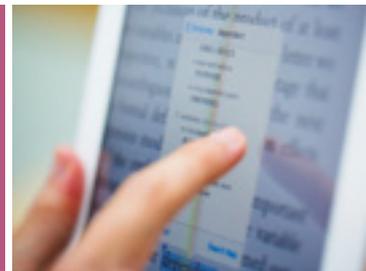
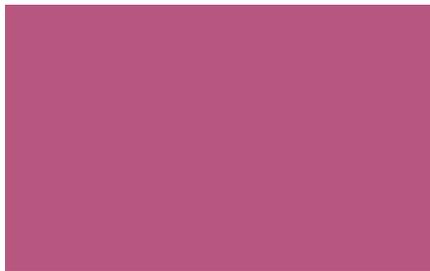


Oxford University Press

Code of Conduct 2015



Understanding our mission
and values and the manner in
which we will achieve them.



Percentages

Mathematics

Prime Numbers

Numbers given below are prime numbers. Classify them in two groups.

8, 15, 11

58, 39, 51

19



Contents

04

Letter from
Nigel Portwood

05

Our mission
and values

06

The people we
work with

07

The way we
operate

10

Making sure our Code
is widely understood

10

Reporting your
concerns

11

More resources
and contacts

Letter from Nigel Portwood

Our mission is simple and clear—we aim to achieve excellence in research, scholarship, and education by publishing worldwide. At OUP we are proud of the work that we do and the positive impact that it has on educational and academic standards around the world.

We also take pride in the way in which we work and we strive to maintain the highest ethical standards. That is consistent with the values of OUP and the University of Oxford, of which we are a part.

OUP's Code of Conduct, first published in 2012, lays out the principles and standards which underpin our work and provides guidance on how we should work with our colleagues and with people from outside of our organization. It is also a useful summary of other OUP policies and guidelines which explore specific issues in more depth. The Code has become a valuable tool, from underpinning sales training programmes to facilitating performance management conversations with employees.

We review and update the Code annually. While the 2015 edition incorporates very few changes, it is still important that you read and understand it, either to refresh your memory or to engage with the principles for the first time. We provide the Code in 18 languages, and we ask you to confirm that you have read and understood it via a formal acknowledgement system.

Thank you for your continued help in making OUP an organization of which we can all be proud.



A handwritten signature in black ink that reads "Nigel Portwood". The signature is written in a cursive, slightly stylized font.

Nigel Portwood
Chief Executive, OUP

Our mission and values

Oxford University Press is a department of the University of Oxford. It furthers the University's objective of excellence in research, scholarship, and education by publishing worldwide.

At Oxford University Press we have a clear mission which informs everything we do; to create world-class academic and educational resources and to make them available across the world. We do this because we are part of the University of Oxford, one of the world's most influential and prestigious centres of learning.

Our work today is rooted in nearly 500 years of publishing history and several important values.

- We believe that access to education and research changes lives for the better, and so we create high-quality resources that inspire learning and provide new insights.
- We believe that trust underpins all of our work; from building strong relationships with our authors, customers, suppliers, and colleagues to ensuring that everything we do is honest and appropriate.

- We value the University's excellent reputation and strong global brand, and believe that our actions must support these important assets.
- We believe that we must continue to innovate in order to maximize the value we bring to the creation and dissemination of academic and educational resources.

In addition to being guided by our mission and these values, we must also uphold the University's charitable status through all of our work. This means that the University's primary purpose is at the core of all we do, and we apply our resources responsibly in pursuit of that purpose.

The following set of principles guides all of our work around the world.

The people we work with

OUP employees

- OUP seeks to recruit people who share and model its values and will contribute to its success.
- We are committed to promoting and maintaining a culture of equality and diversity and, as a minimum, we comply with relevant legal requirements wherever we operate.
- We respect the knowledge, skills, and experience that each individual brings to their work here, and we endeavour to involve our colleagues to the best of their abilities.
- We try to create a working environment that people find stimulating and enjoyable, and where learning opportunities are available.
- We treat our colleagues with dignity and respect, and promote a safe environment free from discrimination, harassment, and victimization.
- We endeavour to provide safe and healthy workplaces.
- We respect our colleagues' privacy and right to a life outside work.
- OUP employees can expect fair remuneration for doing their job.

We have six global policies that provide further guidance on aspects of employment in our organization:

[Global Dignity at Work policy](#)

[Global Equality and Diversity policy](#)

[Global Mobility policy](#)

[Global Pre-Employment Vetting Policy](#)

[Global Recruitment policy](#)

[Health and Safety Policy Statement of Intent](#)

If you need help with locating and understanding these policies, contact your HR Manager.

Suppliers, authors, and other partners

- When choosing suppliers, authors, partners, or any organization or individual with whom we do business, we expect competence, reliability, and ethical behaviour.
- We value our relationships with suppliers and other partners and endeavour to create honest, open, and reliable working practices.

We produce a Partner Code of Conduct for all of our suppliers, authors, customers, agents, government officials, and any other business partner with whom OUP has a business relationship. We make this available to the majority of our partners. If you need help with locating and understanding the Partner Code and how to use it in your work, contact your Divisional Compliance Manager or Officer.

The way we operate

Ethical practices

- We are committed to the highest standards of integrity and we comply with the laws and regulations of every country in which we do business.
- We do not offer, promise, give, request, agree to receive, or accept bribes no matter what the local business practice may be. This applies to current or would-be suppliers, authors, partners, customers, government officials, or any other party. We also expect third parties acting on behalf of OUP not to bribe.
- We do not make facilitation payments, nor do we allow third parties to do so on our behalf.
- We take appropriate action to prevent all forms of fraud within OUP.
- We expect you to report any instances of suspected bribery or fraud, and in return OUP commits to investigating them appropriately.
- We ensure that any gifts or hospitality we give or receive are always clearly for business purposes and are reasonable and appropriate.
- We do not make political donations.
- We do not engage in collusive practices such as price-fixing with competitors or bid-rigging on tenders.
- We do not engage in coercive practices such as blackmail.
- We have a duty to avoid situations where there might be conflict between OUP's interests and our own interests.
- We do not manage directly or report to another member of staff with whom we have a close personal relationship.
- As individuals we don't compete with any activity or business of OUP's, directly or indirectly, or use the knowledge gained here to help anyone else to compete with or undermine us.
- We don't make personal investments that might affect our business judgement. For instance, we don't have personal interests in companies that compete with or do business with OUP unless we have disclosed this interest to the Group or Divisional Compliance teams and they have approved it.
- We treat OUP property with respect and we make sure that it is not used for personal purposes except in special, authorized circumstances.

We have eight global policies that provide further important details on our ethical practices:

[Bribery and Fraud](#)

[Charitable Giving](#)

[Conflict of Interests](#)

[Collusive and Coercive Practices](#)

[Ethical Marketing](#)

[Gifts and Hospitality](#)

[High-Risk Business Activity](#)

[Raising Ethical Concerns](#)

If you need help with locating and understanding these policies, contact your Divisional Compliance Manager, Divisional Compliance Officer, or the Group Compliance Officer.

The way we operate

Customers

- We value the confidence and trust of our customers, and will always endeavour to communicate honestly, openly, and reliably with them.
- When customers contact us we respond professionally, politely, and within appropriate timescales.
- We welcome customer feedback and try wherever possible to act on it to improve our services.
- We always try to ensure that our product information, advertising, and other forms of communication are clear, accurate, and honest.

Intellectual property

- We protect OUP's intellectual property (trademarks, design rights, copyrights, proprietary information, trade secrets) at all times.
- We follow OUP's global Corporate Visual Identity Manual for guidance on use of our logo and other brand marks.
- We respect intellectual property rights throughout the world, including the intellectual property rights of our suppliers, authors, partners, and any organization or individual with whom we do business.

Confidentiality

- We respect confidentiality obligations.
- We treat OUP plans and information as confidential, and don't disclose them to people outside our organization unless it is necessary and we are authorized to do so. We never disclose information for our own or others' private benefit.
- We take due care with our computers, laptops, other mobile devices, and passwords to ensure that sensitive information cannot be mislaid or stolen.
- When we receive a media or external enquiry about OUP which is not directly related to our products or is unusual in any way, we refer it to the appropriate PR or communications department (Group or Local). We don't attempt to respond ourselves unless asked to do so by a member of our Divisional Board or Group Communications.

We have a Global Media Policy, Global Social Media Policy, and other Information Security Policies in some locations that provide further information. Group Legal, OUP's Security and Risk Manager, and Group Communications can provide more information about intellectual property, data protection, and confidentiality, should you require it.

The way we operate

Our records and data

- We maintain records that fairly and accurately reflect our business transactions as they occur.
- We don't make false or misleading entries. We follow all our control and financial policies.
- We don't knowingly provide false information to OUP or about OUP externally.
- We are each responsible for protecting information when handling other people's personal data, whether it relates to an employee or a customer.
- We comply with local data protection laws.

Charitable giving

- As a department of the University of Oxford, OUP is part of a charity. This means that OUP's charitable giving is restricted to organizations that share a similar educational mission to that of the University.
- We support a number of organizations on a longer term basis including several that donate books to educational outlets in developing countries and widen access to education and research. We also make one-off donations of publications and small financial gifts to many small charities every year.
- We don't make any donations without first consulting OUP's Global Charitable Giving Policy or Group Communications.

Our social responsibilities

- We support universal human rights including equal employment rights, safe workplaces, freedom of speech and of association, and the rights of all to an education.
- We oppose illegal or inhumane labour practices and expect our suppliers and other partners to do the same.
- We are mindful of our impact on the environment and endeavour to minimize the impact of our operations on our surroundings. We have a Global Environmental Policy that provides more information about our practices.

Making sure our Code is widely understood

Everyone working for OUP receives a copy of the Code, either electronically or on paper. It is also available on OUP's intranets (*Oxford Share* and any local intranet sites) and our corporate website.

- All managers are responsible for ensuring that their team members receive a copy of the Code, and that they understand all of the principles.
- If there is anything in the Code of Conduct that you don't understand, or if you want some guidance, you can ask for help from the following people:
 - Your manager
 - Your HR Manager
 - Your Divisional Compliance Manager
 - Group Compliance (see contact information on page 11)
 - Group Legal (see contact information on page 11)
 - Group Communications (see contact information on page 11)
- All employees will receive an annual reminder about OUP's Code of Conduct, whether or not there are any changes to the content of the document. It is required that every individual will read the document on receipt, ask questions as appropriate, send an acknowledgement that they have understood it, retain an easily accessible copy for reference on a day-to-day basis, and comply with the Code both in letter and in spirit.

Reporting your concerns

If you think someone is acting in a way that is inconsistent with OUP's Code of Conduct, then it is important that you take action. You can report it to your manager, but if you feel uncomfortable doing so, you have several choices:

- For ethical concerns, please contact your local Divisional Compliance Officer.
- For employment matters, please contact a member of your local HR team.
- You can contact Group Legal or Group Compliance (details on page 11).
- Or contact the Compliance and Ethical Concerns Helpline, a confidential telephone and email service. Details about the service can be found in OUP's Raising Ethical Concerns Policy. The phone numbers and other relevant contact details can be found on *Oxford Share*.

More resources and contacts

Many OUP policies are referred to within the Code of Conduct. Most are Group-wide policies and we include a list of these below. All OUP global policies are available on *Oxford Share*. There are also other policies of local relevance. If you have trouble locating the policies please ask your manager or HR Manager for help.

Please be aware that where a specific clause in this Code of Conduct is not consistent with local laws, the local laws will prevail. Group-wide policies:

Dignity at Work policy	Conflict of Interests
Equality and Diversity policy	Collusive and Coercive Practices
Recruitment policy	Ethical Marketing
Vetting policy	High-Risk Business Activity
Group Legal Policy	Corporate Visual Identity Manual
Health and Safety Policy of Intent	Media Policy
Bribery and Fraud	Social Media Policy
Gifts and Hospitality	Environmental Policy
Raising Ethical Concerns	
Charitable Giving	

Group Compliance

Email address: andrew.wigmore@oup.com

Phone number: +44 (0)1865 353609

Group Legal

Email address: jo.marks@oup.com

Phone number: +44 (0)1865 353936

The Code of Conduct is available in the following languages, copies of which can be downloaded from *Oxford Share* or are available from your HR Manager or Group Communications:

Arabic	Russian
Bahasa Malaysian	Spanish (European)
Brazilian Portuguese	Spanish (Latin American)
Simplified Chinese (China)	Swahili
English (British)	Traditional Chinese (Taiwan, Hong Kong)
Hindi	Thai
Japanese	Turkish
Korean	Urdu
Polish	Vietnamese

Group Communications

Email address: rachel.goode@oup.com

Phone number: +44 (0)1865 353388

Group Human Resources

Email address: humanresources.uk@oup.com

Phone number: +44 (0) 1865 354415

Oxford University Press
Great Clarendon Street
Oxford OX2 6DP

Tel: +44 (0)1865 556767
Fax: +44 (0)1865 556646

Designed and produced by:
Crumpled Dog Design
London EC2A 4NU
www.crumpled-dog.com

March 2015

www.oup.com/codeofconduct

