

# Sustainability Report 2014



informa



//Informa's global portfolio of knowledge, event and information based businesses connects people, providing unrivalled access to high quality, specialist intelligence and links across commercial, professional and academic communities//

## ACADEMIC PUBLISHING

**1,753**

NUMBER OF EMPLOYEES

**178**

NUMBER OF COUNTRIES AP SELLS INTO

Our Academic Publishing (AP) Division publishes specialist academic books and journals. Operating as the Taylor & Francis Group, it is recognised internationally as one of the world's leading education publishers through its five leading imprints: Taylor & Francis, Routledge, CRC Press, Garland Science & Cogent OA. We produce unique, trusted content by expert authors, spreading knowledge and promoting discovery globally.

AP has a portfolio of more than 100,000 book titles and 2,100 journals across subject areas within Humanities and Social Sciences, and Science, Technology and Medicine.

## BUSINESS INTELLIGENCE

**1,928**

NUMBER OF EMPLOYEES

**155**

NUMBER OF COUNTRIES BI SELLS INTO

Our Business Intelligence (BI) Division offers expert analysis of data and information that delivers unique insights to create competitive advantage. We help our customers identify new opportunities, understand and mitigate risk and make better decisions.

BI has a portfolio of more than 400 digital subscription products, providing intelligence to niche communities within five core industry sectors: Pharma & Healthcare, Finance, Maritime & Law, Technology/Media/Telecoms and Agriculture/Food.



## GLOBAL EXHIBITIONS

**790**

NUMBER OF EMPLOYEES

**57**

NUMBER OF COUNTRIES GE SELLS INTO

In Global Exhibitions (GE) we connect Groups seeking to identify new contacts, develop relationships, improve and expand their business. We bring communities together to share information, gain inspiration and secure new business, creating platforms for organisations to build profitable alliances, create value and drive commercial success.

GE has a portfolio of over 150 exhibitions, serving a number of core verticals including Health & Nutrition, Beauty, Property & Construction and Pop Culture.

## KNOWLEDGE & NETWORKING

**1,586**

NUMBER OF EMPLOYEES

**97**

NUMBER OF COUNTRIES GE SELLS INTO

Our Knowledge & Networking (K&N) Division nurtures, builds and connects communities through the exchange of insights and strategic thinking. We create platforms online and through face-to-face events that facilitate learning and networking, helping people build knowledge, work smarter and become leaders in their field.

K&N runs around 3,000 conferences and training events each year, covering a range of subject areas, but with a focus on Life Sciences, Technology/Media/Telecoms and Finance.

## GLOBAL SUPPORT

**570**

NUMBER OF EMPLOYEES

The team behind the teams, Global Support works effectively to provide the strategy, stewardship and structure that enable our Operating Divisions to focus on being the very best they can be. Global support comprises a number of functions: Strategy & Planning, Talent & Transformation, Finance, Tax & Treasury, Technology, Capital Allocation, Communications, Legal and Intellectual Property.

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# INTRODUCTION FROM THE CEO



//I am struck again and again by the DNA of Informa. It is all about participating and contributing, be it in business or within individual communities//



My

view is that for a sustainability strategy in a company to be meaningful, it has to reflect the commercial strategy of the business. At Informa, we aspire to create long-term value while developing and holding on to our own long-term cultural values.

In 2014 we launched the *Growth Acceleration Plan (GAP)*, which will see us investing up to £90m across the business over the next three years. In the first year, we have been busy identifying communities, sectors and markets where we want to grow. We have also taken steps towards operating the business in a more simplified way, changing our structure and implementing new lines of accountability. This has also prompted us to refresh our sustainability activities.

I am struck again and again by the DNA of Informa. It is all about participating and contributing, be it in business or within individual communities. With strong individual Brands and Operating Divisions, many people in Informa are passionate about individual causes. That is a powerful thing that we will continue to support. But we would also like to evolve our sustainability strategy to

pivot around Knowledge and Information, marking a step up from individual participation and contributions. Moreover, we want to more closely align it with the Group vision and strategy. There are already some examples of this in the Group, such as Taylor & Francis' innovations in accessibility and open access.

The Informa Group, in all of its Divisions, seeks to enable people to become smarter and more knowledgeable about their own individual areas of expertise or interest. Fundamentally all of the Informa businesses are enabling and facilitating greater knowledge. The next iteration of our sustainability strategy will seek to harness these core skills further. I now want us to create and articulate a sustainability programme that is bigger than the sum of our parts, bringing all of Informa together behind a common cause.

It is not all about the future, though. Together, we did some ground-breaking things in 2014. Here is a summary of our performance. I hope you enjoy it.

**STEPHEN A. CARTER CBE  
GROUP CHIEF EXECUTIVE**



# FOREWORD FROM THE DIRECTOR OF CORPORATE COMMUNICATIONS

//By aligning our teams behind a shared purpose, creating a unified sense of direction, we see a powerful opportunity to drive positive social and environmental benefits in our communities//



2014

was an exciting year for Informa. The Group's structure was simplified to improve flexibility and customer focus, while ambitious plans were launched to invest in a range of growth initiatives over the next three years. This strategy builds on our strong foundation as a trusted provider in the Knowledge and Information sector. With over 6,600 employees serving customers across more than 184 markets, we are an established international player in our markets. The changes made in 2014 seek to strengthen and enhance this position, leveraging our creativity and commitment to greater effect, enabling us to capture more of the growth that is on offer.

Sustainability continues to sit prominently within the organisation. It is my first year as Director of the new integrated unit overseeing Investor Relations, Corporate Communications, Brand and Sustainability. These functions are intrinsically linked, all involved with defining and conveying a consistent set of values and messages about the Group. By bringing them together, we believe we can amplify the impact we have in all areas. We think this is particularly true for Sustainability. Combining the rigour we apply to commercial decisions with the power of clear, targeted communications should allow us to scale our social and environmental impacts.

In 2014, there were numerous significant sustainability achievements, many of which are detailed on the following pages. Content continues to lie at the heart of everything we do at Informa and so it was rewarding to receive a maximum score for 'Independence of Content' on the Dow Jones Sustainability Index. We also continued

to invest in open access ("OA") through Cogent, our dedicated OA publisher, launching a range of new OA journals and thus providing further flexibility for authors and broadening access to content, while never compromising on quality.

Elsewhere, we created an award-winning employee campaign on data protection, introducing the world to a quirky character called Infobot to raise awareness of this increasingly important area. And we continued to develop our network of community and charity partnerships, increasing the level of staff volunteering significantly in the year.

Overall, we achieved many of the sustainability objectives we set out at the start of the year. As we look ahead, we remain very ambitious on the positive impact we can have as a Group. Indeed, we believe we can harness the skills and expertise of our people to do even more. By aligning our teams behind a shared purpose, creating a unified sense of direction, we see a powerful opportunity to drive positive social and environmental benefits in our communities. Just like our refreshed corporate strategy, the next chapter in sustainability at Informa will be about focusing our efforts to scale the impact we have. Maximising return on investment, by ensuring that the resources and energy we commit generate the highest possible value for all stakeholders. Developing this theme will be a key priority for us in 2015.

I look forward to updating you on our progress in due course.

**RICHARD MENZIES-GOW  
DIRECTOR OF CORPORATE COMMUNICATIONS**

## Open Access

Cogent, our open access publisher, launched 14 open access journals covering every major academic research area while maintaining rigorous standards of content integrity.

## Wellness

All UK HR Managers received training on 'Mental health at work' to help Informa provide a supportive working environment for all.

## Content integrity

Received full marks in the Dow Jones Sustainability Index for 'Independence of Content', highlighting our focus on maintaining consumer trust.

## Data Protection

Launched 'Information is Precious' campaign for all staff and won best animated video at the EVCOM Screen Awards for our information protection video. The awards celebrate the best in UK corporate and public sector communication.

## Accessibility

Informa's Cogent worked with learning disability charity MenCap to ensure all published article PDFs use FS Me, the first typeface specifically designed to support readers with a learning disability.

## Strategic community partnerships

From SupplySide West supporting Vitamin Angels, to IPEX's partnership with the Prince's Trust, a number of our exhibitions have forged strong relationships with charities.

## Customer focus

Conducted extensive customer research across our events and business information products, with over 6,000 individual responses, to help us better understand our markets and tailor our product offering.

## Mainstreaming sustainability

Launched the Routledge Sustainability Hub, a comprehensive online knowledge centre for the global sustainability community.

## Sharing in success

Launched ShareMatch plan which encourages employees to invest in Informa's growth by offering one free share for every two purchased.

## Authors in emerging markets

20% of papers accepted for publishing by T&F Journals came from emerging regions, a year-on-year increase supported by T&F's STAR programme (Special Terms for Authors & Researchers from emerging regions).

# PERFORMANCE OVERVIEW



ACHIEVED IN PROGRESS DEFERRED	2014 PERFORMANCE	FUTURE OBJECTIVES	2015 TARGETS
OUR CONTENT	<p> More than doubled the number of articles which we publish under open access schemes.</p> <p> Increased the number of registered users from emerging regions of Taylor &amp; Francis' STAR (Special terms for Authors and Researchers) Programme by 29% to 5,400 users.</p> <p> Launched Routledge Sustainability Hub, a comprehensive online knowledge centre for the global sustainability community.</p>	<p>Be a leading open access publisher in all research areas.</p> <p>Develop the potential of authors in new and emerging markets.</p>	<p>Double the number of articles which we publish under open access schemes.</p> <p>Increase the number of articles accepted from emerging regions by 9% to 16,500.</p>
	<p> Launched Invent, an event bringing together 50 of Informa's leaders and future leaders from our Global Exhibitions and Knowledge &amp; Networking Divisions to generate innovative new business ideas.</p> <p>385 out of a total potential 420 managers within T&amp;F have now taken part in their Global Development Programme, a leadership course based on individual capability assessments.</p> <p>We plan to launch similar initiatives across other Divisions in 2015.</p>	<p>Operate a Global Management Development Programme in all of our operating Divisions by the end of 2017 which will also support the identification and development of high potential colleagues.</p>	<p>Further to the success of the Academic Publishing Management Development Programme, launch another similar programme within one further Division.</p>
	<p> Informa's graduate fellowship scheme launched. Graduates will work across all five of our Divisions including a 12 week international placement.</p> <p> All UK HR Managers trained on 'Mental Health at Work'.</p>	<p>Be a leader in H&amp;S performance at large-scale events and exhibitions.</p> <p>For 2017, have two Graduate Fellowship Scheme intakes commencing within the same year, reinforcing our commitment to develop new future leaders within our business.</p>	<p>Launch Group-wide H&amp;S policies and reporting framework.</p> <p>See the first intake of graduates on Informa's Graduate Fellowship Scheme.</p>
OUR PEOPLE	<p> Programme to measure employee diversity beyond gender not launched but set to do so in 2015.</p>	<p>Run Diversity &amp; Inclusion initiatives across the Group from 2016 to either support alignment of disproportionate representation or raise general awareness both internally and externally to ensure we attract, maintain and develop a diverse talent pool.</p>	<p>Improve transparency and data gathering beyond gender through establishing a working party with global representation to sensitively gather relevant data and identify key future initiatives.</p>
	<p> "10 by 10" – our top 10 offices are on track to exceed our target of reducing their emissions by 10% by the end of 2015.</p>	<p>Achieve year on year reductions in absolute GHG emissions arising from office energy use.</p>	<p>2014 target retained – our top 10 offices to reduce their GHG emissions by 10%, from a 2013 base year, by the end of 2015.</p>
	<p> Carrying out a research project with the wider sector to better understand the environmental impacts of our digital channels has been postponed to 2015.</p>	<p>Understand our digital environmental impacts.</p>	<p>2014 target retained – Carry out research with the wider sector to understand the environmental impacts of our digital channels.</p>
OUR ENVIRONMENT	<p> Our staff volunteering has increased from 7% in 2013 to 11% in 2014.</p>	<p>By the end of 2017, ensure that at least 70% of the waste produced at our major exhibitions is recycled.</p>	<p>Set and implement waste minimisation strategies for 5 major exhibitions.</p>
	<p> Work on the socio-economic impacts of our events continued in 2014.</p>	<p>Develop a group wide strategic community programme that is well recognised and supported both internally and externally.</p>	<p>Launch a cohesive community programme across our Divisions.</p>
	<p> Our staff volunteering has increased from 7% in 2013 to 11% in 2014.</p>	<p>Maximise the socioeconomic footprint of our major events.</p>	<p>Develop a guidance template for our events business on how to maximise positive community impacts.</p>
OUR COMMUNITY	<p> Work on the socio-economic impacts of our events continued in 2014.</p>	<p>Maximise the socioeconomic footprint of our major events.</p>	<p>Develop a guidance template for our events business on how to maximise positive community impacts.</p>

## BUILDING TRUST IN OUR PRODUCTS

All Informa businesses have one thing in common: they deliver specialist knowledge and intelligence. While the delivery channels and types of content vary across our product portfolio, the one thing we cannot compromise on is integrity. We invest significant resources in maintaining trust in a digital age, working with partners such as the Committee on Publication Ethics ("COPE") and Sense About Science.

Academic Publishing continues to run rigorous peer review and screening processes while using the latest technology to detect and act on plagiarism. 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 champion original content. The most recent assessment for the Dow Jones Sustainability Index (DJSI) gave us the maximum score of 100 for our approach to ensuring "independence of content."

## INNOVATING OUR FORMATS

Informa continues to develop our open access ("OA") publishing capabilities, with 2014 marking a step-change in the right direction. Virtually all of our journals offer an OA option and we more than doubled the number of paid articles we publish under OA schemes. Cogent OA was created in 2013, a dedicated OA publisher benefitting from the resources and experiences of Taylor & Francis but otherwise operating autonomously. During the year, Cogent OA launched 14 new OA journals, covering every major academic research area, while also spearheading other innovations in scholarly communications. We have driven flexibility for authors and increased access for researchers and individuals without compromising the integrity of our content. We embrace OA as a strategic opportunity and have dedicated considerable resources to understanding our stakeholders in this area. Just under 8,000 researchers from around the world responded to the 2014 Taylor & Francis Open Access Survey, giving their views on everything from the benefits of OA to licence preferences.

We have continued our migration towards digital formats. Our Business Intelligence Division has continued to work closely with customers to determine the optimal formats for delivery on a product-by-product basis and consequently ceased print delivery for the Health Insurance magazine, a number of Agriculture/Food titles and Lloyd's List in 2014. Business Intelligence organised the Digital Transformation conference, an internal conference to drive this in January 2014 and to help employees think as digitally and creatively as possible. 62% of our book titles are now available as ebooks, up from 55% in 2013. The unifying aim for 2015 and beyond is to create relevant and highly valued customer experiences with our products.



## BRYAN VICKERY OPEN ACCESS DIRECTOR, COGENT OA

I joined Taylor & Francis in 2013 to create a new team and launch a new imprint focused specifically on open access publishing, having previously been Chief Operating Officer at a large open access publisher for six years. My passion is the use of technology to facilitate research communication and a publishing process that allows researchers to do what they do best – carry out research.

I have been given the autonomy to set up this new unit based on my knowledge of how open access works and the differences to the traditional journal publishing models. The first year disappeared in the blink of an eye – setting out the strategy and business plan, creating and testing the Brand, overseeing our PDF designs (which use a font designed to be accessible to those with a learning difficulty), building the editorial boards for our journals, developing the new functionality that drives our website and, of course, working with authors on their manuscripts. Cogent OA now publishes 18 journals.



## EXPANDING OUR REACH

Academic publishing is the lifeblood of the research ecosystem, creating social and economic progress for society and individuals. We are committed to driving access to our content in the developing world. To this effect, we are involved in several initiatives, including Research4Life, International Network for the Availability of Scientific Publications ("INASP") and our own STAR programme, with special terms for authors and researchers from developing countries. Our aim is two-fold: to increase the number of article submissions from developing countries and improve the acceptance rates. Of the 74,864 articles we accepted in 2014, 20% came from developing countries.

However, we are not just focusing our efforts in the developing world. In 2014, we piloted Access to Research, an initiative to give free access to a wide range of academic articles in public libraries across the UK. We did this to provide small businesses, independent researchers and interested members of the public access to our research, contributing to boosting progress in the UK.

## GLOBAL IMPACT FORUM

**CLAIRE MACHT**  
CONFERENCE DIRECTOR,  
GLOBAL IMPACT FORUM

### //What is the Global Impact Forum?//

Impact investments are investments in businesses with the intention to generate measurable social impact alongside a financial return. As such, every impact investment generates a positive social value. The Forum is a showcase for some of the most innovative impact initiatives from around the world. We provide a neutral platform for entrepreneurs and impact leaders to present their work to potential partners and investors.

### //Can you give examples of what the event has accomplished?//

A US\$25m investment was announced at the last Forum into a company that provides loans to students from developing countries admitted to top business schools. While education may be borderless, many banks don't lend internationally. The Forum has also featured the inspiring work of an organisation in Liberia that is creating an entire healthcare system for rural areas of the country. Liberia emerged from the civil war with 50 doctors to serve a country of 4 million people. A new partnership struck at the Forum will support the training and equipping of community healthcare workers in the most remote areas of the country.



## MAINSTREAMING SUSTAINABILITY

Informa provides one of the most comprehensive portfolios of knowledge and services related to sustainable development of any company in the world.

Routledge remains the leading global book publisher in the interdisciplinary field of Environment & Sustainability studies, offering a broad array of titles from accessible introductions to cutting-edge research. In 2014 we launched the Routledge Sustainability Hub, a comprehensive online knowledge centre for the global sustainability

community. Taylor & Francis publishes 117 journals and reference works under the subject heading 'Environment and Sustainability', including the scholarly proceedings of the Association of American Geographers and the British Trust for Ornithology.

Approximately 10% of our top 250 events facilitate advanced discussions and knowledge-sharing around sustainability. Many of these come with an exclusive focus on sustainability, such as Solar Middle East in Dubai and Greenbuild, the world's largest conference and expo dedicated to green building.

Informa Agra, an information specialist for the food and agricultural supply chain, produce several titles and events which specifically focus on issues of sustainability. A key theme for 2015 will be how food producers and consumers can better reduce food waste, ahead of a major UN Food and Agriculture Organisation (UNFAO) event.

## RESPECTING PRIVACY AND DATA PROTECTION

The right to privacy is business critical to us. Our databases store around 30 million customer and prospect records, not to mention employee, supplier and business partner information. During 2014, Informa welcomed its new information protection ambassador, Infobot. Infobot is the face of our programme to keep information safe and respect the privacy of our employees, customers and business partners.

We are committed to handling personal information responsibly and in compliance with all relevant privacy and data protection laws. Infobot marks phase II of the roll-out Global Information Protection Governance and Compliance Framework, and is rapidly becoming a known character to all Informa employees. Our view is that privacy is as much a social as a legal challenge. Where possible, we work with our peers to promote higher standards for the sector. During 2014, our Group Compliance Director led a master class on privacy for the wider sector under the auspices of the Media CSR Forum.



## OUR BEST-SELLING SUSTAINABILITY BOOKS IN 2014

1

**The Emerging Middle Class in Africa**  
by Mthuli Ncube (ed)

2

**Sustainability Principles and Practice**  
by Margaret Robertson

3

**The Fukushima Daiichi Nuclear Power Station Disaster**  
by the Independent Investigation Commission on the Fukushima Daiichi Nuclear Accident

4

**Renewable Energy Resources**  
by John Twidell and Tony Weir

5

**The Energy of Nations**  
by Jeremy Leggett

6

**Food Safety and Informal Markets**  
Kristina Roesel and Delia Grace (eds)

7

**Food Policy in the United States**  
by Parke Wilde

8

**Climate Change Adaptation in China**  
by Rebecca Nadin et al. (eds)

9

**Water Scarcity, Livelihoods and Food Security**  
by Larry W. Harrington and Myles J. Fisher (eds)

10

**Key Concepts in Water Resource Management**  
by Jonathan Lautze (ed)



## CONTENT PERFORMANCE

	KPI	2014	2013	2012
Open access	Journals with an open access option	91%	95%	97%
	Number of open access journals	60	17	10
Reach	Proportion of book titles available as ebooks	62%	55%	51%
	Proportion of accepted academic articles from developing countries	20%	19%	17%
Integrity	DJSI rating of Informa's approach to "independence of content"	100/100	100/100	NA

"Freedom to succeed" remains a defining principle of the Informa workplace. We pride ourselves in maintaining an entrepreneurial mindset, valuing learning & development and promoting employee wellbeing. We encourage a culture rich in mutual respect and openness. During 2014 Informa was again recognised as one of Britain's Top Employers by the Top Employers Institute.

## PROMOTING LEADERSHIP, FOSTERING INNOVATION

In 2014, we launched Invent, a new event bringing together 50 of Informa's leaders and future leaders from our Global Exhibitions and Knowledge & Networking Divisions. The purpose of the gathering was to generate new business ideas and encourage innovation. A number of ideas from the event are now being developed for potential commercialisation.

The Academic Publishing Division continued with its roll-out of the Global Development Programme, a leadership course for managers based on individual capability assessments. Over 90% of the Division's 420 managers worldwide have now taken part in the programme. The model has proved very successful and we are assessing the potential to roll out a similar initiative in other Divisions. Leadership development will be a Group focus area for 2015.



We continued the migration towards a cloud-based digital workplace. Increasingly, virtual rooms are facilitating the sharing of ideas via newsfeeds, shared documents, live note-taking and other means of collaboration. This allows Informa colleagues to communicate securely and work together on any device, anywhere, bringing more flexibility to the workplace than ever before.

Recruitment for Informa's Graduate Fellowship Scheme was also launched in 2014. This scheme will see graduates work on assignments across all five of the Divisions including a 12 week international placement. This will develop potential future leaders who have a sound understanding of the whole Group, our diverse content and platforms, and relationships across the Divisions.

## SETTING THE STAGE FOR LEARNING AND DEVELOPMENT

The Informa Academy, our in-house training resource, exists to give colleagues the means to learn, network and share new approaches across the Group. The Academy offers a mixed programme of learning opportunities and leadership events. In 2014, it delivered a Digital Skills Programme, including new classroom courses, webinars and online bite-size tutorials. All our programmes are led by expert trainers, supporting employees in decoding new concepts and developing their own practical

methods. The course feedback has been consistently strong, achieving NPS scores of at least 5 out of 6. The take-up of training has increased significantly compared to 2013.

The competition for talent is particularly pronounced in our sector. We are keen to support both current leaders but also those who are earlier on in their careers. Our Business Intelligence Division runs a mentoring programme which allows all employees to be matched with a more senior colleague in line with their career aspirations. By the end of 2014, there were approximately 70 matched pairs. We also developed a programme with Ashridge Business School, one of the world's top institutions, for 55 of our young leaders to learn about leadership, business skills and create connections.

The annual Informa Awards celebrate exceptional performance across the Group. We invite entries from all of Informa's Divisions and the award categories span a variety of areas, from Digital Excellence and Leading Innovation to Teamwork. The 2014 Awards were held in London's Shard building, the second tallest building in Europe and an icon in its own right.



## ENCOURAGING WELLNESS

The days are long gone when employers were merely expected to provide a safe workplace. We see employee wellness as part and parcel of a healthy, productive working environment. Mental health is a big, often neglected issue. Depression alone is the single biggest cause of disability worldwide and one in four people experience a mental health problem each year in the UK. In 2014 all of our UK-based HR Managers received training on how to manage mental health issues at work. Our Business Intelligence Division ran its first 'Mental Health at Work' awareness day, with a training session broadcast for employees globally. Our Academic Publishing Division will focus on emotional well-being in 2015, including the provision of workshops on resilience, conflict and mindfulness.



Most of our businesses offer flexible working arrangements. The UK arm of our Business Intelligence Division moved to flexible working for all employees early in the year. This transition was

supported by flexible working training for all managers. We also surveyed employees on areas such as productivity, team engagement and training needs to ensure they were comfortable with and took advantage of the new ways of working. This significant move to flexible working received a commendation at the 2014 Top Employers for Working Families Awards.

We ran a Group-wide February Fitness Challenge for the second year in 2014. 100 teams competed in numerous sports to clock up the most number of miles or hours to win £4,000 towards their charity of choice. We also launched a London-to-Paris Informa bike ride with over 50 employees participating in the four-day ride. Due to its success, we will be running two further bike rides in 2015, one in Europe and one in the United States.

We developed our nutritional information programme, Nutrition 21, for all employees in 2014, running an interactive three-week campaign to raise awareness around healthy eating. The campaign brought healthy eating to life through blog posts, video content, podcasts and the opportunity for employees to submit a food diary for review by a nutritionist.

We also launched Informa Sharematch in 2014. This is an initiative that offers employees the opportunity to invest in Informa shares directly from their salary and receive one free share for every two they purchase.



## PEOPLE PERFORMANCE

KPI		2014	2013	2012
Headcount	Total employees	6,627	6,514	7,531
Gender split	Employee gender split	57% female	59% female	56% female
	Management gender split	52% female	49% female	47% female
	Senior management gender split	30% female	36% female	NA
	Director gender split	22% female	33% female	NA
Employee turnover	Employee turnover for all departments	22%	26%	30%
	Voluntary employee turnover	15%	19%	21%
Training	Training days per employee	1.1	0.7	NA
	Spend on training	£1,423,691	£1,647,323	NA
Absenteeism	Average days absence per employee	2.5	2.1	2.5

## STAFF SPOTLIGHT

### ELEANOR MALONE EDITOR OF SCRIP INTELLIGENCE



#### //What do you do in your role?//

I work with a team of journalists to produce news and analysis for the global pharmaceutical industry.

#### //What were some of your highlights in 2014?//

I was appointed Editor of Scrip, which I have worked on as a journalist for many years, so that was a highlight. Also, my team won several internal awards for our content – it's great to receive recognition for our efforts. Other highlights included media appearances – I was interviewed on BBC radio a couple of times, on Sky News and CNBC about topics as diverse as Ebola vaccine trials and Pfizer's takeover bid for AstraZeneca.

#### //What do you enjoy most about your work?//

Covering the pharmaceutical sector is really interesting because there are so many issues at stake – technological, financial, ethical and political. I have met some amazing and hugely admirable people in this field, which is always thought-provoking and humbling. Meanwhile, working on a news publication over the past 15 years and living through the digital revolution has been fascinating.

We are a knowledge and information Group providing customers with data sets, online & paper publications, and producing events and exhibitions. Our direct environmental impacts are arguably small, stemming from the energy we use to heat and power our offices and the delivery of our content. The latter includes the data centres that house our digital information, the print supply chain of our paper publications and the energy used by us and our exhibitors at events. Through the content we produce, we also challenge, inform and inspire professionals, academics and policy makers on environmental matters. While hard to quantify, this important contribution to society is covered in Our Content section of this report.

## STAYING ON TOP OF OUR ENERGY USAGE

Informa has over 120 offices in 25 countries. Many of those offices are small, with less than 50 people and are able to exercise little control over their energy bills. Despite this, we are able to measure the energy usage for office space covering over 89% of our employees.

The bulk of our energy reduction efforts are focused on our top 10 offices, housing around 50% of employees. Last year we set a target to reduce energy usage in these offices by 10% by the end of 2015. Facilities managers from the participating offices report energy figures on a quarterly basis and meet regularly to share progress. To accelerate efforts, in 2014 we invested in building management systems and the installation of solar panels on our Shared Services Centre in the UK.

One of our plans for 2015 is to consolidate a number of teams based in various offices around London into a single location. This office will house around 200 people and has been given an 'Excellent' rating by the building environment standard BREEAM. At the time of writing, we are working closely with our contractor to specify the sustainability standards for the fit-out.

We run employee awareness campaigns to reduce energy consumption on a regular basis. Most notably, this happens through our annual Green Week event. During the week, we engage and challenge employees globally to come up with new and better ways of reducing our environmental impacts. We do so through competitions, talks and events. By employing a suite of targeted interventions, we have managed to bring down the greenhouse gas (GHG) emissions from our office energy consumption by 11% per capita compared to 2013.

## REDUCING THE FOOTPRINT OF OUR PRINT OPERATIONS

While we continue to develop innovative and engaging digital content for our publications, many of our clients still prefer the print format. In 2014 we printed just over 11.5 million books and journals. Within our journals business we constantly update subscription lists to ensure that we print to meet demand and minimise the stock held. For our books business we work closely with sales teams to forecast the demand for first print runs as accurately as possible.

More and more of our titles are available on a print on demand (POD) basis, including both books and journals. With POD locations in the UK, USA, Australia and Singapore, this approach allows us to print extra copies closer to the receiving markets and to meet specific demand faster. In 2014, we increased the number of journal and book titles available on POD by 25%, helping us to further reduce stock levels. In turn, this reduces the costs and environmental impacts associated with warehousing and logistics. Despite these efforts, we saw a substantial increase in stock write-offs compared to 2013. Divisions tend to keep stock for two years so this write-off relates to print runs from 2012. For all our print tenders, we require suppliers to complete our sustainability scorecard which benchmarks their performance against chemical usage, water, energy and other criteria.

## MOVING TOWARDS 100% CERTIFIED PAPER

We are acutely aware that paper supply chains have a big potential impact on deforestation. We have a paper sourcing policy in place requiring our printers to use paper that has been made with responsible forest sources. In practice, this means certification to either the FSC or PEFC standard, or paper made from recycled material. For our UK journals business, all of our stock paper is FSC certified while all books produced in the UK are printed on FSC paper.



## MINIMISING WASTE FROM OUR MAJOR EXHIBITIONS

In 2014, we held 150 exhibitions globally attracting approximately 2 million visitors. Any activity of such scale has the potential to create major positive and negative environmental impacts. Naturally, we want our exhibitions to have the wow factor, as do the individual exhibitors. To take an empty venue and turn it in to a great exhibition is a resource-intensive exercise, requiring innovative stands, marketing materials, carpeting, lighting and catering facilities. At the same time, the ever-increasing demand for venue space means lead-times for both set up and dismantling are ever tighter. So, unsurprisingly, major exhibitions have the potential to produce significant amounts of waste.

In 2014, we brought our Operations Directors together to share best practice and set out a programme to develop enhanced guidance for our production staff and exhibitors. The new guidance will be piloted with Vitafoods Europe in Switzerland in early 2015, at which we aim recycle at least 70% of the waste produced.

## INSPIRING OUR EMPLOYEES

Green Week is a fixture in the Informa calendar. Environmental sustainability can be a dry topic, so this is all about inspiring colleagues across Divisions, businesses and continents to come together and share insights. The theme for 2014 was climate change and the UN's year of the Small Island Developing States. Activities included green volunteering events for employees, an awareness campaign and the provision of heavily discounted sustainability books from Routledge, one of our Academic imprints.



## ENVIRONMENT PERFORMANCE

KPI	2014	2013	2012	
Waste	Stock write-off (units)	1,135,388	968,076	1,142,805
	Books available as POD (titles)	87,358	70,060	57,830
Greenhouse Gas Emissions	Scope 1: Fuel Oil, Gas & Car Mileage (tonnes CO <sub>2</sub> e)	1,190	1,285	Not reported
	Scope 2: Electricity & Steam (tonnes CO <sub>2</sub> e)	7,670	8,467	Not reported
	Total scope 1 & 2 (tonnes CO <sub>2</sub> e)	8,861	9,752	Not reported
	Emissions per employee	1.34	1.50	Not reported

Note: 2013 data restated from the 2013 Sustainability Report due to receipt of more accurate data.

## GREENBUILD INTERNATIONAL CONFERENCE & EXPO

In 2014, we acquired Greenbuild, the world's largest conference and expo dedicated to green building. Greenbuild is not only a major driver of sustainability for the building industry, it has also pioneered high standards for the running of events, with ambitious initiatives around zero waste, stakeholder engagement and positive community impacts.



The 2014 edition attracted over 17,000 attendees and 552 exhibitors to New Orleans. The significant sustainability achievements associated with the event included:

- Featuring the world's first Net Zero Zone; a show floor pavilion powered off the electrical grid via solar panels placed outside of the conference venue;
- Increasing the proportion of waste diverted from landfill to 78%;
- Sourcing 40% local and 73% regional food offerings and donating leftover food post-event; and
- Developing a community project that included refurbishing an old barge-board house into a sustainable education centre.

In summary, Greenbuild provides many instructive examples for us to learn further from and integrate into how we do business.

# OUR COMMUNITY



Central to what Informa does is serving niche communities and creating networks around those communities. As a company, we are dedicated to creating value for all our stakeholders. Our business provides highly skilled direct and indirect jobs and we generate significant value through the taxes and salaries we pay. We complement our core social and economic impacts with a range of partnerships to widen our professional and personal horizons further, sharing our skills, knowledge and resources with selected third sector organisations.

## OUR ECONOMIC IMPACTS

We recognise the importance of taxes in sustaining healthy, prosperous societies. Taxes paid by companies like Informa help governments provide vital services and infrastructure that we in turn rely on to run our business successfully. In 2014, we paid a total of £71.4m in taxes on profit, of which £39.9m was paid in the UK. We collected an additional £96.7m in taxes paid by others but generated as a result of our business operations. This brings our total tax footprint to £168.1m, with £81.6m of this paid in the UK. This footprint was made up as follows:

	Worldwide (£m)	Amount paid in UK (£m)
Corporation Tax and similar taxes	44.3	25.1
Employer's Social Security Contributions	27.1	14.8
<b>Total taxes paid out of profits</b>	<b>71.4</b>	<b>39.9</b>
Net VAT and sales taxes	18.9	2.2
Employees' income taxes deducted at source	59.2	30.8
Employee's social security contributions	18.6	8.7
<b>Total taxes paid by others but generated by our businesses</b>	<b>96.7</b>	<b>41.7</b>
<b>TOTAL TAX CONTRIBUTION<sup>1</sup></b>	<b>168.1</b>	<b>81.6</b>

Our approach to taxes falls under the responsibility of our Group Finance Director and Group Tax Director, with regular oversight from the Audit Committee and the Board. In managing our tax affairs, we commit to the following principles:

- ensuring our tax disclosures are transparent, meeting all regulatory requirements and reflecting best practice as it develops;
- complying with, and following the spirit of, the law in the countries where we operate;
- engaging constructively and openly with local and national tax authorities;
- where we pay our taxes being consistent with where revenue-generating activity takes place; and
- using available tax incentives to optimise returns to our shareholders.

<sup>1</sup>Amounts shown are actual amounts paid in the year, which may include amounts arising from other years. The Group also pays property taxes such as business rates, capital taxes in some jurisdictions and suffers taxes such as air passenger duty on employee travel. We have not included such taxes as the time and cost of defining what should be collected, collecting and analysing the data would be disproportionate to the value of disclosure.

## SHARING OUR SKILLS AND RESOURCES

All Informa employees are offered one day of paid volunteering per year and we do our best to provide opportunities for everyone to go and have an impact. We undertook a survey in 2013 to understand better what the barriers are to volunteering and how we can improve the programme. In 2014 we then saw an increase in the percentage of employees volunteering from 7% to 11%.



Our aim is to help our community partners deliver on their strategic objectives or do things better. A selection of the projects we supported in 2014 is given below:

- SupplySide West, one of our major health and nutrition tradeshows, partnered with Vitamin Angels, a charity helping at-risk populations gain access to essential vitamins and minerals. The partnership comprised a donation element and a screening of the documentary, "A Supporting Role", showcasing Vitamin Angels' work to combat malnutrition at the centre stage of the event;
- Informa's flagship print industry exhibition, IPEX, featured a specific focus on inspiring youth into print. In partnership with the Prince's Trust, the Printing Charity and others, the day sought to encourage young students to look at print, communications or graphic design as a career option;
- 15 employees within our Business Intelligence Division formed a Young Philanthropy syndicate to support youth literacy charity, Springboard. Over a 12-month period, members of the syndicate will donate their skills to help the charity meet its strategic goals. They will also provide financial support, fully matched by Informa.

We consider community engagement an essential tool in developing our talent. For a number of years, we have nominated colleagues to attend One Young World, a global forum for people under 30 to develop solutions to the world's most pressing problems. Five of our employees attended in 2014. They met renowned leaders such as Kofi Annan and developed personal connections with social entrepreneurs from across the world. Our current approach to community partnering has been characterised by high levels of autonomy and decentralisation.

We adopted this approach due to the multitude of businesses and geographies that sit under the Informa umbrella. However, we would now like to create a programme that is bigger than the sum of its parts, bringing Informa employees together behind a common cause. We are now developing this idea with a plan to launch it in 2015/2016.



## FUNDRAISING FOR OUR COMMUNITY PARTNERS

2014 was officially our best year yet for Go Bananas!, Informa's annual fundraising event in support of World Cancer Research Fund (WCRF). During the event employees take part in a variety of activities, culminating in a fun run where colleagues chase senior management, appropriately donning banana suits. Perhaps owing to the sartorial elegance of the banana suits, Informa passed its fundraising target of £100,000 in 2014, with a grand total of over £110,000 going to WCRF. Go Bananas! and other fundraising events meant the total raised by employees in 2014 amounted to over £160,000, a 51% increase on 2013.

## SAFEGUARDING 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 both through our direct operations and indirectly.

Our human rights impacts within our supply chain are managed through the publishing industry initiative PRELIMS (Publishers Resolution for Ethical International Manufacturing Standards), a collaboration between 12 major publishers. In 2014, the members of PRELIMS further strengthened the supplier code of conduct to include the broader environmental impact of the print supply chain. The code now covers the potential impacts on workers and the communities surrounding print production facilities.

## COMMUNITY PERFORMANCE

KPI		2014	2013	2012
Fundraising	Employee fundraising	£160,372	£106,139	£91,387
Company contributions	Company donations (cash)	£298,796	£356,560	£301,136
	Volunteer programme costs	£117,164	£83,097	£97,644
	Gifts in kind	£99,907	£189,953	£140,780
	Total company donations (cash and in kind)	£515,867	£629,610	£539,560
Volunteering	% of employees volunteering	11%	7%	12%

## ARAB HEALTH

### SUPPORTING HEALTHCARE EXCELLENCE IN THE MIDDLE EAST



Informa's Arab Health Exhibition runs Continuing Medical Education (CME) accredited conference streams alongside the exhibition each year. CME is a form of continuing education which helps healthcare practitioners maintain their competence and incorporate new knowledge to improve the quality of medical care provided.

We started running these courses at low cost around 15 years ago as a deliberate choice to 'give back' to the healthcare community. Medical professionals need CME accreditation to keep practicing but the courses can be cost-prohibitive to those in lower income specialities such as nurses and lab technicians.

By the end of our 2014 event we are proud to say that we have supported approximately 80,000 healthcare professionals in gaining accreditation. The courses are accredited by the globally recognised Cleveland Clinic and we run awards with meaningful prizes alongside them. For example, one of the winners is flown to the Cleveland Clinic to gain work experience with a professional in their field of interest.

**SIMON PAGE**  
MD OF LIFE SCIENCES, GLOBAL EXHIBITIONS

# PERFORMANCE SUMMARY



## CONTENT PERFORMANCE

KPI		2014	2013	2012
Open access	Journals with an open access option	91%	95%	97%
	Number of open access journals	60	17	10
Reach	Proportion of book titles available as ebooks	62%	55%	51%
	Proportion of accepted academic articles from developing countries	20%	19%	17%
Integrity	DJSI rating of Informa's approach to "independence of content"	100/100	100/100	NA

## PEOPLE PERFORMANCE

KPI		2014	2013	2012
Headcount	Total employees	6,627	6,514	7,531
Gender split	Employee gender split	57% female	59% female	56% female
	Management gender split	52% female	49% female	47% female
	Senior management gender split	30% female	36% female	NA
	Director gender split	22% female	33% female	NA
Employee turnover	Employee turnover for all departments	22%	26%	30%
	Voluntary employee turnover	15%	19%	21%
Training	Training days per employee	1.1	0.7	NA
	Spend on training	£1,423,691	£1,647,323	NA
Absenteeism	Average days absence per employee	2.5	2.1	2.5

## ENVIRONMENT PERFORMANCE

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# SUSTAINABILITY AT INFORMA



## MANAGING WHAT'S MATERIAL



emphasis is on the issues that matter, to the successful running of our business and the communities in which we operate. We regularly review our priorities, using both quantitative and qualitative methods to determine key risks and opportunities.

"Louder than Words," our Sustainability programme, is led by Richard Menzies-Gow, Director of Informa's new unit overseeing Investor Relations, Corporate Communications, Brand and Sustainability. The unit was set up to ensure that sustainability is integrated into the Group's strategic decisions. Richard is supported by a dedicated Sustainability team and external advisers, with a direct line of reporting into the Group Chief Executive. The Sustainability team draws on a network of 21 sustainability leaders from across the Group to help develop our strategy and translate it into practice. We also engage closely with colleagues whose professional roles are linked to particular aspects of the Sustainability programme, e.g. operations directors and the internal audit function.



\* ENSURING THE HIGHEST QUALITY CONTENT  
MAPPING THE IMPACT OF OUR CONTENT ON SOCIETY  
PROVIDING THE MOST ACCESSIBLE AND INNOVATIVE DELIVERY PLATFORMS

## WORKING WITH OUR PEERS



are strong believers in the power of partnerships. We engage with a vast array of organisations, both at a Group level and within individual businesses, to learn about new developments and share our experiences. We have mentioned several of these on the previous pages, including Prelims, INASP and One Young World. At Group level we remain active members of the Media CSR Forum. One of our plans for 2015 is to work together with our sector peers to understand better the environmental impacts associated with the production, distribution and use of digital content.



FTSE4Good

### Comments, questions or suggestions?

Here is how to contact us:

sustainability@informa.com  
The Sustainability Manager  
Informa House  
30-32 Mortimer Street  
London W1W 7RE  
UK

**informa**

Our current registered  
office address is:

37-41 Mortimer Street

London W1W 7RE

t: +44 (0)20 7017 5000

e: [info@informa.com](mailto:info@informa.com)

[www.informa.com](http://www.informa.com)

From the 26th May 2015  
this will change to:

5 Howick Place, London SW1P 1WG

t: +44 (0)20 7017 5000

e: [info@informa.com](mailto:info@informa.com)

[www.informa.com](http://www.informa.com)