



MOVING FASTER TO  
NET ZERO CARBON  
AND WASTE

PAGE 6

EMBEDDING  
SUSTAINABILITY  
INSIDE OUR BRANDS

PAGE 16

MULTIPLYING OUR  
POSITIVE IMPACTS

PAGE 26

OUR COLLEAGUES'  
SHARED CULTURE

PAGE 42



# CHAMPIONING SUSTAINABILITY

Informa Group Sustainability Report 2021

## Introduction to Informa

INFORMA EXISTS TO CHAMPION THE SPECIALIST, CONNECTING PEOPLE WITH KNOWLEDGE TO HELP THEM LEARN MORE, KNOW MORE AND DO MORE.

WE CHAMPION AND CONNECT SPECIALISTS ALL OVER THE WORLD THROUGH EVENTS, INTELLIGENCE PRODUCTS AND SCHOLARLY PUBLISHING. WE'RE A FTSE 100 COMPANY WITH HUNDREDS OF POWERFUL BRANDS HELPING CUSTOMERS IN DOZENS OF SPECIALIST MARKETS TO SUCCEED.

### WHAT WE DO

- High quality research
- Online market platforms
- Online partnering
- Data delivery
- Webinars
- Subscriptions
- Virtual events
- Critical data insights
- Online training
- Digital content

→ [FOR MORE INFORMATION, SEE OUR ANNUAL REPORT](https://informa.com/investors/annual-report/)  
[INFORMA.COM/INVESTORS/ANNUAL-REPORT/](https://informa.com/investors/annual-report/)

### INFORMA'S 2021 ESG RANKING



## Our Divisions



### INFORMA CONNECT

delivers major, branded, content-driven in-person and virtual events and digital platforms allowing year-round connection and knowledge sharing.



### INFORMA MARKETS

creates opportunities for customers all over the world to connect, learn and trade. We serve businesses in specialist markets through specialist digital content and data, virtual events and large-scale physical exhibitions.



### INFORMA TECH

helps businesses in the technology market and professionals interested in tech to connect, learn more and do more. We provide knowledge and connections delivered through training, data and research, consulting, and physical and digital events.



### TAYLOR & FRANCIS

is a specialist in scholarly research and helping academic and research communities make new breakthroughs. We curate and publish high quality peer-reviewed research, connecting specialists to knowledge that helps them learn more and advances progress in their field of study and broader society.



### INFORMA INTELLIGENCE

provides relevant, high quality and critical data and insight to customers working in large, complex and specialist markets including Pharma, Finance and Maritime.



### OUR DIVISIONS ARE UNDERPINNED BY: GLOBAL SUPPORT

This division enables each operating division and comprises Informa's Group functions and Group Operations.

## Sustainability is everyone's business



John Rishton  
Chairman

TAKING ON THE CHAIR  
ROLE IN 2021, JOHN  
RISHTON SHARES HIS  
THOUGHTS ON  
INFORMA'S  
SUSTAINABILITY  
COMMITMENTS



**I've seen a significant change in my lifetime on how we address sustainability issues. Businesses increasingly recognise that they have a responsibility to a wide range of stakeholders – customers, local communities, the environment, colleagues and of course shareholders. Informa needs to create sustainable value for all of them.**

At the most basic level, sustainability means that generations in 50 or even 500 years can thrive. At the company level, it means that we have to identify and manage our impacts on the environment and people, and consciously act to leave a positive footprint. This is how we want Informa to play its role in making society stronger.

For me, sustainability has a start, but unlike a football match, there is no final whistle. Informa began its journey years ago.

With the launch of the FasterForward sustainability strategy in 2020, we consolidated different activities to focus the Company's approach on the most relevant sustainability issues for our business. FasterForward now underpins our overall business strategy and our relationships with our different stakeholders. It forms an underlying foundation on which we view our new Growth Acceleration Plan II.

One of the extraordinary things about the human race is our ability to do more than we can imagine. Informa's sustainability goals are bold and ambitious. I am a great believer in setting bold targets to enable us to get more done but it takes everyone's involvement – our colleagues, our suppliers, our customers, our investors – to achieve them.

As an accountant by training, I'm also a great believer in gathering robust data to measure our progress. Sustainability is increasingly recognised as a means of long-term value creation and innovation, and stakeholders expect us to report the relevant data to track this. Gone are the days when a company only had to report financial numbers. This report, and the accompanying website, helps meet those needs and I'm reassured by our ongoing strength in indices like the CDP and DJSI.

I'm also reassured by my ongoing conversations with colleagues when they tell me that being a responsible and sustainable business is important to them. In particular, it's been a privilege to serve as the Board sponsor for AllInforma Nations, one of our five colleague-led networks, which focuses on ethnic communities and celebrates all cultures. I've learned a lot from exchanging thoughts and experiences with colleagues in the network and taken those reflections back to my colleagues on the Board.

I believe that if we keep our focus, our sustainability programmes set us up for a very promising future for both the short and the long term.

## Conversation with the Group CEO



Ben Wielgus  
Head of Sustainability

Stephen A. Carter  
Group Chief Executive

resilience and come back quickly as restrictions were lifted. Seeing events opening up again in many countries around the world, and our colleagues and customers again working together in person, shows just how nimble we can be.

Informa is a knowledge business: we champion the specialist, connecting people with knowledge so they can achieve their goals. My most profound learning of the pandemic is that there is an enduring strength and power in what we do. People will always need knowledge to learn more, know more and do more and it's clear to me, and many of our stakeholders, that the value of connected communities has never been greater.



It definitely feels like we're back on the upswing with some lessons learned and it feels like we're looking firmly to the future as a business. What does that look like to you?



This is the most optimistic I've felt about Informa's outlook and opportunities for many years: the world is going through a significant series of changes in society, technology, the economy and a move to more sustainable models. That's a perfect opportunity for businesses in the knowledge and information economy who help markets with their own evolution. My hope is that 2022 is nearer our 'next normal' and we are moving away from the 'pause' of the previous two years. Towards the end of 2021, we judged that it was the right time to start looking up and out. We were ready to launch our new Growth Acceleration Plan II (GAP II) and digital acceleration strategy, with FasterForward a key part of this to ensure we continue to embed sustainability more deeply into everything we do.

A CONVERSATION  
BETWEEN  
STEPHEN A. CARTER,  
GROUP CHIEF EXECUTIVE,  
AND BEN WIELGUS,  
HEAD OF SUSTAINABILITY



It's great to be back together in person. Reflecting back on the past year, what stands out as your lasting impression?



When I look back over 2021, I believe Informa continued to adapt well to the changing circumstances. COVID-19 impacted our business significantly through 2020 and 2021, but it hasn't undermined our underlying value and it hasn't changed our purpose or values. One of our great operational strengths is our innate resilience and flexibility, with colleagues who are agile and creative in finding ways to deliver what customers need. This helped us navigate through COVID-19 with



Another part of the future, which is part of GAP II and a key point for me is that our digital products and services constitute an addition to our business, not a replacement. By adding a digital component to physical events, we can connect with a wider and more diverse audience and actually increase each event's value, as well as meet demand from people eager to return to our physical events. This helps with our FasterForward goals of Connecting the Disconnected.



Even with the headwinds of the pandemic, we've seen a growing focus from business and society around tackling the climate crisis. This comes with greater expectations from investors, customers and colleagues about how organisations can make their positive impact. It also comes with opportunity for those that get it right. What's Informa's place in all of this?



Events are extremely efficient ways for people to meet a lot of customers and suppliers, to conduct business and to learn, all in one place. They also provide viable places to effectively connect people with the solutions they need to tackle sustainability challenges in the most efficient and responsible way possible. This is a task for our team of 10,000 colleagues and, with our combined passion, ideas and commitment, I think we're well placed to succeed.

There's no doubt that society needs to rapidly reduce carbon emissions and we all need to make some big decisions in how best to do this. In particular, we're certainly alive to the emissions that happen when people consume our products, including when they travel to events. We are working with attendees and airlines to consider how we run our businesses to find better ways to manage this together.

I believe the answer right now is about efficient travel which provides a strong return on investment on time, money and carbon. We need to create enough value for our customers to make their travel worthwhile, and work to improve the environmental impacts when they do. This includes working with others to reduce emissions and ensuring we maximise the amount of travel consolidation that happens through our events. Our customers tell us that, in general, we're doing this already but there's always more I think we can do.



Something I'm very proud of is the conscious decision by Informa's leadership in 2020 to prioritise supporting and retaining our people and culture. Looking back, how important was this decision?



Our culture and approach is fundamental to our success, and we've continued to invest in our colleagues and culture, throughout the pandemic. Our culture, and broader Colleague proposition is the foundation that will help us attract more world-class data and digital talent capabilities to support our growth and enable us to engage with a wider customer base. Whilst 2020 and 2021 were a challenging time personally and professionally, the combination of our culture, the support we offered, the enhanced focus on connectivity and communications, all helped our resilience. I'm proud that, by and large, our colleagues have stayed with the business and, morale among our colleagues remains high.

Every day, I'm inspired by our specialist and dynamic colleagues who bring their whole selves to work ready to make a difference. They are all switched on to sustainability, proud to be working for a company playing its part in solving global challenges, and eager to play a role themselves in delivering our sustainability ambitions.



As Head of Sustainability, my role is to make sustainability a competitive advantage for Informa. But sustainability is also a collective responsibility within Informa – and across our industry peers in publishing and events. Do those sit well together?



Sustainability is an increasingly important means of long-term value creation and innovation. While there's an advantage in Informa being a leader here, it's more important that we're part of a strong, sustainable peer group. We're the key actors in some really important industry sustainability initiatives and it's vital we share our tools and approaches wherever possible so we're part of the wider solution.

Let's not forget, we've worked on building a more sustainable Informa for years. This is why our 2020 sustainability programme is called FasterForward and not Get Started! Through FasterForward, we're aiming to operationalise our sustainability efforts and achieve our ambitious targets.

I'm convinced that the right path for sustainability is to take a partnership approach. "Success is a partnership" is of our four guiding principles. We're in the business of connecting specialists with knowledge and each other and this partnership ethos applies just as much to our industry. There's no way we can truly succeed in being a better business without working together as an entire industry to improve on sustainability. For example, we're a founding partner of the Net Zero Events Pledge, an industry initiative with organisations each committing to eliminating their global greenhouse gas emissions by 2050. And in T&F, we actively partner with groups such as the Publisher's Association to help create industry standard approaches to managing the carbon footprint of our work.

*FASTER*

FORWARD

**AN EXPERT'S VIEW:**

Richard Menzies-Gow  
Director of IR & Communications  
Informa Group  
London

## OUR APPROACH TO SUSTAINABLE BUSINESS

**Informa has been focused on sustainability for over a decade now but about six years ago, we made a conscious decision to move our commitment to the next level. We wanted sustainability to become a key strength and major part of who we are as a company. Since then, we've worked hard to embed sustainability into everything we do, making significant investments along the way. In 2020, we brought together all our various programmes and commitments into a central programme called FasterForward with the goal of embedding sustainability more deeply and consistently throughout Informa. This report gives examples of how we've done this in 2021 across our major markets and within our operations.**

### **A GROWING MOVEMENT FOR INCREASED ESG TRANSPARENCY**

We still have much work to do to achieve our sustainability ambitions, but we are making good progress across the Group each year. This is evidenced by our consistent progress in indices such as the Dow Jones Sustainable Index (DJSI). This year, for the first time, Informa has been ranked as the top performer within our sector, globally, a steady improvement from five years ago when we were in the 73rd percentile and a real testament to our investment and focus over recent years.

However, such are the expectations in relation to all environmental, social and governance (ESG) matters – from investors, from customers and from colleagues – that this positive momentum has to be maintained. This includes the level of data and information we report on, both internally and externally. Our Board of Directors is particularly interested in this agenda and they are updated frequently and consistently through the

year, including two formal presentations on our sustainability programmes.

### **ACCELERATING OUR COMMITMENT TO SUSTAINABILITY THROUGH THE GROWTH ACCELERATION PLAN II**

Informa recently announced the launch of its second Growth Acceleration Plan (GAP II), running to 2024, with a focus on expanding our data management and digital capabilities. GAP II will be underpinned by our FasterForward programme, which is embedded into all our current and future products and services within our Academic Markets and B2B Markets businesses.

### **IDENTIFYING AND QUANTIFYING THE IMPACT OF CLIMATE CHANGE**

One further important focus in 2021 was to align our climate reporting with the requirements of the Taskforce on Climate-related Financial Disclosures (TCFD), building on a lot of work and thinking we have already undertaken on climate impacts. As the co-chair of the Climate Impacts Steering Committee, I am pleased with the progress we have made in this important area, which is summarised in our first Climate Impacts report.

### **OPERATIONALISING SUSTAINABILITY**

Our sustainability targets are ambitious. The way we will achieve them is by every office and every brand incorporating sustainability within its day-to-day thinking and operations. The continued progress we made through 2021 gives me confidence this can be achieved, and we can deliver on our FasterForward goals, whilst also improving the wider sustainability practices in the industries we work in, promote sustainable development in the markets where we operate and, through our large scale B2B events, act as a highly efficient consolidator of business travel and, hence, carbon emissions.



## FASTER TO ZERO

**Moving faster to become a zero waste and net zero carbon business.**

To help meet the urgent challenges of a changing world, we are moving faster to reduce our carbon and waste footprint with the aim of becoming a zero waste and net zero carbon business by 2030.

Wherever we can, we will also actively help our partners, customers and wider markets to achieve the same.

## SUSTAINABILITY INSIDE

**Embedding sustainability inside every one of our brands to help our customers accelerate sustainable development in their specialist markets.**

Informa exists to connect people with knowledge and our greatest impact in the world is through the content and connections we deliver for our customers.

To help our customers go faster, and to accelerate the sustainable progress of the specialist markets we serve, we are embedding relevant sustainability content inside each of our brands.

Whether it's through events, intelligence, research or training, we'll provide our customers with the content and connections that can drive a more sustainable future for their specialist markets.

## IMPACT MULTIPLIER

**Multiplying the positive impact we can create when we improve access to knowledge, help people connect more efficiently and invest in our communities.**

Through the content we provide, we can help connect and inform those who struggle to access knowledge and networks.

When they connect at our events and online, we can help customers be even smarter and more efficient with their time and travel.

Where we work in a specialist or local community, we can partner with them and invest in ways that help them succeed and create more positive impacts in turn.

### OUR COMMITMENTS

- 1 Become carbon neutral as a business and across our products by 2025  
→ [SEE MORE ON PAGES 6-13](#)
- 2 Halve the waste generated through our products and events by 2025  
→ [SEE MORE ON PAGES 14-15](#)
- 3 Become zero waste and net zero carbon by 2030 or earlier  
→ [SEE MORE ON PAGES 6-15](#)

### OUR COMMITMENTS

- 4 Embed sustainability inside 100% of our brands by 2025  
→ [SEE MORE ON PAGES 16-25](#)
- 5 Help and promote the achievement of the UN's Sustainable Development Goals through our brands  
→ [SEE MORE ON PAGES 16-25](#)

### OUR COMMITMENTS

- 6 Enable one million disconnected people to access networks and knowledge by 2025  
→ [SEE MORE ON PAGES 26-27](#)
- 7 Contribute \$5bn per year in value for our host cities by 2025  
→ [SEE MORE ON PAGES 28-29](#)
- 8 Contribute value of at least 1% of profit before tax to community groups by 2025  
→ [SEE MORE ON PAGES 30-32](#)
- 9 Save customers more carbon than we emit as a business by 2025  
→ [SEE MORE ON PAGE 33](#)

# FASTER TO ZERO

## FASTER TO ZERO

### COMMITMENTS:

- 1 Become carbon neutral as a business and across our products by 2025
- 3 Become net zero carbon by 2030 or earlier

### PROGRESS HIGHLIGHTS:

- Maintained our CarbonNeutral® company certification
- Achieved CarbonNeutral® publication certification for all T&F physical books and journals
- Scored A- from CDP, the world's leading environmental benchmark
- Conducted a qualitative and quantitative assessment of our climate risks and opportunities following TCFD recommendations
- Sourced renewable electricity usage for 96% of offices
- Powered all events in our Connect, Tech and Markets EMEA divisions with renewable electricity (where available) and most Informa Markets North America events
- Assessed 230 events through our sustainable event management framework, including working with venues and suppliers to reduce energy consumption
- IM Power, our first carbon neutral event, going through certification

### NEXT STEPS:

- Complete measurement of emissions from digital products
- Expand range of carbon neutral products (already 25 events in pipeline)
- Engage with suppliers to measure and reduce emissions
- Collaborate with peers to create net zero pathway for events industry
- Power all events globally by renewable electricity
- Create data tool to calculate footprints of all attendees

### LINKED TO SDG:



#### AN EXPERT'S VIEW:

Nicolas Desolino  
Group Sustainability &  
Reporting Manager  
Informa Group, London

## MANAGING CLIMATE CHANGE IMPACTS

**A 'code red for humanity' was issued by a United Nations (UN) report in 2021, warning of increasingly extreme heatwaves, droughts and flooding. The world now has five times the number of recorded weather disasters than 1970 and they are seven times more costly.**

### UNDERSTANDING AND MANAGING CLIMATE IMPACTS

Our business model, and the nature of the knowledge and information economy in which we operate, provides some degree of resilience from this crisis. Climate change has the potential to affect all industries and societies however, and we are taking action to reduce and manage the risks that are relevant to Informa.

As part of our commitment to become a sustainable, positive impact business, and as part of our planning process, we've aligned our climate change governance, strategy and reporting with the recommendations of the Taskforce on Climate-related Financial Disclosures (TCFD).

Colleagues from across the business have worked together to identify climate change impacts for Informa. In partnership with Resilience and its academic partner, the Centre for Risk Studies at the University of Cambridge Judge Business School, we've quantified 11 potential impacts and identified mitigating activities.

➔ **MORE DETAIL IS AVAILABLE AT**  
[WWW.INFORMA.COM/CLIMATEIMPACTS](http://WWW.INFORMA.COM/CLIMATEIMPACTS)  
**AND ON PAGES 80 - 82 OF OUR**  
**2021 ANNUAL REPORT.**

In this section, we explain our progress towards our net zero carbon ambitions through managing our own energy usage, purchasing renewable power and working in partnership with others to help shift our value chain to a low carbon model.

### SUPPORTING THE TRANSITION TO A LOW CARBON FUTURE

I'm proud to work for an organisation that's committed to becoming net zero but the even more exciting part of working at Informa is the impact of our content. As a business that champions the specialist and connects people with networks and knowledge, we can play a part in supporting our markets' transition to a low carbon economy, and in helping to solve some of the world's biggest environmental and social challenges. This has a much bigger impact on tackling climate change than we can ever hope to achieve through our own much smaller value chain. At the same time, doing so helps us meet our customers' needs and grows engagement with our markets.

The following section, Sustainability Inside, includes examples of our brands that have developed significant content streams to help their customer markets transition to a low carbon economy, including aviation and shipping (see pages 18 and 19 for more detail).



#### AN EXPERT'S VIEW:

Emmett Dages,  
Chief Operating Officer,  
Taylor & Francis,  
Boca Raton

## CREATING A CARBONNEUTRAL® PUBLICATIONS CERTIFIED SUPPLY CHAIN

**Attaining CarbonNeutral® publication certification is a great step in reducing the carbon footprint from our supply chain as well as an important message to our customers.**

Over the past few years, Taylor & Francis has accelerated its programme of creating a more efficient and sustainable print supply chain and reduced its carbon emissions by around 30%. In 2021, we advanced our sustainability commitments and achieved CarbonNeutral® publication certification, in line with the industry leading CarbonNeutral Protocol standard, for all our print books and journals in T&F.

This helps us compensate for our unavoidable emissions while we work on taking these reductions further. Actions so far include:

- Increasing the use of print-on-demand services to better match production with demand and reduce physical stock levels.

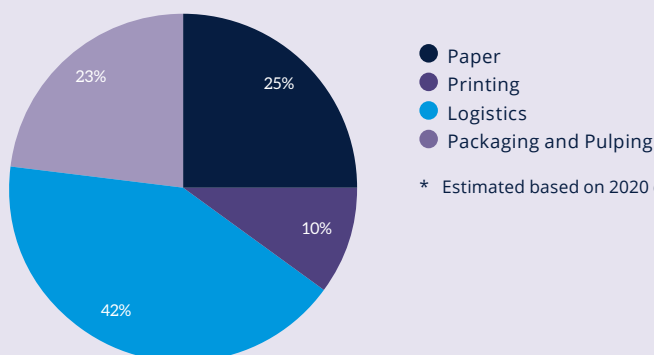


- Expanding opportunities for customer and resellers to self-print to eliminate printing to stock and transportation.
- Continuing to grow our digital offerings of books and journals, including switching select journals to digital only format.
- Donating unused book stock to BookAid and Amnesty International, avoiding waste and contributing to the wider sharing of knowledge.
- Implementing a programme to remove plastic packaging and lamination from printed journals, which now covers nearly 75% of our products.

The remaining carbon emissions from our printed products and supply chain are calculated and compensated for through the purchase of high-quality certified carbon offsets. This analysis and tracking of our carbon emissions provides us with information to help us work with our suppliers, customers and partners to take reductions further.

In the meantime, the carbon offsets we buy support verified carbon reduction or removal projects around the world and other UN Sustainable Development Goals (SDGs) relating to health, wellbeing, conservation and poverty eradication.

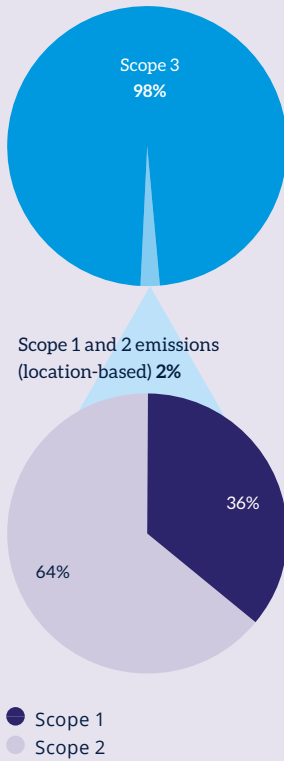
#### PRINT SUPPLY CHAIN EMISSIONS\*



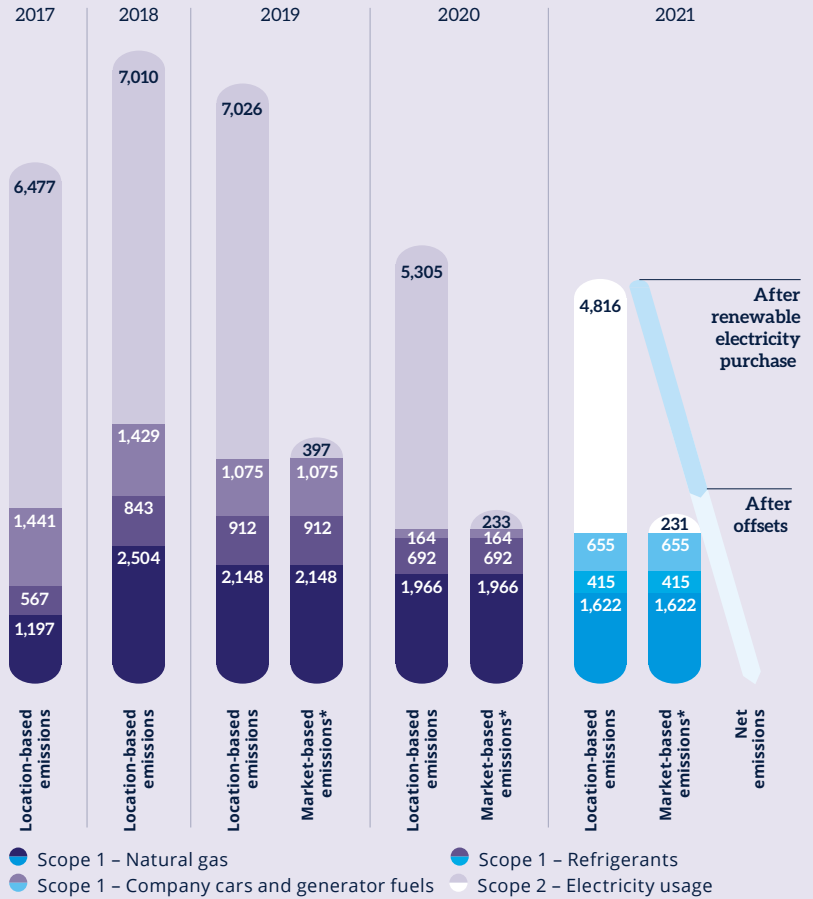
## REDUCING OUR CARBON EMISSIONS

### EMISSIONS PROFILE

Value chain emissions



### CHANGE IN OUR SCOPE 1&2 EMISSIONS OVER TIME (TCO<sub>2</sub>e)



Note: 2018 data includes UBM emissions from the date of acquisition.

\* Market-based emissions take account of renewable electricity purchasing.

Member of  
**Dow Jones**  
Sustainability Indices  
Powered by the S&P Global CSA

Ranked 1st in our  
sector. Scored 78  
out of 100



Certified  
**CarbonNeutral®**  
company



CDP  
2021 CDP  
score: A-



Ranked 5th in the  
FTSE 100 and 10th  
globally in climate  
reporting by EcoAct



As well as our FasterForward commitments, we aim to reduce our scope 1 and 2 emissions by 55% and our scope 3 emissions by 20% by 2030 from a 2017 baseline. This is approved by the Science Based Targets Initiative as in line with latest climate science findings to limit global warming to below 1.5°C.

4,500 tCO<sub>2</sub>e

saved in 2021 by using renewable electricity in our offices – the equivalent of approximately 6,000 economy class flights from London to New York

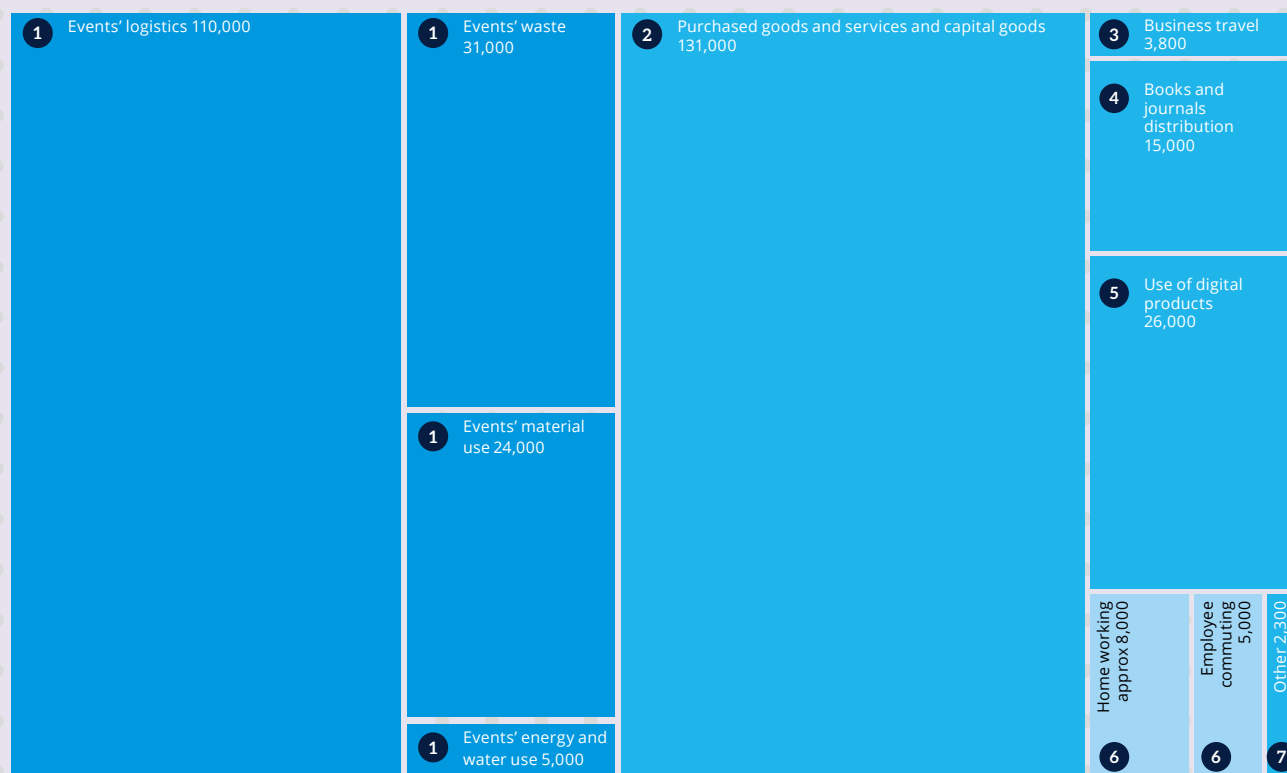
96%

of our offices' electricity from  
renewable sources

Sustainability Award  
Gold Class 2022

S&P Global

## BREAKDOWN OF OUR ESTIMATED 2021 SCOPE 3 EMISSIONS RELATED TO OUR SCIENCE BASED TARGETS (TCO<sub>2</sub>E)



## EXAMPLES OF SOME OF OUR CARBON MANAGEMENT PROGRAMMES

### 1 REDUCING EMISSIONS AT EVENTS

Our sustainable events management system is guiding our events on the reduction of their carbon footprint, including core programmes such as moving electricity use at venues to be renewable, partnering with venues and suppliers on energy efficiency, cutting waste and eliminating disposable stands. See pages 14-15 and 34-41 for details.

### 2 PURCHASED GOODS AND SERVICES AND CAPITAL GOODS

We are working with procurement and operations teams to engage with our top suppliers and start to measure more accurately our supply chain emissions, starting with our technology partners. We are also asking our suppliers join us in moving to renewable energy and developing carbon reduction initiatives.

### 3 BUSINESS TRAVEL

As a company, we travelled much less in 2020 and 2021 due to COVID-19. We will continue to encourage efficient travel. We also seek to partner with more sustainable hotels and transportation providers.

All our business travel is compensated for using high-quality carbon offsets.

### 4 DISTRIBUTING BOOKS AND JOURNALS

We continue to offer customers choice in formats, and customers are increasingly choosing digital formats. Our focus towards on-demand printing nearer to customer markets will continue to help us reduce waste and carbon emission from printing, storing and shipping our products. See page 7 for more details.

### 5 DISTRIBUTING DIGITAL PRODUCTS

Informa is a founder member of Digital Impact (DIMPACT), a collaboration between scientists at the University of Bristol and major media companies, aimed at helping the industry understand and manage carbon emissions from digital content. See page 13 for more details.

### 6 EMPLOYEE COMMUTING AND HOME WORKING

In 2020 and 2021, emissions from commuting reduced significantly due to COVID-19-related travel restrictions but this was balanced by increased home working emissions as we adopted a balanced working model. By engaging colleagues in climate change topics, we hope to help them reduce these emissions.

### 7 OTHER EMISSIONS

We aim to reduce our other emissions from areas such as office and books and journals production waste but are focusing on our more material areas listed above.

→ SEE PAGES 10 & 11 AND [INFORMA.COM/CARBONOFFSETTING](https://www.informa.com/carbonoffsetting) FOR MORE DETAILS

# EXAMPLES OF ACTIONS TO REDUCE OUR EMISSIONS

1

## REDUCE ENERGY CONSUMPTION AND SELF- GENERATE ELECTRICITY

We have introduced a balanced working model, where the majority of colleagues will balance their time between working in an office and working remotely, each week. This has enabled us to consolidate our office space. It has also lowered our energy consumption onsite and emissions from commuting – but had increased home working emissions. We continue to generate electricity from solar panels at two of our offices.

2

## BUY ELECTRICITY FROM RENEWABLE SOURCES

We use an established global process to purchase Energy Attribution Certificates (EACs) from renewable electricity producers. This allows us to match electricity usage with certificated renewable electricity generation and creates additional incentives for power generation companies to invest in renewable power. Around 96% of our offices' electricity usage come from renewable sources.

3

## CARBON OFFSETS

To compensate for the emissions we can't yet avoid, we help others reduce or remove emissions through high quality certified carbon offset projects. In addition to the residual emissions from our offices, we also offset our business travel, fleet and home working emissions. We recognise that offsets are not a permanent solution, but they have a role to play in our journey to net zero and are used only where we cannot currently avoid emissions.

### 1 BOULDER (USA):

In 2021, solar panels at our Boulder office generated 245 MWh, supplying 62% of the building's overall electricity consumption.

### 1 FORT LAUDERDALE (USA):

Since 2018, we've reduced our generator fuel consumption by over 90% at our Florida Boat Shows.

3

### USA:

American Grasslands (CAR<sup>(1)</sup>): creating financial incentives for conserving valuable grasslands, supporting rare and endangered endemic species and storing CO<sub>2</sub>.

3

### MEXICO:

Fresh Breeze Teak Afforestation (VCS<sup>(1)</sup>): tree planting project to obtain high-value, sustainable timber products and to sequester large amounts of carbon dioxide. This also creates local jobs and restores degraded land.

#### (1) Offset standards:

CAR: Climate Action Reserve; VCS: Verified Carbon Standard; GS: Gold Standard; CDM: Kyoto Protocol's Clean Development Mechanism; CCB: Climate, Community and Biodiversity standards

## 1 MILTON PARK (UK):

Sustainability is an integral part of this ongoing office refurbishment that will allow us to improve energy efficiency and space utilisation.

## 1 AMSTERDAM (NETHERLANDS):

We have reduced the size of our Amsterdam office by a third.

## 2 Key:



Wind



Hydro



Solar



Geothermal

## 3 BRAZIL:

Acre Amazonian Rainforest Conservation (VCS & CCB<sup>(d)</sup>): three projects aiming to prevent deforestation across 105,000 hectares of pristine rainforest in the Amazon basin, protecting some of the world's most biodiverse habitats.

## 3 INDIA:

Domestic Energy Systems (GS<sup>(d)</sup>): distributing and maintaining solar lighting and charging systems, and clean biomass cookstoves, to thousands of rural households across India. Significantly reduces fuel costs and illnesses from indoor smoke, and helps children study in the evenings.

## 3 BORNEO:

Rimba Raya Biodiversity Reserve (VCS & CCB<sup>(d)</sup>): preserving carbon-dense tropical peat swamp by helping to halt deforestation of roughly 65,000 hectares of forest and protect the endangered Borneo orangutan.

## 3 CHINA:

Sichuan Household Biodigester (GS & CDM<sup>(d)</sup>): distributing small-scale biogas machines to low-income rural households with livestock. This provides clean and affordable energy to homes, fertiliser for agriculture and better indoor air quality.

## PARTNERSHIPS TO TACKLE CLIMATE CHANGE

**'Success is a partnership' is one of Informa's four guiding principles. Tackling the climate crisis is a major challenge that truly requires an open, collaborative approach and we actively seek to partner with others to achieve net zero for ourselves and our industry.**

### NET ZERO CARBON EVENTS PLEDGE

As the largest B2B exhibition organiser in the world, we are ideally placed to lead the way and share our learnings to help others accelerate on their own pathway.

At COP26 in November 2021, Informa Markets' CEO Charlie McCurdy launched the Net Zero Carbon Events Pledge — [WWW.NETZEROCARBONEVENTS.ORG](https://www.netzerocarbonevents.org) — together with other major global industry players. This pledge unifies the events industry to respond to climate change in a consistent way, helping us all move faster to net zero. Throughout 2021, Informa played a key role in its development and over 280 organisations across the global events sector have already signed up.

Another significant collaboration during 2021 was Informa's partnership with the Association of Event Organisers (AEO), to give open access to our Fundamentals framework, which was adapted in order to be rolled out as a resource for all AEO, AEV and ESSA members as the Sustainability Commitments providing a framework for progress.

**"WE WANT TO BE A REAL FORCE FOR CHANGE IN OUR MARKETS, HELPING COMPANIES TO ANSWER THE BIG QUESTIONS AROUND HOW TO BECOME MORE SUSTAINABLE. OUR PLATFORMS ARE AT THE HEART OF DOZENS OF INDUSTRIES ALL OVER THE WORLD, AND OUR GREATEST IMPACT IS THROUGH THE SPECIALIST CONTENT, RESOURCES AND EXPERT CONNECTIONS WE DELIVER TO THESE COMMUNITIES, INCLUDING OUR OWN."**

Charlie McCurdy, Informa Markets CEO



### MEDIA CLIMATE PACT

Towards the end of 2020, Informa, together with six leading media companies, was a founding signatory of the Responsible Media Forum's 'Media Climate Pact' — [WWW.RESPONSIBLEMEDIAFORUM.ORG/PACT](https://www.responsiblemediaforum.org/pact).

This is based on the idea that by working together the media industry has a unique ability to drive up climate friendly behaviour, and reduce emissions.

So, what progress have we made over the past year?

The first commitment of the Media Climate Pact is to reduce emissions and move towards net zero emissions. All companies have set a net zero target for at least 2040 – Informa has committed to achieving net zero by 2030.

The second commitment recognises the huge influence media companies have to encourage behavioural change towards climate-friendly lifestyles. Informa believes our biggest impact is through the specialist content and connections we deliver, giving our customers valuable insights to learn more, know more, and do more to address climate change. This is why we are committed to embedding sustainability inside 100% of our brands by 2025. More information is available on pages 16 - 25.

The signatories of the Pact, together with other members of the Responsible Media Forum, meet four times a year to share progress, good practices and identify ways to work together.

## PUBLISHING DECLARES

Taylor & Francis is proud to be a founding contributor and signatory of Publishing Declares, the Publishers Association's Climate Action Pledge.

→ [WWW.PUBLISHINGDECLARES.COM](http://WWW.PUBLISHINGDECLARES.COM)

Launched in 2021, it is the UK publishing industry's first declaration on climate action and more than 80 organisations have signed up so far. We have worked with our industry peers to establish and promote Publishing Declares' five commitments. These include reaching net zero by 2050; protecting nature and biodiversity; educating our colleagues; and using our expertise, platform and voice to raise awareness and drive positive climate action wherever we can.

We are also members of the Publishers Association Sustainability Group, formed to accelerate sustainability actions in the industry. We have helped with the development of a carbon calculator for the industry and a materials matrix, enabling publishers to incorporate environmental factors in their product design and manufacturing decisions by sharing our knowledge and experience.

**PUBLISHING  
DECLARES**



### AN EXPERT'S VIEW:

Eleanor Train,  
Sustainability Assistant  
Manager, Informa Group,  
London

## ADDRESSING THE ENVIRONMENTAL IMPACT OF OUR DIGITAL LIVES

Technology enables us to connect, access content and even build relationships remotely. Digital products have both pros and cons compared to their physical counterparts. Throughout 2021, much has been made of the scalability, accessibility and particularly the lower environmental impact of digital products. But with our growth in digital offerings, it's important to increase our understanding of the climate change impacts of the production, storage, transfer and use by customers of these digital products.

Measuring and reducing these digital emissions, particularly from user devices and the internet backbone, is notoriously difficult but increasingly important as Informa expands its digital presence. It's also important that we do this consistently across the industry and that we work together to influence our suppliers and customers to help us all reduce the carbon footprint of digital products. We've teamed up with peers from the Responsible Media Forum to identify, take action and find a solution for social and environmental challenges.

### MEASURING DIGITAL EMISSIONS

Informa is part of the pioneering Digital Impact project —  a group of 17 of the biggest players in the digital media industry including the BBC, Sky, Netflix and the Economist. Together we seek to better understand and manage the carbon footprint of digital content.

Mapping any digital service is challenging because the underlying technological systems are complex and evolving. DIMPACTS has crowd-funded experts at the UK's University of Bristol to develop an online tool that uses the best available approaches to more consistently and accurately calculate the carbon emissions of the downstream value chain of digital media content, including publishing, video streaming, advertising and intelligence.

Over the past two years, Informa's technology teams have participated in this ground-breaking initiative. In 2021, we piloted DIMPACT across our digital T&F publications and two of our intelligence products. This gives us greater insight into the emissions intensity of various stages of our value chain so we can target actions to reduce them. Our next steps are to increase the rigour of the approach, partner with others to encourage our suppliers to get better data, and expand the research and tool to calculate the footprint for digital events so that we have a more complete footprint for our business.

**DIMPACT**  
insight to action on digital carbon impacts



## FASTER TO ZERO

### COMMITMENTS:

- 2 Halve the waste generated through our products and events by 2025
- 3 Achieve zero waste by 2030 or earlier

### PROGRESS HIGHLIGHTS:

- Expanded our Better Stands programme to more divisions and regions to accelerate the elimination of disposable stands by exhibitors
- Assessed 230 events through our sustainable event management framework, including working with venues and suppliers to reduce waste at events, focusing on addressing waste created by our carpet, signage, catering and lanyards
- Removed polywrap covers from more than 75% of titles so far

### NEXT STEPS:

- Develop robust Better Stands plans for Asia and ensure other divisions and regions are making strong progress
- Continue to test the phase out or replacement of plastic lanyards and event badges
- Continue to reduce excessive stand heights
- Complete removal of all plastic journal wrapping by end of 2022
- Engage further with supply chain to reduce food waste and improve recycling

### LINKED TO SDG:



#### AN EXPERT'S VIEW:

Lucille Ryan  
Senior Sustainability Manager  
Informa Group, London

## BETTER STANDS: GOING GLOBAL AND INDUSTRY- WIDE

**In 2021, we expanded our Better Stands programme as one of the most significant programmes to help us halve our events' waste by 2025.**

The choice by exhibitors to use disposable stands at events has long been a major source of waste for the events industry. But in 2020, after three years of pilots and testing, Informa Markets launched our Better Stands initiative to stop the use of disposable stands. Our goal is to encourage, and then require, exhibitors to switch to reusable stand structures by highlighting the benefits of reusable stands and then phasing it into show regulations. At launch, our aim was for our EMEA region to reach 100% phase out by the end of 2024.

#### GOING GLOBAL

Following initial success at our largest EMEA events, other parts of Informa joined the programme in 2021. Informa Connect, Informa Tech and Informa Markets North America are now targeting the eradication of disposable stands by the end of 2023.

This means that more than 350 events, including many of our largest and highest profile events, are actively working on eliminating our biggest source of waste. Operations teams have been busy collating data, devising plans and timelines to engage with exhibitors and eradicate all these disposable structures. Our Better Stands initiative will save thousands of tonnes of waste each year. Although disposable stands are still common in Asia, several events and countries are already starting to work on encouraging the use of reusable stands following several years of successful work to reduce stand heights to save materials.

#### EXPANDING INDUSTRY-WIDE

An exciting expansion is developing Better Stands into an industry-wide campaign. We have received a lot of positive feedback and interest and we are now collaborating with industry organisers, contractors, venues and associations. We believe if everyone comes together, events in the near future really can be waste-free.



### BENEFITS OF BETTER STANDS

- Better quality and improved customer experience
- Safer, quicker and cheaper to build
- Significant reduction in waste and carbon emissions

[FIND OUT MORE IN OUR 2020 REPORT.](#)

## EXAMPLE OF EVENTS' WASTE BREAKDOWN

### CARPET AND FLOORING



### SIGNAGE



### VENUE WASTE



### DISPOSABLE EXHIBITOR STANDS



Better Stands will eliminate this

## DO DIGITAL EVENTS CREATE WASTE?

Surprisingly for some, digital events can still be a source of waste, albeit less than physical events. We've worked with our events teams to identify and reduce all possible waste sources, such as physical stage background signage, printed materials or promotional items sent to attendees.

For example, when Game Developers Conference (GDC) went digital, it sent digital tote bags to attendees and didn't print any materials. GDC's event store sells branded items like t-shirts, hats, mugs and bags, which are all produced with sustainable materials. To reduce items that may go to waste, branded items are only produced once ordered so there is no left-over inventory.

## JOURNALS PLASTIC-FREE PACKAGING

In our 2020 report, we talked through our ambition to mail all Taylor & Francis journals plastic-free. From 2022, **75% of our journals** will be shipped 'naked' (with no packaging). Some journals that we publish in partnerships with third-party organisations have inserts or adverts on the back cover (where we need to print the customer's address) and aren't suitable for naked mailing. Throughout 2022, we will be working together to find the best solution to eliminate plastic usage and ramp up the use of paper envelopes as well as expand our research into removing plastic from lamination as well.

### BOOKS SENT FOR PULPING



### JOURNALS SENT FOR PULPING



501 tonnes

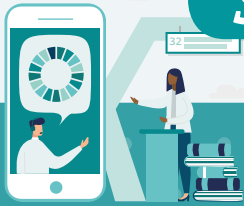


281 tonnes



352 tonnes \*warehouse clearance

# SUSTAINABILITY INSIDE



## SUSTAINABILITY INSIDE

### COMMITMENTS:

- 4 Embed sustainability inside 100% of our brands by 2025
- 5 Help and promote the achievement of the UN Sustainable Development Goals (SDGs) through our brands

### PROGRESS HIGHLIGHTS:

- 75% of events that completed the Fundamentals (our 12-point event sustainability checklist) scored full marks for having some sustainability featured in their content
- Calculated our weighted contributions to the SDGs from our content and our operations, shown in the chart on this page
- Over 18,000 book chapters and 1,700 journal articles were listed on Taylor & Francis' SDGOnline platform

### NEXT STEPS:

- Roll out guidance to support our brands in identifying opportunities to embed relevant sustainability content and to promote the SDGs
- Work with brands to embed sustainability inside all our products, and track progress with improved definitions of what constitutes sustainability inside
- Continue to collect and share stories of good practice to inspire and engage

### LINKED TO SDG:



## EMBEDDING SUSTAINABILITY INSIDE EVERYTHING WE DO

**Informa's purpose is to champion the specialist, connecting people with knowledge to help them learn more, know more, and do more. This spans everything we do: from our smart events to our B2B digital services and academic knowledge services.**

We aim to understand environmental and social challenges in the markets that we serve, to identify our potential role in developing and sharing solutions, and to be a catalyst for sustainable

development. This is our most material impact on the world and a significant source of commercial opportunities. We call it **SUSTAINABILITY INSIDE**.

Through it, we seek to multiply the positive impact we can create when we improve access to knowledge, help people connect more efficiently, and by investing in our communities. We also, of course, grow our business and more successfully meet customer expectations. We have over 500 brands operating in dozens of different markets: from pharmaceutical to fashion, maritime to agriculture, finance to interior design, and aviation to construction. All these markets face complex and multi-dimensional sustainability challenges that span the 17 UN Sustainable Development Goals (SDGs). By listening to and collaborating with key stakeholders, we can support our customers' sustainability journey and protect the future success of our brands.

### WHAT DOES IT MEAN FOR A BRAND TO HAVE 'SUSTAINABILITY INSIDE'?

A brand has achieved Sustainability Inside when it has:

- Identified key sustainability issues faced by its market and specialists
- Considered how its brand supports the market in addressing key sustainability issues
- Featured sustainability significantly within its product
- A sustainability content track within a conference
- A sustainability zone, discovery trail or similar at a trade show
- A sustainability-focused content section within an online news or information product that is updated regularly
- A specialist insight report covering a key sustainability topic
- A sustainability-focused book
- Multiple book titles with at least one chapter each on a sustainability topic
- Multiple, regular journal articles within a cluster of related journals covering sustainability
- A journal title dedicated to a sustainability topic

### EXAMPLES OF SUSTAINABILITY FEATURES

We want Sustainability Inside to be significant, ongoing, noticeable, relevant, and influential. Only brands that act as enablers or accelerators of sustainable change in their markets count towards achieving Sustainability Inside. This includes:

### HOW DO WE EMBED SUSTAINABILITY INSIDE?

We plan to achieve this through internal engagement and training, gathering customer insights and through collaboration with key stakeholders. Much is already happening around the business as shared throughout this section and in previous sustainability reports.

### HOW DO WE MEASURE PROGRESS?

We track how many of our event brands have embedded Sustainability Inside through our existing sustainable event management system. For our Taylor & Francis brands, we analyse published books and journals every year to identify the presence of sustainability themes.



#### UN DESCRIPTION:

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

#### OUR CONTRIBUTION:

At the heart of our purpose of championing the specialist is the goal of connecting people with high quality knowledge. The better we do this, the more value we create for others and ourselves. Embedding sustainability inside all our brands, as well as our Impact Multiplier goal of connecting one million disconnected people with the knowledge they need to succeed, contributes to this goal as well as the wider sustainable development agenda.

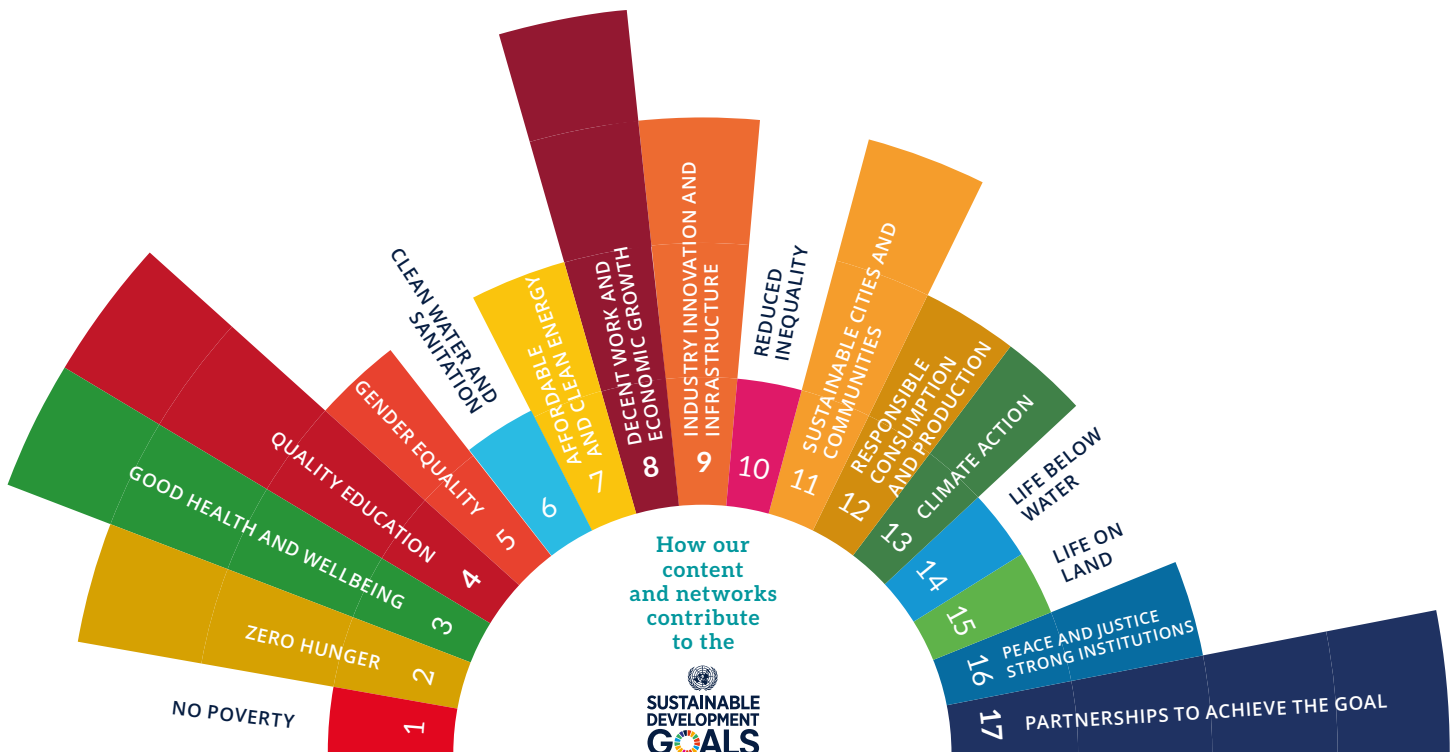


#### UN DESCRIPTION:

Strengthen the means of implementation and revitalise the global partnership for sustainable development.

#### OUR CONTRIBUTION:

We create efficient ways to generate millions of connections between specialists and knowledge every year. This helps our customers learn from each other, as well as form and sustain partnerships needed to foster sustainable development in their markets.



## SUPPORTING SUSTAINABLE TRANSPORT

### LINKED TO SDG:



### AN EXPERT'S VIEW:

Adam Sharpe,  
Managing Editor – Lloyd's  
List & Insurance, Informa  
Intelligence, London

## SHAPING MARITIME'S CLIMATE FUTURE

At *Lloyd's List*, we operate at the heart of the maritime industry which provides an essential link for more than 80% of global trade. It also accounts for about 3% of global carbon emissions but, if not addressed, this could rise to 17% by 2050.

The maritime industry needs to address climate change and take action and our subscribers tell us that shipping-related sustainability content is extremely important to them.

*Lloyd's List* is leading the way with the launch of our Sustainability Hub in June 2021, which houses all our sustainability content in a user-friendly way, making it easy for our subscribers to access the content they're looking for. This includes climate-related insight, analysis and commentary, as well as our unique regulatory timeline that charts shipping's path to decarbonisation.

### CHANGING THE TIDE

The transition to a low carbon maritime industry isn't going to be smooth sailing but momentum is building. Our customers see us as the authoritative voice in the industry and we can help them learn more, know more and do more to adapt to the new green shipping landscape.

In March 2021, we launched our 'The Future of Shipping' series with webinars, podcasts and features on topics ranging from decarbonising shipping to digital transformation. A record number of readers registered for our 'decarbonisation' event, and we've also kicked off a special annual decarbonisation report offering insights into industry impacts and regulations.

Our success in providing the shipping industry with key knowledge and analytics has caused a ripple effect

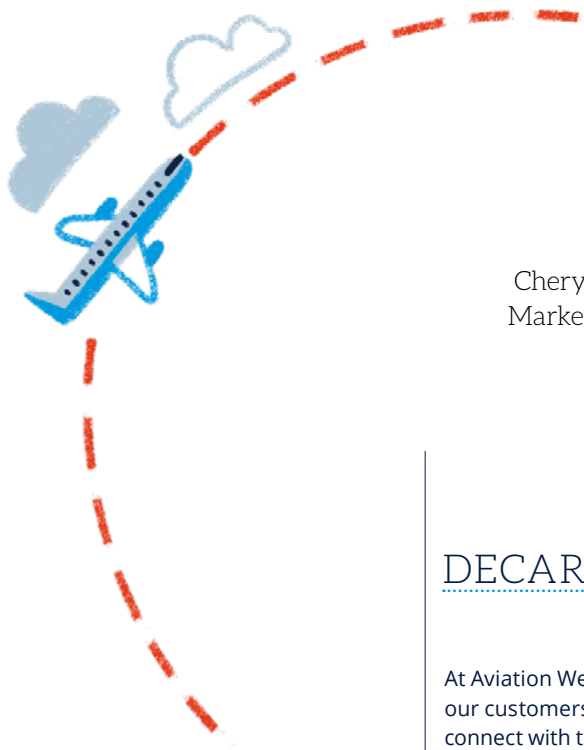
in the industry. For example, Kongsberg, a Norwegian maritime company, is now using our regulation timeline as a framework for their own product timeline. We're also working with Chalmers University in Sweden to integrate *Lloyd's List* content in their courses on the industry.

### CHARTING OUR FUTURE

What lies ahead for *Lloyd's List Intelligence*? There is increasing digital innovation in the maritime industry which not only cuts costs but also facilitates sustainability initiatives. In 2022, we will launch a new predictive fleet analytics tool which will allow us to model port congestion. This gives customers valuable information, such as whether to slow steam their vessels to avoid congestion, saving fuel, costs and carbon emissions. Fewer vessels waiting in and around ports will reduce pollution and lessen damage to aquatic habitats. Our tool will also aid ports in reporting their emission data which soon becomes a legal requirement.

The tool is part of a move towards digital innovation in the industry to cut costs but also facilitate sustainability initiatives. It's safe to say that in the coming years we will be cementing our position at the bow of the maritime industry's reaction to climate change.





**AN EXPERT'S VIEW:**  
Cheryl Heng, Senior Content  
Marketing Manager, Informa  
Markets, Singapore

## THE FLIGHT PATH TO DECARBONISATION

At Aviation Week Network, we help our customers understand and connect with the most important topics impacting the aviation industry with our multichannel portfolio spanning the entire global aviation, aerospace and defence industries.

We provide our communities with data, essential intelligence and insight, analytics and forecasting, global conferences and exhibitions, digital marketplaces, and marketing services.

Through our content, we can help the industry tackle one of its most pressing issues: to become more sustainable. We use the power of our voice to champion sustainability issues in the aviation

industry. We've written extensively about the paths to the decarbonisation of flights which is a real focus issue as the aviation industry considers how to meet its commitment to net zero emissions by 2050.

We also created a dedicated sustainability section on our website and secured a sponsorship with a significant player in the industry. It's something they were really eager to support given the prominence of this topic in the industry.

CAPA – Centre for Aviation, a brand under Aviation Week Network, recently released the CAPA-Envest Airline Sustainability Benchmarking Report. It is the first industry-initiated single source of truth on emissions, benchmarking airlines and their performance as they transition to net-zero operations.

So far, the subject of sustainability has proven to be one of the most read topics across the whole site. To me, that shows strong evidence that many in the industry are seeking to share their work on this topic and make genuine progress.

In other products, our latest World Routes event embedded sustainable development throughout the conference programme. Many of our global aviation events convene the industry and actively facilitate discussions on sustainability and I believe that it's through this content, that we can help the industry on its path to becoming more sustainable.



In September 2021, the Sea Asia conference gathered over 30 industry thought leaders who presented on sustainability issues in the maritime industry, including a dedicated decarbonisation day attended by over 1,100 people. Also at the conference, we continued our work with Mission to Seafarers, our charity partner, giving them a free virtual booth and a conference speaking slot to help raise the profile of their work in the industry. Mission to Seafarers is a non-profit organisation dedicated to promoting seafarers' wellbeing. COVID-19 has exacerbated this issue, as we described in last year's [SUSTAINABILITY REPORT](#).



## CHAMPIONING THE SPECIALIST FOR A HEALTHIER, SAFER WORLD

### LINKED TO SDG:



### AN EXPERT'S VIEW:

Sinead Greaney,  
Citeline Go-To-Market  
Manager, Informa  
Intelligence, London

### IMPROVING TRUST TO DEVELOP NEW TREATMENTS

COVID-19 has taught us all a lot about how the pharmaceutical industry works. Vaccine efficacy and vaccination rates are now part of everyday conversations around the world. But we've also witnessed a lack of faith in pharmaceutical companies from a small but significant group of people who refuse to get vaccinated due to a lack of trust or understanding.

Helping improve this state of mind, with a focus on clear information about the vaccination approval process and clinical trials in particular, is extremely important to tackle global health challenges. At TrialScope, part of

Informa's Pharma Intelligence division, we help pharmaceutical companies disclose clinical trial results to public registries. People of different ages, races and ethnicities may react differently to certain medication but pharmaceutical companies often struggle to find a wide and diverse pool of participants.

To add to this, potential clinical trial participants have to visit several websites for information and to find out if they are eligible. Many are put off by the scientific jargon and complicated process and drop out.

To change this system, we've built the TrialScope Connect platform to be used by clinical trial participants and by pharmaceutical companies. It's a single, accessible source containing all the relevant information participants need. It also provides pharmaceutical companies with a new platform to source clinical trial participants and, crucially, a broader pool of patients because the information is more accessible.

TrialScope Connect has been so successful it's already used by 17 of the top 20 clinical trial sponsors in the world including Moderna, which used it to develop a COVID-19 vaccine.



### HELPING MODERNA RECRUIT FOR COVID-19

Since October 2020, we've helped Moderna recruit more than 30,000 participants in the Phase 3 study of its COVID-19 vaccine, including 11,000 participants from communities of colour that have historically been under-represented in clinical research and are disproportionately impacted by COVID-19. The TrialScope Connect platform streamlined the recruitment process by pre-screening candidates and provided Moderna with real-time site performance metrics. The TrialScope Disclose solution also supported Moderna with meeting their disclosure and transparency obligations.

### I AM PROUD THAT MODERNA WAS OPEN TO USING A NOVEL APPROACH TO CLINICAL TRIAL RECRUITMENT FOR THE COVE STUDY

said Melanie Ivarsson, Ph.D., Chief  
Development Officer at Moderna.

"We were committed to ensuring that the COVE study included a diverse population. With TrialScope Connect, dozens of recruitment partners answered the call at once, which helped us meet our milestones."

**AN EXPERT'S VIEW:**

Cynthia Makarutse, Senior Conference Producer, Informa Markets, Dubai

### PROMOTING HEALTHCARE IN AFRICA

In the fight against COVID-19 and against the spread of the disease, access to and acceptance of vaccines are significant issues in Africa.

At Africa Health, the second largest event in Informa's healthcare portfolio, we support local healthcare specialists and work closely with local communities to build trust.

In 2020, to ensure we kept 'on mission' despite the headwinds of COVID-19, we trialled a free digital event, OMNIA Health Live, focused on the impacts of the pandemic and built on the spirit of the last decade when we donated all attendance fees to local charities.

Our 2021 Africa Health event was also digital, free and, thanks to social media and word of mouth, we secured record attendance. The most popular themes were quality management and sustainability-related content. Topics ranged from climate change to diversity and inclusion. A key conference area was the ethics of vaccination against COVID-19, covering access to vaccination and also vaccine hesitancy.

Beyond vaccination and COVID-19, sustainability issues in healthcare continue to evolve and vary around the world. Africans are defining what sustainable healthcare means for them, from access to care in rural areas to manufacturing vaccines in Africa. At Africa Health, we will continue to be at the centre of these discussions.

**AN EXPERT'S VIEW:**

Yogesh Mudras, Managing Director - Asia, Informa Markets, Mumbai

### MEETING INDIA'S HEALTH AND SAFETY CHALLENGES

India's economy is growing fast. Our role is to help occupational health and safety (H&S) practices keep pace and protect the thousands of workers who die each year in occupational accidents. While India has H&S regulations in place, many companies face a challenge implementing these rules in a cost-effective, practical way.

We can help. Occupational Health & Safety (OSH) India Expo is South Asia's largest occupational H&S event and has been organised for the past nine years, bringing together internationally renowned exhibitors, consultants, business experts and key government officials. Starting in Mumbai, where we attract up to 8,000 visitors annually, we've expanded to South India and Bangladesh, attracting another 5,000 attendees. Our OSH events raise H&S awareness, spread good practices and provide training to safety officers at manufacturing companies, public sector and office-based businesses. We're also expanding into new areas like office ergonomics driven by the strong demand for knowledge and solutions.

I'm proud that private and public sector attendees trust our content and come to OSH to improve H&S practices as well as advance their careers through the training conducted at our events which is nationally recognised by the industry.

**AN EXPERT'S VIEW:**

Anupong Nakeenoppakul, Event Manager, Informa Markets, Bangkok

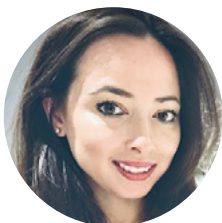
### PREVENTING FUTURE DISASTERS

We aim to position ourselves as the leading voice on health issues in our key regions and respond to local needs.

For example, when a fatal explosion at a chemical factory in July 2021 in Bangkok left more than 60 people injured and one dead, creating a toxic black cloud, we felt it was important that we use our position to help ensure this can't happen again. CPHI South East Asia responded to this tragedy by inviting speakers from our partner, the Office of Thailand Occupational, Safety and Health Management Standard, to a free webinar for drug manufacturers on how to manage hazardous chemical storage. We promoted the webinar using our wide industry network and attracted more than 600 people who each learned about preventive actions to avoid chemical disasters in the future.



## FRAMING THE FUTURE OF FARMING



### AN EXPERT'S VIEW:

Naomi Brooker, Portfolio Director, Informa Connect, London



### AN EXPERT'S VIEW:

Luke Hutson, Chief Editor, New Ag International, Informa Connect, London



### AN EXPERT'S VIEW:

Diane Jones, Head of Operations, New Ag International, Informa Connect, France

At *New AG International*, we don't have to think hard about how to embed sustainability into our editorial coverage because, as the world's leading resource on high-tech agriculture, sustainability lies behind nearly everything we cover.

Our quarterly magazines, published in English and Spanish, our e-book series and our international conferences and exhibitions all promote technologies that improve agriculture practices and minimise the impact on the environment to an audience that is fully engaged with sustainability.



120,000+  
readers



3,500+  
annual event attendees

### LINKED TO SDG:



### SUPPORTING THE AGRICULTURAL COMMUNITY

Our agricultural conferences connect the leading companies in our sectors, creating growth, new relationships and accelerating the sharing of innovations that can contribute to sustainable solutions and feeding a growing population.

Sustainability is built into our products portfolio and is central to our value proposition. For example, we cover topics such as biopesticides that can reduce the chemical load in our soils; biostimulants, biofertilisers and speciality fertilisers to improve soil health and reduce nutrient losses; efficient water irrigation systems; digital imaging to help growers detect pests and diseases; and vertical and urban farming that cut down food miles.

It's most obvious at our annual [FARM TO FORK](#) event, which focuses on sustainable food-chain strategies as well as plant biostimulants. The event provides an interactive environment for the industry to connect, collaborate, learn and create sustainable agricultural solutions. In 2021, we took the opportunity to promote Thought For Food, a non-profit organisation that aims to build an inclusive, resilient and sustainable food chain. We provided Thought For Food with a speaking slot, a virtual booth and an email and social media campaign, giving them access to over 500 agriculture experts.

### MODELLING MOTHER NATURE

Projects that we've covered this year include new techniques in the production of nitrate-rich fertiliser from animal waste as well as new nitrogen-fixing microbial products. We've also followed closely a competition in the USA to bring a spotlight on enhanced efficiency fertilisers. Using fertilisers efficiently is one way to mitigate the impact on the environment.

### PRECISION AGRICULTURE

A key part of sustainable agriculture is using resources more efficiently. New AG International editorial covers topics including biocontrol, which reduces chemical pesticides, and fertigation, which is about using water more efficiently.

By using data and new technologies, farmers can use less to do more. For example, we've recently written about using drones to deliver plant nutrients. By spraying fertilisers in targeted areas, drones can considerably reduce the amount of fertiliser needed.



## GOING BEYOND TRADITIONAL TOPICS

While we don't often mention the word 'sustainability' in our publications or events, it is inherent in nearly everything we cover. Through our Ebook series we go beyond traditional New AG International topics to explore broader sustainability themes, including women and military veterans in agriculture.

## THE TOOTHPICK PROJECT

Ensuring sustainable solutions are shared on our platforms helps them gain profile and acceptance, hopefully meaning they scale faster.

An interesting example is the Toothpick Project, recently presented at New AG International Africa. Striga, also called witchweed, is a major pest and a threat to food security in Africa. The invasive parasitic weed attacks the most important staple crops in Africa. Biocontrol consists of using fungi, bacteria or even proteins to combat crop pests and diseases. For the past decade, the Toothpick Project has been working on a biocontrol solution to the striga problem. That solution is now approaching commercialisation and should allow farmers to increase their crop yield by at least 40%.



### AN EXPERT'S VIEW:

Rose Chitanuwat,  
Group Brand Director –  
ASEAN, Informa Markets,  
Bangkok

## SUSTAINABLE FOOD IN ASIA

Over the past two years, our events in the region have all been digital. While this format is very different from our live events, we have continued to focus on promoting the sustainable development of the food industry.

Food Ingredient Asia is the region's top food and beverage ingredients event and the meeting place for Southeast Asia's food industry. Sessions cover themes related to the circular economy, food security, and the development of alternative products. We also collaborate with industry partners to host webinars on local food sourcing, the future of food, women in the food industry, and food waste management. Nearly 7,000 people from 80 different countries attended the sessions.

In 2021, we were honoured to host a Paralympic athlete, Mr. Siripong Tamarom, who talked to our audience about the importance of nutrition in their career. Our regional events have been just as active.

This year, at Livestock Philippines and Vietstock, which are leading events for the livestock industries in the Philippines and Vietnam, we celebrated one of the cheapest and lowest carbon forms of protein: eggs. Over 1,000 people viewed our content on making egg production more sustainable. Our content has helped us develop partnerships with egg producers and introduce them to new sustainable practices. We also covered animal welfare, pollution reduction and energy efficient lighting in farms, and managing zero waste from egg products.

### PARTNERING FOR SUSTAINABILITY

Partnerships are essential to promote more sustainable forms of agriculture to our customers. For example, we partnered with the World Bank in 2021 to hold a roundtable discussion on sustainable aquaculture farming in Vietnam. This allowed us to engage with 140 stakeholders including fish and shrimp farmers, processors, feed millers and policy makers.

In June 2021, nearly 300 people attended a webinar, delivered in partnership with the Asia Food and Feed Insect Association, to promote insects such as the black soldier fly as a source of ingredients for animal feed and human consumption. Insects are a sustainable source of protein with a much smaller environmental impact than traditional sources of protein.

I'm really proud that our events throughout the region consistently and increasingly embed sustainability and support new innovations and sustainable food production.



# TACKLING ERA-DEFINING ISSUES THROUGH TECHNOLOGY

**By bringing together the global tech community, we believe we can tackle truly big challenges through a collaborative approach to deploying technology. Our Global Impact Stream is a portfolio of events designed to highlight and accelerate the positive impact that technology can have. ClimateTech is one of these events.**



## AN EXPERT'S VIEW:

Stephen Murphy,  
Portfolio Manager – ClimateTech,  
Informa Tech, London

The challenge is stark: every sector of the global economy needs to transform to achieve net zero emissions by 2050 and avoid global warming of above 1.5°C. Climate technology – which includes renewable energy, innovations in food and farming, green mobility, and finance – is central to achieving this goal.

This is where ClimateTech comes in. We are a global community including world-leading entrepreneurs, executives, investors, thought leaders, politicians, and innovators who support the transition to net zero.

## PARTNERING FOR SOLUTIONS

At our first ClimateTech summit in June 2021, over 200 people joined us to watch speakers and panellists discuss topics ranging from the clean energy transition to climate intervention technology. At the London Tech Week (LTW) hybrid event in September 2021, we announced our innovation partnership with Accenture – a 12-month programme of community building within ClimateTech. We also have our new ClimateTech Council which unites 20 of Europe's leading climate entrepreneurs to devise scalable tech solutions.

Over 5,000 people signed up with ClimateTech via LTW's virtual platform. All this collaboration is testimony to how we can work together to tackle the climate crisis. Informa has a role to play in championing climate technology specialists and helping our markets find opportunities to mitigate climate change.

## THINK BIG, ACT SMALL

So how do we catalyse solutions to the climate crisis? ClimateTech connects those with potential solutions to climate change, from nuclear energy and cell-based foods, to investors hungry to be part of scaling these solutions. I believe each of the individual pieces of our summits contribute cumulatively towards our collective goal of tackling the climate crisis.

## GLOBAL TECH INNOVATION

We have created a lot of momentum in 2021. ClimateTech's audience and summits are growing and 2022 will see us back at London Tech Week. Plans are also underway for ClimateTech content in Singapore, Cape Town and New York to grow our global community of tech innovators, venture capitalists, corporates and governments.

ClimateTech is not just an example of embedding sustainability within Informa's brands. It's also about how, through understanding that success is a partnership, we have formed a community that will help each other do more in the fight against climate change.



# MAKING CONNECTIONS IN PUBLISHING

## CLEAN THINKING FOR CLIMATE ACTION

In time for the 26th UN Climate Change Conference of the Parties (COP26), Taylor & Francis launched Clean Thinking for Climate Action, a campaign harnessing the power and potential of research across disciplines to support global climate action.

Action that helps the planet needs to be based on quality evidence. Clean Thinking for Climate Action is a multidisciplinary, dedicated destination for researchers providing free access to important research on climate change. The collection featured 50+ articles across a range of key topics in the climate change space, all free to access until April 2022 to educate and inspire readers wanting to make a difference.

Alongside reading and sharing critical research on topics such as green infrastructure, climate policy, and environmental education, we also hosted a free online event during the month of COP. The event featured leading experts in climate research and offered practical tips for how research can take their work and drive meaningful change with it, influencing policy and mobilising climate action.





### TAYLOR & FRANCIS'S PLEDGE TO THE UN SDG PUBLISHERS COMPACT

In 2021, Taylor & Francis (T&F) signed the UN SDG Publishers Compact; a pledge of 10 action points to accelerate progress towards the UN SDGs by 2030. It affirms our ongoing commitment to sustainable practices and to champion the SDGs during the UN Decade of Action up to 2030.



**WE'RE JOINING OVER 50 PUBLISHERS WORLDWIDE THAT ARE PART OF THE UN SDG PUBLISHERS COMPACT AND URGE ALL OUR PEERS TO JOIN US.**



"This initiative gives us clarity on how to improve our business practices as they relate to the UN SDGs. We will actively promote and acquire content that supports the SDGs, such as equality, sustainability, justice, and safeguarding and strengthening the environment."

Annie Callanan,  
CEO, Taylor & Francis

T&F has committed to focus specifically on SDG 13 – Climate Action. We are commissioning relevant content across our book list and prioritising journal development on Climate Action. We are also promoting content about climate change to our stakeholders, who can use it to make a practical, positive difference to climate policy.

To ensure we're also practicing what we preach, we're actively working to minimise our own carbon footprint as discussed earlier in this report. We've already attained CarbonNeutral® certification for our printed books and journals. See page 7 for more details.



**SIGNING THE SDG PUBLISHERS COMPACT PROVIDES A GREAT OPPORTUNITY FOR T&F TO RAISE AWARENESS OF OUR FANTASTIC WORK IN SUSTAINABILITY.**



"Sharing our progress on the SDGs as part of this pledge is an important way to connect with multiple stakeholders, and strengthens our commitment to being a sustainable and responsible business."

Cathy Hodgson, T&F  
Sustainability Manager

### SUSTAINABILITY HUB – PUTTING EVIDENCE INTO PRACTICE

In 2021, we launched our T&F Sustainability Hub, a platform that showcases how we are becoming a more sustainable, positive-impact business, and how we connect our communities to do the same. It is an informative resource for researchers, customers, and colleagues and it builds on the work we've already achieved through our SDG:Online platform over the last two years.

The Sustainability Hub is structured around three areas: content (the research we publish), commitment (the action we're taking), and collaboration (the initiatives we're supporting). Content is carefully curated and presented in a dedicated website.

It also includes our commitments and different actions we are taking to build a more sustainable world. For example, we house information on our participation in 'Evidence Week 2021', which gathered researchers, community groups, and parliamentarians to discuss sustainable ideas, in turn helping MPs gain tools to better scrutinise scientific evidence for policymaking. Hub themes have so far focused on climate change to align with COP26 in November 2021. Moving forward, we will refresh themes every three months, allowing us to shine a light on our different sustainable commitments and external collaborations, as well as showcasing our published research.



# IMPACT MULTIPLIER



## IMPACT MULTIPLIER

### COMMITMENT:

- 6 Enable one million disconnected people to access networks and knowledge by 2025

### PROGRESS HIGHLIGHTS:

- Identified leading examples of programmes in Informa that provide access to disconnected people to help us inspire others
- Created guidance to help events implement the Diversity, Equity & Inclusion Fundamentals, an extension of the Informa sustainable events management system
- Expanded our measurement of the numbers of people being connected within T&F
- Trialled the measurement of Connecting the Disconnected that happens within our Informa Connect digital event

### NEXT STEPS:

- Strengthen reporting processes to quantify the connections created across all divisions
- Work with each brand portfolio to identify existing and future programmes to connect the disconnected, including where we can do this at scale with products such as Streamly, our new video on demand platform

### LINKED TO SDG:



### AN EXPERT'S VIEW:

Petra Edwards  
Head of Learning, Performance  
and Inclusion  
Informa Connect, London

## WHAT DIVERSITY BRINGS TO INFORMA CONNECT

**I am so proud of the level of commitment and interest in diversity & inclusion (D&I) from my Informa Connect colleagues, especially over the past 18 months. We have really stepped up our efforts and launched five D&I networks, a global conscious inclusion training course and a scheme to improve web content accessibility.**

We have also created the Connect Global D&I Committee to act as agents of change for the organisation. This led to the launch of a series of initiatives to support colleagues, drive more diverse content and build a stronger business, accompanied by communications to educate and train our colleagues on how to support diversity internally and among our products.

### CONNECTING WITH NEW AUDIENCES

We have thought long and hard about what it means to be inclusive when planning and delivering Informa Connect events. Belonging starts at the

core of our business, with our people and our customers. Consumers expectations are changing and people want to align themselves with brands and products that have clearly defined purpose and values. Many of our brands had implemented D&I initiatives and it was our aim to streamline these efforts. We have now eleven D&I Fundamentals that expand on the existing Sustainability Fundamentals. Every event is expected to work towards these parameters from 2022, so we can be sure that the products we deliver are relevant, meaningful and sustainable, and expand our audiences. This new framework is helping us meet changing customers' expectations. Embedding D&I into everything that we do not only makes us successful, but also drives positive social change and can create new commercial opportunities by attracting new partners and new audiences.

I am also excited about our plans to build stronger relationships with community partners to reach a more diverse audience. This includes reaching more people that are 'disconnected' from our content due to physical, financial, digital, educational, cultural barriers, or other circumstances.

## WHAT IS THE INCLUSIVE CUSTOMER FRAMEWORK?

It is an expansion of Informa's Sustainable Events Fundamentals (p. 38-39) and is designed to prompt events teams to consider D&I when event planning. These include:

- Diversity of speakers and content
- An event code of conduct
- A variety of ticket types to help remove cost barriers
- Inclusive language
- Onsite amenities, facilities and dietary options



### RECOGNITION

Taylor & Francis is honoured to win the 2021 Accessible Books Consortium International Excellence Award for Accessible Publishing and to be recognised for our work supporting people who are blind, visually-impaired or print-disabled.



### AN EXPERT'S VIEW:

Brianna Walker  
Head of Content Management  
Taylor & Francis, Oxfordshire

## CHAMPIONING ACCESSIBILITY



Taylor & Francis are pleased to have obtained an ASPIRE Publisher score of 100%, which is the Gold ranking for our accessibility statement, based on criteria such as available content formats and discoverability of key information. This reflects T&F's dedicated approach to customer communication regarding accessibility initiatives throughout the business. We know that a clear accessibility commitment improves the experience for all users of our digital products, and helps customers navigate through our network of product and platform statements.

**According to the World Health Organization, more than 1 billion people worldwide are disabled in some way. This can include conditions relating to cognitive, visual, auditory, motor or speech factors. As one of the largest global publishers of academic content, it is imperative that accessibility remains central to our publishing. In this way, we can improve learning outcomes and ensure a more equitable and fair approach to content availability.**

We launched the T&F Accessibility Working Group in 2019 with colleagues across the organisation to improve our product offerings from eBooks and journals, as well as our websites and platforms.

### CONNECTING THE DISCONNECTED THROUGH PARTNERSHIPS

Thanks to our work with BookShare, the Royal National Institute of Blind People and AccessText Network, 95% of our eBook catalogue is now available in PDF or ePub formats globally. These accessibility partnerships ensure our research and content is available to those who need it most. We have also provided more than 28,000 publications in accessible formats to customers through our own Taylor & Francis Alternate Format Requests programme since 2010. In 2021, our content was accessed more than 59,000 times by users with an accessibility need, across

the partnerships and our own service, equating to 36,000 eBook titles overall.

### ACCESSIBLE CONTENT

As we develop, we are exploring a more functional approach to accessibility by upgrading more than 65,000 titles from our backlist eBook catalogue to the more accessible ePub3 format and we have already converted more than 360,000 journal articles. ePub3 is the gold standard for accessible file formats, ensuring good structure and functionality that works better with assistive technology and screen readers.

We are also working directly with authors to implement 'born-accessible' eBooks and Journals that contain

➔ **ALTERNATIVE TEXT** for images and are accessible to all readers from the time of publication. We have published 450 eBooks with alternative text so far, with hundreds more scheduled for publication over the next year, and we expect this to grow over time as more authors engage with the process.

Alternative Text refers to a short description attached to images which conveys the meaning or purpose of the image. It is used by digital screen reading software to make the object accessible to people with a visual impairment or print disability. Our authors are experts in the material and can supply alt text with the final manuscript, ensuring content is accessible at the time of publication.

At Taylor & Francis, we're dedicated to understanding customers' needs and providing the best-quality content in the most accessible way. Our audience is predominantly students and academic institutions, who we aim to support with both alternative and born-accessible formats, reducing delay to study times and ensuring a more equitable approach to teaching and learning.

I believe accessibility benefits everyone and am proud that our team actively improve and promote this important aspect of the publishing industry.

### INFORMA CONNECT'S D&I PILLARS

- Inclusive and diverse work culture
- Targeted support for under-represented groups
- Demographic diversity and diversity of thought with our customers
- Effective and inclusive employee processes



## IMPACT MULTIPLIER

### COMMITMENT:

- 7 Contribute \$5bn per year in value for our host cities by 2025

### PROGRESS HIGHLIGHTS:

- Completed the next phase of Informa's externally developed methodology for measuring the economic and environmental impact of events on host cities
- Exploring the expansion of our city-level economic impact calculation with several cities

### NEXT STEPS:

- Lead discussions with host cities about enhancing the impact of events on their cities
- Expand measurement globally and develop tool further to work at a country or regional level

### LINKED TO SDG:



### AN EXPERT'S VIEW:

Mark Temple-Smith, Chief Operating Officer, Informa Markets, London

## THE ECONOMIC BENEFITS OF RETURNING TO THE SHOW FLOOR

**Before COVID-19, UFI (The Global Association of the Exhibition Industry) calculated that the global exhibitions industry generates €493bn (US\$551bn) in business sales each year, and an additional €299bn (US\$334bn) in visitors and exhibitor spend across the exhibition industry value chain and in tourism-related activities.**

At Informa, we've calculated the impacts of some of our own shows on local economies. For example, in our 2020 Sustainability Report, we estimated that our events contributed more than US\$600m to the Las Vegas economy in 2019. While we held some events in 2020, the economic impacts were reduced due to US travel restrictions.

Around 430,000 people in the state of Nevada are employed by the tourism, events, entertainment, and gaming industry and the closure of events left many with uncertainty and unemployment due to the postponement of events and the absence of visitors.

So with the successful reopening of many events, particularly in Las Vegas, I'm really pleased to see the events and wider tourism industry is bouncing back. Thanks to close collaboration with local officials to ensure visitor safety and our AllSecure standard of safe events, Informa Markets reopened the Las Vegas Convention Center for trade shows again in June 2021 with one of our largest events, World of Concrete (WOC). The exhibition halls opened with 650 exhibiting companies and the show drew 18,000 attendees over three days. During the ribbon cutting ceremony, Las Vegas Convention and Visitors Authority President and CEO Steve Hill said the event only took place thanks to the efforts of the Informa team and the confidence we gave to local and state authorities.

As live events return to Las Vegas and other host cities around the world, so do the jobs and economic growth associated with them.



## HOW WE CONTRIBUTE TO THE LOCAL ECONOMY

### DIRECT IMPACTS:

Attendee spend on hotels, food and beverage, transportation

- Informa and exhibitor spend on local suppliers

Wages paid to local employees by Informa and exhibitors

Local taxes paid by Informa and exhibitors

### INDIRECT IMPACTS:

Supplier spend with other service providers, such as venue hiring cleaning company

### INDUCED IMPACTS:

Business generated for local companies by event attendees

Wages spent by local employees and contractors in the broader economy

## RESPONSIBLE TAX PAYMENTS

Paying tax is part of our contribution to the communities in which we operate. Our taxes help governments provide vital local services and infrastructure, which we rely on to run our business successfully. In 2021, Informa's total tax contribution was £267.2m, including £100.6m of taxes borne by the Group and £166.6m of taxes collected on behalf of governments.

**£267.2m**

Total tax contribution in 2021

OUR PLATFORMS HELP GLOBAL INDUSTRIES BUILD AND GROW. THEY SERVE AN IMPORTANT ROLE IN RELATIONSHIP BUILDING, DISCOVERING INNOVATION AND DRIVING REVENUE FOR THE LOCAL COMMUNITIES THEY SERVE. THIS YEAR, OUR SUPPORT IN RE-INVIGORATING HARD-HIT COMMUNITIES IS MORE IMPORTANT THAN EVER. OUR COMMUNITIES ARE READY TO RETURN TO THE SHOW FLOOR, AND IT'S OUR RESPONSIBILITY TO ENSURE THEY FEEL CONFIDENT THAT OUR PLATFORMS VALUE THEIR SUCCESS AND SAFETY IN EQUAL MEASURE.

Charlie McCurdy,  
CEO – Informa Markets





## IMPACT MULTIPLIER

### COMMITMENTS:

- 8 Contribute value of at least 1% of profit before tax to community groups by 2025

### PROGRESS HIGHLIGHTS:

- Our brands and offices continue to support local communities through cash donations, volunteering and in-kind donations
- We relaxed our volunteering rules to allow unlimited community volunteering by colleagues in 2021
- The return of our flagship programme Walk the World (WTW) in 2021 helped us raise £167,000

### NEXT STEPS:

- Enhance guidance, engagement and measurement processes to capture more of the value we are giving
- A significant return of events in 2022 and a resurgence of our products' ability to support community organisations will allow us to enhance our purposeful partnerships within each brand

### LINKED TO SDG:



## SUPPORTING COMMUNITIES IN NEED

We strive to build and maintain strong partnerships with the local communities where we operate. We contribute to these communities in different ways: from the economic impact of our events, paying taxes and stimulating local markets; to donating cash, products, services, time, profile and access to markets. The stories on these pages are just a few examples where a combination of local partnerships, our colleague volunteering time and donations of cash and product help us support the local communities where our colleagues, customers and partners live and work.

## PARTNERING FOR CLEAN WATER



### AN EXPERT'S VIEW:

BT Tee, General Manager,  
Informa Markets, Vietnam

**I have noticed a clear shift in Vietnam's weather patterns due to climate change, with increasingly violent storms. The Australian Water Association (AWA), Australia's biggest water network, is supporting local Vietnamese communities to restore clean water supplies following storms or other event that affect the local water quality.**

At VietWater, we specialise in water supply and treatment innovations. For the past four years, we've been collaborating with AWA, one of our long-time exhibitors, and Vietnamese government agencies to develop clean water projects in Vietnam to provide safe drinking water to remote communities.

AWA identifies local projects that need financial support. We were happy to contribute but I also knew that we could go further and use our expertise and networks throughout the region to connect AWA with others who can deal with the logistical challenges of setting up water treatment and filtration systems in remote areas of Vietnam.

After visiting one installation that removes carcinogenic substances from drinking water, traced from fertilisers used in the area, I was able to see first-hand the impacts of our contributions to the project. I'm proud of the work we're doing with our local communities and I'm motivated to seek more opportunities to support them. As a responsible events operator, we'll continue using our resources, expertise and networks to support our local communities.



## SALVAGE OPERATION AFTER FIRE DISASTER



### AN EXPERT'S VIEW:

Janet Remmington,  
Global Portfolio Director,  
Taylor & Francis, London



Mokheseng Buti,  
Portfolio Manager,  
Taylor & Francis, Cape Town



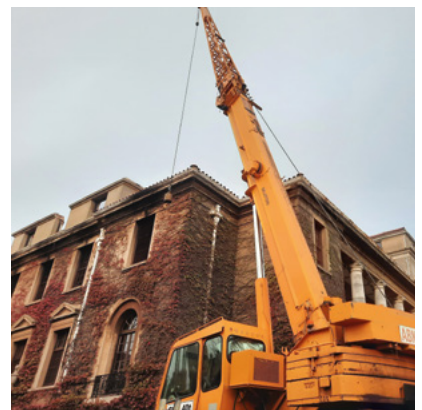
Anli De Jager, Production Editor,  
Taylor & Francis, Cape Town

**In April 2021, a devastating fire at the University of Cape Town (UCT) damaged the historic Jagger Library, home to rare African Studies collections. Over 70,000 published print items, 3,500 film collections, as well as priceless manuscripts and government records were lost.**

In an effort to salvage materials, UCT called for urgent help from local volunteers. The Cape Town-based Taylor & Francis team stepped up to save as many manuscripts and books as possible, joined by people from all walks of life. We witnessed a great sense of camaraderie between volunteers as groups of strangers came together to support UCT. It was an honour to play a small part in the Jagger Library's rescue operation.

We also wanted to support research continuity immediately following a disaster of this magnitude. In collaboration with our academic partners and co-publishers, we made all T&F digital materials – including journals and more than 150,000 eBooks – available to UCT students and staff for at least a year for free in addition to previous holdings.

While no level of donation can compensate for the loss of this precious content, we hope that our contribution supported a swift return of research and teaching activities at UCT. We will continue to support and engage with UCT as a local team and global publisher committed to African scholarship.



## WALKING THE WORLD AGAIN



SEE PAGES 46 AND 47 FOR INFORMATION ON  
OUR FLAGSHIP FUNDRAISING PROGRAMME  
WALK THE WORLD.



## PRIMAL PICTURES

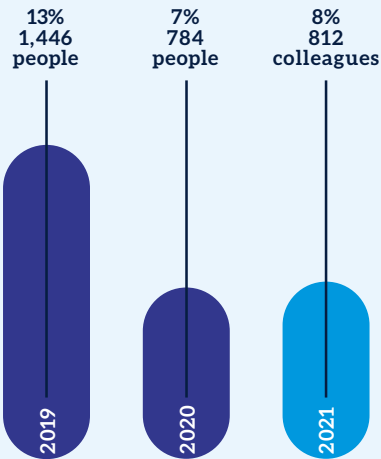


Primal Pictures, an Informa Intelligence product, creates and publishes the world's most medically accurate and detailed 3D graphic rendering of human anatomy.

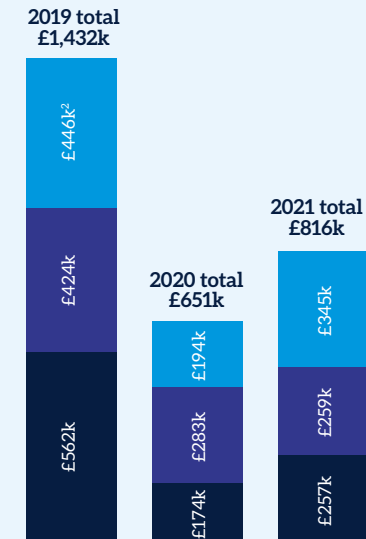
Following the tragic fire at UCT, Primal Pictures, together with our reseller partners Learning Curve, also provided a free year of access to our digital products.

## HOW WE ARE TRACKING OUR CONTRIBUTIONS

### % OF COLLEAGUES VOLUNTEERING



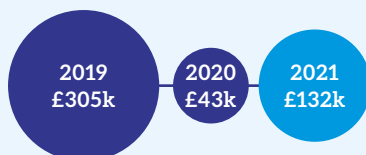
### COMPANY DONATIONS<sup>1</sup>



- Company donations (cash)
- Volunteer programme spend (including value of staff time)
- Donations in kind<sup>1</sup>

- 1 Includes all known donations in kind
- 2 Restated following data review to remove double counting of induced colleague donations

### COLLEAGUE FUNDRAISING INDUCED



#### AN EXPERT'S VIEW:

Rob Correa, SVP of Operations – U.S. Boat Shows, Informa Markets, Fort Lauderdale

## TENTED HERO TURTLES

Each year we produce the Palm Beach International Boat Show on behalf of the Marine Industries Association (MIA) of Palm Beach County. Through an MIA member, we found out that the local Loggerhead Marinelifelife Center had a big problem.

The Loggerhead Marinelifelife Center promotes the conservation of ocean ecosystems with a special focus on threatened and endangered turtles through research, rehabilitation and educational programmes. The Centre had planned to expand facilities where veterinarians treat injured sea turtles but needed somewhere to put the turtle tanks during construction as turtles released into the ocean would probably not survive.

When we heard about this, we offered to help by loaning our unused marquees from the Palm Beach International Boat Show. Our tech and transport teams volunteered over their weekend to move two truckloads of tents to the Center and erect them.

Even though construction at the Center was delayed because of COVID-19, we found ways to leave the tents there until completion. Our US boat shows have supported local communities for years and this project felt particularly close to our hearts because we all love the ocean and its ecosystem – it's one of the reasons we're in the business we're in.





## IMPACT MULTIPLIER

### COMMITMENT:

- 9 Save customers more carbon than we emit by 2025

### PROGRESS HIGHLIGHTS:

- In early 2020, we ran a pilot programme to measure the number of flights our attendees thought they had saved by instead achieving a number of goals at an event. Across a small sample of 15 events, we estimated a net saving of 190,000 flights
- We have taken the lessons learned from the pilot and expanded our measurements across more than 50 events in 2021

### NEXT STEPS:

- Continue to expand our measurements across other events in 2022
- Codify and pilot initiatives at our events to increase the level of 'travel consolidation' that our events provide, saving increasing numbers of flights by customers

### LINKED TO SDG:



### AN EXPERT'S VIEW:

Ben Wielgus, Head of Sustainability, Informa Group, London

## EFFICIENT TRAVEL WITH PURPOSE

**For thousands of years, in every part of the world, central market squares provided a place for each community to come together to trade and purchase, build relationships, and swap information.**

For specialist communities and groups of professionals, the best industry events are the market square of modern times: the annual date in the calendar where peers, suppliers, customers, and experts from all over the world, who work in the same area, congregate to establish, and deepen connections, learn and do business.

Our customers tell us they value meeting in person at our events because they can achieve multiple goals in one place and one time, from accessing education and learning about new products to meeting with important contacts and establishing new relationships. In fact, our own surveys and those of our peers show that the demand to get together is as strong as ever, after nearly two years of missing out on gathering due to the pandemic.

Efficiency and value matter though. Whether you're a start-up organic food brand looking to attract a distributor, a regional hospital group looking for new medical equipment or a cyber security professional wanting to network, everyone wants to make the most of their time and investment.

That's where major branded industry events come in. When events have scale, are consistently high quality, attract highly relevant businesses and professionals, have invested in great features and are located at international hubs that are easy to get to, they have always represented an effective, efficient and hopefully enjoyable way to get a lot done. And in a world where many of us are looking to manage our impact on the climate, these types of events serve as travel consolidators for businesses and professionals.

In global surveys released in 2021 by the global association for the exhibitions industry, UFI, more 80% of respondents agreed that exhibitions save them time and money. Similar surveys by Informa across dozens of our events in 2020 and 2021 also see these kinds of results, with a material net saving in flights being recorded. Of particular interest as we enter an increasingly carbon conscious world is that more than 60% of the participants in the UFI survey already recognise that attending events also save them carbon.

When scaled to all Informa events, and our industry at large, this suggests a very significant benefit to our customers, their businesses and the environment from the services provided by our modern marketplaces.

The benefits of consolidating carbon and travel will, we believe, only make major industry events more attractive in the years to come.

# SUSTAINABLE EVENTS

Our events make a significant contribution to all three pillars of our FasterForward programme and represent a significant part of our business' impact on the world. Many are already working on embedding sustainability inside their content, improving their impacts on the environment and making positive contributions to local communities. Since 2019, we've been measuring our progress in making events more sustainable, whether in physical, hybrid or digital formats. We use our Sustainable Event Management System which has the Fundamentals framework at its heart. In this section, we describe our overall approach, update on progress and give a few examples of what some of our brands have achieved.



## AN EXPERT'S VIEW:

Hetal Dassani,  
Director of Operations,  
Informa Connect, London

## OPERATIONALISING SUSTAINABILITY AT OUR EVENTS

**We interviewed Hetal Dessani about her five year mission to embed sustainability throughout every Informa Connect brand.**

### Q WHAT HAS SUSTAINABILITY LOOKED LIKE IN 2021 FOR INFORMA CONNECT?

In a word – collaborative. We launched the FasterForward Taskforce this year for all our Informa Connect colleagues. I co-chair it along with Informa's Head of Sustainability. Our aim is to help colleagues better understand our sustainability programme and how they can get involved in a way that's motivating as well as beneficial to their brands. More than a quarter of the entire division joined us at the first live session and we have been able to maintain an incredible engagement from our colleagues even during our busiest events season. Follow-up sessions have focused on topics such as carbon, DE&I, sustainability communications and how to avoid greenwashing so that we address the sustainability agenda authentically.

By gathering a diverse group of colleagues to talk about sustainability, I believe we can generate more innovative ideas.

### Q CAN YOU GIVE US SOME EXAMPLES OF WHAT YOUR BRANDS ARE DOING?

There are lots to choose from. For example, our Life Sciences portfolio is spearheading a new initiative with over 30 events aiming to become carbon neutral. Exhibitors pay a nominal offset fee and we source high-quality certified offsets. Combined with our other activities to reduce our emissions and waste, this allows exhibitors to align their brands with a more sustainable event.

### Q WE'RE INCREASING THE RANGE AND DEPTH OF OUR DIGITAL AND DATA-DRIVEN PRODUCTS AT INFORMA. HOW IS INFORMA CONNECT ADAPTING?

I think we're getting ahead of the curve. By accelerating our digital product innovation, we can grow and connect more people to specialist knowledge. AQMEN365, our suite of digital-only events, and Streamly, our on-demand, high quality video learning for businesses, both underpin our 'Live and On-Demand' value proposition. They naturally open up huge opportunities to contribute to the Connecting the Disconnected target in our FasterForward strategy. Digital products allow us to reach a broader and more diverse audience in more ways. At some of our digital events, we've seen lots of new customers who have never attended an Informa event before and many of them tell us that the digital solutions allow them to overcome barriers to attending physical events. That can include a physical condition, having responsibilities as a carer or simply having the flexibility that a digital event can provide. Thanks to digital, we can introduce features like subtitles, translation or the ability to pause content, allowing new audiences to engage.

Digitisation and data can also support live events. A great example of this is our ConnectMe app which we recently rolled out at our Biotech Week Boston and Flame events. It includes a gamification component. During the event, attendees can scan QR codes, giving us data on their interests and activities. In exchange, they gain points that they can transfer into credits to plant mangroves as part of the Million Mangroves Project.

#### Q WHAT IS YOUR BIGGEST CHALLENGE?

That we've become the victim of our own success! We get so many requests for help from our brands that it's hard to keep up with the demand. But this is a good problem to have. Our close collaboration with the Group Sustainability team is essential and we'll be adding more resource next year to help us embed sustainability even more broadly and deeply.

#### Q WHAT DOES FUTURE SUSTAINABILITY LOOK LIKE FOR INFORMA CONNECT?

Over the past year, we've laid a lot of the groundwork and educated our colleagues and partners on sustainability. For example, we've trained our sales teams on selling sustainability sponsorship packages and engaging our customers in the agenda.

In 2022, we want to expand good proactive activities to all brands. For example, on the issue of diversity and inclusion, we've created an Inclusive Customer Framework to take the best practices from our brands, such as FanExpo, and embed them into all Informa Connect verticals. The appetite is already there – we just need to help people with an approach.

We will also focus on attracting new audiences. Through digital content we know can reach people previously unable to attend our live events. I think this is how we can best contribute to our FasterForward target of connecting one million disconnected people.

On the environment side, we are working on various options to reduce and then offset an event's carbon footprint, and also allow attendees to offset their travel when they register to attend an event. This builds on our existing commitment to source all the venue electricity from renewable sources.

Finally, we want all of our events to include at least one session or feature related to Sustainability Inside so that each product is actively investing in the sustainability of the industry they serve.

#### SURVEYS OF INFORMA CONNECT EVENTS HAVE SHOWN THAT:

78%

of events attendees told us it matters that the event is run in a sustainable and responsible way

64%

agree or strongly agreed the event meets their expectations, as it is run in a responsible and sustainable way

73%

agree or strongly agree that attending the event will make them more effective in their job as a result of networking and knowledge they gained



**AN EXPERT'S VIEW:**

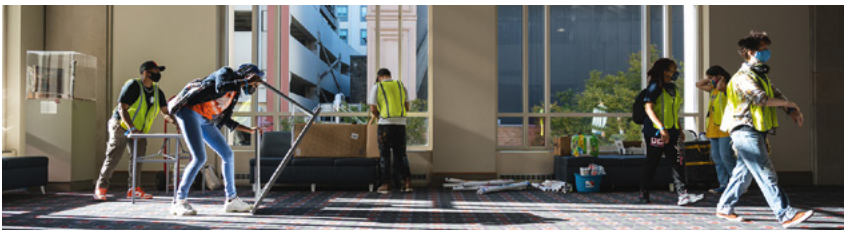
Sharon Zittle, Director of  
Operations, Health and  
Nutrition, Informa Markets,  
Boulder

## PARTNERING FOR GOOD

**Most events have temporary carpets to improve and tailor the look and feel of the venue. It's how the events industry has worked for decades. But in 2021, we took the decision to avoid using carpet and reduce our waste and carbon emissions from making, shipping and disposing of it. This presented its own challenges: how to brand the show floor and make it feel unique?**

As 2021 was Natural Product Expo East's (NPPE) first year at the Pennsylvania Convention Centre, we took the opportunity to engage with the local community and collaborate on a solution. We partnered up with Nile Livingston, a local award-winning artist, to create temporary art pieces for the exposed concrete at our venue with the help of students from a local high school. It was great for a local artist to add their own touch to our show floor. And I loved seeing the kids there and giving them the opportunity to experience the trade show industry.

We're excited that NPPE has now moved to Philadelphia, as it gives us the opportunity to build more partnerships with the local community. I was so impressed to see our team, with their last bit of energy at the end of the show, gather food and product donations from exhibitors and take them to Philabundance, an organisation that provides food to more than 350 partners such as shelters and emergency kitchens. We also donated exhibitor booth materials to Habitat for Humanity to help repair homes for families in need.



### NATURALLY SUSTAINABLE

Sustainability is at the forefront of our minds as our attendees are inherently engaged. We want to use the momentum we have created at NPÉE to keep going further.

Over the past few years, we have focused on increasing NPÉE attendee and exhibitor participation in sustainability programmes, created meaningful partnerships with local non-profits, and ensured we keep our stakeholders up to date on progress through our annual sustainability reports and our onsite Sustainability Kiosk.

We also actively encourage NPÉE visitors to engage through sustainable options such as recycling and composting onsite, encouraging use of public transport with our new 'Green Travel Raffle', which offers prizes to those who travel by train or bus, and offering 'at cost' carbon offsets to attendees.

These are just a few of the sustainability-driven features of our 2021 event were crucial in NPÉE winning the Trade Show News Network Award for the most sustainable trade show of the year! The driving force for our achievements in 2021 was the fact that sustainability has been embedded into everything we do, making implementation that much easier, in addition to partnering with women-led Honeycomb Strategies, an event-sustainability consultancy who helped advise us on best practices.



In partnership with GreenPrint, offset

**545 tons**  
of carbon emissions

**54,696 lbs**  
of food and product donated to Philabundance

Saved on materials needed to produce over

**35,000**  
lanyards by using digital badges, and

**300,000 sq ft**  
(the equivalent of five football fields) of carpet and padding



# PROGRESS IS BEING MADE AGAINST THE FUNDAMENTALS BY 100S OF EVENTS

## INSPIRING SUSTAINABLE DEVELOPMENT



## RUNNING AN ENVIRONMENTALLY RESPONSIBLE EVENT



## RUNNING A SOCIALLY RESPONSIBLE EVENT



| Topic                         | Fundamental                                                                                                                                             |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| PURPOSE                       | 01 For the content of the event to support the sustainable development of the industry                                                                  |
|                               | 02 For the event to have a purposeful partnership with a not for profit.                                                                                |
| STAKEHOLDER ENGAGEMENT        | 03 For there to be six substantial sustainability communications.                                                                                       |
|                               | 04 For the event team to be engaged with sustainability, and it to be a part of event decisions.                                                        |
| CARBON AND WASTE              | 05 For all lighting specified by Informa to be energy efficient LEDs, and for the venue's lights and AC to be used efficiently.                         |
|                               | 06 For the event to have minimal to no waste generation from areas of the show built by Informa, and for the carpet to be reused or recycled.           |
| PROCUREMENT                   | 07 For three of the printing and promotional items procured for the event to have increased efficiency and to have enhanced sustainability credentials. |
|                               | 08 For there to be at least three ways in which the sustainability of the food and beverages (F&B) of the event has been enhanced                       |
| LOCAL COMMUNITY AND WELLBEING | 09 For the event to have at least two initiatives which support the local community around the event venue.                                             |
|                               | 10 For the event to have at least three initiatives which enhance the wellbeing, equality, accessibility, and respect for all.                          |
| GOVERNANCE                    | 11 For the event to successfully implement the Informa Event Safety Operating Model                                                                     |
|                               | 12 For event sustainability data to be submitted within six weeks of the event.                                                                         |

The Fundamentals are a core component of Informa's Sustainable Event Management System. Launched in 2019, they set the minimum expectations that we want all our physical, hybrid and digital events to aim for across a range of sustainability issues. This helps meet attendee expectations and gives events a foundation to build on. We track the average completion rate of each of the 12 Fundamentals so that we can target training and education.

## 2021 progress

## Examples of The Fundamentals in action

|     |                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 75% | Fund Forum Asia noted how Asia is currently behind its European counterparts when speaking about sustainability in the finance industry. By drawing attention to this at such a large event in Asia, it is highlighting a key opportunity for the Asian financial industry.                                                                                                                               |
| 66% | Black Hat USA supports several industry relevant charities such as the Electronic Frontier Foundation which defends digital privacy, free speech and innovation in the tech industry. It also supports Women in Appsec, QueerCon, and Opportunity Village in several ways ranging from getting members to organise event bags to creating briefings and marketing around related content at their events. |
| 63% | CBI Pharma Forum include a commendable range of sustainability communications including emails to attendees, a sustainability section of the website and even including push notifications during the event to promote hydration and healthy snack breaks.                                                                                                                                                |
| 86% | RiskMinds worked together as a team to create ideas and brainstorm how they can become a sustainable digital event including a focus on the fitness and wellbeing of attendees by having yoga and relaxation breaks.                                                                                                                                                                                      |
| 82% | 5G Core Summit worked with the venue on energy efficiency initiatives including only using air conditioners where necessary and to ensure all doors and windows are closed to keep cool air inside.                                                                                                                                                                                                       |
| 87% | At Palm Beach International Boat Show, all signs, tents, boardwalks and other show areas are reusable. They also eliminated carpeted aisles and ensured what carpet is used is reused as much as possible, often up to six cycles. Eight miles of wood decking was converted to recycled plastic material which has a longer lifespan.                                                                    |
| 95% | Africa Food Marketing used QR codes to provide materials to exhibitors rather than a printed format. The floor plans and brochures were digital instead of printed, promoting the artwork as a QR code, making it more interactive. They also opted for e-badges for onsite registration.                                                                                                                 |
| 72% | Jewellery & Gem ASIA ensured all cutlery used was made of wood and eliminated plastic cutlery and straws. During the move-in period, food was provided based on pre-orders to reduce food waste.                                                                                                                                                                                                          |
| 58% | CPHi Asia supported the Thai government's advice for home quarantine of people who tested positive for COVID-19. This meant communicating through their various channels with the local community on what it means to self-isolate and how to stop the spread of the virus.                                                                                                                               |
| 74% | GDC Summer 2021 was completely focused on diversity, inclusion and accessibility. All sessions were close captioned in English, with video-on-demand sessions having closed captions in English, Spanish, Japanese and Mandarin. Topics included mental health, diversity in games, LGBTQ+, disability, and neurodiversity.                                                                               |
| 98% | Intermodal Asia was able to successfully implement the Informa Event Safety Operating model through a variety of methods. They completed a comprehensive risk assessment which was communicated to relevant parties with all team members aware and trained in protocol.                                                                                                                                  |
| 65% | The team at CREATE ensured that all data would be collected prior to sending over their workbook. This included the fully completed data tab, including data from their charity partnerships, their physical waste, and post-show survey.                                                                                                                                                                 |



#### AN EXPERT'S VIEW:

Chris Lee, Managing Director,  
Health and Nutrition Europe,  
Informa Markets, London

## MAKING SUSTAINABLE PROGRESS AT VITAFOODS

**Sustainability success doesn't happen overnight, but a mindset change can start your journey.**

Sustainability is particularly important in the nutraceutical food industry. It's about food that provides medical or health benefits. At Vitafoods, the world's largest nutraceutical event, our customers and team are particularly interested in the topic. Since 2018, we've been on an exciting journey to make our events and our brand identity more sustainable.

We held virtual events in 2020 due to COVID-19 restrictions, shifting to a hybrid physical and digital format in 2021. Regardless of format, we have consistently sought to improve our score in Informa's advanced Sustainable Accelerator programme, a comprehensive assessment of our event's sustainability. We've moved to renewable electricity, reduced the use of single use plastics and printed materials;

— **PARTNERING WITH NON-PROFIT ORGANISATIONS**; and supported wellbeing for physical and digital attendees alike.

Critically, throughout the pandemic we continued to provide digital platforms to inspire and enable sustainable development by embedding sustainability inside our content. Our content is focused on the sustainable recovery of the health and nutrition industry and innovations in a post-Covid world. To inspire sustainable action, we have shared and tackled topics such as sustainable sourcing, racial injustice and climate change, among others. We also considered the digital accessibility of Vitafoods by providing English subtitles for all pre-recorded sessions to enhance the inclusivity of our product.

At our event's *Sustainability Square*, we showcase our own sustainability progress and feature the sustainability journeys of our exhibitors, as well as key sustainability trends in the industry based on research we have commissioned. Internally, we've also incorporated sustainability in our recruitment process and as part of our colleagues' objectives.

### SCALING UP NUTRITION

In 2021, we partnered with The Global Alliance for Improved Nutrition and joined its Scaling Up Nutrition Business Network, the world's leading private sector-focused nutrition initiative. We hope to continue contributing to a collective voice and community for nutrition and develop a common advocacy agenda to influence key global processes and events.

### GOING FURTHER FASTER

Our journey never stops, but we have also taken the time to reflect on our achievement in the — **INFORMA ACCELERATOR** sustainability programme, where we scored 81 (up from 56 in 2019), pushing us to leader's status and one of the most sustainable events in Informa and therefore, I believe, in the industry. This programme has helped us to better understand the full spectrum of sustainability issues and align with Informa's FasterForward commitments. Thanks to our focus on the Accelerator, we have kickstarted a lot of initiatives that we previously struggled to get off the ground. We can also share good practices with other Informa brands and get inspiration from one another.

We were also pleased to receive great feedback from our sustainable management system audit. We renewed our ISO20121 certification this year due to our strategic approach focusing on improved sustainable development, ecological and social responsibility. This was reflected through Vitafoods' operations, platforms and delivery.

### INFORMA ACCELERATOR

The Accelerator programme is a significant step above the Fundamentals in Informa's sustainable events management system. The Fundamentals is a 12-point checklist of key sustainability considerations that all our events should be addressing. The Accelerator raises the bar, enabling a selection of events to go further and faster forward across dozens of issues. The assessment is conducted by a sustainable event specialist who then works with the whole event team to map out a series of improvements.

## VITAFOODS' FOCUS



Helping the nutraceutical market **inspire sustainable development**

- Providing content that enables sustainable development

- Sharing best practices with our stakeholders

- Developing market relevant partnerships



Running events in an increasingly **environmentally responsible manner**

- Working towards zero carbon emissions and zero waste by 2025

- Checking the sustainability credentials of the items we source for the event



Running events in a **socially responsible manner**

- Doing business safely and ethically

- Considering wellbeing and accessibility

- Measuring our impact to ensure we are positively impacting on our host city

2018

- We recognised our events have an impact on the environment and started to focus on **waste reduction, carbon emission offsetting and community empowerment.**

- We started working to improve the impact our operations have on the environment and on the communities we serve with measures including educational events and purpose-driven partnerships, the reduction in our carbon emissions with the use of renewable electricity and the reduction of waste from single use plastics and printed materials before, during and after our in-person events.

2019

- We developed the framework and confirmed our **3 key pillars.**

- We used renewable energy during VFE and also launched an **audience sustainability feature.**

- Carried out independent research on economic impact of the event for industry and Geneva city.

- VFE became first legacy GE Informa event to achieve the prestigious **ISO 20121 Sustainability Certificate.**

- Awarded Informa **Market Awards – Excellence in Sustainability.**

2020

- Due to the global lockdown, all in-person events were cancelled. We launched several **digital event solutions.**

- We believed that a virtual event should continue our sustainability commitment.

- We partnered with a charity for the first time.

- We produced sustainability content and encouraged healthy lifestyle during virtual events.

- Vitafoods became the first brand within the EMEA region to reach Leaders status on our Fundamentals.

2021

- We are adapting our sustainability commitment to all our **virtual, hybrid and in-person events.**

- We have started contributing to a collective voice and developing a common advocacy agenda for the community by becoming a global member of **Sun Business Network.**

# COLLEAGUES



## AN EXPERT'S VIEW:

Sally Ashford, Group HR Director, Informa Group, London

## EMBRACING CHANGE: TURNING CHALLENGE INTO OPPORTUNITY

**When I joined Informa in June 2021, one of the things that struck me immediately was how receptive our colleagues are to the idea of change. 2021 was another disruptive year for many of us, both personally and professionally, but rather than shying away from the challenge, our colleagues saw it as an opportunity to do things differently. The pandemic has given us all the chance to step back and think creatively about our business; not only about the products we sell and the services we offer, but also about the way we work, the tools we use to communicate, and the skills we'd like to develop.**

## SUPPORTING OURSELVES AND EACH OTHER

Colleagues continued to embrace a more flexible way of working as restrictions ebbed and flowed across the world. Although many of our major office locations were able to re-open their doors, others have been subjected to much longer periods of closure due to regional lockdowns. Our balanced working programme provides for a balance of time in the office and time working remotely, combining the benefits of collaborating in person with the tools and resources needed to work well from anywhere.

Earlier in the year, we extended our Employee Assistance Programme (EAP) to enable all colleagues to access free 24/7 support and confidential advice, wherever they are in the world. We also trained a new cohort of mental health first aiders across the business to strengthen our support network and help colleagues access the right help and resources.

We had great participation in and engagement with our annual Inside Informa Pulse which provided us with rich feedback and food for thought, and we launched our first ever Colleague Census.

## CONTINUING OUR DIGITAL JOURNEY

As the year progressed, we continued to strengthen our focus on developing our digital and data capabilities across the Group. Alongside the launch of IIRIS, we introduced IIRIS Foundations, a pilot data literacy programme, which we'll be rolling out more extensively in 2022 to help colleagues across the Group find new ways to analyse and interpret data. We also launched several new learning programmes across our Divisions: in

Taylor & Francis, we launched Destination Digital 2 - a global learning programme for all colleagues focused on enhancing digital skills through gamified learning, and in Informa Tech more than 60 colleagues undertook a data apprenticeship, laying the foundation for a data-driven future. In Informa Markets, we launched a Digital Events Certification Programme for our sales, content and marketing teams, which over 1200 colleagues have participated in.

## CELEBRATING SUCCESS

We couldn't let the year pass without celebrating our colleagues' fantastic achievements. In July, colleagues from around the world came together virtually to cheer on their teammates in our annual Informa Awards, following a competitive round of Divisional heats. We also earned a prestigious industry award for our ShareMatch scheme which we refreshed and improved this year; a credit to the teams responsible for designing the programme and rolling it out. I have no doubt that 2022 will bring even more success and, whatever the next year has in store for us, I know that our colleagues will continue to respond with resilience, positivity and a healthy appetite for change.

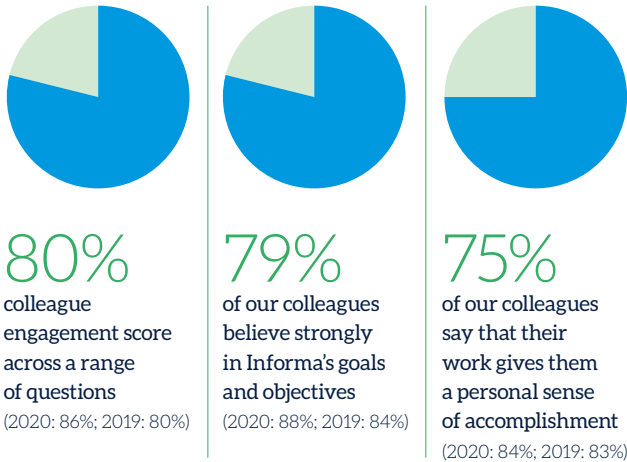


# 32%

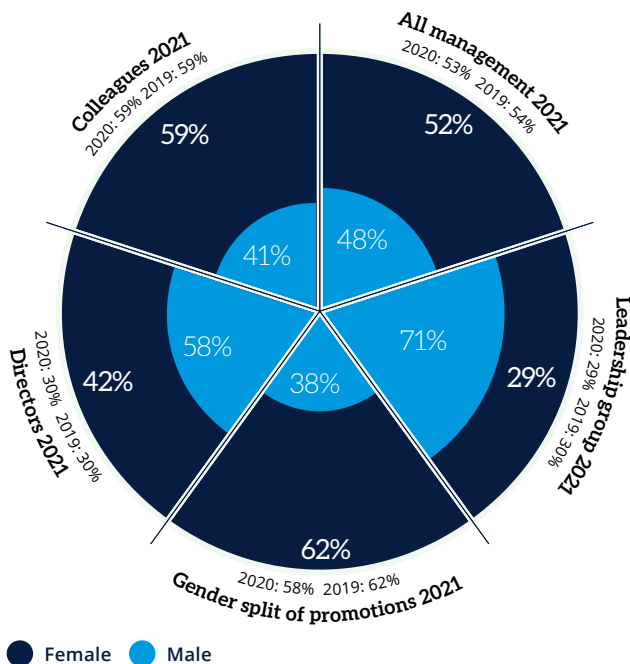
of eligible colleagues participating in Sharematch

# HOW WE ARE TRACKING OUR CONTRIBUTIONS

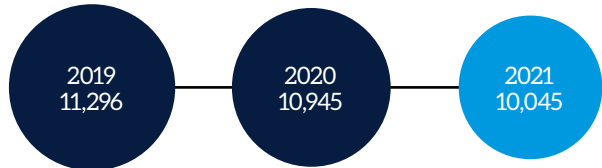
## COLLEAGUE ENGAGEMENT



## GLOBAL GENDER DIVERSITY



## HEADCOUNT

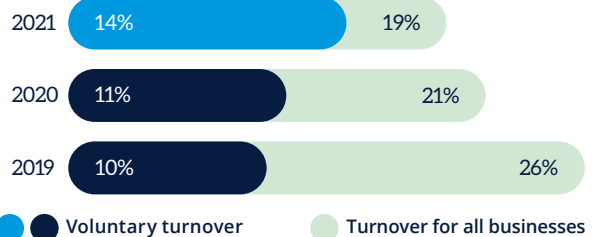


## SPEND ON TRAINING

Investment in formal training programmes



## COLLEAGUE TURNOVER



## ABSENTEEISM

Average sickness absence per colleague (days)



**24.4%**

UK gap in male/female median pay (2020: 21.3%; 2019: 22.3%)

[GO TO INFORMA.COM/GPG FOR MORE](https://www.informa.com/gpg-for-more)



#### AN EXPERT'S VIEW:

Linda Blackerby, Chief  
Diversity & Inclusion Officer,  
Informa Group, Home-based  
(USA)

## DIVERSITY AND INCLUSION

**After more than 15 years within Informa Intelligence, including several years as President of the Pharma Intelligence vertical, Linda opted for a new challenge in early 2021 when she became Informa's first Chief Diversity and Inclusion (D&I) Officer. We caught up with her to hear how it's going.**

#### Q HOW IMPORTANT IS D&I TO INFORMA?

It's critical that Informa attracts and retains top talent, particularly as we focus on new skills to support our expansion into our digital services. Getting D&I right is a big contributor to getting the talent piece right. I recently saw first-hand how we attracted better and more diverse candidates by broadening a job description for a senior position. I truly believe that people at all levels want to work at a company where they can bring their whole selves to their roles.

#### Q WHAT PROGRESS HAVE WE MADE?

Our divisions have engaged in D&I for several years, but we're at the early part of the journey as a collective group in being accountable to drive consistent progress. We started by measuring our current state, identifying desired outcomes and, of course, investing in this important issue.

As I come from within the business, my time at Informa has helped me navigate our complex business and build allyship to amplify our messages. This is vital to deliver change quickly and successfully, especially in a decentralised company like Informa.

One of our most important achievements over the first six months of 2021 was completing our first-ever global D&I sentiment survey, alongside a gender, ethnicity, sexual orientation, social mobility, and disability diversity census in the US and the UK. This has helped us understand our colleagues' views and where to focus our efforts.

#### Q WHAT ARE YOUR AREAS OF FOCUS?

Following discussions with dozens of senior leaders, we've defined our strategic pillars and a D&I roadmap. Internally, we're focusing on inclusive leadership and culture, talent acquisition and development. Externally, we're focusing on inclusive customer experiences and supporting the communities where we work.

We've successfully launched two new pilot programmes. Our first reverse mentoring programme paired 14 executives and colleagues, each from a different background. The positive feedback from colleagues who took part has given us the confidence to expand this programme so that we will have reached roughly 100 pairs in 2022. The objective of this programme is to help leaders understand how they can best embody inclusive leadership in their day-to-day actions and decisions.

Our second pilot programme, AllInforma Advance, includes over 300 leaders from across the regions, divisions, and our colleague run networks. This peer learning programme uses colleague interaction and engagement to raise our awareness and knowledge of D&I to facilitate real change.

In October 2021, we invited seven AllInforma colleague-run network leaders to join our multi-day senior leadership offsite to ensure we are considering a range of diverse views from our colleagues on the company's future growth. They participated in the full agenda and presented their perspectives on Informa's approach to developing GAP II.

I'm looking forward to the continued work with all our divisions to progress our D&I strategy and roadmap so that we can continue to successfully support our colleagues, attract and retain excellent diverse talent, and engage with our communities around the world.

TARGETING MORE THAN  
200 COLLEAGUES TO  
TAKE PART IN OUR  
REVERSE MENTORING  
PROGRAMME BY THE  
END OF 2022





#### AN EXPERT'S VIEW:

David Flaschen,  
Non-Executive Director,  
Informa Group, London

## CHAMPIONING OUR DIFFERENCES



**We promote a supportive, diverse and inclusive environment where colleagues can use their energy and ambitions to make a difference at work, within the community, and in the world.**

**Our five company-wide AllInforma colleague networks are open to everyone at Informa, and provide platforms for colleagues to connect, support, share and learn. Each network has a Board-level sponsor to help ensure that a wide range of our colleagues' views are represented at the Informa Board. This also provides an opportunity for directors and colleagues to engage.**

David Flaschen, non-executive director, explains why he was keen to sponsor the AllInforma Illuminate network.

#### ILLUMINATE AND ME

Partnering with our Illuminate network was an easy decision as it is something close to home. Growing up, my own condition meant that I couldn't sit in a chair until my teens. At the time, no-one really knew how to deal with my atypical experience. I was just seen as disruptive and making no progress in class.

Thankfully my mom took on the system. She asked for me to be placed at the back of my classroom on a desk with no chair, giving me the freedom to move around while I got my schoolwork done. It helped me learn how to manage my own neurodiverse condition – a skill that has been pivotal throughout my professional career.

My personal link with Illuminate continues today in my household: my son is on the autistic spectrum and my wife has founded 3L Place, a non-profit that celebrates and helps young adults with neurodiversity. Both are big inspirations.

#### ILLUMINATING THE FUTURE

Illuminate has helped to create an environment where our colleagues' uniqueness is celebrated – enabling them to learn more, know more, and do more. For example, the group has recently organised a webinar and fundraising event on mental health. By continuing to foster this environment, I'm confident that Informa will be recognised as a leader in diversity and inclusion, setting an industry standard and championing my mom's words: "Why would you want to be like everyone else?"



#### OUR FIVE ALLINFORMA COLLEAGUE NETWORKS

- AllInforma Balance: gender balance
- AllInforma Illuminate: colleagues with visible and invisible disabilities and conditions
- AllInforma Nations: minority ethnic communities
- AllInforma Rainbow: LGBTQIA+ colleagues
- AllInforma iCAN: early careers colleagues

Our networks aim to:

- Provide opportunities for colleagues to connect, network and share their experiences.
- Organise activities, build awareness, and educate, celebrating differences and normalising conversation in these areas.
- Translate stories and experiences into impactful changes for our events, products and services, making them more accessible and inclusive for colleagues and customers.



Informa is a member of the Business Disability Forum, a UK-based non-profit dedicated to transforming the life chances of disabled people, working through and with business to create a disability-smart world.

## Walk the World

**AN EXPERT'S VIEW:**

Helena Clifford, Senior Travel  
& Events Executive  
Informa Group, London

## WALKING THE WORLD, RECONNECTING AND FUNDRAISING

Our Informa colleagues always look forward to Walk the World (WTW), our global teambuilding and fundraising initiative that sees colleagues getting together for walks all over the world, spending time together away from the office and raising money for local causes. 2021's events took on even greater significance as the first time many colleagues came together in over a year, giving us the opportunity to reconnect and rejuvenate relationships.

### ONE WTW, THREE WAYS TO TAKE PART

Celebrating its sixth year, WTW has grown rapidly and is an exciting initiative for every colleague. In 2021, for the first time we offered three different ways to get involved with WTW. Wherever our colleagues choose to work – office-based, hybrid or



**wtw**  
classic

Walking with your  
whole office

**wtw**  
local

Walking with small  
numbers of locally  
based colleagues

**wtw**  
solo

Walking alone with  
family and sharing online

homeworkers – and whatever their local situation, there is a WTW for them.

Our new #ShareYourWorld campaign also supported our WTW efforts. This was an initiative to encourage and incentivise colleagues to share in each other's experiences by revealing local life around the world through photos and online videos of adventures.

### NEW DIRECTIONS

As has become tradition, each walk is completely unique. This year, we recorded over 50 classic walks, with groups walking together from our smallest offices to our largest gathering of over 700 colleagues in London. Our colleagues in Boca Raton walked through Butterfly World; teams in London strolled along the River Thames to Twickenham Stadium; colleagues in Shanghai participated in team building games; and those in Oxfordshire were spurred on by celebrity fitness coaches.

Our solo walkers took WTW to amazing new locations with colleagues hiking up mountains in Kashmir, around England's royal palaces, to Chicago zoos and through canyons in Bali. They were joined by family, friends and even pets.

Singapore



London



Guangzhou



Boca Raton



WALK THE WORLD 2021 GAVE US A CHANCE TO COME TOGETHER, LEARN, HEAL, SING, AND CELEBRATE TOGETHER. OUR WALK WAS ABOUT CHEERING AND ENCOURAGING COLLEAGUES WHO OPTED FOR SOLO OR SMALLER GROUP WALKS, IT WAS ABOUT MAKING A SAFE SPACE FOR COLLEAGUES WHO WANTED TO WALK LIKE EARLIER TIMES, IT WAS ABOUT IMBIBING A SENSE OF FAMILIARITY AND BELONGINGNESS DESPITE THE DISTANCE.

Rajni Dhingra,  
Senior Marketing Manager  
and WTW Champion,  
New Delhi, India

We even achieved WTW in Melbourne, the city with the longest lockdown in the world: our colleagues rose to the challenge, embracing WTW Local by splitting into teams to compete in a scavenger hunt.

22,000

Over the past six years, over **22,000 WTW** registrants have walked more than **194,000 km** and raised over **£1m** for charity.



#### WTW 2021

**99%**  
of colleagues tell us WTW is a great idea

**Because of WTW:**  
**84%**  
feel prouder to work for Informa

**74%**  
more likely to recommend working for Informa

**73%**  
feel more connected to their team

**4,463**  
participants

**44%**  
of colleagues taking part

**53**  
walks

**87**  
offices participated

**£168K**  
funds raised

# MORE 2021 SUSTAINABILITY HIGHLIGHTS

There are many sustainability stories in this report but there is more we want to tell.

Read on for more detail on our progress in 2021 and where to go for more information.



Taylor & Francis' Sustainable Development Goals (SDGs) Online collection supports higher education students, lecturers, researchers and professionals as they learn about, teach about, research and write about, and work out how to address the world's most critical issues.

18,268

book chapters  
(15% increase from 2020)

1,772

journal articles  
(16% increase from 2020)

315

pieces of teaching and learning material have been added to our SDG Online collection in 2020  
(13% increase)

54

institutions have access to SDGO  
(29% increase from 2020)

[taylorfrancis.com/sdgo](https://taylorfrancis.com/sdgo)



## TASKFORCE ON NATURE-RELATED FINANCIAL DISCLOSURES

We are monitoring the developments of the TNFD framework. Initial assessment indicates that the nature-related risks to our business are relatively low



>200

Number of sustainability-related stories on Portal, our intranet



2,000

colleagues completing the Health, Safety & Security eLearning Course

11

events have piloted offering carbon offsets in registration

92%

of paper certified as sustainably sourced

8

of our major offices have a green certification (BREEAM or LEED), representing 21% of office-based colleagues

46%

of candidates told us they were greatly influenced by our sustainability programme when applying for a job at Informa (based on a 2021 survey of 137,000 applicants)

An additional

21%

said they were 'somewhat influenced'

[informa.com/talent/](https://informa.com/talent/)

[why-work-at-informa/](https://why-work-at-informa/)



Watch the launch of the Launch of the Event Industry's 'Net Zero Carbon Events' Pledge at COP26:

[unfccc-cop26.streamworld.de/program](https://unfccc-cop26.streamworld.de/program)



Informa gives every colleague 4 paid days a year to volunteer, up to £500 matching for fundraising and up to £750 grants to regular volunteers



# 200

**attendees vaccinated** during our FIME 2021 event (America's leading medical trade fair and exhibition) through a partnership with the Florida Department of Health. Several other events served as places for people to get vaccinated conveniently, including Farm Progress.

# 94%

of colleagues have successfully completed our mandatory Code of Conduct training. The Code of Conduct asks all colleagues to act according to our guiding principles and the law in areas such as respect and safety.

## SUMMARY

### ASSURANCE STATEMENT

Bureau Veritas UK Limited ("Bureau Veritas") has been engaged by Informa PLC ("Informa") to provide assurance over selected sustainability performance indicators for inclusion in its Sustainability Report. This assurance engagement was conducted in accordance with

International Standard on Assurance Engagements (ISAE) 3000 (Revised), to a limited level of assurance. The scope of Bureau Veritas' work is described below, for the period 1 January to 31 December 2021: Training spend, Absenteeism, Global gender diversity, Waste (includes Office waste and Books & Journals sent for pulping), Energy consumption, Greenhouse Gas Emissions (Scope 1, 2 & selected Scope 3 indicators) and Water consumption. The full verification statement including Bureau Veritas' verification opinion, methodology, recommendations and a statement of independence and impartiality will be released alongside Informa's Sustainability Report and can be found on their website:

[informa.com/sustainability/](https://informa.com/sustainability/)

[sustainability-reports/](https://informa.com/sustainability/sustainability-reports/)



## SASB, GRI AND DATA TABLES

Download our GRI and SASB indices, reporting methodology, policies, KPI table and information about governance of sustainability at Informa.

[informa.com/sustainability/](https://informa.com/sustainability/)

[sustainability-reports/](https://informa.com/sustainability/sustainability-reports/)

## MEMBERSHIPS AND AWARDS

Our performance against environmental, social and governance (ESG) criteria is reflected in various third-party ratings.

Find a summary of our ratings here:

[informa.com/sustainability/](https://informa.com/sustainability/)

[sustainabilityawards/](https://informa.com/sustainability/sustainabilityawards/)



Sustainability Award  
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