

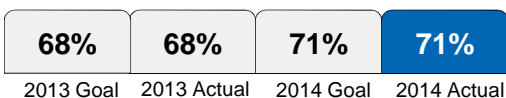
# 2014 Scorecard Results: Goals and Progress



## Customer Delight

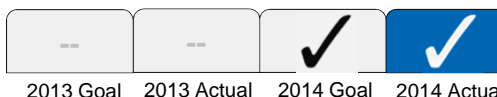
We measure customer delight through customer surveys. We set a new company record by improving two points in 2013 to 68%! Our goal for 2014 is 71%.

\*As reported at year end



## Dow Jones Sustainability Index: North America

The RobecoSAM Assessment implemented as part of the DJSI is used to evaluate our overall sustainability progress. In 2013, we achieved a 2015 goal by making the North American Index. For 2014, our goal is to maintain our standing on this index.



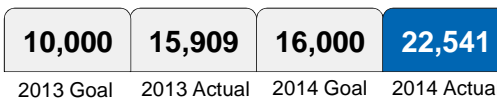
## Sustainable Facility Design

We incorporate green principles in the placement, design and construction of new facilities and major renovation projects whenever possible and to-date have 10 LEED or equivalent certified facilities. We will continue to navigate individual project variables and seek LEED certification whenever possible.



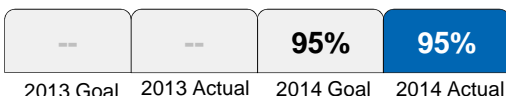
## Volunteer Time Off

In 2013 we introduced a volunteer time off policy, and set a goal of 10,000 volunteer hours. We exceeded this goal, recording 15,909 volunteer hours in 2013. Our goal for 2014 is 16,000 hours.



## Suppliers in Compliance with Code of Conduct

We measure the percentage of suppliers who review and sign the supplier code of conduct when it is sent out with our MSA. Our goal for 2014 is to have 95% compliance with this practice.



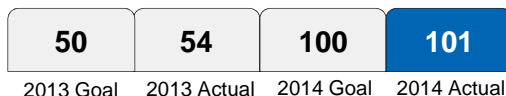
## Eco-Certified Hotel Properties

Our 2014 goal is to have 15% or more of IHS Preferred Hotel Properties eco-certified.



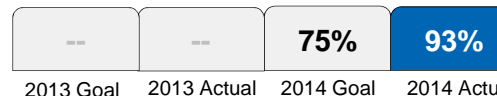
## Top Suppliers Registered On EcoDesk

We encourage our suppliers to register onto EcoDesk to increase transparency into their business practices. For 2014, our goal is to facilitate 100 of our top 250 suppliers in registering onto EcoDesk.



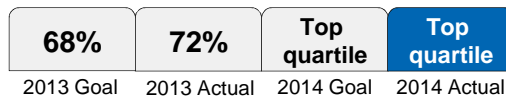
## Emergency Response Plans at Sites with Colleagues

We implement a global Workplace Health & Safety program at IHS to ensure our workplaces are safe for our colleagues. For 2014, our goal is for 75% of sites with colleagues to have a documented Emergency Response Plan.



## Colleague Engagement

We measure our commitment to creating success for all colleagues through our Colleague Engagement Survey. In 2013, we exceeded our goal by scoring a 72. Because of a change in the survey process, numeric scores will be replaced by quartile placements. In 2013, our score of 72% would have placed us in the top quartile. Our goal for 2014 is to remain in Aon Hewitt's top quartile.



## Assess Sustainability of Existing Events

For the ten leading global IHS events, incorporate 75% or more of the priority sustainability elements. This includes considerations regarding: venue, waste reduction, energy efficiency-travel emissions/reduction, marketing/public relations and programming and content.

