10 Significant Changes to the organization and its supply chain	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance
102-12 External Initiatives	2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Risk Management
102-13 Membership of associations	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Memberships
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4. Governance	
102-18 Governance Structure	2018 Annual Report / Report of the Executive Board: Our Employees: Our Organization 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board 2018 Annual Report / Other Information: Profiles Supervisory Board Wolters Kluwer Website / Management https://wolterskluwer.com/company/about-us/management.html

102-19 Delegating Authority	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Report of the Supervisory Board: Supervisory Board Report
102-20 Executive-level responsibility for economic, environmental, and social topics	2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board
102-21 Consulting Stakeholders on economic, environmental, and social topics	2018 Annual Report / Report of the Executive Board: Our Investors: Investor Dialogue 2018 Annual Report / Report of the Executive Board: Our Society: Materiality Analysis 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Non-financial information statement 2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Sustainability Data / Introduction to the Sustainability Data: Stakeholder Input for Materiality Analysis
102-22 Composition of the highest governance body and its committees	2018 Annual Report / Report of the Executive Board: Our Employees: Our Organization 2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board
102-23 Chair of highest governance body	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Other Information: Profiles Supervisory Board Wolters Kluwer Website https://wolterskluwer.com/company/about-us/management.html
102-24 Nominating and selecting the highest governance body	2018 Annual Report / Report of the Executive Board: Our Employees: Our Organization 2018 Annual Report / Corporate Governance and Risk Management: Executive and Supervisory Board Wolters Kluwer Website https://wolterskluwer.com/company/about-us/management.html
102-25 Conflict of interest	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Corporate Governance and Risk Management: Statements by the Executive Board Wolters Kluwer Website https://wolterskluwer.com/investors
102-26 Role of highest governance body in setting purpose, values and strategy	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance
102-27 Collective knowledge of highest governance body	2018 Annual Report / Report of the Executive Board: Our Employees: Our Organization 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Executive Board and Supervisory Board Wolters Kluwer Website https://wolterskluwer.com/company/about-us/management.html
102-28 Evaluating the highest governance body's performance	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Report of the Supervisory Board: Remuneration Report
102-29 Identifying and managing economic, environmental, and social impacts	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management 2018 Sustainability Data / Stakeholder input for Materiality Analysis 2018 Sustainability Data / Our Society
102-30 – Effectiveness of risk management process	2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
102-31 Review of economic, environmental, and social topics	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management 2018 Sustainability Data / Stakeholder input for Materiality Analysis
102-32 Highest governance body's role in sustainability reporting	2018 Annual Report / Corporate Governance and Risk Management: Statements by the Executive Board 2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board
102-33 Communicating critical concerns	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Report of the Supervisory Board: Supervisory Board Report
102-34 Nature and total number of critical concerns	2018 Annual Report / Corporate Governance and Risk Management: Risk Management: Strategic & Operational Risks
102-35 Remuneration policies	2018 Annual Report / Report of the Supervisory Board: Remuneration Report
102-36 Process for determining remuneration	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Annual Report / Report of the Supervisory Board: Remuneration Report
102-37 Stakeholders involvement in remuneration	2018 Annual Report / Report of the Supervisory Board: Remuneration Report
102-38 Annual total compensation ratio	2018 Annual Report / Notes to the Consolidated Financial Statements: Note 36: Remuneration of the Executive Board and Supervisory Board
102-29 Percentage increase in annual total compensation ratio	2018 Annual Report / Report of the Supervisory Board: Remuneration Report

5. Stakeholder Engagement	
102-40 List of stakeholder groups	2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Investors
102-41 Collective bargaining agreements	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Sustainability Data / Our Employees Wolters Kluwer Website https://wolterskluwer.com/company/value-creation/our-employees.html
102-42 Identifying and selecting stakeholders	2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Investors
102-43 Approach to stakeholder engagement	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Good corporate citizen 2018 Annual Report / Report of the Executive Board: Our Investors: Investor Dialogue 2018 Annual Report / Report of the Executive Board: Our Society: Material Topics 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Introduction to Sustainability Data
102-44 Key topics and concerns raised	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Good corporate citizen 2018 Annual Report / Report of the Executive Boards: Our Society: Material Topics 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Sustainability 2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Sustainability Data / Introduction to Sustainability Data
6. Reporting Practice	
102-45 Entities included in the consolidated financial statements	2018 Annual Report / 2018 Financial Statements: Consolidated Financial Statements 2018 Annual Report / 2018 Financial Statements: Notes to the Consolidated Financial Statement
102-46 Defining report content and topic boundaries	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Sustainability 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Sustainability Data Management
102-47 List of material topics	2018 Annual Report / Report of the Executive Board: Our Society: Material Topics 2018 Sustainability Data / Introduction to Sustainability Data
102-48 Restatements of information	2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society
102-49 Changes in reporting	2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Introduction to Sustainability Data
102-50 Reporting Period	2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
102-51 Date of most recent report	March 6, 2019 - Wolters Kluwer Website https://wolterskluwer.com/investors/financial-information/annual-reports.html
102-52 Reporting Cycle	2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Introduction to Sustainability Data
102-53 Contact Point for questions regarding the report	2018 Annual Report / Other Information: Contact information
102-54 Claims of reporting in accordance with the GRI Standards	2018 Sustainability Data / GRI Content Index
102-55 GRI content index	2018 Sustainability Data / GRI content index

Material Topics

Economic

GRI 103: Management Approach 2016

103-1 Explanation of the material topic and its boundary	2018 Annual Report / Report of the Executive Board: Our Society: Material Topics
103-2 The management approach and its components	2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Sustainability Data / Our Society: Resource efficient operations
103-3 Evaluation of the management approach	2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board

GRI 201: Economic Performance 2016

201-1 Direct Economic value granted and distributed	2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Sustainability Data / Our Society: Resource efficient operations
201-2 Financial implications and other risks and opportunities due to climate change	2018 Annual Report / Wolters Kluwer at a Glance 2018 2018 Annual Report / Report of the Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Customers
201-3 Defined benefit plan obligations and other retirement plans	2018 Annual Report / Corporate Governance and Risk Management: Risk Management: Financial Risks

GRI 202: Market Presence 2016

202-1 Ratios of standard entry level wage by gender compared to local minimum wage	2018 Annual Report / Report of the Executive Board: Our Employees: Diverse global workforce
202-2 Proportions of senior management hired from the local community	2018 Annual Report / Report of the Executive Board: Our Employees: Diverse global workforce

GRI 203: Indirect Economic Impacts 2016

203-1 Infrastructure investments and services supported	2018 Annual Report / Report of the Executive Board: Our Customers 2018 Annual Report / Report of the Executive Board: Our Society 2018 Sustainability Data / Our Employees 2018 Sustainability Data / Our Society: Resource efficient operations 2018 Sustainability Data / Our Society: Community Involvement
203-2 Significant indirect economic impacts	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Innovation-driven sustainability 2018 Annual Report / Report of the Executive Board: Our Customers 2018 Sustainability Data / Our Employees 2018 Sustainability Data / Our Society: Resource efficient operations 2018 Sustainability Data / Our Society: Community Involvement

GRI 204: Procurement Practices 2016

204-1 Proportion of spending on local suppliers	2018 Sustainability Data / Sustainability Data Management 2018 Sustainability Data / Our Society: Resource efficient operations
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GRI 205: Anti-corruption 2016

205-1 Operations assessed for risks related to corruption	2018 Annual Report / Corporate Governance and Risk Management: Risk Management
205-2 Communications and training about anti-corruption policies and procedures	2018 Annual Report / Corporate Governance and Risk Management: Risk Management
205-3 Confirmed incidents of corruption and actions taken	2018 Annual Report / Corporate Governance and Risk Management: Risk Management

Environmental**GRI 103: Management Approach 2016**

103-1 Explanation of the material topic and its boundary	2018 Annual Report / Report of the Executive Board: Our Society: Material Topics
103-2 The management approach and its components	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Good Corporate Citizen 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Sustainability Data / Our Society: Resource efficient operations
103-3 Evaluation of the management approach	2018 Annual Report / Corporate Governance and Risk Management: Executive Board and Supervisory Board

GRI 301: Materials 2016

301-1 Materials used by weight and volume	2018 Sustainability Data / Our Society: Resource efficient operations
301-2 Recycled input materials used	2018 Sustainability Data / Our Society: Resource efficient operations
301-3 Reclaimed products and their packaging materials	2018 Annual Report / Report of the Executive Board: Our Society: Sustainability Strategy

GRI 302: Energy 2016

302-1 Energy consumption within the organization	2018 Sustainability Data / Our Society: Resource efficient operations
302-2 Energy consumption outside of the organization	2018 Sustainability Data / Our Society: Resource efficient operations
302-3 Energy Intensity	2018 Sustainability Data / Our Society: Resource efficient operations
302-4 Reduction of energy consumption	2018 Sustainability Data / Our Society: Resource efficient operations
302-5 Reductions in energy requirements of products and services	2018 Sustainability Data / Our Society: Resource efficient operations

GRI 303: Water and Effluents 2016

303-1 Interactions with water as a shared resource	2018 Annual Report / Report of the Executive Board: Our Society: Resource Efficient Operations 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Non-financial information statement 2018 Sustainability Data / Our Society: Resource efficient operations
303-2 Management of water discharge-related impacts	2018 Annual Report / Report of the Executive Board: Our Society: Environmental Impact
303-3 Water withdrawal	2018 Sustainability Data / Our Society: Resource efficient operations
303-4 Water discharge	2018 Sustainability Data / Our Society: Resource efficient operations
303-5 Water consumption	2018 Annual Report / Report of the Executive Board: Our Society: Resource Efficient Operations 2018 Sustainability Data / Our Society: Resource efficient operations

GRI 304: Biodiversity 2016

304-1 Operational sites of production in protected areas and areas of high biodiversity value outside protected areas	Not applicable For further information refer to: 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Non-financial information statement
304-2 Significant impacts of activities, products, and services on biodiversity	2018 Annual Report / Report of the Executive Board: Our Society Governance and Risk Management: Corporate Governance: Non-financial information statement 2018 Sustainability Data / Our Society: Resource efficient operations
304-3 Habitats protected or restored	Wolters Kluwer https://wolterskluwer.com/company/value-creation/our-society.html
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable For further information refer to: 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance: Non-financial information statement

GRI 305: Emissions 2016

305-1 Direct (scope 1) GHG emissions	2018 Sustainability Data / Our Society: Resource efficient operations
305-2 Energy indirect (Scope 2) GHG emissions	2018 Sustainability Data / Our Society: Resource efficient operations
305-3 Other indirect (Scope 3) GHG emissions	2018 Sustainability Data / Our Society: Resource efficient operations
305-4 GHG emissions intensity	2018 Sustainability Data / Our Society: Resource efficient operations
305-5 Reduction of GHG emissions	2018 Sustainability Data / Our Society: Resource efficient operations
305-6 Emission of ozone depleting substances (ODS)	Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable

GRI 307: Environmental Compliance 2016

307-1 Non-compliance with environmental laws and regulations	Not applicable For further information refer to: 2018 Annual Report / Report of Executive Board: Deliver Deep Impact 2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement
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GRI 308: Supplier Environmental Assessment 2016

308-1 New suppliers that were screened using environmental criteria	2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Sustainability Data / Our Society: Responsible Supply Chain
308-2 Negative environmental impacts in the supply chain and actions taken	2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain

Social**GRI 103: Management Approach 2016**

103-1 Explanation of the material topic and its boundary	2018 Annual Report / Report of the Executive Board: Our Society: Material Topics 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Sustainability Data / Introduction to the Sustainability Data
103-2 The management approach and its components	2018 Annual Report / Report of the Executive Board: Deliver Deep Impact: Good corporate citizen 2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Report of the Executive Board: Our Society: Sustainability Strategy 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Sustainability Data / Our Employees 2018 Sustainability Data / Our Society: Resource efficient operations
103-3 Evaluation of the management approach	2018 Annual Report / Report of the Supervisory Board: Supervisory Board Report

GRI 401: Employment 2016

401-1 New employees hires and employee turnover	2018 Sustainability Data / Our Society: Resource efficient operations
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	2018 Annual Report / Notes to the Consolidated Financial Statements: Note 29
401-3 Parental leave	2018 Annual Report / Report of the Executive Board: Our Employees: Supporting leadership and diversity

GRI 403: Occupational Health and Safety

403-1 Occupational health and safety management system	2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Employees: Well-being of employees
403-2 Hazard identification, risk assessment, and incident investigation	2018 Annual Report / Corporate Governance and Risk Management: Risk Management 2018 Sustainability Data / Our Employees: Well-being of employees Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.

403-3 Occupational health services	2018 Sustainability Data / Our Employees: Well-being of employees
403-4 Worker participation, consultation, and communication on occupational health and safety	2018 Annual Report / Report of the Executive Board: Our Employees: Sustaining high engagement
403-5 Worker training on occupational health and safety	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-6 Promotion of worker health	2018 Sustainability Data / Our Employees: Well-being of employees
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	2018 Sustainability Data / Our Employees: Well-being of employees
403-8 Workers covered by an occupational health and safety management system	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-9 Work-related injuries	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
403-10 Work-related ill health	Not applicable Please note: The transition from a publishing company into one providing essential digital products and services has been marked by the ceasing of any production activities. The risk of health and safety hazards has decreased accordingly. In addition, our local offices put initiatives in place to safeguard the health and safety of our workforce. This has led to a very low number of health and safety incidents at Wolters Kluwer.
GRI 404: Training and Education 2016	
404-1 Average hours of training per year per employee	2018 Annual Report / Wolters Kluwer at a Glance 2018 2018 Annual Report / Report of the Executive Board: Our Employees 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance 2018 Sustainability Data / Our Employees 2018 Sustainability Data / Corporate Governance
404-2 Programs for upgrading employee skills and transition assistance programs	2018 Sustainability Data / Our Employees 2018 Sustainability Data / Corporate Governance
404-3 Percentage of employees receiving regular performance and career development reviews	2018 Annual Report / Report of the Executive Board: Our Employees 2018 Sustainability Data / Our Employees: Sustaining high engagement
GRI 405: Diversity and Equal Opportunity 2016	
405-1 Diversity of governance bodies and employees	2018 Annual Report / Report of the Executive Board: Our Employees
405-2 Ratio of basic salary and remuneration of women to men	2018 Annual Report / Report of the Supervisory Board: Note 36: Remuneration of the Executive Board and Supervisory Board
GRI 406: Non-discrimination 2016	
406-1 Incidents of discrimination and corrective actions taken	2018 Annual Report / Report of the Executive Board: Our Employees: Leadership and Diversity
GRI 408: Child Labor 2016	
408-1 Operations and suppliers at significant risk for incidents of child labor	2018 Annual Report / Report of the Executive Board: Our Society
GRI 409: Forced or Compulsory Labor 2016	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	2018 Annual Report / Report of the Executive Board: Our Society

GRI 412: Human Rights Assessment 2016

412-1 Operations that have been subject to human rights reviews or impact assessments	2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Annual Report / Corporate Governance and Risk Management: Non-financial information statement 2018 Sustainability Data / Our Society: Responsible Supply Chain
412-2 Employee training on human rights policies or procedures	2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	2018 Annual Report / Report of the Executive Board: Our Society 2018 Annual Report / Corporate Governance and Risk Management: Corporate Governance

GRI 414: Supplier Social Assessment 2016

414-1 New suppliers that were screened using social criteria	2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Sustainability Data / Our Society: Responsible Supply Chain
414-2 Negative social impacts in the supply chain and actions taken	2018 Sustainability Data / Our Society: Resource efficient operations 2018 Annual Report / Report of the Executive Board: Our Society: Responsible Supply Chain 2018 Sustainability Data / Our Society: Responsible Supply Chain

GRI 415: Public Policy 2016

415-1 Political contributions	2018 Annual Report / Corporate Governance and Risk Management: Risk Management
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GRI 419: Socioeconomic Compliance 2016

419-1 Non-compliance with laws and regulations in the social and economic area	2018 Annual Report / Corporate Governance and Change Management: Corporate Governance 2018 Sustainability Data / Corporate Governance
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