

# MAKING AN IMPACT

Corporate Responsibility Report 2007

## Corporate responsibility is fundamental to Reed Elsevier

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We endeavour to be a leader in our sector recognised for:

- profitable, ethical, innovative, business performance
- positive engagement with stakeholders including shareholders, employees, and communities
- enhancing the positive impact of what we do and limiting any negative consequences, including on the environment

This report details our efforts to meet these aims. It reviews our corporate responsibility objectives and our performance against them. For example, the spread of our Code of Ethics online training; stakeholder engagement with investors, staff, government and non-governmental organisations; and the advance of legal and scientific understanding through our products and services, including on key issues like climate change with the launch of Elsevier's International Journal of Greenhouse Gas Control and LexisNexis' Climate Change Center with timely analysis on the legal impact of global warming.

Corporate responsibility also means lending our support to initiatives like the UN Global Compact which spurs corporate responsibility and transparency across the world through the promotion of ten principles covering human rights, labour, the environment, and anti-bribery. As the Global Compact makes clear, "in this way, the private sector – in partnership with other social actors – can help realise.... A more sustainable and inclusive global economy." This report describes the ways we are working to strengthen the Global Compact, including through engagement with developing Global Compact networks and in our supply chain.

The introductory section of the report aligns 2007 corporate responsibility activity with our vision for Reed Elsevier and includes a summary of key data. The body of the report provides in-depth assessment of key areas: governance, marketplace, workplace, community and environment.

We are serious about making progress. We are pursuing new ways to be responsive to our stakeholders, including through a new group-wide customer service measure, REcommend, and listening tours of our locations that scored well in our last group-wide employee opinion survey. We are pleased with our achievements such as a 23% increase in in-kind contributions between 2006 and 2007, a meaningful expansion of Socially Responsible Supplier programme, and a 13% decrease in carbon emissions since 2003 when normalised against business growth. And we are determined to improve areas of concern such as rising energy usage at our data centres as more of our business moves online.

Corporate responsibility underpins what we do and how we do it. We are dedicated to being the best we can be.

**Sir Crispin Davis, CEO**

# 2007

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[www.reedelsevier.com](http://www.reedelsevier.com)

Cover: During global RE Cares Month in September, 146 volunteers from LexisNexis Charlottesville completed 12 projects at a local primary school, including painting a map of the United States in the playground.



## Our Business



### Elsevier is a leading provider of scientific, technical and medical information and solutions

The Science & Technology division is the world's largest global academic journal publisher, producing over 200,000 new research articles in some 1,100 journals every year, with ScienceDirect, its flagship electronic product, accessed by over 11 million users. The Health Sciences division publishes over 700 journals and 2,000 books and clinical reference works annually and offers an extensive portfolio of online tools in education, practitioner reference and point of care.

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LexisNexis provides authoritative content through trusted market leading brands which, enabled by technology, offers online information solutions increasingly integrated within the customer workflow. In risk information and analytics, LexisNexis assists customers in managing risk through identity verification, employment screening and fraud prevention.

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### Reed Business is the world's largest business-to-business publisher and exhibition organiser

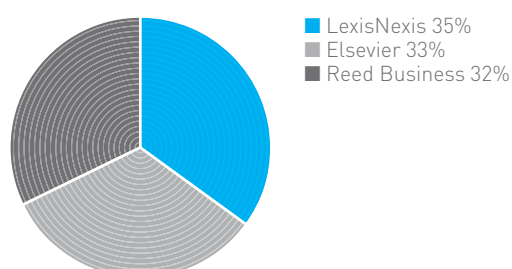
Reed Business Information publishes over 400 trade magazines, directories and newsletters and provides over 200 online communities, job sites, lead generation, data and other online services. Reed Exhibitions organises trade exhibitions and conferences internationally, with over 500 events in 38 countries attracting in excess of 90,000 exhibitors and more than six million visitors annually.

→ [www.reedbusiness.com](http://www.reedbusiness.com)

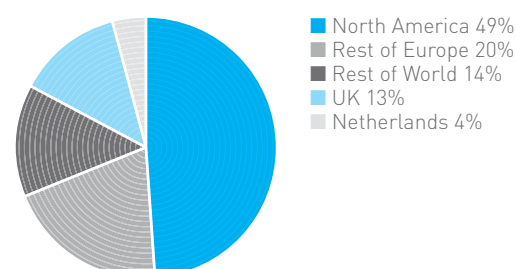
#### Revenue (£m)



#### Revenue by division

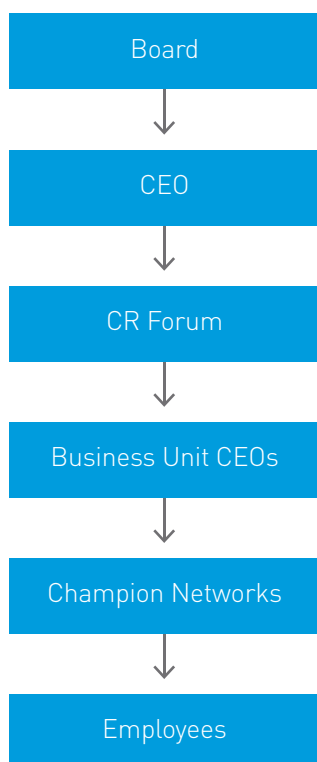


#### Revenue by geography



## Our Corporate Responsibility Approach and Key Developments in 2007

### RE Corporate Responsibility Structure



We define our corporate responsibility (CR) agenda by reviewing the material issues that affect our company and by considering the views of stakeholders including employees, customers, shareholders, governments and civil society.

We manage CR through the Reed Elsevier (RE) CR Forum, which meets twice each year to set and track progress on objectives. The Forum is chaired by CEO Sir Crispin Davis who has Board responsibility for CR and involves individuals representing all key business functions. The CR Director engages with the RE Management Committee and Board on an ongoing basis. Feedback helps to continually refine our CR activities, for example, two years ago the Board suggested we go further in health and safety data collection and peer benchmarking which we have done.<sup>1</sup>

Networks of colleagues throughout RE contribute to our CR activities: Community Champions; Environmental Champions; the Socially Responsible Suppliers group; customer service teams; works and staff councils; the HR Management Council; legal colleagues; RE Accounting Services, Internal Audit, and Communications departments, among others.

We actively support sector and inter-industry initiatives that advance CR. We serve on the steering group for the Media Corporate Social Responsibility (CSR) Forum, working closely with media industry peers including United Business Media, the BBC, BSkyB, Yell and Turner. In 2007, we supported the Media CSR Forum by facilitating meetings with NGOs like Global Hand to discuss media response to disasters, provided a review of the RE environmental programme at a quarterly meeting, and represented the group before the UK communications regulator, Ofcom.

We serve on the steering group of the London Benchmarking Group, helping shape their advice on valuing media company community contributions, and are members of Business in the Community, the Corporate Responsibility Group, and Publishers database for Responsible Environmental Paper Sourcing (PREPS).

We are committed to transparency through stakeholder engagement. In 2007 we completed numerous CR-related surveys and interviews including with Cranfield University and Christ Church Canterbury University, Investec, and the Book Industry Study Group. We held direct meetings on CR with stakeholders like Henderson Global Investors, Morley, and VBDO; government through involvement with Respect Table, a sustainability forum supported by Margot Wallström, Vice President of the European Commission, and consulted with the UK Department for Environment, Food and Rural Affairs (DEFRA) on a proposed Carbon Reduction Commitment; as well as NGOs like Trucost, Earthwatch, the London Biodiversity Partnership and Green Standards and CR consultancies like Eco Network and Best Foot Forward. Employees influence our CR direction, through presentations, internal working groups, opinion surveys, intranet resources, 'town hall meetings,' newsletters and more.

→ [See Appendix 1 for more about the Media CSR Forum](#)

<sup>1</sup> See 2007 health and safety performance data in the Workplace section

## Promoting our Corporate Responsibility Agenda

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During the year, Board members helped promote our CR commitment. CEO Sir Crispin Davis highlighted key CR achievements at the RE annual general meetings in London and Amsterdam and in a message to all staff indicated, “We are making strides but we are not complacent. We realise that corporate responsibility is never ‘finished.’ To be a global leader, we must continue to raise the bar.”

CR issues are relevant to our investments. In the markets in which we operate, we review social and economic stability and the ability to protect our copyrights. We invest in companies that are socially responsible, such as Healthline Networks, Inc., which provides an easy way for consumers to find, understand and manage healthcare information, empowering them to make more informed decisions that lead to better health. Created in collaboration with over 1000 physicians and medical specialists, Healthline is powered by a consumer health taxonomy that encompasses nearly one million medical terms; [www.healthline.com](http://www.healthline.com)

The Reed Elsevier Pension Scheme Statement of Investment Principles indicates that investment managers are expected to consider how social, environmental, and ethical issues may have a financial impact on the portfolio when making investment decisions. Employees have the opportunity to pay tax efficient additional voluntary contributions to the Clerical Medical PP Evergreen Fund which aims “to achieve long-term capital growth by investing in shares of companies throughout the world whose products, processes, or services contribute to the restoration and renewal of the earth’s ecology or to a cleaner and healthier environment.”

We have a growing portfolio of CR related products and services from Elsevier’s Agroecological Economics: Sustainability and Biodiversity to HIV/AIDS, Gender, Agency and Empowerment Issues in Africa; from Reed Business’ Pollutec, the largest environmental engineering exhibition in the world, to Community Care magazine; and from LexisNexis’ 2007 conference, Economic Development and the Rule of Law in Latin America, to Health and Safety at Work Magazine.

## The Reed Elsevier Vision and our 2007 Objectives



Throughout 2007 we worked to achieve our CR objectives, aligned with the RE vision statement:

### RE is committed to making a real contribution to society around the world

- Use RE CR Forum to monitor CR risks, policy, and programmes
  - Two meetings in 2007
  - Ongoing engagement with members
- Continued proactive steps on CR legislation
  - Ongoing legislative reviews, e.g., on antitrust, governance, environment
  - Specialised training courses in key areas like data protection, doing business with government
- New approaches to UN Global Compact (UNGC) promotion and involvement
  - Lead Communications Working Group of UK Network
  - Support for Dutch and Eastern European Networks
  - In-kind support including production of UNGC Leaders Summit DVD
- Further programs that advance access to product for disadvantaged communities
  - Elsevier UN programme commitment until 2015; HINARI: now 107 countries; AGORA: 68% increase in 2007; OARE: now 375 institutions

### We provide our professional customers with high value information-driven solutions that have an impact on their effectiveness

- Continued promotion of Group Editorial Policy
  - Highlighted in RE CR Newsletter; CR update presentations; intranet features

### We are passionate about understanding and responding to customer needs. We provide authoritative information and technology-based solutions across key stages of our customer's work flow

- New group-wide approach to customer feedback
  - REcommend survey programme established; 100,000 customers reached to track Net Promoter scores: willingness of customers to recommend the company and its products

### We focus on innovation and content development and mastery of digital technology

- Continued Customer Focus through value-added online services
  - Numerous products and services developed including:
    - › Elsevier's Procedures Consult using multimedia technology to demonstrate performance of medical procedures
    - › LexisNexis' Total Patent, a single, online source for worldwide patent content, comprising the full text of 22 of the world's major patent authorities
    - › [www.reedfirstsource.com](http://www.reedfirstsource.com) – a search capability for green products added to commercial construction industry building product directory

## Our Vision and 2007 Objectives continued

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We proactively manage our portfolio of businesses....

We are committed to build sustainable, leadership positions

- Active stakeholder engagement and assessment
  - Regular meetings with investors, staff, government and NGOs
  - Surveys and interviews
- Continue to advance environmental goals by key facility
  - Regular calls/meetings with global Environmental Champions
  - World Environment Day focus on water; events at key locations
  - Divisional initiatives including active gREen Teams
- Gain further understanding of certified sustainable paper used in our products and set targets for improvement
  - Founder member of Publishers database for Responsible Environmental Paper Sourcing of papers, graded on legal harvesting, recycling and forest sources
  - 75% of RE paper on system, with training carried out for key European and US paper purchasers
- Expand external assurance of environmental data to US locations
  - Ernst & Young assured 2006 US and UK environmental data; global assurance in 2007
  - New Environmental Workbook for capturing environmental data
- Expand phased approach to environmental certification to RE head office and develop model for use at other locations
  - RE head office Environmental Certification committee established
  - Energy audit by Carbon Trust of eight key UK locations including RE head office
  - LexisNexis: all UK sites to Phase 1, BS 8555 certification
- Carry out carbon footprint exercise for one product line
  - Review of carbon footprint – print vs online – at Elsevier energy journal 'Fuel'

We are dedicated to creating a great place to work for all employees.

We are a high performance driven organisation.

- Build on organisational development initiatives
  - Enhanced intranet services to promote mobility such as RE Job Board
  - Management Development Programme reached more of top 200
- Implementation of improvements relating to 2006 Group Employee Opinion Survey
  - Listening Tour of high scoring locations completed
  - Great Place to Work tools disseminated
- Improved Group Health and Safety data collection; peer benchmarking; develop RE group wide Health and Safety Policy
  - Improved methodology: compared lost time incidents and illnesses
  - Health and safety website and policy launched during global health and safety awareness week



## Our Vision and 2007 Objectives continued

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At all levels we demand the highest standards of ourselves;  
we are driven by strongly held values

- Bring total trained on the Code of Ethics and Business Conduct to 20,000 employees between 2006-2007
  - Nearly 22,000 employees trained
- Grow and deepen RE Cares Programme in major business locations
  - 2007 RE Cares Challenge involves staff globally
  - Regional meetings in Asia, the US and Europe; virtual meetings bi-monthly
  - Global book drive resulted in 20,000 books for local charities
- Build on developing world initiatives
  - Expanded support for BookAid International included school library development programme in Namibia
  - Container of items for Afrikids education programme in Northern Ghana
  - RE San Diego offices advance work with Mexico's Project Hacienda Orphanage
- 8% increase non-cash contributions (time, products and services)
  - Increase of 23% over 2006

We are one company, benefiting from shared philosophy, skill sets,  
resources and synergies

- Advance Socially Responsible Supplier (SRS) programme data collection; establish dedicated resource; engage on central procurement efforts
  - SRS Manager in place supported by three divisions
  - Collaboration with business units on new database tools
  - Database expanded, e.g., exhibition venues and call centers added
  - 21 external audits
  - Established China product safety standards for book production covering ink, varnish, spiral wire, lamination, and glue

## Our Vision and 2007 Objectives continued



FTSE4Good

We deliver long term superior value creation for our shareholders through outstanding execution and delivery of our vision and strategy

### 2007 Recognition:

→ Member FTSE4Good

→ Finalist for the VBDO Supply Chain Award

→ Finalist for UK National Business Awards, CSR category

→ Commended by the Charities Aid Foundation Community Investment Award for 'most effective company giving'

→ Received a Gold overall rating in Business in the Community's Corporate Responsibility Index

→ Admitted to Dow Jones Sustainability Index and SAM Sustainability Yearbook, scoring in top 15% of companies

→ Attained AAA rating from Innovest Strategic Value Advisors

→ Identified as one of the best reporting companies in the Carbon Disclosure Project's Climate Leaders Index



As non-financial risks, inadequate performance in any CR area could have a negative effect on the operation of our business. They also represent opportunities to improve our growth, profitability and reputation.



Sources for this report include the annual RE Group Community Survey, Environmental Survey, Health and Safety Survey, and senior manager CR Questionnaire; review by RE Internal Audit and Accounting Services of CR data collection and analysis, processes and controls; Socially Responsible Supplier group internal/external audits; and input from external sources including Eco Network on ISO 14001 certification and the London Benchmarking Group on cash and in-kind contributions. Ernst & Young LLP have assured 2007 environmental and health and safety data.



## 2008 Objectives

Our objectives over the year ahead include:

### Understanding and responding to customer needs

→ Increase in Net Promoter customer recommend scores across the divisions

### Driving customer value through innovation and digital technology

→ Increase of revenue from online over 2006/2007

### Proactively managing our portfolio of businesses to build sustainable, leadership positions

→ Reduction in travel emissions over 2006/2007 levels and pursuit of environmental targets:

Key Performance Indicators (KPIs)	Target	Achievement to date (2007)	Percentage needed to reach target	Normalised* achievement to date (2007)
CO <sub>2</sub> Emissions (2010)	-10%	2%	-12%	-13%
Total Energy (2008)	-10%	1%	-11%	-14%
Water (2008)	-10%	-2%	-8%	-7%
Transport Emissions (2009)	-2%	9%	-11%	-3%
Waste Recycled (2010)	60%	54%	6%	n/a

\*Data is normalised against underlying revenue growth at constant rates, except for water which is based on average Full Time Employee equivalents

### Creating a great place to work for all employees

→ Launch 'Great Place to Work' website as part of new intranet  
→ 5% reduction in worker compensation claims

### Pursuing high standards and implementing strongly held values

→ 80% of staff trained on RE Code of Ethics and Business Conduct  
→ 10% increase in group-wide volunteering

### Enhancing one company: benefiting from shared philosophy, skill sets, resources and synergies

→ Expand Socially Responsible Supplier database to 325 entries; 85% of suppliers as signatories to the Code; 25 external audits of high risk suppliers  
→ Accelerate internal transfers and promotions

### Deliver long term superior value creation for our shareholders

→ Score in top ranking on Business in the Community CR Index; continued inclusion in Dow Jones Sustainability Index

## 2007 Data Summary

Unless otherwise stated, results are based on operations that account for greater than 75% of our turnover.

	2007	2006	2005
<b>Normalisation factors</b>			
Underlying revenue growth at constant rates	6%	6%	6%
Revenue growth at constant rates	6%	7%	8%
<b>Workplace</b>			
Total number of full time employee equivalents	31,540	31,524	31,199
Percentage of female employees	55%	57%	57%
Percentage of female management employees	45%	47%	48%
<b>Health &amp; Safety</b>			
Incident rate (cases per 1,000 employees)	1.68	2.58	2.30
Frequency rate (cases per 200,000 hours worked)	0.22	0.34	0.30
Number of loss time incidents ('1 day)	46	70	76
<b>Community</b>			
Total cash and in-kind donations (products, services, and time)	£5.59m	£5.04m	£4.97m
Total value (market cost of time, products and services)	£8.09m	£8.52m	£9.01m
Volunteering: Number of employees using Two Day allocation <sup>1</sup>	5,036	4,337	4,149
<b>Environment</b>			
Energy (mWh)	186,826	178,189	178,788
Water (m <sup>3</sup> )	376,161	367,301	364,501
<b>Total Emissions (t/CO<sub>2</sub>)</b>			
Scope 1	15,935	16,221	16,809
Scope 2	74,062	68,401	67,126
Scope 3	36,183	35,089	33,265
Total	126,180	119,711	117,023
<b>Transport</b>			
Air (t/CO <sub>2</sub> )	36,119	35,030	33,217
Rail (t/CO <sub>2</sub> )	64	59	30
Car Fleet (t/CO <sub>2</sub> )	9,400	9,294	9,173
Transport related emissions (t/CO <sub>2</sub> )	45,583	44,383	42,420
Nemo Rooms (t/CO <sub>2</sub> avoided)	318	323	266

## 2007 Data Summary continued

<b>Waste</b>			
Percentage of waste recycled UK	<b>46%</b>	38%	n/a
Percentage of waste recycled Global	<b>54%</b>	n/a	n/a
Percentage of waste going to landfill/incineration Global	<b>46%</b>	n/a	n/a
<b>Paper</b>			
Production Paper (metric tonnes)	<b>86,800</b>	85,457	88,188
Office paper (metric tonnes)	<b>1,098</b>	1,075	959
Sustainable content <sup>2</sup>	<b>96%</b>	81%	n/a
Wood Raw Material Equivalent (WRME) <sup>3</sup> (metric tonnes)	<b>377,961</b>	372,088	383,331
<b>SRS (Socially Responsible Suppliers)<sup>4</sup></b>			
Number of key suppliers on SRS database	<b>391</b>	389	290
Number of suppliers with a board level representative responsible for Corporate Responsibility	<b>71%</b>	75%	75%
Number of independent audits	<b>21</b>	9	15

2006 and 2005 data has been restated to take account of the Harcourt divestiture.

<sup>1</sup> All RE employees can take up to two days off per year (coordinated with line managers) to work on community projects that matter to them.

<sup>2</sup> PREPS Grade 3 and above (known and legal paper) This covers 35% of total stock. See production paper section for full details

<sup>3</sup> WRME is used to identify how much wood is used to make our paper

<sup>4</sup> Harcourt suppliers included



## Governance

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Good governance is fundamental to the advance of our business. As CEO Sir Crispin Davis notes, “we can take pride in acting in a legal and ethical manner at all times.”

We support and comply with the provisions and principles of governance set out in the UK Combined Code on Corporate Governance (the UK Code) and the Dutch Corporate Governance Code (the Dutch Code). We maintain standards of corporate governance and disclosure as applicable to companies listed on the stock exchanges of the United Kingdom, the Netherlands and the United States. In the Netherlands, for example, we were early adopters of the Tabaksblat Code, initiated by our former Chairman, which stipulates disclosure of corporate governance policies and practices.

Information and documents which detail our governance procedures are available to stakeholders at [www.reedelsevier.com](http://www.reedelsevier.com)

→ See Appendix 2 for RE's corporate structure

“The importance of sound corporate governance has been demonstrated over the 31 years I have been with the company. It provides the framework for the long-term success of Reed Elsevier.”  
**Erik Ekker, Company Secretary, Continental Europe**



*Erik Ekker, Company Secretary,  
Continental Europe*

## Reed Elsevier Values

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The RE values – Customer Focus, Valuing Our People, Passion For Winning, Innovation and Boundarylessness – are at the heart of what we do.

**Customer Focus** means we have a passion for understanding and exceeding our customers' expectations. Acting with integrity, we strive to be their indispensable partner.

**Innovation** means we welcome and drive change. In challenging the status quo, we encourage our people to be entrepreneurial and to learn from mistakes. We constantly look for new ideas and reward 'out-of-the-box' thinking.

**Passion For Winning** means we are determined to be the best in order to outperform our competition. We focus on being a high energy, fast moving, decisive organisation that executes and delivers well and sets aggressive goals. We hold ourselves accountable for outstanding results.

**Boundarylessness** means we embrace the global nature of our business and encourage people to work collaboratively across business units, hierarchy, functions and geography. We seek to break down barriers between organisations and encourage our people to support one another, and develop positive partnerships with customers and suppliers.

**Valuing Our People** means we put the highest priority on recruiting, developing and retaining outstanding people. We recognise and reward achievement and empower staff at all levels to maximise their potential and contribution within a work environment based on respect and open and honest communication.

We monitor the progress of each division in embedding the values in its processes. Senior executives are assessed on their values leadership and all employees are evaluated on how well they are living the RE values as part of the annual Personal Development Plan process. A key mechanism for training on the RE values is the REorientation site, part of our global intranet aREna. Here, prospective and existing employees can learn more about the five values and explore what it is really like to work in an RE company.

At the annual RE Management Conference for the top 200 managers, hosted by CEO Sir Crispin Davis, awards are given to individuals who best exemplify each of the five RE values. As Sir Crispin noted at the 2007 ceremony, "The Reed Elsevier values awards recognise the outstanding contribution...individuals have made to the company.... They are huge assets to our team." Among those recognised in 2007 was YS Chi, Elsevier's Vice Chairman and Managing Director, for developing lasting partnerships with research and teaching professionals in science, technology and medicine. He was praised for his ability to listen to and innovate with customers.

Such recognition for excellence in attaining the RE values occurs throughout the group. For example in 2007, Chief Technology Officer, Mark Popolano, formally highlighted the contributions of five technology professionals, including for Boundarylessness, Leo Cronin, Senior Security Director. Leo was cited for his ability to combine technical depth with strong relationships across the company to advance IT security standards.

## Furthering our Code of Ethics and Business Conduct

Our Code of Ethics and Business Conduct, disseminated to every employee, is a tangible manifestation of our values.

“It was just a really good overview of ethics relevant to my position in the company”

“It made you think about some things you may have experienced and... anticipate something you may encounter”

“It helped me better understand business ethics”

“The programme clarifies the ethics policy for new employees and reinforces the support required from direct reports to be involved and supportive”

Comments from employees on the RE online Code of Ethics training course

The Code is a guide to the way we go about achieving our business goals and encourages open and ethical behaviour. It covers such key topics as acceptance of gifts and entertainment, company political involvement, safety, human rights, and protection against retaliation if a suspected violation of the Code or law is reported. The Code stipulates that bribery is illegal.

Our Code states that RE strictly prohibits employees from using corporate funds for any political contributions except in the United States, where such contributions and activities are permitted if they comply with stringent reporting and disclosure regulations. In the United States, we require employees to obtain prior approval from the US General Counsel and the Vice President of Government Affairs of Reed Elsevier Inc. for any and all proposed political contributions and all contributions are reported to federal and state authorities.

Along with the RE Values, compliance with the Code is also part of the Personal Development Plan. Code breaches are subject to swift disciplinary action, up to and including termination.

The RE CR Forum has annual responsibility for reviewing the Code to ensure this critical document follows current best practice and legislation. The Code was last updated in 2006 to clarify key provisions and enhance readability. The revised Code was disseminated to all employees worldwide by the CEO who reminded staff “compliance with the Code is essential to maintaining our performance and reputation, and I am counting on you to remain familiar with [its] policies and procedures.”

We maintain compliance committees for all divisions and RE head office. We also offer tools for filing anonymous complaints, such as a toll-free, confidential reporting line for US and UK employees and an electronic reporting form.

To aid employee understanding of the Code, we offer an online training programme developed in collaboration with the RE divisions. The course explains substantive policies, emphasises the importance of compliance, and highlights resources available to employees with questions or concerns. It begins with an introduction from the CEO and contains practical illustrations of provisions in practice.

## Furthering our Code of Ethics and Business Conduct continued

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For example, in the conflict of interest section a situation is posed whereby an employee has a family member who sells office supplies. In the event her relative offers a better price than that received from an existing supplier on a particular item, the employee is asked whether it constitutes conflict of interest if she makes the purchase without disclosing the familial connection. If the learner selects no conflict of interest, they are provided with feedback that the employee should indicate the relationship to her supervisor to ensure approval in advance of any purchases. Nearly 22,000 employees have now completed the course.

We also offer employees advanced governance training. In the year, nearly 11,000 employees received harassment training to reinforce detailed harassment policies in place in the divisions. The policies stress the importance of preventing discrimination and harassment and the importance of treating fellow employees with respect and consideration at all times. They make clear we do not tolerate retaliation against those who raise complaints.

In addition, over 1,000 employees participated in a new course, Doing Business with Government, for US employees. The course explains that US federal law and company policy prohibit giving gifts to federal government employees and officials, except certain pre-approved receptions, conferences, seminars and other widely attended gatherings, which meet specific requirements. Each business unit has clear pre-authorisation procedures for employees to follow as necessary.

→ **See Appendix 3 for a sample RE Harassment Policy**

## Action on the UN Global Compact



The United Nations Global Compact (UNGC) links businesses around the world with UN agencies, labour and civil society in support of ten principles encompassing human rights, labour, the environment, and anti-corruption.

The UNGC's mission is to harness "the power of collective action.... To advance responsible corporate citizenship so that business can be part of the solution to the challenges of globalisation... and a more sustainable and inclusive global economy."

Since becoming a signatory, RE continually works to further UNGC principles within the company and beyond. We are a member of the steering group of the UNGC UK Network and chair the communications working group. During 2007 we helped organise a UK press conference to generate greater awareness of the UNGC; shared best practice with Eastern European Networks, encompassing presentations on corporate responsibility and innovation in London and Lithuania; and supported the production of a DVD on the UNGC's 2007 Leader's Summit. [www.unglobalcompact.org](http://www.unglobalcompact.org)

### RE and the Ten Principles

#### Principle 1:

**Businesses should support and respect the protection of internationally proclaimed human rights**

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct
- Incorporated in RE divisional harassment and other policies
- Reinforced by ongoing RE training programmes
- LexisNexis division promotes the rule of law, supporting transparency in legal systems and efforts to combat human trafficking

#### Principle 2:

**Make sure that they are not complicit in human rights abuses**

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct
- Procedures for confidential reporting of questions or concerns

#### Principle 3:

**Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining**

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct
- Support for workers' councils across the group

#### Principle 4:

**The elimination of all forms of forced and compulsory labour**

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct

#### Principle 5:

**The effective abolition of child labour**

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct; financial and other support for community projects like the Karuna Trust fostering educational support for children in India to remove them from child labour



## Action on the UN Global Compact continued

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### Principle 6:

#### **The elimination of discrimination in respect of employment and occupation**

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct
- Diversity programmes administered by our business units
- Oversight by the RE Human Resources Management Council

### Principle 7:

#### **Businesses should support a precautionary approach to environmental challenges**

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Consultation with NGOs like Earthwatch and governments, including the UK's Department for the Environment, Food and Rural Affairs
- Expanded external auditing of RE environmental performance
- Key support for initiatives like the Road to Copenhagen, promoting a positive successor to the Kyoto Protocol; [www.roadtocopenhagen.org](http://www.roadtocopenhagen.org)

### Principle 8:

#### **Undertake initiatives to promote greater environmental responsibility**

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Proactive approach to environmental transparency through initiatives like the Carbon Disclosure Project and Business in the Community's Environment Index
- Support for external organisations like the UK's Green Standards, which facilitate reuse of IT and electrical equipment
- Engage on sector efforts like Publishers database for Responsible Environmental Paper Sourcing

### Principle 9:

#### **Encourage the development and diffusion of environmentally friendly technologies**

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Over 250 RE publications promote environmental awareness and knowledge such as the Journal for Nature Conservation; Renewable Energy; Climate Change and Sustainable Development; and Water Resources Systems Planning and Management
- Key partner in Online Access to Research in the Environment (OARE), an international public-private consortium coordinated by the United Nations Environment Programme, enabling developing countries to gain free access to leading environmental science; [www.oaresciences.org](http://www.oaresciences.org)

### Principle 10:

#### **Businesses should work against all forms of corruption, including extortion and bribery**

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct with review and auditing of compliance
- Code of Ethics online training programme and advanced training programmes such as Competing Fairly and Doing Business with Government
- Toll-free lines and web-based systems for confidential disclosure on Code violations, including corruption, by employees
- LexisNexis support for anti-corruption through rule of law initiatives

→ See Appendix 4 for more details

## Anticipating Trends in Company Law

In addition to the RE Code of Ethics and Business Conduct for all staff, there is an additional Code for Senior Officers that applies to among others, RE's CEO, Chief Financial Officer (CFO) and the Group Chief Accountant (both documents are available at [www.reedelsevier.com](http://www.reedelsevier.com)).

We are fully compliant with US Sarbanes-Oxley requirements and related rules issued by the US Securities and Exchange Commission. Bolstering audited controls and procedures is a Disclosure Committee, comprising senior leaders, including the General Counsel, who provide assurance to the CEO and CFO on their Sarbanes-Oxley certifications.

We have included a business review in each of the last five years as an integral part of our Annual Report. It provides forward looking statements on the outlook for RE overall and our divisions. It outlines key business risks facing the company which arise from the highly competitive and rapidly changing aspect of our markets including: the increasingly technological nature of our products and services; the international composition of our operations; legal and regulatory uncertainties; the impact on publicly funded customers of funding changes; and the protection of our intellectual property.

The RE combined financial statements and the financial statements of the two parent companies, Reed Elsevier PLC and Reed Elsevier NV, are prepared in accordance with International Financial Reporting Standards (IFRS).

In 2007, RE's income tax contribution for our combined businesses was £243 million and, in addition, RE collected several hundred million pounds in other taxes. We believe taxes are an important way in which large companies contribute to the communities in which they do business. RE is regarded by fiscal authorities as a responsible corporate taxpayer that complies fully with the law while ensuring an appropriate balance between its responsibility to shareholders and society.



## Marketplace

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Marketplace covers our products and how we produce them as well as our customers and how we meet their needs. We recognise our 'licence to operate,' and hence the growth and strength of the company, is built on our ability to deliver sustainable, must-have information and services.

### Products and Services

Because RE depends on customers buying our products and services, it is imperative that price matches value. We consistently aim to enhance existing products while developing essential new offerings. Online delivery is a primary way we are advancing the range and usability of our products, allowing customers to cross-link, cross-reference, and search information to an extent and scale never before possible. Online workflow solutions leverage our content to improve our customers' productivity giving us competitive superiority and closer partnerships. In 2007, online accounted for nearly 50% of RE revenue, up approximately 10% from 2006. The goal across RE is to provide workflow solutions to customers – to make work and life easier by assisting with all the components of their professional activity.

### Customer Value through Online

#### Procedures **CONSULT**

#### Elsevier – Procedures Consult

During 2007, Elsevier launched a first-of-its-kind product, Procedures Consult, to give doctors a means of maintaining their skills and knowledge through easy access to important content. Procedures Consult offers online multimedia reference and training allowing medical residents, students and physicians to prepare for and perform top medical procedures. Product features include videos of high-risk, high-volume procedures, plus animation, illustrations and step-by-step instructional text.

The project grew from an idea from one Elsevier editor into a year-long collaborative health sciences project involving input from more than 100 educators, residents and medical students. By offering information on procedures a physician may not have studied or recently performed, Procedures Consult can reduce the potential for medical errors and complications. In addition, once material has been reviewed, students and residents can complete an online test which physician executives and faculty members can track.

Each module presents a video of what physicians see when performing a procedure, as well as high-quality animation of the aspects they cannot see but need to visualise. Users can fast-forward and rewind videos and also view step-by-step text and still illustrations accompanying each procedure. Related information, such as indications, contraindications, anatomy, equipment and complications are also included.

The product was developed using user-centered design methodologies to ensure the user interface fits perfectly within the physicians workflow; [www.ProceduresConsult.com](http://www.ProceduresConsult.com)

## Products continued

### *TotalPatent™*

#### Lexis Nexis – TotalPatent

In 2007, TotalPatent came on line, after a 20-month development process based on the input of hundreds of organisations, as the world's largest full-text patent source to help intellectual property (IP) professionals maintain and develop IP assets. With 50 million compressed documents across 22 databases, users can operate more efficiently to lower research costs.

The service features access to claims data, among the most critical elements of a patent, from virtually all major patent authorities. For example, users in the Netherlands are able to search Dutch patents in full text for the first time. Profiling tools provide alerts on industry developments, with search forms to help with critical prior-art research, patent prosecution, researching infringements, and identification of licensing opportunities.

In addition to retrieval of specific documents by patent number, data can be downloaded in bulk quickly into a variety of spreadsheet formats, while analytics tools provide online graphical maps and bar charts, with offline results analysis through 3D graphs and charts.

TotalPatent, which will be expanded further in 2008, is complementary to other LexisNexis products for IP professionals including Patent Optimizer, the Global IP Law Service, as well as numerous print titles such as Attorney's Dictionary of Patent Claims, Chisum on Patents, and Patent Law Perspectives; [www.totalpatent.com](http://www.totalpatent.com)

### **Xpert** **HR**

#### Reed Business – XpertHR

Reed Business's XpertHR, which gathers the information needs of an HR professional in one place, was substantially upgraded in 2007. Enhancements include better relevance, "did you mean?" spelling suggestions, synonym matches, intuitive ways to refine results, a new case title search, better highlighting of search terms in results, new Boolean options for advanced users, and new ways to personalise the search experience. Extensive research conducted in the HR community before the site was developed remains an important part of XpertHR's development.

XpertHR helps HR professionals to understand legal requirements, obtain insights into how their sector is doing, and how other organisations are approaching similar issues. It utilises Reed Business content as well as LexisNexis information on legislation. Employment law continues to grow more extensive and complex, thus XpertHR provides one-to-one, 24/7 advice from specialist employment lawyers.

While mitigating risk, the site also helps industry professionals save time by aggregating critical information for quick access to over 13,000 articles without the need to trawl multiple resources of uncertain reliability. Extensive personalisation options allow the user to focus on information most relevant to them. According to Maria Standingford, HR Director of Christian Aid, "XpertHR... is a comprehensive guide and has proved very useful to us. In fact, we have stopped subscribing to other employment manuals so it has made us a saving;" [www.xpertHR.co.uk](http://www.xpertHR.co.uk)

## Editorial Policy

During engagement work conducted by the Media CSR Forum, stakeholders stressed the importance of editorial standards. Following, in 2005 we developed a group editorial policy to reinforce high editorial standards existing across our divisions. It is based on the RE Code of Ethics and Business Conduct, internal editorial policies and external sources, including the American Society of Magazine Editors, Reuters, BBC, and the Council of Science Editors.

### The RE Editorial Policy maintains:

We have a responsibility to all our stakeholders, including our authors and customers, to produce information of the highest quality, which is original, accurate, comprehensible, fair, and timely and which avoids bias, defamation, conflict of interest, and which makes a clear distinction between editorial and advertising or other content.

We allow our editors independence in their decision making, free from external pressure in order to foster a free exchange of ideas. Where appropriate, we use methods such as double-blind, peer review to maintain confidentiality and ensure standards for impartial, balanced output are maintained. We uphold copyright laws.

We work with our editors and authors, directly and through editorial boards, to ensure awareness and compliance with our editorial standards. We provide clear instruction for corrections, retractions or withdrawals and provide mechanisms for reader and customer feedback.

The Editorial Policy, promoted to all staff in 2007 through RE Corporate Responsibility News, overarches editorial policies in place at all three RE divisions. For example, all papers submitted to Elsevier's primary research journals undergo peer review. This means that once received from the author, editors send papers to specialist researchers in the field. In the vast majority of disciplines, this is done anonymously – thus the author will not be given the name of the peer reviewer. In some fields double-blind peer review takes place – the author will not be told who the peer reviewers are, nor will the peer reviewers be told the author's identity.

Peer reviewers ask questions such as: Is the content new? How has the research been carried out? What was the experimental set-up? What are the results? They will examine a paper's analysis and scrutinise its conclusions. Peer reviewers' reports are then relayed to the journal's editor who will also be an independent expert in the field and not an employee of the company. A decision is then made on whether to accept the paper, request revisions or reject it. The peer review system is the accepted way papers are evaluated for publication in all science, technology and medical journals whether they are commercially or non-commercially published.

Indeed, maintaining the integrity of what we publish is vital to the confidence of customers and other stakeholders in our products and services. Elsevier provides extensive guidelines on its publishing ethics for editors, reviewers and authors at [www.elsevier.com](http://www.elsevier.com). It states that "the publication of an article in a peer-reviewed journal is an essential building block in the development of a coherent and respected network of knowledge.... An important role of the publisher is [to] support the extensive efforts of journal editors, and the often unsung volunteer work undertaken by peer reviewers in maintaining the integrity of the scholarly record. It is a tribute to scholarly practice that the system works well and problems are comparatively rare.... Elsevier takes its duties of guardianship over the scholarly record very seriously. Our journal programs record 'the minutes of science' and we recognize our responsibilities as the keeper of those 'minutes'...."

→ See Appendix 5 for Elsevier's Ethical Guidelines for Journal Publication



## Editorial Policy continued

We also make use of editorial advisory boards to ensure that both the review process and final content are fair and accurate. The responsibilities of editors are contained in formal editor contracts or letters of agreement. We also have disclosure policies requiring authors to declare possible conflicts of interest, including all sources of financial and material support for their submitted work in an appendix.

Support for authors includes online submission and article tracking, access to technical and language editors, conferences, web-based forums and newsletters. We believe it is important for authors to have access to content they generate on their own personal or institutions' website. At Elsevier, no permission is required for authors to revise and post the final version of their work more widely, provided that the posting contains a link to the home page of the journal in which the article was published, and that the posting is not used for commercial purposes.

Elsevier also has an errors and retraction policy which deals with authors who violate science publishing norms (including duplicate submissions). It provides guidelines on retracting or withdrawing material from circulation making clear, "It is a general principle of scholarly communication that the Editor of a learned journal is solely and independently responsible for deciding which of the articles submitted to the journal shall be published. In making this decision the Editor is guided by the policies of the journal's editorial board and constrained by such legal requirements as shall then be in force regarding libel, copyright infringement and plagiarism. An outcome of this principle is the most sacred nature of the scholarly archive. However, very occasionally circumstances may arise where an article is published that must later be retracted or withdrawn completely. Such withdrawal from the scholarly record must not be undertaken lightly and can only occur under exceptional circumstances."

A key performance indicator to gauge editorial performance is whether there have been any merited third-party complaints or serious breaches of editorial standards; over the last three years there have been none. We can gauge success of our editorial activities through customer feedback and engagement, and through the successful sales of our products.

Our publications and products regularly receive awards for the excellence of their journalism. In 2007, these included seven Elsevier publications honoured by the Professional and Scholarly Publishing Division of the Association of American Publishers, among them The Encyclopedia of Respiratory Medicine, Exploring Engineering, and Forensic Nursing.

**//CODiE//**

LexisNexis won the Endeca Navigator Award for innovative, pioneering applications of information access technology to solve critical business challenges as well as the Software & Information Industry Association's Codie Award for its blog aggregation service across LexisNexis products.

**aop**<sup>uk</sup>  
association of  
online publishers

Reed Business won the Association of Online Publishers (AOP) top award while its Computer Weekly won Editorial Campaign of the Year for a review of the independent Parliamentary inquiry into the NHS National Programme for IT, based largely on executive editor Tony Collins' investigative journalism.

Indeed, the staff and editors behind such excellent work are frequently recognised for their contributions. Illustrative in the year were Elsevier's Editor of The Lancet, Dr. Richard Horton, who received the Edinburgh Medal, given to men and women of science and technology whose professional achievements are judged to have made a significant contribution to the understanding and well-being of humanity; Reed Business's Lisa Cross, senior editor of Graphic Arts Monthly, who won the annual Tom McMillan Award for Editorial Excellence for the editor or writer who, according to his or her peers, exhibits the highest standards of journalistic integrity and professionalism.

## Editorial Policy continued

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Over the last 50 years, more than 80% of Nobel Laureates have published with Elsevier including in 2007, the nine Nobel Laureates in physics, chemistry, economics and medicine: Albert Fert and Peter Grünberg in physics; Gerhard Ertl in chemistry; Mario R. Capecchi, Sir Martin J. Evans and Oliver Smithies in medicine; and Leonid Hurwicz, Eric S. Maskin and Roger B. Myerson in economics. In recognition of these extraordinary scholars, Elsevier made available, free of charge, a selection of 54 of their articles at [www.elsevier.com](http://www.elsevier.com)

Our divisions also give numerous prizes in recognition of journalistic excellence. The recipient in 2007 of the LexisNexis Daniel Levy Memorial Award (commemorating the life of Daniel Levy, a national leader in immigration law) was awarded to Nancy Morawetz, a law professor at New York University, for her role promoting immigrants' rights. Also in the year, six Chinese journalists were awarded the UK-China Reed Elsevier Science Journalism Prize for excellent mainstream science and technology reporting. The journalists represented a range of media including the People's Daily, Xinhua News Agency, and China Central Television. They received fully-funded visits to Britain's leading scientific institutions.

## Customer Listening

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Our business requires satisfied customers to grow and prosper as expressed in the RE value, Customer Focus. Accordingly, our web-based employee programme RE Orientation puts customers at the centre of the company's vision and strategy: "Without customers we don't have a business and there is a way of doing business that puts the customer at the heart of what we do. And this is exactly how we do business today. We are 100% customer focused. We spend extraordinary amounts of time and energy assessing the changing needs of our customers using all methods of research."

Many of these methods are highlighted for staff on the Customer First Resource Centre on the global intranet, aREna. This includes Elsevier's comprehensive Customer Dashboard programme. Customer input by mail, email or telephone, as suits the professional user best, is analysed and reported by Elsevier's Research and Academic Relations department, with business unit meetings to detail findings and actions. Results are made highly visible to all staff on the Elsevier intranet. The Dashboard has helped embed customer views into workflow processes to ensure Customer Focus and corrective action.

LexisNexis aims to make it simple for customers to provide feedback and gain support. From [www.lexisnexis.com](http://www.lexisnexis.com) customers can visit the Customer Service Center to receive online and telephone support; make suggestions for enhancements to any products; and also visit 'Knowledge Base' to download technical assistance software; obtain product literature; find training opportunities; and access a terms glossary.

Reed Business' Deep Insight programme, focused on 500 key online and print customers across ten markets, has incorporated customer views into product development. In 2007, they established a specialist team to accelerate progress across the divisions many websites, with three colleagues advising on user centred design to ensure customer needs and goals are incorporated into enhancements and new sites.

All three of our divisions are participating in a new initiative called REcommend. We surveyed 100,000 customers in the year to obtain Net Promoter scores, a simple measure of whether our customers would recommend us to others. Action plans have been developed around the results and the programme will continue into 2008. As highlighted by the Harvard Business Review (Frederick F. Reichheld, December 2003), "Research shows that in most industries, there is a strong correlation between a company's growth rate and the percentage of its customers who are 'promoters' – that is, those who say they are extremely likely to recommend the company to a friend or colleague."



## Customer Listening continued



Listening to customers means providing meaningful support. Elsevier's Library Connect programme provides information professionals worldwide with a forum for exchanging views; librarians in 25 nations contributed to the Library Connect Newsletter and pamphlets in 2007. Library Connect seminars and other events, held in 19 nations, attracted thousands of librarians and library information science students, with practical assistance on issues like library marketing, promoting e-resources, and supporting authors. In the year, the Chinese library association Liblog began translating Library Connect pamphlets into Chinese and posting them at [www.qiantu.org/liblog](http://www.qiantu.org/liblog), while Osaka University librarian, Takeshi Kuboyama, began the second Library Connect international residency at the University of Pittsburgh.

Elsevier provides support for the field through sponsorships, partnerships and promotion of prominent science and science policy NGOs, conferences and science festivals including for a fourth year in 2007, National Public Radio's Talk of the Nation: Science Friday programme, a two-hour science, technology and health talk show hosted by award-winning radio and TV science correspondent, Ira Flatow, weekly reaching over 300,000 US science and medical professionals. For sponsoring what the San Francisco Chronicle terms the "best radio programme about science in the known universe," Elsevier receives a brief on air credit during each Science Friday broadcast, helping build awareness among listeners.

When customers and other stakeholders expressed concern over our participation in organising defence exhibitions, we made a decision in 2007 to withdraw from the sector. As CEO Sir Crispin Davis stated, "our defence shows are quality businesses which have performed well in recent years. Nonetheless, it has become increasingly clear that growing numbers of important customers and authors have very real concerns about our involvement in the defence exhibitions business. We have listened closely to these concerns and this has led us to conclude that the defence shows are no longer compatible with Reed Elsevier's position as a leading publisher of scientific, medical, legal and business content." By the close of 2007 sale of the shows was underway.

## Access

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Research by KPMG, which we commissioned with other members of the Media CSR Forum in 2004, highlighted media literacy – the ability to access, analyse, evaluate, and communicate information – as a distinct corporate responsibility issue for media companies.

→ See Appendix 1, Key CSR Issues for the Media Industry

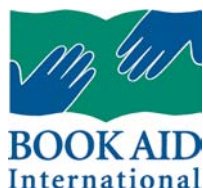


In addition to current work in this area by the Media CSR Forum to which we are contributing, we take steps to promote media literacy within the information fields in which we work. Elsevier supports Sense About Science, an independent charitable trust, which aims to promote evidence, scientific reasoning and public discussion, by responding to misrepresentation of science and scientific evidence on issues that matter to society, including genetic modification, stem cell research and radiation; [www.senseaboutscience.org.uk](http://www.senseaboutscience.org.uk)

Access also means helping those who might find our products of considerable social and economic value but who are unable to afford them. Accordingly, the RE Product Donation Policy outlines our support for in-kind donations. It indicates, "Destroying or remaindering product costs the company millions of dollars each year. When certain products no longer have commercial viability, they may remain in great demand by qualified, deserving recipients on a local or international level.... When and where appropriate, we encourage business units to seek domestic outlets or those in the developing world for surplus or non-saleable products to registered charities. Donations should be useful and not an excuse to dump unwanted material."

→ See Appendix 6, Product Donation Policy

## Access continued



### RE and BAI: Promoting Reading in the Developing World

Each of our three divisions makes product donations a priority. For over seven years, all our divisions have worked in innovative partnership with key book partner, Book Aid International (BAI) finding ways to build on our mutual strengths – BAI's knowledge of and passion for providing books to readers in the developing world and RE's production of leading-edge products and services.

In 2007, CEO Sir Crispin Davis publicly endorsed BAI to encourage corporate support from other companies stating "we are proud to be associated with such an outstanding charity tangibly improving global literacy, research and practice."

### Our work with BAI includes:

- The donation of some 62,000 books in 2007, nearly 10% of all book donations received by BAI in the year
- Cash contributions of £58,000 in the last three years, encompassing a donation of £16,727 in 2007 to progress a library development programme in Namibia, a country with poor literacy levels. Funding has been used for librarian training and the development of in-school libraries.
- Employee engagement programmes like Bring a Book Week during our annual Reed Elsevier Cares Month; in 2007, nearly 3500 employees took part, donating 4,500 books with a financial contribution of £5,500 from RE to ship them overseas
- Special grants including £3,362 in 2007 to repair BAI's warehouse roof, damaged during a summer storm
- Volunteering time and energy: in 2007, 39 members of LexisNexis' Business Services Division cleaned and painted BAI's warehouse
- Free space for BAI at Reed Exhibition's annual London Book Fair, promoting them to potential donors and giving the show a favourable association with a leading book charity
- A stamp, 'Working together to grow libraries in developing countries,' in over 3 million Elsevier books since 2005 amalgamating the BAI, US book partner Sabre, and Elsevier logos
- Enhancement of our corporate responsibility standing. The RE-BAI partnership won a Business in the Community 'Merrill Lynch Raising Achievement Award Big Tick' in 2007; the partnership was also highlighted in the year on the London Benchmarking Group website
- LexisNexis' key role in BAI's International Law Book Facility – in partnership with other publishers, leading law firms, and the International Bar Association – disseminating critical legal texts to further the judiciary and rule of law in developing countries
- Helping staff develop leadership skills through BAI projects, from warehouse personnel who direct the book donation programme to senior management involvement in fundraising



Left: LexisNexis employees used their Two Days to improve BAI's South London warehouse



Right: Reading friends at the Eenhana Community Library in Namibia

## Access continued

“As one of the founding publishers of AGORA, Elsevier plays a leading role in providing free or low-cost access to a wealth of scientific literature for students, researchers and academics in some of the world’s poorest countries. Elsevier continues to help guide the development of the programme, such as inputting on important capacity building and training activities – and we are grateful to them for their valuable contribution which continues to grow.”

**Dr. Anton Mangstl, Director, Knowledge Exchange and Capacity Building Division, Food and Agriculture Organization of the United Nations**



Through HINARI (Health InterNetwork Access to Research Initiative), a programme of the World Health Organization (WHO) of the United Nations, Elsevier, alongside other publishers, provides health workers and researchers in over 100 developing countries free or very low cost access to both core and cutting-edge health sciences information. In 2007 there were 1.2 million Elsevier articles downloaded (33% of the total). As one user from the Democratic Republic of Congo noted, “Your service will help me because I am working in a place where everything has been destroyed during... war;” [www.who.int/hinari](http://www.who.int/hinari)



Similarly, with AGORA (Access to Global Online Research in Agriculture), offered by the UN Food and Agricultural Organization (FAO), Elsevier provides 67 developing countries access to 1,175 agricultural and related journals (over 50% of the total journals available through AGORA). In 2007, the number of Elsevier articles downloaded increased by 68%; [www.aginternetwork.org](http://www.aginternetwork.org)



Elsevier is also a founding partner of OARE (Online Access to Research in the Environment), sister programme to HINARI AND AGORA. Launched in 2006 as an international public-private consortium by the United Nations Environment Programme (UNEP), Yale University Library and School of Forestry and Environmental Studies, with leading science and technology publishers, 70 low income countries now have access to one of the world’s largest collections of environmental science. In 2007, the first full year of the programme, 58,656 Elsevier articles were downloaded. Another 37 countries will be added in 2008; [www.oaresciences.org](http://www.oaresciences.org)



Helping librarians in Vietnam:  
Elsevier supports user training on  
HINARI and its sister programmes

In July 2007, Elsevier with the WHO, FAO, UNEP, Yale and Cornell universities, and more than 100 publishing partners formally extended their commitment to HINARI, OARE and AGORA through 2015. Together with technology partner, Microsoft, the coalition aims to contribute to six of the UN’s eight Millennium Development Goals.

Access also means ensuring disabled users can make use of our products and services. Our websites conform to national laws on web accessibility. As an example, our online recruitment company, totaljobs.com, the UK’s leading job board with more than two million unique users every month, is fully accessible to disabled candidates. The site has a Diversity and Inclusion section which provides practical tools and advice to recruiters including tips on a good recruitment process; useful links including to the UK’s Disability Rights Commission. It emphasises the importance of hiring a diverse workforce: “Research shows that it is better for our businesses if we are inclusive and diverse in our recruitment of talented employees as we will have: a more representative workforce; employees who understand and can communicate better with a wider range of customers; and improved team dynamics within the workforce.”



## Supply Chain

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We uphold RE values in our supply chain by requiring our suppliers to meet the same high standards we set for our own behaviour. Suppliers must adhere to all laws, embody and promote best practice in business operations, treat employees well and respect the environment, as indicated in the ten principles of the United Nations Global Compact to which Reed Elsevier is a signatory. These principles are reflected in our Supplier Code of Conduct, which we ask suppliers to sign and to post prominently in the workplace. The Supplier Code contains standards on child labour, involuntary labour, wages, coercion and harassment, non-discrimination, freedom of association, and health and safety. It also precludes retaliation stating, "Suppliers must not tolerate any retaliation against any employee who makes a good faith report of abuse, intimidation, discrimination, harassment or any violation of law or of this Code of Conduct, or who assists in the investigation of any such a report."

The Supplier Code helps suppliers spread best practice through their own supply chain by requiring subcontractors to enter into a written commitment that they will uphold the RE Supplier Code. The Supplier Code makes clear that where local industry standards are higher than applicable legal requirements, we expect suppliers to meet higher standards.

To manage this important area, we have a Socially Responsible Supplier (SRS) programme comprised of colleagues with production, distribution and procurement expertise with a dedicated manager supported by all RE divisions.

### **The terms of reference for the SRS group include:**

- Maintaining a master supplier database with comprehensive information including Code versioning/signing, initiative tracking, audit dates, remediation plans and compliance
- Setting and reviewing internal and external audit guidelines
- Establishing policies and relevant initiatives including annual Socially Responsible Supplier and paper surveys

The terms of reference stipulate that internal and external audits are performed on a regular basis and in 2007 we updated our internal audit checklist for direct supplier visits. External audits, carried out by independent auditor ITS, occur on a rolling basis. Identified high risk suppliers, including those operating in areas where human rights, labour, environmental, or other abuses have been known to occur, are externally audited every two years. Suppliers with repeat code violations are subject to annual external audits. ITS produces a Corrective Action Plan (CAP) summarising audit findings and detailing corrective actions – agreed by the auditor and the supplier to ensure compliance with the Code and local laws – as necessary. Remediation target dates are agreed and the CAP is signed and dated by both parties. Follow-up audits ensure identified issues are resolved. In 2007 we carried out three internal audits and a further 21 independent external audits through ITS. As an example, ITS helped a prepress supplier located in The Philippines improve its medical and dental services for employees in compliance with national legislation. The supplier also subsequently appointed a Pollution Control Officer to improve their environmental performance.

→ [See Appendix 7 for more about the SRS Audit Workflow and Process](#)

→ [See Appendix 8 for Sample 2007 Remediation Reports](#)

## Supply Chain continued

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Our Supplier Code states that, "Failure to comply with any Reed Elsevier term, condition, requirement, policy or procedure... may result in the cancellation of all existing orders and termination of the business relationship between Reed Elsevier and Supplier."

The SRS group holds a master database of key suppliers (391 at the close of 2007). In addition to suppliers of paper, pre-press, print, data converters, shippers, and IT, among others, the database was expanded in the year to include telemarketers, software developers, office supply providers and exhibition venues. To track compliance with SRS initiatives, we conduct an annual survey of paper providers and a Social Responsibility Survey for all others. Both include a detailed environmental section. The 2007 surveys revealed that 71% of key suppliers have a designated member of the board with responsibility for corporate responsibility; 79% have a formal Environmental Management System in place; 48% have set environmental reduction targets, 49% have external certification for their operations and 34% externally report their environmental impact. Five (or less than 3% of respondents) reported environmental incidents in the last two years and outlined steps they have taken to bring their facilities into compliance.

Our survey of paper suppliers details bleaching processes, the amount and percentage of certified and recycled fibre, and whether any genetically modified organisms are used in their pulp (none are used). Of our paper suppliers, 55% report their full CO<sub>2</sub> emissions.

In 2007 we established product safety standards covering ink, varnish, spiral wire, lamination, and glue. Ten key suppliers located in China submitted product safety test reports and certificates, while suppliers in Canada, China, Germany, India, Singapore, Spain and the US informed us of relevant product safety tests they had performed in the previous 12 months.

→ [See Appendix 9 for more about the SRS programme](#)

## Celebrating Good Partners



Satyam Computer Services Limited, located in Hyderabad, India, provides software development services to RE. They believe strongly in leveraging the power of IT to bridge the digital divide that limits opportunities for success and prosperity. According to Satyam's Chairman, Dr. B Ramalinga Raju, "We have worked in a concerted manner in this area for the past few years and accomplished a positive change."

Satyam supports development projects through the Satyam Foundation which aims to transform the lives of India's underprivileged in urban areas. They have helped found the Emergency Management and Research Institute and Health Management Research Institute to employ technology to improve healthcare for 40 million people in the state of Andhra Pradesh. The initiatives supplement and support existing public health services. One achievement was establishing the emergency response line 108 – a sacred number in Hinduism, with requisite supporting technology including GPS, for police, fire, and medical emergencies.

To connect its diverse workforce and share the company's values and strategy, Satyam set up an Internet radio station called Planet Satyam. On offer are talk shows, panel discussions and interviews with business leaders. The station also offers numerous training modules which employees can utilise at their convenience. The company encourages volunteerism with nearly 12,000 staff involved and they are the largest corporate blood donor to the Red Cross in the major cities of Hyderabad, Chennai, and Bangalore.

They are dedicated to carbon management, establishing zero waste campuses and improving energy efficiency by upgrading lighting systems.



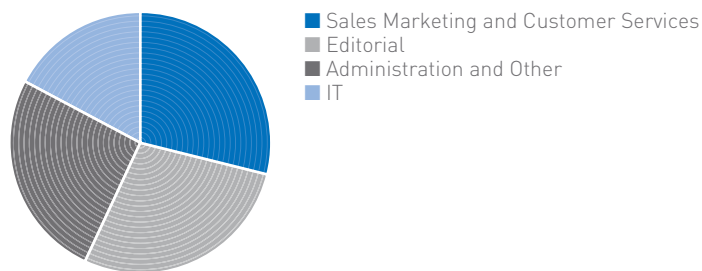
## Workplace

“Our products and services support our customers and the contributions they make to science and I’m proud of that. While I may never make a ground-breaking discovery, through my work I feel like I’m contributing to society.”

**Hiromi Miwa, HR Manager, Elsevier Japan**

Our people are our strength. At the 2007 RE Management Conference for the top 200 managers, CEO Sir Crispin Davis explained, “People development and motivation is critical to support our strategic acceleration.” Valuing our People means being an employer of choice known for best practice in retaining and recruiting the best staff. If we fail to attract or keep good people, our business will suffer and we will not achieve our objectives or meet the expectations of our stakeholders.

Our workforce of 30,000 is highly skilled and includes a large proportion of university graduates. Together they focus on developing and delivering essential information and data exactly where and how our customers need it. With a growing online business, we employ 5,000 IT specialists and developers. More than 8,000 editorial staff ensure our content is of the highest quality, while approximately 11,000 customer service staff and sales people focus on meeting client needs.



As we state in the careers section of [www.reedelsevier.com](http://www.reedelsevier.com), “Our strategic priorities include a number of initiatives designed specifically to develop our employee base such as: continued upgrading of our management through attracting, developing and retaining the very best talent; establishing a culture that respects individuals, values diversity and fosters innovation; and encouraging an environment of open communications, collaboration and information sharing across our businesses and geographies.”

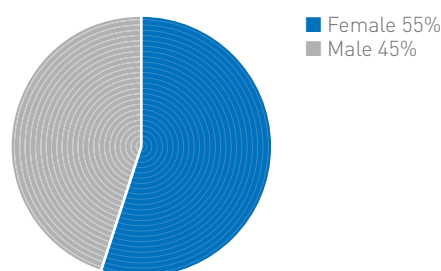


## Valuing Our People

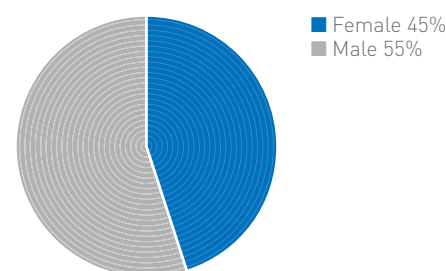
Our labour and employment policies and practices are compliant with the principles of the UN Global Compact regarding fair and non-discriminatory labour practices. As stated in our Code of Conduct and Business Ethics, "Reed Elsevier is an equal employment opportunity employer. It is committed to providing a work environment where employees and applicants for employment are treated with respect and dignity and without regard to race, colour, creed, religion, national origin, gender, sexual orientation, marital status, age, disability, membership or application for membership in uniformed services, veteran status, the seeking of workers' compensation benefits, or any other category protected by law."

Consistent with this policy, Reed Elsevier prohibits discrimination or harassment of any kind based on any of these protected characteristics. We actively seek to build a workforce which reflects the diversity of our customers and communities. Over 40% of our staff at Elsevier in the Netherlands are non-Dutch. Our overall RE workforce is 55% female, based on a sampling of greater than 75% of our key facilities, responsible for more than 75% of turnover. In 2007, our senior management group comprised 18 nationalities [15 in 2006] of which 26% are women [21% in 2006] as are two members of the RE boards: Lisa Hook is a non-executive director of Reed Elsevier PLC and Reed Elsevier NV and Dien de Boer-Kruyt is a non-executive director of Reed Elsevier NV.

### Employee Diversity



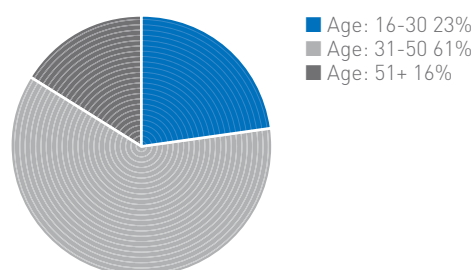
### Manager Diversity



### Age

We recognise employees of different ages contribute unique perspectives to our endeavours. 22% of our employees are between 22 and 30 years of age, 16% of our workforce is older than 51 and 1% is over 66. Our oldest employee, at 85, is a senior columnist and the youngest, at 16, a research assistant. The majority of our workforce (61%) is between 31 and 50 years old.

### Age Diversity



Our staff/works councils in Europe, the United States and elsewhere help engender positive labour/employee relations. Our legal teams, which report to the General Counsel and Company Secretary, keep abreast of statutory obligations that may be introduced or vary according to jurisdiction. Our CR team make presentations for the benefit of staff, and in 2007 addressed employee groups in, among other locations, China, France, the Netherlands, the United Kingdom and the United States.

Our Human Resources Management Council is comprised of the most senior members of the RE HR community. Every other month, the Council meets to discern, address, and benchmark the key workplace issues facing the company. HR leaders, led by the Global Director of Human Resources, undertake an annual organisation talent review to identify staff advancement opportunities and to develop the in-house bench strength that can help drive the business forward.

## Focus on Diversity

More than 13,000 people work for LexisNexis in 20 countries serving customers in more than 100 countries. The division is committed to promoting a diverse workforce. Accordingly, to improve on delivering a diverse slate of candidates for all positions, jobs are posted to a variety of websites, including DiversityInc.com which reaches 250,000 visitors daily.

### Diversity within the Community

Since 2001, LexisNexis has partnered with The New Jersey All Stars Project and the Development School for Youth (DSY). The DSY is a leadership and training programme founded in 1997 to help inner city youth from diverse backgrounds and heritages between the ages of 16 and 21 gain critical skills. The programme includes training on interviewing, résumé preparation, professional conduct, public speaking and more.

In support of the All Stars Project, for the past six years LexisNexis has hired 45 summer interns at the New Providence, Newark and New York City offices. Interns are provided with valuable training and at the close of the summer, supervisor celebrations recognise the contribution of staff involved with making the intern programme a success. LexisNexis has donated \$130,000 to support the programme locally and help the organization spread nationally.

### Diversity within the Company

#### Women

Company-sponsored employee network groups positively benefit the work environment of LexisNexis. In 2007, a charter group formed a women's network with a mission to create a workplace that provides talented women the opportunity to build rewarding and sustainable careers; contribute to the success of the organization; and make a positive impact on society. They network with other women within LexisNexis and the industry to build relationships and provide services to their communities; provide mentoring and professional development opportunities; identify and remove barriers to success; and create a higher awareness of what women contribute to the organization.

The charter group originated in the United States and is comprised of 25 executive level women from across the LexisNexis organization. It is co-chaired by LexisNexis's Carolyn Ullerick, Chief Financial Officer and Joanna Stone, Senior Vice President of Strategy. It includes women working in technology, marketing, sales, finance and human resources.

#### African Americans

A LexisNexis African American Network (LNAAN) has been evolving to foster an environment that helps African Americans feel included, challenged and supported to maximise their opportunities and achievements.

LNAAN activities over the last year include leadership development programmes; participation in community events through the RE Cares programme; representation at the National Black MBA Association Conference; participation in the planning and execution of events for Martin Luther King Day and Black History Month; and engagement with local companies to share best practice and explore collaboration on events to attract diverse candidates.

#### Management Associates

In 2005, LexisNexis began a leadership development programme hiring MBA talent from top universities in the United States and Europe. Management Associates have worked on projects across functions, geographies, and cultures to build solutions for LexisNexis customers. In 2007, the programme graduated its first class of 16 future leaders into management level positions throughout the company. Over 50% of the Management Associates are female and over 50% are from diverse ethnic backgrounds.

## Communication and Training

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A confidential grievance procedure is stipulated in the Reed Elsevier Code of Ethics and Business Conduct: "Reed Elsevier will investigate all reports of suspected violations of law or the Code, including anonymous ones. Employees must co-operate in the investigation of reported violations. Reed Elsevier will not disclose the identity of anyone who reports suspected violation or who participates in a related investigation unless the employee submitting the report authorises such disclosure or such disclosure is required by law, regulation or legal process." Toll-free lines and web-based confidential reporting have made it easier for employees to raise concerns.

Our internal audit teams make workplace issues a key part of ongoing evaluations and they further are a central component of the CR Questionnaire for senior business leaders.

The global intranet, aREna, allows management and staff to share news and information across the group. It features the latest group and industry news, provides staff with access to videos, image libraries, the LexisNexis90 search engine, job opportunities, competitions, forums and resources touching all areas of the company including customers, strategy, ventures, pensions and CR.

One section, 'Crispin's Open Door,' allows employees to send a confidential email direct to the CEO. Staff who agree can have their questions and his reply posted for group-wide benefit. For example, in September 2007 one employee asked: "Are there any exchange programmes currently available within the Reed Elsevier family? For instance, can an employee in the United States trade places with an employee in England for six months or a year?.... I was thinking a 'Work Abroad Programme' would be an excellent way to learn, grow, and create tighter communication links within Reed Elsevier." Sir Crispin responded, "This is a very good and logical suggestion. We need to move people around Reed Elsevier much more, both geographically and by business unit. It would break down barriers, be a growth experience for the manager, and if thoughtfully done, benefit the business. I have set up a team to look at exactly this issue as part of our Boundarylessness value."

To this end, the HR team in 2007 began planning for an enhanced Job Board to improve talent mobility and reinforce that while we have many products and business units, we are one company. It will be rolled out in 2008 with the advantage of streamlining recruitment processes and efficiencies. It will provide global job posting to ensure all relevant jobs are advertised internally and feature job alerters, a more user-friendly interface, and richer search capabilities. In 2007, there was a 38% internal appointment rate for senior management roles.

The Elsevier intranet includes an 'Ask Erik' section, where Erik Engstrom, Elsevier's CEO, encourages employees to share perspectives about the business. During 2007 questions included supply chain activity in China and suggestions on how to improve our environmental performance.

The REspond global employee opinion survey helps us continue effective workplace policies by allowing staff to express their views on how we are living up to our values. Feedback is translated into action to build on successes and address weaknesses. The last full global survey in 2006 had a favourable survey composite of 60% and the highest scoring areas included Reed Elsevier's support for the community and ethical business practice. Areas for improvement included more freely sharing information across the company and doing even more to make employees feel valued.

Sir Crispin emphasised this to the top 200 managers in 2007 stating "We are... committing to put strong focus on making Reed Elsevier a 'Great Place to Work'. We have identified both from within Reed Elsevier and from external best practice actions to deliver on this. Regular REspond Employee Opinion Survey feedback will tell us how well we are all doing. We will be looking for each and every leader... to embrace this opportunity and to make their own department, function, business, a Great Place to Work."



## Communication and Training continued

A listening tour of high-scoring locations led to a useful guide – Bright Ideas, Creating Great Places to Work – disseminated to managers in the year. It highlighted common themes at high-scoring locations including: opportunities for development; clear communication; camaraderie; shared purpose and support; transformational leadership; and humility. As an example of the latter, one employee noted her manager “knows everyone by name; he knows little background things about people which shows he genuinely cares.” There is a high-level Great Place to Work steering committee to combine leadership from all parts of the business. And in 2008 a Great Place to Work intranet site will launch, identifying characteristics of good leaders and examples of best practice throughout the company. There will also be tools for managers to assess themselves and their teams, make improvements, and measure progress.

By the close of 2007 the top 200 people in the company had completed Management Development Planning (MDP). The process involves in-depth interviews with the manager and others to assess strengths and weaknesses; an action plan is then agreed to help the manager reach individual aspirations. The pilot has shown that MDP leads to precise actions for attaining present and future career progression; provides a more insightful view of the individual; openness/honesty is facilitated and sensitive issues more readily addressed. Taking on board the learning from this process, the programme will roll out to the next 200, with training in 2008 and 2009 for selected HR professionals, to drive a modified process deeper within the company.

Every employee in the company takes part in the annual Personal Development Plan programme (PDP). It continues to be improved to simplify the format, instructions, and online delivery. The PDP assesses staff/management performance and identifies opportunities for recognition and advancement. The PDP’s two-way dialogue allows review of present work and identification of long term goals. It is also the primary tool for assessing and planning employee training.

Our businesses invest heavily in the capabilities and future potential of their employees. In 2007, Elsevier provided \$5.7 million on training opportunities for staff; LexisNexis \$8.7 million and Reed Business in the US \$926,973 equating to approximately \$700 per employee. The range of training we offer is diverse including seminars, courses, one-on-one instruction, cultural training, online skills support.

### Spotlight on Training: Reed Exhibitions China

At Reed Exhibitions China, employees participate in the Reed China University with training on all aspects of the exhibition industry. Each year, some 10-12 training sessions are held for all staff across their six China offices. According to Dan Londero, Reed Exhibitions China President, the University “is a genuine commitment by the senior management...



Dan Londero – President,  
Reed Exhibitions Greater China,  
Anna Li – General Manager,  
Reed Exhibitions ISG China

## Communication and Training continued

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toward the training and development of our employees. The lectures are largely by our senior managers who give up their time to prepare and present. We tailor topics to the differing needs of various staff groups and we supplement this with outside trainers. A good example of this is the extensive programme to improve English skills where we engaged outside trainers to teach staff weekly for several weeks. This dedication to the needs of our staff has caught the attention of the exhibition industry in China, and we are regularly approached by people outside our company, who wish to sit in and learn. Our plan in 2008 is to take the programme to the next level and ensure an even higher standard of education is delivered.”

Commenting on the training, Shino Shi, a sales manager in the Shanghai office: “Reed University is very creative, effective and practical. It’s a golden opportunity to communicate with each other during the training, case study sharing, (and) brainstorming....”

We also have a management training course with Harvard University to help our managers develop strategic and visionary thinking and the ability to both build winning teams and acknowledge the contributions of others.

More informally, we provide positive social outlets for staff to engage with one another including through the Reed Elsevier Cares community programme and optional outings – with a frequent crossover between the two. For example, colleagues at Elsevier and Reed Business Italy competed in a 2007 football match to raise funds for charity. It gave staff working for two different parts of Reed Elsevier, in different locations, the chance to meet one another. With donations from the business units, colleagues and supporters, €3,700 was donated to GSI Italia Onlus, an organisation that focuses on human rights, the environment, and support for Italy’s immigrant population.

In 2007, Reed Business was admitted to Book Business magazine’s listing of the ‘Top 20 Book Publishing Companies to Work For’ based on 50 employee satisfaction and workplace attributes rated on a five-point scale, such as whether respondents considered their company a great place to work.

## Health and Safety

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“There are people who make things happen, some who watch things happen and those that say ‘what happened?’ Through the Health and Safety Champions network, local safety committees, and the skills and resources of our Group Insurance and Risk Department, our employees are making things happen by continuing to improve health and safety at work.”

**Bret Murray, Risk Management Analyst, Reed Elsevier Inc.**

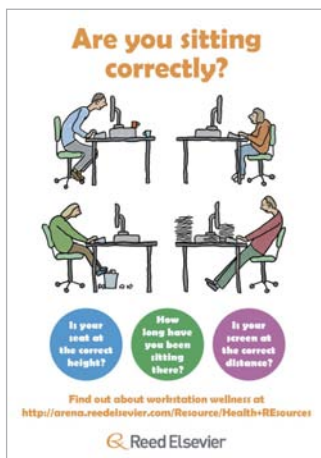
The essence of ‘Valuing our People’ means we go beyond legal obligations to ensure staff well-being. The importance of employee health and safety is emphasised in the RE Code of Ethics and the RE Group Health and Safety Policy introduced in 2007. Both documents commit the company to providing a healthy and safe workplace for all employees as well as safe products and services for clients. While the CEO is responsible for health and safety on behalf of the Board, health and safety policy is managed through a network of Health and Safety Champions reporting to business unit CEOs who receive support from the RE Health and Safety Coordinator, including bimonthly calls and an annual meeting. In addition, we consult with employees globally on health and safety issues through staff and work councils.

In 2007, we provided Institution of Occupational Safety and Health training courses for key staff through the training arm of our LexisNexis division. We are continuing to roll out Display Screen Equipment Training and Risk Assessment courses online, with tracking to ensure compliance and training to the appropriate level.

We believe communication on health and safety issues is essential. We held our annual global health and safety awareness week in November 2007 focused on wellness with events across the group including health and wellness clinics and work station assessments. We also highlighted our external, confidential counselling service which gives employees the opportunities to discuss personal issues of concern. The week launched with a message from CEO Sir Crispin Davis to all staff, which drew attention to health and safety in the RE Code of Ethics, and commitments in the Health and Safety Policy. He made clear, “health and safety is an ongoing priority” and introduced a new health and safety website, Health REsources.



## Health and Safety continued



The Health REsources site features useful health and safety information, data on our health and safety performance, along with a place to submit ideas and questions. It also features visual tools like the 2007 Health and Safety poster – Are You Sitting Correctly? – developed by colleagues at Elsevier London, to highlight the importance of wellness at the work station. Links are provided to detailed information such as the importance of taking ‘mini breaks’ along with helpful guidance on good posture:

- Most often used objects should be placed close by to avoid unnecessary reaching, stretching and twisting during work
- Correct hand and wrist placement is important. Shoulder muscles can become tense when arms and hands are held too high. Hold arms comfortably at your side, with your upper arm and forearm at about a right angle. Wrists should be in line with the forearm
- The top of the computer screen should be the same height or slightly below eye level
- Keyboard position should allow wrists to be in a neutral posture while keying, with arms relaxed and elbows at an approximate 90° angle
- The ideal location for the monitor screen is a distance of 18” to 30” from eyes; then adjust angle for comfort
- Adjust the document/copy stand to the same height as the monitor screen. Try to keep the copy stand in front to maintain a natural neck posture
- To lessen the strain on eye muscles, keep your computer screen at least 18 to 30 inches from your eyes (or farther away than you might hold a book). Take an eye strain break by occasionally focusing on objects at a distance of 20 feet or more
- Good lighting is not always bright lighting. Adjust lighting to minimize direct glare on the computer screen. Reduce glare by pulling drapes or repositioning your monitor screen

RE produces numerous products that spur knowledge of health and safety issues, including Health & Safety at Work magazine; Occupational Health Review; an Easy Guide to Health and Safety; Health and Safety Pocket Book; Practical Health and Safety Management for Small Business; and many others.

In 2007, our Elsevier division helped launch with other publishers and the American Cancer Society, the American Diabetes Association, and the American Heart Association, the patientINFORM website. patientINFORM provides patients and their caregivers with online access to up-to-date, reliable research for specific diseases, empowering patients to have more productive dialog with physicians and make well-informed care decisions; [www.patientinform.com](http://www.patientinform.com)

→ See Appendix 13 for a sampling of RE Health and Safety Products

## Health and Safety continued

We conduct an annual Group Health and Safety Survey reaching more than 80% of our workforce. As the majority of our business is US-based, we report against US Occupational Safety and Health Administration (OSHA) guidance with data covering both work-related incidents and illnesses that result in greater than one day of work loss time.

	2007	Variance between 2006-2007	2006	2005*	2004*
Fatalities	<b>0</b>		0	0	0
Number of work-related incidents and illnesses that resulted in loss time greater than one day	<b>46</b>	-34%	70	76	76
Incidence rate (cases per 1,000 employees)	<b>1.68</b>	-35%	2.58	2.30	2.68
Frequency rate (cases per 200,000 hours worked)	<b>0.22</b>	-35%	0.34	0.30	0.35
Total days lost	<b>1,077</b>	-20%	1,342	1,174	984
Percentage of employees covered by HS Survey	<b>87%</b>	1%	86%	91%	81%

\*Includes Harcourt operations, then part of the RE group

As we continue to improve the transparency and robustness of our non-financial reporting, Ernst & Young have provided external assurance on our 2007 health and safety data. Their statement can be found in Appendix 12.

In order to provide year-on-year comparisons across our business units, subject to different statutory reporting laws, we provide incidence rates (number of incidents and illnesses x 1,000/number employees) and frequency rates (number of incidents and illnesses x 200,000/number of hours worked). We calculated hours worked based upon an average of 220 seven hour working days in a year.

There were no fatalities in 2007. Our incidence and frequency rates continue to improve. Between 2006 and 2007 we decreased incidence and frequency rates by 35%, with a 20% decrease in the total number of days lost.

In order to understand areas of concern, we broke down 2007 loss time incidents by type. The resulting analysis shows we reduced incidents from manual labour, linked to increasing delivery of products online, with less dependence on warehouses and other facilities that carry a higher risk of injury to employees. Slips/trips/falls was the highest impact area at 19%, followed by lifting and handling of materials at 15%, with Repetitive Strain Injuries (RSI), including Carpel Tunnel Syndrome (CTS), at 13%.

As highlighted by Ernst & Young in their assurance statement, operations outside of the US have been guided by local regulatory frameworks rather than Group guidelines when reporting health and safety data. We will be working to address this in 2008 and ensure a standard approach to reporting from all sites.

## Community

“The RE Cares programme is a great example of a company that supports its staff and the community at large. Having two volunteering days every year has allowed colleagues to share their time, expertise and enthusiasm with so many charities worldwide. Everybody wins as the charities gain invaluable support and colleagues have the opportunity to make a real difference.”

**Julie Lever, RE Cares Champion, Reed Business**

Community represents an integral part of how Reed Elsevier does business. Contributing to our global communities is both an opportunity and a responsibility. It helps us inspire employees, positively aid beneficiaries, improve our reputation, and meet our obligations as one of the world's largest media companies. Consequently, our global community programme, Reed Elsevier Cares, has as its mission, “To play a positive role in our local and global communities, primarily through employee involvement. “We focus on education for disadvantaged young people and community initiatives of importance to local employees. Our businesses offer a range of activities to engage employees in their local communities, from reading support programmes and charity fundraising initiatives, to donations of time and services. In addition, RE has the Two Days programme to allow each employee two days off per year for volunteer work of their own choosing.

Launching RE Cares Month 2007 – each September when we spotlight community involvement globally – CEO Sir Crispin Davis said, “Our longstanding commitment to the community is one aspect of Reed Elsevier of which I am particularly proud. Across the world, our people are endlessly creative in giving time, resources, and financial support to make a difference.... I urge our managers to lend their full support to RE Cares... and I congratulate our RE Cares Champions who lead the way. We believe in making Reed Elsevier a great place to work and the RE Cares programme helps us do just that.”

An RE Cares video was a highlight of the launch and featured staff from countries across all divisions engaged in community activities. RE Cares Month projects touched thousands of employees and encompassed Elsevier Oxford's day helping children at St Thomas More School design Christmas cards later sold to benefit charity; LexisNexis San Francisco's participation in the Friends of the San Francisco Library Big Book Sale, with staff serving as organisers, cashiers, packers, and porters, with proceeds benefitting local literacy and after school programmes; and Reed Business UK journalists who held an Editorial Blogathon with teams raising money for their RE Cares Month charities by generating blog traffic.



## Reed Elsevier Cares

During RE Cares Month 2007, we held our first ever Global Book Drive with over 11,000 employees donating 20,000 books to local charities. We offered \$1000 for the charity of choice to the office that donated the largest relative number of books. The winner was LexisNexis Minnesota (whose 15 employees donated 223 books or almost 15 books per person) who chose Bridging, a charity that provides furniture and household items free of charge to Minnesota families in transition including refugees, immigrants, victims of family violence and the homeless.

Also during RE Cares Month, Reed Business in the US and UK showed how helping the community can also help the business. They held charity sales days letting customers know that 5% of all revenue made on the day would be donated to charity. From \$3.7 million in revenue, over \$200,000 was donated to 24 charities.

A network of nearly 150 RE Cares Champions from more than 15 countries – at all levels of the business, from senior managers to sales, treasury, secretarial and editorial staff – make RE Cares effective on the ground. They plan hundreds of events each year which encompass fundraising through athletic endeavours, variety shows, and contests; clothing and school supply drives; bake sales; student mentoring; improving facilities at local children's homes and youth clubs; cleaning local parks; and volunteering at food banks and homeless shelters.

Central support for RE Cares Champions includes regional meetings, which occurred in North America, Europe and Asia Pacific in 2007. Attendees share best practice, gain community-related training, engage with charity partners, and help set goals and the community agenda for the year ahead. Other services include a Champions Corner intranet site, webcasts, regular conference calls, file-sharing, one-to-one meetings, and internal presentations.



Communication is key and the RE Cares section of aREna is one of the most visited areas of the corporate intranet, helping advance the programme in major business locations. Over 40 new RE Cares stories were submitted by staff across the group in 2007 and the site is regularly updated with new features, including last year, letters and progress reports from our beneficiaries. It is complemented by RE Cares news in divisional publications and intranets.

### A Management Priority

Seventy RE senior managers, including the CEO, dedicated an afternoon during the 2007 Global Management Conference in Rome to support disadvantaged children in and around the Italian capital. RE partnered with local charities Nessun Luogo è Lontano Onlus and the Centro Nazionale Opere Salesian on five different projects including a kids versus the bosses European football game (the kids won), mural painting, handicrafts and outdoor educational games, and a role play activity giving disadvantaged boys training to be mechanics the opportunity to improve their English skills and confidence. Said one participant, Elsevier's Senior Vice President of Sales, Toni Linstedt, the afternoon "raised awareness of RE Cares as a corporate responsibility."

Jim Peck, CEO of LexisNexis Risk & Information Analytics Group personally hosted RE Cares events at each of the seven locations in his unit. He believes in leading by example, "I think anybody who has volunteered will tell you that in addition to the satisfaction you gain from helping out your community, [it] is a great team-building exercise." Activities in Florida included 300 employees who built teddy bears for two local groups: the Boca Raton fire department, which uses the bears in dealing with frightened or injured children, and a local school for mentally challenged children. In Utah, 35 staff cleaned up Northridge Park, a five-acre site with tennis courts, playground, walking path and a pavilion. And in Oklahoma, a group of colleagues helped compile notebooks used by various health agencies to educate the public on diabetes at the American Diabetes Association, while another put together weekend lunch bags at the Regional Food Bank of Oklahoma for distribution to local youth groups to ensure underprivileged children receive nutritious meals during weekends.

In 2007, we held the fourth RE Cares Challenge to encourage staff teams to work together to build skills and relationships while making a difference in local communities. Business



## Reed Elsevier Cares continued

units across the group submitted 15 ideas for new or extended business-sponsored volunteer activities advancing the RE Cares mission of education for disadvantaged young people. At stake were seven prizes ranging from \$10,000 to \$2,500. Up to 10% of the award could be used for administrative expenses with the balance for the beneficiary. Employees throughout the group voted among the top two finalists and chose RBI UK's Open Door Counselling Services as the \$10,000 first prize winner.

Open Door, based in Sutton, close to the RBI offices, offers confidential, accessible and professional counselling for young people aged 11 to 25 years regardless of gender, race, disability or sexuality. Though in operation for 40 years, they were facing closure due to a shortfall in funding. In addition to the financial support, employees provided assistance in a variety of areas including web design. As Liz Jordan of Open Door notes, "RBI's support has made a huge difference to Open Door.... [Your] response came in the form of much-needed funding, and just as importantly in the form of a huge amount of energy and enthusiasm from RBI staff, who have thrown themselves into using their skills to help us keep our doors open. This has given a tremendous boost to morale among staff and volunteers at Open Door – it's great to know that people are interested, committed and want to help."

### Doing What We Do Best

In-kind support means using our products, services, and skills to aid others. The 2007 Reed Elsevier Publishing Day at Public School 123 in Harlem, where 20% of students live in temporary housing or shelters, is exemplary. This Boundarylessness event saw New York City-based staff from the RE divisions sharing their expertise by helping the children write articles, produce their own advertisements, and copyedit a mock magazine. The volunteers also spoke with the children about their work and career decisions. During the North American RE Cares Meeting held in New York in June 2007, RE Cares Champions from across the US met with the editorial team from the school's student newspaper (made possible with a previous RE Cares grant) for a session on interviewing techniques – following, some Champions reported learning as much as they shared.

In 2007 we increased our in-kind contributions by 23% over the year previous. This incorporates continuing support from LexisNexis for the National Center for Missing & Exploited Children (NCMEC), a not-for-profit organisation that helps law enforcement agencies safely recover missing children throughout the United States. LexisNexis donated in 2007 over \$700,000 in access to its investigative products like Accurant for Law Enforcement Plus and research solutions like LexisNexis.com, as well as expert consulting and training, and additionally contributed \$85,000 to directly support NCMEC's mission. LexisNexis has worked in partnership with NCMEC to advise on and manage a critical pilot programme that coordinates the use of information and technology to address the issue of non-compliant sex offenders, fostering critical dialogue between LexisNexis's federal and state law enforcement customers and NCMEC. Since 2001, when collaboration began, NCMEC estimates that LexisNexis products have been instrumental in the successful recovery of 338 children, including 45 children in 2007 alone.

Community engagement at the 2007 Rome Global Management Conference

Left: Creating handicrafts sold to benefit the Piccolo Principe, a social healthcare programme for foreign children needing specialist medical treatment

Right: Fancy footwork helped kids from Centro Peace, a Rome educational and social integration centre, beat the bosses



## What We Gave

We provide opportunities for staff across the group to nominate charities for funding from a central budget for regional and developing world projects that support the RE Cares mission of education for disadvantaged young people. Last year Reed Elsevier Cares Champions allocated approximately £325,000 to more than 40 beneficiaries, adding to the contributions made by Reed Elsevier business units.



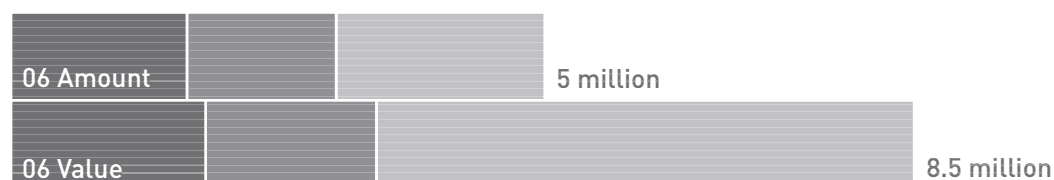
In managing our community involvement, we apply the same rigor and standards as in all other parts of our business. We conduct an annual RE Group Community Survey in conjunction with the RE Accounting Services Group and RE Cares Champions. The methodology, reviewed by RE Internal Audit, is based on the model developed by the London Benchmarking Group (Reed Elsevier is a member and serves on the steering group), and divides our aggregate giving into short term charitable gifts, ongoing community investment, and commercial initiatives of direct business benefit. In 2007, we implemented recommendations made by LBG on improving data collection and methodology; data for all UK offices was assured by The Corporate Citizenship Company.

→ See Appendix 11 for the Corporate Citizenship Company Statement

The total of cash and in-kind donations (products, services, and time) for 2007 was approximately £5.5 million, an increase of £500,000 in total giving over 2006. Taking into account the market cost of time, products and services, this represents a value of approximately £8 million:

### Community Involvement

■ Charitable Gifts  
■ Community Investment  
■ Commercial Initiatives



■ Charitable Gifts  
■ Community Investment  
■ Commercial Initiatives



We saw a 16% increase over 2006 in the number of participants in the Two Days programme, with 5,036 staff taking part in 2007.

## Community Impact

In accordance with the LBG model, we monitor the short and long term benefits of the projects with which we are involved. As part of our giving, we ask beneficiaries to report regularly on their progress and achievements and share the reports on the RE Cares section of aREna to increase transparency and staff awareness.

### AfriKids

In 2007 Reed Elsevier continued to support AfriKids, a child rights organisation, which works alongside indigenous communities in Ghana to improve the quality of life for vulnerable children.

Reed Elsevier was one of the first donors to show commitment to AfriKids' Operation Zuarungu, which provides primary education, vocational training, micro loans and a health clinic to communities in Zarungu, Northern Ghana. Operation Zarungu began as a small pilot investment for AfriKids and has grown to become a community development programme which employs 22 local people and benefits over 15,000. The centre, which opened its doors in early 2005, is now at the heart of the community and is slowly but surely reversing the fortunes of the Zuarungu people. In 2007, Reed Elsevier donated £10,039 to fund the education costs of Operation Zuarungu which gives 350 children primary education and up to 100 older children vocational training.

During RE Cares Month staff across the UK raised nearly £14,000 for AfriKids, used for purchasing 300 goats and health insurance policies for poor families. Monies were also used to ship a container of vital equipment to the AfriKids Medical Centre. RE employees helped with the packing of items they and the company donated such as chairs, tables and clothes. The AfriKids Medical Centre treats over 1,000 patients a month and raises enough funds in profit to pay a third of AfriKids Ghana's core salaries.

We also continued to aid the AfriKids Academy, which we first began supporting in 2005, by sending computers and other needed equipment. The AfriKids Academy gives free IT training to over 350 middle school children in the village of Bolgatanga each year, and runs fee paying adult classes to cover its costs.

According to the team at Afrikids, "We have been amazed by the ongoing enthusiasm and support of Reed Elsevier, the Cares Champions and the wider staff base. At AfriKids, we strive to get supporters involved with our work, to feel a part of it and form 'partnerships for development' with the projects in Ghana, which move away from impersonal giving or handouts. With Reed Elsevier this is really happening."



## Community Impact continued

### Alex's Lemonade Stand Foundation: Fighting Childhood Cancer One Cup at a Time

Alexandra "Alex" Scott, daughter to an Elsevier colleague, was diagnosed with neuroblastoma, an aggressive childhood cancer, two days before her first birthday. In 2000, at the age of 4, Alex suggested to her parents a seemingly simple idea – she would hold a lemonade stand to raise money to help doctors find a cure for kids with cancer.

For the next four years, despite her deteriorating health, Alex held an annual lemonade stand to raise money for childhood cancer research. Following her inspirational example, thousands of lemonade stands and other fundraising events have been held across the country to benefit Alex's Lemonade Stand Foundation (ALSF). In 2004, at the age of eight, Alex lost her battle with the disease – she had raised over \$1 million for research in her short lifetime.

ALSF is a unique grant making organisation, working directly with doctors and researchers to bring new treatments to children with cancer. The Foundation, which has raised over \$17 million to date, is closely aligned with Elsevier's mission to make genuine contributions to the science and health communities.

Alex's story has touched many RE employees, creating strong support across the group. Since 2004, we had contributed over \$120,000 from employee fundraising including lemonade stands, along with grants and matching gifts from Reed Elsevier and Elsevier. Elsevier supported The Lemon Ball in 2007 – an annual fundraising event for ALSF in Philadelphia which raised \$590,000. The matching gifts send a strong message to employees that RE is a good place to work because it helps the same charities they enthusiastically support. Alex's parents, Liz and Jay Scott, wrote in the year, "The overwhelming outpouring of support from Reed Elsevier has been a part of our lives and Alex's legacy for years and we are extremely grateful to each of you."

The lesson that children and adults everywhere learn from holding their own lemonade stands is simple but powerful – every person can make a difference in the world;  
[www.alexslimonade.org](http://www.alexslimonade.org)



Elsevier employees help Alex's Lemonade Stand by selling one cup at a time



## Help Where It Is Needed Most



In Their Own Words benefit students at Chalmette High School, damaged by Hurricane Katrina

Reed Elsevier businesses respond quickly to tragedy, for example, donating in 2005 close to \$2 million for tsunami relief efforts through company donations, matching gift schemes, employee and business fundraising and in-kind support. They also believe in following through over the long term.

After the tragic events of September 11, 2001, in which two RE employees lost their lives, we established a scholarship fund in their names – the Jeffrey P Mladenik and Andrew Curry-Green Memorial Scholarship – that to date has awarded \$165,000 in higher education grants for children of employees. In 2007, Molly Jacobson, daughter of LexisNexis Executive Customer Solutions Manager, Joyce Ward, was awarded a \$15,000 scholarship toward university fees. A student at Brown University in Providence, Rhode Island, Molly has an interest in economics and environmental science and achieved the highest academic ranking in her high school.

Reed Business' Library Journal was first runner up in the 2007 American Business Media Littleford Award for community service. Staff at Library Journal were commended for their annual Library by Design project, which renovates a library in the host city of the American Library Association Conference. In 2006, Library Journal led a massive clean up/remodel effort at the historic Alvar Street Branch Library in New Orleans, Louisiana which had been devastated by Hurricane Katrina in 2005.

And to support children who suffered from the effects of Katrina, LexisNexis in Conklin, New York produced a compilation of memoirs and artwork, In Their Own Words, by 7th grade students at Chalmette High School. Located in St. Bernard Parish, Louisiana, their school was destroyed by the hurricane. The Committee secured initial funding for the project through the RE Cares Challenge; LexisNexis then printed and bound copies of the book in 2007 which were sold for \$10 each. 100% of the proceeds were donated towards rebuilding libraries and purchasing educational equipment in the St. Bernard Parish School District. Illuminated with over 150 drawings, no two stories are the same; as a whole they convey the hardships, loss and hope of the students and their families.



We are also concerned with the business benefits of our activities. For example, staff behind Reed Exhibition's (RX) flagship show, World Travel Market (WTM), created Just a Drop – [www.JustADrop.org](http://www.JustADrop.org) – as part of an appeal to the global travel and tourism industry. WTM is a business to business one week exhibition held each November in London. More than 5,000 exhibitors representing all major industry sectors from 192 destinations worldwide participate, and more than 45,000 industry professionals attend. Since its launch in 1998, Just a Drop has become a registered charity raising more than £850,000 with support from WTM exhibitors for clean water and health education programmes, assisting nearly one million children and their families in 27 countries around the world.

## Environment



Reed Elsevier and its businesses have a direct impact on the environment, principally through the use of energy and water, the generation of waste and, business travel, and in our supply chain, through paper use, transportation and print and production technologies.

We have a positive environmental impact through our leading-edge environmental publications and services which spread good practice and encourage debate. We contribute 25% of the world's scientific information to help aid researchers and decision makers. Environmental science is a growing business area. In 2007 we launched the International Journal of Greenhouse Gas Control, the first journal to exclusively focus on technological developments for reducing greenhouse gas emissions, and also the Environmental Law & Climate Change Center, an online resource that provides environment and climate change practitioners with essential data and real-time expert commentary.

They join a stable of over 300 environmental publications such as:

- New Scientist
- The Encyclopedia of Biodiversity
- Environmental Research
- Renewable Energy Focus
- Transportation Research
- Water Research
- Encyclopedia of Forest Sciences
- Atmospheric Environment
- Journal of Cleaner Production
- Tolley's Environmental Law and Procedures Management

“World Environment Day was the start of the Woodland Trust's ancient tree hunt for RE employees. Teams scoured the country for large old trees and recorded them on the charity's online database – 238 to date. This is a fantastic effort which will help us put these irreplaceable ancient living monuments on the map.... By mapping these ancient trees we can lobby for greater legal protection and fight planning decisions.”

**Sue Holden, Chief Executive, Woodland Trust**



## Environmental Expertise

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In 2007, the Intergovernmental Panel on Climate Change was awarded the Nobel Peace Prize with former US Vice President Al Gore. Elsevier editors and editorial board members contributed as authors and reviewers of the 2007 and three previous IPCC reports. Rajendra Pachauri, Chair of the IPCC, is an editorial board member of Energy Policy and Associate Editor for the Encyclopedia of Energy.

We hold world class environmental exhibitions, such as FC EXPO, the International Hydrogen and Fuel Cell Exhibition, and Pollutec, the world's largest environmental engineering conference. Online environmental information includes Reed First Source making it easier for architects, engineers and designers to procure sustainable building materials: in addition, publications dedicated to non-environmental sectors, such as Motor Transport, have regular features on green issues.

→ **See Appendix 13 for more on environmental knowledge in the group**

We are committed to actively reducing our direct environmental impact by limiting resource use and by efficiently employing sustainable materials and technologies. We require our suppliers and contractors to meet the same objectives.

We are guided in our efforts by the RE Environmental Management System (EMS), based on the ISO 14001 environmental standard, which outlines our environmental obligations to:

- Manage the environmental risks of our activities
- Ensure we are compliant with environmental legislation
- Measure our continual improvement against environmental targets
- Minimise our environmental impact as desired by employees and stakeholders

Ongoing dialogue with stakeholders informs our EMS and environmental activities. In 2007 we engaged on environmental issues with employees; government agencies, including the UK's Environment Agency and Department for Environment, Food and Rural Affairs; environmental charities and NGOs such as Earthwatch and the Woodland Trust; and specialists including Best Foot Forward and Eco Network Ltd. We also learn by participating in environmental benchmarking activities like the annual Business in the Environment (BiE) Index and the Carbon Disclosure Project, among others.

Our Environmental Champions network, led by the RE Environment and Health and Safety Coordinator, includes property directors and facilities, production and distribution managers, and was expanded in 2007 to include IT, purchasing and finance professionals. They are charged with carrying out the EMS, while the heads of our three business units are accountable for ensuring we comply with RE environmental policy and relevant government regulations. The CEO, is responsible to the Board for company environmental performance.



## Targets

Our environmental targets remain a 10% reduction in CO<sub>2</sub> emissions by 2010 (2003 baseline); a 10% reduction in energy and water consumption by 2008 (2003 baseline) and a 2% reduction in transport emissions by 2009 (2005 baseline). We also aim to recycle 60% of our global waste by 2010.

Key Performance Indicators (KPIs)	Target	Achievement to date (2007)	Percentage needed to reach target	Normalised* achievement to date (2007)
CO <sub>2</sub> Emissions (2010)	-10%	2%	-12%	-13%
Total Energy (2008)	-10%	1%	-11%	-14%
Water (2008)	-10%	-2%	-8%	-7%
Transport Emissions (2009)	-2%	9%	-11%	-3%
Waste Recycled (2010)	60%	54%	6%	n/a

\*Data is normalised against underlying revenue growth at constant rates, except for water which is based on average full time employee equivalents

As our business grows – particularly online products and services with a corresponding increase in energy needed for data centres – it is likely the targets we set in 2003, early in our environmental data collection, are unlikely to be met in absolute terms. Following consultation with Department for Environment, Food and Rural Affairs (DEFRA), we normalise environmental results against underlying business growth at constant rates (excluding acquisitions) for a more accurate comparison with previous years.<sup>2</sup> When this is taken into account, we have exceeded our targets for energy, transport and CO<sub>2</sub> emissions. Each year we understand our impacts better and will work with our Environmental Champions and business leaders to review targets in 2008.

### Reporting Guidelines

**Coverage:** Environmental data covers all key sites and greater than 75% of our operations based on turnover. Each year we expand coverage to include more locations, with an 11% increase in sites in 2007 over 2006.

**Collection:** Energy, water and waste data is collected through our Environmental Workbook, as part of our annual Group Environmental Survey, developed with advice from RE Internal Audit. The Workbook features automatic conversion of local units and currencies, graphic representation of results, and comparisons against standard metrics, which makes checking (and assuring) data easier by standardising returns. The resulting 2007 data was consolidated through our Hyperion Financial Management System with assistance from RE Accounting Services. It was then subject to internal validation and substantive testing. Our purchasing departments provided information on paper and our travel supplier provided data on transport.

<sup>2</sup> In 2007, the underlying business growth at constant rates was 6%, an externally audited figure from the 2007 RE Annual Report. Water is normalised against average full time employee equivalents as employees drive water consumption for drinking and sanitation. We had no significant change in the number of employees in the year.

## Targets continued

**Improvement:** To help advance local environmental goals, in 2007 we introduced site comparison tables to promote benchmarking and best practice. Key locations work on annual goal setting to reduce their environmental impact. We highlight environmental and cost savings during an annual Environmental Checkpoint Meeting with Environmental Champions and the CFO. One example presented at the 2007 meeting was provided by Elsevier New York, which installed multifunction devices that provide print/copy/fax services:

- Cost: \$0 (existing leases)
- KPI reduction (annual): 5,000 kWh
- Environmental improvements
  - 3.16 (metric tons) reduction in carbon emissions per annum
  - Equivalent to 1 ton of waste recycled instead of landfill
  - Payback period: Immediate
- Annual saving after payback: \$36,000

To support Environmental Champions in their work we held regular conference calls and meetings in North America, Europe and Asia Pacific to review the year's objectives, share new thinking, and gain advice from external experts; at the 2007 North America meeting in Boston, Earthwatch highlighted opportunities for improving and engaging on biodiversity.

Our gREen Team network of environmental volunteers, encompassing more than 400 employees from over 75% of our key facilities, help us achieve environmental improvements at a local level. For example, a Walk One Floor initiative begun by RBI UK, which encourages employees to save energy and improve health by using stairs rather than elevators, was adopted by numerous gREen Teams following discussion during a gREen Team conference call.

In the year, LexisNexis achieved Phase 1 of British Standard 8555, a phased approach to ISO 14001, and are working towards completing Phase Two and Three in 2008. This approach to certification is being rolled out at other locations including our head office.

There were no breaches of international, national or other environmental regulations in the period.

We met our objective to externally audit full 2007 environmental data covering all key performance indicators: energy, water, waste and paper. Through our EMS, we are committed to continually improving environmental performance and will review and implement recommendations resulting from the assurance process in the year ahead.

→ See Ernst & Young LLP's statement and report in Appendix 12



## Environmental Summary

Absolute Results				Normalised Results (6% underlying revenue growth at constant rates; water based on employee numbers)
Key Performance Indicators (KPIs)	2007	Variance	2006	Variance
Total Energy (mWh)	186,826	5%	178,189	-1%
Water (m³)	376,161	2%	367,301	2%
CO <sub>2</sub> Emissions (t/CO <sub>2</sub> )	126,180	5%	119,711	-1%
Production Paper (t)	86,800	2%	85,457	-4%
Waste (UK % recycled)	46%	8pp*	38%	
Waste (Global % recycled)	54%	N/A		

Note: Given the divestiture of the Harcourt business in 2007, we have excluded all Harcourt data and restated baselines to make them comparable

\* Percentage points

### Energy

Total energy usage increased by 5% from 178,189 mWh in 2006 to 186,826 mWh in 2007. However, when normalising to take into account the growth of our business during the year, there was the equivalent of a 1% decrease.

Absolute Usage				Normalised Results (6% underlying revenue growth at constant rates)
Usage (mWh)	2007	Variance	2006	Variance
Electricity	136,944	8%	126,760	2%
Green Electricity	19,206	0%	19,175	-6%
Gas	27,797	-7%	29,899	-12%
Other Fuel	2,879	22%	2,356	15%
Total Energy	186,826	5%	178,189	-1%

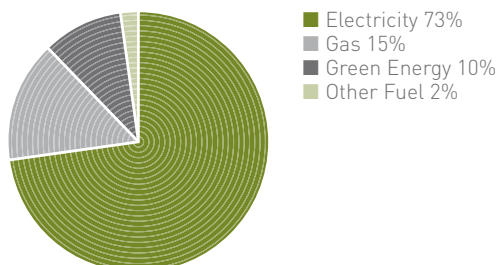
### Total Energy Usage

■ Total Energy Usage (mWh)  
■ Normalised Results (6% increase in underlying revenue growth at constant rates)



## Energy

### 2007 Energy Breakdown Percentage of Total Usage

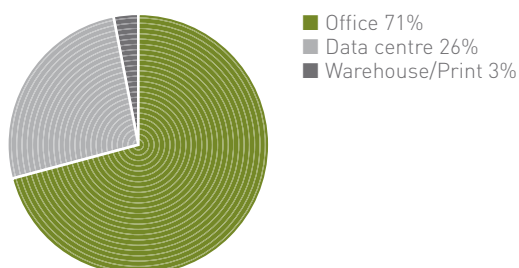


At 73%, standard electricity is the source of most of our energy usage; 10% – all of our UK operations where we have control over supply – results from green sources, primarily hydro-generation from utility Scottish and Southern. We are looking to purchase green energy in other locations.

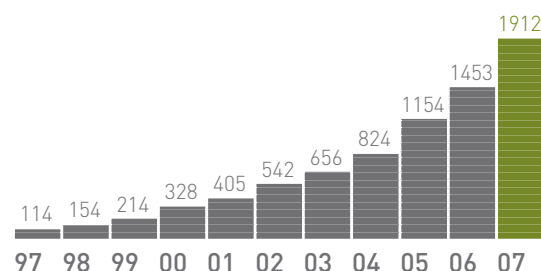
### Breakdown by Facility

Offices are our primary facility type and draw the largest share of energy (71%), however they were responsible for only a 1% increase in energy in absolute terms between 2006 and 2007.

### 2007 Energy Usage by Facility Type



### Data Searches at US LexisNexis Data Centres



Warehouse and print works are responsible for 3% of energy usage as virtually all printing is handled through our supply chain; however, we monitor closely those facilities that still have printing capabilities.

Usage at our two main data centres in Dayton, Ohio drove energy increases in 2007, increasing by 15% in absolute terms (42,404 mWh in 2006 vs 48,626 mWh in 2007). A 33% rise in the number of searches, a 52% increase in storage, and 86% increase in internet bandwidth were the primary factors.

In addition to the energy draw from data centres, usage also increased due to electronic needs of our offices. For example, the culmination in 2007 of a three year paperless office project in Elsevier's Global Rights Department resulted in the move to electronic handling of over one million contracts annually. The beneficial effect of reducing paper consumption has been offset by an increase in energy needed for servers and cooling.

We have established a data centre working group comprised of Environmental Champions and IT specialists to address the issues. We are already working to improve efficiency through data centre virtualisation and other best practices for better load balancing, increased utilisation, and scalability. This is evident at our RBI UK data centre which has an energy efficiency ratio (power to data centre divided by power to server racks) of 1.56. This figure, calculated by Keysource Ltd, exceeds their common practice range of 1.9 - 2.5. In addition, RBI UK installed data centre air conditioning economisers with the aim of reducing energy consumption by 300,000 kWh.

We share data centre information with others through the Uptime Institute and are sponsoring the European Sustain IT conference in 2008 where data centre improvements will be on the agenda.

## Climate Change

We conduct regular internal and external environmental audits of our key facilities. In 2007 the UK Carbon Trust audited eight buildings. We have seen energy improvements on a local level, including a 2% reduction in electricity usage at LexisNexis Charlottesville, Virginia following a lighting upgrade. Our Environmental Champions share information and suggestions. Following a presentation by the RBI UK Environmental Champion on the benefits of solar window glazing to reduce glare and the need for additional cooling, Elsevier's Camden UK office installed them as well, contributing to a 12% reduction in energy usage in the year.

### Climate Change Statement

Climate change is an important issue to Reed Elsevier. We are committed to reducing the impact we have on the climate through proactive measures, including: setting and striving to meet our environmental reduction targets; understanding our carbon footprint; engaging in meaningful off-setting exercises; engaging with government and non-governmental organisations on the issues; and making use of our own environmental expertise. We agree with the scientific community's opinion that human activity is affecting global warming, and we continue to publish unbiased peer reviewed articles on climate change related issues to help inform the debate and aid decision makers.

### Carbon Emissions

We aim to reduce our CO<sub>2</sub> emissions 10% by 2010 from 2003 levels. We continue to review our position and will set new targets to coincide with national objectives based upon the latest scientific evidence. When normalised against our business growth, we have exceeded this target with a 13% reduction since 2003.

In 2007 our total carbon emissions rose 5%; 119,711 t/CO<sub>2</sub> in 2006 vs 126,180 t/CO<sub>2</sub> in 2007. This is mainly due to an 8% increase in emissions from electricity use. However, when normalised against 2007 business growth, there was the equivalent of a 1% decrease.

				Normalised Data (6% underlying revenue growth at constant rates)
t/CO <sub>2</sub> by GHG Protocol Scope	2007	Variance	2006	Variance
Scope 1				
Fuel combustion including gas supplied to our facilities whether leased or owned and company owned vehicles	15,935	-2%	16,221	-7%
Scope 2				
Purchased electricity for direct use	74,062	8%	68,401	2%
Scope 3*				
Business travel	36,183	3%	35,089	-3%
Total Emissions	126,180	5%	119,711	-1%

\* Scope 3 emissions only cover business travel from our key markets based on turnover (86% for air travel, 76% for rail and 84% for our car fleet). Supply chain emissions are not included.

Conversion factors for Scopes 1 and 3 and for Scope 2 of UK operations are taken from DEFRA 2007: Guidelines to DEFRA's GHG Conversion Factors for Company Reporting. All other Scope 2 electricity usage has been converted using the International Energy Agency CO<sub>2</sub> Emissions from Fuel Combustion (2007 Edition) resulting in an additional 2,411 t/CO<sub>2</sub> that would not have been reported under DEFRA guidelines. Green energy is not reported as it is Climate Change Levy exempt per DEFRA guidelines.

## Climate Change continued

At 12%, direct emissions (Scope 1) are a small proportion of our total emissions; at 59%, electricity generation (Scope 2) is the largest component.

■ Emissions t/CO<sub>2</sub>  
■ Normalised Results (6% increase in underlying revenue growth at constant rates)



We are working to identify supply chain emissions, particularly in the production of our products and services and aim to include this in Scope 3 emissions in the future. To help inform the process, we began a carbon footprint exercise in 2007 with sustainability consultants Best Foot Forward to identify the full life cycle impact of one product, the Elsevier journal Fuel, comparing a print copy with the online version. We believe it is the first study of its kind by a media company. Initial results show relative impacts from each production stage, and imply that user behaviour significantly influences the environmental impact between print and online. With the current data available the differences between the two are nominal. We will be taking action on carbon reduction opportunities identified through the study: switching to remote (local) printing, with an estimated 11% CO<sub>2</sub> savings, where feasible; purchasing green energy where we are not already doing so, with an estimated 19% CO<sub>2</sub> savings; and reducing travel, responsible for a large proportion of the overall impact. The project will continue in 2008.

→ See Appendix 14 for a summary of the carbon footprint project

**CARBON  
DISCLOSURE  
PROJECT**

In 2007 we were judged one of the best reporting companies by the Carbon Disclosure Project, an initiative by institutional investors with a combined \$57 trillion of assets under management.

Reed Elsevier is a member of Respect Table, working with other leading European companies and Margot Wallström, Vice President of the European Commission, to develop a 'Road Map to Copenhagen,' where a new international agreement on climate change will be produced. As well as helping create a communiqué outlining our support, we have contributed to a website to engage the public and European institutions on the issues. CEO Sir Crispin Davis provided an audio interview stressing the importance of combating climate change;  
[www.roadtocopenhagen.org](http://www.roadtocopenhagen.org)

## Transport

Our business travel has a significant environmental impact. Between 2006 and 2007, CO<sub>2</sub> emissions from our business travel increased by 3% (44,383 t/CO<sub>2</sub> in 2006 vs 45,583 t/CO<sub>2</sub> in 2007). However, when normalised against 2007 business growth, there was the equivalent of a 3% decrease.

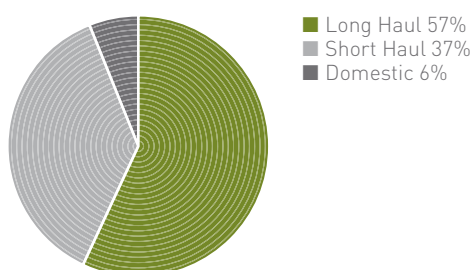
Travel data covers all key markets and in 2007 was expanded to cover 86% of our business by turnover for air, 84% for car fleet, and 76% for rail. Supplier BCD Travel provides air and rail data, while car fleet data, is provided by suppliers in each country.

Total Transport Emissions t/CO <sub>2</sub>	Absolute Usage		Normalised (6% underlying revenue growth at constant rates)	
	2007	Variance	2006	Variance
Air	36,119	3%	35,030	-3%
Rail	64	8%	59	2%
Car*	9,400	1%	9,294	-5%
Total Transport Emissions t/CO <sub>2</sub>	45,583	3%	44,383	-3%

\*We have included mileage claims for work-related business from two of our UK divisions and will expand this in 2008 to other operations. Calculations are based upon DEFRA 2007: Guidelines to DEFRA's GHG Conversion Factors for Company Reporting and include an IPCC uplift factor of 9% for each flight to account for delays and circling

In 2007 air travel represented 79% of total transport emissions. There was a 2% increase in number of flights taken over 2006 with a corresponding rise of 3% in emissions. Long haul flights (greater than 2,000 km) accounted for 57% of emissions; short haul (between 500 and 2,000 km) 37%; and domestic flights 6% (less than 500 km).

### Air Travel by Distance



Promotion of rail as an environmentally-friendly travel option resulted in 21% more journeys taken (2,702 in 2006 vs 3,262 in 2007), though it accounts for just 0.1% of total transport emissions.

The RE car fleet, accounting for 21% of total transport emissions, was reduced by 9% (1,122 cars in 2006 vs 1,025 cars in 2007) with a corresponding 1% increase in emissions (9,294 t/CO<sub>2</sub> in 2006 vs 9,400 t/CO<sub>2</sub> in 2007). To improve car fleet emissions we are introducing hybrid, smaller, and diesel vehicles where possible.



## Transport continued

### Transport Emissions (t/CO<sub>2</sub>)

- Transport emissions (t/CO<sub>2</sub>)
- Normalised Results (6% increase in underlying revenue growth at constant rates)



We are striving for a 2% reduction in transport-related CO<sub>2</sub> emissions by 2008 from a 2004 baseline and although we have achieved this in normalised terms, with a 3% reduction over the period, absolute usage has increased by 9% (41,287 t/CO<sub>2</sub> in 2004 vs 45,583 t/CO<sub>2</sub> in 2007).<sup>3</sup>

In order to reverse the trend, our businesses are making improvements. Across LexisNexis in the US, in 2007, 21% of employees worked from home. The LexisNexis Litigation Service Group in Washington, DC encourages eligible employees to work from home one day a week, and instituted a Bike between Offices programme, providing the necessary bikes and cycling equipment. They predict this will save 15% in automobile CO<sub>2</sub> emissions, and generate a 20% reduction in overhead costs over the next year. Bike to work days have been held at numerous locations in different countries including at RBI Colorado, where employees received a special t-shirt and were treated to breakfast on arrival.

'Front row' parking spaces close to building entrances are awarded to employees who car pool, supported by car pooling intranet sites and alternative transportation plans. We are developing a new Travel Smarter portal to serve as the gateway for all employees when booking business travel. It will highlight alternatives to travel, environmentally-friendly travel options, and reports on individual usage and carbon emissions, allowing employees to make informed choices.

### Technology: The Best Way to Travel

As well as standard video conferencing at over 100 locations we have installed Nemo real-time collaborative meeting rooms in operational centres: Amsterdam, London, and New York. These video, audio and data service rooms have reduced short and long haul trips colleagues would normally make between these sites. 401 Nemo meetings were held in 2007 and meetings were on average two hours in duration or longer. If we had travelled rather than using NEMO in 2007, 318 metric tonnes of CO<sub>2</sub> would have been emitted.

2007 NEMO Environmental Savings	2007	Variance	2006
Journeys	846	-5%	891
Kilometres Travelled	2,702,773	-6%	2,884,31
Flight Hours	4,096	-7%	4,389
CO <sub>2</sub> /tonnes	318	-1%	323

<sup>3</sup> Data has been restated to take account of the Harcourt divestiture

## Water



Water was the focus of the 2007 environmental campaign

Absolute water usage rose 2% from 367,301m<sup>3</sup> in 2006 to 376,161m<sup>3</sup> in 2007. There was no significant change in normalised terms as the average number of full time employee equivalents for the group stayed reasonably constant around 31,500, as did our 'people in places' metric which covers the reporting sites and includes contractors, temporary and part time employees and employees from other companies based at our facilities.

Our water reduction target is 10% by 2008 on a 2003 baseline. In absolute terms we have achieved a 2% reduction against this baseline, equivalent to a 7% reduction on a normalised basis.

Weather influences water usage. 2007 was a relatively warm, dry year in most locations and this helped reduce heating requirements (gas usage decreased by 7%), but contributed to water increases as consumption of drinking water and irrigation to maintain landscaping, particularly in the US, increased. Increases are also linked to a move away from bottled water through suppliers to water coolers, with the overall benefit of reducing plastic and transportation.

Our 2007 environmental campaign focused on water and launched on World Environment Day in June with an email from the CEO who indicated, "This year we are focusing on water, an essential, finite resource.... You can help ensure we conserve water where we can by reporting any leaks or drips to your facilities department." The campaign featured gREen Team events across the group and posters developed by colleagues at RBI's Variety unit. A special competition rewarded employee water improvement ideas with the winner garnering a water collection system to reuse rain water for plants and other purposes at their location.

### Water (m<sup>3</sup>)

■ Water usage (m<sup>3</sup>)



Water reduction efforts should positively impact usage going forward:

- Elsevier Oxford removed the pond on their grounds saving 7% of annual water consumption (6,148m<sup>3</sup> in 2006 vs 5,717m<sup>3</sup> in 2007)
- Leaks were identified and repaired at Elsevier St. Louis, which saved 7,294 m<sup>3</sup> of water or 44% of its 2006 usage
- Sensor controlled taps were introduced at sites which did not already have them including at LexisNexis Charlottesville

We also took part in Water Aid's 'Give an Hour' campaign which asked employees to donate one hour of their salary on 2007 World Water Day, and continue to support Reed Exhibition's Just A Drop which brings clean water to children and their families across the world.

We have signed up to the United Nations Global Compact CEO Water Mandate – an initiative by business leaders to address the challenges posed by water scarcity and quality to communities and ecosystems. It is a collection of pledges concerning all aspects of the challenge: management in operations, supply chain, links between organisations, influencing public policy, supporting communities and reporting.

## Paper

Production paper usage increased marginally from 85,457 tonnes in 2006 to 86,800 tonnes in 2007. When normalised to take account of business growth there was the equivalent of a 4% decrease.

Though 47% of our revenue is now from online products and services, production paper volume has not significantly decreased as many customers still prefer print editions, or both print and online. The 2% absolute increase was led by a rise in Elsevier book sales.

### Production Paper

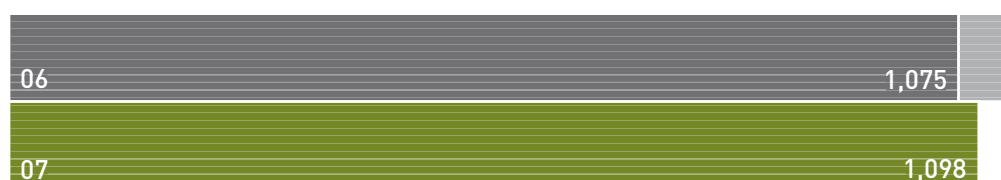
■ Production Paper (tonnes)  
■ Normalised Results (6% increase in underlying revenue growth at constant rates)



### Office Paper

In 2007, we increased office paper usage by 2%, from 1,075 tonnes in 2006 to 1,098 tonnes in 2007; However, when normalised to take account of 2007 business growth, there was the equivalent of a 4% decrease. Over 90% of our global office paper came from certified sources and 11%, or 119 tonnes by total weight, was recycled paper.<sup>4</sup>

■ Office Paper (tonnes)  
■ Normalised Results (6% increase in underlying revenue growth at constant rates)



### Good Paper

Because paper remains a major environmental impact area for Reed Elsevier, as stated in our EMS, we are committed to “ensuring that the resources and materials used by our businesses are sustainable, are capable of being recycled and are used effectively with the minimum waste.”



We are a founding member of Publishers database for Responsible Environmental Paper Sourcing (PREPS) to aggregate technical specifications of pulps and forest sources for production papers. Each paper is awarded a grade of 1-5 stars (with 3 stars and above considered sustainable) using the Egmont Grading System<sup>®</sup> (based on the World Wildlife Fund Global Forest and Trade Network reporting categories). The grading system considers whether material has been legally harvested (or recycled) and how forest sources have been managed. The results are then reviewed by a third party, providing assurance on the process, and enabling us to identify the sustainability of our paper in order to make the best paper purchasing decisions.

<sup>4</sup> To identify how much wood comprises a metric tonne of paper, we use the WWF UK Forest & Trade Network Wood Raw Material Equivalent (WRME) conversion factor of 4.3. Our 2007 WRME for production paper was 373,241 t, and for office paper 4,721 t, creating a total WRME of 377,962 t.

## Paper continued

By the close of 2007, 75% of RE papers by weight were on the PREPS database, but only 35% of RE total paper by weight had been graded. Of these graded papers, 96% of Reed Elsevier production paper is above grade 3 and come from known and legal sources.

In 2007, we carried out an internal review of 56% (48,664 t) of our papers; this larger sample showed that 96% of the paper we used in 2007 would likely garner grade 3-5 (from known and legal sources). PREPS provides an objective way to verify information provided by our suppliers on paper sustainability in our annual Socially Responsible Supplier Group Paper Survey.<sup>5</sup> More of our paper will undergo PREPS grading in 2008.



### Graphic Innovation

RBI US publication, Graphic Arts Monthly (GAM), was selected in 2007 for the Sustainable Green Printing Partnership, an effort to establish criteria for 'green printing' supported by seven major printing associations and the US Environmental Protection Agency. Throughout the year, GAM featured sustainable printing in every issue and experimented with green printing options. For example, the December issue, printed on Mohawk Options 100% PC white FSC certified paper, was the first time the Toyo UV-Curable Ink system with zero volatile organic compound was used in the US. The issue also showcased a more efficient inline, spot UV coating system from Lake County Press. These steps saved 42 trees, 8,821 kWh of energy and avoided 1.7 t of greenhouse gas. As GAM Editor Bill Esler points out, 'This one was a home run.'

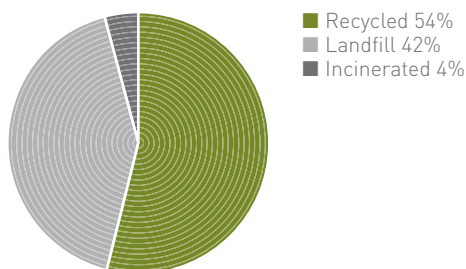
<sup>5</sup> If a paper supplier is considered controversial, for example, located in a country with a high incidence of illegal logging or harvesting from a forest considered to be of high conservational value, then the sources must be verified as falling under one of the following schemes: Forest Stewardship Council (FSC), Programme for the Endorsement of Forest Certification (PEFC), Canadian Standards Association (CSA), Sustainable Forest Initiative (SFI), Malaysian Timber Certification Council (MTCC), Lembaga Ekolabel Indonesia (LEI), Certificación Forestal (CertFor) or Certificação Florestal (CerFlor). The PREPS process document, outlines the PREPS membership, grading system, methodology and terms of reference and can be found at [www.preps-uk.com](http://www.preps-uk.com)

## Waste

To enhance understanding of our waste streams, we expanded collection of waste data by weight for all reporting operations in the year. Of the 11,938 metric tonnes of waste we generated in 2007, 54% (6,511 metric tonnes) was recycled, 42% (4,969 metric tonnes) went to landfill, and 4% (458 metric tonnes) was incinerated.

The majority of our offices are leased and situated in shared buildings, making it difficult to track waste by weight. We have developed a methodology to calculate waste based on regular weight sampling and counting of waste containers leaving our premises. 99% of our waste is non-hazardous with the other 1% split between hazardous and inert building waste. In 2006, we set a target to recycle 50% of our UK waste by 2009. In 2007, we recycled 46% of our UK waste, an 8 percentage point increase over 2006.<sup>6</sup> We introduced a target for global waste in 2007: 60% recycled by 2010.

### Percentage of Waste Disposed 2007



### REuse!

Old electrical equipment and furniture we cannot reuse is donated to charities and schools through local schemes and through initiatives such as Waste to Wonder, run by UK environmental group, Green Standards..

We also run special recycling drives, including in 2007 LexisNexis' Reuse-A-Shoe Programme, in partnership with Nike. Employees donated over 1,790 shoes – diverting them from landfill – that will be turned into sports and play surfaces around the world.

Our LexisNexis print works in Toulouse, France received the Imprim'vert award for waste recycling in 2007, recycling 381 tonnes or 90% of its waste, a 28% increase over 2006.

<sup>6</sup> Data has been restated to take account of the sale of our Harcourt division



## Waste continued

### Packaging Waste

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

In 2007, we used 1,683 tonnes of paper, plastic and wood packaging. Although a slight increase over 2006, on a normalised basis (taking account of 2007 UK revenue growth) there was the equivalent of a 13% reduction between 2005 and 2007 as we continue improvements.

### UK Packaging Data (metric tonnes)

	Paper	Plastic	Wood	Total
2005	1,382	232	330	1,943
2006	990	250	261	1,501
<b>2007</b>	<b>1,150</b>	<b>251</b>	<b>282</b>	<b>1,683</b>

In the year, we held training sessions for employees responsible for packaging waste and improved guidance on the collection and reporting of packaging waste, following amendments to government regulations. Biffa also conducted mock audits on our behalf at key sites to confirm compliance.

Before the close of 2007, RBI UK became the first publisher in Britain to move from a 30 micron standard polywrap to a 10 micron oxo-biodegradable film, considerably reducing the environmental impact of our packaging. Oxo-biodegradable film, after a pre-determined time, will change its molecular structure, allowing micro-organisms to access the carbon and hydrogen. As long as air is available, the degradation process will eventually leave only humus, water and carbon dioxide. The process does not produce methane (a greenhouse gas 20 times more damaging than carbon dioxide) and the Periodical Publishers Association (PPA) believes the process leaves no harmful by-products in the environment. We are now working with the PPA to encourage other publishers to make oxo-degradable film the new standard for UK magazine packaging.



## Biodiversity

Our operations have an impact on biodiversity, primarily through water extraction, building works, transportation and facilities management. We have few sites with surrounding land, however, where we do, we plant drought tolerant indigenous species to reduce irrigation requirements and increase biodiversity. We also support biodiversity projects in our communities through in-kind and financial support.

Reed Elsevier is a member of Earthwatch's Corporate Environmental Responsibility Group, a cross-sectoral forum for exchanging ideas and instilling good practice in biodiversity and resource management. Over the last three years, Earthwatch and RE have successfully collaborated on environmental conservation and education. To coincide with our 2007 campaign on water, eight employees joined Earthwatch's ocean research expedition, studying whales and dolphins off the northeast coast of Scotland with the Cetacean Research and Rescue Unit. Using non-invasive recording techniques, the RE employees searched, photographed and recorded some of the 22 species of whales and dolphins found in the area, including harbour porpoises, bottlenose dolphins, and basking sharks. Employees returned to their offices and made presentations to their colleagues, helping integrate this work into Reed Elsevier's broader environmental efforts. According to one participant, RBI UK's Peter Wilson, "the project has definitely convinced me to continue my involvement in environmental and conservation initiatives in the workplace and within my local community."

Reed Elsevier employees also helped the Woodland Trust, the UK's leading conservation charity dedicated to the protection of native woodland, identify and record 238 ancient trees. There had never been a database of ancient UK trees, thus the initiative was the first step toward caring for these living heritage assets. Twenty employee teams took part; one recorded a monumental girth 11.10m tree and another a large coppiced elm (the Elsevier logo).



Left: UK employees helped the Woodland Trust find and record Britain's ancient trees



Right: Staff joined Earthwatch in studying Scottish whale and dolphin populations



## Environmental Campaigns

Our popular environmental intranet site, the gREen Room, offers comprehensive environmental information including the results of the RE Group Environmental Survey, the latest environmental technology and techniques, and extracts from in-house and external environmental publications.

There are contact details for Environmental Champions, question and answer sections, and news stories from gREen Teams across the group. The gREen Room also outlines steps the company and employees can take to better environmental performance. For example, the water section asks staff to watch for and report leaks.

At the end of 2007 our annual gREen Room holiday competition asked employees for their green New Year resolutions; commitments included using environmentally friendly and sustainable household products, and considering the environmental impacts of food by eating locally and organic sourced products.

Staff ask environmental questions of the CEO on the intranet's Crispin's Open Door. In 2007, after reading RE's Climate Change Statement, one employee suggested new technology that reduces the environmental impact of PCs, advice now included in our ongoing IT modernisation effort.

### Great Miami River Clean up

gREen Teams help organise environmental volunteer opportunities throughout the year. In 2007 Reed Construction Data employees in Georgia spent a day paddling on the Chattahoochee River gathering rubbish, while LexisNexis employees in Ohio volunteered for the The Great Miami River Clean Sweep and those in Texas helped clear the White Rock Lake.



Environmental volunteerism:  
colleagues clean Georgia's  
Chattahoochee River and Ohio's  
Great Miami River

## Assurance and Consultation

The majority of our 2007 Environmental, Health and Safety data was subject to external assurance by Ernst & Young. While the rest of the report has not been assured, the content has been guided by our regular consultations with organisations including:

- Carbon Trust
- CEO Responsibility for CR matters before the Board
- CR process review by RE Internal Audit
- Earthwatch
- Environmental consulting services
- Health and Safety consulting services
- The London Benchmarking Group
- ITS external supplier audit services
- The RE Code of Ethics and Business Conduct
- RE Corporate Responsibility Questionnaire
- The RE CR Forum
- RE Donations Policy
- RE Group Community Survey
- RE Group Environment Survey
- RE Group Health and Safety Survey
- RE HR Management Council
- RE Paper Supplier Survey
- RE Supplier Code of Conduct
- RE Supplier Corporate Responsibility Survey
- REspond Global Employee Opinion Survey
- Networks of: RE Cares Champions; RE Environmental Champions; gREen Teams; Health and Safety Champions; Socially Responsible Supplier Group; customer service teams; works and staff councils; legal teams; RE Accounting Services; RE Communications and the RE CR Department

→ **For information on how our report aligns with Global Reporting Initiative (GRI) guidelines, see Appendix 15.**

### Key Contact

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## Appendix 1 – Media CSR Forum

### Key CR Issues for the Media Sector

#### CR issues common to all sectors

- Investing in and supporting staff
- Corporate governance
- Community investment
- Customer relationships
- Supply chain integrity
- Environmental management

#### Common issues with distinct implications for media

- Informing public opinion
- Audience needs reflected in output
- Human rights
- Citizenship
- Treatment of freelancers
- Digital divide
- Entertainment and gaming
- Intellectual property and copyright
- Regulatory compliance and self-regulation
- Transparent ownership
- Education
- Privacy
- Plurality
- Integrity of information
- Piracy/theft
- Charitable issues promoted
- Social and environmental issues promoted
- Data protection
- Health, safety and security

#### Unique CR issues for media

- Freedom of expression
- Media literacy
- Culturally diverse output
- Creative independence
- Transparent and responsible editorial policy
- Valuing creativity
- Impartial and balanced output

## Appendix 1 – Media CSR Forum 2007 Activity Report Excerpt

### Activity Summary

#### Meeting stakeholders

Most meetings include a presentation from a relevant stakeholder with subsequent discussion. During 2007:

- DEFRA presented proposed options for the forthcoming Carbon Reduction Commitment
- The International Broadcasting Trust presented their latest Reflecting the Real World report, challenging the media to become more creative in the way it portrays the rest of the world
- Plan UK presented the outcome of the Children's Press Service project that received a donation from the Forum in 2006
- F&C Investments presented the findings from their report Managing Access Security and Privacy in the Global Digital Economy
- Reuters Alert Net, funded by the UK Department for International Development and the Reuters Foundation, presented their work to maintain mainstream interest in potentially forgotten crises around the world

#### Sharing good practice

The Forum also encourages sharing of experiences between members. This year we heard a presentation from Reed Elsevier on setting environmental strategy, monitoring environmental performance and setting targets in a globally dispersed and diverse business. A separate presentation on climate change strategy from another member was postponed until 2008.

We also critically reviewed with feedback and suggestions, seven of the members' CSR reports in 2007. These were: The Guardian, EMI Group, ITV, Reed Elsevier, Yell, The BBC and BSkyB.

### Specific Initiatives

#### Media literacy

The Forum's view on the need for a public awareness campaign to improve media literacy skills remained unchanged throughout 2007, and became more pronounced as the issue of "breaches of public trust" by the media came to the fore throughout the year.

The Forum believes that it is well placed to raise public awareness around media literacy issues, and in particular the need to become a critical consumer in this space. Many of the members have access to the talent and media space to make such a communication work. Over 2006 and 2007 the Forum developed an "above the line" print and online campaign due for launch in 2008. The campaign goal now aligns with one of Ofcom's key Media Literacy priorities and Ofcom has agreed to support the Forum's work.

The creative concept has received financial support from the following members (£4,500 per member): Aegis, ITV, Reed Elsevier, Trinity Mirror Group and Turner Broadcasting. In addition to this, members have pledged donations of advertising space and other in-kind support. We continue to receive pro bono support from the creative team at Good Pilot, [www.goodpilot.co.uk](http://www.goodpilot.co.uk).

#### Feedback on the Plan UK Project

In March 2006, the Forum agreed a donation of £10,000 to establish a pilot Children's Press Service (CPS) in India as part of Plan's broader Amazing Kids project. In September 2007, Plan UK reported the results back to the group. The final report is available on [www.mediacsforum.org](http://www.mediacsforum.org).

The project involved the following components: The collection of stories on children's issues, submitted by children from five regions across India; a series of five-day writing skills workshops to build the capacity of budding young journalists; the compilation and distribution of a monthly CPS bulletin containing around ten children's stories to media industry professionals; the compilation and distribution of a journalists' alert service to raise awareness of children's issues; the creation of a Children's Press website.

Results include: hundreds of children's stories collected and dozens distributed to the media; the confidence and writing ability of numerous children has been increased, thus enhancing their ability to make their voices heard in the mainstream media; awareness of children's issues has been raised within the mainstream local and national media across India. As of August 2007, 32 children's stories had been placed in newspapers and magazines. The website is live at [www.childrenpress.org](http://www.childrenpress.org) and children's stories and photographs can now be uploaded directly to the site. The site includes a function that gives children not previously involved in the programme the opportunity to participate by submitting their stories.

Possibly more important than the project itself, the work developed a deeper understanding of what the Plan does and spawned the beginning of some longer term relationships between the Forum's members and the Plan.

#### The MediaCSRForum website

The Forum now has a website at [www.mediacsforum.org](http://www.mediacsforum.org) to promote awareness of the Forum's activities. It also acts as a repository for the CSR reports and CSR initiatives of leading corporate responsibility practitioners in the media industry.

#### Plans for 2008

We will hold a broad stakeholder consultation in order to produce an updated list of CSR issues for the sector. The process will include an open invitation for written consultations, followed by facilitated dialogue with key stakeholders. The final report will be published in 2008.

The Forum will be actively recruiting new members. Membership is open to media owners and content producers

## Appendix 1 – Media CSR Forum

### 2007 Activity Report Excerpt continued

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of varying types and sizes including, new media, mobile media, independent production and communications agencies as well as more traditional broadcasters and publishers. Please direct enquiries to the Secretariat at [mediacsrforum@acona.com](mailto:mediacsrforum@acona.com).

At the end of 2007, the Forum was approached with a proposition to develop a set of global guidelines in order to help the media to improve the diversity of humanitarian disaster reporting. This follows criticism that mainstream media cover major catastrophes, leaving many others forgotten and public awareness low. The development of these guidelines will be considered in 2008.

The Forum's media literacy campaign is due to go live in 2008, following Ofcom's commitment and support.

## Appendix 2 – Corporate Structure

### Corporate structure

Reed Elsevier came into existence in January 1993, when Reed Elsevier PLC and Reed Elsevier NV contributed their businesses to two jointly owned companies, Reed Elsevier Group plc, a UK registered company which owns the publishing and information businesses, and Elsevier Reed Finance BV, a Dutch registered company which owns the financing activities. Reed Elsevier PLC and Reed Elsevier NV have retained their separate legal and national identities and are publicly held companies. Reed Elsevier PLC's securities are listed in London and New York, and Reed Elsevier NV's securities are listed in Amsterdam and New York.

### Equalisation arrangements

Reed Elsevier PLC and Reed Elsevier NV each hold a 50% interest in Reed Elsevier Group plc. Reed Elsevier PLC holds a 39% interest in Elsevier Reed Finance BV, with Reed Elsevier NV holding a 61% interest. Reed Elsevier PLC additionally holds a 5.8% indirect equity interest in Reed Elsevier NV, reflecting the arrangements entered into between the two companies at the time of the merger, which determined the equalisation ratio whereby one Reed Elsevier NV ordinary share is, in broad terms, intended to confer equivalent economic interests to 1.538 Reed Elsevier PLC ordinary shares. The equalisation ratio is subject to change to reflect share splits and similar events that affect the number of outstanding ordinary shares of either Reed Elsevier PLC or Reed Elsevier NV.

Under the equalisation arrangements, Reed Elsevier PLC shareholders have a 52.9% economic interest in Reed Elsevier, and Reed Elsevier NV shareholders (other than Reed Elsevier PLC) have a 47.1% economic interest in Reed Elsevier. Holders of ordinary shares in Reed Elsevier PLC and Reed Elsevier NV enjoy substantially equivalent dividend and capital rights with respect to their ordinary shares.

The boards of both Reed Elsevier PLC and Reed Elsevier NV have agreed, other than in special circumstances, to recommend equivalent gross dividends (including, with respect to the dividend on Reed Elsevier PLC ordinary shares, the associated UK tax credit), based on the equalisation ratio.

A Reed Elsevier PLC ordinary share pays dividends in sterling and is subject to UK tax law with respect to dividend and capital rights. A Reed Elsevier NV ordinary share pays dividends in euros and is subject to Dutch tax law with respect to dividend and capital rights.

### The boards

The boards of Reed Elsevier PLC, the combined board of Reed Elsevier NV and the board of Reed Elsevier Group plc are harmonised. All of the directors of Reed Elsevier Group plc are also members of the board of directors of Reed Elsevier PLC and of either the executive board or the supervisory board of Reed Elsevier NV.

Reed Elsevier NV may appoint two directors who are not appointed to the boards of either Reed Elsevier PLC or Reed Elsevier Group plc, and has appointed one such director.

The names, nationality and biographical details of each director appear on page 37.

The boards of Reed Elsevier PLC, Reed Elsevier NV, Reed Elsevier Group plc and Elsevier Reed Finance BV each comprise a balance of executive and non-executive directors who bring a wide range of skills and experience to the deliberations of the boards. All non-executive directors are independent of management and free from any business or other relationship which could materially interfere with the exercise of their independent judgement.

### Board changes

During the year Cees van Lede and Strauss Zelnick retired as non-executive directors of Reed Elsevier PLC and Reed Elsevier Group plc and as members of the supervisory board of Reed Elsevier NV. In April 2007 Robert Polet was appointed as a non-executive director of Reed Elsevier PLC and Reed Elsevier Group plc and as a member of the supervisory board of Reed Elsevier NV. The Nominations Committee recommended Mr Polet as a candidate for election after appointing recruitment consultants to produce a short list of candidates who met the requirements of the board profile (available on [www.reedelsevier.com](http://www.reedelsevier.com)) which identifies the skills and experience required by the boards of potential non-executive directors/supervisory board members. Following the sale of the Harcourt Education division, Patrick Tierney retired in January 2008 as an executive director of Reed Elsevier PLC and Reed Elsevier Group plc and as a member of the executive board of Reed Elsevier NV.

Reed Elsevier PLC and Reed Elsevier NV shareholders maintain their rights to appoint individuals to the respective boards, in accordance with the provisions of the Articles of Association of these companies. Subject to this, no individual may be appointed to the boards of Reed Elsevier PLC, Reed Elsevier NV (either members of the Executive Board or the Supervisory Board) or Reed Elsevier Group plc unless recommended by the joint Nominations Committee. Members of the Committee abstain when their own re-appointment is being considered.

## Appendix 2 – Corporate Structure continued

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In order to safeguard the agreed board harmonisation, the Articles of Association of Reed Elsevier NV provide that appointments of board members other than in accordance with nominations by the Combined Board, shall require a two-thirds majority if less than 50% of the share capital is in attendance. Given the still generally low attendance rate at shareholders' meetings in the Netherlands, the boards believe that this qualified majority requirement is appropriate for this purpose.

All Reed Elsevier PLC and Reed Elsevier NV directors are subject to retirement at least every three years, and are able then to make themselves available for re-election by shareholders at the respective Annual General Meetings. However, as a general rule, non-executive directors of Reed Elsevier PLC and members of the Reed Elsevier NV Supervisory Board serve on the respective board for two three-year terms, although the boards may invite individual directors to serve up to one additional three-year term.

At the Reed Elsevier PLC and Reed Elsevier NV Annual General Meetings, to be held on 23 and 24 April 2008, respectively, Sir Crispin Davis, Andrew Prozes, Lisa Hook and Gerard van de Aast will retire from each respective board by rotation. The Nominations Committee has recommended to the boards the re-appointment of each director and, being eligible, they will each offer themselves for election.

### **Board induction and information**

On appointment and as required, directors receive training appropriate to their level of previous experience. This includes the provision of a tailored induction programme so as to provide newly appointed directors with information about the Reed Elsevier businesses and other relevant information to assist them in performing their duties. Non-executive directors are encouraged to visit the Reed Elsevier businesses to meet management and senior staff.

All directors have full and timely access to the information required to discharge their responsibilities fully and efficiently. They have access to the services of the respective company secretaries, other members of Reed Elsevier's management and staff, and its external advisors. Directors may take independent professional advice in the furtherance of their duties, at the relevant company's expense.

In addition to scheduled board and board committee meetings held during the year, directors attend many other meetings and site visits. Where a director is unable to attend a board or board committee meeting, he or she is provided with all relevant papers and information relating to that meeting and is able to discuss issues arising with the respective chairman and other board members.

### **Remuneration**

The balance between fixed and performance related pay: Around two thirds of each executive director's remuneration package is linked to performance.



## Appendix 3 – Harassment Policy Excerpt, LexisNexis UK

### Guiding Principles

All LexisNexis employees have the right to work in an environment which is free from any form of bullying or harassment.

LexisNexis is opposed to harassment in any form and is committed to providing a climate free of harassment in which the dignity of individuals is respected. All managers are responsible for ensuring that their staff are not subject to harassment.

Harassment and bullying can have a detrimental effect on the health, confidence, morale and performance of those affected by it, and on the working environment. LexisNexis undertakes to ensure that allegations of harassment will be taken seriously and dealt with positively, without prejudice to the member of staff or their career. All complaints will be acted upon and will be dealt with in a timely and confidential manner. In some instances, they may be dealt with informally. In others, there may be grounds for disciplinary action, including dismissal from working for the company.

Members of staff will be protected from intimidation, victimisation or discrimination for bringing a complaint or assisting in an investigation. Retaliation against a member of staff for complaining about harassment is a disciplinary offence.

Spurious or malicious allegations of harassment will also be dealt with using the disciplinary procedure.

### What is Harassment?

The current definition of harassment is:

“unwanted conduct that violates people’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment”

Harassment can take many forms: it may be of a sexual or racial nature or it may be directed towards people because of their age, gender, sexual orientation, religious belief, health, disability (either physical or mental), membership or non-membership of a trade union, or some other characteristic.

Harassment is any form of inappropriate action, behaviour or physical contact that is unacceptable. What may be regarded as acceptable or tolerable by one person may be regarded as harassment by another. Behaviour which might be acceptable to a person in one context is not necessarily tolerable in another; there may be cultural differences that make some forms of behaviour generally regarded as acceptable within one group, because they form part of normal social interaction, but would be regarded as unacceptable by another group. Harassment can involve a single incident or a series of incidents.

Harassment and bullying are unlawful in many cases and individuals may be held legally liable for their actions.

### Procedure for Dealing with Bullying and Harassment

If you think you are being subjected to harassment or bullying in any form, do not feel that it is your fault or that you have to tolerate it. You are encouraged to raise the matter promptly: do not wait until conditions reach an intolerable level or your personal well-being is put in jeopardy.

Complaints of harassment and bullying will be handled in a sensitive manner. This procedure seeks to ensure minimal stress for the complainant, timely resolution of complaints and a degree of flexibility appropriate to individual circumstances.

At all stages of the procedure the need to maintain confidentiality for both complainant and alleged harasser will be paramount. Information circulation will be minimised to that which is necessary to ensure a fair investigation and hearing.

This procedure is separate from the disciplinary procedures which may be used following the results of the investigation under this procedure. However, an incident may be so serious as to warrant (in the presence of sufficient evidence) immediate application of the relevant disciplinary procedure.

It is recognised that the complainant must be protected from further harassment or detriment arising from the alleged incident and associated complaint.

Mischievous or malicious allegations may in themselves be a form of harassment and can lead to disciplinary action against the complainant.

### Informal Procedure

Initially you may wish to discuss the problem with your manager, a colleague, a union representative, or staff council representative. Alternatively, you may go to an appropriate member of the Human Resources team who could, if you wish, arrange support in confidence. The support would involve talking the problem through with you and helping you voice your concerns. The aim is to help you decide how you wish to deal with the issue, as there are a number of ways of approaching the problem depending on the circumstances. You may decide to:

- If possible, make it clear to the harasser that his/her behaviour is unacceptable and must stop. You could do this verbally, or you may find it easier to do it by letter, in which case you are advised to keep a copy. Sometimes the individual may be completely unaware of the effect of their behaviour.

## Appendix 3 – Harassment Policy Excerpt, LexisNexis UK continued

Seek help and advice from the person(s) providing support (manager, colleague, union representative, staff council representative, Human Resources member) if you feel unable to confront the person concerned. With your agreement, the person from whom you have sought support can speak informally to the person subjecting you to harassment, to try to resolve the issue without reference to the formal procedure. Alternatively, the person supporting you may with your permission, seek assistance from someone else who may be able to mediate between you and the harasser. This may involve you, with their support, meeting with the harasser to explain why his/her behaviour is causing offence/distress and to ask him/her to change his/her behaviour.

In cases where your immediate manager is not directly involved, that person should be informed of the action being taken unless you request otherwise.

- You may decide to take no further action.
- You may decide that you should register a formal complaint about harassment (see below for information on the formal procedure).

The general principle is that the decision to progress a complaint rests with you. However, there will be some instances when the complaint is so serious that LexisNexis will have to act without your consent to deal with the problem in order to protect the general welfare of its employees.

It is hoped that most cases will be resolved at the informal stage, allowing all parties to continue satisfactory working relationships. If the matter remains unresolved through this informal approach, or if the problem continues after an agreed resolution, the matter should be referred to the formal procedure.

### Formal Procedure

You have the right to make a formal complaint without having first tried the informal procedure. Where the harassment is such that conciliation through the informal procedure is not possible, or has been tried and failed, then you may decide to register a formal complaint, in writing, outlining the details of the alleged harassment/bullying with the Human Resources department. This should include the date(s); time(s); place(s); name(s) of alleged harasser/bully; what actually happened; name(s) of any witnesses.

You will not be asked to provide details of the allegations repeatedly, unless this is essential for the investigation.

Any formal complaint should be made within one month of the incident happening. However, where there is a pattern of harassment, earlier incidents may also be considered. The one-month period may also be extended after discussion with the Human Resources department if attempts to resolve the matter through the informal procedure have been exhausted.

At this stage the person or persons about whom you have complained will be sent a copy of the complaint(s) and any documents submitted with it. They are entitled to know exactly what allegations are being made about them and to have the opportunity to respond.

Appropriate steps will be taken to ensure that you, the complainant, feel safe within your working environment from the time the complaint is made.

The Human Resources department will initiate an investigation into the matter within five working days, where possible. If the five-day timescale cannot be met, all parties must be informed, given the reasons for this and told when the investigation is likely to commence and when a response can be expected.

Human Resources will nominate an appropriate investigating manager to investigate the matter and decide whether or not the case is a disciplinary one to be pursued through the Company's disciplinary procedures. An appropriate investigating officer will be a manager not involved with or working in the department concerned, and who has received specialised training in this area. The investigation will be conducted with due respect for the rights of both the complainant and the alleged harasser(s). All parties shall be guaranteed a fair and impartial hearing and the Company will make every effort to conduct any investigation in a discreet manner in order to protect the privacy of the complainant and the accused. Where it is necessary to interview witnesses, the importance of confidentiality will be emphasised to them.

If a member of staff is required to attend a formal interview as part of the investigation, they will have the right to be accompanied by a colleague or trade union or staff council representative. Notes will be kept of any meetings or discussions held during the course of the investigation, and appropriate confidentiality will be observed for both complainant and alleged harasser(s).

Possible outcomes could include: no further action; confirmation of the alleged harasser's innocence; informal resolution e.g. conciliation; staff development for the alleged harasser; disciplinary procedure being invoked which may result in oral, written or final written warnings or suspension or dismissal from the Company.

If the complainant or alleged harasser is not satisfied with the way the complaint has been handled or the outcome they may take the matter further via the LexisNexis Policy: Performance, Disciplinary and Grievance. The grievance will be heard at Stage III of the procedure.

## Appendix 4 – Reed Elsevier and the United Nations Global Compact RE and the Ten Principles

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### Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct
- Incorporated in RE divisional harassment and other policies
- Reinforced by ongoing RE training programmes
- LexisNexis division's active support for the rule of law, supporting transparency in legal systems and efforts to combat human trafficking

See pages 14-15, 29-30, 34-37, 43, 71-72

### Principle 2:

Make sure that they are not complicit in human rights abuses

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct
- Procedures for confidential reporting of questions or concerns

See pages 14-15, 29-30, 35

### Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct
- Support for workers' councils across the Group

See pages 14-15, 29-30, 33-34

### Principle 4:

The elimination of all forms of forced and compulsory labour

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct

See pages 14-15, 29-30, 84

### Principle 5:

The effective abolition of child labour

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct; financial and other support for community projects like the Karuna Trust fostering educational support for children in India, thereby permanently removing them from child labour

See pages 14-15, 29-30, 45-46, 84

### Principle 6:

The elimination of discrimination in respect of employment and occupation

- Review and auditing of compliance with RE's Code of Ethics and Supplier Code of Conduct
- Diversity programmes administered by our business units
- Oversight by the RE Human Resources Management Council

See pages 14-15, 29-30, 32-34

## Appendix 4 – Reed Elsevier and the United Nations Global Compact RE and the Ten Principles continued

### Principle 7:

#### Businesses should support a precautionary approach to environmental challenges

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Consultation with NGOs like Earthwatch and governments including the UK's Department for the Environment, Food and Rural Affairs
- Expanded external auditing of RE environmental performance
- Key support for initiatives like the Road to Copenhagen initiative to promote a positive successor to the Kyoto Protocol; [www.roadtocopenhagen.org](http://www.roadtocopenhagen.org)

See pages 29-30, 49, 55, 65, 84, 89-90

### Principle 8:

#### Undertake initiatives to promote greater environmental responsibility

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Proactive approach to environmental transparency through initiatives like the Carbon Disclosure Project and Business in the Community's Environment Index
- Support for external organisations like the UK's Green Standards which promotes reuse of IT and electrical equipment
- Engage on sector efforts like Publishers for Responsible Environmental Paper Sourcing

See pages 8, 14-15, 29-30, 49, 55, 59-60, 78, 84

### Principle 9:

#### Encourage the development and diffusion of environmentally friendly technologies

- Incorporated in RE's Code of Ethics, Supplier Code of Conduct and Environmental Management System
- Over 250 RE publications promote environmental awareness and knowledge such as the Journal for Nature Conservation; Renewable Energy; Climate Change and Sustainable Development; and Water Resources Systems Planning and Management
- Key partner in Online Access to Research in the Environment (OARE), an international public-private consortium coordinated by the United Nations Environment Programme enabling developing countries to gain free access to leading environmental science; [www.oaresciences.org](http://www.oaresciences.org)

See pages 14-15, 28-30, 49, 91-92

### Principle 10:

#### Businesses should work against all forms of corruption, including extortion and bribery

- Incorporated in RE's Code of Ethics and Supplier Code of Conduct with review and auditing of compliance
- Code of Ethics online training programme and advanced training programs such as Competing Fairly and Doing Business with Government
- Toll-free lines and web-based systems for confidential disclosure on Code violations, including corruption, by employees
- LexisNexis support for anti-corruption through its rule of law initiatives

See pages 14-15, 29-30, 35, 43

## Appendix 5 – Elsevier Ethical Guidelines for Journal Publication Excerpt

The publication of an article in a peer-reviewed journal is an essential building block in the development of a coherent and respected network of knowledge. It is a direct reflection of the quality of the work of the authors and the institutions that support them. Peer-reviewed articles support and embody the scientific method. It is therefore important to agree upon standards of expected ethical behaviour for all parties involved in the act of publishing: the author, the journal editor, the peer reviewer, the publisher and the society of society-owned or sponsored journals.

An important role of the publisher is to support the extensive efforts of journal editors, and the often unsung volunteer work undertaken by peer reviewers in maintaining the integrity of the scholarly record. It is a tribute to scholarly practice that the system works well and problems are comparatively rare. The publisher has a supporting, investing and nurturing role in the scholarly communication process and is also ultimately responsible for ensuring that best practices are followed.

Elsevier takes its duties of guardianship over the scholarly record very seriously. Our journal programs record “the minutes of science” and we recognise our responsibilities as the keeper of those “minutes” in all our policies, including the guidelines we have adopted to support editors, reviewers and authors in performing their ethical duties.

We are committed to ensuring that advertising, reprint or other commercial revenue has no impact or influence on editorial decisions. In addition, Elsevier will assist in communications with other journals and/or publishers where this is useful to editors. Finally, we are working closely with other publishers and industry associations to set standards for best practices on ethical matters, errors and retractions – and are prepared to provide specialised legal review and counsel if necessary.

### Duties of Editors

#### Publication Decisions

The editor of a peer-reviewed journal is solely and independently responsible for deciding which of the articles submitted to the journal should be published, often working in conjunction with the relevant society (for society-owned or sponsored journals). The validation of the work in question and its importance to researchers and readers must always underwrite such decisions. The editor may be guided by the policies of the journal's editorial board and constrained by such legal requirements as shall then be in force regarding libel, copyright infringement and plagiarism. The editor may confer with other editors or reviewers (or society officers) in making this decision.

#### Fair play

An editor should evaluate manuscripts for their intellectual content without regard to race, gender, sexual orientation, religious belief, ethnic origin, citizenship, or political philosophy of the authors.

#### Confidentiality

The editor and any editorial staff must not disclose any information about a submitted manuscript to anyone other than the corresponding author, reviewers, potential reviewers, other editorial advisers, and the publisher, as appropriate.

#### Disclosure and Conflicts of Interest

Unpublished materials disclosed in a submitted manuscript must not be used in an editor's own research without the express written consent of the author. Privileged information or ideas obtained through peer review must be kept confidential and not used for personal advantage. Editors should recuse themselves (i.e. should ask a co-editor, associate editor or other member of the editorial board instead to review and consider) from considering manuscripts in which they have conflicts of interest resulting from competitive, collaborative, or other relationships or connections with any of the authors, companies, or (possibly) institutions connected to the papers.

#### Vigilance over Published Record

An editor presented with convincing evidence that the substance or conclusions of a published paper are erroneous should coordinate with the publisher (and/or society) to promote the prompt publication of a correction, retraction, expression of concern, or other note, as may be relevant.

#### Involvement and Cooperation in Investigations

An editor should take reasonably responsive measures when ethical complaints have been presented concerning a submitted manuscript or published paper, in conjunction with the publisher (or society). Such measures will generally include contacting the author of the manuscript or paper and giving due consideration of the respective complaint or claims made, but may also include further communications to the relevant institutions and research bodies.

### Duties of Reviewers

#### Contribution to Editorial Decisions

Peer review assists the editor in making editorial decisions and through the editorial communications with the author may also assist the author in improving the paper. Peer review is an essential component of formal scholarly communication, and lies at the heart of the scientific method. Elsevier shares the view of many that all scholars who wish to contribute to publications have an obligation to do a fair share of reviewing.

## Appendix 5 – Elsevier Ethical Guidelines for Journal Publication Excerpt continued

### Promptness

Any selected referee who feels unqualified to review the research reported in a manuscript or knows that its prompt review will be impossible should notify the editor and excuse himself from the review process.

### Confidentiality

Any manuscripts received for review must be treated as confidential documents. They must not be shown to or discussed with others except as authorised by the editor.

### Standards of Objectivity

Reviews should be conducted objectively. Personal criticism of the author is inappropriate. Referees should express their views clearly with supporting arguments.

### Acknowledgement of Sources

Reviewers should identify relevant published work that has not been cited by the authors. Any statement that an observation, derivation, or argument had been previously reported should be accompanied by the relevant citation. A reviewer should also call to the editor's attention any substantial similarity or overlap between the manuscript under consideration and any other published paper of which they have personal knowledge.

### Disclosure and Conflict of Interest

Unpublished materials disclosed in a submitted manuscript must not be used in a reviewer's own research without the express written consent of the author. Privileged information or ideas obtained through peer review must be kept confidential and not used for personal advantage. Reviewers should not consider manuscripts in which they have conflicts of interest resulting from competitive, collaborative, or other relationships or connections with any of the authors, companies, or institutions connected to the papers.

### Duties of Authors

#### Reporting Standards

Authors of reports of original research should present an accurate account of the work performed as well as an objective discussion of its significance. Underlying data should be represented accurately in the paper. A paper should contain sufficient detail and references to permit others to replicate the work. Fraudulent or knowingly inaccurate statements constitute unethical behavior and are unacceptable.

Review and professional publication articles should also be accurate and objective, and editorial "opinion" works should be clearly identified as such.

### Data Access and Retention

Authors may be asked to provide the raw data in connection with a paper for editorial review, and should be prepared to provide public access to such data (consistent with the ALPSP-STM Statement on Data and Databases), if practicable, and should in any event be prepared to retain such data for a reasonable time after publication.

### Originality and Plagiarism

The authors should ensure that they have written entirely original works, and if the authors have used the work and/or words of others, that this has been appropriately cited or quoted.

Plagiarism takes many forms, from "passing off" another's paper as the author's own paper, to copying or paraphrasing substantial parts of another's paper (without attribution), to claiming results from research conducted by others. Plagiarism in all its forms constitutes unethical publishing behaviour and is unacceptable.

### Multiple, Redundant or Concurrent Publication

An author should not in general publish manuscripts describing essentially the same research in more than one journal or primary publication. Submitting the same manuscript to more than one journal concurrently constitutes unethical publishing behaviour and is unacceptable.

In general, an author should not submit for consideration in another journal a previously published paper. Publication of some kinds of articles (eg, clinical guidelines, translations) in more than one journal is sometimes justifiable, provided certain conditions are met. The authors and editors of the journals concerned must agree to the secondary publication, which must reflect the same data and interpretation of the primary document. The primary reference must be cited in the secondary publication. Further detail on acceptable forms of secondary publication can be found at [www.icjme.org](http://www.icjme.org)

### Acknowledgement of Sources

Proper acknowledgement of the work of others must always be given. Authors should cite publications that have been influential in determining the nature of the reported work. Information obtained privately, as in conversation, correspondence, or discussion with third parties, must not be used or reported without explicit, written permission from the source. Information obtained in the course of confidential services, such as refereeing manuscripts or grant applications, must not be used without the explicit written permission of the author of the work involved in these services.

## Appendix 5 – Elsevier Ethical Guidelines for Journal Publication Excerpt continued

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### **Authorship of the Paper**

Authorship should be limited to those who have made a significant contribution to the conception, design, execution, or interpretation of the reported study. All those who have made significant contributions should be listed as co-authors. Where there are others who have participated in certain substantive aspects of the research project, they should be acknowledged or listed as contributors.

The corresponding author should ensure that all appropriate co-authors and no inappropriate co-authors are included on the paper, and that all co-authors have seen and approved the final version of the paper and have agreed to its submission for publication.

### **Hazards and Human or Animal Subjects**

If the work involves chemicals, procedures or equipment that have any unusual hazards inherent in their use, the author must clearly identify these in the manuscript. If the work involves the use of animal or human subjects, the author should ensure that the manuscript contains a statement that all procedures were performed in compliance with relevant laws and institutional guidelines and that the appropriate institutional committee(s) have approved them. Authors should include a statement in the manuscript that informed consent was obtained for experimentation with human subjects. The privacy rights of human subjects must always be observed.

### **Disclosure and Conflicts of Interest**

All authors should disclose in their manuscript any financial or other substantive conflict of interest that might be construed to influence the results or interpretation of their manuscript. All sources of financial support for the project should be disclosed.

Examples of potential conflicts of interest which should be disclosed include employment, consultancies, stock ownership, honoraria, paid expert testimony, patent applications/registrations, and grants or other funding. Potential conflicts of interest should be disclosed at the earliest stage possible.

### **Fundamental Errors in Published Works**

When an author discovers a significant error or inaccuracy in his/her own published work, it is the author's obligation to promptly notify the journal editor or publisher and cooperate with the editor to retract or correct the paper. If the editor or the publisher learn from a third party that a published work contains a significant error, it is the obligation of the author to promptly retract or correct the paper or provide evidence to the editor of the correctness of the original paper.



## Appendix 6 – Product Donation Policy

### Reed Elsevier Product Donation Policy

Destroying or remaindering product costs the company millions of dollars each year. When certain products no longer have commercial viability, they may remain in great demand by qualified, deserving recipients on a local or international level.

Because product donations may have tax and market implications, they should be approved by relevant managers. No product donations must ever compromise the commercial interests of the Company or, to the extent possible, create any adverse liabilities.

However, when and where appropriate, we encourage business units to seek domestic outlets or those in the developing world for surplus or non-saleable products to registered charities. Donations should be useful and not an excuse to dump unwanted material.

Business units, with relevant management approval and control, may also decide to make donations of new or commercially viable material for educational or humanitarian purposes.

All donated physical products should be clearly stamped or labelled "Donated by [Reed Elsevier or business unit name]: Not for Resale."

All donations should be recorded and reported in the Group Community Survey, which catalogues Reed Elsevier's giving, conducted by the accounting services group annually.

### Sampling of donation partners for hardcopy product

Australian Legal Resources International (ALRI): LexisNexis Australia has worked with Australian Legal Resources ([www.ari.org.au](http://www.ari.org.au)), a non-profit, non-governmental organisation whose mission is to promote human rights and good governance within developing countries. Reed Elsevier has made donations to support their book programme through which they donate legal texts, computerised legal information retrieval systems, and other materials to various institutions in developing and transitional democracies, particularly in the Asia-Pacific region, including Bangladesh, Fiji, East Timor, Papua New Guinea and Indonesia.

Book Aid International (BAI): Elsevier, LexisNexis, and Reed Business in the UK are among the largest donors of books to Book Aid International ([www.bookaid.org.uk](http://www.bookaid.org.uk)). We have donated nearly one million books since 2000. BAI works in more than 40 countries around the world and supplies carefully targeted books each year to public libraries, schools, universities refugee camps, hospitals and NGOs. The majority of its resources are directed toward sub-Saharan Africa; they work with local partners to ensure resources go where they are needed most, to beneficiaries without adequate books for their readers, and without the budget to buy them. RE works to support BAI in a number of ways, including contributing nearly £50,000 as part of a three-year library development programme in Sierra Leone and Namibia. Librarian training, accessible new children's

reading materials, and library promotion activities are helping make community libraries catalysts for education and poverty reduction by fostering literacy and lifelong learning.

Sabre: A primary US-based beneficiary of non-sensitive material distributed to the developing world is Sabre ([www.sabre.org](http://www.sabre.org)). The Elsevier Foundation has previously supported their mission through cash donations. Sabre Foundation is a tax-exempt 501(c)(3) organisation under the US Internal Revenue Code, and is registered as a Private Voluntary Organization with the US Agency for International Development. Since its inception in 1986, Sabre's Book Donation Programme has shipped more than \$250m worth of new books and educational materials to more than 80 countries. The keystone of Sabre's book programme is that it is demand-driven. Rather than trying to send as many books as possible, regardless of demonstrated need, Sabre gives its overseas partners the opportunity to select books and other materials from detailed inventory offering lists. In the selection process, Sabre's rule-of-thumb is that something which is of no value in the US is usually equally valueless overseas. The schools, universities, libraries and individuals that benefit from Sabre's Book Donation Programme are not regarded as the recipients of aid for whom "any book is better than no book at all" – they are regarded instead as clients with limited resources.

### Sampling of donations of non-hardcopy product

HINARI: Elsevier is a founding contributor to HINARI (Health InterNetwork Access to Research Initiative), a World Health Organization initiative. HINARI strengthens public health services by providing electronic high-quality, relevant and up-to-date health information public health workers, researchers and policy makers in non-profit institutions, including national universities, research institutes, and teaching hospitals. Since the launch of the programme in 2003, Elsevier has provided over 2 million articles to the HINARI programme.

AGORA and OARE: Elsevier also provides access to over 1,000 agriculture-related journals through AGORA (Access to Global Online Research in Agriculture), a United Nations Food and Agricultural programme. And in 2006 Elsevier helped launch OARE (Online Access to Research in the Environment), a project of the United Nations Environmental Programme (UNEP), Yale University, the William and Flora Hewlett Foundation, and the John D. and Catherine T. MacArthur Foundation. OARE now gives researchers in developing countries access to one of the world's largest collections of scholarly, peer-reviewed environmental science journals in order to promote professional communities, encourage scientific creativity and productivity, and facilitate the development of science-based national policies.

National Center for Missing and Exploited Children (NCMEC): LexisNexis provides free access to its investigative solutions like Accurint for Law Enforcement as well as LexisNexis.com legal to this charity which finds missing children throughout the United States. Since 2001 when collaboration began, NCMEC estimates that LexisNexis products have been

## Appendix 6 – Product Donation Policy continued

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instrumental in the successful recovery of over 350 children.  
The value of the free access has been over \$1m.

### **Donations of IT equipment and office furnishings**

We have a number of partners to avoid sending obsolete  
products used in the conduct of our business to landfill.

UK:

REmploy – [www.remploy.co.uk](http://www.remploy.co.uk)

Green Works – [www.green-works.co.uk](http://www.green-works.co.uk)

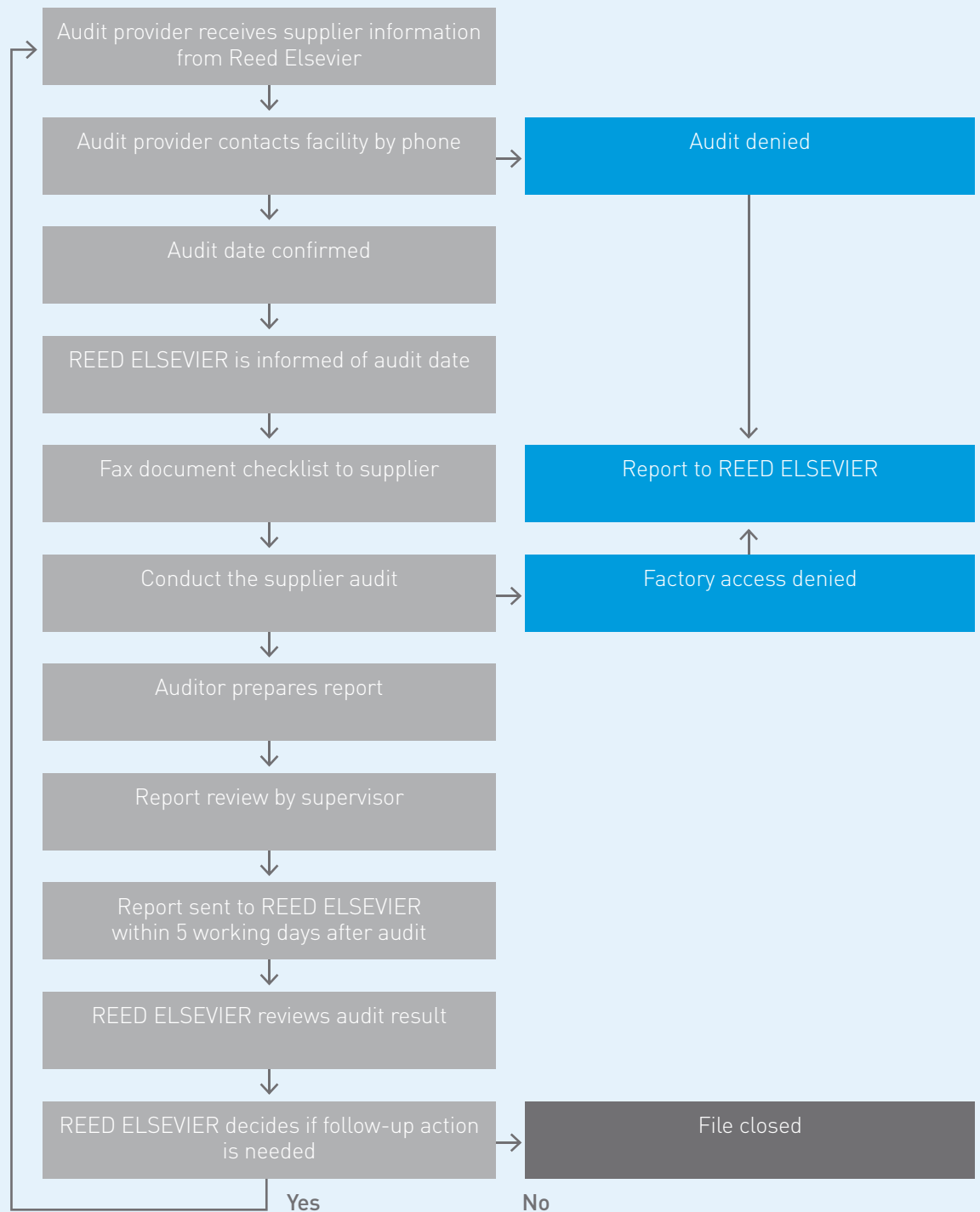
US:

Green Standards – [www.greenstandards.org](http://www.greenstandards.org)

## Appendix 7 – Socially Responsible Supply Chain Programme

### Audit Workflow and Process

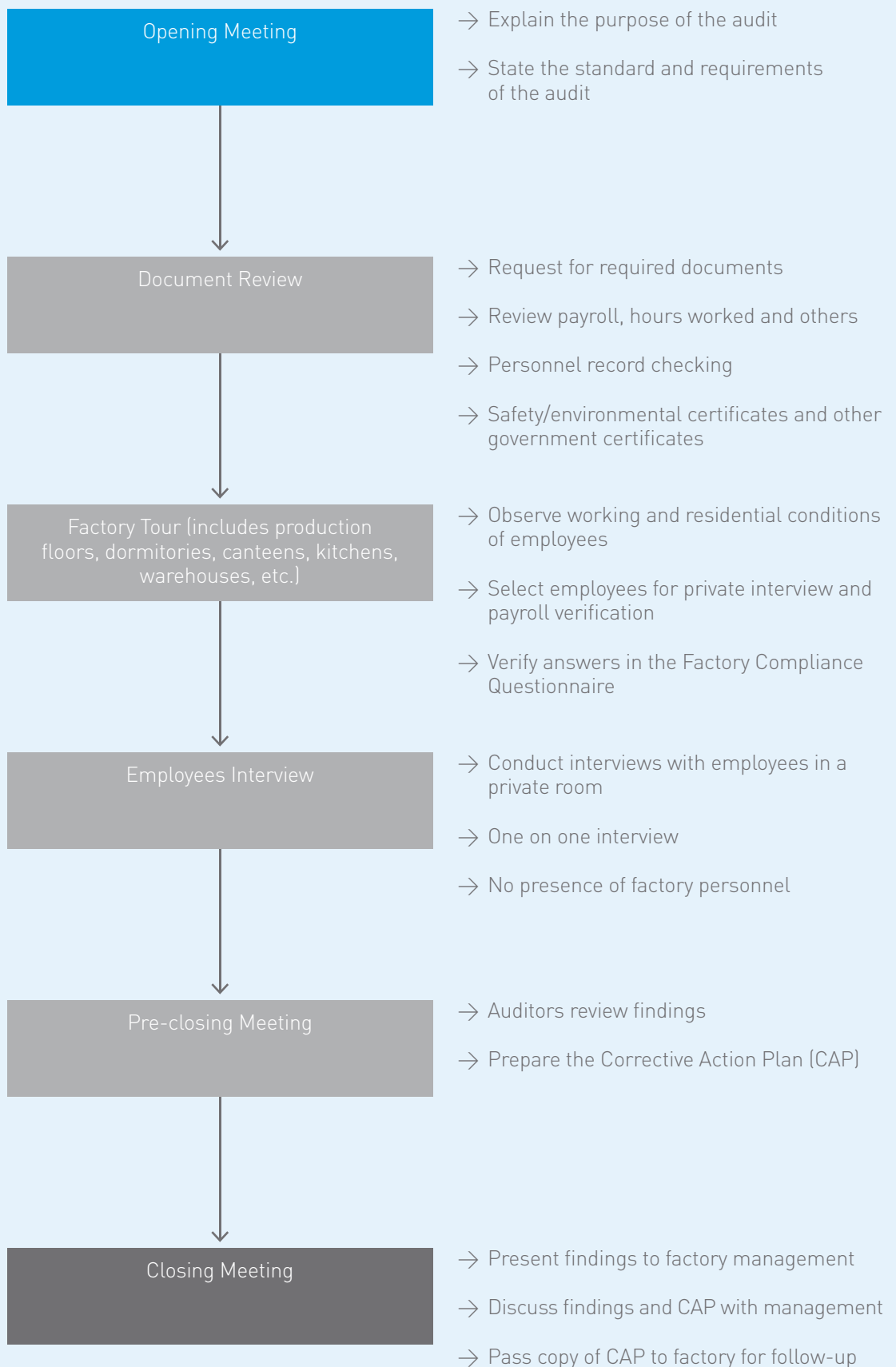
#### Audit Workflow



## Appendix 7 – Socially Responsible Supply Chain Programme

### Audit Workflow and Process continued

#### Audit Process



## Appendix 8 – Socially Responsible Supply Chain Programme

### Sample 2007 Remediation Reports

	Non-compliance	Actions Taken to Comply	Follow-Up Action
<p>Manufacturer: Books</p> <p>Report # SZX-08928-01</p> <p>Location: Guangdong, China</p> <p>Audit Date: 30 July 2007</p>	<ol style="list-style-type: none"> <li>1. Forklift inspection certificates expired</li> <li>2. Illegal wage deduction for unauthorised leaves of one or two days</li> </ol>	<p>Inspection completed and current certificates are on file</p> <p>Amended policy in current employee handbook</p>	<p>Review at next audit</p> <p>Review at next audit</p>
<p>Manufacturer: Prepress</p> <p>Report # IDA-2729-01</p> <p>Location: Karnataka, India</p> <p>Audit Date: 18 July 2007</p>	<ol style="list-style-type: none"> <li>1. Holding original education certificates</li> <li>2. Only one staircase in a three storey building</li> <li>3. Evacuation plan not displayed</li> <li>4. No working fire alarms</li> <li>5. Fire drills not conducted</li> <li>6. Posting of RE Code of Conduct</li> </ol>	<p>Amended policy and returned documents</p> <p>Discussing additional staircase with building owner</p> <p>Posted evacuation plans in local language</p> <p>Fire alarms have been fixed</p> <p>Fire drill scheduled within 120 days</p> <p>Reed Elsevier Code of Conduct posted</p>	<p>Re-confirm at next audit</p> <p>Request progress report every 30 days</p> <p>Re-confirm at next audit</p> <p>Re-confirm at next audit</p> <p>Re-confirm at next audit</p> <p>Replace copy as needed, due to wear and tear</p>
<p>Manufacturer: Magazines</p> <p>Report # 2007-6877</p> <p>Location: Pennsylvania, USA</p> <p>Audit Date: 12-13 July 2007</p>	<ol style="list-style-type: none"> <li>1. Fire hose did not have monthly inspections</li> <li>2. Hoists did not have required inspections</li> </ol>	<p>Insurance broker obtained permission from carrier to remove hoses as obsolete</p> <p>Maintenance Plant Services Department carrying out monthly inspections documented in work order system</p>	<p>Completed</p> <p>Completed</p>
<p>Manufacturer: Freight forwarder</p> <p>Report # HKG-08017-01</p> <p>Location: Hong Kong</p> <p>Audit Date: 16 March 2007</p>	<ol style="list-style-type: none"> <li>1. Overtime meal allowance not included in income calculation</li> <li>2. Work subcontracted without RE written consent</li> <li>3. Posting of RE Code of Conduct</li> </ol>	<p>Pay slips reflect amended policy</p> <p>Formal consent from RE received</p> <p>Reed Elsevier Code of Conduct posted on employee intranet</p>	<p>Re-confirm at next audit</p> <p>Completed</p> <p>Completed</p>

## Appendix 8 – Socially Responsible Supply Chain Programme

### Sample 2007 Remediation Reports continued

	Non-compliance	Actions Taken to Comply	Follow-Up Action
<p>Manufacturer: Books</p> <p>Report #RE-UP-070810</p> <p>Location: Szekesfehervar, Hungary</p> <p>Audit Date: 9-10 August 2007</p>	<ol style="list-style-type: none"> <li>1. No warning text in local language on machinery</li> <li>2. Work subcontracted without RE written consent</li> <li>3. Posting of RE Code of Conduct</li> </ol>	<p>Posted warning signs in local language</p> <p>Discontinued use of subcontractor</p> <p>Reed Elsevier Code of Conduct posted</p>	<p>Completed photo proof received</p> <p>Written consent to be requested before engaging new subcontractor</p> <p>Completed photo proof received of code posted in local language</p>

## Appendix 9 – Socially Responsible Supply Chain Programme

### Terms of Reference

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#### Mission

Reed Elsevier holds suppliers, including pre-press, printers, paper manufacturers, data converters, media providers and freight forwarders, software developers, office supplies, telemarketing, and exhibition venues to the same standard of conduct it sets for itself: adhere to all laws to which subject and embody and promote best practice in business operations, treatment of employees and respect for the environment, as indicated in the ten principles of the United Nations Global Compact to which Reed Elsevier is a signatory. These principles are reflected in our Supplier Code of Conduct ("Code") which we ask key suppliers to sign and to post prominently in the workplace (key suppliers are those constituting at least \$1m in sales or 25% or greater of annual supplier category spend). To monitor compliance, we regularly conduct internal and external audits of key suppliers and review their environmental and other performance information. Suppliers in violation of the Code or its parts will be subject to remediation agreements; failure to rectify non-compliance can lead to contract termination.

#### Activities

Among its activities, the RE SRS Initiatives Group:

- maintains a master supplier database with comprehensive information including Code versioning/ signing, initiative tracking, audit dates, remediation plans and compliance
- sets and reviews internal and external audit guidelines
- establishes policies and undertakes relevant initiatives including a Supplier Environmental and Paper Survey.

Each supplier receives the Code and additional associated documents as part of any Request for Quote (RFQ) or Request for Proposal (RFP). Upon contract signing, suppliers are required to meet Code requirements and participate in monitoring activities like the Supplier Environmental and Paper Survey, as appropriate and as requested.

Internal and independent external audits are performed on a regular basis. High risk suppliers as determined by the SRS Initiatives Group, such as those operating in areas where human rights, labour, environmental, or other abuses have been known to occur, are audited every two years. Suppliers with repeat Code violations are audited annually. Results are communicated to suppliers along with any remediation required; remediation target dates are agreed and follow-up audits are performed to ensure issues identified have been resolved.



## Appendix 10 – Sampling of charities we supported centrally in 2007

### INTERNATIONAL

#### AfriKids



£10,039 for AfriKids' Operation Zarungu's education programme in Northern Ghana. Operation Zarungu provides primary education, vocational training, micro loans and a health clinic in Zarungu.

[www.afrikids.org](http://www.afrikids.org)

#### Book Aid International

£16,727 to provide library training and library stock at selected schools in Namibia.

[www.bookaid.org](http://www.bookaid.org)

#### Coaching for Hope

£6,733 to support a football coaching programme in Mali as well as HIV/AIDS awareness and art classes.

[www.coachingforhope.org](http://www.coachingforhope.org)

#### Corazon de Vida

£8,800 to support Camp Colegio: an education-focused summer camp for children of the Hacienda Orphanage in Baja, Mexico.

[www.corazondevida.org](http://www.corazondevida.org)

#### Freeplay

£7,385 for hand-winding or solar energy Freeplay radios in Zambia. Broadcasts to include community and school educational programmes.

[www.freeplayfoundation.org](http://www.freeplayfoundation.org)

#### Foundation VONK

£6,500 for academic support, food and lodging and medical care for the Nepal Girls Care Center, helping teenaged orphan girls become established in society.

[www.nepalvonk.nl](http://www.nepalvonk.nl)

#### HOPEHIV

£5,000 for the Masaka Primary School in Uganda for children with hearing and speech disabilities orphaned or made vulnerable by HIV and AIDS.

[www.hopehiv.org](http://www.hopehiv.org)

#### Karuna Trust

£9,343 for a project in Maharashtra, India that provides pre/post-natal and paediatric care, with a focus on rights awareness for women and children.

[www.karuna.org](http://www.karuna.org)

#### Kusasa Project

£6,000 for beginner reading books for two primary schools in Franschhoek, a rural area outside Cape Town, South Africa.

[www.thekusasaproject.org](http://www.thekusasaproject.org)

#### Mary's Meal's

£5,000 to help build and equip a science block at the Mabiri Community Day Secondary School in Malawi.

[www.marysmeals.org](http://www.marysmeals.org)

#### Microloan Foundation

£5,000 to provide loans to young women in Malawi, empowering them to set up and run their own businesses.

[www.microloanfoundation.org](http://www.microloanfoundation.org)

#### Plan UK

£3,000 to provide classroom furniture and library books for a secondary school in Duwie, Northern Ghana.

[www.plan-uk.org](http://www.plan-uk.org)

#### Room to Read



£5,000 to sponsor the publication of 15,000 copies of an original Khmer language children's book in Cambodia.

[www.roomtoread.org](http://www.roomtoread.org)

#### Voluntary Services Overseas

£10,000 toward The Children with Disabilities Empowerment Programme for disabled children in Kenya.

[www.vso.org.uk](http://www.vso.org.uk)

### REGIONAL

#### All Stars Project

£2,500 for training disadvantaged young people at New Jersey's Joseph A. Forgione Development School.

[www.allstars.org](http://www.allstars.org)

#### The Archer School for Girls

£862 toward scholarships for girls who otherwise could not afford to attend the Archer School for Girls in Los Angeles.

[www.archer.org](http://www.archer.org)

#### Beijing Fengtai Rehabilitations Centre

£3,590 for training teachers and handicapped adults at the Li Zhi Rehabilitation Centre in Beijing, China.

## Appendix 10 – Sampling of charities we supported centrally in 2007 continued

### The Children's Society



£5,000 in support of "Safe in the City" parenting courses in Manchester and Salford UK that help parents and their children who face danger, discrimination or disadvantage.  
[www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

### Concerns of Police Survivors

£3,000 to fund scholarships for surviving children of fallen law enforcement officers.  
[www.nationalcops.org](http://www.nationalcops.org)

### Earthwatch Institute

£16,390 to help disadvantaged and excluded young people in deprived areas of Oxford participate in conservation.  
[www.earthwatch.org](http://www.earthwatch.org)

### Global Training Concept Foundation

£15,000 to underwrite training of 300 students in the Quest Teen Leadership Programme, which empowers teenagers from disadvantaged backgrounds in Dallas, Texas.

### Kids Energy

£1,000 for a summer school for children with incurable diseases and their siblings in Japan.

### Kids Stop

£2,500 toward a new mobile unit providing children's clothes, toys, books and nursery equipment as part of the Vine Project, which works with families that have experienced homelessness or fled domestic violence.  
[www.thevineproject.org/kidsstop](http://www.thevineproject.org/kidsstop)

### London School of Economics

£1,500 for their scholarship fund to help undergraduates from disadvantaged backgrounds.  
[www.lse.ac.uk](http://www.lse.ac.uk)

### MitoAction

£3,200 sponsorship of a support book for adolescents with mitochondrial disease, a genetic, neurodegenerative disease.  
[www.mitoaction.org](http://www.mitoaction.org)

### The Monteverdi Choir & Orchestra

£1,500 to provide promising young choral singers with financial need apprenticeships at the Monteverdi Choir.  
[www.monteverdi.co.uk](http://www.monteverdi.co.uk)

### National Theatre

£7,500 to support the Interact project, which facilitates citizenship, drama and theatre for inner city youth.  
[www.nationaltheatre.org.uk/education](http://www.nationaltheatre.org.uk/education)

### National Literacy Trust



£15,000 for the Reading Is Fundamental programmes which promote children's literacy in the London boroughs of Westminster and Camden.  
[www.literacytrust.org.uk](http://www.literacytrust.org.uk)

### Olimpiadas Especiales Mexico

£5,550 for educational support for special athletes with learning difficulties, their families and members of their support networks.  
[www.olimpiadasespeciales.org.mx](http://www.olimpiadasespeciales.org.mx)

### Parsons Child and Family Center

£2,521 for educational/development resources at the Parsons Early Head Start programme in upstate New York, benefitting 32 low income children up to the ages of three.  
[www.parsonscenter.org](http://www.parsonscenter.org)

### Pearl S Buck International

£8,881 to provide educational activities for multiracially adopted children and their families in Pennsylvania, promoting birth culture awareness, self-esteem and support networks.  
[www.psbi.org](http://www.psbi.org)

### Project Strong

£3,286 to help underachieving high school students in St. Kitts receive crafts and vocational training.  
[www.projectstrong.org](http://www.projectstrong.org)

### Rainbow Trust Children's Charity

£2,800 for respite breaks at the UK Rainbow House for families with children facing life threatening conditions.  
[www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)

### REACT

£2,500 toward purchasing educational equipment for terminally ill children living in financially disadvantaged families in South East England.  
[www.reactcharity.org](http://www.reactcharity.org)

## Appendix 10 – Sampling of charities we supported centrally in 2007 continued

### Rolling Readers

£3,500 toward books for low-income children in San Diego and Los Angeles to inspire a love of reading through new book ownership and engagement with read-aloud volunteers.  
[www.rollingreaders.org](http://www.rollingreaders.org)

### Royal Parks Foundation

£12,000 for an environmental education programme for local schools at London's St James's Park.  
[www.royalparks.org.uk/support/foundation](http://www.royalparks.org.uk/support/foundation)

### The Burn Institute

£2,538 for a child fire and burn prevention awareness programme in San Diego County.  
[www.burninstitute.org/](http://www.burninstitute.org/)

### The Connection at St Martin's



£10,000 in core support for the London programme that provides educational, social and cultural activities and drug and health education for young homeless people.  
[www.connection-at-stmartins.org.uk](http://www.connection-at-stmartins.org.uk)

### The Diamond Centre for Disabled Riders

£1,600 to purchase two custom-made saddles to help children in the greater London area with cerebral palsy and muscular dystrophy gain therapeutic benefits from horse riding.  
[www.diamondcentre.org.uk](http://www.diamondcentre.org.uk)

### The Sick Children's Trust

£2,500 to buy new carpets for the bedrooms at Ecklesley House, St James Hospital in Leeds, for families with children being treated for a terminal illness.  
[www.sickchildrenstrust.org](http://www.sickchildrenstrust.org)

### Urban Promise

£3,500 to bring science education to underprivileged inner city children in Camden, New Jersey.  
[www.urbanpromiseusa.org](http://www.urbanpromiseusa.org)

### Whitechapel Art Gallery

£1,750 to provide Archive Adventures workshops for primary school children in the inner city London boroughs of Tower Hamlets, Newham, Hackney and Islington.  
[www.whitechapel.org](http://www.whitechapel.org)

### The Woodland Trust



£6,248 to provide eight Woodland Discovery Days as part of the Trust's Trees For All campaign for nearly 300 special needs children and young adults in the UK.  
[www.woodland-trust.org.uk](http://www.woodland-trust.org.uk)

### Xtraordinary People

£10,000 for the No to Failure campaign which aims to demonstrate that UK schools with teachers who have specialist training can help dyslexic students improve their learning, motivation and performance.  
[www.xtraordinarypeople.com](http://www.xtraordinarypeople.com)

### Youth Off The Streets

£3,000 for the Chapel School Peer Reading Programme, which acts as a bridge to mainstream education for young people in Australia who have experienced time out of school due to homelessness, abuse, drug or alcohol problems.  
[www.youthoffthestreets.com.au](http://www.youthoffthestreets.com.au)

### Youth Music Theatre

£9,775 to allow 50 disadvantaged young people from across the UK access to residential music courses.  
[www.youth-music-theatre.org.uk/the-studio.htm](http://www.youth-music-theatre.org.uk/the-studio.htm)

## Appendix 11 – LBG Assurance Statement Reed Elsevier (UK operations)

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We have been asked by Reed Elsevier to assess its UK operations' use of the London Benchmarking Group (LBG) model to measure and report on corporate community involvement activity during 2007.

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

As managers of the Group, we have worked with Reed Elsevier's operations in the UK to ensure they understand the LBG model and have applied its principles to the measurement of community involvement programmes during 2007. Having conducted an assessment, we are satisfied that this has been achieved. Our work has not extended to an independent audit of the data.

**Corporate Citizenship**  
[www.corporate-citizenship.com](http://www.corporate-citizenship.com)

March 2008

## Appendix 12 – Ernst & Young LLP Assurance Statement – Independent assurance statement to Reed Elsevier management

Reed Elsevier's Corporate Responsibility Report 2007 (the Report) has been prepared by the management of Reed Elsevier Group plc who are responsible for the collection and presentation of the information within it. Our responsibility, in accordance with Reed Elsevier management's instructions, is to carry out a limited assurance engagement on selected 2007 environmental and health and safety data contained within the Report. We do not, therefore, accept or assume any responsibility for any other purpose or to any other person or organisation. Any reliance any such third party may place on the Report is entirely at its own risk.

### What did we do to form our conclusions?

Our assurance engagement has been planned and performed in accordance with the International Federation of Accountants' International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE3000). The environmental and health and safety data have been evaluated against completeness, consistency and accuracy criteria agreed with the management of Reed Elsevier as follows:

#### Completeness

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

#### Consistency

- Whether the 'Reed Elsevier Environmental Guidance for completion of the Group Environmental Survey (updated 8 August 2007)' has been applied to the environmental data.
- Whether the 'Guidance for the completion of the 2007 Reed Elsevier Group Health & Safety Survey (updated 17 December 2007)' has been applied to the health and safety data.

#### Accuracy

- Whether site-level environmental and health and safety data has been accurately collated at Group level.
- Whether there is supporting information for the environmental and health and safety data reported by sites to Group.

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

1. Interviewed specialists responsible for managing, collating, and reviewing environmental and health and safety data at a Group level for internal and public reporting purposes.
2. Reviewed a selection of management documentation and reporting tools including guidance documents and reporting databases.
3. Undertook 11 one-day visits to key locations to examine the systems and processes in place for collecting and

reporting environmental and health and safety data against the reporting guidance prepared by Reed Elsevier Group. Five sites were visited in the US and two sites each in the UK, France and Netherlands.

4. Additional supporting documentation was sought for a sample of environmental data points for sites not visited through our work. Supporting documentation was sought and reviewed for 37 additional data points.
5. Reviewed and challenged the environmental and health and safety data validation and collation processes at Group reporting level. This included following the sample of environmental data collected at each of the eleven sites visited through to the Group reported performance data, and reviewing the processes for Group level review and challenge of health and safety data.
6. Reviewed the Report for the appropriate presentation of the data including the discussion of limitations and assumptions relating to the data presented.

### Level of assurance

Our evidence gathering procedures have been designed to obtain a sufficient level of evidence to provide a limited level of assurance in accordance with ISAE3000.

### Limitations of our review

Our scope of work was limited to the following data sets:

#### Site-level review

- Total energy usage from both electricity, gas and other fuels.
  - Water usage
  - Waste
  - Processes for reporting health and safety data to Group
- #### Group-level review
- Collated energy, water and waste data reported by sites
  - Carbon emissions from energy usage and transport.
  - Collated health and safety data reported by sites
  - Collated production and office paper usage reported by business units

We visited 11 sites and undertook tests on 37 environmental data points from 30 further sites, out of a total of 89 possible locations. We have not reviewed normalised data or the trends described in relation to this data. We have not sought evidence to support the statements or claims presented within the Report, other than those relating to the Group 2007 environmental and health and safety data sets described above.



## Appendix 12 – Ernst & Young LLP Assurance Statement – Independent assurance statement to Reed Elsevier management continued

### Our conclusions

Based on our review:

- Nothing has come to our attention that causes us to believe that the returns from the Group H&S Survey 2007 did not account for more than 80% of the workforce based on the company's measure of Full Time Equivalents.
- Nothing has come to our attention that causes us to believe that the Group Environmental Survey 2007 did not include sites accounting for greater than 75% of Group operations by turnover.
- Nothing has come to our attention that causes us to believe that the environmental and health and safety data has not been properly collated from the information reported by sites.
- With the exception of inconsistencies in health and safety data described in the Report, we are not aware of any errors that would materially affect the environmental and health and safety data.

### Our observations

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

- Reed Elsevier's reporting requirements for health and safety are based on the requirements of the US regulatory framework (OSHA). However, outside of the US, sites we visited were not aware of the Group requirements for health and safety reporting and had reported on the basis of local regulatory requirements. This has resulted in variability in the criteria used by non-US sites to categorise health and safety incidents.
- We observed that refinements made to the Group Environmental Survey since last year's survey, including issuing the Environmental Workbook earlier in the year and providing more detailed guidance on the use of estimation methodologies, have improved the data collection process for sites.
- Supporting information for energy and water usage was available at all sites visited. There were a small number of sites selected for review on a sample basis where consumption data was unavailable and usage had to be estimated. Supporting documentation for waste data was not always available and reporting performance in this area typically required a greater use of estimation methodologies.
- The processes for environmental data collation and review at Group level have been refined since last year's survey, enabling sites to more readily review changes made to their data submissions during the Group level quality review process.

### Our independence

This is the second year Ernst & Young LLP has provided independent assurance services in relation to Reed Elsevier's Corporate Responsibility reporting. With the exception of this work we have provided no other services relating to Reed Elsevier's approach to Corporate Responsibility or any of the business processes relating to environmental and health and safety data collation and reporting.

### Our assurance team

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

**Ernst & Young LLP**  
London

15 April 2008

## Appendix 13 – Corporate Responsibility Knowledge

### Selected Reed Elsevier Products and Services

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#### General Environment

- AmbientalExpo – Latin America
- Conference & Exhibition on Environmental & Sanitation Solutions
- Environmental Law and Procedures Management
- Environment 2008: International Exhibition & Conferences of Environmental Equipment, Technology and Services
- Health, Safety & Environment Bulletin
- Environment Information Bulletin
- Garner's Environmental Law
- Environmental Cost accounting
- LexisNexis Environmental Law & Climate Change Centre
- Manual of Environmental policy: the EU & Britain
- New Scientist
- OI – Oceanology International
- Pollutec
- World Travel Market – Responsible Tourism Day

#### Biodiversity

- Ancient Lakes: Biodiversity, Ecology and Evolution, 31
- Biodiversity and Natural Product Diversity, 21
- Biodiversity of Fungi
- Encyclopedia of Biodiversity (five-volume major reference work)

#### CO<sub>2</sub> Emissions and Climate Change

- Adapting Buildings and Cities for Climate Change: A 21st Century Survival Guide
- Advances in Chemical Conversions for Mitigating Carbon Dioxide
- Atmospheric Environment
- Birds and Climate Change
- Carbon Dioxide and Environmental Stress
- Carbon Dioxide and Terrestrial Ecosystems
- Carbon Dioxide Utilization for Global Sustainability
- Carbon Dioxide, Populations, and Communities
- Climate Change and Cultural Dynamics: A Global Perspective on Mid-Holocene Transitions
- Climate Change and Sustainable Development: Law, Policy and Practice
- Driving Climate Change: Cutting Carbon from Transportation
- An End to Global Warming
- Global Warming and Global Cooling, 5
- Greenhouse Gas Control Technologies
- Greenhouse Gas Mitigation
- Greenhouse Gases and Animal Agriculture
- International Journal Of Greenhouse Gas Control
- Mitigating Climate Change: Flexibility Mechanisms
- Peatlands: Evolution and Records of Environmental and Climate Changes
- Late Quaternary Climate Change and Human Adaptation in Arid China

#### Energy

- Advanced Nuclear Energy Systems Toward Zero Release of Radioactive Wastes
- Agile Energy Systems
- An Elsevier Energy Compendium
- Annals of Nuclear Energy
- Architecture – Comfort and Energy
- Biomass for Renewable Energy, Fuels, and Chemicals
- Biomass: A Growth Opportunity in Green Energy and Value-Added Products
- Chemical Energy and Exergy
- Coal Energy Systems
- Deep Challenge: Our Quest for Energy Beneath the Sea
- Dictionary of Energy
- Dictionary of High-Energy Physics
- Encyclopedia of Energy, Six-Volume Set, 1-6
- Energy
- Energy and Buildings
- Energy Conversion and Management
- Energy Economics
- Energy in Farm Production
- Energy in Food Processing
- Energy in World Agriculture
- Energy Medicine
- Energy Medicine in Therapeutics and Human Performance
- Energy Metabolism and Lifespan Determination, 14
- Energy Policy
- Energy Simulation in Building Design
- Energy Technology and Directions for the Future
- Energy: Management, Supply and Conservation
- Fluorinated Materials for Energy Conversion
- Fuel and Energy Abstracts
- Fundamentals of Renewable Energy Processes
- Fundamentals of Thermophotovoltaic Energy Conversion
- Geothermal Energy
- Global Energy Policy and Economics
- Handbook of Natural Resource and Energy Economics, 2
- Handbook of Natural Resource and Energy, 3
- Healing, Intention and Energy Medicine
- High Energy Density Physics
- Hypothalamic Integration of Energy Metabolism, 153
- Integrated Renewable Energy for Rural Communities
- International Journal of Electrical Power & Energy Systems
- International Journal of Hydrogen Energy
- Making a Business from Biomass in Energy, Environment, Chemicals, Fibers, and Materials
- Material and Energy Balancing in the Process Industries, 7
- Materials Science for Solar Energy Conversion Systems
- Nanostructured Materials for Solar Energy Conversion
- Nitrogen and Energy Nutrition of Ruminants
- Nuclear Energy
- Nuclear Energy in the 21st Century
- Progress in Energy and Combustion Science
- Progress in Nuclear Energy
- Refocus Marine Renewable Energy Report
- Renewable & Sustainable Energy Reviews
- Renewable Energy
- Renewable Energy Congress VII
- Renewable Energy Conversion, Transmission, and Storage
- Renewable Energy in the Countryside



## Appendix 13 – Corporate Responsibility Knowledge

### Selected Reed Elsevier Products and Services continued

- Resource and Energy Economics
- Solar Energy
- Solar Energy Conversion
- Solar Energy Engineering
- Solar Energy Materials & Solar Cells
- The Hydrogen Energy Transition
- Tribology for Energy Conservation, 34
- Urban Energy Transition
- Wave Energy Conversion
- World Renewable Energy Congress VI
- Intelligent Energy 2010
- FC EXPO: International Hydrogen & Fuel Cell Expo
- SPE Russian Oil & Gas Technical Conference & Exhibition
- 2008 SPE Indian Oil & Gas Technical Conference and Exhibition
- energy-tec: International Trade Fair for Energy Distribution & Switching Technology
- PV EXPO 2009: International Photovoltaic Power Generation Expo
- Offshore Europe 2009: Oil & Gas Exhibition & Conference

#### Waste

- Air Pollution Modeling and its Application XVIII
- Air Pollution, Global Change and Forests in the New Millennium
- An Introduction to Nuclear Waste Immobilisation
- Biotreatment of Industrial Effluents
- Deep Geological Disposal of Radioactive Waste, 9
- Dictionary of Water and Waste Management
- Environmental
- Environmental and Pollution Science, 2nd Edition
- Fundamentals of Air Pollution, 4th Edition
- Handbook of Solid Waste Management and Waste Minimization Technologies
- Hazardous Waste Compliance
- Hazardous Waste Handbook
- ICRP Publication 46: Radiation Protection Principles for the Disposal of Solid Radioactive Waste, 46
- ICRP Publication 77: Radiological Protection Policy for the Disposal of Radioactive Waste, 77
- ICRP Publication 81: Radiation Protection Recommendations as Applied to the Disposal of Long-lived Solid Radioactive Waste, 81
- Industrial Waste Treatment
- Industrial Waste Treatment Handbook
- Journal of Hazardous Materials
- Kendig's Disorders of the Respiratory Tract in Children, 7th Edition
- Nuclear Decommissioning, Waste Management, and Environmental Site Remediation
- Oil Pollution and its Environmental Impact in the Arabian Gulf Region
- Protecting Personnel at Hazardous Waste Sites 3E
- Solid Waste: Assessment, Monitoring and Remediation, 4
- Sustainable Industrial Design and Waste Management
- The Management of Municipal Solid Waste in Europe
- Waste Disposal in Rock
- Waste Engine Oils

- Waste Management
- Waste Management for the Food Industries
- Waste Management Series

#### Transport

- Advanced Vehicle Technology
- Biotechniques for Air Pollution Abatement and Odour Control Policies
- Catalysis and Automotive Pollution Control IV, 116
- Combustion and Emissions Control III
- Concise Encyclopedia of Traffic & Transportation Systems
- Control in Transportation Systems 2000
- Control, Computers, Communications in Transportation
- Electric Vehicle Battery Systems
- Emissions Reduction: NOx/SOx Suppression
- Hazardous Substances and Human Health, 8
- Journal of Air Transport Management
- Journal of Transport Geography
- Lean Combustion
- Probabilistic Safety Assessment and Management
- Research in Transportation Economics
- Tourism and Transport
- Traffic & Transport Psychology
- Transport Policy
- Transport Terminals and Modal Interchanges
- Transport, Engineering and Architecture
- Transportation Systems: Theory and Application of Advanced Technology
- Transportation Research Part D: Transport and Environment

#### Water

- A Practical Approach to Water Conservation for Commercial and Industrial Facilities
- Advances in Water and Wastewater Treatment Technology
- Analysis, Fate and Removal of Pharmaceuticals in the Water Cycle
- Aquaculture Water Reuse Systems: Engineering Design and Management
- Computational Methods in Water Resources, 2 Volume Set
- Computational Methods in Water Resources: Proceedings of the 15th International Conference on Computational Methods in Water Resources (CMWR XV), June 13-17, 2004 Chapel Hill, NC, USA
- Deep-Water Processes and Facies Models: Implications for Sandstone Petroleum Reservoirs, 5
- Dictionary of Water and Sewage Engineering
- Dictionary of Water and Waste Management, 2nd Edition
- Europropre & Multiservices Expo – International Show for Cleaning, Hygiene & Services Solutions
- Farm Irrigation
- Feed Water Systems and Treatment
- Fluorine and the Environment: Agrochemicals, Archaeology, Green Chemistry & Water
- Hybrid Membrane Systems for Water Purification: Technology, Systems Design and Operations
- Hydrological Drought, 48
- Hydrological Drought: Processes and Estimation Methods for Streamflow and Groundwater

## Appendix 13 – Corporate Responsibility Knowledge

### Selected Reed Elsevier Products and Services continued

- SIEE – Pollutec: International Exhibition of Equipment & Services for Water
- Shallow Water Hydrodynamics
- The Hydrogen Bond and the Water Molecule
- Thirsting for Efficiency
- Water at the Surface of Earth
- Water Policy
- Water Relations of Plants and Soils
- Water Research
- Water Resources Perspectives: Evaluation, Management and Policy
- Water Resources Systems Planning and Management
- Water Science and Technology
- Water Supply
- Water Technology
- Water Technology, 2nd Edition: An Introduction for Environmental Scientists and Engineers
- Water Use, Management, and Planning in the United States
- Water, Sanitary and Waste Services for Buildings
- Water, The World's Common Heritage
- Water-Based Tourism, Sport, Leisure, and Recreation Experiences
- Wildland Water Quality Sampling and Analysis

#### Paper

- Agricultural and Forest Meteorology
- Biotechnology in the Pulp and Paper Industry, 21
- Chemical Ecology and Phytochemistry of Forest Ecosystems, 39
- Decision Methods for Forest Resource Management
- Developments in Agricultural and Managed-Forest Ecology
- Dictionary of the Pulp and Paper Industry
- Encyclopedia of Forest Sciences (four-volume major reference work)
- Environmentally Benign Approaches for Pulp Bleaching, 1
- Forest Canopies
- Forest Ecology and Management
- Forest Ecosystems
- Forest Fires
- Forest Policy and Economics
- Forest Soils and Ecosystem Sustainability
- Forest Soils Research: Theory Reality and its Role in Technology Transfer
- Journal of Forest Economics
- The Global Forest Products Model
- Tropical Rain Forest Ecosystems

#### Supply Chain

- European Journal of Operational Research
- Food Supply Chain Management
- Handbooks in Operations Research and Management Science
- Information Control Problems in Manufacturing 2006
- International Journal of Production Economics
- International Retail Marketing
- Journal of Operations Management
- Logistics and the Out-bound Supply Chain
- Management and Control of Production and Logistics 1997

- Maritime Security
- Marketing Logistics
- Principles of Retailing
- Relationship Marketing
- Supply Chain Management Workbook
- Supply Chain Strategies: Customer Driven and Customer Focused
- The RF in RFID
- Total Supply Chain Management
- Transportation Research Part E: Logistics and Transportation Review
- Journal of Cleaner Production
- SITL Europe: International Event for Transport & Logistics
- Logistics & Transport Expo
- Fenatran: International Transport Industry Trade Show

#### Health & Safety

- The LexisNexis online research tool HSE (Health & Safety Executive) Direct: [www.lexisnexis.com/clients/hsedirect/default.asp](http://www.lexisnexis.com/clients/hsedirect/default.asp)
- HSW (Health & Safety at Work) magazine
- RBI – Occupational Health and Occupational Health Review magazines
- Easy Guide to Health and Safety
- Health and Safety Pocket Book
- Health and Safety at Work: Key Terms
- Health and Safety in Brief, 4th Edition
- The Introduction to Health and Safety at Work
- Lighting for Health and Safety
- Managing Health and Safety in Building and Construction
- Managing Health and Safety: Learning Made Simple
- Managing Tourist Health and Safety in the New Millennium
- Occupational and Environmental Health Nursing, 2nd Edition: Concepts and Practice
- Practical Health and Safety Management for Small Businesses
- Tolley's Workplace Accident Handbook, 2nd Edition
- Tolley's Risk Assessment Workbook for Offices

## Appendix 14 – Carbon Footprint Study of the Reed Elsevier Journal ‘Fuel’

### Executive Summary

Reed Elsevier wished to investigate the relative carbon efficiency of providing journals through physical means compared to electronic delivery. The objective was to clearly determine the footprint of the alternative channels, and communicate results to journal readers and the wider industry. Ultimately, Reed Elsevier wished to provide robust data to inform the publishing industry on how climate change impacts may be minimised. Reed Elsevier commissioned Best Foot Forward (BFF), an Oxford based consultancy specialising in carbon and ecological footprinting, to undertake the analysis.

Fuel journal was selected for the study because its content is directly relevant, and the publishing team volunteered to participate in the project. The journal production and delivery process was broken down into five stages:

1. Preparation in Kidlington
2. Typesetting in India
3. Printing in and distribution from the UK (hard copy only)
4. Online hosting in the US (electronic only)
5. End-user reading and printing.

BFF's analytical procedure followed carbon accounting best practice whereby physical data is collected and converted into footprint results. The analysis includes both direct (utilities and fuel use) and indirect (materials and waste) impacts to provide a comprehensive account of the footprints of producing and delivering journals. Results are presented in two robust and widely recognised sustainability metrics: the carbon footprint (reported in tonnes of carbon dioxide) and ecological footprint (in global hectares).

It is most appropriate to consider the analysis in two sections: the production stages (1-4) and end-user behaviour (stage 5). The overall impacts of production need to be determined to be able to compare the efficiency of the two channels of journal delivery.

The production stage of the analysis required site footprints for the three Reed Elsevier sites, and a production line footprint for printing. The site footprints consisted of components including utilities, business travel, commuting, materials and waste. The product footprint covered printer material inputs, printing energy and the distances and modes of distribution. For all of these discrete footprint outputs, impacts were allocated to Fuel based on a proportion of all pages produced.

The analysis was conducted for successive years 2006 and 2007. The overall impact of producing Fuel in 2007 was a carbon footprint of just over 40 tonnes of carbon dioxide, and an ecological footprint of almost 21 global hectares. The carbon and ecological footprint impacts

can be disaggregated by production stage, and by individual components.

The results show that the largest impacts came from staff commuting and business travel to Kidlington (UK), where the majority of the Fuel staff work. Other significant impacts came from the utilities for typesetting, paper for printing, delivering hard copies and energy for hosting online content.

The second phase of the project considered end user behaviour which determines the footprint on a "per journal" basis. There were a number of variables to consider, such as time spent reading onscreen, printing behaviour and photocopying of hard copies. BFF worked closely with Reed Elsevier to investigate user behaviour, but our research found limited reliable data on the subject. Consequently, "low impact" and "high impact" behaviours were modelled to gauge the relative effect of end user actions on overall carbon emissions. User behaviour does significantly affect the footprints of alternative delivery channels. Based upon the data available at this time, there is little significant difference in the impacts between viewing the product online or in a physical format.

There have been a number of valuable outcomes from the project. For Reed Elsevier, the study has identified the relative impacts of different components of three of their sites and targeted strategies are already underway to reduce specific impacts. The study's objective – to determine which delivery mode is most carbon efficient – has been shown to ultimately depend on the behaviour of journal readers. Reed Elsevier intend to pursue this finding in 2008 to research typical reader behaviours, and also provide a communications tool to inform readers on how their behaviour affects the footprint result. Reed Elsevier envisages that this tool could be shared with the wider industry, and facilitate improved reader behaviour to achieve significant overall carbon savings.

For more information about the Fuel carbon footprint exercise, please contact [Mark.Gough@reedelsevier.com](mailto:Mark.Gough@reedelsevier.com)

## Appendix 15 – GRI Index

The Global Reporting Initiative (GRI) is an international framework for voluntary reporting of the economic, environmental and social impacts of company performance. The table below indicates the areas of our report which cover the GRI 3 (the third generation of guidelines) and whether we have done this fully, in part or not at all. We believe that the RE CR Report represents a balanced and reasonable presentation of our company's performance and have self declared our reporting level against the criteria in the GRI application levels as B.

### Application Level Criteria

Reports intended to qualify for level C, C+, B, B+, A or A+ must contain each of the criteria that are presented in the column for the relevant level.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	<b>G3 Profile Disclosures</b>  <b>Output</b>	Report on: 1.1 2.1-2.10 3.1-3.8, 3.10-3.12 4.1-4.4, 4.14-4.15		Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5-4.13, 4.16-4.17		Same as requirement for Level B	
	<b>G3 Management Approach Disclosures</b>  <b>Output</b>	Not required	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured	Management Approach Disclosed for each Indicator Category	Report Externally Assured
	<b>G3 Performance Indicators &amp; Sector Supplement Performance Indicators</b>  <b>Output</b>	Report on a minimum of 10 Performance Indicators, including at least one from each of: social, economic and environment		Report on a minimum of 20 Performance Indicators, at least one from each of: economic, environment, human rights, labour, society, product responsibility		Report on each core G3 and Sector Supplement indicator with due regard to the Materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission	

### Reporting Status Key:

- We report against this indicator
- We partially report against this indicator
- We do not report against this indicator

AI = Additional Indicator

## Appendix 15 – GRI Index

GRI 3 Reporting Element	Reporting Status	Where this can be found in this report
<b>Profile, Strategy &amp; analysis</b>		
1.1 CEO Statement.	...	See page: CEO Statement
1.2 Description of key impacts, risks and opportunities.	...	See pages: CEO Statement; 2-8; 12; 19; 32; 41; 48-49
<b>Organisational Profile</b>		
2.1 Company name.	...	See page: CEO Statement
2.2 Primary brands, products, and/or service.	...	See pages: 2-8
2.3 Operational structure of the organisation.	...	See pages: 69-70
2.4 Location of organisation's headquarters.	...	See pages: 1; 65
2.5 Countries where organisation operates.	...	See pages: 2; 69-70
2.6 Nature of ownership and legal form.	...	See pages: 69-70
2.7 Markets served.	...	See page: 2
2.8 Scale of the reporting organisation.	...	See page: 2
2.9 Significant changes during the reporting period.	...	See pages: 2-8
2.10 Awards received in the reporting period.	...	See page: 8
<b>Report Parameters</b>		
<b>Report Profile</b>		
3.1 Reporting period.	...	See pages: 3; 50
3.2 Date of most recent previous report.	...	See page: 3
3.3 Reporting cycle (annual, biennial, etc.).	...	See page: 3
3.4 Contact point for questions regarding the report or its contents.	...	See pages: 1; 65
<b>Report Scope and Boundary</b>		
3.5 Process for defining report content.	...	See pages: 3; 66-68
3.6 Boundary of the report.	...	See pages: 2-8; 66-68
3.7 Specific limitations on the scope or boundary of the report.	...	See pages: 2-8
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	...	See pages: 2-8; 10-11; 52
3.9 Data measurement techniques and the bases of calculations.	...	See pages: 10-11; 40; 50-51
3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	...	See pages: 10-11; 40; 50-51
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	...	See pages: 5-8; 10-12; 19; 32; 41; 48
<b>GRI Content Index</b>		
3.12 Table identifying the location of the (GRI) Standard Disclosures in the report.	...	See pages: 95-103
<b>Assurance</b>		
3.13 Policy and current practice with regard to seeking external assurance for the report.	...	See pages: 8; 65; 88-90; 95-103

## Appendix 15 – GRI Index continued

Governance, Commitments, and Engagement		Reporting Status	Where this can be found in this report
<b>Governance</b>			
4.1	Governance structure of the organisation.	...	See pages: 3; 69-70
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	...	See page: 3
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	...	See page: 3
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	...	See pages: 12; 32
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	...	See pages: 69-70
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	...	See pages: 14-15; 18; 69-70
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	...	See page: 3; 69-70
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	...	See pages: 5-8; 14-17; 29-31; 48-49; 54; 69-70
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	...	See page: 3
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	...	See page: 3
<b>Commitments To External Initiatives</b>			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	...	See pages: 16-17
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	...	See pages: 3; 16-17; 59-60; 66-68
4.13	Memberships in associations and/or national/international advocacy organisations in which the organisation: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership duties or; views membership as strategic.	...	See pages: 3; 8; 16-17; 65

## Appendix 15 – GRI Index continued

Stakeholder Engagement		Reporting Status	Where this can be found in this report
4.14	List of stakeholder groups engaged by the organisation.	•••	See pages: 65; 67
4.15	Basis for identification and selection of stakeholders with whom to engage.	•••	See pages: 65; 67
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	•••	See pages: 3; 24-25; 65; 67
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	•••	See pages: 24-25
<b>Disclosure of Management Approach</b>			
→	Economic	•••	See pages: 2; 5-8; 19-31
→	Environmental	•••	See pages: 5-8; 48-64
→	Social	•••	CEO Statement: 5-8; 41-47
<b>Economic Performance Indicators</b>			
<b>Aspect: Economic Performance</b>			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	••	See pages: 2; 10-11; 85-87
EC2	Financial implications and other risks and opportunities for the organisation activities due to climate change.	•••	See pages: 54-55
EC3	Coverage of the organisation defined benefit plan obligations.	•••	See Annual Report 2007
EC4	Significant financial assistance received from government.	•	(www.reedelsevier.com) pages: 105-107
<b>Aspect: Market Presence</b>			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (AI)	•	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	••	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	••	See pages: 29-31
<b>Aspect: Indirect Economic Impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	•••	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts. (AI)	•	See pages: 10-11; 41-47; 85-87



## Appendix 15 – GRI Index continued

Environmental Performance Indicators	Reporting Status	Where this can be found in this report
<b>Aspect: Materials</b>		
EN1 Materials used by weight or volume.	•••	See pages: 59-60
EN2 Percentage of materials used that are recycled input materials.	•••	See pages: 59-60
<b>Aspect: Energy</b>		
EN3 Direct energy consumption by primary energy source.	•••	See pages: 52-53
EN4 Indirect energy consumption by primary source.	•••	See pages: 52-53
EN5 Energy saved due to conservation and efficiency improvements. (AI)	•••	See pages: 52-53; 57
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives. (AI)	•••	See pages: 52-53
EN7 Initiatives to reduce indirect energy consumption and reductions achieved. (AI)	•••	See pages: 52-53
<b>Aspect: Water</b>		
EN8 Total water withdrawal by source.	•••	See page: 58
EN9 Water sources significantly affected by withdrawal of water. (AI)	•••	See page: 63
EN10 Percentage and total volume of water recycled and reused. (AI)	•	
<b>Aspect: Biodiversity</b>		
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	•	
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	••	See page: 63
EN13 Habitats protected or restored. (AI)	•••	See pages: 63; 64
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity. (AI)	•••	See page: 63
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (AI)	•	
<b>Aspect: Emissions, Effluents, and Waste</b>		
EN16 Total direct and indirect greenhouse gas emissions by weight.	•••	See page: 54
EN17 Other relevant indirect greenhouse gas emissions by weight.	•	
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved. (AI)	•••	See pages: 52-57
EN19 Emissions of ozone-depleting substances by weight.	•	
EN20 NO, SO, and other significant air emissions by type and weight.	•	
EN21 Total water discharge by quality and destination.	•	
EN22 Total weight of waste by type and disposal method.	•••	See pages: 61-62
EN23 Total number and volume of significant spills.	•••	See page: 51

## Appendix 15 – GRI Index continued

	Reporting Status	Where this can be found in this report
EN24 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. (AI)	•••	See pages: 61-62
EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation discharges of water and runoff. (AI)	•	
<b>Social Performance Indicators – Labour Practices and Decent Work</b>		
<b>Aspect: Employment</b>		
LA1 Total workforce by employment type, employment contract, and region.	•••	See pages: 2; 10-11; 32-33
LA2 Total number and rate of employee turnover by age group, gender, and region.	•••	See pages: 32-33
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (AI)	•	
<b>Aspect: Labour/Management Relations</b>		
LA4 Percentage of employees covered by collective bargaining agreements.	•••	See pages: 14-17
LA5 Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	•	
<b>Aspect: Occupational Health and Safety</b>		
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes. (AI)	•••	See page: 40
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	•••	See page: 40
LA8 Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	••	See pages: 32-33; 40
LA9 Health and safety topics covered in formal agreements with trade unions. (AI)	•	
<b>Aspect: Training and Education</b>		
LA10 Average hours of training per year per employee by employee category.	•••	See pages: 35-37
LA11 Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (AI)	•••	See pages: 35-37
LA12 Percentage of employees receiving regular performance and career development reviews. (AI)	•••	See pages: 35-37

## Appendix 15 – GRI Index continued

Aspect: Diversity and Equal Opportunity		Reporting Status	Where this can be found in this report
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	••	See pages: 10-11; 32-34
LA14	Ratio of basic salary of men to women by employee category.	•	
Social Performance Indicators – Human Rights			
Aspect: Investment and Procurement Practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	••	See pages: 4; 29-31
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	•••	See pages: 29-31
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (AI)	••	See pages: 5-8
Aspect: Non-Discrimination			
HR4	Total number of incidents of discrimination and actions taken.	•	
Aspect: Freedom of Association and Collective Bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	•••	See pages: 14-17
Aspect: Child Labour			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	•••	See pages: 14-17
Aspect: Forced and Compulsory Labour			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	•••	See pages: 14-17
Aspect: Security Practices			
HR8	Percentage of security personnel trained in the organisation policies or procedures concerning aspects of human rights that are relevant to operations. (AI)	•	
Aspect: Indigenous Rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken. (AI)	•••	See page: 22

## Appendix 15 – GRI Index continued

Social Performance Indicators – Society	Reporting Status	Where this can be found in this report
<b>Aspect: Community</b>		
S01 Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	...	See pages: CEO Statement; 41-47
<b>Aspect: Corruption</b>		
S02 Percentage and total number of business units analysed for risks related to corruption.	...	See pages: 14-17
S03 Percentage of employees trained in organisation's anti-corruption policies and procedures.	...	See pages: 5-8
S04 Actions taken in response to incidents of corruption.	...	See pages: 16-17
<b>Aspect: Public Policy</b>		
S05 Public policy positions and participation in public policy development and lobbying.	...	See pages: 14-15
S06 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (AI)	•	
<b>Aspect: Anti-Competitive Behaviour</b>		
S07 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes. (AI)	...	See pages: 16-17
<b>Aspect: Compliance</b>		
S08 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	...	See page: 22
<b>Social Performance Indicators – Product Responsibility</b>		
<b>Aspect: Customer Health and Safety</b>		
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.	...	See pages: 29-31
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. (AI)	•	
<b>Aspect: Product and Service Labelling</b>		
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	...	See pages: 19-23
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. (AI)	...	See pages: 21-23
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (AI)	...	See pages: 24-25

## Appendix 15 – GRI Index continued

Aspect: Marketing Communications		Reporting Status	Where this can be found in this report
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	•	
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. (AI)	•	
Aspect: Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (AI)	•	
Aspect: Compliance			
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	•••	See page: 22

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