

## Corporate social responsibility

### VALUING OUR PEOPLE

Reed Elsevier strongly believes it can gain competitive advantage by developing the talents and skills of its people through

- continuing to upgrade management by attracting and retaining the very best talent
- developing its people to the fullest potential
- building a winning culture
- communicating and sharing knowledge and experience across the business

These are key priorities and we devote significant resources to extensive programmes addressing each of them.

We continue to upgrade our management team with the appointment of Patrick Tierney as CEO of our Education division. We now have in place a high quality management with clear responsibilities and accountabilities.

We extended the Personal Development Programme (PDP) to every employee, enabling our people to develop their fullest potential through appraisal and annual objective setting. Management development is a high priority and we now conduct an Organisation and Talent Review annually. All senior management vacancies are regularly reviewed by our Management Committee to ensure that we identify our best people to fill these roles.

We further embedded a winning culture across Reed Elsevier with the engagement of all employees in the Reed Elsevier values: customer focus, valuing our people, passion for winning, innovation and boundarylessness. We monitor the progress of each business in establishing the values in their processes. Senior executives were assessed in the way they lead the values through 360° assessments.

As part of our enhanced internal communications programme we launched a global intranet, aREna, a platform for text and video news, information and group working forums for all of our staff. aREna hosts "Crispin's Open Door" enabling staff to direct queries to our CEO, whose response is sent directly to them as well as being posted on the site.

### ENVIRONMENT

Our environmental policy, for which the CEO is responsible to the Boards, sets out key principles and responsibilities for reducing the environmental impacts of our operations and activities. Its implementation is supported through a network of individuals at group and business unit level.

Our priorities remain managing energy, water and waste, where we have assessed we can maximise our contribution to reducing the environmental impact of our businesses. We are developing our current processes into an environmental



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management system and will be publishing our environmental objectives and targets against which we will report future progress.

One of our key group objectives for 2002 was to improve the quality and coverage of our environmental data, a crucial step in being able to monitor group wide environmental performance. This has broadly been achieved, although we are undertaking further work to improve the measurement of waste and transport.

We are also managing our supply chain impact more closely by requiring our key strategic suppliers to have environmental policies that meet standards in regard to human and labour rights.

In the business divisions, improvements in environmental performance include the continuing growth of online journals (reducing the environmental impact associated with paper use, printing and distribution) and an annual reduction in energy consumption of over 2 million kWh in LexisNexis through the introduction of more energy efficient data servers and lighting.

## COMMUNITY

With Reed Elsevier's strong position in educational publishing, we are now actively focusing our efforts and resources on

education for disadvantaged young people and community initiatives of importance to local employees.

With a network of Community Champions spanning the whole of the business and co-ordinated by a Director of Community, we are developing or strengthening on-going reading programmes across the cities in which we operate.

Financial support to charities around the world in 2002 totalled £1.2m/€1.9m. Our in-kind support includes employee time in building low income housing for Habitat for Humanity, developing jobability.com, a website promoting job opportunities for the disabled, and giving a large donation of legal and educational textbooks to Book Aid International, a charity providing educational books to the developing world. In 2002 we provided approximately £1m/€1.6m of such in-kind support for charitable organisations.

In January 2003 we introduced Reed Elsevier Cares, a new Reed Elsevier wide community programme comprising voluntary activity, donations and communication, which will encompass new and existing activities.

For our full CSR report with details of our people, environmental performance and community focus, visit [www.reedelsevier.com](http://www.reedelsevier.com).

