

2024 Stakeholder engagement examples

Stakeholder group	Importance	Engagement
Employees	Our people are essential to our success; we must attract, retain and develop the best employees; hearing directly from them is an important driver for improvement	We involve over 4,800 colleagues across RELX in CR networks who in turn reach thousands more people across the Company. In 2024, we had 130 active Employee Resource Groups (ERGs), focusing on a range of inclusion priorities including gender, race, ethnicity, age, LGBTQ+ and disability. Employees recorded over 22,400 ERG hours in the year. We conduct triennial employee opinion surveys and have a dedicated Non-Executive Workforce Engagement Director.
Investors	Regular engagement helps investors understand the CR issues that affect our business and how we address them	Direct meetings on CR with institutional investors; completed numerous CR-related surveys and information requests, including CDP, the S&P Corporate Sustainability Assessment and the Workplace Pride Global Benchmark. See page 37 in the 2024 RELX Annual Report for more.
Customers	The growth and future of our company relies on our ability to deliver sustainable, essential information and services to customers and their willingness to accept the value placed on them	In 2024, with input from the customer insight leads across our business, we calculated a RELX-wide customer satisfaction metric of 87%. Customers participated in our Business for the Rule of Law Cafés and our annual SDG Inspiration Day, which included the RELX SDG Customer Awards recognising the exceptional efforts of our customers who share RELX's ambition to advance the SDGs.
Government	Governments set the external environment in which we operate, not least through laws, regulation and advice; engagement allows us to follow important developments and share our company perspective	In the year, we continued our involvement with the Aldersgate Group which engages the UK government on environmental issues, contributing to their report on the use of smart regulation in delivering environmental improvement. We also have had one-to-one communication with governments as well as through networks such as the UK All Party Parliamentary Corporate Responsibility Group. We remained signatories of We Are Still In.
Suppliers	We must ensure our suppliers meet the same ethical standards we set for our corporate behaviour	We engaged with 914 key suppliers through our Socially Responsible Supplier programme, encompassing Supplier Code of Conduct awareness activities, training, audits, remediation and surveys; we continued to advance our US Supplier Diversity programme, identifying and inviting tenders from diverse suppliers and providing feedback. In 2024, we engaged a specialist supply chain auditor who undertook 137 external audits on our behalf. Suppliers have access to modern slavery awareness training through our audit provider. In addition, we asked certain suppliers to undergo further training on freely chosen employment and child labour in the year.
Non-governmental organisations (NGOs)	NGOs have expert knowledge in a range of areas and can inform best practice performance	Our three-year partnership with Save the Children commits us to raising \$150,000. We focused on key issues with NGOs such as renewable energy through RE100, and education for all through our global fundraising projects with Book Aid International and the Ban-Ki Moon Centre for Global Citizens and others. We provided support for NGOs through RELX Cares central donations, skills-based volunteering and other in-kind contributions.
CR Networks	CR networks allow us to gain insight from sector and other corporate peers	Actively contributed to networks such as the UN Global Compact and the UN Global Compact UK and Dutch Networks; Responsible Media Forum; Digital Impact of Media Project, Bookchain Project and the Open for Business Coalition among others.
Communities	Our 'licence to operate' depends on good relations with communities around the world	Through our global community programme, RELX Cares, 37% of employees engaged in volunteering in 2024, according to Business for Societal Impact data, the average volunteering rate for our sector is 22.1% and for all sectors is 21.6%. We engaged with local communities through volunteering at local food banks, doing fitness challenges and school mentoring visits. 91% of surveyed employees said their motivation and pride in the company had increased as a result of volunteering.