

Oxford University Press

Partner Code of Conduct



Working with our
business partners
around the world.





Emma

Emma Woodhouse is beautiful, clever, and rich. She lives alone with her father and spends a lot of her time thinking about future husbands – for her friends. When she meets Harriet Smith, a poor girl with no family, Emma decides that she must find a husband for her. Harriet is pleased to be Emma's friend – but will Emma's matchmaking make Harriet happy?

Text adaptation by Barbara Mackay
Illustrated by Susan Scott
Cover image shows Kate Beckinsale in 'Emma', 1996. © 1996

This book is supported by a Multibook, containing a complete dramatised audio recording of the story plus interactive activities.
Series Editors: Bill Bowler and Sue Farrington
Word count: 8200

LEVEL	HEADWORK
Three	2000
Two	1500
One	1000

DOMINOES
THE STRUCTURED
APPROACH TO
LEARNING ENGLISH

DOMINOES
Two

OXFORD

Emma

OXFORD
UNIVERSITY PRESS

DOMINOES

OXFORD



Contents

4

Letter from
Nigel Portwood

5

OUP's Mission
and Values

6

Working
Together

7

The
Principles

9

Making sure our Partner
Code of Conduct is
understood

9

Reporting your
concerns

10

Further
information

Letter from Nigel Portwood – Chief Executive OUP

Oxford University Press (OUP) is a global organization. With more than 6,000 employees and a multitude of business partners across the world, it is increasingly important that everyone who works with OUP understands our goals and the manner in which we will achieve them, regardless of their location.

This Partner Code of Conduct has been created to give our business partners a clear view of the values and principles that underpin all of our work. Many of the principles in this code are about complying with laws and regulations and these are our minimum standards; our employee Code of Conduct reflects the same principles. We want to ensure that everything we do and say is consistent with our mission and values and upholds the first-class reputation of the University of Oxford, of which we are a part.

We choose our business partners with great care, ensuring that they are the most competent and reliable. We also value our relationships with them and endeavour to make them honest and open. In return we expect all of our business partners to act in accordance with this Partner Code of Conduct at all times.

Thank you.



A handwritten signature in blue ink that reads "Nigel Portwood". The signature is written in a cursive, flowing style.

Nigel Portwood, Chief Executive, OUP

OUP's 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 OUP we have a clear mission which informs everything we do; to create world-class academic and educational resources and 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.


Working Together

It is important to us that all of our business partners want to work in the same way as us, and this Partner Code of Conduct has been created so that we can share our mission, values, and principles. Where we use the term “partner” in this Code, we mean this to include suppliers, authors, customers, agents, government officials, and any other business partner with whom OUP has a business relationship.

In working with you, we want to:

- Uphold our mission and values at all times
- Make sure everything we do is ethical and lawful
- Ensure our business relationships are open, honest, and successful
- Create a sustainable future.


Our principles cover:

- Ethical practices
 - Social responsibilities
 - Our records and data
 - Customers.
- 

The Principles

These principles underpin the way we work at OUP. We expect our business partners to have the same principles of working.

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 business partners acting on behalf of OUP not to give or receive bribes or make improper payments.
 - We do not make facilitation payments, nor do we allow other people to do so on our behalf.
 - We take appropriate action to prevent all forms of fraud.
 - We expect all business partners to report any instances of suspected bribery or fraud through their internal processes and, if this is not appropriate, to OUP directly (see OUP contact details on page 10).
 - 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 engage in anti-competitive practices, such as price fixing, bid-rigging, or collusion with our competitors.
 - We do not engage in coercive practices, such as blackmail.
 - We avoid situations where a conflict of interest may occur. This includes a range of personal, social, financial, and political activities that could interfere – or have the appearance of interfering – with OUP's interests. Activities we avoid include doing business with an individual or entity with which we or a close family member has a personal interest, making personal investments that might affect our business judgement, or personally competing with an OUP activity.
-
- 

The Principles


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, including the use of forced or child labour.
- We pay fair wages in line with the norms for the industry and market and do not require anyone to work excessive hours, particularly where this might impact personal health and safety.
- We are committed to promoting and maintaining a culture of equality and diversity and, as a minimum, we comply with national legal requirements wherever we operate.
- We treat our colleagues with dignity and respect, and promote a safe environment free from discrimination, harassment, and victimization.
- We maintain a safe working environment and provide access to protective equipment and safety training to mitigate known hazards or potential risks.
- We are mindful of our impact on the environment and endeavour to minimize the impact of our operations on our surroundings.

Our Records and Data

- We maintain records that fairly and accurately reflect our business transactions as they occur.
- We don't knowingly provide false information to OUP or about OUP.
- We comply with local data protection laws.
- We respect intellectual property (trademarks, design rights, copyrights, proprietary information, trade secrets) throughout the world, including the intellectual property of OUP, our partners, and any organization or individual with whom we do business.
- 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.

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.
- 

Making sure our Partner Code of Conduct is understood

Our Process

Every business partner working with OUP will receive a copy of our Partner Code of Conduct.

We ask that all business partners read and ensure that they understand this Partner Code of Conduct and will act in line with the principles and values it sets out.

Reporting your concerns

If you see behaviour which is inconsistent with this Partner Code of Conduct, it is very important that you take action.

In the first instance, you should report your concerns in the manner determined by your own Code of Conduct. If this is inappropriate, or concerns a member of OUP, you can raise your concerns by email to the OUP Group Compliance Officer at the following e-mail address:

groupcomplianceofficer@oup.com

The Group Compliance Officer is independent of OUP's divisions and individual businesses and all reports received will be treated in strict confidence.

Alternatively, reports can be submitted on an anonymous and confidential basis to Expolink, an independent company. Expolink's contact details are:

Web site www.expolink.co.uk

Contact page www.expolink.co.uk/#contact

E-mail OUP@expolink.co.uk

Telephone Call the operator to make a collect call to **+44 (0) 1249 661 808**

Further information

If you need further information regarding this Code of Conduct, please contact:

Group Compliance Department

Email address: andrew.wigmore@oup.com

Phone number: +44 (0)1865 353609

Group Communications Department

Email address: rachel.goode@oup.com

Phone number: +44 (0)1865 353388

Group Legal Department

Email address: jo.marks@oup.com

Phone number: +44 (0)1865 353936





OXFORD

UNIVERSITY PRESS

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

July 2013



www.oup.com/codeofconduct