



REUTERS/Daniel Munoz

# 2010 CORPORATE RESPONSIBILITY REPORT

THOMSON REUTERS PROFESSIONAL DIVISION



THOMSON REUTERS™

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## ONE COMMITMENT. FOUR AREAS OF FOCUS.

Guided by our values, our Corporate Responsibility Policy, and the Thomson Reuters Trust Principles, our efforts are focused on our relationships in four key areas:

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Thomson Reuters Professional Division and its employees give back to their communities in thousands of ways, large and small, all around the world.

They give by **engaging** – by getting involved with the hands-on work of helping others one-on-one. And they also give of their **expertise**, extending the influence of what we call the Knowledge Effect – the impact and advantage that people can have when they’re armed with the right information at the right time.

As a global business and a leader in professional information, software and services, Thomson Reuters is proud of its unique role and its opportunities to help make our communities better places. We thank the women and men of the Thomson Reuters Professional Division who brought to life the stories in this report, and the many others not told here. We hope you agree that this is important work, and we also hope that you will support our efforts as we look toward the future.

Our best wishes,



*Jim S.*  
**Jim Smith**  
Chief Executive Officer  
Thomson Reuters Professional Division



*Peter Warwick*  
**Peter Warwick**  
Chief Operating Officer  
Thomson Reuters Professional Division

# COMMUNITY INVOLVEMENT



REUTERS/Jairo Castilla

We create partnerships in the places where we live and work through volunteering, pro bono services, employee giving, and philanthropy.

## FAST FACT

2010 marked the launch of the Carrollton, Texas office's community support group, DALLAS IMPACT TEAM – working together to make a difference!

# THE VOLUNTEER ACTION NETWORK RECOGNIZES WORLD FOOD DAY

IT'S IMPORTANT TO VOLUNTEER LOCALLY, BUT WHEN LOCAL-LEVEL EFFORTS ARE COORDINATED GLOBALLY, CAN THE WHOLE BE GREATER THAN THE SUM OF ITS PARTS?

That's the thinking behind the Volunteer Action Network (VAN) at Thomson Reuters. The VAN is made up of more than 20 community-minded employee representatives based in locations around the world, including the Americas, the United Kingdom, Europe, the Middle East, and Asia. Their mission is to coordinate and build upon their common interest in volunteerism as individuals to further infuse a spirit of giving throughout the culture of the company, and increase the reach and effectiveness of what they do.

For the second year in a row, the VAN participated in World Food Day, a program of the United Nations World Food Programme. Employees around the world marked the day with a variety of volunteer events to raise awareness, money, and donated food.

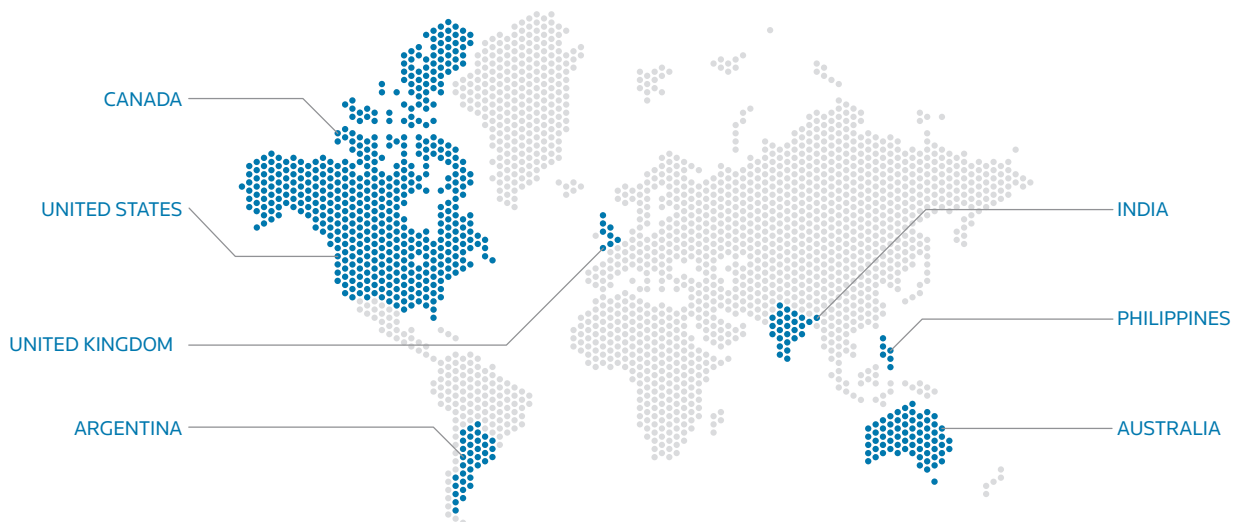
In Minnesota, for example, 480 Eagan employees swapped their usual office attire for bright-orange T-shirts and helped pack dehydrated meals in pouches called MannaPacks. Led by a nonprofit group called **Feed My Starving Children**, employees prepared, sealed, labeled, and packed 17,820 pouches ready to be shipped to Haiti for earthquake survivors. These pouches will provide 106,920 meals for hungry children, the equivalent of feeding 292 children one meal a day for a year.



REUTERS/Jayanta Shaw

Today, the VAN provides a channel for employees at all levels of the business to collaborate on volunteerism, share ideas, and strengthen cross-border bonds. There are VAN-sponsored volunteer opportunities at each location throughout the year, as well as one collaborative event each quarter. ●

## WORLD FOOD DAY EVENTS BENEFITED LOCAL FOOD HUNGER RELIEF EFFORTS AROUND THE WORLD, IN LOCATIONS INCLUDING:



### Habitat for Humanity India: Building Better Lives

Employee volunteers go out in groups of 12 or so to impoverished neighborhoods near the Thomson Reuters office in Bangalore, India. Their mission: to help – hands-on – in the building of homes for needy neighbors.

As with other **Habitat for Humanity** projects around the world, Bangalore employees devote time and labor to construct part of a new home. They spend a day and leave behind a new wall, ceiling, or another portion of the home. Nearly 300 Bangalore employees participated in 2010. ●



REUTERS/Jitendra Prakash



## Empowering India's Intellectually Challenged

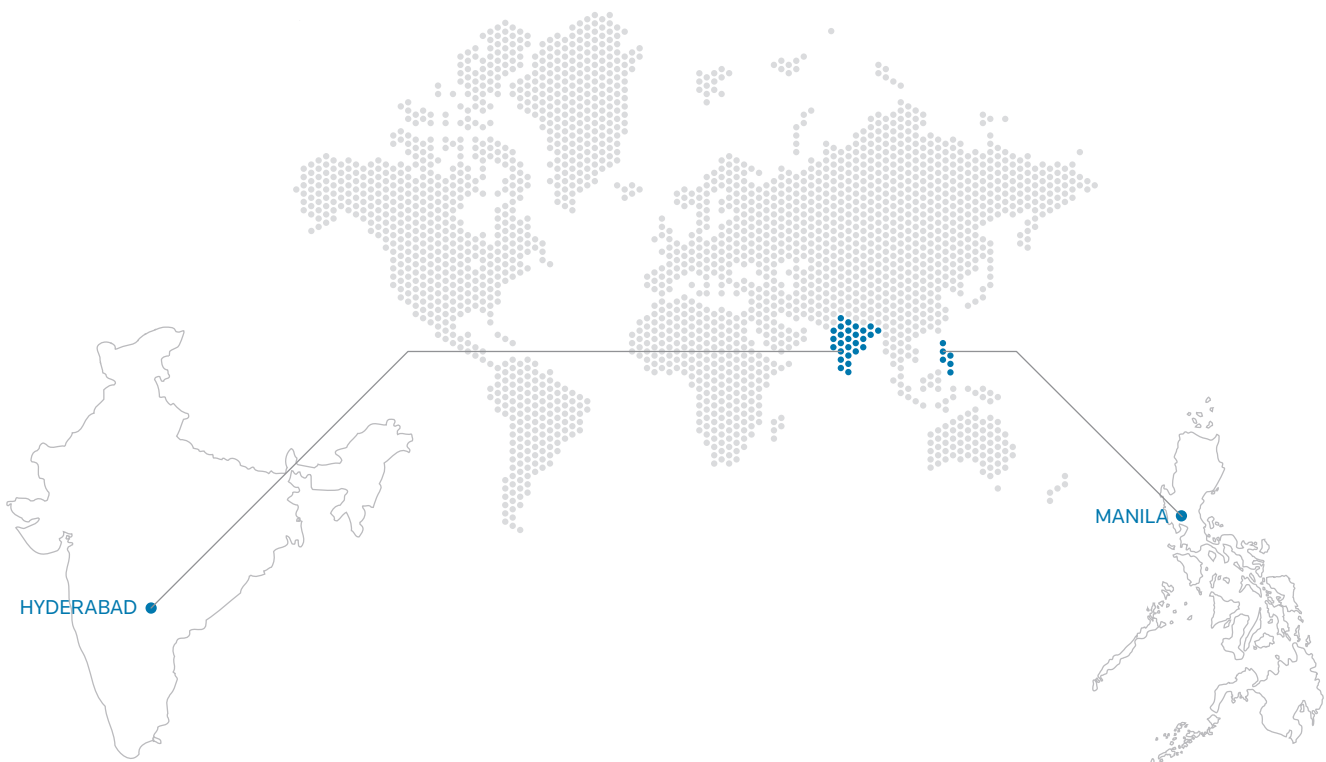
The Corporate Responsibility Committee at the Tax & Accounting office in Hyderabad works with the **Nirman Association**, an organization that empowers intellectually challenged children and adults through various types of vocational training. In 2010, employees in Hyderabad raised money to help provide uniforms and shoes for residents at Nirman. They also created additional fundraising opportunities such as teaching sessions, sports events, festivals, and birthday celebrations with the Nirman residents. ●

## Manila Serve-A-Thon: Hands-On Help

September 18 wasn't a normal day at the Thomson Reuters Professional Division office in Manila.

That day, for the fifth year running, employees hoisted shovels, rakes, and tongs to join the **Hands-On Manila Serve-A-Thon (HOM)** – an annual mobilization of hundreds of volunteers.

They helped beautify two areas of Manila Bay where plastic, rubber, and glass items are brought ashore by currents. The result? One day, 46 employees, nearly 150 sacks of garbage – and a much cleaner Manila shoreline. ●





REUTERS/Jorge Silva



REUTERS/Fred Greenslade

## La Ley Solidaria: Ayudar a la Gente Argentina Que Son en Riesgo *Aiding At-Risk Argentina Communities*

Not long ago, a group of young children gave an end-of-year presentation, proudly showing what they'd learned in their science lab. That may not sound special, but at School Fray Mamerto Esquiú at Marcos Paz in Buenos Aires, Argentina, it is.

That's because not long ago, there wasn't a science lab. The lab, like dozens of other education-related projects in at-risk communities across Argentina, resulted from a partnership between the school and **La Ley Solidaria**.

Starting with just five employees in 2003, the nationwide volunteer team from La Ley (a Thomson Reuters business in Argentina) now tops 220 employees across the company's 16 branches. It works to boost education, particularly in rural areas of Argentina's interior where challenges with drugs, health, nutrition, and dropout rates often threaten children's ability to succeed in school.

Every year the team provides a scholarship to a child from a low-income family so he or she can complete high school. They've also arranged donations of computers, books, clothing, and toys, and they've helped to secure funding for teachers with specialized skills. They've even contributed to efforts as diverse as the construction of an alfalfa warehouse and the distribution of toothbrushes and toothpaste. ●

## Caring Across Canada

Every organization that wants to give back to its community faces a question early on: which charity should we support?

For employees at Carswell, a Canada-based Thomson Reuters business, the answer wasn't one charity. It was four. About 15 years ago, employees entered into new relationships with the **Canadian Cancer Society**, the **Canadian National Institute for the Blind**, the **Canadian Red Cross**, and the **Salvation Army**.

A Volunteer Advisory Board made up of employees from across the organization meets regularly to support the four charities through employee volunteering and sponsorship. The board oversees a large list of recurring and one-time projects, from daffodil fundraisers for cancer in March, to toy, clothing, and hat and glove collections, to volunteer translation of certain Carswell products for blind users. ●

# 220

A comprehensive community relations committee in Argentina, La Ley Solidaria, was formed in 2003, and now has 220 participating employees.



# THE KNOWLEDGE EFFECT

REUTERS/Kieran Doherty

Our clients and the community benefit from having the right information at the right time. We are proud to share what we know for the advancement of justice and a better life for all.

## FAST FACT

Thomson Reuters has donated legal and human rights titles to more than 10 legal institutions and NGOs across Africa through Books For Africa.





## BOOKS FOR AFRICA: SUPPORTING EMERGING DEMOCRACIES

Look at a map of Africa, and you can count nine nations that are considered “free” democracies. And you can count another 23 that are working to establish sound democracies.

That’s according to officials at the Jack Mason Law and Democracy Initiative, who are working to increase those numbers by directing a precious resource to African nations: legal texts for law students, bar associations, and other law-related organizations.

Co-chaired by former U.N. Secretary-General Kofi Annan and former U.S. Vice President Walter Mondale, the Initiative is a program of **Books For Africa**, the largest shipper of donated books to the African continent. The Initiative has a special mission of addressing the “book famine” of law and human rights texts in Africa.

That mission received a significant boost in November, when Thomson Reuters announced a \$1.2 million agreement with the Initiative to create up to 15 new law libraries filled with teaching and international law texts at law schools and governing institutions in Africa over the next several years.

“The Rule of Law – including the right to vote in free and fair elections, or the right to establish a business without the threat of militia rule or extortion – is something that we often take for granted,” said former Vice President Mondale as the partnership was announced. “This partnership will help Africa’s emerging democracies strengthen their governments by giving the next generation of lawyers, civil servants and government leaders the tools necessary to create and sustain stable democracies.” ●



Michael J. Davis, Chief Judge, U.S. District Court of Minnesota, attends the Books For Africa Advisory Board meeting at Thomson Reuters in Eagan.



REUTERS/Rafiqur Rahman

## The International Law Book Facility: Tools for Justice

Since 2006, hundreds of secondhand books and legal texts have made their way to more than 20 countries including Grenada, Tanzania, and Bangladesh through the **International Law Book Facility (ILBF)**.

With support from Thomson Reuters in the U.K., ILBF collects donated books and ships them to countries where the rule of law is under threat.

In 2010, ILBF expanded its reach in geography and subject matter, with the most in-demand titles focusing on human rights issues. ●



REUTERS/David Gray

## Turning Information Into Action: New Ways to Save Lives

If clinicians can spot a life-threatening crisis early, they can respond and intervene more effectively. But within hospital IT systems, important patient information is often stored in different records and systems.

Unlocking the potential of that data is the idea behind **Clinical Xpert CareFocus** – the clinical surveillance solution from Thomson Reuters. Using a single patient record, it allows medical professionals to run real-time queries to look for combinations of symptoms, conditions, vital signs, lab results, and medications that help diagnose and prevent potentially life-threatening events. Many U.S. hospitals using CareFocus have seen significant drops in mortality.

“We spend many of our waking hours working,” said Thomson Reuters Marketing Director David Mountain, who works closely with CareFocus. “It’s important to spend that time on something you can be proud of.” ●



REUTERS/John Gress



REUTERS/Finbarr O'Reilly

## CLEAR: Making Connections that Solve Crimes

When a four-year-old Texas girl was abducted, her family immediately called the police. They had a description of the vehicle and a partial license plate, but standard records searches didn't help.

Turning to the **Thomson Reuters CLEAR (Consolidated Lead Evaluation and Reporting)** database, authorities found the real-time data and analytic capabilities they needed – in this case, the opening of a post office box by a suspect shortly before the abduction. This led to the identification of a residential address, apprehension of the suspect, and the return of the missing girl to her family.

“When we first rolled out CLEAR, we knew that it would have an impact on the way that government agencies conducted their investigations,” said Stephen Rubly, Thomson Reuters vice president. “But it’s nice to have affirmation that this product is working to help reunite families and even save lives.” ●

“ TO HELP THE LEGAL SYSTEM PERFORM BETTER, WE HAVE TO MAKE SURE THAT WE ARE PROVIDING LEGAL INFORMATION AND LEGAL SERVICES WHEREVER THEY MAY BE NEEDED.”

– Peter Warwick  
Chief Operating Officer  
Thomson Reuters Professional Division

## Trust.org: Empowering With Information

Trusted information is key to success everywhere. And for people in need, Trust.org is a gateway to it.

A service of the Thomson Reuters Foundation, Trust.org brings a host of information resources together in one place. It includes AlertNet, the world’s humanitarian news site, and the Emergency Information Service, which delivers life-saving information for communities affected by major national disasters. And it also includes TrustLaw, launched in 2010, a global hub for free legal assistance, news, and information.

Along with news and information about anticorruption and governance issues worldwide, TrustLaw offers **TrustLaw Connect**. Think of TrustLaw as something of a pro bono matching service, helping organizations with limited means access free legal assistance while making it simpler for lawyers to find and do meaningful pro bono work.

Using TrustLaw Connect, lawyers and pro bono managers can connect with nongovernmental organizations, governments, and social entrepreneurs looking for pro bono help with specific requests for single projects. These projects can range from legal research to advice on intellectual property matters, contract negotiations, partnership agreements, employment law, and many others. Each potential recipient organization is thoroughly vetted before being admitted to TrustLaw Connect.

In just the first few months following the launch of TrustLaw Connect, more than 20 connections were made between firms or corporations and potential recipients. Today, TrustLaw Connect operates in more than 140 countries through its network of lawyers and organizations needing assistance. By aligning our relationships with law firms and the courts to TrustLaw, we’re helping to bring the best legal counsel to NGOs around the world that need it most. ●



# DO JUSTICE: BACKING PRO BONO WORK

LAW FIRMS AROUND THE WORLD CONTINUE TO WEATHER THE TOUGH ECONOMY. BUT THAT DOESN'T MEAN THAT PRO BONO WORK IS BEING LEFT BEHIND.

In fact, we're seeing an increase in pro bono work as a means to improve the communities where we work and live.

As an organization, Thomson Reuters helps individuals, organizations and businesses advance their causes or cases in court so they can be heard in a fair and just way. Our long-standing partnership with firms to provide resources in support of pro bono work is one of the ways we do so.

For years, we've supported the charitable efforts of our customers by offering deeply discounted Westlaw® services to ensure that law firms in the U.S. have access to the best available tools and content to support their local and national pro bono initiatives. In 2010, we donated more than US \$17M worth of Westlaw services in support of pro bono work – a figure we hope to increase in years to come. ●

# \$49M

Since 2008, Thomson Reuters Professional has provided more than US \$49 million in Westlaw access for pro bono services.

# ENVIRONMENT



REUTERS/Mike Blake

We are committed to protecting and preserving the environment and reducing our impact.

## **FAST FACT**

In 2010, Thomson Reuters employees in the U.K. volunteered to help collect 1.5 tons of litter from the banks of the Thames River.

## GREEN COMPOSTING: PUTTING FOOD WASTE TO USE

TOMATO CORES. PINEAPPLE AND CUCUMBER SKINS.  
LETTUCE TRIMMINGS.

Some consider these things “waste.” But if you’re a hog, you’re more than happy to call them “lunch.”

Every day, a truck leaves the Thomson Reuters facility in Eagan, Minn., with food trimmings produced in the preparation of cafeteria meals for more than 7,000 employees. The destination? One of five area hog farms, such as **Second Harvest Farms** in Isanti, Minn., where the scraps are cooked to 212 degrees F, cooled, and put out as hog feed for hundreds of hungry animals.

Nearly 100,000 pounds of scraps make this trip from Thomson Reuters to the farms each year – part of an estimated 115,000 tons of food waste contributed by some 300 area businesses, schools, and restaurants that also partner with the programs.

Eagan isn’t the only Thomson Reuters location participating. In our Geneva office, 99 percent of kitchen waste is either recycled or composted. Even grease and oil are recycled into biofuel. Our Green Teams in St. Louis, Puteaux, York, Vancouver, Hauppauge, Sydney, and the Philippines are all working with their on-site facilities providers or local authorities to study the feasibility of implementing food waste recycling in their office locations. ●



**WE KICKED IT FOR  
THE SHOE DRIVE!**

Thomson Reuters employees in our Carrollton, Texas, office stepped up and donated over 120 pairs of shoes during the **Green Week Shoe Drive**.

A wide variety of shoes for men, women, and children were collected. The shoes collected were in great shape – some still in the original packaging. Mike Barringer of the Shoe Bank came and picked up the donation, and will distribute the footwear to people who are in desperate need for a decent pair of shoes. ●

### Manufacturing Recycling: It All Adds Up

Sustaining a commitment to good environmental stewardship isn’t so much about doing a few big things. It’s about doing a lot of small things, again and again. Here’s an at-a-glance look at some “green” numbers at just one of our locations – our manufacturing facility in Eagan, Minn. – and the amount of different materials recycled annually:

- Paper: **12,429 TONS**
- Plastic: **55 TONS**
- Boxes: **600 TONS**
- Aluminum plates: **376 TONS**
- Other metal: **122 TONS**

100,000

Nearly 100,000 pounds of food scraps make the trip from Thomson Reuters in Eagan, Minn. to farms each year for use as animal feed.

## GREEN TEAMS: ONE WEEK, THOUSANDS OF HANDS

Trees were planted in the U.S. while bushland was restored in Australia. Invasive plants were removed in Portugal, while energy-efficient light bulbs went into a Bangladesh school. And green-themed photos were exhibited in Brazil, Taiwan, Poland, and Russia.

These were just a few of the programs of **Green Week 2010**, held across the globe in April. Green Team members at nearly 50 Thomson Reuters locations hosted awareness-raising events to encourage green lifestyle changes, reuse of resources and volunteerism. Green Week reached 40,000 employees. ●



# WORKPLACE



REUTERS/Tim Chong

We are committed to opening new doors of opportunity for our people and our business and supporting our employees as they grow within the organization and their local communities.

## FAST FACT

The Employer Support of the Guard and Reserve (ESGR) group of Minnesota presented Thomson Reuters with the Patriot Award for outstanding support of military reservists.



REUTERS/Parth Sanyal

## EMPLOYEE RESOURCE GROUPS

Employee Resource Groups (ERGs) partner with the business to support the development of members and assist with recruitment and retention efforts. They also provide a network of support for our employees. These groups currently exist globally and participation is open to all.

### ERGs exist in the following areas:

- Black Employee Network (BEN)
- Asian Heritage Employee Resource Group (AHERG)
- Gay, Lesbian, Bisexual, Transgender & Friends (GLBT&F) Employee Resource Group
- Veterans Employee Resource Group
- Hispanic Employee Resource Group



## CAREER PLANNING

Thomson Reuters is a business built upon intelligent information created by and sold by human beings. Our employees are technologists, lawyers, editors, and machine operators, just to name a few. They have careers, not just jobs. Because we are a successful, dynamic company that is growing globally, we offer employees many opportunities to progress and provide career planning and development tools to support individual and business performance. We encourage all managers to lead career development planning discussions each year with their employees. ●

## BEYOND BOUNDARIES

Diversity means many things: protection against discrimination on the basis of gender, race, religion, national origin, sexual orientation, age or disability – these are important minimum protections. But diversity also encompasses actions we can take to go on the “offensive” such as promoting an inclusive, challenging culture that respects different working styles, work-life balance, and backgrounds.

We are proud that our 2010 employee survey showed increased engagement scores in the areas of diversity, inclusion, and collaboration. We show our support for diversity with more than words; we take action. From training leaders and managers to better understand and manage their personal bias, to providing tools to help employees work effectively with each other so that cultural barriers don't interfere with our mission,

to providing open and transparent communications, we believe in being an inclusive organization because we believe it is good for business. Ultimately, respect for and promotion of diversity is a key element and a reflection of our passion for talent. ●

“ WE SHOW OUR SUPPORT FOR DIVERSITY WITH MORE THAN WORDS; WE TAKE ACTION. ”

## WOMEN@THOMSON REUTERS

The 3,500 member-strong **Women@Thomson Reuters** network has chapters around the world including in Minnesota, Michigan, New York, India, and the U.K.

Our vision is to develop the talents and champion the contributions of female employees, thus promoting women as equal partners in the success, achievement and profitability of Thomson Reuters.

Women@Thomson Reuters assists women in expanding their networks, finding opportunities and developing their skills. It sponsors Special Interest Groups in a number of areas including Women & Business, Women in Technology and Working Mothers. ●



The Thomson Reuters Professional 2010 Corporate Responsibility Report is available online at:

[thomsonreuters.com/professionalcr](http://thomsonreuters.com/professionalcr)

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