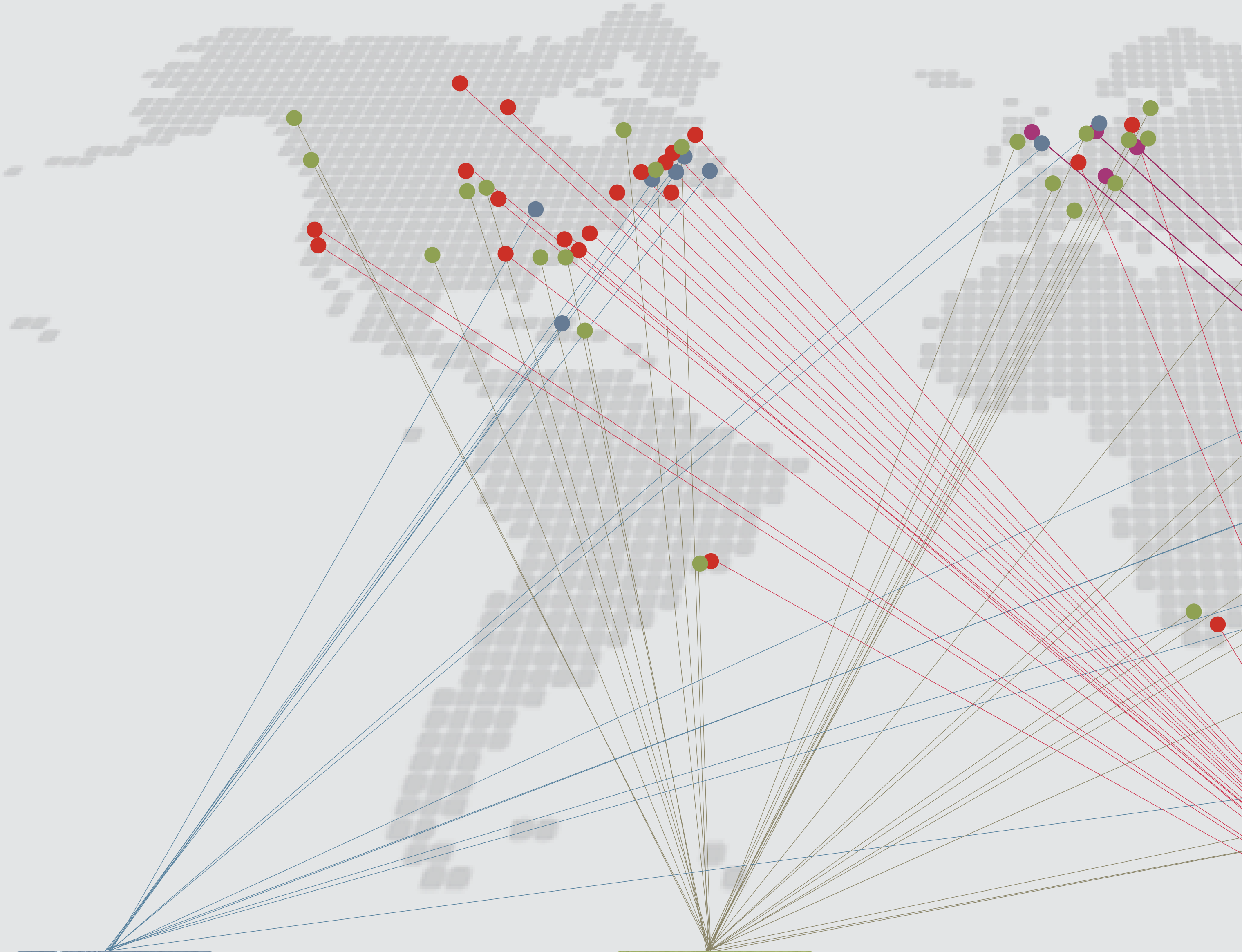
informa
CR Report 2013

Where we operate



Academic Publishing

1,621
NUMBER OF STAFF

169
NUMBER OF COUNTRIES AP SELLS INTO

Global Events

2,153
NUMBER OF STAFF

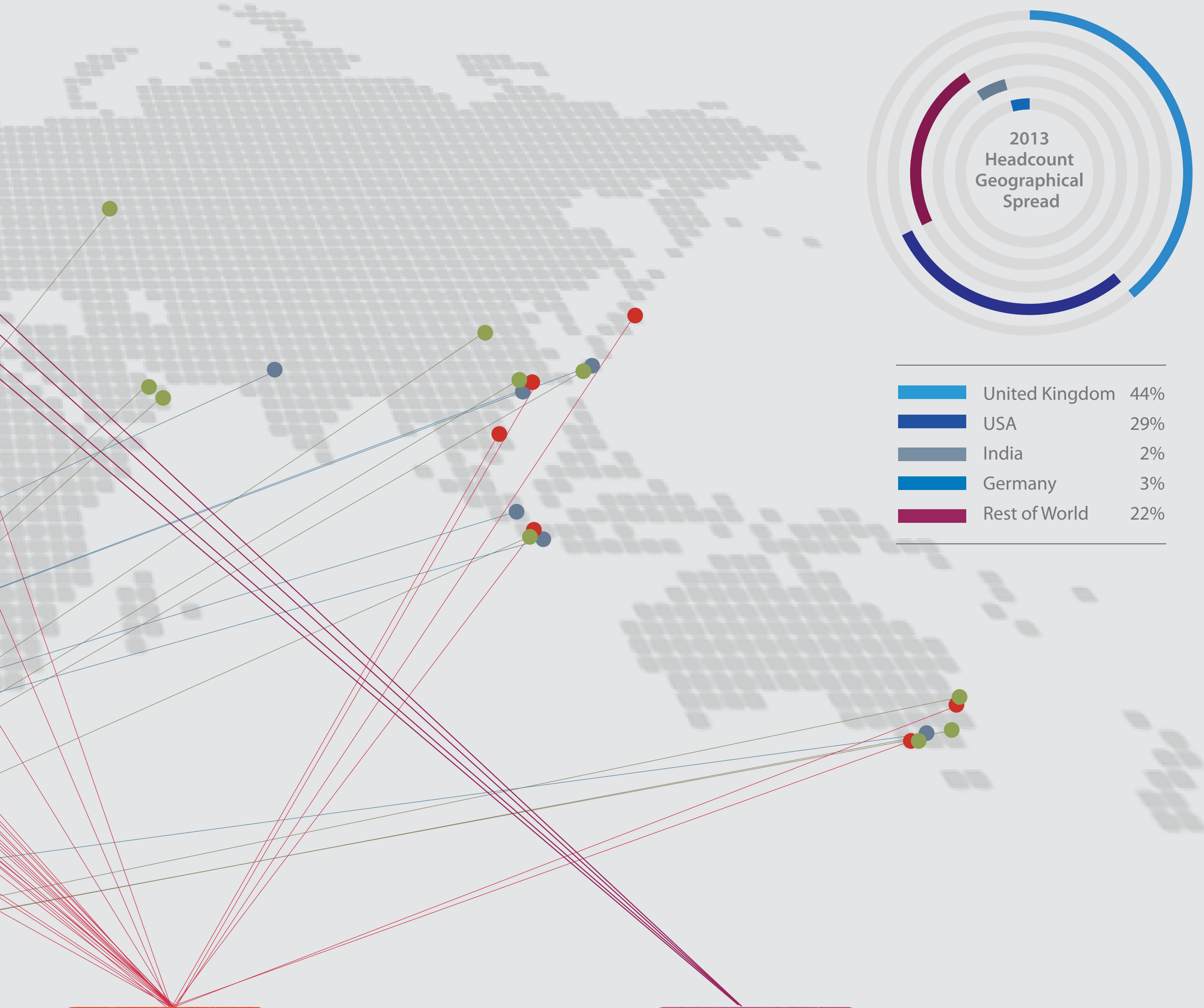
140
NUMBER OF COUNTRIES GE SELLS INTO

Our Academic Publishing 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.

With brands such as IBC, Informa Exhibitions and IIR, Informa's Global Events 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.

Routledge Taylor & Francis Group
Psychology Press Taylor & Francis Group
Taylor & Francis Taylor & Francis Group
Garland Science Taylor & Francis Group

ibc
informa exhibitions
IIR



Business Intelligence

2,111
NUMBER OF STAFF

170
NUMBER OF COUNTRIES BI SELLS INTO

Global Support

629
NUMBER OF STAFF

Informa's Business Intelligence 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, eBenchmarkers, Citeline and Informa Telecoms & Media.

Informa's Global Support includes Finance, IT, Legal, HR and Shared Services and support all of Informa's businesses globally.

Lloyd's List
eBenchmarkers
citeline
informa telecoms & media

Contents

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SMELLY
3D

“Informa is a powerhouse within the knowledge economy, providing value through our culture of insight, intelligence and innovation.”

Our Sustainability Programme has gone from strength to strength over the past three years, and is well positioned with lots of ideas to expand upon.

Informa is a powerhouse within the knowledge economy, providing value through our culture of insight, intelligence and innovation. We bring this talent, alongside a sense of can-do, commitment and energy, to our partners in the sustainability space. As a company, the sense of fun, informality and commitment is palpable, and never more obvious than when working towards a shared goal.

A major focus throughout the business this year is Operational Fitness, including encouraging growth, improving yield, product refresh and operational simplification. This same approach can be applied to our CSR programme; aligning our sustainability activities with our corporate strategy will lend itself to improved efficiency and enable us to scale up our impact.

At its heart, our business is one of communities: Academic, Business, the myriad of people, interests and industries of our Events Division, and those we operate in all around the world. Informa values being part of the wider global community, and understands that when we look outside of our own world there is much to listen and learn from.

This report illustrates how we successfully managed our wider responsibilities during 2013, and this is a secure platform for continued success through the coming year.

Stephen Carter
Group Chief Executive

"For a company of this size, Informa has managed to maintain a staggering sense of entrepreneurialism."

At Informa, we refer to our sustainability programme as 'Louder than Words', reflecting our focus on outputs rather than gestures. Louder than Words also signals the growing confidence, across all our businesses, to define what sustainability means for them and how we can manage it better.

Though our businesses are diverse, they are all providers of highly specialised knowledge. As such, our content remains the central pillar of our sustainability programme. We are still working to articulate what this means for Informa and are making real progress in defining appropriate activities and outputs.

For example, we have developed a strategic response to the issue of open access through Cogent OA, our new venture spearheading the next wave of scholarly communications.

In 2012, we conducted our first assessment of the broader social and economic impacts of our major events. This year, we have further developed our methodology and conducted an additional three studies. The picture emerging is clear; our events bring huge benefits to their host cities.

2013 saw the implementation of new reporting requirements for UK companies and we are fully supportive of the drive towards greater transparency. We invested time and resources to ensure that we captured our greenhouse emissions across the international estate and welcomed the inclusion of gender statistics into mainstream reporting. For a long time Informa has had a very balanced workforce, both across the business and at senior levels. We see this as one of our strengths in a fiercely competitive market.

As well as being Head of Corporate Responsibility, I am also Group Human Resources Director. In both capacities, I recognise the need for Group-wide engagement strategies to get the best from our employees. In 2013, we upped our game on internal engagement through better communication and targeted events. One example is the Big Green Idea competition. We asked colleagues to suggest a new product with a strong sustainability angle. The response was overwhelming. These business plans were then presented to a panel of our senior business leaders who picked the top idea. Our aim for 2014 is to turn the winning idea into a winning product.

For a company of this size, Informa has managed to maintain a staggering sense of entrepreneurialism. This, I believe, explains why our employees showed such an interest in the competition. Another reason I think it was so well received was that it highlighted all of the existing sustainability products we already offer across our businesses, something which our staff can rightly be proud of.

These have been some of the high points for me in 2013. This report goes into much more detail on the broader programme and our performance. As always, I would very much welcome your feedback.

Emma Blaney
Group HR Director and Head of Corporate Responsibility

2013 Highlights

Sustainable content

Routledge continues as one of the world's leading book publishers on sustainability and environmental technologies while 10% of our largest events incorporate an element of sustainability into their content.

A great place to work

Ranked 5th in the "large company category" of Britain's Top Employers.

Content integrity

Scored 100 out of 100 for independence of content in our first submission to the Dow Jones Sustainability Index.

Wellness

Extended our employee wellness programme to include two new Group-wide events, February Fitness Challenge and 21 Days of Nutrition.

Access for all

Boosted our efforts to make content accessible to non-profit institutions and individuals in developing countries through initiatives such as Research4Life and our own STAR programme.

Waste mapping

Conducted waste mapping exercises at events in the UK and in Dubai to better understand how waste is being generated and managed.

Open access

Launched Cogent OA, an innovative new open access publisher offering publications across a diverse set of fields.

Reducing paper waste

Re-forecasted journal print runs each month using latest customer data, thereby reducing journal stock write-offs in the UK by 25%.

Learning and development

Increased investment in Informa's Academy by 15% with attendance also increasing by 15%. More courses ran onsite in the US, Middle East and APAC regions to better mirror the geographical spread of our staff.

Socio-economic impacts

Gathered information about direct and indirect spend and employment at three of our major events in South Africa, UAE and Australia.

Safeguarding personal information

Launched our Global Information Protection Governance and Compliance Framework to ensure that we meet our global obligations on the treatment of personal information.

Performance overview

Achieved: ✓ In progress: ▬ Deferred: ✗

Our Content

2013 performance

- ✓ Continued to develop methods for measuring the impact of our content, reporting on existing key performance indicators (KPIs) and adding new ones this year;
- ✓ Continued to develop the ownership and understanding within our businesses of the link between sustainability and our content;
- ✓ Developed our capacity in offering open access (OA) within Academic Publishing with the launch of Cogent OA.

2014 objectives

- Double the number of articles that we publish under open access;
- Increase the number of registered users in the developing world of Taylor & Francis' STAR (Special Terms for Authors and Researchers) by 75%;
- Develop synergies between the Group sustainability offerings by creating a service or product that offers content from all our business divisions.

Our People

2013 performance

- ✓ Boosted our internal training capability and capacity by increasing investment in Informa Academy by 15%, improving the training materials and increasing the number of courses available to staff;
- ✗ Develop and implement a talent and succession programme for high level positions across the Group;
- ✓ Developed our approach to engaging employees in strategic conversations around CR through the establishment of two additional global staff events, and our CR pages on Informa's intranet site (indigo).

2014 objectives

- Implement a talent and succession programme for high level positions across the Group;
- Implement a Group-wide graduate programme;
- Develop a pilot programme in the UK to help raise awareness and understanding of mental health issues in the workplace, including training for all UK Human Resources managers;
- Start to measure employee diversity beyond gender.

Our Environment

2013 performance

- ✓ Continued rolling out print on demand (POD) across our publishing businesses, increasing the total number of titles available on a POD basis by 21%;
- ✓ Reduced waste from journal print over-runs by a further 15%;
- ✓ Mapped the key environmental impacts in the supply chain for our large scale events through visits to two events – one in the UK and the other in Dubai.

2014 objectives

- "10 by 10" – the top 10 offices to reduce their emissions by 10% by the end of 2015;
- Carry out a research project with the wider sector to better understand the environmental impacts of our digital channels.

Our Community

2013 performance

- ▬ Develop new and existing community partnerships that provide long-term benefits and make the most of our unique resources, skills and knowledge;
- ▬ Improve our capacity to assess the impacts of our employee volunteering programme, e.g. on staff, the business and our community partners;
- ✓ Continued mapping the socio-economic impacts of our major events, using our own-developed methodology.

2014 objectives

- Develop our volunteering proposition to promote volunteering and increase the number of Informa staff who volunteer by 20%;
- Develop an assessment/guidance template for our events covering how to maximise positive community impacts.

Our Content

Maintaining trust in our content

As a business, we strive to bring news, analysis and thinking together in a form that resonates, challenges and informs our audiences. Although the ways in which we do this vary greatly between the many formats and fields we work in, it is material for us to deliver high quality, trusted content across the board. Our publication, Lloyd's List, has been providing reliable information since 1734; an object lesson in quality assurance and continued innovation that we seek to emulate across our portfolio of services and products.

Within our Academic Publishing division, we believe that peer review is more relevant than ever as the system for evaluating the quality, validity and relevance of scholarly research. We have in place rigorous peer review and screening processes to this effect and we continue to work with the Committee on Publication Ethics (COPE) to promote integrity in research publication. Our Business Intelligence division operates an editorial and content code, to which all editorial staff must adhere. Our event production process is strongly research driven and some of our major events employ independent advisory boards to shape the agenda and ensure original content. In addition to our formal codes, we regularly share insights on editorial practice and content production across the Group.

As a testament to our commitment to editorial integrity across the Group, we received a maximum score of 100 for "independence of content" in the most recent assessment for the Dow Jones Sustainability Index (DJSI).

In 2012 and 2013, we assisted with the development of the first major research report into trust in academic content in a digital era. The report sought feedback from thousands of university academics, and we helped by supplying data, providing contacts and hosting focus groups. The final report, Trust and Authority in Scholarly Communications in the Light of the Digital Transition, will be published in early 2014 and will be freely available. We plan to use the findings to inform our own discussions about maintaining trust in academic content online.

Innovating for the long term

We continue our migration towards digital platforms and delivery methods. Symptomatically, Lloyd's List, starting its life as a printed notice pinned to a coffee shop wall in London, became a digital only service at the end of 2013. We also created the new role of Chief Content Officer for Informa Business Information to help us realise our digital ambitions. On the events side, we acquired the company EBD Group, providing us with cutting edge software tools to enhance participants' experience at conferences and events, virtually and offline.

We are committed to being at the forefront of industry developments within open access (OA) publishing. In 2013, Taylor & Francis (T&F) carried out its single biggest survey ever, probing over 14,700 members of the academic author community for their views on OA. This exercise reflected our genuine curiosity about the views of our authors and we made the full results of the survey available for all to read. Following this and other consultations with key university stakeholders, funders and librarians, we have significantly developed our capabilities in this area.

Advertisements. xvii

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Lloyd's List started its life as a printed notice pinned to a coffee shop wall in 1734 and became a digital only service at the end of 2013

Virtually all of our journals offer an OA option, up from 40.9% in 2011. We also launched Cogent OA in 2013, an innovative new OA publisher offering publications across a diverse set of fields. Cogent OA benefits from the resources and experiences of a major publisher, but otherwise operates autonomously to spearhead the next wave of developments in scholarly publishing experimenting with new forms of peer review and online presentation. Having embraced OA as a strategic opportunity, we are excited about serving the research community in yet more ways.

Our ambitious plans for 2014 include objectives to double the number of articles we publish under OA schemes and, through Cogent OA, to launch eight new OA journals.

Employing and developing the best people to manage our content

Since knowledge is our lifeblood, we are only as strong as the people we employ. Hence, we do everything we can to attract the best employees, giving them the opportunities to develop their skills, progress within their specialisation and work flexibly where possible. This is described in more detail under 'Our People'.

Mainstreaming sustainability

Many of our products and services promote new thinking and inspire action on sustainability issues. During 2013, we assessed our 277 biggest events to see how exactly they facilitate discussion around social and environmental challenges. The analysis showed that 10% of our events incorporate some element of sustainability into their content. Other events focus exclusively on sustainability topics, such as our newly launched Solar Middle East in Dubai.

Within our Academic Publishing division, we continue to produce agenda-setting sustainability analysis. Routledge is one of the world's leading book publishers on sustainability and environmental technologies while T&F publishes no fewer than 114 journals under the subject heading 'Environment and Sustainability'. All our academic content is accessible through our portal, Routledge Environment and Sustainability.

We can do more to streamline access to the vast amount of sustainability-related content and services we offer across our portfolio. As a business we have grown rapidly to the size we are now, but we see clear potential in developing synergies and links between our offerings, not least when it comes to sustainability. Building such synergies is one of our objectives for 2014.

I'm really proud of bringing my specialist subject of ship recycling into the mainstream maritime news agenda. When I started reporting on Lloyd's List, it was an overlooked area of the maritime industry that was considered dirty. I think I've played a part in changing the way it is viewed by subscribers, by producing articles that look at its challenges from a different perspective and therefore arm decision-makers with business-critical information.

Liz McCarthy, Deputy Editor of Lloyd's List and a 'Rising Star' nominee at the 2013 British Media Awards

Providing access to knowledge

We remain committed to making our content accessible to non-profit institutions in developing countries. We do so through partnerships with a wide range of organisations, including Research4Life, International Network for the Availability of Scientific Publications (INASP), The Essential Electronic Agricultural Library (TEEAL) and the Journal Donation Project. We recently set up our own programme to extend access to individual researchers in developing regions. This initiative is called Special Terms for Authors and Researchers (STAR). STAR provides one month's free access to a range of our titles and imprints to researchers in areas of Africa, South Asia, South America and the Caribbean. To date, more than 4,200 people have registered with STAR and, as we develop the offering further, we expect many more to sign up in the years to come. Over the past three years, we have published research from over 53,000 individual authors from STAR regions where the initiative and our partnerships have been particularly active. This is more than double the number of the three previous years and we believe STAR has had a positive effect.

Our Solar Middle East exhibition launched in 2013 with 96% of visitors planning to return in 2014 and 99% of exhibitors finding the event successful in establishing new business contacts

Managing and safeguarding personal information

The right to privacy is business critical to us. We continue to respect the privacy of our employees, customers and business partners and are committed to handling personal information responsibly and in compliance with all relevant privacy and data protection laws. Our view is that privacy is as much a social challenge as it is a legal challenge. In October 2013, we launched our Global Information Protection Governance and Compliance Framework which is designed to ensure that we meet our global obligations relating to the treatment of personal information. The Framework launch was accompanied by a Group-wide awareness campaign designed to promote the importance of observing good standards of information protection and to encourage employees to take personal responsibility for the information they use and produce.

Our best-selling sustainability books in 2013

1	Prosperity Without Growth by Tim Jackson
2	Global Corruption Report by Transparency International
3	Planning and Design for Sustainable Urban Mobility by UN Habitat
4	State of the World's Cities 2012/2013 by UN Habitat
5	The Energy of Nations by Jeremy Leggett
6	Food Policy and the Environmental Credit Crunch by Julie Hudson and Paul Donovan
7	Enough Is Enough by Rob Dietz and Dan O'Neill
8	Sustainability for Healthcare Management by Carrie Rich, J Knox Singleton and Seema S Wadhwa
9	Bankrupting Nature: Denying Our Planetary Boundaries by Anders Wijkman and Johan Rockström
10	Food Policy in the United States: An Introduction by Parke Wilde

Content Performance

	KPI	2013	2012	2011
Open access	Journals with an open access option	94.7%	96.5%	40.9%
Reach	Proportion of book titles available digitally	55.2%	50.6%	47.3%
	Proportion of group revenue derived from outside Europe and USA	30%	30%	27%

Our People

Giving our people the freedom to succeed

We work hard to make our culture one where learning and development is ongoing, passion for expertise is nurtured and strong support is given for innovation. 'Freedom to succeed' is a defining principle of our workplace. We pride ourselves on maintaining an entrepreneurial mind-set and avoiding bureaucracy where we can. We are also supporters of the UK Government's 'Think, Act, Report' scheme to promote gender equality in the workforce, particularly in relation to recruitment, retention, promotion and pay. In 2013, we were ranked in 5th place in the 'large company category' of Britain's Top Employers, being recognised for providing excellent employee conditions and nurturing and developing talent at all levels. Informa Middle East also received the 'Employer of the Year' award at the 2013 Middle East Event Awards. The award recognises employers offering a stimulating and supportive workplace with well-motivated employees.

Informa Exhibitions' Beijing Operations team celebrate jointly winning 2013's Informa Award for Best Customer Services Team

Creating an informed workplace

We continued the roll-out of our digital workplace programme in 2013. Initiated in 2012, the digital workplace now incorporates elements such as enhanced internal search functionality, live chat and video capability. Migration to the cloud will start in 2014, allowing employees access to the workplace regardless of their location and the devices they use.

Flexible working is supported around the Group. We have had a flexi-time working policy in place since 2006 and 2013 saw one of our major London offices commit to supporting all employees to work flexibly. Workshops were run to help colleagues work effectively in a variety of locations while providing them with complete flexibility. Between 2012 and 2013, the proportion of Informa employees working part time increased from 7.5% to 8.6%.

To realise the potential of new flexible working forms, we continue to experiment with the social and technical fabric that makes up our workplace. Informa Business Information (IBI) ran an all-staff conference for the first time in 2013, bringing together 800 employees under the topic of 'Progressing Together'. A similar event is planned for 2014.

Taylor & Francis (T&F) brought together marketing teams from 10 regions to learn, interact and experiment to unify sales, product and library marketing objectives. The results were outstanding and saw significantly increased usage of T&F's content in areas as geographically spread as the UK, South Africa and Vietnam.

Fostering learning and development

Employees attend management skills training

Informa Academy, our in-house learning resource, grew by 15% in 2013, both in terms of employees attending courses and the investment committed to training. More courses were run onsite in the US, Middle East and APAC regions than in 2012, with attendance now more closely matching the geographical spread of our staff.

Our divisions also run their own learning and development (L&D) programmes to provide further relevant opportunities. A significant new focus in 2013 and 2014 has been and will be leadership and management training, e.g. T&F's Global Development Programme. Based on individual capability assessments, attendants receive tailored training on areas such as coaching, recruitment, managing underperformance and development. 200 of T&F's 420 managers worldwide have received this training to date and we plan to roll it out to all T&F employees.

Learning and development can obviously also often take place outside of traditional training formats. IBI launched a mentoring scheme in 2013, whereby any employee globally can take the opportunity to be matched with a more senior individual in line with their professional aspirations. 67 employees took part in 2013 and we will continue the scheme in 2014. Our volunteering programme has also created avenues for staff development, an area we intend to develop further as part of our L&D strategy.

New starters at Taylor & Francis attend an "Introduction to Journals' Finance" workshop. New starter programmes covering all areas of a book's and journal's lifecycle will be launched in 2014

Promoting wellbeing

We believe that wellbeing in the workplace translates into good business. During 2013, we ran the inaugural, company-wide fitness challenge, 'February Fitness', which saw 100 teams from across the world competing to support their favourite charity. Just over 50,000 miles were covered by employees over the month through running/walking, swimming or cycling. We also extended our wellness activities with the launch of '21 Days of Nutrition', helping our employees make the best dietary choices. Our individual businesses also run a number of local activities that employees can opt to take part in, including sports teams, exercise classes and stress management workshops.

It is estimated that approximately 450 million people worldwide have a mental health problem and that one in four British adults experience at least one diagnosable mental health problem in any one year. Any challenge of such a scale is also a business issue. In 2013, we became more focused on the issue of mental health in the workplace and we are pleased to have started discussions on formalising our approach to the mental health of our employees.

2014 will see Mental Health in the Workplace Training for Informa's UK HR Directors, a dedicated resource centre on our global intranet to support the physical and mental well-being of our staff; and Senior HR Staff in our Business Intelligence business IBI will become Mental Health First Aid accredited in the UK.

100 teams from around the world took part in our February Fitness challenge. Team iPOT, pictured, won our fun award for best team picture

Health and safety

Providing a safe and healthy work environment for employees remains a priority across Informa. This is particularly the case for our Global Events division, whose events attract thousands of contractors, delegates and visitors. In 2013, a continuing programme of audits on the UK events teams saw the average audit score increase from 80% to 83%. In 2014, the audit will be extended to all overseas divisions and will look at event and exhibition safety across a range of our events internationally.

In addition, following the launch of a global health and safety (H&S) minimum standard framework in 2013, all events logistics teams will be mandated to ensure that a minimum standard of H&S governance is met at all of our events. We are working on H&S initiatives across the business to aid the implementation of this framework while also taking into account local considerations.

People Performance

	KPI	2013	2012	2011
Headcount	Total headcount	6514	7,531	8,275
Gender split	Employees gender split	59%	56% female	55% female
	Management gender split	49% female	47% female	47% female
	Senior Management gender split	36% female	Not reported	Not reported
	Directors' gender split	33% female	Not reported	Not reported
Staff turnover	Staff turnover for all departments	26%	30%	28%
	Voluntary staff turnover	19%	21%	19%
Training	Training days / employee	0.7	Not reported	Not reported
	Spend on training	£1,647,323	Not reported	Not reported
Absenteeism	Average days absence per employee	2.1	2.52	2.82

Our Environment

Managing our energy impacts

Arguably, our biggest environmental impact relates to the greenhouse gas (GHG) emissions stemming from the electricity and gas we consume at our offices. GHG emissions contribute to climate change and, in response, we seek to understand and minimise our energy usage. Achieving energy efficiency is fast becoming business as usual and demands for transparency are greater than ever. Following the introduction of mandatory GHG reporting in the UK, we put in place a new approach to collecting energy data and sharing our performance. For 2013, we collected data covering a record 86% of our employees, giving us a robust baseline against which to measure our future performance.

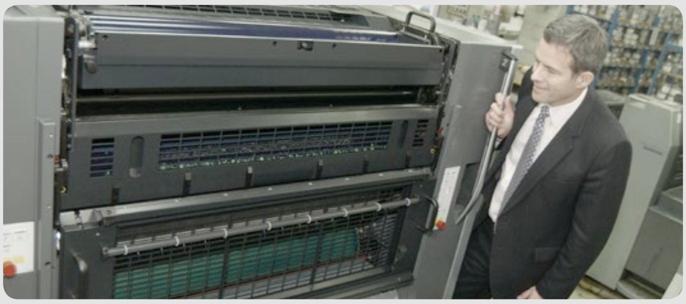
As we have over 140 offices in 24 countries, it remains a challenge to put in place Group-wide energy reduction programmes and targets, especially as we do not control the energy bill for a large proportion of these. We will focus our efforts on reducing the energy usage of 10 of our biggest offices by 10% from the base-line of this year to the end of 2015. Namely, those offices where we are able to accurately measure, and have some control over, energy usage. Between them, the 10 offices represent just over 50% of our employees.

Printing what we need

We deliver more and more of our content through digital platforms. Doing so enables us to provide clients with more targeted, richer and relevant information. In some cases, we now only produce an online version, but for many of our publications we continue to offer clients both physical and digital versions. In 2013, IBI alone printed almost 400,000 copies of journals, and CRC Press printed almost a million books.

We continue to grow our print on demand (POD) capability across our books business. New titles usually have an initial print run and then move to either a micro-replenishment model – new copies are printed in small print runs to maintain stocks – or additional copies are printed digitally to order. More than 60,000 T&F book titles are now available as POD. In the US, 78% of T&F's journal titles are now available on a POD basis.

In the UK, T&F has piloted POD for our journals business but has not yet found a commercially viable model. To help ensure print runs match demand, T&F UK reforecasts journal print runs each month using the latest customer data. This has had a highly positive effect on stock levels, with journal stock write-offs (due to pulping) in the UK falling by 25% in 2013.



We continue to work towards reducing print overruns through more accurate forecasting and print on demand

We continue to be a significant publisher of journals on behalf of learned societies. Traditionally, these societies have required us to maintain certain levels of stock, sometimes as high as 50% of the initial print run. In the US, T&F has been engaging with our society partners to explain how they can move to a replenishment model rather than hold on to large stocks.

Printing closer to home

We continue to implement measures enabling us to print as close to the demand for our publications as possible. We now have print hubs in Singapore, UK, USA and Australia, each printing for their local regions. Combined with the growth in titles available under POD, this means we can reduce our stock levels and minimise the need for storage space. It also reduces transportation emissions, distribution costs and, ultimately, waste from having to pulp unused copies. As this model has shown itself to be cost effective and environmentally friendly, we are currently considering setting up additional print hubs in other locations.

We have print hubs in Singapore, UK, USA and Australia and are considering further locations

Selecting the right materials

We continue to send out our journals in wrapping made of biodegradable materials and have also experimented with distributing journals without a protective package. We refer to this as 'self-packaging' and we will continue to trial this with a number of our titles throughout 2014.

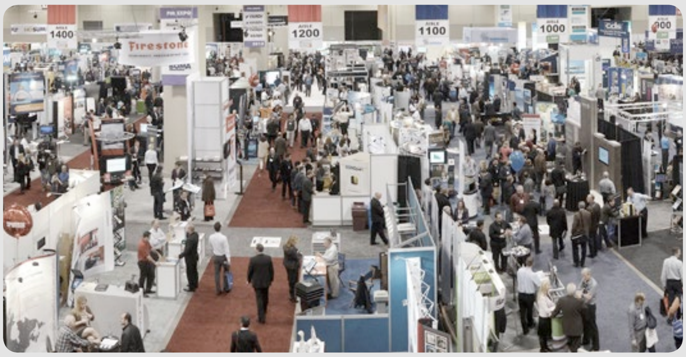
We have a paper sourcing policy in place that requires our printers to use paper that is either certified (FSC or PEFC) or recycled. For our journals businesses we use stock paper types for the initial print runs, all of which are certified. On the books side, in the UK, 100% of our books are printed on certified paper while in the US, we estimate the number to be 90%. In 2013, we also managed to reduce the weight of our stock cover paper for our UK journals, following a similar reduction in the weight of the text paper in 2012.

We have experimented with the use of recycled paper but have yet to use this more widely. One of the problems we face with using recycled paper is our increasing use of inkjet printing which places restrictions on paper types.

Understanding the waste stream at our events

We recognise that our major events are a potential source of large amounts of waste. This year we conducted waste mapping exercises at two events – one in the UK and the other in Dubai – to better understand how that waste is being generated and managed. We found that Informa has control over the communal areas of an event and any 'hardware' that we provide, e.g. stands. Therefore, our ability to reuse and recycle waste depends, to a great extent, on the facilities provided by the venue. In some regions, recycling infrastructure remains undeveloped which poses a serious challenge to us. Another variable is the capability of exhibition service providers we work with to stage our events. For example, our UK exhibition partners, GES, use removable carpets which can be reused or recycled, while others are less advanced.

In summary, this means we have to evaluate the best approach to managing waste on a venue-by-venue basis. Our Canadian events business has achieved zero waste at its events for a number of years, setting the environmental bar high and providing useful lessons for the rest of our business.



'Construct Canada' is Canada's largest construction, design and real estate exposition and conference. It is run by Informa as a zero waste event

Inspiring our employees

We continue to involve our employees in making our workplace and products greener. For several years we have held a Green Week across Informa. During this week we hold competitions, talks and events to raise environmental awareness and build the business case for sustainability. This year we launched the Big Green Idea, a competition to come up with a new Informa product or service with strong sustainability credentials. Participants had to submit their ideas and a business plan, and the shortlisted entries were then presented to a panel of our senior business leaders. The winning idea was a cross-divisional concept involving expertise right across Informa's businesses. Phase I of the new product will be launched in 2014.

Shared Services employees in Florida take part in International Coastal Cleanup during Green Week

Environment Performance

	KPIs	2013	2012	2011
Waste	Stock write-off (units)	968,076	1,142,805	Not reported
	Books available as POD (titles)	70,060	57,830	46,846
Green house gas emissions	Scope 1: Fuel oil, gas & car mileage	2,997.99	Not reported	Not reported
(tonnes CO2e)	Scope 2: Electricity & steam	8,470.30	Not reported	Not reported
(tonnes CO2e)	Total scope 1 & 2	11,468.29	Not reported	Not reported
	Emissions/capita	1.76	Not reported	Not reported

Our Community

As a business, we create a positive, lasting social impact through our operations globally; by providing employment, driving economic progress and fostering social development. The community strand of 'Louder than Words' complements our core business impacts and increasingly we look for synergies between the two.

Supporting community partners

As a global knowledge provider, we impact and interact with many different communities worldwide, both through our operations and through our content. We are keen to forge links and develop partnerships with community partners, locally and internationally, and we offer all employees one day a year to volunteer.

Where possible, we seek to help our community partners deliver on their strategic objectives using our professional skills and resources. Some examples from 2013 include:

- Our continued support of the Prince's Trust. Informa employees used their business acumen and contacts to set up two mini enterprises with the goal of each raising £10,000 for the Million Makers scheme. We also welcomed Prince's Trust students into our London offices, seeking to match up placements with their interests.
- T&F continued the partnership with BookAid International, a charity working in partnership with libraries in Africa, providing books resources and promoting lifelong learning. We donated over 4,500 books in the past year.
- T&F also worked together with AuthorAid, contributing time and skills to become mentors to academic authors from developing countries. In 2014, this partnership will additionally involve co-hosting writing workshops in Ethiopia and Kenya.
- Euroforum developed its partnership with four German schools further by sharing skills through a variety of mechanisms such as economics lessons, CV and interview skills workshops and internships.

7% of our employees volunteered in 2013, a drop from 12% in 2012. We aim to increase the number in 2014.

We launched a volunteering survey in 2013 to better understand the value of the volunteering programme; to our business, to the volunteers and to the community partners. We will review the findings and take action on the lessons learned. We also intend to increase the number of hours made available to employees to volunteer in 2014.

"It was a fantastic opportunity to work with new people outside Informa and learn more about how our content can be accessed in the global South."

In my day-to-day job, I look at external data sources to understand our journals, competitors and markets. Last year, I was fortunate enough to put these skills to good use in helping INASP (International Network for the Availability of Scientific Publications). INASP is an international development charity working with a global network of partners to improve access, production and use of research information, so that countries are equipped to solve their development challenges. I talked to them about social media and how they can measure the reach of their communications with the goal of improving their understanding of their networks and engagement. For me, it was a fantastic opportunity to work with new people outside of Informa and learn more about how our content can be accessed in the global south. Speaking at their conference provided amazing insights into the life of librarians, the use of research, and the importance of tea as a tool to meet with stakeholders in Ghana. On the downside there is now a video of me on YouTube which I haven't dared watch. T&F has had a long and productive partnership with INASP and continuing to support them is important to us.

James Hardcastle, Research Manager at Taylor & Francis

Having fun fundraising

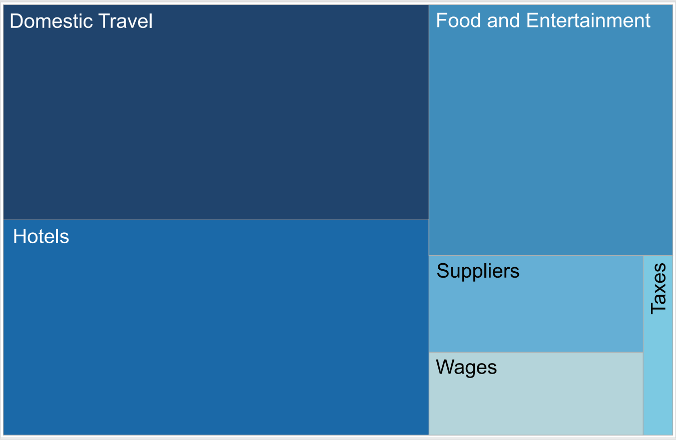
Go Bananas is our annual worldwide fundraising event, bringing together all Informa employees to raise money for our charity partner, World Cancer Research Fund (WCRF). Employees take part in a variety of activities, including fun runs. Our CEO bravely dons a banana suit for the London run, with employees challenged to 'Beat the banana'. 2013 saw us raise over **£83,000** through employee fundraising and corporate donations for WCRF's cancer prevention work. Informa employees also enjoy fundraising throughout the year for more local causes, raising a total of over **£106,000** in 2013, matched by Informa cash donations to the value of **£356,560**. Our biannual charity watch auction at the Monaco Yacht Show, in aid of research on Duchenne Muscular Dystrophy, raised more than **£4,200,000**.

London employees volunteer with the homelessness charity, Providence Row

Colleagues in New York join together for Go Bananas, our annual worldwide fundraising event for World Cancer Research Fund

Understanding our impacts

In 2012, we conducted a pilot study to map the social and economic impacts of one of our major events, Fispal in Brazil. This year, we developed the methodology further and expanded the research to cover another three of our major events, namely Africa Com (South Africa), Arab Health (Dubai) and AUSRail (Australia). For each of these events, we have gathered information about direct and indirect spend as well as direct and indirect employment. We are still in the process of receiving data and analysing the findings. However, what we do understand at this stage is that the multiplier effect is consistently significant, especially the ratio between direct employment and indirect employment. Direct employment refers to the people on our payroll while indirect employment refers to the jobs created further down the value chain, e.g. to produce materials for the event, manage the stands and deliver other services. For example, for every person employed directly to deliver Africa Com in Cape Town, more than twelve were employed in the value chain. We also found that for this event alone, just under £2.4 million was spent on hotels by delegates attending from out of town. Once our dataset and analysis are complete, we will release the findings and draw out lessons about how we can manage the impacts of our events to the best effect for our business and local communities.



The anatomy of Africa Com's direct economic footprint (£7.5m)

Protecting human rights

We support the principles laid out in the Universal Declaration of Human Rights and continue to assess the impacts we have on communities and individuals through our direct operations and indirectly.

Our approach to maintaining high labour and environmental standards in the supply chain is guided by our membership of PRELIMS, a collaboration between 13 leading UK and US publishers. Together with our peers in the sector, we have developed a code of conduct, setting out the standards we expect our suppliers to adhere to. Suppliers may be asked to undertake an audit against the code and can then share the audit results with as many members of PRELIMS as relevant. This prevents suppliers from having to do multiple, similar audits for individual members as was common practice in the past.

Community Performance

	KPI	2013	2012	2011
Fundraising	Employee fundraising	**£106,139**	£91,387	£155,659
Company contributions	Company donations (cash)	**£356,560**	£301,136	£283,520
	Volunteer programme costs (£)	**£83,097**	£97,644	£105,054
	Gifts in kind (£)	**£189,953**	£140,780	£100,902
	Total company donations (cash and in kind)	**£629,610**	£539,560	£489,476
Exceptional Item: Monaco Yacht Show	Total raised at auction (£)	**£4,210,773**		£3,811,548
Volunteering	% of staff volunteering	7%	12%	8%

Our performance at a glance

Content Performance

	KPI	2013	2012	2011
Open access	Journals with an open access option	94.7%	96.5%	40.9%
Reach	Proportion of book titles available digitally	55.2%	50.6%	47.3%
	Proportion of group revenue derived from outside Europe and USA	30%	30%	27%

People Performance

	KPI	2013	2012	2011
Headcount	Total headcount	6514	7,531	8,275
Gender split	Employees gender split	59%	56% female	55% female
	Management gender split	49% female	47% female	47% female
	Senior Management gender split	36% female	Not reported	Not reported
	Directors' gender split	33% female	Not reported	Not reported
Staff turnover	Staff turnover for all departments	26%	30%	28%
	Voluntary staff turnover	19%	21%	19%
Training	Training days / employee	0.7	Not reported	Not reported
	Spend on training	£1,647,323	Not reported	Not reported
Absenteeism	Average days absence per employee	2.1	2.52	2.82

Environment Performance

	KPIs	2013	2012	2011
Waste	Stock write-off (units)	968,076	1,142,805	Not reported
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How we are organised

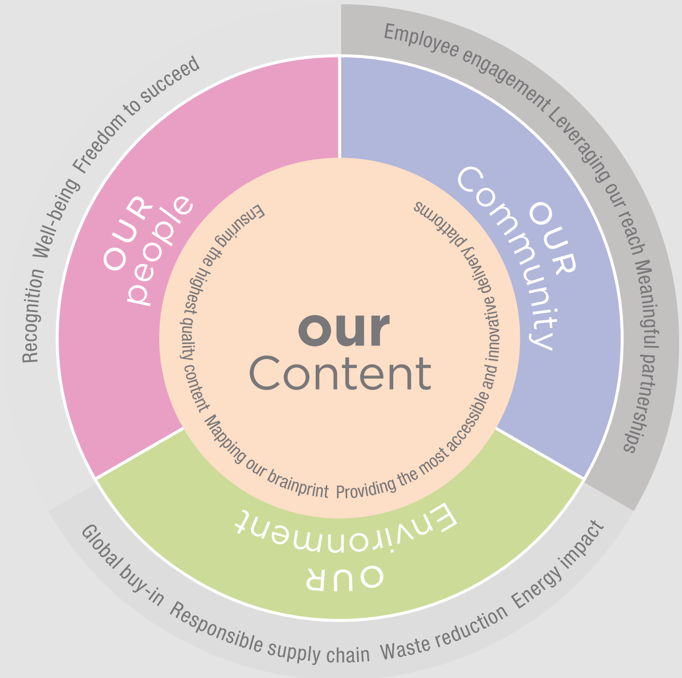
Managing our issues

We refer to our Corporate Responsibility ("CR") activities as "Louder than Words" and our strategy rests on four priorities. Three of our priorities stand for responsibilities we share with other industries, namely People, Community and Environment. However, our key priority – Content – relates uniquely to our role as a trusted provider of knowledge. Summarised briefly, our priorities are as follows:

- Our Content refers to our ability to deliver knowledge that is always professionally produced, rigorously researched and properly disseminated;
- Our People refers to creating a flexible, inclusive workplace, developing the skills and passion of employees;
- Our Environment refers to managing our key environmental impacts across our operations;
- Our Community refers to our direct and indirect community impacts.

"Louder than Words" is headed up by Emma Blaney, Group HR Director and Head of Corporate Responsibility, with support from a small dedicated CR team and external advisers. The CR team reports directly into the Chief Executive. Local ownership of "Louder than Words" is located with a network of 21 CR leaders from across the Group with whom the CR team engage regularly. The CR team also works closely with Group Marketing, Human Resources, Investor Relations and Facilities Managers across the Group.

"Louder than Words" is fully aligned with the Group's strategic priorities and we disclose relevant information to our stakeholders, both through our own reporting and third party initiatives such as FTSE4Good, Dow Jones Sustainability Indices ("DJSI") and CDP.



louder than words
informa sustainability strategy

Working in partnership

We believe strongly in the power of partnerships. At Group level we are active members of the Media CSR Forum. In the past year, we worked with our peers to conduct a comprehensive materiality analysis for the media sector and we also took part in research into the social and environmental impacts of media content. Several of our senior managers shared our experiences at Forum events, including our Head of Investor Relations and our Group Compliance Director.

Individual businesses within the Group continue to pursue their own meaningful relationships with stakeholders, as suited to their markets and priorities. Several of these have been mentioned on the previous pages but many more exist – and thrive – across the business.

Got anything to say? Please share your thoughts on this report and our approach to CR.
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