



informa
bringing knowledge to life

Informa has been certified as one of Britain's Top Employers 2011.

What our research finds:

Informa is the leading international provider of specialist information and services for the academic and scientific, professional and commercial business communities. It has over 150 offices in more than 40 countries and employs 8,200 staff, 3,000 of them in the UK. It is the largest publicly owned organiser of conferences and courses in the world with over 8,500 events annually. For the year ending 31 December 2009, adjusted operating profit was £309.5m, up from £305.9m in 2008.

Facts and Figures

Staff: 8,200 worldwide, including 3,000 in the UK

Locations: 150 offices in 40 countries

Sector: Publishing, conference organising, information providing

Adjusted operating profit: £309.5m

Scoring from the research

Pay and Benefits	★ ★ ★ ★ ★
Secondary Benefits and Working Conditions	★ ★ ★ ★ ★
Training and Development	★ ★ ★ ★ ★
Career Development	★ ★ ★ ★ ★
Company Culture	★ ★ ★ ★ ★

Outstanding for

- Its leadership position in many of its markets
- Exceptional opportunities for career movement within the group
- A dynamism and fast-moving quality that belies its size.



INFORMA

About the Organisation

The roots of Informa go back to 1734 when the first issue of the maritime publication *Lloyd's List* was pinned to the wall of Edward Lloyd's City of London coffee shop. Its other brands include some of the oldest-established names in publishing, including the leading physics and material science journal *The Philosophical Magazine*, which first appeared in 1798.

Informa was created from the merger of IBC Group plc and LLP Group in 1998. LLP Group was the publishing division of the Lloyd's insurance market until a management buy-out in 1995.

In July 2005 Informa announced the acquisition of IIR Holdings. This brought together the two largest events businesses in the world to create an undisputed powerhouse. It also meant that Informa acquired seven robust, market-leading Performance Improvement businesses.

Informa comprises three operational strands. Academic information accounts for 24% of the Group's adjusted operating profit, professional & commercial 30% and events & training 46%. It publishes over 2,500 subscription-based information services including academic journals, real-time news and structured databases of commercial intelligence. Datamonitor is one

of Informa's brands. The group's book business has more than 50,000 academic and business titles in print. It also includes Omega, the market leader in credit and commercial training.

Informa's products are based on high-value content in a wide variety of subject areas. These range from the arts and humanities through social sciences to physical science and technology; from the professional domains of finance and the law through to commercial fields such as telecommunications, maritime trade, energy, commodities and agriculture.

Company Culture

The acronym of the group's name provides a good insight into its culture: Innovative; Non-bureaucratic; For profit; Open; Rewarding; Market-focused; and About quality. Despite its size, the company manages to remain dynamic and is able to react quickly.

But what is Informa really like to work for? Keith Brownlie, group HR & CSR director, says, "It's serious work and serious fun. Everyone does work very hard – but we also enjoy each other's company socially. It's fast-moving, rewarding and enjoyable, and certainly not for anyone who wants a quiet life!"

One of the key elements of the culture is »

the way the company treats its people – and the recession certainly brought this to the fore. It was keen to treat people as fairly as possible, and secure jobs wherever it could. Even when people had to be made redundant, the company has retained contact with them through “Informa In Touch”, an alumni website that offers recruitment advice and shows all internal vacancies.

The group is highly entrepreneurial. Thomas Humphris, head office HR & UK reward director, says, “People here are given great scope and exposure within their own business centre. It’s an atmosphere where calculated risk-taking is definitely rewarded.”

Individual businesses have a high degree of autonomy. This is something that has increased during the stewardship of the group’s most recent CEO, Peter Rigby, and it has proved very

popular. The management of each business is highly empowered and has considerable freedom to develop bespoke offerings.

Innovation and Creativity

Innovation is one of the core values at Informa. It is keen to encourage good ideas from staff, and rewards these through its quarterly marketing awards. It also has different “Employee of the Year” categories, and some of these also focus on innovation and practical suggestions. Recent ideas focused on developing applications for the iPad and iPhone.

In the field of HR, the group has recently been involved with the global rollout of its SAP database. This was a massive project designed to interface local payrolls and also bring starters and leavers onto the same platform. Once fully up and running, the platform will have

“I talk to different, interesting people on a daily basis”

“I joined Informa’s graduate Media Academy directly after leaving university, and was immediately made to feel part of the team. Having been through numerous departments on the scheme I have come to know many different people, which has definitely given me an advantage in my now permanent job.

“I’m now a journalist working for one of Informa’s top publications and enjoy every minute of it. I talk to different, interesting people on a daily basis, research and write up topical and in-depth stories and have the opportunity to travel to conferences and meetings in places such as Milan, Geneva and Berlin.”

Simon Varcoe, companies reporter, *Scrip World Pharmaceutical News*, two years with Informa



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Thomas Humphris, head office HR & UK reward director

functionality for remuneration reporting and benchmarking across countries, effectively linking performance to pay.

ESI, part of the group’s performance improvement division, has been working on project management skills in 2010. This brought it into partnership with an oil company, using its skills in an important frontline activity. This particular project has also received university recognition.

Pay and Benefits

The group is widely acknowledged to be one of the best payers in its sectors. It constantly benchmarks itself against other publishing and events companies, looking at the overall package as well as salary. An independent survey showed that 75% of staff had a favourable view of their benefits compared with the wider marketplace.

Informa has an excellent and award-winning employee benefits package, which it has continued to develop over the past year. Benefits are divided into four areas: Financial security and protection includes the group personal pension, critical illness and travel insurance. Lifestyle benefits comprise additional days of annual leave, childcare vouchers, bikes for staff, retail vouchers and charitable giving; Health and well-being for employees and their

partners includes private medical insurance; health screening and other benefits; the fourth area provides negotiated discounts for employees, reduced rate memberships for health clubs and leisure centres, discounted holidays and Virgin Experience Days, reductions on hotels, purchase prices of cars, free mortgage and brokering service, and much more.

One recent addition is a corporate equity ISA, available to all employees. Brownlie says, “We have quite a young workforce with an average age of 34 years or so, and tax-efficient investment can appeal more than pensions planning at that life stage.” The ISA is offered through Friends Provident, which also provides Informa’s group pension plan. This is being expanded into an entire financial platform, which will allow financial modelling and financial education.

There is a share investment plan open to all employees, and a long-term investment plan for senior players is now being rolled out throughout the group’s operations.

Career Development

Career development at Informa begins on day one. All starters receive a comprehensive induction into the company, sufficiently rounded to provide them with a good understanding of its systems and procedures as well as its »



Informa's "Green Week" was very successful in 2010, focusing on raising awareness, generating energy efficiency and fostering green innovation in the company's products and services

philosophy, values and areas of operation.

The recession led Informa to suspend its graduate recruitment scheme, but this is now running again. The 2010/11 intake will consist of up to 20 graduates, seen as a valuable source of fresh blood and ideas.

The group has expanded its learning management system and linked the whole appraisal system to training. This is facilitated through the Informa Academy, which provides both offline and online courses. The course numbers were expanded in 2010 as the Group sought to maximise its training and development capabilities. These now include additional HR courses: legal training, and coaching and counselling courses.

The Media Academy, based in London, provides an extensive 12-month rotational programme in areas such as conference research, editorial, marketing and data & analysis. The Sales Academy offers similar exposure and early experience in sales through its own 12-month fast-track programme.

Appraisals have helped push forward career development throughout the group, and there is a clear career path for everyone. The sheer diversity of Informa means that it is easy to meet people's career development expectations.

As a global organisation, Informa offers excellent opportunities to travel and work overseas. Humphris says, "We move people around

regularly, and there are fantastic opportunities. If a high performer in a business unit wanted to move to Dubai, for example, we would make that possible." Indeed, 2010 saw the biggest movement of UK staff overseas, to a total of 52 countries.

Corporate Social Responsibility

Although CSR has long been to the fore at Informa, it has been pushed forward even more in the last year, devolving accountability for CR to local CR Champions. It is an active member of the Carbon Disclosure Project, for example. This year's "Green Week" was very successful, being structured around three key events that are designed to raise awareness, generate energy efficiency and foster green innovation in its products and services.

In 2010, this included the Global Green Games, in which senior management were pitted against their staff in a series of challenges; the Office Energy Challenge, tasking each office to see how much energy it could save over the week; and Product Greening, whereby staff are challenged to come up with an exciting and green new product idea.

Informa monitors and strives to reduce its usage of paper, energy, heat, light and power while increasing recycling through committed steering groups. Good practices are reported through the company Intranet to spread these

ideas throughout the organisation. In 2010 Informa received its first Green Apple Award for the environment.

There is considerable charity and community support. This year Informa Business Information, for example, will be sending 20 people to the Caribbean to help construct a village for disadvantaged people. And the "Annual Volunteering Day" in December is dedicated to community projects across the globe.



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"The graduate training programme provided me with the knowledge to build my career in sales"

"I joined the company as part of the graduate Sales Academy. The graduate training programme provided me with the knowledge to build my career in sales and also gave me the opportunity to meet like-minded individuals.

"During my employment I have been given the chance to work for three different teams with a range of products. With training and support throughout my time with the company, I have been helped to maintain a good level of success with every part of the company I have worked in."

Stephen Shorthouse, subscription sales executive, Lloyds List, two years with Informa