

COPYRIGHT LICENSING LIMITED CODE OF CONDUCT

A. INTRODUCTION

1. COPYRIGHT LICENSING LTD

Copyright Licensing Ltd (CLL) is part of a global network of copyright collectives that provide centralised licensing services for the reproduction of extracts from published works. We make it easier for users of books, journals and periodicals to get clearance to copy from a worldwide repertoire of works.

CLL provides services to rightsholders (publishers and authors) and copyright users. We promote the creation and dissemination of copyright material, act in the interests of rightsholders and facilitate legal access to copyright material.

As a non-profit organisation, all licensing revenue is returned to rightsholders after deduction of operating costs and a contribution to the CLL Cultural Fund which is used to fund Writers' Awards, Grants and other cultural and social benefits for rightsholders.

The Code of Conduct (the Code) sets out the standards of service that rightsholders and users can expect to receive when dealing with CLL. The Code promotes awareness of and access to information about CLL and the role and function of Reproduction Rights Organisations (RROs) in administering copyright on behalf of rightsholders.

The objective of this Code of Conduct is to promote best practice in CLL's operations and develop confidence in CLL. It embodies the principles and values held by CLL, its Board and staff.

2. MISSION

CLL's mission is:

- To provide licences for the reproduction of extracts from books, journals and periodicals;
- To distribute licensing fees collected to copyright owners;
- To encourage respect for copyright and reduce copyright abuse;
- To take action against copyright infringement.

3. CULTURE

CLL's culture is one of supporting and promoting the interests of publishers and authors by:

- Lobbying for copyright law that supports their interests and is in line with international conventions and trends;
- Raising awareness of and encouraging respect for copyright;
- Taking action where copyright infringement and abuse exists;
- Providing licensing services for all sectors of the community; and
- Encouraging copyright compliance through licensing.

4. VALUES

CLL will:

- Maintain fair, equitable, impartial, honest and non-discriminatory relationships with rightsholders, users and other parties;
- Respect copyright, contracts and applicable national and international laws;
- Act with integrity in the collection and distribution of funds received;
- Minimise its costs while providing efficient services to publishers, authors and users of copyright.

In order to give effect to these values, CLL aspires to:

- Being responsive to the needs of its rightsholders and licensees;
- Achieving efficiency in the process of allocating and distributing payments; and
- Being accountable, ensuring transparency and striving for best practice in the conduct of its operations.

B. CODE OF CONDUCT

1. GENERAL

CLL will:

- 1.1 Act according to its governing rules and constitution as well as applicable national and international laws;
- 1.2 Provide information about its operations that is clear and easy to understand;
- 1.3 Educate and train its staff to meet the standards of this Code;
- 1.4 Work to maintain, protect and value copyright laws where required and appropriate;
- 1.5 Organise and publicise appropriate procedures to manage complaints and resolve disputes;
- 1.6 Deal with confidential information appropriately, respecting agreements and applicable laws while respecting privacy rights of rightsholders and users.

2. REPRESENTATION OF RIGHTSHOLDERS

CLL will:

- 2.1 Have open representation for all eligible rightsholders in accordance with applicable national and supranational laws, including competition law;
- 2.2 Ensure that its dealings with its constituents are transparent by publicising and explaining their operations, practices and procedures.

3. RELATIONSHIPS WITH RIGHTSHOLDERS

CLL will:

- 3.1 Manage its relationships with rightsholders efficiently, equitably and impartially;
- 3.2 Treat all rightsholders in accordance with applicable statutes and national laws;
- 3.3 Collect and distribute remuneration in a diligent, efficient and transparent manner;
- 3.4 Explain clearly and regularly the basis of our operations.

4. RELATIONSHIPS WITH COPYRIGHT USERS

CLL will:

- 4.1 Manage its relations with copyright users and their representatives efficiently, equitably and impartially;
- 4.2 Collect payments in a diligent, efficient and transparent manner;
- 4.3 Explain clearly the source and content of its repertoire.

5. DISTRIBUTION POLICY

- 5.1 All licensing revenue received by CLL will be distributed to rightsholders:
 - efficiently and expeditiously;
 - approximating actual use as far as possible;
 - transparently, by publicising distribution plans which explain the manner and frequency of payments with sufficient detail;
 - in accordance with applicable national and international laws.
- 5.2 CLL will clearly explain the management of funds not yet distributed.
- 5.3 Rightsholders are informed of any amounts deducted from licensing revenue to cover CLL's expenses and operating costs which:
 - are proper and reasonable and in proportion to their actual efforts; and
 - accord with and are authorised by applicable statutes and by national laws.
- 5.4 CLL deducts allocations for social and/or cultural purposes from its domestic licensing revenue. The authorisation for, and the amount and nature of the allocation is clearly explained to the rightsholders concerned.
- 5.5 Any disputes relating to the distribution of CLL's licensing revenue shall be dealt with in accordance with clause 12 of its Distribution Policy.