

Chief Executive's introduction



I believe corporate responsibility is good for business and it is good for Reed Elsevier.

It means employing the highest ethical standards in everything we do and helping society by using our unique expertise to progress science and improve global health, advance the rule of law and prevent crime, and broaden access to information.

Corporate responsibility involves providing our customers with exceptional service and leading information and tools that enable them to make critical decisions, enhance productivity, and improve outcomes. It also means treating our employees fairly and inspiring them to reach their full potential, while making a significant contribution to the communities where we live and work. It requires us to further best practice in our supply chain, and limit our impact on the environment, while spurring knowledge and debate through our environmental publications and expertise.

In the pages that follow, you can find our 2009 corporate responsibility objectives, our performance against them, and future plans. We highlight progress, such as reaching our goal to train 80% of staff in our Code of Ethics and Business Conduct and indicate where we must take greater action, like reducing energy consumption at our data centres. The report details our emphasis on stakeholder engagement, our aim to lead by example, and our support for initiatives that advance good corporate behaviour like the UN Global Compact with its ten core principles in human rights, labour, the environment, and anti-bribery.

Despite challenging economic conditions in our markets, our commitment to corporate responsibility has not waned. We know that excellent non-financial performance contributes to the overall health of the company.

Erik Engstrom

Chief Executive Officer

March 2010

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Contact details

Your views are important to us. Please send your comments and questions to: corporate.responsibility@reedelsevier.com. Or write to Dr. Márcia Balisciano, Director, Corporate Responsibility, Reed Elsevier HQ, 1-3 Strand, London, WC2N 5JR, United Kingdom. www.reedelsevier.com

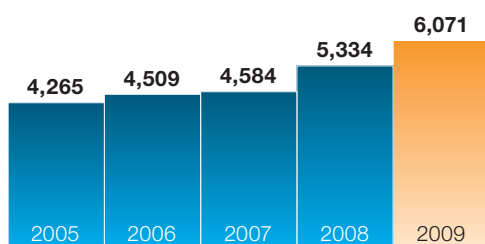
Cover: Drawings, including those used throughout the document, are the work of students from Holmleigh Primary School; during 2009 RE Cares Month, staff joined the children in an art workshop organised by Kids Company to create images based on ideas of citizenship and diversity. The original artwork is exhibited at the Reed Elsevier head office in London.

Summary

Our Business

Reed Elsevier has high quality assets in attractive global growth markets. We are committed to delivering world class information and tools that enable our customers to make critical decisions, enhance productivity and improve outcomes. This is combined with a relentless pursuit of process innovation and cost efficiency.

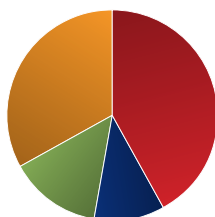
Revenue (£m)



Revenue by division

£6,071m

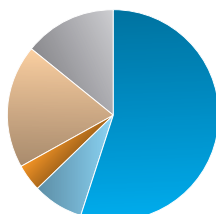
- Elsevier 33%
- LexisNexis 42%
- Reed Exhibitions 11%
- Reed Business Information 14%



Revenue by geographic market

£6,071m

- North America 55%
- UK 8%
- Netherlands 4%
- Rest of Europe 19%
- Rest of world 14%



Elsevier is the world's leading provider of scientific and medical information and serves scientists, health professionals and students worldwide.

The Science & Technology business is the world's leading science journal publisher, producing over 200,000 new research articles in some 1,100 journals every year, with ScienceDirect, its flagship electronic solution, accessed by over 11 million users.

The Health Sciences business is a world leading provider of health information, publishing both in print and electronically over 700 journals and 1,700 books and clinical reference works annually and offering an extensive portfolio of online tools.



LexisNexis is a world leading provider of content and information solutions for the legal and risk markets. LexisNexis serves customers in more than 100 countries.

The US Legal and International businesses provide legal and business content and information solutions to law firms, corporations and governments throughout the world to enable them to make more effective decisions more quickly, improving productivity and outcomes.

The Risk Solutions business assists insurance carriers, corporations, professionals and government in managing risk through identity verification, risk evaluation, fraud detection and prevention, debt collection and background screening.



Reed Exhibitions is the world's leading organiser of trade exhibitions. Through strongly branded, highly targeted events, Reed Exhibitions, with over 450 events in 36 countries bringing together over six million participants worldwide, provides the forum for exhibitors and attendees to do business, develop contacts and gain industry insights.



Reed Business Information is a leading provider of business information, online data and marketing solutions. Through industry critical data services, lead generation tools, over 200 community and job sites and more than 200 premier business magazines, Reed Business Information provides valued information to professionals and an effective channel for advertisers.

Summary continued

Our unique contribution

Corporate responsibility (CR) ensures good management of non-financial risks and opportunities, helps us attract and retain the best people, and strengthens our corporate reputation. We are committed to performing to the highest commercial and ethical levels, channelling our knowledge and skills, as global leaders in our industries, to benefit society.

We focus on areas where we can make unique contributions including: universal, sustainable access to information; advancement of science and health; promotion of the rule of law and justice; and anti-crime.

Elsevier has a powerful role to play in advancing human welfare and economic progress by widening access to science and improving health outcomes. It makes a significant contribution to the eight Millennium Development Goals (MDGs) including eradicating poverty and hunger; promoting gender equality and empowerment of women; improving maternal health; combating HIV/AIDS, malaria and other diseases; supporting environmental sustainability; and global partnerships for development.

In 2009, The Lancet, one of the world's leading medical journals published by Elsevier, addressed the MDGs in articles like Maternal and child health in Bolivia and Childhood vaccination and progress towards MDG4; in commentary, including a proposal by scientists for a global fund to achieve the health MDGs and Editor Richard Horton on ending maternal deaths; and in a special series edition, Achieving the health Millennium Development Goals for South Africa: challenges and priorities. The series highlights the vision, leadership, and priority actions needed to meet South Africa's public health emergencies including the need for the Department of Health 'to proactively engage with regulatory authorities and training institutions to accelerate the qualification of doctors, nurses, and mid-level workers....'

Through 'information philanthropy' Elsevier, as the world's largest scientific publisher, ensures leading research is available to the countries that need it most. Among key programmes is Research4Life, in partnership with United Nations agencies and other publishers, which encompasses the Health Internetwork Access to Research Initiative (HINARI). HINARI provides health workers and researchers in over 100 developing countries access to both core and cutting-edge health sciences information. In 2009, there were two million articles from nearly 1,600 Elsevier journals downloaded through HINARI, a 30% increase over 2008.

Since its inception in 2002, the Elsevier Foundation has contributed millions of dollars to non-profit organisations advancing science and health. The Foundation concentrates on three global challenges: helping libraries in the developing world use scientific, technical and medical information to improve health; reducing the worldwide shortage of nurse educators; and promoting the participation of women in academic science and technology. In 2009, the Foundation made a grant to the Third World Organisation for Women in Science to support awards for women scientists in biology, physics, chemistry and mathematics across the developing world.

Elsevier has helped the International Council of Nurses Mobile Library set up more than 250 mobile libraries to deliver up-to-date health information to nursing professionals working in remote areas of 17 developing countries. Each library is housed in a sturdy, transportable trunk with approximately 80 titles. In 2009, Elsevier won the ICN Partnership in Development Award recognizing organisations that demonstrate "outstanding leadership and investment in nursing and health care capacity building, bringing benefit to the health of populations."

At LexisNexis, the CR focus is on access to justice and rule of law. A transparent legal system is a fundamental element of a healthy society and growing economy and requires a clear set of laws that are freely and easily accessible to all, strong enforcement structures, and an independent judiciary to protect citizens against abuse of power by the state, individuals or others. LexisNexis promotes rule of law through outreach and advocacy, educational forums, thought leadership, and the free dissemination of, and training on, LexisNexis solutions. In 2009, LexisNexis donated \$5.3 million in cash and in-kind contributions to support rule of law and pro bono work around the globe.

The division's Rule of Law Resource Center is one of the largest, free online sources of rule of law and human rights information. In 2009, the Center's resources were expanded to include a comprehensive report on health and human rights compiled by the World Justice Project, supported by LexisNexis (who also sponsored the organisation's 2009 World Justice Forum). Center staff wrote on topics ranging from US judicial system reform to Swiss efforts to promote religious freedom and tolerance.

LexisNexis supports the Southern African Litigation Centre (SALC), providing access to the country's entire law content, along with legislation and law reports for other countries like Botswana, Zimbabwe, Namibia, Ghana, Kenya, Malawi, and Nigeria. Located in Johannesburg, SALC is a partnership between the International Bar Association and the Open Society Initiative for Southern Africa, providing training in human rights and rule of law issues; support for human rights cases; and advice on constitutional advocacy in the Southern African region. SALC also provides assistance with HIV/AIDS litigation, particularly as regards treatment issues for women and children. In addition to online and print content, in 2009 LexisNexis staff also provided pro bono legal research and computer equipment.

LexisNexis works to combat human trafficking by building legal capacity, raising awareness, and serving victims. Among the NGOs it assists is the Somaly Mam Foundation, established by a Cambodian sold into slavery and prostitution as a young woman. Her aim is to rescue, rehabilitate, and reintegrate slavery victims. In 2009, LexisNexis sponsored Somaly Mam's attendance at the Singapore Children and the Law Conference to promote child protection across Asia Pacific. Singapore Chief Justice, Chan Sek Keong, highlighted her work and its relevance to Singapore in opening remarks to senior members of the region's legal community. With the help of LexisNexis staff in Singapore, Somaly made presentations which reached more than 36,000 people. Read more about Somaly Mam's visit to Singapore.

Summary continued

Through its Risk Solutions business, LexisNexis supports organisations serving children like Boys & Girls Clubs of America and Court Appointed Special Advocates for children. Since 2002, LexisNexis Volunteer Screening has completed more than four million volunteer background checks for such organisations, identifying over 200,000 individuals with criminal convictions – including more than 3,000 registered sex offenders.

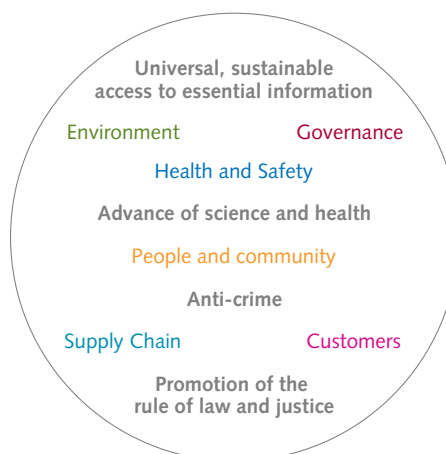
Reed Exhibitions provides platforms at its trade shows to organisations supporting our CR focus areas, bringing people together for two-way communication and debate. Over the last five years, Reed Exhibitions has given free space at the London Book Fair to Book Aid International, which annually provides 500,000 books – including those donated from across Reed Elsevier – to readers in the developing world, enabling the charity to engage with a wide range of potential book and financial donors. At 2009 World Travel Market, the global event for the travel industry organised by Reed Exhibitions, World Responsible Tourism Day was marked by the Responsible Tourism Awards, recognising sector initiatives in areas like poverty reduction, low carbon transport and technology, and conservation.

Reed Business Information (RBI) uses the power of its brands to aid communities. Variety, the leading entertainment industry news source, published by RBI, has established Power of Youth to spur young entertainers to support philanthropic and humanitarian causes, and to encourage their fans to do so as well. Since its inception in 2007, Power of Youth has raised more than \$1.25 million to aid children. In 2009, Variety held a major event and auction which yielded \$250,000 to benefit Starlight Children's Foundation, which helps seriously ill children and their families through entertainment and education, and LA's BEST, which provides after-school activities and education for more than 28,000 economically disadvantaged young people. [Read the Power of Youth case study.](#)



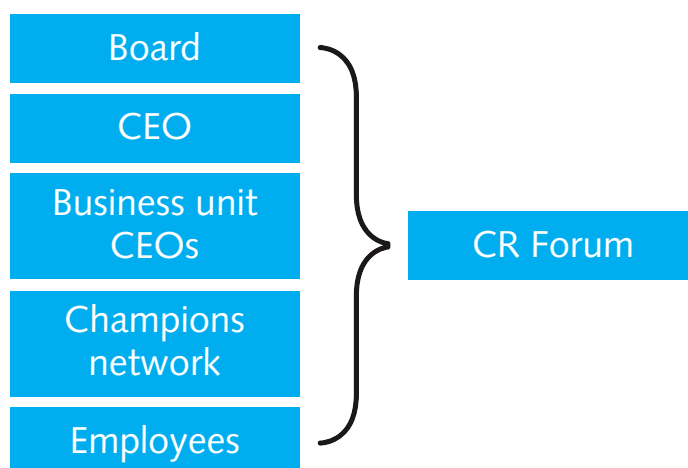
Since 2007, Variety's Power of Youth has raised more than \$1.25 million for charitable causes

In addition to our unique CR contributions, we must manage issues that affect all businesses well – including governance, people and community, customers, health and safety, supply chain, environment. Constant engagement with stakeholders, including shareholders, employees, governments, communities and members of civil society, help us address these material CR issues.



Managing corporate responsibility

Our Corporate Responsibility Forum sets comprehensive CR objectives and measures performance against them. It is chaired by the CEO, who has Board responsibility for CR, and involves individuals representing all key business functions and divisions. The CR Director engages with the Reed Elsevier (RE) Management Committee and Board on an ongoing basis.



Summary continued

Engaging others

Our CR activities involve networks of colleagues throughout the company: Community Champions; customer service teams; the Diversity and Inclusion working group; Environmental Champions; Health and Safety Champions; the HR Management Council; legal colleagues; the Socially Responsible Supplier group; works and staff councils; and the Communications, Global Real Estate, Internal Audit, Procurement and RE Accounting Services departments, among others.

Engagement helps us understand the views of key stakeholders. In 2009, employees gave us feedback through a global employee opinion survey, with 72% of staff taking part. Employees also contribute through internal working groups, pulse surveys, intranet resources, 'town hall meetings,' newsletters and more.

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 UBM, the BBC, BSkyB, Yell and Turner. In 2009, we contributed to the launch of a media literacy website with resources to help spur critical thinking on how media is made, and the difference between fact, fiction and opinion.

We serve on the steering group of the London Benchmarking Group and provide advice on valuing media company contributions as part of the media subsector panel, and are also members of Business in the Community, the Corporate Responsibility Group, and the Publishers Database for Responsible Environmental Paper Sourcing (PREPS).

We completed numerous CR-related interviews including for 2Degrees, GlobeScan-SustainAbility and the Wildlife Trust; and CR surveys such as the Canadian Business School for Social Responsibility Paper Survey, CBI Energy Management Survey, Carbon Disclosure Project, EcoSecurities Carbon Offsetting Trends, IAOP's CSR Survey, London Metropolitan University Impact of CSR, Sustainability Leadership Research, and VIPRE/ENDS Low Carbon Business Travel Survey.

We held direct meetings on CR with several institutional investors. We engaged with government through involvement with Respect Table, a sustainability forum supported by Margot Wallström, then Vice President of the European Commission, and consulted with the UK Department for Environment, Food and Rural Affairs on the CRC Energy Efficiency Scheme. We worked with NGOs like Earthwatch, the Carbon Trust, and Save the Children; and CR consultancies and academic institutions like Cranfield School of Management, GoodCorporation, the Doughty Centre for Corporate Responsibility, and the Smith School of Enterprise and the Environment at Oxford University. We also began working with colleagues from Guardian Media Group and the BBC on a media sector reporting framework for the Global Reporting Initiative.



Georg Kell, Executive Director, UN Global Compact

Commitment to 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. Since becoming a signatory, Reed Elsevier 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. In 2009, we hosted Georg Kell, Executive Director of the UNGC, at our head office in London who provided an overview of 2009 UNGC objectives for employees, UK Network members and observers, and other guests. We hosted online seminars for UK Network members on how to communicate about the UNGC; reviewed Communication on Progress reports – which all signatories must complete on an annual basis – as part of the UK Network's peer review process; pursued our commitment to the UNGC CEO Water Mandate and Caring for Climate; and joined the UNGC Advisory Group on Supply Chain Sustainability, which aims to produce guidance for UNGC participants on sustainable supply chain practice. See how we advance the ten principles.



The CEO Water Mandate

Summary continued

Communication

We sent a message in 2009 stating, 'corporate responsibility is a strength for Reed Elsevier,' to all employees with a link to the 2008 CR Report. It reviewed performance highlights and forward plans. In the year, to broaden discussion of CR issues with staff, we held CR webinars, special issue campaigns like the RE:Fit2Win health and safety competition, launched an RE Cares Connected social networking facility, and expanded information via the global corporate intranet.

Externally, in 2009 we added a feature called Viewpoints to the CR section of www.reedelsevier.com to share CR opinion from key staff, beginning with Lancet editor, Richard Horton, on [health and climate change](#). We spoke at conferences like the International SRI Seminar organised by Co-Operative Asset Management and shared our CR views through articles and web postings including our experience comparing [the environmental impact of print and online publications](#).

Tax

In 2009, our income tax contribution for our combined businesses was more than £200 million and, in addition, we collected an even greater amount of employment-related, sales, VAT and other taxes. We believe taxes are an important way in which large companies contribute to the communities in which they do business. We are considered a responsible corporate taxpayer which complies fully with the law by fiscal authorities, while ensuring an appropriate balance between our responsibility to shareholders and society.

Pensions and investments

The Reed Elsevier pension scheme statement of investment principles indicates that investment managers must consider how social, environmental, and ethical issues may financially impact the portfolio when making investment decisions.

CR issues are relevant to other investment decisions we make, for example, we review an investee's social and economic stability and the ability to protect our copyrights. We invest in companies that are socially responsible, such as Healthline, which provides an easy way for consumers to find, understand and manage healthcare information, empowering them to make informed decisions that lead to better health. Created in collaboration with over 1,000 physicians and medical specialists, Healthline is powered by a consumer health taxonomy that encompasses nearly one million medical terms; in 2009, Healthline reached more than 46 million health information seekers per month.

Products and services

Innovative CR-related products and services are growing our business and helping society: from Elsevier's Agroecological Economics, Current Opinion in Sustainability, and HIV Prevention; LexisNexis' Rule of Law Perspectives From Around the Globe and Health and Safety at Work magazine; to Reed Exhibitions' World Future Energy Summit; and Reed Business Information's Community Care magazine. [See a sampling of CR products across the group.](#)

Reed Exhibitions continues to drive forward sustainable practice in the global meetings and events industry. Implementation of the sustainable exhibitions standard BS 8901 has grown from four to nine independently audited and certified exhibitions in the last year. [Read more.](#) Reed Exhibitions is also the only trade exhibitions organiser represented on the Global Reporting Initiative working group developing an Event Sector Supplement for its G3 guidelines.



Our internal focus on CR is acknowledged externally. In 2009, we achieved the following recognition:

- > Global 100 Most Sustainable Corporations in the World
- > Platinum, Business in the Community's Corporate Responsibility Index
- > Dow Jones Sustainability Index and SAM Sustainability Yearbook, scoring in top 15% of companies
- > Member FTSE4Good
- > Finalist for VBDO Supply Chain Award
- > CR Finalist, UK National Business Awards
- > Carbon Disclosure Project Leadership Index – first in sector European 300, second place in FTSE 350, and fourth in Global 500 Climate Leaders Index
- > Goldman Sachs Sustain Fund as a 'best managed' sustainable company
- > One of 50 companies in Global Challenges Index for substantial contributions to surmounting global challenges

Summary continued

2009 CR data summary

	2009 ¹	2008	2007	2006
Intensity ratio²				
EBITDA (Earnings Before Interest, Taxes, Depreciation and Amortisation) (£m)	1,794	1,546	1,285	1,239
People				
Number of full time equivalent employees (year end)	32,300	34,800	31,500	31,500
Percentage of employees who are female (%)	54	54	55	57
Percentage of management employees who are female (%)	43	46	45	47
Community				
Total cash and in-kind donations (products, services and time) (£m)	6.9	5.9	5.5	4.6
Market value of cash and in-kind donations (£m)	13.4	11.9	6.2	6.5
Number of staff volunteering ³	10,816	9,752	7,090	4,435
Total number of days volunteered in company time	8,928	8,606	5,391	6,573
Health and safety (lost time)				
Incident rate (cases per 1,000 employees)	1.88	1.80	1.68	2.58
Frequency rate (cases per 200,000 hours worked)	0.21	0.20	0.19	0.29
Severity rate (lost days per 200,000 hours worked)	4.90	5.15	4.46	5.63
Number of lost time incidents (>1 day)	61	55	46	70
Socially Responsible Supplier programme⁴				
Number of key suppliers on SRS database	589	368	391	389
Number of independent external audits	39	19	21	9
Number signing Supplier Code of Conduct (%)	50	74	71	54
Environment				
Total energy (MWh)	274,294	237,842	234,485	223,644
Water (m ³)	486,800	441,905	485,951	474,505
Climate change				
Scope 1 (tCO ₂)	18,587	18,559	19,230	19,575
Scope 2 (tCO ₂)	125,161	107,653	106,428	100,098
Scope 3 business travel (tCO ₂)	29,676	30,926	37,819	36,660
Gross CO ₂ emissions (Scopes 1, 2 and scope 3 business travel) (tCO ₂)	173,425	157,137	163,478	156,333
Renewable energy (tCO ₂)	13,516	14,140	11,517	12,441
Net CO ₂ emissions (Scopes 1, 2 and scope 3 business travel) (tCO ₂)	159,908	142,997	151,961	143,892
Scope 3 key suppliers (estimated MtCO ₂ e) ⁵	1,188	n/a	n/a	n/a
Scope 3 water use (tCO ₂ e)	129	n/a	n/a	n/a
Travel emissions⁶				
Air (tCO ₂ e)	28,787	30,211	37,018	35,902
Rail (tCO ₂ e)	195	54	64	59
Car (tCO ₂ e)	9,222	10,575	11,587	11,456
Travel emissions (tCO ₂ e)	38,204	40,840	48,668	47,417
Waste				
Total waste (t)	10,772	12,357	14,356	n/a
Percentage of waste recycled (%)	60	46	43	n/a
Paper				
Production paper (t)	73,217	78,662	95,642	94,162
Sustainable content (%) ⁷	100	94	96	81

¹ Includes data for ChoicePoint, acquired in 2008, which is not included in previous year's data

² We use EBITDA to relate year-on-year changes in our environmental performance to changes within our business, including acquisitions and divestments, organic growth and outsourcing

³ 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;

number of staff volunteering reflects the number of staff using their two days, as well as those who participated in other company sponsored volunteer activities

⁴ Data for 2006 and 2007 includes Harcourt Education suppliers, then part of Reed Elsevier

⁵ 2009 results are based on estimated data from 733 key suppliers, reported in megatonnes. See [climate change](#) in the environment section for full details

⁶ Data between 2006 and 2008 in tCO₂; in 2009 we are reporting in tCO₂e (CO₂ equivalents) to capture CH₄ and N₂O as well as CO₂

⁷ All paper we were able to grade in 2009 – 70% of total production stock – was PREPS grade 3 and above (known and legal sources); see [paper](#) in the environment section for full details



Governance

'Governance at Reed Elsevier and LexisNexis is about accountability. Responsibility in this area is about something far greater than that of any one individual – it's about mitigating risk for our customers and consumers, being a trustworthy business partner and good corporate citizen, while being guided by the highest standards of ethics and professional conduct.'

Carol DiBattiste, Senior Vice President, Privacy, Security and Compliance, LexisNexis



2009 Objectives

- > 80% trained in Code of Ethics
- > 50% of US employees completing second round online Code of Ethics training

Good governance is fundamental to the advance of our business. We support the principles and provisions of corporate governance contained in the UK Combined Code on Corporate Governance issued by the Financial Reporting Council in June 2008 (the UK Code) and the Dutch Corporate Governance Code issued in December 2008 (the Dutch Code).

Reed Elsevier PLC, which has its primary listing on the London Stock Exchange and Reed Elsevier NV, which has its primary listing on the Euronext Amsterdam Stock Exchange, have complied throughout 2009 with the UK Code. In addition, Reed Elsevier NV has, subject to limited exceptions as explained in the Reed Elsevier NV Corporate Governance Statement, applied the best practice provisions of the Dutch Code. We have assessed and reviewed the corporate governance structure of Reed Elsevier NV in light of the amended Dutch Code that came into effect in January 2009 and published our annual statement relating to corporate governance on www.reedelsevier.com. We maintain standards of corporate governance and disclosure applicable to companies listed on the stock exchanges of the United Kingdom, the Netherlands and the United States. Information and documents detailing our governance procedures are available to stakeholders online at www.reedelsevier.com.

Reed Elsevier values

The Reed Elsevier values – Customer focus, Valuing our people, Passion for winning, Innovation and Boundarylessness – are at the heart of what we do. [Learn more about the values.](#)

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. The values section of the RE World intranet enables employees to discover the five values from the perspective of people in the organisation.

Recognition for excellence in living the RE values takes place throughout the group. Exemplary are the annual values awards at LexisNexis Canada; the 2009 winners, chosen by the executive team from 91 nominations submitted by employees, were given a trophy, \$1,000 in cash, and their name was added to a commemorative plaque. In addition, the LexisNexis leadership team give LexisNexis Global Excellence Awards to senior managers embodying the values. Commenting on the performance of winner Bart Sjoerdsma, Solutions Development Director for Greater Asia, LexisNexis Asia CEO Doug Kaplan noted the 'extraordinary job' he did 'building a... team of diverse cultures ...passionate about helping LexisNexis deliver value to our customers.'



Winners of the annual values awards at LexisNexis Canada

80%
trained in Code of Ethics

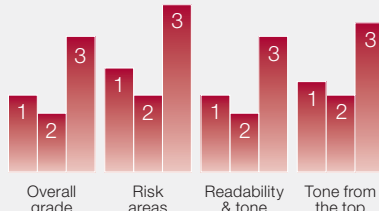
Governance continued

Our Code of Ethics and Business Conduct

The Reed Elsevier Code of Ethics and Business Conduct (Code), disseminated to every employee, is a guide to our corporate and individual behaviour. It incorporates the ten principles of the UN Global Compact. The RE CR Forum has annual responsibility for reviewing the Code. Updated in the year to improve the clarity of its provisions and ensure it aligns with best practice, it was sent to all staff with a message from the CEO indicating its importance to Reed Elsevier. Encompassing topics like human rights, anti-bribery, acceptance of gifts and entertainment, company political involvement, safety, and fair competition, it encourages open and principled behaviour. The Code has been translated into ten languages, including Chinese, French, German, Japanese, Polish, Portuguese, Russian, and Spanish. In 2009, Ethisphere ranked the Code as being in the top 3% of the 37 media industry codes they reviewed, and in the top 9% when benchmarked against their broader database.

Reed Elsevier Group plc Code Grade Benchmarks

- 1 Corpeedia's Code Database
- 2 Media
- 3 Reed Elsevier Group plc



The Code states that Reed Elsevier strictly prohibits employees from using corporate funds for any political contributions except in the United States, where such contributions and activities are permitted in certain states within allowable limits 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 proposed corporate political contributions; all corporate contributions are reported as required by law. Reed Elsevier companies in the United States contributed £46,000 to political parties in 2009. There were no donations made in the European Union for political purposes.



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 staff with questions or concerns. It begins with an introduction from the CEO and contains practical illustrations of provisions in practice. By the close of 2009, 99% of eligible employees had received online Code training, representing 80% of all employees.

"I actually really enjoyed taking this course. It presented lots of important information in an engaging and meaningful way. I appreciated the narration and feel that the activity breaks were perfectly timed and very helpful."

"The program was extremely well designed and well organized. It was easy to follow, kept my attention, and covered a great deal of content without getting bogged down by the content. It's really an excellent course."

"The real-life situations presented were very well chosen. Most of the time, we think we can detect a violation when it occurs, however, the situations... showed actions that fall into the gray area."

Comments from employees on the 2009 Code of Ethics refresher course

We offer employees advanced ethics training. For example, because LexisNexis' risk information services involve access to consumer data, we offer the course, Data Privacy and Security, completed by approximately 12,000 LexisNexis US employees in 2009. Read how LexisNexis protects privacy and security. In addition, the course Competing Fairly, An Introduction to Antitrust and Competition Laws, reached 4,500 employees in the US, the UK, the Netherlands and across Asia Pacific, and 2,400 US managers completed anti-harassment training.

We maintain Code Compliance Committees for Reed Elsevier and each major division. Employees can make anonymous complaints online or via a toll-free, confidential reporting line. The Code stipulates protection against retaliation if a suspected violation of the Code or law is reported. Substantiated Code breaches are subject to swift disciplinary action, up to and including termination. In 2009, fewer than ten employee dismissals were related to Code violations reported to Code Compliance Committees.

In addition to the RE Code of Ethics and Business Conduct, which applies to all directors, officers and staff, there is an additional Code of Ethics for Senior Officers for Reed Elsevier's Chief Executive Officer, Chief Financial Officer and Group Chief Accountant, among others.

Governance continued

Risk and governance

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 Reed Elsevier and the divisions. It also outlines [key business risks](#) facing Reed Elsevier.

The Reed Elsevier 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). [Read more about RE's corporate structure](#).

2010 Objectives

- > Code of Ethics and Business Conduct course completion by 90% of all employees
- > Data Privacy and Security course completion by 60% of all employees
- > Anti-bribery training for 80% of relevant employees in higher risk roles and geographies



People and community

'Reed Elsevier understands that our people are the key to serving our customers. I feel privileged being part of an exceptional group of talented and highly motivated people. In the almost 20 years I have been with the company, this has been a common thread through every department.'

Barbara van Schaik, Vice President/Program Director Operations Unlimited, Elsevier



2009 Objectives

- > Reach all employees with 2009 Employee Opinion Survey
- > Communicate to all staff on new Diversity and Inclusion Statement; advance Diversity and Inclusion Working Group
- > 10% increase in group-wide volunteering over 2008

As we state in the people section at www.reedelsevier.com, "We know that our products and services help make us an indispensable partner to scientists, lawyers and business professionals around the globe. And we know that our success is due to the talented people who make up our...workforce. Our goal is to create for each and every one of them a fair, challenging, rewarding and supportive work environment where they can achieve their potential."

Valuing our 32,000 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.

We work closely with our staff/works councils in Europe, the United States and elsewhere to engender positive employer/labour relations. And we ensure 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, "We are an equal opportunity employer.... We are committed to treating all employees and applicants for employment with respect and dignity, and we prohibit discrimination. We recruit, hire, develop, promote, discipline and provide other conditions of employment without regard to race, colour, religion, national origin, gender, sexual orientation, marital status, age, disability, or any other category protected by law. This includes providing reasonable accommodation for employees' disabilities or religious beliefs or practices." Consistent with this policy, Reed Elsevier prohibits discrimination or harassment of any kind. [Read a divisional anti-harassment policy.](#)

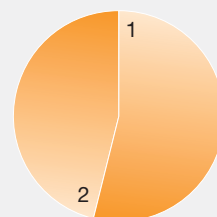
Our workforce

Reed Elsevier's workforce is highly skilled and a large proportion hold advanced degrees, including staff in editorial, marketing, sales, customer service, and IT.

In 2009, our workforce was 54% female, based on a sampling of greater than 90% of our employees; 43% of women are managers. In the year, there were two female members of the RE boards: Lisa Hook, non-executive director of Reed Elsevier PLC and Reed Elsevier NV and Dien de Boer-Kruij, non-executive director of Reed Elsevier NV. Our senior management group comprised 16 nationalities.

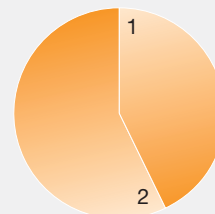
Employee breakdown

- 1 Female 54%
- 2 Male 46%



Manager breakdown

- 1 Female 43%
- 2 Male 57%



72%

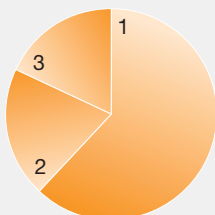
response rate in 2009 Employee Opinion Survey

People and community continued

We recognise employees of different ages contribute unique perspectives to our endeavours. In 2009, 20% of our employees were 30 years of age or younger, 62% were between 31 and 50 years of age, and 18% are 51 and older. Our oldest employee, aged 88, and our youngest, aged 17, work in our US Risk Solutions business.

Age breakdown

- 1 Age 31-50 62%
- 2 Age 16-30 20%
- 3 Age 51+ 18%



To help our customers facing challenging conditions, we must continuously adapt our cost structure. It is our aim to minimise the affect of restructuring activities – necessary for all businesses as processes or markets change, but which may be more prevalent in times of economic disruption. We do not take decisions regarding employee redundancies lightly, but where it is necessary, as CEO Erik Engstrom has noted, those decisions “are always based on a factual assessment of the needs of our customers and we...explore all possible alternatives, including internal transfers, to avoid having to take such actions.”

Promoting diversity

We are committed to building a workforce that reflects the diversity of our customers and communities. The Reed Elsevier Diversity and Inclusion Statement articulates our commitment to a diverse workforce and a work environment that respects individuals and their contributions, regardless of background. During the year, the Diversity and Inclusion Working Group, which includes representatives from across the company, shared internal best practice and heard from external experts, including Goldman Sachs’ European head of diversity; a partner at consultancy Brook Graham who compared diversity activities across several media companies; and a leader from the Academy for Political Intelligence who discussed a new report on how organisational politics influences women’s career progression.

In 2009, we refined guidance on Employee Resource Groups, like women’s forums, which allow diversity to be expressed in meaningful ways. They are independent, voluntary networks of employees who share common interests. The groups advance community, help drive diversity initiatives and promote career development resources such as mentoring, workshops, leadership speakers and external networking. For example, LexisNexis Risk Solutions have established six employee resource groups, among them, the Veterans Group, Multicultural Group, and Men Championing Diversity. The Elsevier Women’s Network, which began at the close of 2008 with five senior Elsevier women, grew in 2009 to a membership of over 320 employees. In the year, the Network created a mission statement, established a presence on the RE intranet, and held global webinars to share stories and ideas.

We are proud of our employees who promote diversity. In October 2009, Moses Brown, Vice President of Supplier Diversity at Reed Elsevier, was presented the Keep Hope Alive Equal Opportunity Award at the annual Rainbow Push Coalition Creating Opportunity Conference in Atlanta. Reverend Jesse Jackson presented the award, which recognises outstanding leadership, teamwork, and other accomplishments.



Moses Brown is awarded the 2009 Keep Hope Alive Equal Opportunity Award by the Rainbow PUSH Coalition

LexisNexis was recognised in 2009 for commitment to public service by the National Association of Women Lawyers (NAWL) – a leading US voluntary organisation devoted to the interests of women lawyers and women’s right – for its Nights of Giving, which bring together women lawyers and other professionals for after-work volunteerism and networking. In the year, ten events in nine cities, coordinated with local charitable and community service organisations, aided young women and girls working to realise their personal and professional goals.



LexisNexis garnered the 2009 NAWL Public Service Award, accepted by Dawn Conway, LexisNexis (left) from Holly English, NAWL (right)

People and community continued



LexisNexis employees join customers for Nights of Giving after-work community activities

Being responsive

The Human Resources Management Council, comprised of the most senior members of the Reed Elsevier HR community, meets bimonthly to discern and address our key workplace issues. HR colleagues throughout the group, led by the Group Director of Human Resources, undertake an annual Organisation Talent Review to identify staff advancement opportunities and those who can help drive our business forward.

In 2009, we undertook a global Employee Opinion Survey (EOS), completed by 72% of employees surveyed, to help us understand staff views. We donated \$1 to Save the Children's Rewrite the Future campaign for each survey completed, which netted over \$19,000 to support education for children living in Afghanistan. Since the previous EOS in 2006, we saw higher scores in areas like genuinely valuing people, breaking down barriers that impact day-to-day work, and having the information needed to do an effective job. There were increases in key CR areas, for example, 82% of staff agree that our health and safety practices are effective, a 3.8% increase over 2006 and 87.5% feel we support community involvement, an increase of 2.5% over 2006. In addition, there were higher scores for employing strong, ethical principles in our business practices, creating a climate of mutual respect among employees of different backgrounds, and treating staff with respect and fairness. There was a slight drop of 0.3% in promoting work-life balance. Other areas for improvement included providing clear performance feedback, managing change, and ensuring better understanding of strategy and goals. To respond effectively to EOS results, we are prioritising divisional action plans.



We donated \$1 to Save the Children's Rewrite the Future campaign for each 2009 EOS completed

The Making RE a Great Place to Work site on our group-wide intranet includes comprehensive information on the six leadership attributes (like challenging, fair, credible, clear, and supportive) we found when conducting a listening tour of high scoring staff survey locations. There are tests for managers and employees to see how they score, with help on learning and applying the attributes, celebrating success, and resolving conflict.

Communication and Boundarylessness

We use global emails; webcasts; intranet resources like video, blogs, forums, and image libraries; competitions and more, to share news and information across the group, from financial performance data to our strategy and vision and company history. Our comprehensive CR section on RE World includes Hot Topics in CR; environmental, community, and health and safety sites; policy documents; information on the UN Global Compact; and CR as a Sales Tool, information that can be used as a differentiator when completing requests for information or proposals.

We actively seek two-way communication through town hall meetings. For example, Michael Hansen, CEO of Elsevier's Health Science division, in 2009 held quarterly town halls for all Elsevier health science employees. In response to employee feedback from the sessions, the Health Sciences management team launched Innovation Labs as a way to foster information sharing and creativity. The resulting three/four day events aim to fast track high potential, innovative ideas by allowing dedicated teams to turn initial concepts into robust business proposals. Seed funding has been earmarked to develop the most compelling plans. The first Innovation Labs took place in October 2009, which included a team of seven employees who explored adding gaming features to medical education to address evolving student learning behaviour.

To enhance Boundarylessness, the RE Job Board available from the RE World intranet allows staff to view and apply for any available RE job around the world. Candidates can complete an online employment profile to specify their preferred work criteria so that they can be alerted to future openings that match their interests. In 2009, internal candidates filled approximately 40% of RE job openings.

Training

Every employee in the company takes part in the annual Personal Development Programme (PDP), which reviews skills and performance and identifies opportunities for recognition and advancement. The PDP is also the primary tool for assessing and planning employee training. In 2009, we invested over \$21.6 million in training (including courses, seminars, one-on-one instruction, and tuition reimbursement) to develop the capabilities and future potential of our people.

We provide a host of online training tools for employees, like Cultural Navigator. This course highlights how cultural preferences can affect overall ways of working (how some prefer working in teams, while others prefer working independently) or something as simple as the wording or tone of email messages. The course highlights how awareness of these differences can take some of the guesswork out of collaborating effectively. We offer an RE management training course with Harvard University to help our managers acknowledge the contributions of others, build winning teams, and develop strategic and visionary thinking.

People and community continued

By the close of 2009, 277 of Reed Elsevier's top executives completed Management Development Planning (MDP). The process involves in-depth interviews to assess strengths and development areas; action plans are agreed with the individual and their manager on near-term goals, skills/knowledge, and future career. Progress is regularly checked and updated and plans are revisited for significant changes in roles or responsibilities.

Development plans are normally revisited every 18-24 months, and in 2010, 41 MDP revisits are scheduled. MDP leads to precise actions for attaining present and future career objectives; provides an insightful view of the individual; and encourages openness as sensitive issues are readily addressed in a spirit of confidentiality and respect.

Support and recognition

We believe flexible working can increase staff motivation, promote work-life balance, reduce employee stress and improve performance and productivity. We offer a variety of flexible work options including part-time work and time off for dependants, caring, and career breaks.

As indicated in My Changing Life on RE World, "Life is a series of events. How can Reed Elsevier help?" Our businesses offer staff access to support services. For example, in the UK the Employee Assistance Programme is a free confidential helpline and counselling agency with a number of services, including personal, legal, financial, tax and relationship advice. The service operates 24 hours a day throughout the year and is available to all employees and their immediate families.

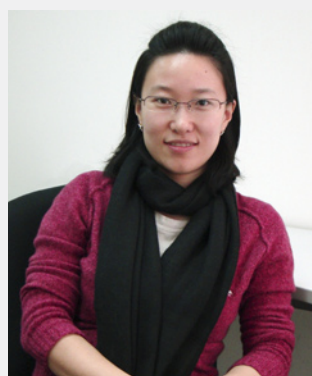
We recognise good performance financially through mechanisms like bonuses and non-financially through awards programmes and other means. In 2007, LexisNexis created the Louis F. Duffy Scholarship in association with the International Bar Association (IBA) to honour a long-serving employee, who joined Martindale-Hubbell Legal Publishing Company in 1956, and who has made a lasting contribution to the legal profession. Since inception, \$30,000 in scholarships have been awarded to lawyers from developing countries to enable their participation in the IBA Distance Learning Program; in 2009, twelve scholarships were awarded to lawyers from Azerbaijan, India, Iran, Myanmar, Nigeria, Pakistan, Sudan, Syria, and Vietnam.

In 2009, Totaljobs, part of Reed Business Information, was named one of the 50 Best Workplaces in the UK by the Great Place to Work Institute, which produces annual lists of best workplaces in 30 countries around the world. In addition, Publishing Operations, the largest division of LexisNexis UK, was awarded an Investors in People certification by the British government.

After the tragic events of September 11, 2001, in which two RE employees lost their lives, we established a fund in their names – the Jeffrey P Mladenik and Andrew Curry-Green Memorial Scholarship. In 2009, we received a record 450 applications and awarded \$15,000 grants to Jake Mandozzi, son of Reed Business Information's Sales Manager at Graphic Arts Monthly, Mike Mandozzi, studying at the University of Illinois; and George Pye, son of LexisNexis Butterworth's Technical Editor, Ian Pye, studying at Southampton University.

Community

Community is 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.



Sophie Su, Reed Elsevier Beijing

'I am proud to be a member of a company that values philanthropy and volunteerism because I believe we have a responsibility to make a contribution to our local and global communities. It is a commitment that translates into higher productivity and satisfaction across the company.'

The mission of our global community programme, RE Cares, is 'to play a positive role in our local and global communities, primarily through employee involvement.' We concentrate on education for disadvantaged young people – education is common to all our businesses – and community initiatives of importance to local employees. RE Cares activities range from reading support programmes and charity fundraising initiatives, to donations of time and services. A key component of RE Cares is Two Days, which gives all employees two days off per year for volunteer work of their own choosing.

What we contributed in 2009

- 1 Cash 36%
- 2 Products and services 38%
- 3 Time 26%



Central support for RE Cares Champions includes regional meetings, which took place via video and web conference for Champions in North America, Europe, and Asia Pacific in 2009. Attendees shared best practice, received training, engaged with charity partners, and helped set goals and the community agenda for the year ahead. Other services include a social networking website, webcasts, regular conference calls, file-sharing, one-to-one meetings, and internal presentations.

Communication is a key way we engage our people on community issues. The RE Cares section of RE World is one of the most

People and community continued

visited areas of the corporate intranet. Staff generate the majority of RE Cares news stories and the site is regularly updated with new features, including, letters and progress reports from our beneficiaries. It is complemented by RE Cares news in divisional publications and intranets.

What we give

We provided opportunities for staff across Reed Elsevier 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, RE Cares Champions allocated approximately £300,000 to more than 70 beneficiaries, adding to the contributions made by Reed Elsevier business units. [Read summaries of projects we supported centrally.](#)

In managing community involvement, we apply the same rigor and standards that we do in other parts of our business. We conduct an annual RE Group Community Survey in conjunction with RE Accounting Services and our global network of RE Cares Champions. The methodology has been developed by the London Benchmarking Group (LBG), where we are members and serve on the steering group. It divides our aggregate giving into short term charitable gifts, ongoing community investment, and commercial initiatives of direct business benefit. In 2009, all UK data, as well as LexisNexis global data and Elsevier US data was assured by the Corporate Citizenship Company. [Read the LBG assurance statement.](#)

We saw an 11% rise in volunteering in 2009, with total cash and in-kind donations (products, services, and time) of approximately £6.9 million, a 17% increase in total giving over 2008. Taking account of the market cost of time, products and services, the value of our in-kind giving was approximately £13.4 million.

Employees use their skills in support of a broad-range of community initiatives. In 2009, LexisNexis was recognized by the American Bar Association (ABA) for its pro bono work. Along with the [ABA Commission on Youth at Risk](#), staff helped create a service guide for lawyers, [Making a Connection](#) and [a Difference with America's Youth](#), featuring the views of lawyers, judges, youth advocacy representatives, academics, corporate and community leaders, on the challenges facing at-risk young people and the ways attorneys can devote time and expertise to helping youth stay above the law.

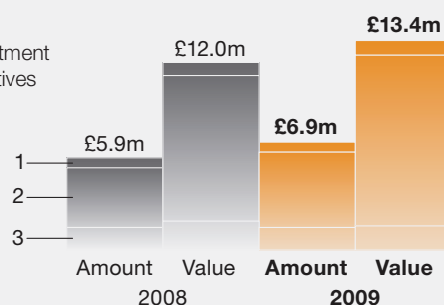
RE Cares Month

RE Cares Month, spotlighting global community involvement, takes place each September. We launched activities for 2009 with a video and message to all staff indicating that 'In giving back to our local and global communities, we make valuable contributions that improve lives and outcomes... demonstrating to others the underlying values of Reed Elsevier, particularly in this difficult economic climate.'

RE Cares Month 2009 touched thousands of employees with creative volunteering and fundraising. For example, Elsevier Tokyo held a volunteer day at a centre supporting handicapped children; LexisNexis Chicago contributed their skills to the Kilbourn Park Organic Greenhouse; Reed Business Information Doetinchem held a clothing and book fair to benefit Noah's Ark Children's Home in Kenya; and Reed Exhibitions London held a volunteer day at a local Welcare family support centre.

Community involvement

- 1 Charitable gifts
- 2 Community investment
- 3 Commercial initiatives



During RE Cares Month we held our third global book drive with 5,704 employees donating almost 14,000 books for local and developing world readers. We offered \$1,000 to the office donating the largest relative number of books for the charity of their choice. The winning office was LexisNexis El Paso, who collected 26 books per person. Their books and cash prize were given to the Assistance League of El Paso.



LexisNexis El Paso won the 2009 global book drive

During RE Cares Month, we also held our second global fundraising drive for Save the Children's Rewrite the Future campaign, raising £37,000 to support education for children living in Afghanistan. [Read more about our support of the Rewrite the Future campaign.](#)

11%
rise in volunteering

People and community continued

Community impact

In accordance with the LBG model, we monitor the short and long term benefits of the projects with which we are involved. on the RE Cares section of RE World to increase transparency and staff awareness.

In 2009, we held our fifth RE Cares Challenge to encourage staff to work together to build skills and relationships while making a difference in local communities. Business units across the group submitted 18 ideas for new or extended business-sponsored volunteer activities advancing the RE Cares mission of education for disadvantaged young people; eight were funded. Employees voted on the top two finalists and chose Elsevier and LexisNexis Southern California's Toussaint Academy of Arts and Sciences (TAAS) as the first prize winner for a project providing career advice to California students along with a college book fund. The second place finisher, Beijing Huangzhuang Vocational Middle School and Operation Blessing project, sponsored by Elsevier and LexisNexis Beijing, will help children from disadvantaged backgrounds attend a vocational school and gain experience by volunteering in the local community. [Read more about the 2009 RE Cares Challenge winner.](#)

RE Cares activities made an impact in 2009 including:

- > LexisNexis US legal markets: In February 2009, nearly 1,500 LexisNexis staff attending the annual legal markets sales meeting in Orlando, Florida, spent an afternoon building some 400 children's bikes, furniture, and toys to benefit organisations like the Boys & Girls Club, Children's Safety Village, Neighborhood Center for Families, and Orlando Public Schools.
- > Elsevier Tampa: The Gold Standard/Informed Decisions Group supported the [CardioStart International Volunteer Project](#), a volunteer organisation of medical professionals making a difference in developing countries by providing free medical services and heart surgeries to underserved children and adults. Staff volunteered to improve the charity's Tampa warehouse, also helping to organise medical supplies and equipment donated by local hospitals and medical facilities.
- > RBI UK: 50 employees volunteered 350 hours to rejuvenate the facilities at the [Diamond Centre for Disabled Riders](#), which allows disabled children to experience the therapeutic benefits of horse riding and carriage driving.
- > Elsevier Chennai: Staff sponsored a five-day medical camp in Pulicat, a village on the outskirts of Chennai, in association with MCC, a leading Chennai university benefitting more than 500 local people. Patients from Pulicat participated in wellness checks, blood tests, with numerous patients gaining diagnosis that will lead to appropriate care for diabetes, malaria, anaemia and HIV/AIDS.
- > LexisNexis Asia Pacific: During a regional conference, 80 LexisNexis volunteers spent an afternoon engaging with children from [Beyond Social Services](#) who receive social assistance and face multiple difficulties at home and at school. Volunteers were paired with students and performed team building exercises and other games.

Sunnyfield



During the year, LexisNexis Australia held an RE Cares Day for all staff in the Sydney office with Sunnyfield, a local charity supporting people with disabilities through education, housing and employment. During the first half of the day, over 200 employees helped with a range of activities such as office repairs and administrative work; in the afternoon, 250 Sunnyfield clients enjoyed a barbecue featuring sports, singing, dancing, face painting, and arts and crafts. During the event, LexisNexis Pacific CEO TJ Viljoen said: "I wanted to create an opportunity where as many of our people as possible [could] participate. ...It is part of our identity, our responsibility as corporate citizens." The day allowed staff to get to know one another better, highlighted the challenges facing people with disabilities, gave Sunnyfield beneficiaries engagement with the broader community, and provided respite for the majority of carers who were given the afternoon off. LexisNexis donated AUS \$18,285; 223 members of staff volunteered a total of 1,561 hours.

As part of our giving, we ask beneficiaries to report on their progress. We share their reports with colleagues. Among the 2009 progress reports we featured was one from The Connection at St Martin-in-the-Fields. The Connection, a long time Reed Elsevier head office charity partner is the busiest centre for homeless people in the UK. Based in Trafalgar Square, London, every year the charity helps 5,500 homeless people to move off from the streets, into accommodation and employment. Over the last five years, we have donated over \$50,000 to The Connection at St Martin's. Our funding has helped with the charity's re-socialisation work with young homeless people, including through education, sporting activities, training and employment assistance; [read more](#). In 2009, support from Reed Elsevier enabled six homeless young people to complete The Connection's ten week IT course. Read another example of our community impact: [Elsevier Advantage](#).

10,816
staff volunteered

People and community continued

Alex's Lemonade Stand



Alexandra Scott, known as Alex, and daughter of 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 United States 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 \$25 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. Since 2004, we have contributed over \$272,000 from employee fundraising including lemonade stands, along with grants and matching gifts from RE, Elsevier and LexisNexis. The Elsevier St. Louis and Philadelphia US offices were recognised as two of the Top 100 Alex's Lemonade Stands in 2007, 2008 and 2009 and Elsevier has supported the charity's Lemon Ball since inception, which raises more than \$600,000 for research annually. The matching gifts send a strong message to employees that Reed Elsevier is a good place to work because it helps the same charities they support.

Alex's parents, Liz and Jay Scott, say, "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.

Just a Drop



Every year over 2.75m people die as a result of water related diseases. Just a Drop was founded by staff behind Reed Exhibitions' flagship show, World Travel market (WTM), 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 187 destinations worldwide participate, and over 45,000 industry professionals attend. Since the charity was founded, 11 years ago, Just a Drop has undertaken over 65 water aid projects and helped over 1 million children and their families in 29 countries.

In 2009, staff participated in the first 'Go Blue Day 4 Just a Drop' on World Water Day. Staff at Elsevier Oxford, Reed Exhibitions Richmond, Reed Elsevier head office in London showed their support by wearing something blue and donating £2.

Also in the year Reed Elsevier UK Facilities Manager Cathy Burgess helped rebuild a school in Namibia for nine days donating all the money she raised to Just a Drop. And Helen Gainford from Elsevier Oxford ran the Leicester UK Marathon to raise money for Just a Drop.

Reed Exhibition's Arabian Travel Market team raised money in 2009 for the charity by inviting customers to "become a Friend of Just a Drop;" they included an optional donation of £20 on all exhibitor contracts.

Just a Drop held its first lecture at the UK Royal Geographical Society in 2009 to offering an expert look at the state of water and the critical role rainforests play. The evening, attended by 330 people, included presentations by Andrew W. Mitchell a rainforest authority and senior advisor to the Prince of Wales' Rainforest Project.

Among the projects Just a Drop supported in 2009 was Ethiopia Mydaero Village. This project improved the water supply of a very remote rural area by building a hand dug well to serve 500 people. [Read about other 2009 Just a Drop projects.](#)

2010 objectives

- > Advance divisional EOS action plans
- > Develop a diversity and inclusion strategy for key locations
- > Closer alignment of RE Cares donations with corporate responsibility focus areas
- > Increase in-kind contributions



Customers

'Understanding our customers' needs is central to everything we do. I'm proud to be in an organisation where customer feedback is being embraced and embedded in our daily working practices, from developing new services to dealing with customer questions or complaints. Customer insight is a gift - a learning opportunity to better what we do'

Mayur Amin, Senior Vice President, Research and Academic Relations, Elsevier



2009 Objectives

- > Improve customer satisfaction as measured by Net Promoter Scores and dashboard programmes
- > Increase access for underserved users, expanding developing world programmes
- > Improve website accessibility across Reed Elsevier

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 to customers.

Helping customers achieve excellence – value through online. In 2009, online accounted for over 59% of revenue, up from 37% in 2006. Online solutions to the challenges our professional customers face is a primary way we add value to their daily work. To ensure content matches price, we have been accelerating 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. By providing workflow solutions, we are improving our customers' productivity, achieving competitive advantage, and closer partnerships.

Elsevier is revolutionising health science through products like MC Strategies, which provides e-learning solutions to over 1,500 healthcare institutions. MC Strategies is aimed at adult learners in these organisations, who often have different needs from traditional students as well as extensive practical experience. MC Strategies assesses skill levels and targets lessons accordingly, allowing students to see their courses and requirements online, with real-time updates for managers. In 2009, five MC Strategies clinical e-learning courses were winners in the 2009 Communicator Awards presented by the International Academy of the Visual Arts (IAVA), the largest international awards programme of its type.



LexisNexis is developing products that benefit customers and society like [Lawyers.com](#), a key online source which helps consumers and small business professionals to learn about the law, understand their legal options, and find legal assistance. For law firms, the site allows them to showcase their expertise to potential clients in order to gain new business. The site incorporates legal articles, frequently asked questions, and checklists categorised by life event and area of law, with access to over one million lawyer and law firm profiles, including peer and client reviews. There was a 25% increase in visitors (24 million) in 2009 and a 50% increase in leads provided to law firm subscribers. In the year, [Lawyers.com](#) was an honoree in the law category at the annual Webby Awards and the number one resource of its type according to comScore Media Metrix.

Reed Exhibitions is finding new ways to maximise engagement and communication between exhibitors and visitors through online. [Reed Midem](#), the branch which organises leading international professional events for the music, TV, and real estate communities, has successfully developed online tools that allow exhibitors and visitors to identify relevant contacts before or after events through search and matchmaking. In 2009, these tools were used by at least one person in 50-70% of all participating companies.

Reed Business Information is creating intelligent solutions for the industries it serves. [Bankersalmanac.com](#) offers up-to-date critical reference data for the banking industry, covering payments, due diligence, risk assessment and financial research. While Bankers' Almanac has provided data since 1845, Bankersalmanac.com celebrated its 10th anniversary in 2009 with more than 26,000 site users; 560,000 financial institution, bank and office listings; and 82,000 documents in its Due Diligence Repository.

1,500
journals available through Research4Life

Customers continued

Editorial policy

Maintaining the integrity of what we publish is vital to the confidence of customers and other stakeholders. [The Reed Elsevier Editorial Policy](#) makes explicit our responsibility for accuracy and fairness in all we do. It reinforces editorial policies in place in the RE divisions. For example, 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 most disciplines, this is done anonymously – thus the author will not be given the name of the peer reviewer. [Read more about peer review.](#)

The overall growth in electronic publishing and the wider dissemination of research has made it easier for authors, editors and reviewers to identify questionable papers. Elsevier was one of the first scientific publishers to participate fully in CrossRef's pan publisher plagiarism detection pilot to filter academic content. In 2009, Elsevier's contribution to the organisation's CrossCheck database rose to nine million of the total 22 million journal articles, books, and conference proceedings from 50 different publishers. For the past two years Elsevier has offered COPE membership to editors of all Elsevier journals providing them with a critical, independent support forum to discuss issues related to the integrity of the scientific record. Elsevier's own [Publishing Ethics Resource Kit](#) also offers guidance to editors on dealing with disputes.

When editorial problems come to light, we take immediate steps to understand and remedy the issues. In 2009, we discovered that between 2000 and 2005 a department within Elsevier Australia published a series of sponsored article compilations on behalf of a pharmaceutical client that had the appearance of a journal and lacked the proper disclosures, which might mislead readers to assume the publication was unbiased. On discovery, Michael Hansen, CEO of Elsevier Health Sciences moved quickly to state, "This was an unacceptable practice, and we regret that it took place. ...We are currently conducting an internal review but believe this was an isolated practice from a past period in time. It does not reflect the way we operate today. ...I have affirmed our business practices as they relate to what defines a journal and the proper use of disclosure language with our employees to ensure this does not happen again." The results of the internal enquiry have given us confidence that this was indeed an isolated incident. [Read Michael Hansen's full statement.](#)

Listening

The RE value, Customer Focus, means ensuring we listen to our customers. The Customer First Resource Centre on the RE World intranet translates Customer Focus into action, with best practice learning from within and outside the company. There is information by division and subject area – including customer experience, feedback, enquiries, visits, and customer information and technology. Employees can also submit their own case studies.

In 2009, we surveyed 100,000 customers across Reed Elsevier through the Net Promoter Score (NPS) programme to determine their willingness to recommend us. In the short term, NPS allows us to identify customers that would benefit from more of our attention and in the long term, to increase loyalty by fixing core detractor issues and activating promoters. Results, reviewed by the CEO and senior managers, and communicated to staff,

illuminate where we are doing well and where we must do better. We saw increases, for example, among science journal editors and book authors, and among large law clients. We are addressing areas for improvement like better editor communication at our health journals and greater assistance for financial service customers affected by the global economic downturn in our risk solutions business. [Read an NPS case study.](#)

Elsevier utilises a comprehensive customer dashboard approach to customer satisfaction. Ongoing customer input is analysed and reported by Elsevier's Research and Academic Relations Department to all staff on the Elsevier intranet with simple green (performing better than competition), yellow (performing the same as competition), and red (performing worse than competition) scoring by customer type and product (e.g., in regard to journal authors, metrics include refereeing and production speed and quality). Increasingly available real-time, the dashboard helps embed customer views into daily workflow to ensure Customer Focus and responsiveness. Customer dashboards are a best practice tool being implemented in other RE divisions.

LexisNexis makes it easy for customers to provide feedback and gain support. From www.lexisnexis.com customers can visit the Support Center to receive product specific online and telephone support. For example, visitors to the Support Center looking for help with CourtLink – an online resource with more than 200 million US federal and state court records available through a single search interface – can find CourtLink assistance with searches, technical queries, document delivery, alerts and more.

Our businesses actively support customers. For example, Reed Business Information UK regularly hosts a programme of educational seminars called 'What Works Online' for both display and recruitment advertising customers. In a tough 2009 economic climate, the 12 seminars, which utilise experts drawn from RBI's own marketing, editorial and sales teams, provided opportunities for customers to learn the fundamentals of digital marketing and how they can integrate digital media into their mix.



Elsevier's Library Connect publications and events provide information professionals worldwide with opportunities for sharing best practice and professional development. In 2009, librarians from 16 nations contributed to the Library Connect Newsletter and a Library Connect practical assistance pamphlet. Also during 2009, Library Connect seminars and workshops held in 12 nations provided librarians with opportunities to discuss industry issues.

Customers continued

Access

We are committed to universal sustainable access to information. At Elsevier, one of the ways this is expressed is through institutional, consortial and national licences, or 'freedom collections,' which often allow users access to all Elsevier journals, including those to which the institution did not previously subscribe. Elsevier licenses are written to explicitly allow members of the public to have unlimited walk-in access to our online databases and materials subscribed to by a library. Elsevier allows authors to post the accepted peer reviewed version of their manuscript on their own institution's website or elsewhere, provided that the posting contains a link to the homepage of the journal in which the final published article appeared, and that the posting is not for commercial purposes. Other extended access includes a sponsored article option for 350 Elsevier journals, where after the decision to publish, authors can pay a fee to make the published journal article immediately available to the public on ScienceDirect. Elsevier has sponsorship agreements with institutions such as The Wellcome Trust and Howard Hughes Medical Institute. In addition, articles from 29 journals, including all Cell Press titles, are made freely available to non-subscribers, after a pre-defined time period has elapsed following final publication. We will continue to test, evaluate and scale the implementation of innovations that could potentially extend access further, to ensure sustainability and the highest levels of quality control and researcher productivity.

For a processing fee of \$4.95 per article, Elsevier's Patient Research initiative gives patients, family members, and caregivers access to full-text medical articles from 90 journals like The American Journal of Medicine that might help them better understand health issues. Feedback from users has been positive: "To have affordable access to important information is a wonderful thing, and it is...compassionate...to provide the service."

Media literacy – the ability to access, analyse, evaluate and communicate information – is a distinct CR issue for media companies. In addition to support for media literacy as a member of the Media CSR Forum, we promote other relevant initiatives like the Science Media Centre (SMC), an independent UK press office which aims to raise the level of science reporting by facilitating journalist access to members of the scientific community.

Since 2006, Elsevier has partnered with Sense About Science (SAS), an independent charitable trust, championing evidence, scientific reasoning and public discussion of scientific issues. They have so far distributed nearly 250,000 copies of their pamphlet, I Don't Know What to Believe produced with assistance from Elsevier and other partners. In 2009, Elsevier helped SAS conduct a survey of 4,000 researchers for their view on the present and future state of peer review. Preliminary findings, presented to scientists at the 2009 British Science Festival, show researchers want to improve, not replace peer review, with 79% of researchers believing peer review identifies the best papers, determining their originality and importance.

We believe in helping those who might benefit from our products but who are unable to afford them gain access. 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." Read about our partnerships with Book Aid International and the International Law Book Facility

Sabre Foundation

Humanitarian Aid for the Mind

Among efforts to increase access to critical information for underserved users in the developing world is collaboration with Sabre Foundation. Since 2004, in support of Sabre's educational infrastructure activities, Elsevier has contributed more than 200,000 books and educational materials for libraries, universities, hospitals, and other institutions. Titles have been shipped to 20 countries, including Ethiopia, Indonesia, Iraq, Kosovo, Rwanda and Vietnam, with growing requests for science, technology and medical information. In addition, since 2005 a logo recognising the partnership between Elsevier, Sabre and UK book partner, Book Aid, has appeared on the title page of more than 13 million Elsevier books.

Elsevier is providing Doctors Without Borders/Medecins Sans Frontieres (MSF) free access to MD Consult, its premier electronic clinical decision support tool. MSF operates programmes in more than 60 countries, from Cambodia, Brazil, and Armenia, to Guatemala, Brazil and Bosnia. As part of its "All You Need to Make a Difference" Campaign, Elsevier donated a free subscription to MSF for each annual MD Consult subscription purchased by customers for one month between November and December 2009. The value of licences donated to MSF's volunteer physicians were \$122,500; Elsevier also donated an additional \$5,000 to support their efforts. Jennifer Tierney, Director of Development, MSF-USA noted access to MD Consult will 'provide essential emergency medical care to people ...at what could be the most vulnerable moment of their lives.'

As part of its mission to build insight and breakdown boundaries, Elsevier makes over 1,500 journals available to 4,000 institutions in low income countries through the Research4Life programme. Research4Life is a partnership between publishers and the United Nations. All parties, including technology partner Microsoft, academic contributors like Cornell and Yale universities, and trade organisations like the International Association of Scientific, Technical and Medical Publishers, have committed to Research4Life through 2015, in order to further the UN Millennium Development Goals.

Customers continued



research4life
HINARI • AGORA • OARE

Developing World Access to Leading Research

This journal is available free or at very low cost within institutions in the world's poorest countries as part of the Research4Life initiative.

Research4Life is a public-private partnership in support of the UN Millennium Development Goals. It provides access to current international peer-reviewed research so that researchers, policy-makers and practitioners in developing countries can find local solutions to local health, environmental, social, economic, agricultural and food issues.

www.research4life.org

HINARI AGORA OARE
Research in Health Research in Agriculture Research in the Environment

STM WHO UNEP FAO UNESCO

Research4Life encompasses three programmes including HINARI (Health InterNetwork Access to Research Initiative), supported by the UN's World Health Organization, which provides health workers and researchers in over 100 developing countries free or very low cost access to both core and cutting-edge health science information. In 2009, there were two million Elsevier articles downloaded, more than 30% of the total, and an increase of 33% over 2008.

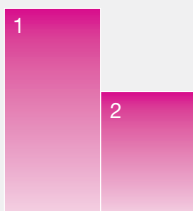
AGORA (Access to Global Online Research in Agriculture), the second programme in Research4Life, is led by the UN Food and Agricultural Organization. In 2009, Elsevier provided 108 developing countries access to 1,300 agricultural and related journals (over 50% of total journals available through AGORA). In 2009, the number of Elsevier articles downloaded through AGORA (242,440) increased by 24%.

The third Research4Life programme is OARE (Online Access to Research in the Environment), an international public-private consortium led by the United Nations Environment Program. In 2009, 108 low income countries had access to one of the world's largest collections of environmental science. There were 321,304 Elsevier articles downloaded, up from 320,029 in 2008. [Read Research4Life case studies.](#)

Research4Life connects participant countries with the global scientific community. Research conducted last year by Elsevier's Assistant Director of Scientometrics and Market Analysis, Dr. Andrew Plume, shows a rise in research output by scientists in the developing world since 2002. By comparing absolute growth in published research before Research4Life (1996-2002) and after (2002-2008), there has been a 194% increase in articles published in peer reviewed journals. [Read about the findings.](#)

Growth in research published in international, peer-reviewed journals 2002-2006

- 1 HINARI countries 63%
- 2 Non HINARI countries 38%



Access also means ensuring users with physical disabilities can make use of our products and services. There are good commercial reasons: reputational benefit, a way of differentiating ourselves from the competition, and fostering new markets – for example, US federal agencies are required to purchase the most accessible solution in competitive bids. Accessible coding makes for better code and commonly leveraged solutions help get products out faster and cheaper than individually designed solutions; accessibility elements in mainstream products ensure a logical and thoughtfully designed experience for able-bodied users.

In 2009, we filled 97% of the more than 2,000 requests for accessible versions of our publications in less than two days. Elsevier helped establish AccessText.org in the year, which streamlines electronic book file requests from university disability services, processing over 2,500 requests. Upgrades to core LexisNexis products launching in 2010 will incorporate WCAG 2.0, the most recent web accessibility guidelines. Our Accessibility Working Group held four educational webinars for colleagues throughout the year, including one hosted by the blind website editor of one of our leading journals. They also began creating a company-wide booklet to educate colleagues across RE on accessibility, as well as an intranet-based accessibility achievements log to share best practice, with 60 entries by year end.

We promote wider understanding of accessibility issues through publications like [Web Accessibility for People with Disabilities](#); [Cost Justifying Usability](#); [Tolley's Discrimination in Employment Handbook](#); [Designing for the Disabled: The New Paradigm](#); and [Disability and Health Journal](#).

Achievements and recognition

Our publications, products and shows regularly receive awards for excellence.



YS Chi accepts the Most Influential Publisher Award from W. Davenport Robertson of the National Institute for Environmental Health Sciences

Customers continued

In 2009, Elsevier was named the Most Influential Publisher of the Last 100 Years in BioMedicine and the Life Sciences at the Special Library Association's (SLA) Centennial conference. Twenty journals published by Elsevier, many on behalf of learned societies, were also selected for the SLA's Top 100 Journals in Biology and Medicine. Established in 1909 to serve librarians specialised in business, government, social agencies, and academia, the SLA is now an 11,000-member professional organisation of subject specialist librarians, information managers, and publishing industry representatives. According to Tony Stankus, Director of the SLA's BioMedical & Life Sciences, "Elsevier won... because time and time again, it has been brave, bold, and collaborative. ...Elsevier knows how to develop a working relationship with scientific and clinical societies."



In the 2009 Law Technology News Awards, LexisNexis was awarded 11 prizes for products and technologies valued by legal professionals, including a gold award for LexisNexis CaseMap, a case management tool for large and mid-sized law firms. LexisNexis Legal News & Litigation Podcasts were recognised by the American Bar Association in their Top 100 Blawgs of 2009. Lexis Search Advantage won the 2009 CODiE Award for "Best Enterprise Search Engine," as voted by members of the Software & Information Industry Association (SIIA) for technology innovation.

Reed Exhibition show Asia Television Forum (ATF) was awarded Exhibition of the Year at the Singapore Experience Awards 2009. And five Reed Exhibitions events won a Fastest 50 Award from US Tradeshow Week magazine including New York Comic Con; since its launch in 2006, it has been one of the fastest growing popular culture events in the US.

In 2009, Reed Business Information's XperthR and Bankers Almanac won prizes at the Data Publishers Association Awards, and XperthR and Farmers Weekly Interactive won two online categories at the Periodical Publishers Association Awards. Also, RBI US publications won 18 regional awards, ten national awards and three honorable mentions at the 2009 Azbees, run by the American Society of Business Publication Editors.

2009 Nobel Laureates



Over the past 50 years, numerous Nobel Laureates have published in Elsevier journals and served as editors and members of editorial boards, 36 of them over the last five years. In 2009, there were nine Nobel Laureates with links to Elsevier:

Elizabeth H. Blackburn, Nobel Prize in Physiology or Medicine – Editorial Board Member of Cell and Current Opinion in Genetics & Development

Carol W. Greider, Nobel Prize in Physiology or Medicine – Editorial Board member of Cell and former Editorial Board member of BBA – Reviews on Cancer

Jack W. Szostak, Nobel Prize in Physiology or Medicine – Editorial Board Member for Chemistry & Biology

Venkatraman Ramakrishnan, Nobel Prize in Chemistry – Editorial Board Member for Cell and Current Opinion in Structural Biology

Thomas A. Steitz, Nobel Prize in Chemistry – Editorial Board Member for Structure

Ada E. Yonath, Nobel Prize in Chemistry – Published in Trends in Microbiology; Trends in Biotechnology; Structure; Molecular Cell; Cell; Trends in Biochemical Sciences; and the Journal of Molecular Biology

George E. Smith, Nobel Prize in Physics – Published in Nuclear Instruments and Methods in Physics Research Section A: Accelerators, Spectrometers, Detectors and Associated Equipment; the Journal of Comparative and Physiological Psychology; and the International Journal of Engineering Science

Oliver E. Williamson, Sveriges Riksbank Prize in Economic Sciences in Memory of Alfred Nobel – Honorary Editor for Journal of Economic Behavior & Organization; Editorial Board Member of Journal of Socio-Economics

Elinor Ostrom, Sveriges Riksbank Prize in Economic Sciences in Memory of Alfred Nobel – Editorial Board Member Ecological Economics and Global Environmental Change; numerous papers

To honour their achievements, Elsevier made their work freely available online

2010 Objectives

- > Improve customer loyalty as measured by Net Promoter Scores; advance dashboard programmes
- > Continue to improve website accessibility



Health and safety

'I am passionate about empowering employees to achieve physical, financial and work and life wellbeing which results in a win-win situation - employees are productive at work and at home.'

Danielle Shanes, Director of Benefits, Reed Elsevier US



2009 Objectives

- > Develop targeted and effective global wellness campaign
- > 10% reduction in severity rate by 2010 (from 2008 baseline)

The essence of Valuing our People means going beyond legal obligations to ensure staff wellbeing.

The importance of employee health and safety is emphasised in the RE Code of Ethics and the RE Health and Safety Policy. These documents commit us to providing a healthy and safe workplace for all employees,

as well as safe products and services for clients. The CEO is responsible for health and safety on behalf of the Board. Good practice is reinforced through a network of Health and Safety Champions reporting to business unit CEOs. They receive support from the Global Health and Safety Manager and other colleagues in the business, encompassing bimonthly calls, a Health Resources intranet site, and an annual Health and Safety Champions meeting. We consult with employees globally on health and safety through staff and work councils.

Training and products

Online health and safety training and risk assessments are available to all staff. We also provide tailored health and safety training to employees at a higher risk of injury in the workplace including warehouse, facilities, and sales staff who regularly carry products.

In 2009, we launched an updated programme for UK line managers who may need to manage health and safety incidents or illnesses. During the year, LexisNexis ran a course on managing health and safety risks for directors and senior managers. We work with real estate and human resources colleagues responsible for reporting cases, encouraging them to ensure staff who have experienced an injury receive necessary treatment, training, and support to reduce the likelihood of reoccurrence.

We produce numerous products that spur knowledge of health and safety issues, including Health & Safety at Work Magazine; Occupational Health; Easy Guide to Health & Safety; Health and Safety Pocket Book; Practical Health and Safety Management for Small Business; and many others. RBI's Occupational Health helped launch Business in the Community's (BitC) Healthy People = Healthy Profits campaign, and with sister title, Personnel Today, coordinated BitC's Health and Work Summit in May 2009.



<https://reworld.reedelsevier.com/AboutRE/corporateresponsibility/healthresources>

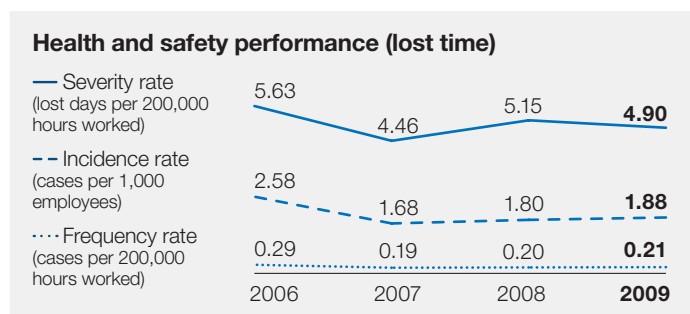
Intranet resources for the 2009 Reed Elsevier Wellness Month

Bringing people together for exhibitions brings attendant health and safety risks. Simon Garrett, an external chartered health and safety auditor, conducted a review of health and safety procedures at Reed Exhibitions in 2009 and found the division "consistently perform[s] better in assessments than their peer group in the industry which indicates that a positive health and safety culture is embedded in the company." Read a summary of the report.

5%
reduction in severity rate

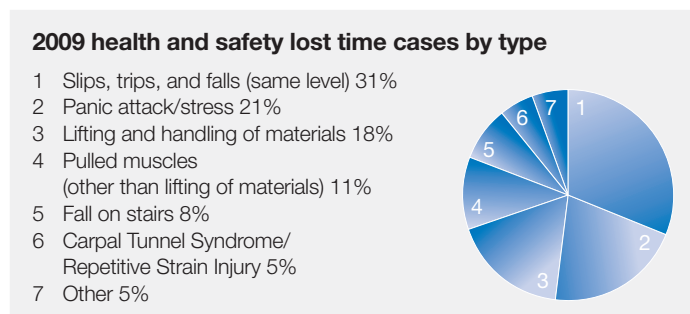
Health and safety continued

In 2009, Elsevier continued support for patientINFORM, a collaboration with other publishers and the American Cancer Society, the American Diabetes Association, and the American Heart Association, to provide patients and their caregivers online access to up-to-date, reliable research for specific diseases. patientINFORM empowers patients to have more productive dialogue with physicians and to make well-informed care decisions.



Health and safety data, assured by Ernst & Young LLP, covers 97% of our workforce. As the majority of our business is US-based, we report against US Occupational Safety and Health Administration guidelines for work-related incidents and illnesses that result in greater than one day of lost time from work (we use an average of 220, eight hour work days per year to calculate total hours worked). Read the Ernst & Young LLP assurance statement. Our ongoing challenge is to harmonise reporting, as some offices traditionally use local regulatory frameworks rather than group guidelines.

We are predominantly an office-based company and in 2009 had no work-related fatalities. Although we saw an increase in the number of reportable cases (61 in 2009 vs. 55 in 2008) there was a 5% reduction in the severity rate – number of lost days compared to hours worked. We are thus half way to achieving our objective of a 10% reduction in the severity rate by 2010. To help us improve performance further, we conduct risk assessments (analysis of potential risks on an office wide basis with associated mitigation plans) and encourage near-miss reporting to highlight potential incidents. We are also working with a third party resource in the US to assign a nurse case manager to each complex or severe claim. The nurse case manager works with the employer, the employee, and treating physician to get an employee back to health and work in the shortest possible time.



Slips, trips, and falls were responsible for the highest number (30%) of reported cases and 31% of lost days. Stress, responsible for 42% of lost days in 2008, was reduced by half in 2009. Yet it is still a significant issue resulting in time away from work and we will therefore continue to focus on wellness, stress reduction, and reducing absenteeism. There is an inherent limitation in reporting on occupational health given the difficulty in isolating work-related illnesses from those resulting from or in combination with other factors; we continue to work with relevant colleagues on improving health and safety data collection through online personalised training.

Wellness in the workplace



We believe communication on health and safety issues is essential. In 2009, we launched RE: Fit2Win a global competition which encouraged employees to walk, run, and cycle. Employees from locations that travelled the greatest distances received \$1,000 for the charity of their choice. Over 117 locations participated, logging 878,890 miles/1.4 million kilometres, more than 35 times around the equator. RE:Fit2Win is now a regular event in the annual health and safety calendar.

To help with stress reduction, we focused on wellness in the workplace during our 2009 annual Health and Safety Month with activities ranging from stress awareness training and flu vaccinations to fitness classes and biometric screening. Nearly 1,500 US employees took advantage of the chance to have blood tests and other check-ups, and were encouraged to share the results with their physician and to develop action plans where necessary.

Through our Health and Safety Champions network, we promoted information on healthy eating choices in company facilities, supported by data and links on our Health Resources global intranet site, including the UK Food Standards Agency's eatwell plate, a tool for planning balanced diets.

In 2010, we will introduce weight loss and smoking cessation support to further promote employee wellness and help reduce absenteeism and workplace-related illnesses.

2010 Objectives

- > 10% reduction in severity rate by 2010 (from 2008 baseline)
- > Advance collection of absenteeism data



Supply chain

'It is important to me that we partner with suppliers whose values and behaviours mirror our own. It allows us to foster ethical practices and integrity in our day-to-day business and in the wider marketplace. By promoting our Supplier Code, we help improve the social welfare of people employed in producing and delivering RE products and services.'

Lee Pierce, Senior Vice President, Global Procurement, Reed Elsevier



2009 Objectives

- > Expand Socially Responsible Supplier database to 550 entries
- > 85% of suppliers as Supplier Code of Conduct signatories
- > 40 external audits of high risk suppliers

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 the Reed Elsevier Supplier Code of Conduct (Supplier Code), which we ask suppliers to sign and post prominently in the workplace. The Supplier Code contains standards on child labour, involuntary labour, wages, coercion and harassment, non-discrimination, freedom of association, environment, 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 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 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.

Socially Responsible Supplier programme

Given the importance to us of an ethical supply chain, we have developed a Socially Responsible Supplier (SRS) programme comprised of colleagues with production, distribution and procurement expertise, and a dedicated SRS manager from the global procurement team, supported by all RE divisions.

Among its activities, the SRS group maintains a database with comprehensive information including code versioning/signing, initiative tracking, audit dates, remediation plans and compliance.

In 2009, we expanded the SRS database to 589 suppliers from 368 in 2008, 101 of which we deem to be high risk according to criteria encompassing the Corporate Executive Board's Global Country Analysis Support Tool, human trafficking data from the US State Department, and the Environmental Performance Index produced by Yale University and Columbia University. [Review the RE SRS risk rankings.](#)

50% of suppliers on the SRS database were signatories to the Supplier Code by the close of 2009. We are aiming to increase this by a further 10% in 2010 by using new database tools and enlisting the assistance of more colleagues. Over the last two years all new suppliers are required to sign our Supplier Code as a condition of doing business with us.

The SRS programme terms of reference stipulate that internal and external audits be performed on a regular basis (suppliers with repeat code violations are subject to annual external audits). In 2009, we conducted 39 independent external audits of high risk suppliers through specialist auditors ITS, and a further 12 internal audits.

589

suppliers in Socially Responsible Supplier database

Supply chain continued

ITS examines how well the supplier is meeting all aspects of the Supplier Code and issues a Corrective Action Plan Acknowledgement Report (CAPAR), as necessary, summarising audit findings and detailing corrective action plans – agreed by the auditor and the supplier to ensure compliance with the Supplier Code and local laws. Remediation target dates are agreed and the CAPAR is signed and dated by both parties. Follow-up audits ensure identified issues are resolved. [See the SRS audit workflow and process.](#)

Summary of supplier non-compliance issues

Non-compliance area	% ¹
Child labour (lack of age documents)	2
Health and safety	22
Minimum wage	6
Overtime wage	8
Overtime hours	8
Social benefits	9
Other compensation	5
Protection of the environment	8
Other laws	7
Publication	11
Monitoring and compliance	3
Dormitories	1
Anti-corruption (lack of written policy)	11

¹ Occurrence in 39 external audits of high risk suppliers

Exemplary of collaborative improvements resulting from supplier remediation, in 2009 we pursued safer working conditions for employees at a paper supplier in China (in compliance with Chinese law: Rules on Administration of Fire Safety in Warehouses) ensuring low temperature lighting fixtures were installed and the appropriate stacking of goods below to prevent fire hazards. We also worked with a pre-press company in India to ensure they paid trainees for the required three month training period from the time of hire, rather than holding training period wages until the completion of 12 months continuous service. [Review sample 2009 Remediation Reports.](#) 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.'

Supplier training and surveys

We work collaboratively with suppliers and in 2009 provided training on our approach to calculating and reporting on carbon emissions according to GHG Protocol Scope 1 and Scope 2 and water use/stress to better understand these impacts in our supply chain. All SRS suppliers were invited to attend sessions available in different time zones. [See environmental data from our supply chain.](#)

To track compliance with SRS initiatives, we conduct an annual survey of paper providers and a Social Responsibility Survey for all others. In 2009, the average survey response rate was 42%.

2009 SRS survey results

General	2009	2008	2007	2006
Number of SRS suppliers	589 ¹	368	391	389
Number/percent of suppliers with a board level representative responsible for corporate responsibility	87/67%	109/69%	120/71%	80/75%
Number of external audits	39	19	21	9
Number of non-compliant suppliers	39	16	18	9
Environmental				
Number/percent of suppliers with a formal Environmental Management System	58/45%	101/64%	132/79%	81/95%
Number/percent of suppliers with environmental reduction targets for greenhouse gas	28/22%			
Number/percent of suppliers with environmental reduction targets for solid waste	29/22%			
Number/percent of suppliers with environmental reduction targets for water usage	25/19%			
Number/percent of suppliers with external environmental certification	60/46%	81/51%	82/49%	20/24%
Number/percent of suppliers who externally report on their environmental impact	53/41%	62/39%	55/34%	33/39%

¹ 101 of which we deem to be high risk according to criteria encompassing the Corporate Executive Board's Global Country Analysis Support Tool and human trafficking data from the US State Department

Our survey of paper suppliers gathers information on bleaching processes, the amount and percentage of certified and recycled fibre, and whether any genetically modified organisms are used in pulp (none in 2009). We build on the data we gather as founding members of Publishers Database for Responsible Environmental Paper Sourcing (PREPS), a shared industry resource for grading the sustainability of paper. It fosters positive engagement with paper suppliers and with their help, we were able by the close of 2009, to have 95% of RE papers by weight on PREPS.

Our product safety standards include ink, varnish, spiral wire, lamination, glue, and packaging, defined as all packaging materials or packaging components that enter landfills, waste incinerators, recycling streams, and ultimately, the environment. We asked nine Chinese suppliers to submit product safety tests in 2009.

Supply chain continued

Good partners



Mariam Ram, Managing Director,
TNQ Books and Journals, India

'Corporate responsibility begins with creating jobs and paying fair wages. TNQ Books and Journals has been creating well paid employment opportunities for the many graduates and postgraduates in science who come out of universities in south India. To these young people, science, technology and medical publishing is a viable, stable career option. TNQ Books and Journals has a recruitment policy that is gender, caste, religion and race blind. So it is not just job opportunities but equal opportunities, not just in recruitment but in daily activities – in the benefits people get and the culture that they are exposed to and become part of.

Today TNQ employs over 1,250 people. Each employee is made job-ready through rigorous and specialised training. At the end of the training, recruits are not just ready for a job at TNQ, they are ready with a skill that is sustainable.

CR is integral to our company. To us, it means equal opportunity employment and best-in-class compensation and working conditions for those employed. It also means support to our society and the environment. CR at TNQ is not a one-off response to environmental factors but a conscious, strategic and sustained activity. We have reviewed and updated our recruitment policy and have systematically upgraded facilities and subsidised cafeteria, transport, health, and travel leave benefits.

Outward-facing CR initiatives have existed at TNQ since inception. In 1998 we set up a scholarship for higher studies in journalism for girls from socially deprived backgrounds.

In 1999, we started an ongoing support programme for a school for disadvantaged children. In 2004, we adopted a tsunami-hit village, supplying boats and nets to those affected. In 2005, we had unprecedented floods and we responded again with the adoption of another village where women were trained and funded to pursue alternative livelihoods, including handicrafts. Since 2006, we have been supporting a programme rebuilding and running a day-care facility under the Integrated Child Development Scheme (ICDS). This is a central government scheme that provides nutrition to pregnant women, nursing mothers and pre-school children, and day care facilities for children. It is significant that as Reed Elsevier has chosen us as a Good Partner, we have also been nominated by the Government of Tamil Nadu for a National Award for our contribution to this ICDS programme.

Among Reed Elsevier titles TNQ supports are those of Cell Press, with which we co-sponsor the Cell Press-TNQ India Distinguished Lectureship Series, which brings leading biological scientists to India on a lecture tour every year, connecting them with the Indian scientific community, including students. The inaugural speaker in 2008 was Nobel Laureate David Baltimore, Nobel Prize winner in physiology or medicine. In 2009, the speaker was Professor Elizabeth Blackburn, University of California San Francisco, who went on to win a Nobel Prize in physiology or medicine in 2009.



Nobel Laureate David Baltimore visits TNQ

Meeting Reed Elsevier's standards in areas like training, labour, non-discrimination, health and safety has helped enforce TNQ's own standards. In both spirit and in practice we subscribe wholeheartedly to the Reed Elsevier Supplier Code.'

2010 Objectives

- > 60% of suppliers as Code signatories
- > 40 external audits of high risk suppliers
- > Ask key suppliers to become UN Global Compact signatories



Environment

'I am proud to work for a company that encourages its employees to improve their own environmental impact, and that of the company. Through local initiatives, Green Teams engage colleagues to think about their responsibility to the environment, whether it is through the paper they use, or how they commute to work.'

Uwe Bosch, IT and Facility Director, Elsevier Munich



2009 Objectives

> Launch new environmental targets

Key Performance Indicators	Target	Baseline	Target date
CO ₂ emissions	-10%	2006	2015
Total energy	-5%	2008	2015
Travel emissions	-5%	2008	2015
Water	-10%	2008	2015
Waste recycled	70%	n/a	2015

> Introduce environmental standards programme across Reed Elsevier

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 are committed to limiting this impact and to continually improving our environmental performance.

2009 environmental data

In 2009, we achieved absolute reductions in production paper use and travel emissions, and recycled a higher percentage of waste. We saw absolute increases in CO₂, energy, and water, primarily driven by the inclusion of environmental data for ChoicePoint, a major acquisition in 2008, which increased the size of our property portfolio by 12%. When taking into account business growth in the year for all global operations within our operational control, we achieved reductions in all key environmental impact areas. Environmental and financial data covers a full calendar year. [Learn more about our environmental reporting guidelines.](#)

We believe third party verification of environmental data is important. It gives us confidence in the reliability of the data and improves how we report on our environmental impacts. [See Ernst and Young LLP's assurance statement in Appendix 2.](#)

	Absolute performance			Intensity ratio (Absolute totals/EBITDA – £m) ¹		
	2009	Variance	2008	2009	Variance	2008
CO ₂ emissions (tCO ₂) ²	173,425	10%	157,137	97	-5%	102
Energy (MWh)	274,294	15%	237,842	153	-1%	154
Travel emissions (tCO ₂)	38,204	-6%	40,840	21	-19%	26
Water (m ³)	486,800	10%	441,905	271	-5%	286
Production paper (t)	73,217	-7%	78,662	41	-20%	51
Waste (% recycled)	60%	14pp ³	46%	N/A	N/A	N/A

¹ Earnings Before Interest, Taxes, Depreciation and Amortisation

² Gross CO₂ emissions – Scopes 1, 2 and Scope 3 business travel

³ Percentage points

60%
of office waste recycled

Environment continued

Targets and standards

Targets

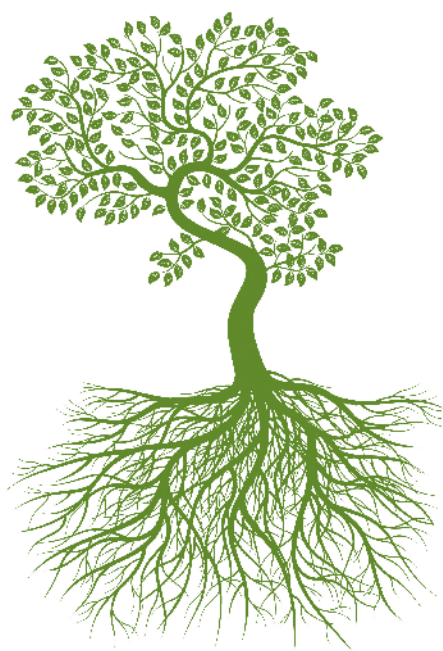
Key Performance Indicators	Target	Absolute achievement to date	Intensity achievement to date (Absolute totals/ EBITDA – £m)
CO ₂ emissions (2006-2015) ¹	-10%	11%	-23%
Total energy (2008-2015)	-5%	15%	-1%
Travel emissions (2008-2015)	-5%	-6%	-19%
Water (2008-2015)	-10%	10%	-5%
Waste recycled (2015)	70%	60%	N/A

¹ Gross CO₂ emissions – Scopes 1, 2 and Scope 3 business travel

As stated in our environmental publications like Elsevier's Climate Policy, we believe in striving to achieve absolute environmental targets. We recognise, however, the challenge of meeting them as our business expands. Further, increasing online delivery of our products and services, which grew by 16% (at constant currencies) in 2009 from the previous year, has resulted in a 44% increase in energy usage at our data centres. We will continue to review environmental targets in light of developments in our business.

In order to understand the impact of reduction efforts relative to business growth, including from acquisitions and divestments, organic growth and outsourcing, we compare absolute results against Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA) to derive the intensity ratio. We have achieved reductions in intensity ratios every year since 2003.

To realise efficiencies we have established working groups to focus on specific areas and hired dedicated engineering, design and construction specialists to help identify reduction possibilities throughout our portfolio. We have also established environmental standards to engage all employees. Standard levels are based on our current environmental performance and internal and external good practice. Employees at locations with excellent performance serve as mentors to those at lower performing locations. By setting standards based on usage levels per person, we aim to engage employees in attaining the standards and to inspire green competition among offices. We have eight standards covering our key environmental impact areas. And, as data centres are an integral part of our annual energy consumption, we have set a standard of 1.8 Power Usage Effectiveness.



Reed Elsevier Environmental Standards¹

Annual achievement of five required for green status

Area	Standard	Type
Environmental reporting	Accurate reporting through the RE Group Environmental Survey	Management
Environmental certification ²	BS 8555 Phase 1	Management
Transport ³	Develop and implement a local travel plan	Management
Energy consumption	5,400 kWh per person or EPA energy rating of 69 ⁴	Performance
Carbon emissions	2 tonnes CO ₂ per person or EPA energy rating of 69 ⁴	Performance
Water	11m ³ per person	Performance
Waste management	60% recycling rates	Performance
Office paper	3,000 pages per person	Performance

¹ Standards are applicable by location and are reviewed annually

² BS 8555 is a phased approach towards ISO14001 environmental certification

³ A local travel plan identifies areas for improvement in business travel and commuting

⁴ EPA's energy performance rating system ranks the performance of buildings on a scale of 1 to 100; a rating of 69 indicates a building is more efficient than 69% of buildings in its peer group, the minimum level needed to achieve the Leadership in Energy and Environmental Design (LEED) Green Building certification

On World Environment Day in 2009, ten locations across all four divisions achieved five environmental standards and gained green status. We aim to have 20 locations attain green status in 2010.

Environment continued

Process

We are guided in our efforts by the [RE Environmental Management System \(EMS\)](#), aligned with the ISO 14001 environmental standard. 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 through our Socially Responsible Supplier programme.

Ongoing dialogue with stakeholders informs our EMS and environmental activities. In 2009, 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 World Resources Institute; and specialists including the Carbon Trust, Best Foot Forward, and Eco Network Ltd. We advocated for environmental improvements through forums like Respect Table, the Global Alliance, and the Prince's Rainforest Project. We took over the Chair of the [Environmental Action Group](#) on behalf of the UK Publishers Association and the Book Sellers Association. And we further our understanding by participating in environmental benchmarking activities like the [Carbon Disclosure Project](#) and the [Forest Footprint Disclosure](#), among others.

The CEO is responsible to the Board for company environmental performance. Our Environmental Champions network, led by the RE Global Environment and Health and Safety Manager, includes key employees in all operational areas of our business. They are charged with carrying out the EMS, while the heads of our four divisions are responsible for complying with RE environmental policy and relevant government legislation and regulations. A Green Team network of environmental volunteers, encompassing more than 400 employees in over 90 of our key facilities, helps us achieve environmental improvements at a local level.

Risks and opportunities

We continually strive to understand our environmental impacts, improve our reporting, and drive good practice throughout our business. We have identified our most material environmental risks as the introduction of a cap and trade scheme in the UK, regulation on sustainable paper products, and reputation and physical risks associated with climate change. Opportunities include an increase in demand for the environmental information we produce and cost savings as a result of efficiencies. [Read about our material environmental risks and opportunities.](#) We support progressive environmental legislation and in 2009, for example, we were signatories to the [Aldersgate Group open letter](#) to the UK government – along with 44 other companies and non-governmental organisations and 29 members of the UK parliament – which advocated for mandatory UK environmental reporting requirements.

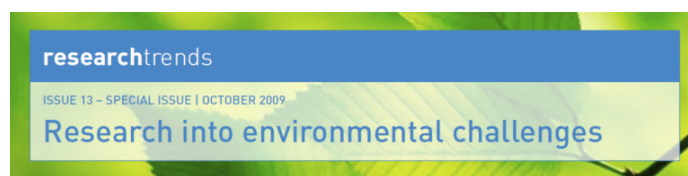
Expertise

We have a positive environmental impact through our leading-edge environmental publications and services which spread good practice, encourage debate, and aid researchers and decisions makers. The most recent results from independent Market Analysis System show our influence (share of citations in environmental science) represented 35% of the total market, and in energy and fuels 69% of the market (2008). Environmental content is a strong growth area for our business and between 2004 and 2008 we have produced 75% more papers on environmental topics (6,787 in 2004 vs 11,876 in 2008).

Some of our leading environmental publications include:

- > [International Journal of Greenhouse Gas Control](#)
- > [New Scientist](#)
- > [The Encyclopedia of Biodiversity](#)
- > [Renewable Energy Focus](#)
- > [Transportation Research](#)
- > [Water Research](#)
- > [Encyclopedia of Forest Sciences](#)
- > [Atmospheric Environment](#)
- > [EiB](#)
- > [Current opinion in Environmental Sustainability](#)

In 2009 [Research Trends](#), Elsevier's bimonthly newsletter providing insight into scientific trends based on bibliometric analysis, featured an edition on environmental challenges. The special issue highlighted new research on climate change, biomass and biofuels, and related topics.



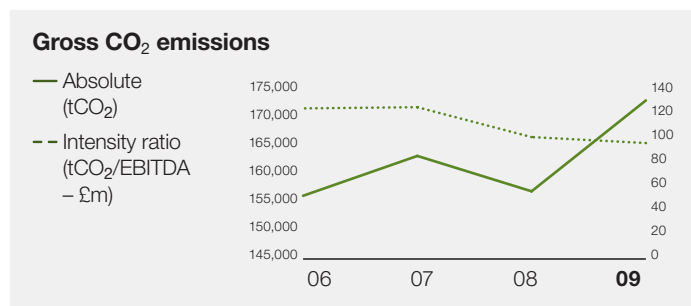
We hold world class environmental exhibitions, such as Reed Exhibitions' FC EXPO, the International Hydrogen and Fuel Cell Exhibition and Pollutec, the world's largest environmental engineering conference. In December 2009, Pollutec Horizons in Paris brought together 1,400 exhibitors and attracted 40,000 visitors interested in techniques for preventing and treating pollution and advancing environmental preservation.

Online environmental information includes the [LexisNexis Environmental Law and Climate Change Center](#), which provides real-time expert commentary for climate change practitioners. In 2009, the site featured a new climate change pamphlet series for attorneys, corporate counsel and their clients. [Read more about the LexisNexis Environmental Law and Climate Change Center pamphlet series.](#)

Reed Business Information's [Reed First Source](#) makes it easier for architects, engineers and designers to procure sustainable building materials; in addition, publications dedicated to non-environmental sectors, such as property, aircraft or motor transport, have regular features on green issues.

Environment continued

Climate change



In 2009, our absolute gross CO₂ emissions increased by 10%; 157,137 tCO₂ in 2008 vs 173,425 tCO₂ in 2009. On a like-for-like basis, without the ChoicePoint acquisition, we would have achieved an absolute reduction of 16% in Scope 1 and 2 emissions. There was an equivalent 5% decrease in the intensity ratio since 2008, and a 23% decrease since 2006.

GHG Protocol emissions data	Tonnes of CO ₂			
	2009 ¹	2008	2006 (base year)	Target (2015)
Scope 1	18,587	18,559	19,575	17,618
Scope 2	125,161	107,653	100,098	90,088
Scope 3 (business travel) ²	29,676	30,926	36,660	32,994
Total gross emissions	173,425	157,138	156,333	140,700
Green tariff ³	(13,516)	(14,140)	(12,441)	
Total net emissions	159,908	142,998	143,892	
Intensity ratio (Gross t/EBITDA - £m)	97	102	126	

¹ Includes data for ChoicePoint, acquired in 2008, not included in previous years

² Scope 3 business travel covers air, rail and personal cars used for business purposes but does not include car fleet, which is included in Scope 1 as stipulated in the GHG Protocol, hence the variance between total travel emissions (6% reduction) and Scope 3 business travel (4% reduction)

³ We purchase renewable electricity on green tariffs at key locations in the UK, Austria, Germany, France and the Netherlands. In the US we also purchase and retire Renewable Energy Certificates (RECs)

We continually strive to improve our reporting and the understanding of our impacts to help us achieve reductions and efficiencies. In 2009, we collected some data on refrigerant and suppressant loss from our air conditioning units and fire suppressant systems for the first time and included this under our GHG Protocol Scope 1. We expanded our GHG Protocol Scope 3 emissions to identify the CO₂e associated with our water usage, and hope to eventually include waste once reliable data is available. Our businesses are beginning to develop travel plans, as indicated in the RE Environmental Standards, which has yielded detailed information on commuting for the first time.

In 2009, we conducted a supply chain heat mapping exercise of key suppliers in our Socially Responsible Suppliers programme. This provided estimated emissions of 1,188 megatonnes of CO₂e, which is vastly higher than our own direct gross emissions. The most significant element of our total emissions, therefore, comes from our supply chain. Guidance on GHG Protocol Scope 3 is still being developed, but we expect to improve and refine our reporting in this area. [See a breakdown of our climate change impacts.](#)

Other Scope 3	2009	Explanation
Key suppliers (MtCO ₂ e)	1,188	Based upon spend with 733 key suppliers: estimated using Defra 2009 conversion factors: Annex 13
Water use (tCO ₂ e)	129	Calculated using Defra 2009 conversion factor of 0.2760
Commuting (UK) (tCO ₂ e)	2,948	Extrapolation of survey returned by 15% of UK employees: converted using Defra 2009 conversion factors

As well as being part of the UN Global Compact's Caring for Climate initiative, we signed the [Copenhagen Communiqué](#) led by the Prince of Wales's Corporate Leaders Group on Climate Change, calling for an ambitious, effective and equitable climate deal at the Copenhagen UN Conference of Parties (COP 15) in December 2009. We continued to work with other European companies on climate change issues through [Respect Table](#) and presented the recommendations resulting from joint meetings with Club of Madrid and Globe Europe over the last three years to Yve de Boer, Secretary General of the UN Framework Convention on Climate Change, and other policymakers in Copenhagen. As a result of the knowledge gained through our collaboration on the issues, we amended our [Climate Change Statement](#) in the year to specifically reference mitigation activities relevant to our business including reducing deforestation and protecting rainforests.

Through the [Global Alliance](#), which we founded with the London School of Economics, Shell, and the Institute of Marine Engineering, Science and Technology, we ran sector workshops in 2009 to help companies understand the role of oceans in weather and climate and to identify good practice on adaptation needed for climate change.

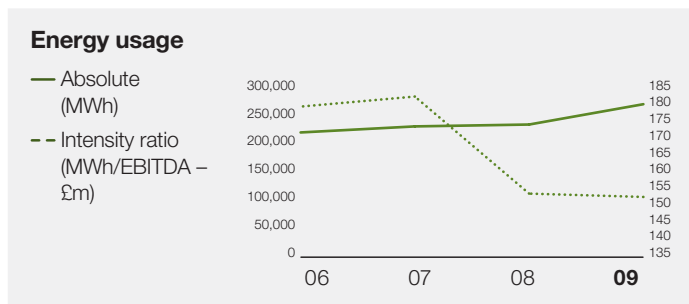
In 2009, we were once again included in the [Carbon Disclosure Project's Leadership Index](#) and scored first in our sector for the European 300, second place in the FTSE 350, and fourth in our sector group in the Global 500.

5%
decrease in CO₂ intensity

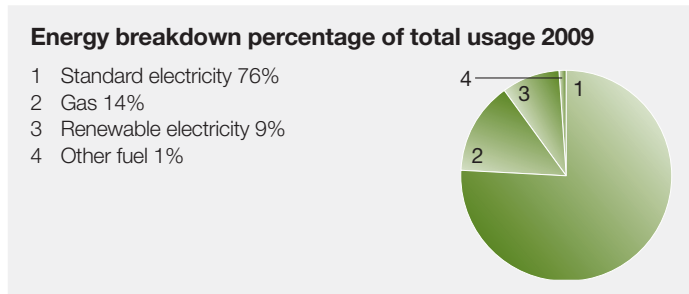
Environment continued

Energy

Total energy usage increased by 15% from 237,842 MWh in 2008 to 274,294 MWh in 2009. On a like-for-like basis, without including sites resulting from the ChoicePoint acquisition, we would have achieved an absolute reduction of 3%. There has been an equivalent 1% decrease in the intensity ratio since 2008, and a 15% decrease since 2006.



The majority of our energy usage (85%) is from electricity, led by consumption at our data centres. Although covering just 6% of occupied space, data centres are responsible for 39% of energy consumption (vs. 56% for offices and 5% for warehouse/production facilities). Data centre energy usage increased by 10% in 2009 without ChoicePoint sites, and by 34% when included.



Our data centre working group is improving efficiency through consolidation and virtualisation, control of cooling, and the purchase of more efficient hardware. For example, in 2009 we installed a new high efficiency Uninterrupted Power Supply (UPS) system in one of our key data centres saving 853 MWh of electricity. This has helped us reduce average Power Usage Effectiveness (PUE) – the primary data centre energy efficiency metric – for our two main data centres from 1.90 in 2008 to 1.81 in 2009. The US average PUE is 1.91. We provide a nominal amount of hosting in our data centres for other companies, which remained constant in 2009. The impact of outsourced data centre activity is captured through our Socially Responsible Supplier programme. In 2010, we will advance UPS upgrades, make improvements to our chilled water cooling systems, and continue Smartcool air conditioning pilots to reduce power consumption through controlled compressor cycle times.

We are members of the Uptime Institute and have been working with EPA Energy Star on a data centre rating system to be released in 2010. We are also working to spread best practice in IT environmental initiatives through publications like Elsevier's *Infosecurity*.

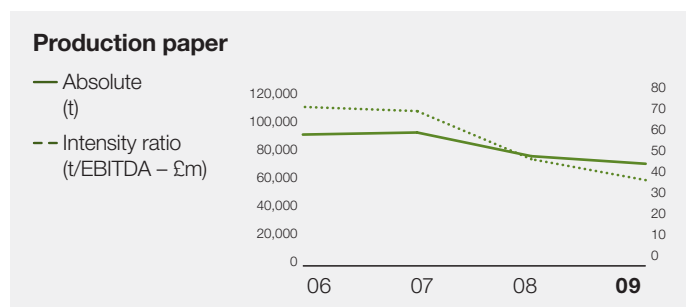
In the year, with help from in-house specialists, we audited over 500,000 square feet of key US office space; achieved EPA Energy Star certification for several of our buildings; and achieved reductions through lighting retrofits and equipment upgrades. Read more about 2009 energy efficiency activities.

Paper



Redefining Green Print, a 2009 edition of RBI publication, Graphic Arts Monthly

Consumption of production paper decreased by a further 7% from 78,662 tonnes in 2008 to 73,217 tonnes in 2009. This reflects continued reduction in print runs due to expanded online delivery of our products and services, and proactive paper reduction measures, including print on demand, lighter papers, and a continued move from litho to digital printing.



Though we increasingly deliver our products online, print publications are still a significant part of our business and we purchase a large amount of paper. In 2009, we used 73,217 tonnes of paper to meet production needs.



In 2006, to better understand the sustainability of our paper, we became founding members of Publishers Database for Responsible Environmental Paper Sourcing (PREPS). Working with peers facing similar issues, we have helped create the PREPS database to capture the technical specifications of the pulps and forest sources of our papers. Each paper is given one (lowest) to five (highest) stars according to sustainability criteria in the Egmont® grading system,

Environment continued

encompassing recognised forest certification standards like FSC. The grading system was initially developed by PREPS member Egmont UK Ltd and sustainability consultants Acona, along with input from Greenpeace and WWF. Papers graded three and above are considered as deriving from known and legal sources. With help from our paper suppliers, by the close of 2009, 95% of RE papers by weight were on PREPS, of which 70% has been graded, all achieving three, four, or five stars. We have developed an RE Paper Policy that indicates we should buy paper starred three or above whenever possible.

PREPS is now the largest paper database with over 4,000 papers. In 2010, a new online submission process will allow mills to make direct updates and view their papers grades. Additional indicators including net water usage and CO₂ will also be added.

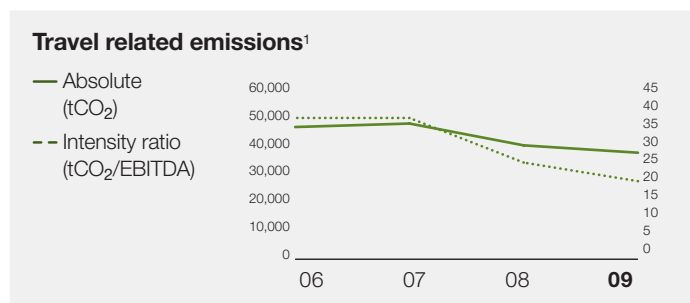
We use approximately 1,000 tonnes of office paper a year. To reduce this, in our environmental standards programme we have set the level for annual office paper consumption at 3,000 sheets per person, nearly half of current usage. We continue to roll out multi-functional devices for printing, scanning, and copying – by removing stand alone printers we decrease energy and paper use.

We were ranked first in our sector in the Forest Footprint Disclosure, which identifies how companies are addressing risks associated with deforestation.

In 2009, Reed Business Information US publication, Graphic Arts Monthly (GAM), continued to promote green printing options. GAM was publishing partner for the USA National Environmental Health and Safety Conference, where editor-in-chief Bill Esler highlighted developments in sustainable graphic design.

Travel

Business travel contributes significantly to our total gross emissions (22%). We set a target to reduce business travel 5% by 2015 and have achieved this in absolute terms. Between 2008 and 2009, CO₂ emissions from our business travel decreased by 6% (40,840 tCO₂ in 2008 vs 38,204 tCO₂e in 2009). There was an equivalent 19% decrease in the intensity ratio since 2008 – 44% since 2006.



¹ Travel data covers 89% of markets by revenue

6%
reduction in travel emissions

In 2009, air travel represented 75% of total travel emissions, cars were responsible for 24%, and rail 1%.

The 2009 drop in travel related emissions was led by a 16% reduction in long-haul travel. Increased management control during the global recession, and continued expansion of travel alternatives, like tele/video conference and webinars profiled on a global employee travel portal, have all contributed to the decrease. [See a detailed breakdown of our 2009 travel emissions.](#)

In 2009, we gathered data from 89 video conferencing suites across the company to better estimate savings through travel alternatives. We used third party provider, Video Miles, to calculate the impact if we had travelled. In 2010, we will continue promoting travel alternatives, like personal video conferencing, as a primary way to save resources and time.

2009 potential environmental savings through video conferencing¹

Number of video meetings	3,625
Time on video (hours)	282,593
Video miles (air and road)	4,289,496
tCO ₂	1,208
Cost saved (GBP)	493,760
Travel time saved (hours)	14,685

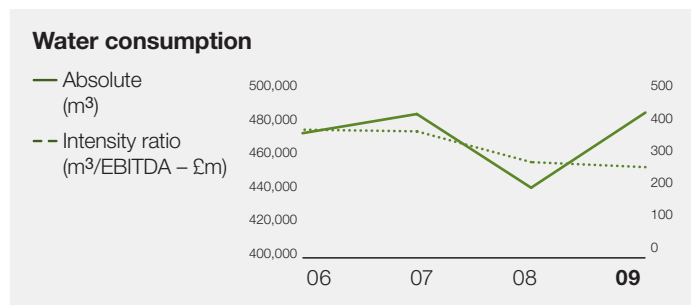
¹ Data excludes any video calls under 10 minutes – January and February were extrapolated from rest of year results as the data collection system was not yet in place

We encourage locations to develop local travel plans, one of the RE Environmental Standards. We continue to promote home working, biking to work, and better parking options for employees who car pool or drive low emission vehicles. We estimate UK employees expended 2,948 tCO₂ in commuting to work. To encourage greener alternatives, LexisNexis US maintains an award-winning Alternative Work Solutions programme, which promotes environmentally friendly commuting options. In the year, we also carried out a survey of 1,967 LexisNexis US home-based employees revealing 3,757 tCO₂ that would likely have been emitted if they had travelled to work. We will expand research into the impact of employee commuting and working from home in 2010.

Environment continued

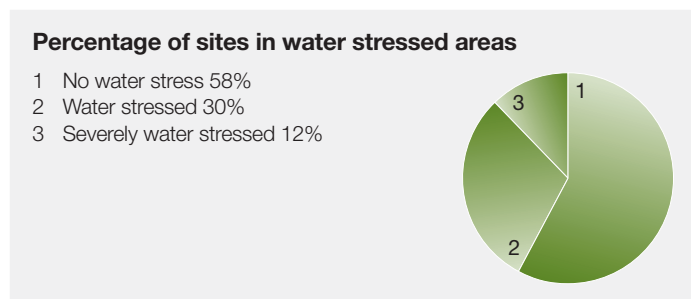
Water

Absolute water usage increased 9% from 441,905m³ in 2008 to 486,800m³ in 2009. On a like-for-like basis, without including sites resulting from the ChoicePoint acquisition, we would have achieved an absolute reduction of 1%. There was an equivalent 5% decrease in the intensity ratio since 2008, with a 29% decrease since 2006.



We have an ongoing programme of water reduction measures including sprinkler system adjustments, leak identification and repair, and installing waterless urinals where practicable. For example, due to the installation of four waterless urinals, motion sensor taps, and the restructuring of an irrigation system, we achieved a 22% reduction in water usage at our Charlottesville, Virginia site.

Reed Elsevier is a founding contributor to CDP Water Disclosure and has an ongoing commitment to the United Nations CEO Water Mandate, which addresses the challenges posed by water scarcity and quality to communities and ecosystems. We are acutely aware that water is one of the world's most vital and irreplaceable resources. Unlike carbon, however, water-related issues are fundamentally related to location and exposure to water stress. We therefore use a watershed risk management system to identify the river basins our sites draw water from using the World Business Council for Sustainable Development Global Water Tool. As a predominantly office based company, the majority of our water comes from central supply, but we are exploring opportunities for reclaimed 'grey water' systems.



In looking at our 2009 property portfolio, 42% of reporting locations (based on 1995 World Resources Institute guidelines) are in areas at risk of water stress or severe water stress which could lead to economic development and food production issues in the future.

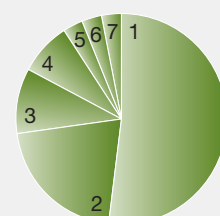
Average water use at our locations in severe water stressed areas is 9.3m³ per person, indicating a proactive response to water conservation (which is lower than the RE Environmental Standard for water consumption of less than 11m³ per person per annum).

We will continue to focus reduction efforts in areas of severe water stress where they will have the most impact. Three warehouse/production sites – which require more water than standard offices – are in water stressed areas, yet all three are located in developed countries with a high capability for water adaptation and mitigation.

In 2009, we continued to map the water footprint of our supply chain. With online training, tools and support, we received data from 28% of suppliers we asked to complete a water footprint survey. We calculated a relative impact of 5.4 million m³ based on the percentage of water they used for production on our behalf. Of these 149 supplier locations, the majority located in severely stressed or stressed locations are printers and paper mills.

Supply chain – percentage of locations in water stressed and severely water stressed areas¹

- 1 Printed matter 52%
- 2 Pulp and paper 21%
- 3 Computer services 10%
- 4 Legal, consultancy, other business activities 8%
- 5 Office machinery and computers 3%
- 6 Motor vehicles 3%
- 7 Other 3%



¹ Based on 149 key supplier locations

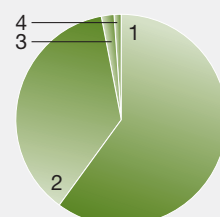
Our 2010 water objective is to increase the amount of supplier water data we capture and map it against water stress. This will enable us to work with the most affected suppliers and better manage the water impact of producing our products.

Waste

Of the 10,772 metric tonnes of waste we generated in 2009, 60% (6,439t) was recycled, compared with 46% in 2008.

Percentage of waste disposed 2009

- 1 Recycling 60%
- 2 Landfill 37%
- 3 Incineration 2%
- 4 Energy from waste 1%



The majority of our offices are leased and situated in shared buildings, making it difficult to track waste. We have developed a methodology to calculate waste based on regular weight sampling and the counting of waste containers leaving our premises. Although we know local municipalities carry out some sorting and recycling, we only report waste as recycled if we have evidence. Our target is to recycle 70% of waste by 2015 and to help achieve this we will be making waste the theme of our 2010 global environmental campaign.

Our businesses have comprehensive recycling programmes to reduce waste and increase recycling. For example, our LexisNexis warehouse in Toulouse once again achieved the French eco-label in

Environment continued

2009 for recycling 98% of its waste. Elsevier San Diego was given the first Green Office award by Hines Property Management for outstanding environmental work practices and efficient operations, recycling 90% of its waste. And at our Hartford, Connecticut site, the facilities team established stream-line recycling at no additional cost, resulting in 81% of waste recycled in 2009.



Elsevier San Diego wins 2009 green award

We provide information on UK packaging waste in line with the UK government's Producer Responsibility Obligations (Packaging Waste Regulations 2007). As a member of the Biffpack compliance scheme, we track the amount of our obligated packaging generated through the selling, pack/fill, and importation of our products. In 2009, we used 1,047 tonnes of paper, plastic and wood packaging in the UK; a decrease of 19% over 2008 (1,296 tonnes). Between 2006 and 2009, we achieved an absolute reduction of 57%.

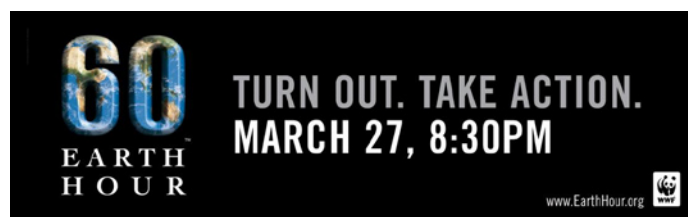
Employee involvement



Employee Mathew Chamberlain aims to reduce the impact of his commute with a solar powered motorbike



Employee Gareth Steed painted himself blue for World Water Day to raise money for Just a Drop



RE Green Teams took part in WWF's Earth Hour in 2009

Employees are integral to RE environmental improvement. There are over 45 Environmental Champions and 400 employees at 90 locations actively involved in RE Green Teams around the world.

Examples of 2009 employee environmental activities:

- > In the UK, Green Teams helped five locations achieve BS 8555 Phase 1 environmental certification, one of the RE Environmental Standards.
- > Our 2009 World Environment Day Green Room competition asked employees to illustrate their environmentally friendly commute to work as part of our 2009 focus on green travel. Entries included poems, a video featuring a solar powered motor bike, maps and story boards. View winning entries [here](#).
- > Elsevier UK held a Go Blue Day to celebrate World Water Day, which included employees painting themselves blue, to raise money for [Just a Drop](#), the charity founded by Fiona Jeffrey, Chairman of flagship Reed Exhibition's show, World Travel Market, which provides access to clean water for people across the developing world.
- > LexisNexis CEO Andrew Prozes spoke to the Atlantic Council's Law and the Environment: Designing a Transatlantic Agenda conference in New York.
- > Key locations took part in WWF Earth Hour – LexisNexis Colorado Springs held a prize draw to encourage participation.
- > We launched a Green Forum on our global environmental intranet site, the Green Room, to allow employees to share questions and ideas.
- > For World Rainforest Day we asked employees to sign up to the Princes Rainforest Project and to create a video message about why they believe it is important to save our rainforests. The winner will take part in the [Earthwatch Puerto Rico Rainforest Project](#) in 2010. [View the winning entry](#).

Our operations have an impact on biodiversity, primarily through water extraction, building work, 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. Over the last five years, Earthwatch and RE have successfully collaborated on biodiversity conservation and education projects and in 2009 we used our expertise to help develop a new website for the Cetacean Research and Rescue Unit in Scotland.

2010 Objectives

- > 20 key sites to achieve five Reed Elsevier Environmental Standards
- > Management plans to achieve environmental targets
- > Map Reed Elsevier and supplier water stress location

Appendix 1 – London Benchmarking Group assurance statement



LBG Assurance Statement – Reed Elsevier (UK, LexisNexis global operations and Elsevier)

We have been asked by Reed Elsevier to assess the use made by its UK operations, the global operations of LexisNexis and also Elsevier (including operations in Tampa, St Louis, San Diego, Philadelphia and New York) of the LBG model for measuring their corporate community involvement activity during 2009.

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 for more information.)

As managers of the Group, we have worked with all the named operations to ensure they understand the LBG model and have applied its principles to the measurement of community involvement programmes during 2009. 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

February 2010

Appendix 2 – Ernst & Young LLP assurance statement

Independent assurance statement to Reed Elsevier management

Reed Elsevier's Corporate Responsibility Report 2009 (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 the 2009 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. These criteria have been agreed to provide a basis for assessing Reed Elsevier's application of its environmental and health and safety reporting requirements. The environmental requirements are summarised [here](#) and on page 28 of the Report. Health and safety requirements are summarised on page 24 of the Report. Our criteria are set out below:

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 January 2010) has been applied to the environmental data.
- > Whether the 'Guidance for the completion of the Reed Elsevier Group Health & Safety Survey (updated January 2010) 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 nine 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. Seven sites were visited in the US and two sites visited in the UK.
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 47 additional data points covering electricity, gas, fuel oil and water consumption, refrigerant use and waste disposal.
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 the nine 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 environmental data and a review of the Group consolidated health and safety data. We did not undertake a detailed review of health and safety incidents at each of the sites we visited, but reviewed the processes for reporting data to Group. We visited nine sites and undertook tests on 47 environmental data points from 34 further sites, out of a total of 137 possible locations.

We have not sought evidence to support the statements or claims presented within the Report, other than those relating to the 2009 environmental and health and safety performance data. We have not reviewed normalised data or the trends described in relation to this data. Data relating to Scope 3 emissions from supply chain, water use or commuting presented in the environmental section of the Report were not included within our scope.

Our conclusions

Based on our review:

- > Nothing has come to our attention that causes us to believe that the environmental and health and safety reporting guidelines, as set out in the Report, have not been applied.
- > We are not aware of any material reporting units which have been excluded from the scope of the environmental and health and safety data.
- > 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.

Appendix 2 – Ernst & Young LLP assurance statement continued

- > With the exception of the limitations described in the report regarding occupational illness data, we are not aware of any errors that would materially affect the reported 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, and further observations are available [here](#). These observations do not affect our conclusions on the Report set out above.

- > Data on Scope 3 supply chain emissions is subject to significant assumptions and limitations and, as such, has not been included within the scope of our assurance opinion this year. Nonetheless, we consider that Reed Elsevier's efforts to expand the collection and reporting of data on supply chain emissions represents a positive development for the company's CR reporting given the potential significance of these emissions for the company's overall carbon footprint. We would encourage a continued focus in this area in order to build rigour and confidence in the reported data.
- > The Group Environmental Survey process has continued to develop, in particular through alignment of the Survey processes with Group facilities management systems, processes and personnel. We observed that this has brought efficiencies in data collection processes. However, we observed some errors in the initial data reported by a small number of sites which was subsequently corrected in the Report. This emphasises the need for a continued focus on data collection training and guidance for the sites, particularly when there have been personnel changes or new acquisitions.

Our independence

This is the fourth 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 Climate Change and Sustainability Services network, which undertakes similar engagements to this with a number of significant UK and international businesses.

Ernst & Young LLP

London

April 2010

Appendix 3 – Global Reporting Initiative Index

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

The table below indicates 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 Reed Elsevier 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	G3 Profile Disclosures Output	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	
	G3 Management Approach Disclosures Output	Report Externally Assured 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
	G3 Performance Indicators & Sector Supplement Performance Indicators Output	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
- + More information available through relevant link

All numbers refer to pages in the RE CR Report unless otherwise indicated as AR (RE Annual Report)

Appendix 3 – Global Reporting Initiative Index continued

GRI 3 Reporting Element Profile, Strategy & analysis

	Status	Where this can be found/explanation
1.1 CEO Statement	•••	Chief Executive's Introduction
1.2 Description of key impacts, risks and opportunities	•••	Chief Executive's Introduction, 3-7

Organisational Profile

2.1 Company name	•••	2
2.2 Primary brands, products, and/or service	•••	2
2.3 Operational structure of the organisation	•••	10, AR:56-61
2.4 Location of organisation's headquarters	•••	1
2.5 Countries where organisation operates	•••	2
2.6 Nature of ownership and legal form	•••	10, Ar:56-61
2.7 Markets served	•••	2
2.8 Scale of the reporting organisation	•••	2, 7
2.9 Significant changes during the reporting period	•••	7, 11, 28, AR:4-5
2.10 Awards received in the reporting period	•••	6

Report Parameters

Report Profile

3.1 Reporting period	•••	1.1.2009 – 31.12.2009
3.2 Date of most recent previous report	•••	April 2009
3.3 Reporting cycle (annual, biennial, etc.)	•••	Annual Report
3.4 Contact point for questions regarding the report or its contents	•••	1

Report Scope and Boundary

3.5 Process for defining report content	•••	3-6
3.6 Boundary of the report	•••	2-6, 28+
3.7 Specific limitations on the scope or boundary of the report	•••	2-6, 28+
3.8 Basis for reporting on joint ventures, subsidiaries, etc.	•••	28+
3.9 Data measurement techniques and the bases of calculations	•••	7, 15, 21, 24, 26, 28+, 34+, 36-38
3.10 Explanation of the effect of any re-statements compared to earlier reports	•••	7
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied	•••	None applicable

GRI Content Index

3.12 Table identifying the location of the (GRI) Standard Disclosures in the report	•••	1
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Assurance

3.13 Policy and current practice with regard to seeking external assurance for the report	•••	5
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Governance, Commitments, and Engagement

Governance

4.1 Governance structure of the organisation	•••	10+
4.2 Indicate whether the Chair of the highest governance body is also an executive officer	•••	4
4.3 Independent and/or non-executive board members	•••	10+
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the board	•••	10+
4.5 Remuneration to senior executives	•••	AR:62-78
4.6 Processes for avoiding conflicts of interest for the board	•••	AR:56-61
4.7 Process for determining the qualifications and expertise of the board members	•••	AR:56-61
4.8 Mission, values, codes of conduct etc.	•••	8-10
4.9 The boards overseeing of Sustainability issues	•••	4
4.10 Processes for evaluating the boards own performance, particularly with respect to sustainability	•••	4

Appendix 3 – Global Reporting Initiative Index continued

Governance, Commitments, and Engagement		Status	Where this can be found/explanation
Commitments To External Initiatives			
4.11	Explanation of how the precautionary approach or principle is addressed.	•••	28
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	•••	3-6
4.13	Associations to external voluntary codes, principles or other initiatives	•••	3-6
Stakeholder Engagement			
4.14	List of stakeholder groups	•••	5
4.15	Basis for identification and selection of stakeholders	•••	5
4.16	Approaches to stakeholder engagement	•••	5
4.17	Key topics and concerns that have been raised through stakeholder engagement	•••	3-6
Disclosure of Management Approach			
>	Economic	•••	2
>	Environmental	•••	28-35
>	Social	•••	14-17
Economic Performance Indicators			
EC1	Direct economic value and distribution	•••	2, 6, 15, AR: 94, AR:142
EC2	Financial implications and other risks and opportunities for the organisation activities due to climate change	•••	31
EC3	Coverage of the organisation defined benefit plan obligations	•••	AR:42, AR:95
EC4	Significant financial assistance received from government	•••	We received no significant financial assistance
EC6	Policy, practices, and proportion of spending on locally-based suppliers.	•	
EC7	Procedures for local hiring and proportion of senior management hired from the local community	•	
EC8	Infrastructure investments and services provided primarily for public benefit	•••	20-21
Environmental Performance Indicators			
EN1	Materials used by weight or volume	•••	34
We report on paper, our most significant material			
EN2	Percentage of input materials recycled	•••	32, 34 We report on paper, our most significant material
EN3	Direct energy consumption by primary energy source	•••	32
EN4	Indirect energy consumption by primary source	•••	32
EN8	Total water withdrawal by source	•••	34
EN9	Water sources significantly affected by withdrawal of water	•••	34
EN11	Location/scope of land owned near protected areas/areas of high biodiversity value	•••	35 RE is a predominantly office based company. The majority of our locations are in cities
EN12	Significant impacts of activities, products, and services on biodiversity	•••	35 RE is a predominantly office based company. The majority of our locations are in cities
EN16	Total direct and indirect greenhouse gas emissions	•••	7, 31
EN17	Other relevant indirect greenhouse gas emissions	•••	31
EN19	Emissions of ozone-depleting substances	•••	31+
EN20	Other significant air emissions	•••	We do not have other significant air emissions
EN21	Total water discharge by quality and destination	•••	Our water discharge is through municipal systems
EN22	Total weight of waste by type and disposal method	•••	34
EN23	Total number and volume of significant spills	•••	38

Appendix 3 – Global Reporting Initiative Index continued

Social Performance Indicators – Labour Practices and Decent Work

	Status	Where this can be found/explanation
LA1 Total workforce by employment type, employment contract, and region	••	2, 7
LA2 Total number and rate of employee turnover by age group, gender, and region	••	11
LA4 Percentage of employees covered by collective bargaining agreements	•••	8-9
LA5 Minimum notice period(s) regarding operational changes	•	
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	••	23-24
LA8 Programmes to assist workforce regarding serious diseases	••	23-24
LA10 Average hours of training per year per employee by employee category	••	13 Total training spend included
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	••	11
LA14 Ratio of basic salary of men to women by employee category	•	

Social Performance Indicators – Human Rights

HR1 Consideration for human rights investment	••	25-27
HR2 Human rights in the supply chain	••	25-27
HR4 Total number of incidents of discrimination and actions taken	•••	There were no known incidents of discrimination or actions taken
HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken	•••	25-27
HR6 Operations identified as having significant risk for incidents of child labour	•••	25-27
HR7 Operations identified as having significant risk for incidents of forced or compulsory labour	•••	25-27

Social Performance Indicators – Society

SO1 Programmes for evaluating the impacts of operations on communities	••	14-17 The RE Cares programme focuses on initiatives important to employees in their community
SO2 Business units analysed for risks related to corruption	•••	9
SO3 Percentage of employees trained in organisation's anti-corruption policies and procedures	•••	9
SO4 Actions taken in response to incidents of corruption	••	8-9
SO5 Public policy positions and participation in public policy development and lobbying	•••	3-6, 31

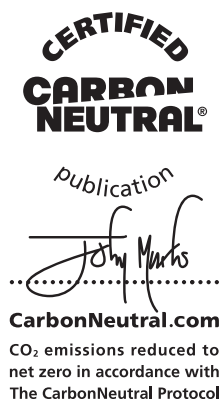
Aspect: Anti-Competitive Behaviour

SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	••	28 We had no significant fines in the reporting period
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Social Performance Indicators – Product Responsibility

PR1 Life cycle stages in which health and safety impacts of products and services are assessed	••	26
PR3 Product labeling and information	••	30+
PR6 Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	•	
PR9 Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	•••	28 We had no significant fines in the reporting period

Credits



The Reed Elsevier Corporate Responsibility Report is available online. We print other key corporate documents. The 2008 Annual Reports and Financial Statements is printed on Revive 50:50 Silk, a 50% recycled paper manufactured with 25% de-inked post-consumer waste, 25% unprinted pre-consumer waste and 50% virgin fibre. All pulps used are Elemental Chlorine Free (ECF) and the manufacturing mill is accredited with the ISO 14001 standard for environmental management. The mill, merchant and printer are FSC accredited. The CO₂ emissions produced from the production and distribution of the Annual Reports and Financial Statements have been neutralised through forestry and energy friendly projects around the world.

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