

Where we operate



Our Academic Information (AI) division, Taylor & Francis Group, includes the publishing imprints Routledge, Psychology Press, CRC Press, Taylor & Francis and Garland Science. Publishing books and journals to the academic community, the division has expanded rapidly in recent years.

1,518

NUMBER OF
STAFF

150

NUMBER OF COUNTRIES
AI SELLS INTO

With brands such as IBC, Euroforum and IIR, Informa's Events & Training (ET) division is the world's largest publicly-owned events, conference and training organiser. Some of our leading events include Arab Health, IPEX, Cityscape and the Monaco Yacht Show.

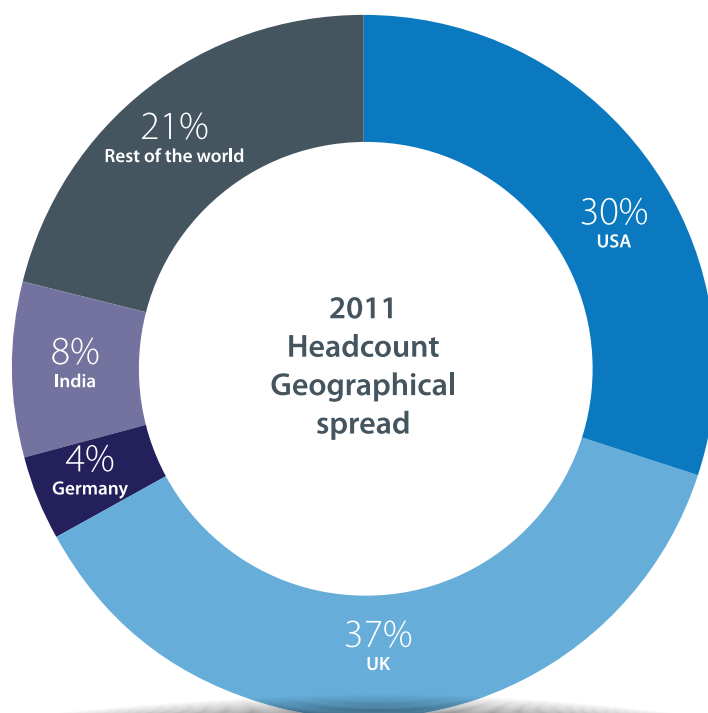
3,741

NUMBER OF
STAFF

185

NUMBER OF COUNTRIES
ET SELLS INTO





Informa's Professional & Commercial Information (PCI) division serves the industry intelligence needs of corporations and governments. Its product platforms include structured databases, subscription based services, real-time news, books and journals. The division incorporates brands such as Lloyd's List, Datamonitor, Citeline, Informa Telecoms & Media and Informa Research Services.

Our Central Group Functions include Finance, IT, Legal, HR and Shared Services and support all of Informa's businesses globally.

1,626

NUMBER OF
STAFF

155

NUMBER OF COUNTRIES
PCI SELLS INTO

1,345

NUMBER OF
STAFF

Lloyd's List

informa
telecoms & media

DATAMONITOR

informa
research services

citeline

Content index

05 Chief Executive's
Introduction

06 Highlights of
the year

07 CR Director's
Strategic Review

08 Our Governance
Structure

09 Our
Content

12 Our
People

16 Our
Environment

20 Our
Community

24 Our Performance
at a Glance

25 Our Objectives
at a Glance

Chief Executive's Introduction



Peter Rigby explains why integrity is the cornerstone of how we do business

2011 was an exciting year for CR at Informa. Our CR programme has become embedded into our core business strategy and we took great strides forward.

What we offer as a company is fundamental to a thriving knowledge society. Our diverse range of academic journals, books, events, exhibitions and training helps individuals, organisations and societies make better decisions, understand critical issues and share their knowledge. In 2011 alone we sold into 190 countries. More than 7,500 academic institutions subscribe to our journals. In other words, our strength is our content.

We have an enormous responsibility for the integrity and quality of the knowledge we provide. Our CR programme seeks to engage with this responsibility and supports our businesses in their day-to-day efforts. Unlike 'hard' sustainability impacts – like waste and carbon emissions – there are few established metrics to track and manage performance in content impact, integrity and quality. However, we remain up for the challenge and will continue to update our stakeholders on our progress.

In 2011, we continued to build community partnerships and facilitate ways for our employees to get involved. Informa Group UK became patrons of the national UK youth charity, The Prince's Trust, Taylor & Francis partnered with the National Literacy Trust, while IIR Middle East supported the establishment of Breast Cancer Arabia, an important medical knowledge and community website for the UAE. These are just a few examples of what we do - other fantastic community efforts are described in more detail later in this report.

2011 also saw significant progress in our environmental agenda. We established a process to gain a fuller picture of our office emissions globally, and engaged with our print supply chain to reduce their impact.

Finally, I've been delighted to see our CR agenda devolving to our businesses: our Group CR function acts as facilitator and catalyst, with individual businesses taking ownership and responsibility. Among our employees, there is a real appetite to do more and to do it better. I see this firsthand when I visit our offices across the world. This is exactly where we want to be. I hope you enjoy reading this report and please let us know if there is anything we can do better.

Peter Rigby

Highlights of the year

'Brain print'

15 Informa titles included in the 'Top 40 Sustainability Books', a recent ranking produced by Cambridge University's Programme for Sustainability Leadership.

Reach

Provided access to 1,600 journals and reference works through mobile phones via Taylor & Francis Online.

Waste

Investigated and decided to switch to biodegradable poly-wrap for our journals: 2012 will now see over 1,000,000 journals sent out in this more environmentally friendly wrapping.

Sustainable raw materials

Implemented a Global Sustainable Paper Policy, an important step towards fulfilling our commitment to using only certified or recycled paper in our publications.

Developing our staff

Increased attendance to webinars and courses run by Informa Academy by 19% compared with last year.

Community partnerships

Became a Patron of the nationwide UK youth charity, the Prince's Trust, to work in partnership to develop key skills, confidence and motivation of young people.

Sustainability guidance for events

Developed best practice guidance for our events business to identify and actively manage its major environmental impacts in areas such as waste minimisation & recycling, transportation and project management.

Community investment

Increased our resources committed to community investment, benefitting the local communities in which we operate.

CR Director's Strategic Review



Emma Blaney explains how the CR strategy at Informa has evolved and why understanding the 'brain print' is our future priority

Our vision

2011 saw the launch of a new vision for Informa – to become the best knowledge provider. This is a bold vision and a vision that is completely aligned with our CR strategy. Let me explain why.

Our evolution

The CR challenge for a company like ours is that we operate in different segments of the media spectrum. Our businesses face different risks and opportunities, exacerbated by our global reach. We have come a long way in ensuring a unified approach to CR, while maintaining the freedom of our businesses to pursue the CR objectives that are most material to them.

I notice how the perception of CR has changed from a limited set of issues, such as volunteering and energy usage, to a much wider ranging awareness around our business products and processes. In short, we have added breadth and depth to the way we think about and practise CR. This opens up possibilities.

Our performance

While the past few years were all about empowering our businesses to take ownership of the CR agenda, define objectives and put in place monitoring mechanisms, 2011 was a year of delivery on those objectives.

On the content side, we have further integrated editorial and quality codes into our processes, to maintain our position as a trusted information provider. We received considerable external recognition for our content and continue to innovate in terms of delivery channels, accessibility and data protection.

On the people side, we launched an ethics policy to help guide employees working in an increasingly global environment and continue to be recognised as an employer of choice by external bodies.

We developed best practice waste management guidance for our events business and rolled out a global sustainable paper sourcing policy. Increasingly, we expect our suppliers to follow our environmental standards and have formalised our processes to make sure this happens.

We have formed lasting partnerships with community partners, ensuring that our skills and resources are put to use where they are most needed. We continue to engage our employees through our fundraising and awareness programmes. As a company, we have progressed well against our objectives, but our stakeholders – not least our employees – expect us to go further. So, what's next?

Looking to the future: towards the 'brain print'

The key challenge for companies that are serious about their responsibilities towards society is to align their CR priorities with core business strategy. The one thing all our businesses have in common is that we strive to deliver reliable, relevant and trusted information as and when needed. We want to be the *best knowledge provider*. Full stop.

As the media CR agenda develops, it has become increasingly evident that the biggest risks and indeed opportunities relate to our core business: our content. Therefore, whilst not neglecting the issues that are important to all companies - people, environment, communities - we want to step up our efforts around content.

The focus on content comes with an aspiration to inspire, challenge and support our many audiences – be they delegates at our conferences, subscribers to our journals, readers of our books, or professionals in need of timely information – on the most pressing challenges of our time. We refer to this impact as our 'brain print' and this is the reason for our intriguing front cover.

Undoubtedly this will be very challenging, as we continue to convert this aspiration into action and put in place key performance indicators to track our progress. While the methods for calculating carbon emissions and other 'hard' impacts are fairly established, that cannot be said for the 'brain print'. This is uncharted territory, not just for us, but for the media sector as a whole. We have set ourselves a proper 21st century challenge and we are up for it.

Emma Blaney

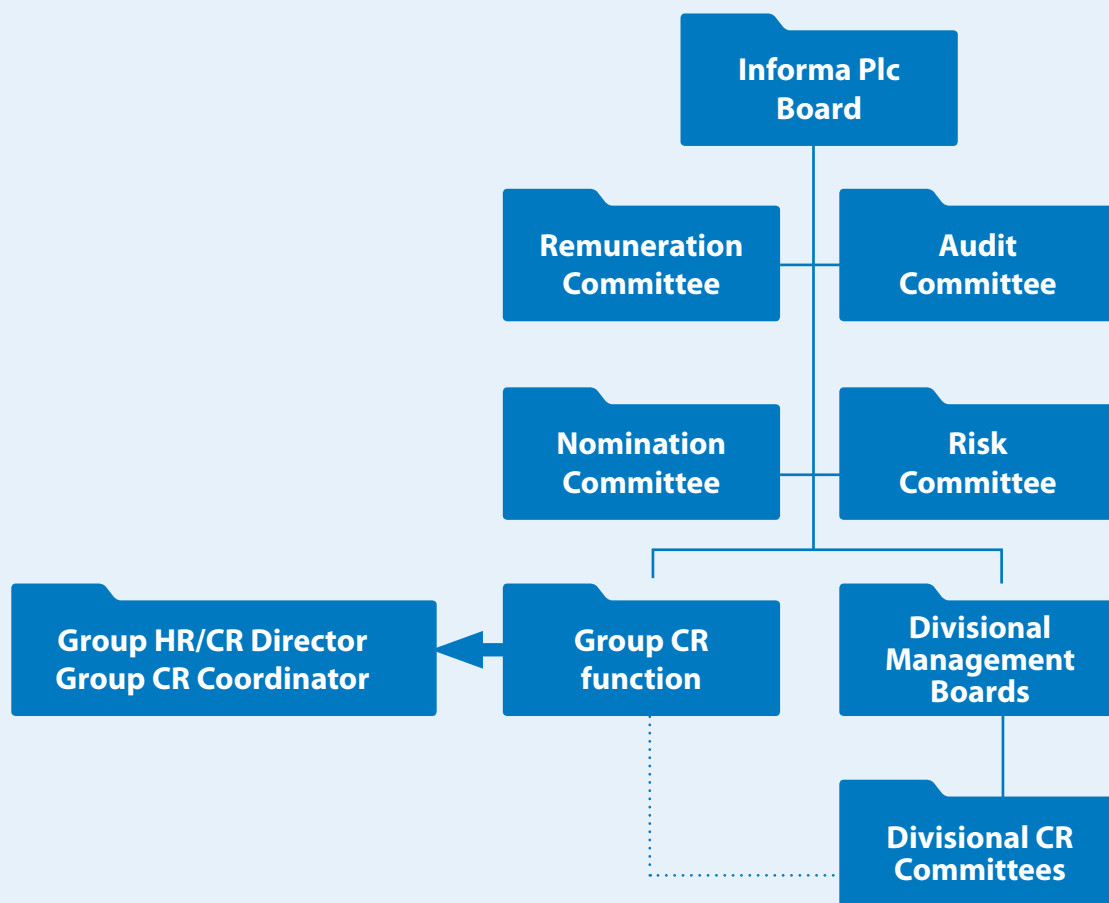
Informa Group continues to be a collection of well-known but distinct businesses. Over the past couple of years, we have developed a CR strategy that, insofar as possible, devolves responsibility for CR to each of our business divisions.

We currently have 18 CR leaders across the businesses who work closely with their CEO/MD to develop and manage our CR programme in a way that matches their key priorities. Our Group CR function plays a key role in facilitating the flow of information, providing strategic insights and developing KPIs to meet our overall CR objectives.

We adopt a similar approach when it comes to stakeholder engagement. Individual businesses are responsible for prioritising and engaging with relevant stakeholders in a way that is meaningful to their product offering and location. At Group level, we remain involved in the Media CSR Forum, a partnership between major media companies to meet key stakeholders and explore CSR for the media sector.



Our Governance Structure





Ensuring the highest quality content

We see the further alignment between our CR programme and our content as a natural evolution of what it means to be a modern, responsible media company. Our 'brain print' is extensive: Taylor & Francis (T&F) alone sells a book every six seconds and articles from our journals, magazines and papers are downloaded at a frequency of two a second, 24 hours a day, 365 days a year; Informa Healthcare, an online resource, has 22,000 institutional subscribers and gets around 3.5million impressions per month; and, lastly, our conferences and events in 2011 attracted some 1.2 million delegates, exhibitors and visitors to more than 11,000 individual events across the globe. Specialised knowledge is our greatest point of leverage.

Integrity of our content

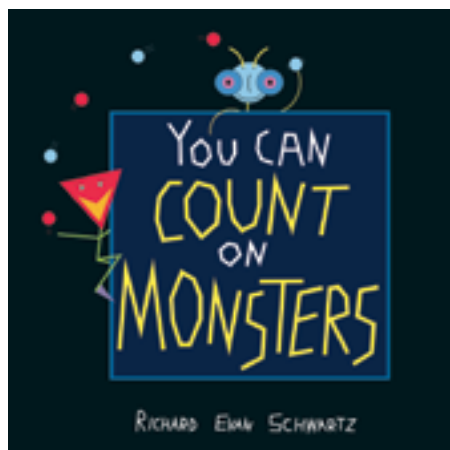
Ensuring the integrity of our content is fundamental to our survival and ability to make a positive impact on society. Our clients need to trust that our events and publications are rigorously researched and reliable in every way. T&F continues to operate an independent peer review process of its publications while IBI continues to align itself to our Editorial and Content Code. Awareness of the code was raised at IBI's 2011 staff Editorial Summit and has been incorporated into the new starters' introduction for all editorial staff. It has also been uploaded on to the websites of some of its publications with a view to doing so increasingly in 2012.

External recognition for quality

We need to ensure that our content is relevant, bespoke and sometimes challenging. The majority of our publications and events are seen as thought-leaders in their fields and many define knowledge in a particular area, whether in science, health or economics. In 2011, we continued to win considerable external recognition for our content: Lloyd's List Intelligence won two Professional Publishers' Association awards, receiving praise for being both commercially and intellectually at the forefront of data, analysis and consulting; Forum, an Informa training business, was named in TrainingIndustry.com's 2011 Top 20 Lists for Content Development, Leadership Training and Sales Training Companies and was the only company in its industry to appear in all three lists.



IBC Euroforum Denmark launch a new sustainable development conference, 'Building Green'



T&F's 'You can count on monsters', an innovative maths book for small children, became a bestseller



Performance against 2011 Objectives

Objective	Performance	Comment
T&F to continue to develop online accessibility to publications	Achieved	Through the agreement with Bookshare, T&F have committed to accessibility standards and programmes globally. MOU also signed with the Trusted Intermediary Global Accessible Resources (TIGAR) project, run by WIPO.
Roll out Editorial & Content Code training to all IBI editorial staff	Ongoing	The Code was discussed by IBI's Editorial Advisory Board, who agreed that the most appropriate way of raising awareness of the Code's importance going forward was to feature it on all publications' websites or mastheads and to include it in all induction packs for new staff.
Continue to develop the role of social media at our events and conferences by coming up with at least two new initiatives	Achieved	Informa Telecoms & Media and IIR UK both launched Google + pages and trialled at-event mobile apps.
Embed data protection policies in IBI and agree a global rollout plan	Achieved	New data privacy policies have been communicated to everyone in IBI. Plans to provide training to support the rollout of the policies are in the pipeline for 2012.

Our Content – 2012 Objectives

- Run a webinar on best practice online accessibility for all relevant staff to attend
- Put together a best practice checklist for accessibility standards for all of our businesses
- Conduct workshops with our two major publishing businesses to discern how best to measure the impact of their publications on society and develop relevant KPIs for this
- Explore how best to ensure the integrity of the content of our conferences



We employ more than 8,200 people in 150 offices across 40 countries. All of our businesses operate in knowledge-intensive industry segments, so clearly we need to attract, retain and develop the best people to meet our objectives and stay on top of market developments and changing product platforms. We reward our employees through industry-leading remuneration packages, job progression, training programmes, volunteer opportunities and a culture of recognising and celebrating achievement.

Giving our employees the freedom to succeed

Creating room for entrepreneurialism and creativity is a cornerstone of our continued success. In practice, this means that the management of each business is highly empowered and has considerable freedom to develop bespoke offerings. At an individual level, we strive to create as little bureaucracy as possible, thereby making the line between ideas and implementation as short and smooth as possible.

External recognition

In 2011, we were certified as one of Britain's Top Employers for the fourth year running, based on research by the Corporate Research Foundation (CRF) Institute. The certification follows independent assessment of a company's benefits, working conditions, training and development, career development and culture. The research demonstrated that Informa has in place outstanding HR policies and excellent working conditions. In particular, the research highlighted Informa's 'exceptional opportunities for career movement within the group' and 'a dynamism and fast-moving quality that belies its size'.



Informa celebrates employees' 2011 achievements at a Group-wide awards ceremony hosted in London

Training

Along with the growth of our internal training centre, Informa Academy, as mentioned in the Our Content section of this report, our individual businesses also enhanced their local training programmes: Taylor & Francis in the US piloted new manager training; while IBI launched a new Academy specifically for their Analysts, with content they themselves have generated to improve their skills in their roles.

Work life balance

We recognise that the world of work is changing. Our staff want a stimulating work environment, but at the same time they want a balance to be able to enjoy life outside of work. As a business, our focus is not on our staff's input, such as the length of hours worked, but on measuring and rewarding output and achievements. As such, we offer a flexible working environment where possible. A large part of the Group offers flexible working arrangements, including home working. In 2011, IBI launched and implemented a guide to home working for staff to coincide with their major London

office move. Over 10% of IBI's staff globally now work from home and IBI's London headquarters has hot-desking facilities which enable staff to book desks in advance should they need to. The possibility of flexible working arrangements has helped new mothers to return to work at Informa, and this in turn has helped us to maintain a good gender balance at managerial level within the business - with women representing 47% of our managers.

Employee charity involvement

As well as many fundraising events being held across our businesses each year, Informa also runs a one day a year staff volunteer policy. This was launched in 2009 by popular demand from staff. As well as great community benefits, we see much potential in using charity involvement as a learning and development platform. Volunteering can offer a level of development that would not come out of a classroom and can be an opportunity to nurture the skills and passion of our people. This has been the case for a number of our employees over the past year, not least those who took part in some of our higher profile overseas charity events: From trekking to the summits of the Lunag Massif in Himalaya and Kilimanjaro while raising money for charities of choice, to volunteering in community programmes in Costa Rica and Thailand, the feedback given described personal development in terms of team work, focus and perseverance.



Ten IBI employees volunteer at a housebuilding community project in Costa Rica

Recognising good performance

Celebrating achievements

We look for and recognise innovation in the workplace. One of the main ways we do so on a Group-wide basis is through our annual Informa Awards. There are 20 categories including best new product launch, best editorial scoop and employee of the year. Our 2011 Awards ceremony was held at a luxury hotel in London, with the awards presented by our CEO, Peter Rigby, and Finance Director, Adam Walker.

Marketing Excellence Awards continue to run Group-wide on a quarterly basis, with winners being recognised on our intranet and receiving cash prizes for themselves / their teams. For the first time in 2011, we also introduced two staff sustainability awards during our annual 'Green Week' (explained further under Our Environment). These were 'Unsung Green Champion' and 'Unsung Extra-curricular Green Champion'. We sought to recognise staff who, throughout the year, looked to engage constructively with the sustainability agenda, both at work and at home/in their local community. We will award these again in 2012's 'Green Week'.

Supporting young leaders

Seven of Informa's finest young employees were selected to take part in One Young World Summit, the premier global forum for young people of leadership calibre. One Young World 2011 was hosted by the city of Zurich and brought together 1,200 young leaders from 171 countries to address the problems in the world today. Prominent leaders such as Kofi Annan, Bob Geldof, Muhammad Yunus and Desmond Tutu facilitated debate and dialogue at the event. Our employees presented to Informa's Management board on their return suggestions on impact areas such as Communication, Leadership, Environment and Global Dignity. As a result of their employees' attendance, IIR USA has since held a Global Dignity day with employee workshops organised to understand how best the concept can be implemented internally. IBI has also decided to hold an internal young leaders' conference in 2012 to capture and embed some of the learning and enthusiasm from the external conference. Additional aims are to ensure their young people's voices are heard, to increase engagement and input and to encourage them in their career path.



Seven of Informa's finest young employees were selected to take part in 2011's One Young World Summit in Switzerland

Health and safety at events

Over the course of 2011, there was an emphasis on training in the area of Health and Safety. The UK events teams took part in courses applicable to the type of events that they run. The courses were well attended with good feedback and an 85% approval rating given by attendees. Additionally, a certified Institution of Occupational Safety and Health (IOSH) training course was rolled out to all senior executives in the UK, which was also well attended and received.

In 2012, the teams that implemented our health and safety management system will be audited to ensure that consistency is applied across the various events divisions. There will also be further resource brought in to assist in the approval of the venues that we use. Finally, 2012 will see best practice in health and safety being carried forward to our events divisions globally.

Maintaining integrity

We are committed to acting lawfully, ethically and with integrity, both internally and in our relationships with customers and business partners. We know that maintaining trust is essential in all business relationships. In 2011, we launched a new Code of Ethics. The Code sets out the values and principles which all employees are required to observe and points to more detailed policies, as relevant to local and individual business conditions. The new Code was launched by our CEO, Peter Rigby, in an email to all staff and continues to be readily available on our intranet and internet.

We have also updated our anti bribery and corruption policy to comply with the new UK Bribery Act. The Act came into force on 1 July 2011. It amends and reforms UK law and provides a modern legal framework to combat bribery in the UK and internationally.



Our People – Performance against 2011 Objectives

Objective	Performance	Comment
Reduce voluntary annual staff turnover (permanent employees) for the Group	Achieved	In previous years, we've been able to measure voluntary turnover in our UK, USA and Dubai operations. Comparing the same geographical coverage for 2011, voluntary turnover fell from 18% in 2010 to 16% in 2011. The figure for voluntary turnover for the whole business was 19%.
Launch the updated Group Code of Ethics policy across all businesses	Achieved	The Group Code of Ethics policy was launched in June.
Pilot a new staff Learning and Development platform through a volunteering initiative in the UK	Achieved	We have launched a partnership with the national UK youth charity, the Prince's Trust. Staff now have the opportunity to develop their skills while running workshops for the Trust's young people.
Measure training across the business	Achieved	We have reported on the average number of training courses attended per employee during the year for the first time in this report.
Continue to be recognised as a great place to work through independent awards and staff survey results	Achieved	We were awarded a Britain's Top Employer Award for the fourth consecutive year. Two parts of our business also ran staff surveys although these covered a minority of our staff.
Integrate CR into Taylor & Francis' Careers information for graduates	Ongoing	A new careers site is now being launched at the end of March 2012 and CR will feature prominently.
IBI to develop guidance for IBI managers on managing home-workers	Achieved	Guidelines have been written and are available for all managers. 'Managing Remotely' is a topic included in IBI in-house management training courses.
Roll out new Health and Safety training for all employees running high risk events	Achieved	The training was rolled out with good feedback and an 85% approval rating given by attendees.

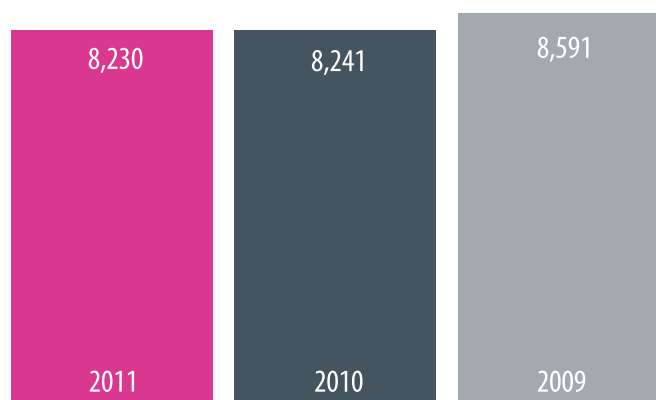
Our People – 2012 Objectives

- Increase training days per employee
- Reduce voluntary annual turnover to 18% or less
- Reduce absenteeism
- Continue to be recognised as a great place to work through independent awards and staff survey results
- Perform an audit of our teams who implemented our Events Health & Safety management system to ensure consistency is applied across our Events division

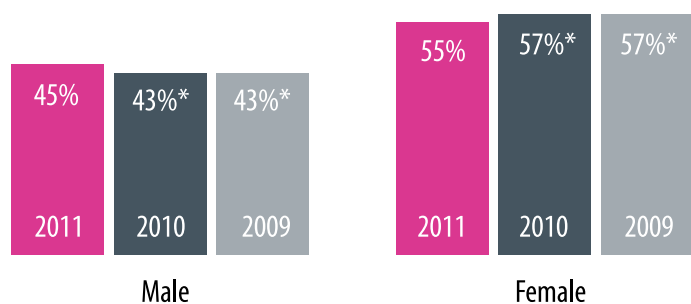


Our People – Performance

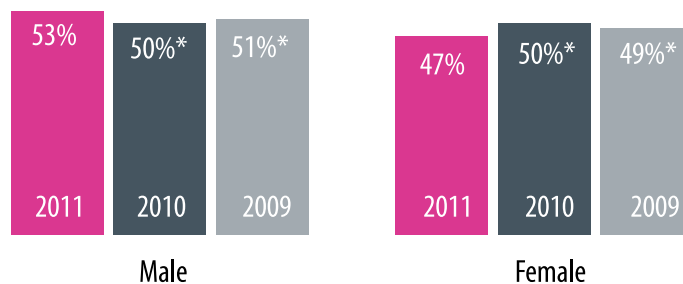
Total Headcount



Headcount Gender Split



Management Gender Split



Staff Turnover	2011	2010	2009
Staff turnover for all departments	28%	25%*	28%*
Voluntary staff turnover	19%	18%*	13%*

*= in 2009 and 2010 we were only able to report on UK, US and Dubai.

Training	2011	2010	2009
Average number of training courses per employee	1.27	not reported	not reported

Absenteeism	2011	2010	2009
Average days absence per employee	2.82	not reported	not reported



As a media company, our direct environmental footprint is low compared with many other industries. However, we clearly recognise the many advantages that come from running a resource efficient business, including financial, environmental and reputational rewards.

Creating global buy-in

Green Games is a central activity of our annual Green Week, pitting our businesses against each other in a (friendly) competition to improve carbon footprints, reduce waste and communicate innovatively on relevant topics. We see it as an important vehicle for raising awareness across our global Group and a testing ground for more permanent initiatives. Highlights from 2011 include:

- Our UK Shared Service Centre committing to become paperless by March 2012, as well as investigating the installation of solar panels to supply their electricity;
- Euroforum Germany changing their electricity supply to one from renewable sources;
- IIR Hungary holding an interactive 'Green Seeds' event for children at a local school on protecting the environment; and
- IIR Middle East collecting waste plastic in their office and getting it recycled into reef balls – these act as fake coral reef to bring sea life back to areas damaged by Dubai industries.



IIR Middle East recycle their plastic waste into reef balls - these act as fake coral reef to bring sea life back to Dubai's coastal areas



IIR Hungary hold an environmental event for children at a local school

Managing our supply chain

Global responsible paper sourcing policy

One of our major targets for 2011 was to develop a Global Responsible Paper Sourcing Policy. We met our target. The UK part of our business has had such a policy in place for a number of years, with good results. The new global policy requires all of our suppliers to use certified or recycled paper in our publications and will help us transition to using only recycled paper, or paper certified to an internationally recognised forest certification scheme¹.

We realise that it may take some time for all of our suppliers to comply with this new policy, as they seek to find papers that meet our requirements. Almost all of our journals are already printed on certified paper. In terms of our books, all of the books produced by T&F UK and the majority of IBI's books are printed on certified paper. We are working to establish the percentage of certified paper used in our US book publishing business, and estimate it to be around 30% at present. Ultimately, we aim to ensure that all the paper we use comes from responsibly managed sources, thereby contributing towards safeguarding the world's forests.

Please [click here](#) to view our policy.

Engaging our supply chain

We are investing effort in promoting sustainable behaviour in our supply chain. We use a total of 29 printers globally for our printed publications, all of which have a recognised environmental accreditation. In 2011, we expanded the scope of our environmental survey for printers to cover all book and journal printers used by our businesses. The results of the survey were shared with each of our printers and we used the findings to rank them according to various sustainability indicators, including water usage, energy usage, and chemical inputs. This has helped us to establish the major impacts of our print supply chain and engage more effectively with our print supply chain to drive improvement.

We will repeat the assessment in 2012.

Reducing waste

Biodegradable wrapping and reduced paper weight

We continue to step up our efforts to reduce the waste we produce. A recent highlight was finding a viable biodegradable alternative to our previous journal wrapping. The product begins degrading in six months, and will break down fully within a 30 year period, as opposed to traditional oil based materials, which take up to 100 years to degrade fully. 2012 will see over 1,000,000 journals sent out in this more environmentally friendly wrapping. We have also brought down the weight of the paper we use for our journals by 12.5%, cutting the need for virgin fibres and reducing the associated transport emissions.

Print on demand

For books, we continue to increase the number of book titles available on a print on demand (POD) basis, to reduce the need for large print runs for new books beyond the initial run. POD is now possible in the UK, US, Singapore, Australia, Japan and Brazil. Today, 65% of our T&F HSS book titles are available on a POD basis.

Accurate forecasting

We continue to reduce the amount of journals pulped through improved demand forecasting. In 2011, through such measures, only 6.59% of the journal stock of T&F was pulped. The figure for the US was even better at 3.35%.

Best practice guidance on sustainable event organisation

On the conference and events side, the primary impact comes from the waste generated at major events, mainly as a result of their short-lived nature. We have been working with a leading exhibition and event services supplier to learn what steps are most effective for us to take in reducing the waste from shows and events while meeting our clients' expectations and needs. The steps have been written up in a best practice guidance note which will be distributed to all event and site managers to enable them to make better choices and to ask the right questions of suppliers and service providers.

Managing our energy impact

Measuring and reducing our office emissions

The geographically diverse nature of our business, with many smaller offices scattered across the world, makes it difficult for us to measure, let alone control, our carbon footprint. Our key priority in this area is to lower our energy usage for the major offices where we have full visibility of our energy consumption. This applies to 27 of our offices which cover 45% of staff. This year we have increased our data coverage from 62% to 71% (by region) and the resulting figures show that we have lowered our energy consumption per employee by 13% compared with last year.

Reducing our supply chain emissions

In 2011, we continued our strategy of devolving our printing to local hubs, printing large print runs of journals as close to the home market as possible. These local print sites are in Singapore, covering Asia; UK, covering Europe; and the US, covering North America; and Australia. Doing so reduces our total amount of freight miles. Nearly all of our USA and IBI journal titles have this local print option, along with a third of our UK journal titles.

¹We recognise two such forest certifications schemes: the Forest Stewardship Council (FSC), and the Programme for the Endorsement of Forest Certification (PEFC).



Our Environment – Performance against 2011 Objectives

Objective	Performance	Comment
Increase the number of employees completing our Green Week feedback survey from 600 to 1,000 and maintain our personal involvement score at 80%	Partially achieved	We didn't run a feedback survey in the same way as 2010. However, 950 employees participated in this year's Green Games. Due to the nature of the Green Games, this will have achieved a 100% personal involvement score.
Develop a process to measure business air miles flown by staff across all the businesses	Not achieved	We are continuing to gather accurate air miles data from across the businesses.
Increase the number of T&F's titles available under Print on Demand	Achieved	T&F has increased the number of titles available under Print on Demand by 11,800 to 40,870.
Integrate environmental reporting requirements into the terms and conditions we negotiate with all our major landlords, travel suppliers and logistics partners	Ongoing	From 2012, we will negotiate environmental requirements in the new leases we enter into. Our central travel suppliers are providing us with air mile and related emissions data. We will liaise with our logistics partners on the environmental data they can provide us with.
Develop a responsible paper sourcing policy to guide all publishing businesses	Achieved	This has been developed and rolled out across the publishing businesses.
Roll out our print supply chain environmental questionnaire to all of T&F's and IBI's printers	Achieved	The questionnaire has now been sent to all of T&F's and IBI's printers and the responses analysed.
Investigate the possibility of switching journal poly-wrap packaging to a biodegradable material	Achieved	This was investigated and we have made the decision to switch to biodegradable poly-wrap for all T&F journals.
Develop a waste management guide for our exhibition partners	Achieved	We have developed best practice guidance to identify and manage our exhibitions' major environmental impacts.
Run a pilot project to measure the carbon footprint of delegate travel to one of our conferences	Not achieved	No progress has been made on this objective and it has since been abandoned. The focus will be for the businesses to try and measure air miles through staff business travel in 2012.

Our Environment – 2012 Objectives

- Reduce office emissions¹
- Switch all journal wrapping to biodegradable poly-wrap
- Reduce waste from warehouse by improved stock controlling and forecasting from sales
- Establish the number of recycling partnerships in place for our major events
- Increase % of certified paper of T&F books printed in the US
- Increase number of T&F book titles on POD to 50,000 (22% increase)
- Increase the average score within our print supply chain environmental assessment questionnaire

¹ This applies to all offices where we have full control of the energy consumption / pay the bill directly to the energy provider, i.e. 27 offices covering 45% of our staff.

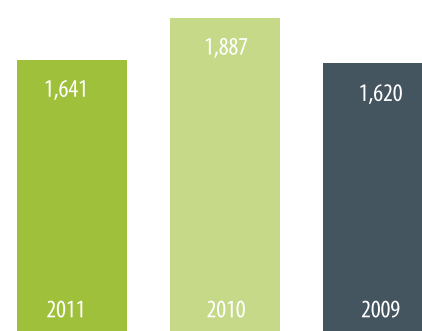


Our Environment – Performance

Office Energy Usage	% staff covered by data	KWh	KG CO2/ person	Tonnes CO2
Group	83%	5,464,468	2,367	2,627.2
Academic Publishing	82%	3,663,581	1,490	1,863.7
Professional and Commercial	79%	2,859,884	1,801	2,302.9
Training and Events	58%	5,947,968	1,263	2,732.3
Total Headcount	71%	17,935,900	1,641	9,526.1

Office Energy Usage - Year on Year Comparison

KG CO2/ person



% of certified (FSC and/or PEFC) paper used in our publications:

Journals

T&F USA titles : 92%

T&F UK titles: 99.1%

IBI titles: 100%

Books

T&F USA titles : 100%

T&F UK titles: 30% (estimated)

IBI titles: 93%



With our global reach, we support the local communities in which we operate through the taxes we pay, the people we employ and the many suppliers and service providers that make up our supply chain. Globally, our offices are also encouraged to set up local community partnerships and get involved in some great social and environmental initiatives.

Creating meaningful partnerships

We continue to partner with relevant community organisations and aim to use our resources to the biggest benefit of society. The direction we are taking is to encourage more of our businesses to develop long term, strategic partnerships to achieve lasting change. Since the beginning of 2011, our businesses have received their own charities budget to support them in doing this, so that the skills and resources available can help address local and regional challenges. Below are just a few examples.

In the UK, we have embarked on a strategic partnership with the Prince's Trust, a charity that works with young people to develop key skills, confidence and motivation, thereby enabling them to move into work, education or training. This partnership provides our UK staff with the opportunity to develop skills, as they run workshops or provide mentoring during work placements. In 2012, our employees will also take part in team projects where they will use their business acumen to generate funding for the Trust. We are confident that this partnership will continue to make a real change to many young people's lives.

Our IBI US business is launching a partnership with the Boys and Girls Club of America (BGCA). BGCA exists to enable all young people, especially those who need a helping hand the most, to reach their full potential as productive, caring responsible citizens. The partnership allows our employees to get involved in their local communities through activities such as mentoring and tutoring, reading programmes and fundraising. In 2012, we aim to extend this partnership across all of our US businesses.

In 2011, Euroforum Germany partnered with four schools in Düsseldorf to promote further educational opportunities. The focus of these partnerships is job application training for both teachers and students. Pupils are also offered personality evaluations by experienced trainers to help them identify their own strengths. Other initiatives include Euroforum's employees volunteering at the schools and providing a targeted range of courses dealing with basic economic and financial concepts.



Informa Group UK employees volunteer with the London Wildlife Trust

Proud to be a Patron of
The Prince's Trust



Engaging employees

5 years of Going Bananas

We ran the Go Bananas fundraiser for the fifth year running. This is our flagship fundraising event bringing together Informa employees across the world to support our long term charity partner, World Cancer Research Fund (WCRF). Money is raised through banana-themed fun runs, sports day events, scavenger hunts and even hip hop dance, yoga classes and a pedalo race. Peter Rigby, Informa's CEO, donned his banana suit for the fifth time for the London race around Regent's Park with around 200 employees challenged to beat him around the 5km track. Our Australia office held a 5km race round Sydney Harbour; the German office along the river Rhein; and the Singapore office in the Bougainvillea Garden at East Coast Park. Overall, more than 2,000 employees took part in 2011 – up from 1,300 in 2010 – raising more than £72,000 through employee fundraising and corporate donations. This brings the total amount raised since 2007 to £370,000.

Stop! For the Community

Our volunteering and fundraising activities are organised under our 'Stop! for the Community' programme, which gives all of our employees one day off a year to volunteer. We know that our employees are keen to play their part in delivering positive community impacts and they continue to prove this year after year. One of our objectives for 2012 is to increase participation in our volunteering activities.



Informa Shared Services employees in the US celebrate Informa's fifth year of Going Bananas for WCRF



The **slideshow** celebrates examples of employee volunteering and was shared around the Group to encourage staff to think about their 2012 volunteer days

Leveraging our reach

Many people pass through our doors and use our products. Where possible, we are increasingly looking to use our unique reach to raise awareness of, and fundraise for, good causes.

- IIR UK partnered with the Microloan Foundation – an organisation that supports impoverished and entrepreneurial women in isolated areas of Africa – and has looked to raise awareness of their work at relevant events.
- IIR Czech partnered with Coffee Micro, a fair-trade coffee supplier, to promote fair-trade at their events as well.
- IIR Middle East used their Arab Health event, the largest healthcare exhibition and congress in the Middle East, to support and launch Breast Cancer Arabia, an important medical knowledge and community website for the UAE.
- The single biggest monetary contributor continues to be the Monaco Yacht Show. Every other year, we help organise a charity auction offering 40 lots of unique watches created by the finest Swiss watchmakers. This year's auction raised a staggering £3.8 million, all of which go to research into Duchenne Muscular Dystrophy through our partner Association Monégasque contre les Myopathies.

Assessing our social impact

We have become better at quantifying and measuring our community investment spend, whether in cash, in kind or pro bono. This is reflected in our 2011 data, which has improved across the board compared with previous years.

In 2011, we joined prelims (prelimsgroup.com), a collaboration between leading UK and US publishers to develop a common process to assess social and environmental standards in our publishing product supply chain.

For 2012, one of our objectives is to understand better the economic footprint of our major events, i.e. the value created for our partners and the local communities in which we operate.

prelims · publishers' resolutions for ethical
environmental, community, and standards



Our Community – Performance against 2011 Objectives

Objective	Performance	Comment
Increase the number of global Banana Run fundraising events from 17 to 22	Achieved	28 events ran globally.
Develop and implement a process to accurately measure staff hours volunteered across all businesses	Achieved	We have developed and implemented a process to measure the number of staff who have taken volunteer days across the Group. We have been able to report this figure for the first time in this report covering 75% of staff. We aim to improve coverage in 2012.
T&F to increase the number of employees volunteering at T&F Head Office from 60 to 120	Not achieved	72 employees volunteered.
IBI to develop a scheme to help young people / school leavers into work at IBI's London Head Office	Achieved	IBI has taken an active role in our relationship with the Prince's Trust with many employees signed up to volunteer in workshops to support the Trust's young people. In 2012, IBI also aims to make placement opportunities available.
IIR UK to develop community partnership with the Microloan Foundation	Achieved	IIR UK has carried out fundraising events for the Microloan Foundation, and given some promotional space to the organisation at three events.

Our Community – 2012 Objectives

- Increase participation in volunteering to 10% of staff
- Each Informa business to have at least one strategic community partnership
- Develop and test a methodology to measure the wider economic footprint of Informa's major events
- Increase the number of work placements we offer to young people



Our Community – Performance

	Company Donations	Match Funding	Volunteer programme costs	Gifts in Kind
Group	£106,375	£35,197	£17,875	£29,476
Academic Publishing	£9,363	£2,706	£21,245	£28,056
Professional and Commercial	£30,000	£0	£39,121	£0
Training and Events	£94,102	£5,777	£26,813	£43,370
Total	£239,840	£43,680	£105,054	£100,902



	Employee Fundraising
Group	£44,631
Academic Publishing	£12,587
Professional and Commercial	£75,921
Training and Events	£22,519
Total	£155,658



2009/10/11 Comparison in Community Giving

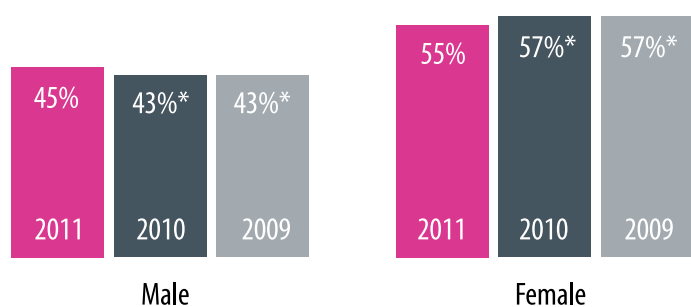
	2011	2010	2009
Company donations	£489,477	£166,118	£57,021
Employee Fundraising	£155,659	£124,246	£57,224
Exceptional item: Monaco Yacht Show	£3,811,548	n/a	£2,000,100

Volunteering	Data coverage (by no. employees)	% Coverage	No. of staff who have volunteered	% of staff who have volunteered
Group	1,184	88%	122	10%
Academic Publishing	1,518	100%	145	10%
Professional and Commercial	1,146	70%	51	4%
Training and Events	2,285	61%	183	8%
Total	6,133	75%	501	8%

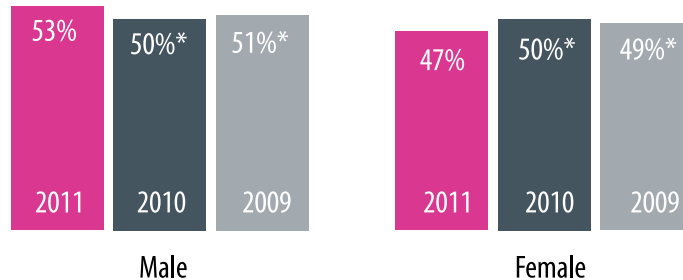
Our Performance at a Glance

Our People

Headcount Gender Split



Management Gender Split



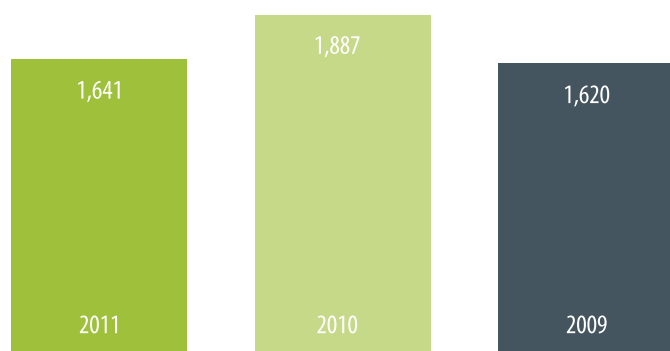
Staff Turnover	2011	2010	2009
Staff turnover for all departments	28%	25%*	28%*
Voluntary staff turnover	19%	18%*	13%*

*= in 2009 and 2010 we were only able to report on UK, US and Dubai.

Our Environment

Office Energy Usage - Year on Year Comparison

KG CO2/ person



Our Community

Company donations and employee fundraising – year on year comparison	2011	2010	2009
Company donations	£489,477	£166,118	£57,021
Employee Fundraising	£155,659	£124,246	£57,224
Exceptional item: Monaco Yacht Show	£3,811,548	n/a	£2,000,100

Our Objectives at a Glance

Our Content – 2012 Objectives

- Run a webinar on best practice online accessibility for all relevant staff to attend
- Put together a best practice checklist for accessibility standards for all of our business
- Conduct workshops with our two major publishing businesses to discern how best to measure the impact of their publications on society and develop relevant KPIs for this
- Explore how best to ensure the integrity of the content of our conferences

Our People – 2012 Objectives

- Increase training days per employee
- Reduce voluntary annual turnover to 18% or less
- Reduce absenteeism
- Continue to be recognised as a great place to work through independent awards and staff survey results
- Perform an audit of our teams who implemented our Events Health & Safety management system to ensure consistency is applied across our Events division

Our Environment – 2012 Objectives

- Reduce office emissions¹
- Switch all journal wrapping to biodegradable poly-wrap
- Reduce waste from warehouse by improved stock controlling and forecasting from sales
- Establish the number of recycling partnerships in place for our major events
- Increase % of certified paper of T&F books printed in the US
- Increase number of T&F book titles on POD to 50,000 (22% increase)
- Increase the average score within our print supply chain environmental assessment questionnaire

¹ This applies to all offices where we have full control of the energy consumption / pay the bill directly to the energy provider, i.e. 27 offices covering 45% of our staff.

Our Community – 2012 Objectives

- Increase participation in volunteering to 10% of staff
- Each Informa business to have at least one strategic community partnership
- Develop and test a methodology to measure the wider economic footprint of Informa's major events
- Increase the number of work placements we offer to young people

informa

Gubelstrasse 11
CH-6300 Zug
Switzerland

Telephone: 0041 41 444 1344
Fax: 0041 41 444 1355

www.informa.com

If you have any Corporate Responsibility enquiries or would like to tell us what you think of this report, please do get in touch.
Email: csr@informa.com