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OUP’s Code of Conduct is a guide to help us to work in a way that is consistent with our values and to support us in making good decisions every day.

First published in 2012, our Code of Conduct is reviewed and reissued annually.

It is important that you read and understand the Code. If you become aware of any activities or behaviour that is inconsistent with the Code or any other of our policies, you must report it, and know that you can do so confidentially and without retribution.

You can make a report using our rebranded confidential Speak Up channel (a single point of contact for reporting all types of concerns), or one of the other options outlined on page 10.

Thank you.

Nigel Portwood
Chief Executive, OUP
Our mission

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 services and to make them available across the world.

We share the University’s uncompromising standards, defining qualities, and belief in the transformative power of education to inspire progress and realize human potential.
The people we work with

OUP employees

We aspire to uphold the OUP Qualities, a set of characteristics that describe the behaviours we all need to develop in order to help us achieve our shared mission.

We seek to recruit people who share and model the OUP Qualities and who will contribute to OUP’s 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 show respect for the backgrounds, knowledge, skills, and experience that each individual brings to their work, 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 ensure our work environments are healthy and safe and do not put ourselves or others at risk.

We respect our colleagues’ privacy and right to a life outside work.

OUP regularly reviews its reward programmes to ensure that they meet the needs of our employees across the world.

Customers and learners

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.

We will always seek to safeguard the welfare of children and young people in the course of delivering our products and services.

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 from them.

We value our relationships with suppliers and other partners and endeavour to create mutually 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. In general, we make this available to our partners and ask them to acknowledge they have read and understood it.

If you need help with understanding how to use the Partner Code in your work, contact your Divisional Compliance Manager or Officer.

For more information and resources on the OUP Qualities, visit Oxford Share and search ‘OUP Qualities’.

Global policies that provide further guidance on aspects of employment in our organization:

Dignity at Work Policy
Environmental Policy
Equality and Diversity Policy
Health and Safety Policy Statement of Intent
Mobility Policy
Pre-Employment Vetting Policy
Recruitment Policy

If you need help with locating and understanding these policies, contact your HR Business Partner.
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 value, or what local business practice may be. This applies to all parties with whom we deal including suppliers, authors, partners, customers, and government officials. 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, and take steps to prevent the facilitation of tax evasion.

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 coercive practices, such as threats or blackmail.

We have a duty to avoid situations where there might be conflict between OUP’s interests and our own personal 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 hold or 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.
The way we operate

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 Identity Guidelines 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

OUP Confidentiality

We treat OUP plans and information as confidential, and don’t disclose them to people outside our organization unless it is necessary, we are authorized to do so, and we have taken the appropriate steps to secure the data.

We never disclose information for our own or others’ private benefit.

We take care to protect the integrity and security of our information when we are travelling, or working in public places.

We take 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.

Third party confidentiality

We respect confidentiality obligations to third parties, including former employers, competitors, customers, and suppliers.

We encourage our colleagues to respect their current and previous third party confidentiality obligations. We never encourage colleagues to break these obligations by sharing unauthorized third party confidential information without that third party’s approval.

We do not retain unauthorized confidential information or share it with others, and we never use unauthorized confidential third party information for our own or OUP’s benefit.
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.

We are each responsible for protecting information when handling other people’s personal data, whether it relates to an employee or a customer.

We will classify records and data into different categories depending upon the nature of the information, in accordance with our information security and data privacy policies and standards.

We take care when responding to third party requests to access confidential information.

We take care when working with third party providers who may be handling our confidential information on our behalf.

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 will take steps to ensure that there is no slavery or human trafficking in our business or its supply chain.

We are mindful of our impact on the environment and endeavour to minimize the impact of our operations on our surroundings.
Everyone working for OUP receives a copy of the Code and receives an annual reminder, whether or not there are any changes to the content. It is available on Oxford Share 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 Business Partner
Your Divisional Compliance Manager or Officer

You can contact Group Compliance, Legal, ISDP, or 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.

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 have several choices:

You can report concerns to your manager.
You can contact a member of your Compliance or HR team.
You can report matters to OUP’s ethical reporting hotline – Speak Up: SpeakUpOUP@expolink.co.uk or https://wrs.expolink.co.uk/speakupoup. Phone numbers and other relevant contact details can be found on Oxford Share. Reports can be made anonymously, although it may then be more difficult to respond to your concerns.
You can make a report to one of the individuals or teams listed on page 11.

OUP does not tolerate retaliation against any employee who makes a report in good faith.
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 Business Partner for help.

Contacts

**Group Compliance**
Email address: groupcomplianceofficer@oup.com or investigations@oup.com
Phone number: +44 (0)1865 353609

**Group Legal**
Email address: jo.marks@oup.com
Phone number: +44 (0)1865 353936

**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

**Group ISDP**
Email address: simon.ebbitt@oup.com
Phone number: +44 (0) 1865 686964

Group-wide policies

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

- Acceptable Use Policy
- Bribery and Fraud
- Charitable Giving
- Collusive and Coercive Practices
- Conflict of Interests
- Corporate Identity Guidelines
- Data Privacy Policy
- Dignity at Work Policy
- Environmental Policy
- Equality and Diversity Policy
- Ethical Marketing
- Gifts and Hospitality
- Group Legal Policy
- Health and Safety Policy of Intent
- High-Risk Business Activity
- Information Security Policy
- Media Policy
- Mobility Policy
- Pre-Employment Vetting
- Raising Ethical Concerns
- Recruitment Policy
- Safeguarding Policy
- Sanctions Policy
- Social Media Policy

Available translations

The Code is available in the following languages, copies of which can be downloaded from Oxford Share or the corporate website.

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