



THE  
DIFFERENCE  
WE MAKE

SUSTAINABILITY  
REPORT 2016

informa

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Sustainability, done right, should be a differentiator and a material source of competitive advantage.

### Alex Roth

Director of Strategy and Business Planning, GS

*Sustainability isn't a separate issue and shouldn't be a separate additional cost. When it works best it is part of what we do.*

**Roger Horton**  
CEO, AP

More than ever before, the degree to which sustainability is a seamless part of an organisation's strategy and woven into the fabric of its culture, is a true differentiator.

**Richard Menzies-Gow**  
Director of Investor Relations

Sustainability is about safeguarding future growth, whether that be by ensuring a continued supply of innovation within the company through talent-nurturing initiatives, or making sure that we encourage eco-friendly practices.

**Sarah Weir,**  
Graduate Fellow, GE

*The majority of our shareholders invest in Informa for the long term – the very definition of sustainable.*

**Gary Nugent**  
Sales and Marketing, BI

In an ever changing world, with an increasing generation of sustainability-conscious millennials, sustainability should be at the heart of any credible business.

**Mahesh Patel,**  
Procurement, GS

Incorporating sustainability into our event engaged and motivated our team. They see their work as more meaningful and part of something bigger. It's a story that we get to tell all year long and people listen.

**Lindsay Roberts**  
Group Director, Construction and Real Estate, GE

I'm convinced that this improved access to knowledge enables better decisions and contributes to a more sustainable world.

**Therese Franzen**  
Managing Editor AP

*Sustainability should be an integral part of the business's strategic approach.*

**Lana Howard**  
New Business Development  
Director, K&N

INFORMA HELPS COMMERCIAL, PROFESSIONAL AND ACADEMIC COMMUNITIES WORK SMARTER AND MAKE BETTER DECISIONS FASTER, THROUGH SPECIALIST CONTENT AND INTELLIGENCE, AND OPPORTUNITIES TO CONNECT AND LEARN.

ORGANISED INTO FOUR OPERATING DIVISIONS, WITH A FIFTH SUPPORT DIVISION



SERVING COMMUNITIES IN HUNDREDS OF VERTICAL MARKETS

Life Sciences... Health and Nutrition... Real Estate and Construction... Agriculture... Aviation... TMT... Finance... FinTech... Infrastructure... Engineering... Pop Culture... Archaeology... BioTech... Business and Management... Industry... Sustainability... Medicine... Philosophy... Internet of Things... Maritime...

PROVIDING CONNECTIONS AND INSIGHT

> 150m

No. of times our journals were accessed in 2016

25,000+

Subscribers served by our intelligence products

> 1.4m sqm

Of exhibition space provided for buyers and sellers at 210 trade shows

£1,345m

Revenue

140,000+

New articles and;

6,100+

New books published for academics

1.3m+

Visitors welcomed to our events

£183m

Total tax contribution

c.7,500

Colleagues

c.3,000

Editors

46%

Colleagues under the age of 35

54%:46%

Female:Male

# BALANCE

## & BREADTH IN SUSTAINABILITY



*2016 marked the third year of Informa's Growth Acceleration Plan (GAP), a year in which the Group continued to invest in colleagues and our capabilities to amplify the impact of our customers and our content. This has delivered a progressively improving performance and achieved greater balance and breadth across the Group.*

**Stephen A. Carter**  
Group Chief Executive

**I**n 2016, we added new businesses and colleagues, most notably Penton Information Services, expanding our international footprint, our market positions and the talent and expertise within the Group. We achieved greater balance in the mix of our businesses and in the stability and predictability of our revenues and we continued to make steps towards the GAP goal of achieving long-term and sustainable growth.

Informa's approach to Sustainability in 2016 builds on a decade of progress and equally reflects this forward movement of investment, of growth and of the creation of new balance and breadth.

There is growing recognition of the breadth of the positive impacts our activities and contributions have on wider society and this is evident throughout this report. This ranges from refocusing and expanding the AfricaCom event to support social mobility and prosperity, to instigating new partnerships with

organisations like MIT focussed on the development of new cures as well as increasing the accessibility of academic journal content.

There was continued emphasis on our work to balance the value created for customers and the niche communities in which they operate with the value for the Group's investors, and for our now 7,500 colleagues and value for partners in wider society.

And there was investment too, with the creation of the new role of Head of Sustainability, bringing additional capabilities and expertise with a refreshed focus on our activities.

#### **Informa's difference**

The approach Informa takes to Sustainability is ever more closely aligned to what makes us distinctive, and the unique role we play in the Knowledge and Information economy – connecting people and knowledge together. In all the Group's Operating Divisions, our colleagues and the products and services they create help our customers seize opportunities and overcome challenges.

We directly serve the Sustainability community through events such as GreenBuild, Natural Products Expo and through products such as the Routledge Sustainability Hub. But our greatest positive contribution to sustainable development comes through the recognition that Sustainability can help

Informa focus all our products and services on helping customers to solve their challenges and those of wider society, not just the niche 'sustainability' themed ones, not just the niche 'sustainability' themed ones.

Across hundreds of vertical markets, Informa is the facilitator in the provision of the knowledge and data, the networks and the forums that help customers exchange, connect, interact, learn, plan and grow. It is Informa's ability to amplify the positive change created by our communities and content that defines our role in addressing the objectives of those sectors. The breadth of these impacts is vast, from creating national infrastructure and power generation to developing cures, safer shipping and creating jobs.

This is the basis for how we think about and drive a positive social and economic contribution, for the benefit of stakeholders and society more broadly.

Our direct operations also create positive benefit through high quality employment, stimulating work and training for those entering the workforce including our dedicated apprenticeship and graduate intakes to accredited training and ongoing recognition and reward of achievement. The taxes we pay around the world also support governments to provide critical infrastructure to populations worldwide – something that repays our business through a more educated and connected population. We're also making progress in understanding and reducing some of the impacts that we want to improve including our carbon emissions and resource consumption.

#### **The opportunity for 2017**

The path ahead for Informa is about harnessing the broader Group we have become, leveraging the new expertise and talent throughout the business and bringing ever more focus and purpose to enhance the positive impacts of the products and services we provide.

There are many opportunities to create stronger, deeper and more collaborative partnerships with customers in our chosen Vertical markets. Through understanding their needs, and those of their own customers, we can take a creative and commercial approach to addressing their challenges. We can help customers prosper and play a central role in creating value for our specialist communities through the collaborative solving of some of society's challenges, be that the need for efficient transport, safer infrastructure, better crop production or any one of a hundred issues our communities are addressing.

Our Colleagues are rightly proud of their achievements, and the contribution of their teams, Divisions and Group. It is our hope that all readers will sense this from the many different and compelling stories presented from across Informa. We are committed to amplifying this wider value that we can and do create.

**Stephen A. Carter**  
Group Chief Executive

**// THE APPROACH INFORMA TAKES TO SUSTAINABILITY IS EVER MORE CLOSELY ALIGNED TO WHAT MAKES US DISTINCTIVE, AND THE UNIQUE ROLE WE PLAY IN THE KNOWLEDGE AND INFORMATION ECONOMY – CONNECTING PEOPLE AND KNOWLEDGE TOGETHER. //**

2016 has seen a series of successes around sustainability for Informa, both within specific shows and across companywide programmes. Here are just a few highlights.

# A YEAR TO CELEBRATE

## x10

Academic Publishing's Freedom APC open access pricing model saw a tenfold increase in revenues this year as authors increased the number of articles and their desire to pay more for the service because they see the increased value from the service

## 700+

Our One Planet Eating campaign attracted more than 700 colleagues who spent three months trying to change their eating habits to be healthier for them and the planet

## AllInforma

Our new Diversity and Inclusion programme, AllInforma was developed in 2016 and launches in early 2017

## FTSE4good

Our FTSE4Good membership was reconfirmed and we were able to increase our score in the Dow Jones Sustainability Index

## 71%

of colleagues told us they felt engaged at work following our InsideInforma company survey

Global Exhibitions completed the first pilot of our Sustainable Events Ladder and has rolled it out to three times as many events in 2016

## MIT

Business Intelligence's collaboration with MIT established the most detailed benchmarks on drug development ever which will help new funding mechanisms for drug development be developed

## 88%

We expanded our paper policy to cover all areas of our business and many more uses of timber. We now source more than 88% of paper from sustainable sources

## 110,000

Our acquisition of Penton brought the Natural Products Expo within the Informa family of events giving us access to help more than 110,000 people in the nutritional and health good industry access

Nearly three quarters of our AfricaCom attendees told us that they were inspired by our conference's new focus on economic development and social mobility and 85% said that our work with them enables them to contribute to this agenda

## 100%

of UK colleagues are now paid the wage recommended by the Living Wage Foundation

## £120k

More than a third of colleagues participated in our new, global Walk the World day, raising our largest ever single figure for partner charities

# PASSIONATE ABOUT THE *DIFFERENCE* WE MAKE



*As a new joiner to Informa in 2016, what has been striking about the Group is the number of expert, passionate and engaged colleagues who bring impactful and sustainable business practices to their everyday work.*

**Ben Wielgus**  
Head of Sustainability

**M**any colleagues are specialists in the markets in which they work – from biotech and logistics to archaeology, FinTech and maritime. Many more are increasingly focused on forming closer partnerships with customers, walking in their shoes to understand their challenges and the opportunities of their market, and meeting those needs with critical information, data and opportunities to connect and learn. Almost every colleague I've met is looking to make a positive difference and contribution through their work – not just to their direct customers but to the markets they serve as well.

This year's Sustainability Report showcases and celebrates some of the instances of our contribution and impact as examples of the approach the Group takes, our recent achievements, and where we believe the opportunities are for the future.

It is based on first-hand accounts from colleagues in every Division and every region in which Informa operates, and is designed to bring this sense of Informa to life for those customers, partners, investors and other stakeholders outside of the Group, while stimulating colleagues to think even more about how we might together deliver even greater long term value to our business, our markets and each other.

#### **Sustainability as a Mindset**

Throughout Informa, we provide the networks and knowledge that customers need to prosper, and the Group has been investing in its capabilities to do

this through the 2014-2017 Growth Acceleration Plan.

It is increasingly clear that true sustainability comes through understanding the challenges that customers in specialist communities face and what their ultimate objectives are. We will be successful if we can focus on our abilities to help the customer meet their aims and it is rewarding to see many colleagues using our skills and assets to help meet them rather than focus on the short term selling of a subscription, ticket or book.

What are these aims? They are as diverse and as relevant to all of us as curing disease, building low carbon homes, making vital infrastructure safer, enabling goods and trade to flow across the world, attracting new talent into the construction sector and supporting the networks that provide financing to individuals and companies.

## The Breadth of Informa's Impacts

**Informa's products and services, created through the ideas, contributions and energy of colleagues, have a wide range of impacts. The Group is:**

- Cost effectively educating thousands of doctors and nurses in Africa.
- Helping solve the recruitment problem in the construction industry by creating jobs for disadvantaged communities
- Bringing together the key organisations that bring the internet to millions in Africa so they can access education and create employment
- Improving discoverability of knowledge and content for 100,000s of researchers
- Running conferences for key innovators in biotech, green construction and nutrition
- Creating the analytical tools to allow new financial models for funding research and development

Specific to a knowledge and information company like Informa, by curating and disseminating high quality, trustworthy content, by providing training and insight, and by creating opportunities for effective relationship building, the Group's contribution is multiplied as customers go on to have their own impact on the world.

This mutual benefit creates symbiotic, interdependent and long-term relationships, and enables Informa to reinvest in the ability to do this better.

### **The next steps for a growing Group**

As the Growth Acceleration Plan enters its final year, and as we add new colleagues and expertise, there is an opportunity to think more broadly about creating value from sustainability, over a longer timeframe, and seek to balance the priorities we have.

The approach to sustainability at Informa has been defined by four pillars since 2011, as illustrated opposite, and has grown and grown since the programme first launched a decade ago.

Many investments in sustainability are investments in our core assets and will continue over the next decade. An investment in colleagues' skills pays back in the future, an investment in more efficient equipment saves money in the long run, an investment in a partnership with key markets builds our relationships for the future.

Volunteering and donations also remain part of our approach, for the value it creates in bringing colleagues together, developing skills and allowing us to support causes that matter to the Group, and often to customers as well.

Where we can do more is in recognising and accelerating the positive impact the Group has on the wider world, bringing more focus to activities and create a better platform for co-ordinating and sharing within Informa. This will inform and energise colleagues to create more value from this positive difference.

There are also opportunities to further measure our collective impact so we can understand the outcomes generated as well as the inputs made. There is the chance to experiment and have some fun around the ideas and partnerships we explore too.

The stories in this report also, I hope, challenge any conception that sustainability is simply a business add-on or distraction. For us, activities that distract from business objectives or fail to create long term value do not have a place in our ambition to grow sustainably and create opportunities for customers, colleagues and investors alike to contribute to sustainable development.

Informa's door is firmly open for comments, contribution and engagement as we move forward with our Sustainability programme and report back on successes and learnings.

**// AN INVESTMENT IN COLLEAGUES' SKILLS PAYS BACK IN THE FUTURE, AN INVESTMENT IN MORE EFFICIENT EQUIPMENT SAVES MONEY IN THE LONG RUN, AN INVESTMENT IN A PARTNERSHIP WITH KEY MARKETS BUILDS OUR RELATIONSHIPS FOR THE FUTURE. //**



## THE FOUR PILLARS



### CONTENT

Our differentiator, and our biggest impact on the world, are our 'products'. As a leading specialist in the knowledge and information economy, this means the curation, sharing and amplification of knowledge and insight to allow better and more informed decisions.



### COMMUNITIES

We think far beyond the neighbours around our sites and now recognise our more impactful role through creating the platforms to bring together customer communities and foster greater and more effective collaboration.



### COLLEAGUES

Our colleagues are how we will be successful and we can support them through training, wellbeing and the provision of opportunity. This will help with retention, recruitment and support the delivery of our growth ambitions.



### ENVIRONMENT

Our direct consumption of natural resources and the more material indirect environmental impacts through our operations, particularly timber use, third party flights and materials usage.



# WHERE CONTENT REALLY IS KING

*What does Informa mean by content?*

**S**implify put, content is what Informa does. It means more than our books, journals and data – content covers all the knowledge and networks that we curate and share at our exhibitions and conferences. It's also our competitive differentiator in every market – it's why our customers choose us.

Informa's content is – and always has been – our biggest impact on the world.

The level of impact, or amplification, we have depends on what gets commissioned, who is asked to speak, the insights shared and the platforms chosen. At our best, our content is trustworthy, independent and mission critical, helping to solve our customers' challenges and those of society. Teams across Informa have been doing some outstanding work this year and you can read examples here that show just how intertwined this is with our commercial success.

orld





**Tom Cuthell**  
Portfolio Director, Telecoms,  
Knowledge & Networking

## AFRICACOM INSPIRES ECONOMIC AND SOCIAL EMPOWERMENT

Africa's largest telecoms and technology event for nearly 20 years, AfricaCom is an incubator for the architects of Africa's digital future. This year, building on the event's success, we decided to elevate the event to become a purposeful vehicle for economic development and social empowerment – 'connecting the unconnected' and improving digital inclusion.

First, we wanted to quantify our impact – so we commissioned an economic impact assessment that demonstrated that AfricaCom contributes more than 104m ZAR (£6m) each year to the local economy and creates employment for over 350 people. In future years, we'd like to measure indirect impacts too.

Second, we needed to re-think the design and production of the event to ensure we were doing all we could to harness the transformative power of Africa's digital revolution. We made sure that innovation and entrepreneurship were key themes by:

- doubling the size of AHUB, a section of the show dedicated to showcasing and supporting the tech start-up ecosystem. This included a boot camp to pitch for investment and free access for key local start-ups
- launching an event for rising stars under 30 which included career guidance and training from Google on the power of digital storytelling to drive positive change
- creating the Leaders In Africa Summit where the most influential members of our community met for off-the-record debates about the challenges to achieving economic and social prosperity through digital inclusion.

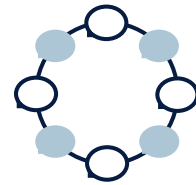


87%

of delegates said that economic development and social empowerment were important to them personally

74%

said our new focus was inspirational



85%

of delegates said that, through the knowledge and networking we provide, Informa is enabling them to contribute to economic development and social empowerment.

**// AFRICACOM CONTRIBUTES MORE THAN 104M ZAR (£6M) EACH YEAR TO THE LOCAL ECONOMY AND CREATES EMPLOYMENT FOR OVER 350 PEOPLE. //**



**Emma Greenwood**  
Associate Editorial Director,  
Cogent, Academic Publishing

## NEW 'PAY WHAT YOU THINK IT'S WORTH' PUBLISHING MODEL IS A HUGE SUCCESS

Open Access (OA) supports the wider dissemination and availability of peer reviewed research, widening the impact it can have on society. Our pioneering new OA pricing model – Freedom APC – helps researchers find funding to publish their work but then allows them to select the amount they can afford to pay based on their financial circumstances and their view on the value of the service we provide.

Not only is this an accessible model for academics regardless of geographical location or research area, it is also a sustainable business model – revenue from this service increased tenfold in 2016 compared with the previous year. There were two reasons for this: a significant increase in submissions as more authors saw the value of open access and a three fold increase in of the amount individual authors could and did pay for publishing an article.

Research funders are increasingly supporting open access publishing as it makes academic research freely available to all. By asking the funders or authors to pay publishing costs, rather than the readers, this opens up access to knowledge for a huge number of people who couldn't use it under a traditional subscriptions model. We asked our Cogent authors about the benefits they gain from Open Access:



*The best part about publishing with Cogent OA was having such wide exposure for my research. Once I posted my paper on academia.edu, it shot to the top of all papers viewed and has been there for a month!*

**Christopher Hartwell,**  
Cogent Economics & Finance

*Personally, I like open access because academic works should be for everyone, not just for people who can afford them.*

**Mei-Shiu Chiu**  
Cogent Education



In the last 6 months of 2016, we increased the proportion of open access articles within our entire collection by more than a third. Evidence suggests that, on average, OA articles are read 10 times more often than non-OA. Of the 150 million articles people download from us every year, the proportion that are OA has increased by a factor of 5 since January 2014



**Mark Gordon**  
Head of Pharma Product  
Management, Business Intelligence

## OUR EXPERTISE FINDS NEW WAYS TO FINANCE CURES

Investment in R&D is badly needed to eradicate cancer and tackle other daunting human health challenges such as Alzheimer's, antibiotic resistance and many elusive rare and orphan diseases. Bringing new cures to market is increasingly challenging for the biopharma sector because of the extraordinarily long development timeframes, high cost and high failure rate of new drug candidates: only 10% of drugs tested in clinical trials succeed, and the cost of developing a drug is over \$2 billion and takes ten years.

In 2016, experts from Informa's Business Intelligence division began working with Professor Andrew Lo, Director of MIT's Laboratory for Financial Engineering, to find a transformational means of financing

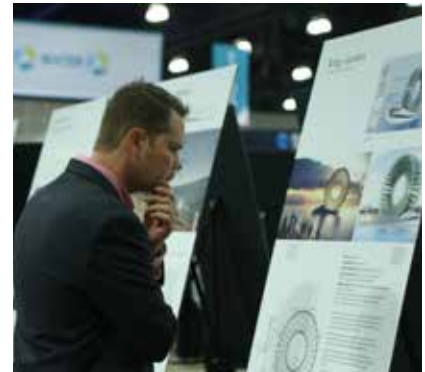
the development of new medicines. We believed we could find a way of attracting more investment capital into drug development through the creation of new financial instruments that spread the risk and appeal to large scale investors.

Our challenge was to see if we could predict the probability of the success of drugs in various clinical trial stages by applying data science and machine learning to our drug and clinical trials data. This data could then be used to create risk models to enable megafunding of drug development projects, much like those in other industries – Hollywood films and mortgages, for example.

The project worked well. Professor Lo's team and Informa drug and clinical trial experts have established far more detailed benchmarks on drug development success rates than have ever been published and the MIT research team has submitted two papers for publication.

By publicising these models and methods, they hope to create more opportunities to reduce the risk of clinical trial failures – and, of course, less risk means more funding. As Lo observes, "We seem to be at an inflection point in treating many forms of cancer and other disease – now's the time to be increasing our investments in biomedicine. Better predictive analytics can help us, and we're grateful to Informa for giving us access to their data and expertise."

**// OUR CHALLENGE WAS TO SEE IF WE COULD PREDICT THE PROBABILITY OF THE SUCCESS OF DRUGS IN VARIOUS CLINICAL TRIAL STAGES BY APPLYING DATA SCIENCE AND MACHINE LEARNING TO OUR DRUG AND CLINICAL TRIALS DATA. //**





**Jason Trimmer**  
Infrastructure Architect,  
Heathrow Airport

## MAKING THE WORLD SAFER

Jason Trimmer is Heathrow Airport's Infrastructure Architect, responsible for governance and developing a ten-year strategy for radio and cellular communications hardware to meet the needs of one of the world's busiest airports. He is a regular attendee at Critical Comms World (CCW), one of a series of events run by Emma Banymandhub from our Knowledge & Networking business. The event brings together the international community of critical communications professionals from emergency services, transport and utilities.

"CCW is the glue that holds a lot of our industry together. I can get in touch with other end users, network operators, the industry association (the TCCA) and vendors. The atmosphere encourages us to share ideas and debate upcoming strategy. What I learn at CCW helps me fashion the critical communications strategy for Heathrow – and, having met people at the event, I can pick up the phone to them afterwards. Why is this so important? The communications network at Heathrow is mission-critical – it allows the emergency services to respond better. Without an industry event of this scale and style – which attracts everyone in the industry – I'd be feeling around in the dark a lot more. And, the team at Informa listens to our views – I worked with the team to shape new aspects of the conference, and that ability to take on board feedback means the events are relevant to everyone."



**Celine Fenet**  
VP of Global Strategy, Life  
Science, Global Exhibitions

## NEW HEALTHCARE EVENTS MODEL IN AFRICA BRINGS BENEFITS TO ALL

We have an ambition to improve education and training for medics in Africa, and thereby advance healthcare for all. It's important to use to find ways for our conferences and training to be more accessible for healthcare professionals in Africa through finance model that would allow healthcare professionals to access quality education, training and networking opportunities, while allowing our business to prosper.

*Medic West Africa is premier stage for progressing and developing the healthcare industry in the region.*

**Prof. Isaac Adewole**  
Honourable Federal Minister of Health,  
Nigeria

The solution? To have shows in Africa – particularly in Nigeria, South Africa and Kenya – funded by sponsors and exhibitors so that doctors and nurses can attend for free or in exchange for a nominal fee that is often donated to a local charity. It suits everyone because it has increased the number of attendees, which keeps the sponsors and exhibitors happy, while giving healthcare professionals access to accredited education.

This model has also helped us nurture strong relationships with local healthcare leaders. The Nigerian Ministry of Health now uses Medic West Africa as a platform to make big announcements on policy and regulation in the healthcare industry – a complete turnaround from when we were viewed as an organisation only out for commercial gain a few years ago. Through an ongoing demonstration of Informa as a valuable partner in the push for real, tangible change in the advancement of healthcare in the region, we've also changed the perception of Informa to be a vital long term partner by the medical and trade associations – We are no longer seen as outsiders but a vital part of the scene.

*A platform that contributes to the development of healthcare.*

**Dr Jide Idris**  
Honourable Commissioner  
of Health, Lagos State



**Jo Dickson**  
Event Technology  
Director, Penton

## SUPPORTING THE NATURAL COMMUNITY'S AMBITIONS

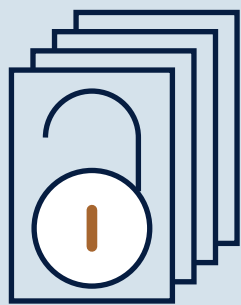
Natural Products Expo attracts more than 110,000 visitors a year from around 120 countries and is one of the leading shows for the natural, organic and healthy products industry. There's a real passion in the industry for the nutritional and health impacts their products have but they also care a lot about the social and environmental consequences of their production. It's essential that we do too –our event must support our community's ambitions.

As well as the usual store and factory visits, we offer educational herb walks and targeted business school programmes for the entrepreneurs who make up so much of this community. We also produce focused events for women in the industry to help them build strong networks of peers. These build the

skills and capabilities of the industry so that it can be more effective in its positive impacts on society and the environment.

The events themselves measure up to sustainability standards ISO20121 and ASTM/APEX. In practice this means reducing the environmental impact and leaving a lasting positive impact on the local community. For example, we worked with Real Food Farms, a charity that creates urban farming and market ecosystems to combat 'food deserts' in urban USA. We also make sure that we donate products from the show to local groups.

### OPEN ACCESS



Journals with an open access option

2016  
= 96%

2014 = 91% 2015 = 90%

Number of open access journals

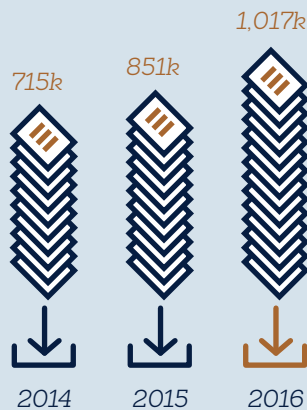


2014 = 60 2015 = 65

2016 = 108

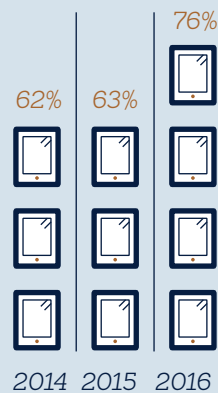
### ACCESS FOR DEVELOPING WORLD RESEARCHERS

Number of journal article downloads in Inasp, an international development charity working to improve access to research information in developing countries

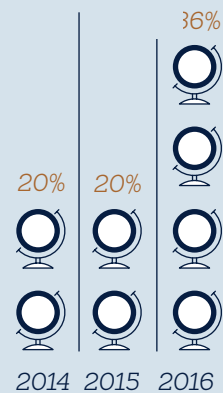


### REACH

Proportion of book titles available as ebooks



Proportion of accepted academic articles from developing countries





# PART OF OUR CUSTOMER COMMUNITIES

**M**any stories in this report have at their heart the notion of creating sustainable, thriving communities – not just the communities around our offices but particularly the communities we foster for and with our customers. This is where we have our biggest impact. At our best, we are a partner in discrete, specialist and often unique markets and niches. We seek to make our customers more connected, smarter, better informed and better able to make the right decisions, personally and professionally. This builds our customer relationships and ensures Informa is seen

as a part of those communities rather than a simple service provider.

In some parts of our business, particularly part of our Knowledge & Networking and Global Exhibitions businesses, our convening role – bringing together suppliers, peers and thought leaders – is what our customers value most. If we create the right environments and platforms for building effective relationships, we can have a significant role in helping those communities be successful and address the societal issues they are working to address.

For customers of other divisions, such as Academic Publishing and Business

Intelligence, Informa is often the main curator of the accessible and relevant knowledge they rely on to make decisions. Within Global Support, many of our colleagues work to promote effective communities within Informa's own business and provide links to external communities as well.

In 2016, our GAP programme has enhanced many of the tools, particularly digital platforms, that we use to target and connect our communities more regularly and effectively. 2017 will see this technology be deployed further.







**Anna Chrisman**  
Managing Director, EBD,  
Knowledge & Networking

## BUILDING PARTNERSHIPS TO DEVELOP CURES

Our EBD brand is known as the partnering company in the life science industry. Our events are all about bringing together the private and public sectors with industry associations to cultivate long-term, trustworthy relationships focused on improving care for patients all round the world.

For example, our BIO-Europe show brings together 3,700 people every year from two groups who need to work together: small biotech companies looking to get innovations to market and the big pharma companies who have the capabilities and desire to take those innovations through testing and to market.

A key pillar of our success is our online partnering system: We've invested in software that helps facilitate better meetings at events. At BIO-Europe event, the system helps set up more than 21,000 meetings over three days. With the key meetings set up in advance, attendees can then spend their time at the event developing the valuable informal networking opportunities that are just as important for building relationships.

This helps us achieve high retention rates because our attendees value what we do and consider themselves, and EBD, as part of a community that works to advance drug development and ultimately brings treatment and cures to patients.



**Jon Benniger**  
VP Health and Nutrition,  
Global Exhibitions

## CHOOSING PARTNERS ON ISSUES THAT OUR CUSTOMERS CARE ABOUT

Since 1997, the mission of our SupplySide West event has been to support the growth and prosperity of the dietary supplement industry. Our 15,000 attendees, 1,200 exhibitors and all the sponsors and speakers work to bring safe, science-based, healthy products to market, and part of that is supporting charity partners who spread the benefits to the disadvantaged.

Vitamin Angels is a charity that helps pregnant women, new mothers and young children gain access to life-changing vitamins and minerals. I couldn't think of a better partner for us to reinforce the legitimacy and efficacy of the supplement industry. Their work demonstrates the power of the industry

to improve lives worldwide. Many in our community recognize the importance of Vitamin Angels' work and have partnered with them in various ways including donating manufacturing services and monetary support – and SupplySide West is no exception. Informa makes a donation to the charity for every ticket sold, and we also give Vitamin Angels exhibition space, a profile and stage presence to allow it to reach a wider audience to promote its work and build more partnerships.

"Vitamin Angels has the ability to unify and validate the industry in the most significant way while giving millions of children and moms a chance to lead healthy and productive lives. SupplySide West's support has been a rallying cry to bring us together with the key players said Howard Schiffer, Founder & President of Vitamin Angels.

Bryn Stewart, Manager at Vitamin Angels says, "We really value our partnership with Informa and so appreciate everything that the Informa team have done for us over the years. To offer a little perspective, in the last three years Informa has helped Vitamin Angels help more than 260,000 mothers and children through donations at SupplySide West alone."

While the impact of our financial contributions is impressive, our partnership isn't about simply writing a cheque each year. We work with Vitamin Angels throughout the year to identify ways our partnership can be mutually beneficial.





**Shafina Segon**  
Marketing Head,  
Academic Publishing



**Nitasha Devasar**  
Managing Director,  
Academic Publishing

## COLLABORATION HAS BEEN KEY TO SUCCESS IN INDIA

Over the past three years, we've been working more closely with our community of academics, booksellers and local publishing groups. Our initial

motivation was to make the most of scarce resources and overcome our fragmented brand image. In short, we wanted to get more bang for each buck spent and build Team India!

Working closely within our business has been key to meeting each of our community's needs and reaching new audiences. Our sales and editorial teams have increased collaboration from 1% of campaigns in 2011 to 88% in 2016 allowing us to contact 140,000 new Asian customers a year (3,800/year in 2013) and design outputs that better connect our customers with the knowledge they need.

We took another leap of faith by introducing greater reciprocity in our relationships with our customers. For instance, we've partnered with our biggest distributor in India to distribute his titles in several new territories. We've extended this arrangement to two smaller independent publishers and, thus, more local scholars have access to the content we provide and we've increased the reach of other businesses.

We're also working to educate our communities in key issues. In 2016 we created a booklet to demystify copyright in India and shared it widely shared with local publishers' associations and industry bodies. It has also been given out at all our academic events to complement workshops on copyright awareness.




Across our Academic Publishing business, we set ourselves a goal of delivering 35 events to support authors in 2016. We're pleased to say we delivered more than 60 during the year.

Members of Team India have also engaged with village communities supported by Read India (our local and global charity) mentoring young adults on using computers and engaging with gender issues and the barriers women face in the community.

We can say most genuinely that greater collaboration has been both boosting our business and enriching our lives!

**Mike Quinton**  
Head of Health and Safety  
Knowledge & Networking

**Gio Furno**  
Head of Health and Safety  
Global Exhibitions

## SAFETY IS VITAL IN OUR BUSINESS

In 2016, more than 150 of our key operational colleagues attended a total of 20 courses to enhance and broaden knowledge of our standards and spread good practices. Keeping our contractors, guests and colleagues safe is paramount

to the success of our business. When we build and dismantle our events, we have many people working together onsite and its key to work closely with the venues and contractors. We have well defined health and safety standards that are aligned to widely accepted industry standards to ensure that workers are protected and that our guests can enjoy our events safely. We'll be doing more in 2017.

## OUR NEIGHBOURS

Informa colleagues are participants in many communities around our 100+ offices. Everyone is offered up to two days off a year to volunteer locally and we encourage volunteering that develops new skills for our colleagues and others. It also builds teams who tend to come back to the office feeling energised and more proud to work at Informa.

As we have been focusing on other programmes, such as Walk the World, the number of volunteers has dropped for the second year running but the numbers have been recovering in the last quarter of 2016 after we began evolving our programme. In 2017, we will be relaunching the programme with a closer link to colleagues' learning and development objectives, and with the aim of building stronger, longer-term relationships between each office and its nominated Walk the World charity.



In 2017, we are looking to relaunch volunteering with a focus on where it can add value to the business: developing skills, building teams, partnering with others to trial new solutions. It's my ambition to help every colleague see volunteering as a way of building their career and every team manager seeing it as a way of energising their teams.

**Fiona Gibson**  
Communities Senior Associate



**Glynn Fullelove**  
Group Corporate  
Services Director

## PAYING FAIR TAX WHERE WE DO BUSINESS

Informa creates economic value in many ways: we stimulate business deals, we bring tens of thousands of customers to some of our host cities, we procure from local suppliers and we pay tax. We view the taxes we pay as part of the economic benefit we create for societies in which we operate, and believe that a fair and effective tax system is in the interests of tax-payers and society at large. Paying tax in our markets gives us an obvious return as governments provide the services that our business relies on to be successful, now and in the future. This includes, for example, education for our current and future customers, infrastructure to allow people to access our events, and services that make host cities appealing.

Our key tax principles are:

- Paying our taxes where we do business
- Complying with, and following the spirit not just the letter of the law in the countries where we operate
- Engaging constructively and openly with local and national tax authorities
- Following legislation and rules to best serve our business, colleagues and shareholders.

The graphics and table above show the tax we paid in 2016. In 2017, we will publish more details on our tax strategy on our website because we recognise the growing need to be transparent.



18.1%

In 2016, our effective rate of tax on our adjusted profits was 18.1% (2015: 17.7%).

### Our 2016 Total Tax Contribution was made up of:

	Worldwide	Amount paid in the UK
<b>Tax paid</b>		
Corporation tax (and similar)	£43m	£24m
Employees Social Security Contributions	£30m	£17m
Net VAT income taxes and social	£12m	£(7)m
Employees income taxes and social	£98m	£44m
<b>Total tax contribution</b>	<b>£183m</b>	<b>£77m</b>

Footnote: Amounts shown are actual amounts paid in the year and does not include business rates, air duty etc. as this is relatively immaterial.



**Ruth Janssen**  
Business Reporting Manager,  
Business Intelligence

## VOLUNTEERING BUILT SKILLS I NEEDED FOR MY NEW ROLE

I'm the cofounder and leader of Informa's Hand in Hand project which, for the last three years, has supported the charity Springboard for Children. They provide one-to-one teaching for children and young people who struggle with learning to read and write.

In August 2016, we launched our second project team within Business Intelligence Healthcare vertical. This team supports World Cancer Research Fund, the UK's leading charity dedicated to researching cancer prevention. The team identifies specific projects that the charity needs delivering including the development of their focus and assisting in fundraising activities. Both partnerships help our members to share their knowledge, further develop and learn new skills.

These project teams have allowed me to grow professionally because they've developed my managerial and influencing skills. I've coached colleagues and run projects and these new skills were recognised by our divisional CEO when I was promoted into my new role. From a personal perspective, it's also helped me get to know some wonderfully dedicated colleagues who all share my values and desire to help the business give something back.

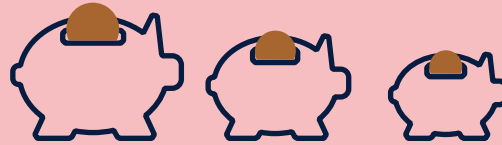


The team has enabled Springboard for Children to have a lasting impact on the lives of 14 pupils we supported at St Stephen's Primary School (Lambeth)

**Tom Hill (Trusts & Foundations  
Fundraiser at Springboard)**

## FUNDRAISING

Colleague fundraising through Informa



2014 = £160k

2015 = £193k

2016 = £71k

## COMPANY CONTRIBUTIONS

Total company donations  
(cash and in kind)



Company donations (cash)

2016: £338k

2014 = £299k 2015 = £246k

Volunteer programme costs

2016: £137k

2014 = £117k 2015 = £98k

Donations of products  
and services

2016: £36k

2014 = £100k 2015 = £254k

## VOLUNTEERING

% of employees volunteering



2014 = 11%

2015 = 8%

2016 = £71k



# COLLEAGUES

## MAKE THE DIFFERENCE

*The positive impact Informa has through our content and communities comes entirely from the work of colleagues.*

**T**hey are our biggest asset and together create a culture which they say makes coming to work at Informa both a pleasure and a challenge (in appropriate ratio!). Our culture allows us to be innovative, entrepreneurial and agile in responding to our customers' needs, which fits our view of ourselves as the 'challenger' brand in the knowledge economy.

As we deliver the last stages of our GAP programme, it's important that colleagues have the right balance of work and training, that they're engaged, supported, appropriately rewarded and

continue to develop their careers as they see fit. The attraction and recruitment of the right people is one of our key issues to manage, and our focus on our colleague value proposition in 2016 will therefore continue into 2017.

A key area is diversity at senior levels. We're proud that we have a good balance of gender across the business but we still want more women in senior roles. We're addressing this by developing a women's network to support women at every level, and through unconscious bias training to ensure we always promote based on ability to do the job. A positive sign is that 63% of our promotions in 2016 were women.



// **HAVING A BREADTH OF SKILLS AND EXPERIENCES IS BOTH AN ESSENTIAL BUSINESS NEED AND, I BELIEVE, THE ONLY RIGHT WAY TO RUN A COMPANY. //**



## INSIDEINFORMA – HOW DO PEOPLE FEEL ABOUT WORKING HERE?

In September 2016, we launched InsideInforma, a Group-wide conversation that gave everyone the chance to have their say about life at Informa. The aim was to see where we are doing well and where we can improve to make sure Informa is an enjoyable, rewarding and stimulating place to work. Pleasingly, 71% of Colleagues responded and, of those, 71% said they felt engaged. Those over 45 and with more than five years' service were most engaged, while millennials who have been with the business for less than five years were least engaged. We hope that increasing our focus on having a positive impact on local and global issues through our sustainability programme will help improve engagement with this group.



79%

of Colleagues said Informa has a positive culture and work environment



42%

felt that the Group was good at celebrating success with rewards other than money.



85%

An impressive 85% of Colleagues said they feel confident about how their role makes sense in the context of what their team and Division is trying to achieve.



**Saskia Bewley**  
Diversity and Inclusion  
Specialist, Informa plc

## DIVERSITY AND INCLUSION AS DRIVER OF BUSINESS SUCCESS

We've spent a lot of time this year thinking about how a diverse workforce can make us more successful.

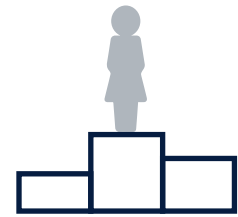
Informa wants to attract and retain a diverse range of talent. Having a breadth of skills and experiences is both an essential business need and, I believe, the only right way to run a company. Diversity makes Informa an interesting place to work, but also make us more creative, more resilient and better able to engage with our many niche audiences.

Our working environment must be welcoming and stimulating, enjoyable and rewarding, and combine a level of personal freedom with opportunities to exchange views and ideas. This 'cognitive diversity', alongside more traditional issues such as race, gender and so on, can be what makes Informa such a great place to work.

Our 23-person diversity and inclusion (D&I) working group aims to ensure colleagues can be themselves, so they can make their best contribution, no matter where they work or who they are.

In 2016, we developed our 'AllInforma' D&I programme. Key activities for 2017 include:

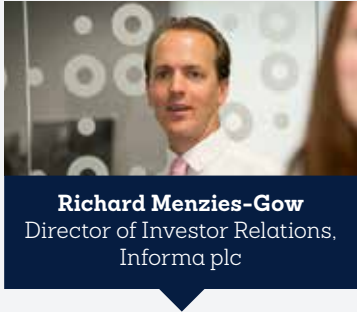
- launching training on 'unconscious bias' to recruitment and managers
- setting recommended recruitment practices for our HR and recruitment firms
- establishing two employee networks – Women and Young Leaders
- meeting the requirements of the Gender Pay Gap Reporting legislation
- examining ways in which we can gather better data on the diversity of our colleagues



63%

of promotions in 2016  
were women





## WALK THE WORLD

In 2016, the Sustainability and Corporate Communications teams joined forces to launch a major new global initiative: Walk the World. Every Informa office, as well as all our many homeworkers, were invited to participate by organising a walk in their local area, encouraging colleagues to join them. We raised money for charity but the key objective was engagement and inclusivity – how many Informa colleagues could be persuaded to join in and, collectively, how far could the Group walk around the world? We saw this as a great way to connect and unite the many individual colleagues, offices and businesses spread across the 20+ countries where Informa operates and have a lot of fun at the same time!

**// WE RAISED MONEY  
FOR CHARITY BUT THE  
KEY OBJECTIVE WAS  
ENGAGEMENT AND  
INCLUSIVITY... //**



17,200km  
walked



£120,000  
raised

Each Division chose a charity linked to their day-to-day activities, ensuring colleagues felt a sense of purpose and relevance. For example, our Academic Publishing division supported READ India, a charity that promotes literacy in developing countries, while Knowledge & Networking chose to work with Global Angels, a charity that strives to transform disadvantaged communities.

Overall, more than a third of our colleagues raised £120,000 by walking 17,200km in 30 walks in 12 countries – from the Great Wall of China, to Central Park in New York, along the River Thames in London, around historic ruins in Delhi, besides a windmill in Holland and along the beach in Florida. It's the single biggest fundraising event we've ever had.

Bring on Walk the World 2017!







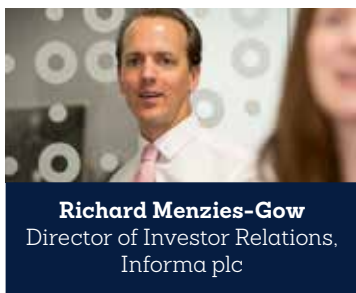


## A LIVING WAGE FOR OUR UK COLLEAGUES

I am proud to have been involved in a project, completed this year, to ensure that all our UK colleagues are paid the Living Wage as a minimum. Currently the UK is the only country to have a national minimum Living Wage but we've chosen to go a step further and pay the level recommended by the independent Living Wage Foundation, which is higher than the legal minimum. We've also begun to work with some of our suppliers to encourage them to do the same.

Paying the Living Wage is a strong sign that an organisation believes colleagues should be fairly rewarded for their contribution, and that they can support a decent lifestyle. It helps the business too, because companies that offer a Living Wage are better at keeping people, have more applications for jobs and the staff are happier and more engaged.

This initiative will make a real difference to colleagues, and to the business, and I'm really pleased to have seen it come to fruition.



## A CODE FIT FOR THE FUTURE

A common thread across all divisions and colleagues is pride in the quality of our content, information and events. I wanted to reflect this pride in our Compliance programme as well. A key priority for me when I joined this year was to help colleagues understand our expectations, and those of our stakeholders, for acting ethically – expectations that will only increase.

So, in 2016 I led a review to refresh and simplify our written guidance. At the heart of this is our Code of Conduct which explains what is, and is not, acceptable behaviour. It now contains guidance on the most important and emerging areas of risk and regulation:

- the Modern Slavery Act
- data privacy and information security
- diversity and inclusion
- a new whistleblowing hotline, 'Speak Up'.

To support our Code, we have introduced a Global Policy Framework, with more specific guidance on our key risks and regulatory commitments. We launched the Code of Conduct in early 2017 with a mandatory e-learning course, and will incorporate it, along with our global policies, in our compliance induction programme to equip colleagues with the right skills and knowledge to do their job. We look forward to reporting progress next year.



## MASTERING ONE PLANET EATING

In 2016, I teamed up with graduate-fellow, Sarah Weir, and nutritionist, Nick Owen of "What Food?", to deliver Informa's first ever 'One Planet Eating' campaign to tackle the twin issues of diet and the environment. We brought together two previously separate campaigns because we wanted people to think about the interconnections between our Sustainability Pillars.

The programme of informational content, activities and competitions took place over 12 weeks making it Informa's longest wellbeing campaign to date. Across the world, 700 colleagues explored the many ways in which what we eat affects not only our health but the world around us too.

Many offices were inspired to host their own activities such as sustainable cooking classes, promoting locally-grown fruit, building window gardens or even insect tasting to help people think about foods of the future. The campaign really opened people's eyes to where their food comes from, how it is made and how to create a more sustainable, healthier, meal.



➔ *Our Hong Kong colleagues join together for a sustainable meal out*

## GENDER SPLIT\*



Colleague gender split  
2016 = 56% female  
2015 = 54%  
2014 = 57%



Management gender split  
2016 = 49% female  
2015 = 46%  
2014 = 52%



Senior management gender split  
2016 = 25% female  
2015 = 25%  
2014 = 30%



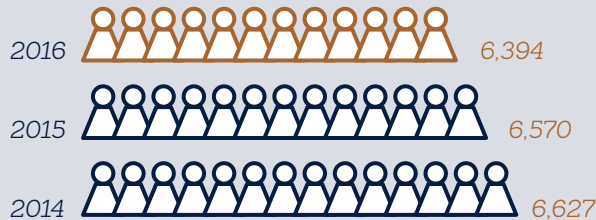
Director gender split  
2016 = 20% female  
2015 = 20%  
2014 = 22%

\*Average for the year

## HEADCOUNT

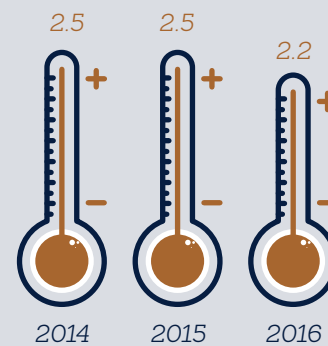
Average total colleagues in the year excluding Penton

2016 = 6,394



## ABSENTEEISM

Average days absence per colleague per year



## TRAINING

Spend on training\*

2016 = £2.3m

2014 = £2.3m 2015 = £1.6m



\*Recalculated and restated prior year this year using revised definitions

## COLLEAGUE TURNOVER

Colleague turnover for all businesses  
2014 = 22% 2015 = 24%

2016 = 24%

2016 = 16%

Voluntary colleague turnover  
2014 = 15% 2015 = 15%



# THE KEY ENVIRONMENTAL ISSUES

*As a leading specialist media business, we create a lot of value for a relatively small direct environmental impact – that impact being carbon emissions and use of paper in our publications. Nonetheless, we need to do what we can to minimise our direct impact and it has the added benefit of saving cost.*

**H**owever, if we consider the environmental impacts outside our immediate operations, the picture is different and we have active projects to understand our impacts and how we can have a more positive impact in the following areas:

**Emissions from our flights, and those of our clients, when they travel to our events**

Flights made by our customers to our events can be several orders of magnitude larger than emissions from flights made by our colleagues. It may be that travelling to our events for several meetings saves several individual flights to separate meetings but further work is need to understand it. We have been developing methods to measure this and expect to be able to publish our first scope 3 footprint next year.

**Waste arising from our events**

is significantly greater than waste arising from our offices. Where possible, we work with venues and exhibitors to reduce this and improve recycling rates, and we're participating in several initiatives to understand these impacts better. Our Sustainable Events Ladder, discussed below, will be one of our key tools for collecting, sharing and measuring good practices, while our collaboration with UFI, the global association of the events industry, is helping develop an industry-wide tool for collecting sustainability data from venues for shows. We'll be reporting back on this collaboration in 2017 when we finish the first pilot with UFI.

**Digital carbon footprint**

We are working with the Responsible Media Forum and several of our peers on an industry-wide project to measure our digital carbon footprint – carbon emissions



from the server farms and internet infrastructure that deliver our digital content. As we continue to move from physical media and events to online platforms, this will become increasingly relevant.

Of course, all of this potential pales in comparison to the impact of our content where we bring together communities that enable others to reduce their own, or others', environmental impact. This includes working in the wind turbine industry, training in green buildings, waste and water management etc. We consider this to be part of our Content pillar as it's about the knowledge we curate.



## MORE RESPONSIBLE PAPER AND TIMBER SOURCING

I joined Informa in 2016 to improve how we buy goods and services by saving money and meeting the needs of the business more effectively. One of my tasks this year has been to look at our paper and timber usage – we all know forests are important ecosystems, so we must source sustainably. Our Academic Publishing division was the biggest user of paper by far, and has always managed it well, but the acquisition of Penton has changed the balance and so I've been working with colleagues from other divisions to ensure our suppliers everywhere meet these same standards. We sourced approximately 88% of our paper usage in 2016 from certified sustainable sources and we know which suppliers we need to work with to increase this.

In Business Intelligence, we've introduced more stringent checks for new suppliers that are designed to confirm they comply with the policy and we actively seek to use certified sustainable paper wherever possible, particularly FSC or PEFC. This helps us know that our paper supply chain is not only environmentally sustainable, but also that it considers human rights as well. Other divisions have also followed suit.



**Jo Baalham**  
Facilities Manager, European Shared Service Centre

## SAVING ENERGY, SAVING OUR BILLS

Environmental sustainability means providing the best service while considering the impact it has on the environment. We need solutions that will last, minimise cost and stimulate creativity. We've been refurbishing the Shared Service Centre office over the last four years to make it an open, bright, modern space. Lighting was a particular

focus and we have installed 77 solar panels to help power the buildings and reduce our impacts. In the first year alone, we reduced electricity consumption by 32%, while 9% of our annual usage was provided by the solar panels. We also saved on the cost of maintenance and repair – our team haven't had to go up a ladder to change a light bulb in a long time!

In 2016 we reduced energy usage still further, and introduced an electrical charging point for two cars – free to colleagues and with guaranteed parking spaces. It's already being used every day. We've also found a supplier to sort through our mixed waste, recycling up to 97% at the depot. This saved money, took away the need for separate recycling bins and guaranteed that whatever could be recycled was. Colleagues' reactions have been really positive and I'm really pleased to have influenced decisions in the business. It's amazing to have an impact that will last for many years to come.

**// IT'S AMAZING TO HAVE AN IMPACT THAT WILL LAST FOR MANY YEARS TO COME. //**





**Jane Walde**  
Head of Group Risk

## CLIMATE CHANGE IMPACTS OUR BUSINESS

As a global business, Informa’s exposure to the effects of climate change are varied by geography and depend a lot on which parts of the business are present in what locations. We have more than a hundred offices and, with events in more than 60, we not only have a responsibility to reduce our contribution to climate change arising from our office energy usage and travel, but we also need to consider how we manage the risks arising from climate change. We recognise that the impacts from extreme weather events may interrupt our businesses and during 2016 we ensured that we have Business Continuity Plans in place across the whole Group. Climate change is recognised as a potential cause of a major incident which we report as a principal risk to the Group, this risk is overseen and monitored by the Risk Committee.



**Ellie Steel**  
Sustainability Graduate Fellow,  
Global Support

## SUSTAINABLE EVENTS LADDER

The Sustainable Events Ladder, launched in 2015, is a management tool that enables our events in Global Exhibitions and Knowledge & Networking to analyse their economic, social and environmental impacts. The pilot included 10 exhibitions, eight of which completed the survey. Those who took part felt that it was useful to measure themselves against a ‘best in class’ event, because they discovered unexpected strengths in one or more aspects of sustainability that they could build on.

In 2016, we updated to align it more closely to our four Sustainability Pillars, while retaining its original, necessary simplicity. This included adding in more questions on Content and Community, particularly around how effectively an event seeks to connect people with the networks and knowledge they are interested in. We also made it a planning tool – something you can fill in during the development stages of an event so that opportunities and strengths can be identified before the show takes place. In the summer, we launched a second pilot, this time for 30+ events, which will run for a year. This will refine the tool and begin to build up a library of good practices that can be shared across our events portfolios.

## OUR ENVIRONMENTAL PERFORMANCE

We’re pleased to see some big changes in some of our data this year, particularly with a fall in the number of stock write offs by more than 66%. This is the result of improved stock management, the introduction of more Print on Demand, a move to digital and fewer stock disposals from acquisitions.

### Our carbon footprint

We calculate our footprint using the Green House Gas Protocol and include all offices where we have had colleagues working during the year, for the period they were in the office. This includes energy use, predominantly heating, cooling and electricity, whether we pay the bills directly or not. Our emissions from our owned vehicles and air conditioning are not significant and we have ruled them out.

In 2016, we appointed a global travel provider, enabling us to track air travel and therefore calculate emissions, which we believe will be significant compared with carbon emissions from our offices. We expect to be able to report these emissions in 2017. We have also set ourselves the target of continuing to identify energy efficiency investments at all offices with more than 100 people, which represents approximately 75% of our total office footprint in fewer than 20 of our 120 offices.

## RESOURCE USE



# 7,151 tonnes

Paper usage (tonnes) 2016  
2014 = NA<sup>(1)</sup> 2015 = NA<sup>(1)</sup>

# 88%

% paper from sustainable sources 2016  
2014 = NA<sup>(1)</sup> 2015 = NA<sup>(1)</sup>

## GREENHOUSE GAS EMISSIONS



# 1,264<sup>(3)</sup>

tCO<sub>2</sub>e

**Scope 1:**  
Heating fuel  
2015 = 1,287<sup>(2)</sup> tCO<sub>2</sub>e  
2014 = 1,497<sup>(2)</sup> tCO<sub>2</sub>e



# 6,620<sup>(3)</sup>

tCO<sub>2</sub>e

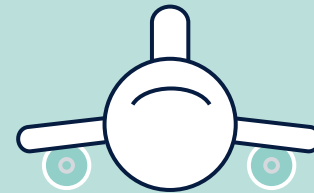
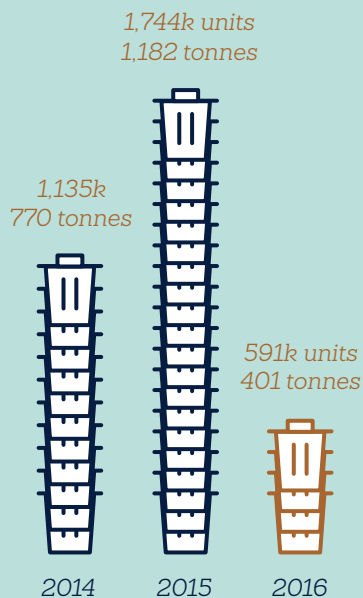
**Scope 2:**  
Electricity & Steam  
2015 = 7,373 tCO<sub>2</sub>e  
2014 = 7,190 tCO<sub>2</sub>e

# 7,884 tCO<sub>2</sub>e<sup>(3)</sup>

**Total scope 1 & 2**  
2015 = 8,660<sup>(2)</sup> tCO<sub>2</sub>e  
2014 = 8,687<sup>(2)</sup> tCO<sub>2</sub>e

## WASTE

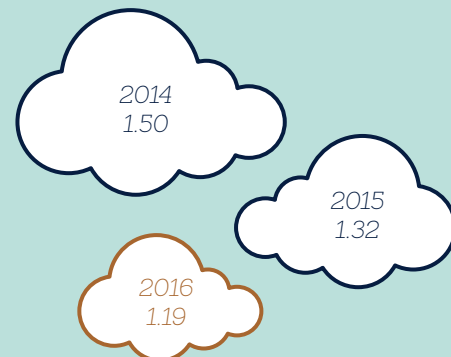
Stock written off  
(units and tonnes to pulp)



# Coming in 2017

Scope 3 from our flights is being calculated for the first time in 2017

Emissions per colleague (tCO<sub>2</sub>e/colleague)



<sup>(1)</sup> Revised and expanded methodology in 2016. Prior year figures not readily comparable so we've chosen to omit them here.

<sup>(2)</sup> In 2016, we updated our methodology to increase the boundaries of our GHG footprint to be more comprehensive in its coverage, particularly around heating in buildings. We have updated prior year data to keep it comparable.

<sup>(3)</sup> Indicates where Penton data is included for the period that we owned it in 2016.

## PERFORMANCE AT A GLANCE

This table lists the data we have reported in previous years against each pillar, being the best available measures of our investment into a particular issue (such as staff training) or the output of that investment. As we develop our long-term priorities in 2017, our aim is to evolve these KPIs to focus on our impacts rather than our inputs, as outlined earlier.

CONTENT		2016	2015	2014
<b>Open Access</b>	Measure			
	Journals with an open access option	96%	90%	91%
	Number of open access journals	108	65	60
	Number of journal downloads in Inasp	1,017k	851k	715k
<b>Reach</b>	Proportion of book titles available as ebooks	76%	63%	62%
	Proportion of accepted academic articles from developing countries <sup>(1)</sup>	36%	35%	34%

COMMUNITIES		2016	2015	2014
<b>Impact</b>	Total events to support authors	127	51	NA
<b>Fundraising</b>	Colleague fundraising through Informa	£71k	£193k	£160k
<b>Company contributions</b>	Company donations (Cash)	£338k	£246k	£299k
	Volunteer programme costs	£137k	£98k	£117k
	Donations in products and services	£36k	£254k	£100k
	Total company donations (cash and in kind)	£511k	£599k	£516k
<b>Volunteering</b>	% of employees volunteering	7%	8%	11%



## COLLEAGUES



	Measure	2016	2015	2014
<b>Headcount</b>	Average heads during the year	6,394	6,570	6,627
<b>Gender Split</b>	Employee gender split	56% female	54% female <sup>(4)</sup>	57% female
	Management gender split	49% female	46% female	52% female
	Senior Management gender split	25% female	25% female	30% female
	Director gender split	20% female	20% female	22% female
<b>Employee Turnover</b>	Employee turnover for all businesses	24%	24%	22%
	Voluntary employee turnover	16%	15%	15%
<b>Training</b>	Spend on training <sup>(5)</sup>	£2.3m	£1.6m	£2.3m
<b>Absenteeism</b>	Average days absence per employee	2.2	2.5	2.5

## ENVIRONMENT



	Measure	2016	2015	2014
<b>Resource Use</b>	Paper usage (tonnes)	7,151 tonnes	NA <sup>(1)</sup> ~	NA <sup>(1)</sup> ~
	% from sustainable sources	88%	NA <sup>(1)</sup> ~	NA <sup>(1)</sup> ~
<b>Waste</b>	Stock write offs (units)	591k	1,744k	1,135k
	Weight of stock written off (tonnes to pulp)	401	1,182	770
	Books available as POD (% of all titles)	74%	72%	71%
<b>Greenhouse Gas Emissions</b>	Scope 1: Fuel Oil, Gas and Car Mileage (tonnes CO <sub>2</sub> e)	1,264 <sup>(3)</sup>	1,287 <sup>(2)</sup>	1,497 <sup>(2)</sup>
	Scope 2: Electricity & Steam (tonnes CO <sub>2</sub> e)	6,620 <sup>(3)</sup>	7,373	7,190
	Total scope 1 & 2 (tonnes CO <sub>2</sub> e)	7,884 <sup>(3)</sup>	8,660 <sup>(2)</sup>	8,687 <sup>(2)</sup>
	Scope 3 from our flights	Coming in 2017	NA	NA
	Emissions per employee	1.19 <sup>(3)</sup>	1.32 <sup>(2)</sup>	1.50 <sup>(2)</sup>

<sup>(1)</sup> Updated methodology and definitions of developing world to align with UN definitions. Therefore, we've restated prior year for comparability

<sup>(2)</sup> In 2016, we updated our methodology to increase the boundaries of our GHG footprint to be more comprehensive in its coverage, particularly around heating in buildings. We have updated prior year data to keep it comparable.

<sup>(3)</sup> Indicates where Penton data is included for the period that we owned it in 2016.

<sup>(4)</sup> Gender balance for colleague gender split has been restated from 59% to 54% female for 2015 due to transposition error.

<sup>(5)</sup> Restated all years based on updated methodology.

For more on all our data calculations, see [www.informa.com/sustainability/datamethodology](http://www.informa.com/sustainability/datamethodology)

# WHAT NEXT FOR 2017 & 2018?

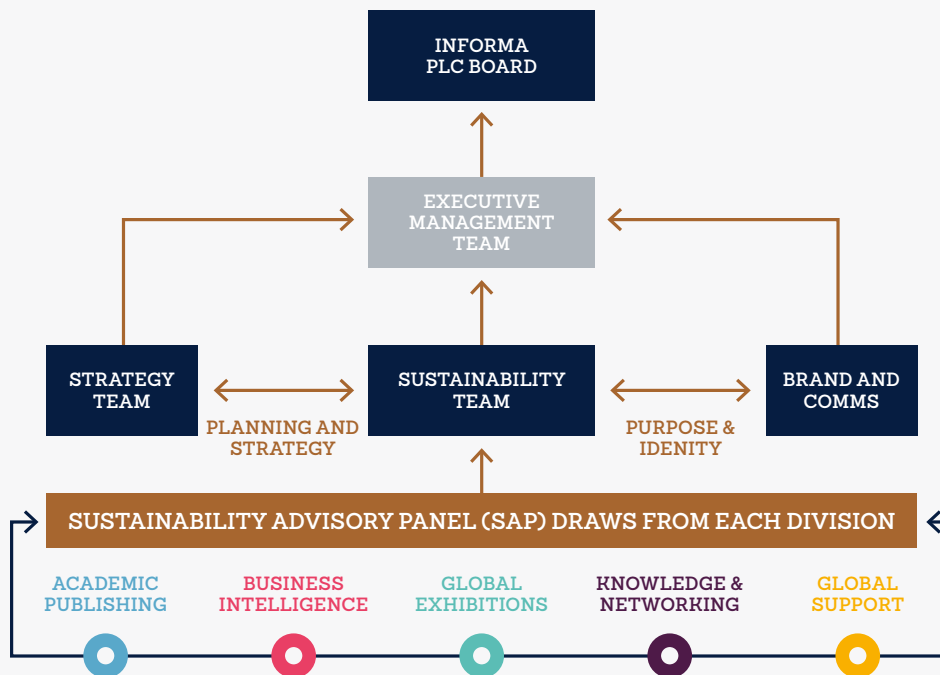
**I**nforma has many positive impacts but we believe we can do more. We can certainly measure and understand these impacts better. We'd also like to fit our activities within a revised common framework that allows colleagues and other stakeholders to see how each activity is part of a wider purposeful ambition: to use our professional skills and experience to connect people with each other and with the knowledge they need to tackle some of the world's largest problems. To do this, we need to articulate our aspirations for sustainability much more clearly – not over

one or two years but over five or even ten years, harnessing the knowledge and talents of our colleagues. This year we talked to around 300; next year we'll be involving many more.

### Defining our future and setting targets

In 2017, our Executive Management Team will work with a Sustainability Advisory Panel, a diverse set of colleagues from around the business, to analyse our four Sustainability Pillars and more clearly understand what our focus should be for the next decade. Our aim is to define what

is most important within each of these pillars, how they deliver value to us and others, and what specific initiatives we want to incubate to ensure we are a sustainable and purpose-driven company. We want to set targets, and launch a small number of pilots to test new approaches, products or partnerships that could lead to long-term commercial success. We're also looking to see where we can most contribute to the UN's Sustainable Development Goals. Doing all this will deliver growth for Informa, returns for our investors, careers for colleagues, and help for our communities to address their most important challenges.



Colleagues' aims for  
Informa and sustainability.

// Sustainability  
is not a 'bolt on', it's  
a core ingredient  
for the success of  
our business. //

**Eleanor Souster,**  
Graduate Fellow, BI

// I'd like a world  
where our content  
is always ethical,  
influential and  
specialised. //

**Ellie Steel,**  
Graduate Fellow, GS

// We need to unite  
our business behind  
a coherent vision  
of sustainability that  
runs like a golden thread  
through everything  
we do. //

**Jeremy Davies, Chief Product  
Officer, R&N**

// I want to understand  
what we mean by  
sustainability. I like the  
idea of having things  
across the PLC that unite  
us. Sustainability helps  
with that. //

**Matt Harrison**

// Everyday, I want to  
help every colleague  
believe in the value  
of sustainability and  
unlock its potential  
to help us differentiate  
our business. //

**Therese Franzen**  
Managing Editor AP

// Sustainability differentiates us because  
our content and services are part of a global  
conversation to help improve knowledge in  
an age during which issues of veracity, reliability  
and information overload abound. //

**David Cox, Editorial Director for Books Innovation, AP**

# OUR SHARED FUTURE



Sustainability needs all  
of us – so join the debate by  
sending your thoughts to  
[sustainability@informa.com](mailto:sustainability@informa.com)

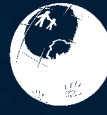


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