



# Living our values

A handbook for  
workplace ethics at the EPO



# Building our workplace together

The EPO is one of the world's foremost patent offices, delivering outstanding services and products. It is also a community of people committed to excellence with incredible skills and knowledge, from a multitude of different countries, backgrounds and traditions. We find beauty and strength in our diversity. And we also act as one Office, motivated by shared values such as trust, fairness, mutual respect, adaptability and collaboration.

This handbook maps how we live out those values in our daily work. By doing so, it aims to encourage greater self-awareness of how we

behave in the workplace. It is a tool that can empower us to have a positive impact on the well-being, engagement and professional performance not just of ourselves, but of everyone around us.

By embracing the principles in this handbook, each and every one of us can play our part in demonstrating integrity. How we choose to interact – with colleagues, partners and stakeholders – gives us the power to shape our working environment. We are building our workplace together and how we behave can help contribute to a truly sustainable Office and patent system.



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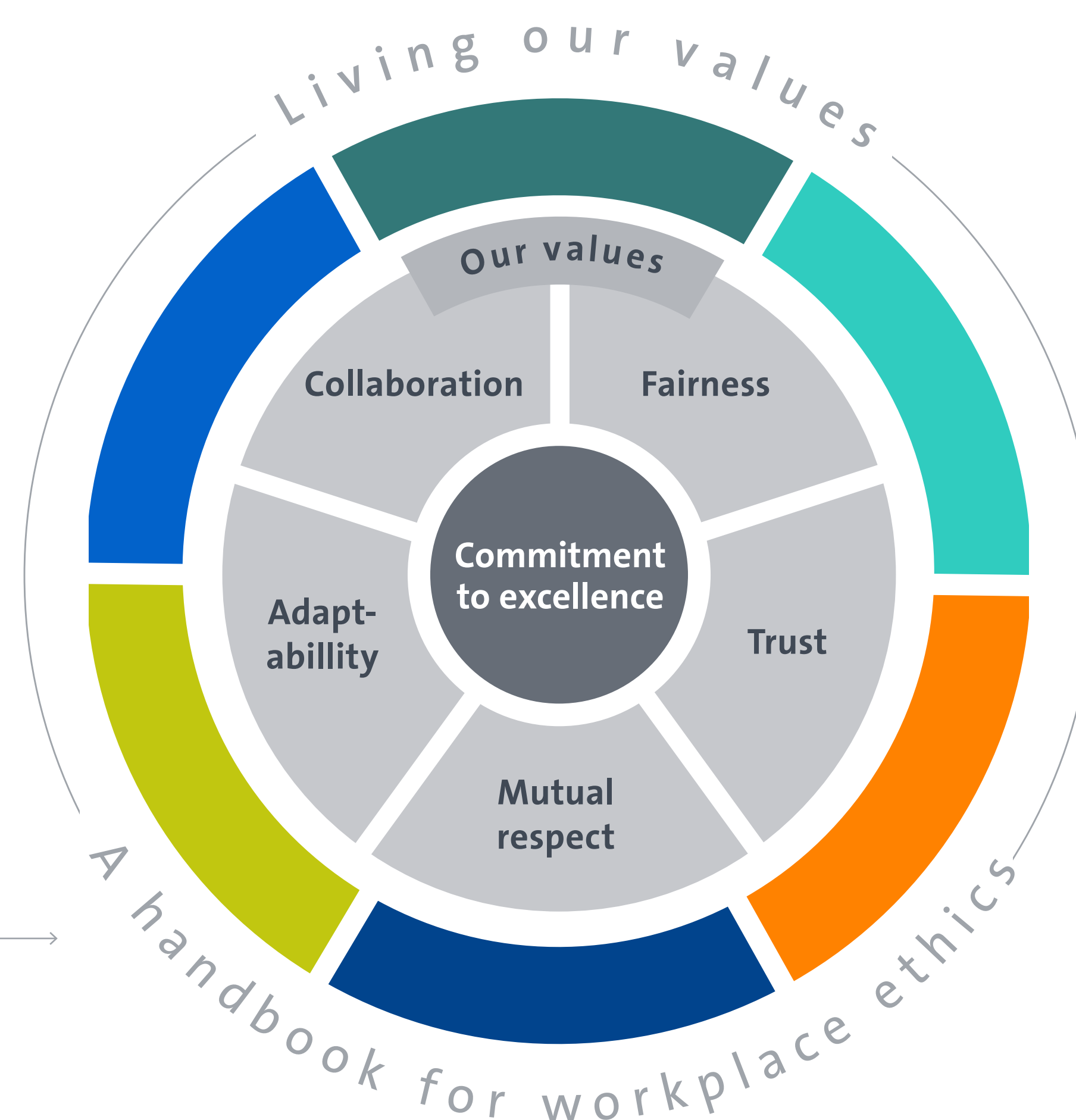
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# Content

- Why a handbook for workplace ethics?
- Working together
- Conducting our mission
- Working digitally
- Protecting information and assets
- Dealing with institutional and business stakeholders
- Caring for our environmental and social impact
- Speaking up





# Why a handbook for workplace ethics?

What makes us a leading global organisation in intellectual property? More than just our products and services, it is also the way we deliver them and the impression we leave behind.







This handbook draws on input from colleagues about the kind of work culture that makes us feel valued, respected and supported in achieving both our personal best and our shared goals.

It is about how we can demonstrate the EPO's commitment to excellence in our daily interactions at work, with colleagues and external stakeholders.

## Going beyond compliance

We are all committed to complying with the legal obligations as regards conduct in our Service Regulations and to respecting the fundamental rights they embody at work. And that is important because it protects the EPO and ourselves.

Yet to nurture a thriving work environment, we have to go beyond compliance by living out our mission and values in our working routines.

That is what this handbook is for. Structured around typical interactions at work, it features practical tips, checklists of questions to provoke thoughts and pointers to useful resources

made available by the Office as support. It is neither a set of rules, nor is it a basis for disciplinary action. Instead, it aims to inspire and encourage awareness of how we behave and the positive impact it can have in our daily interactions. It helps us to identify red lines not to be crossed and offers ways to speak up on integrity concerns.

## On the path to excellence

Being committed to excellence also means knowing we are not perfect and never will be. Getting better in everything we do calls for continuous efforts, making it more a journey than a destination.

By focusing on constructive behaviour that can enhance our organisation's culture, this handbook aims to help us navigate this journey and create positive ripples around us.

But no handbook is exhaustive. So if you have more ideas on how to promote positive interactions, we would love to hear from you. It is a living document, so some of your suggestions may find their way into a future version of this handbook and help shape tomorrow's Office culture.



# Working together

How we **collaborate** shapes our organisation's culture. Practising **inclusion** and building **trust** have a positive impact on our well-being, our engagement and our professional performance.



# Creating a thriving work environment begins with us

Creating a thriving work environment begins with each and every one of us. The way we interact with others influences how they perceive us. It is **in our power to build good relationships** and to inspire positive change around us so that we can feel empowered, respected and recognised for who we are and what we do.

No matter what our position, we can all contribute to building an even better workplace by:

- **Showing respect and courtesy:** We are all professionals in our roles, trying to give our best every day. Being mindful of the expertise of colleagues can help treat their contributions with the **respect** they deserve.
- **Taking responsibility:** When facing a problem, looking for solutions that can be delivered with confidence makes all the difference.
- **Showing appreciation:** Praise colleagues if they offer support or do a good job. A little bit of gratitude goes a long way.
- **Keeping it professional:** Backbiting erodes trust and respect. Discussing ideas and issues, not people, helps to keep relationships professional.

## Where to go

- ▶ Your line manager
- ▶ Confidential counsellors
- ▶ Ombuds Office



# Appreciating our differences

Working for an international organisation, we see the **diversity of our workforce** as an asset. For us, taking a **broad-minded approach** to our differences is always the best way forward.

**Inclusion** is about staying curious and being open to different views. It involves listening and trying to fully understand before responding, using positive body language, keeping statements brief and clear, inviting constructive criticism and being willing to change our mind. We give our colleagues the benefit of the doubt and opt for **open dialogue**.

In practice, that means:

- **Reflecting on perceptions:** Sometimes, we think we have heard or read something that was not actually said or written. Self-reflection on the reason for feeling offended or upset can help us avoid being too quick to take offence. Surprise and curiosity are often more constructive responses.
- **Checking intentions:** Asking the person to clarify what they meant can help understand their way of thinking and lead to better self-awareness.
- **Trying to understand the context:** It is no excuse, but a cultural faux pas, a bad day at work or personal worries can sometimes get in the way of good communication. Ask yourself: “Is there something I don’t know? Is there a cultural aspect I should consider?”

If someone questions what you have said or done, you can maintain an open dialogue by:

- **Managing your reaction:** While defensiveness is instinctive, remember misunderstandings are frequent and can be an opportunity to improve communication skills. You can ask yourself: “What is the impact of my words or actions?” and stay curious.
- **Steering the situation constructively:** Acknowledging your impact and expressing your intention to learn from the feedback and act differently in the future often helps to calm everyone’s emotions.

## Where to go

- ▶ Your line manager
- ▶ Confidential counsellors
- ▶ Ombuds Office
- ▶ Employee Assistance Programme (EAP)
- ▶ Diversity & Inclusion Networks

## Find out more

- ▶ D&I promoters and 10 Inclusive Behaviours
- ▶ D&I Dashboard
- ▶ Interpersonal conflicts



# Collaborating constructively

Our success depends on how we work together to achieve our common goals. Frank exchanges in a respectful environment are vital to the growth of any knowledge-based organisation. That dialogue includes **constructive feedback**, which is not just a gateway to professional development, but a gift that helps us to improve our products and services. Admitting that our choices can sometimes turn out to be mistakes – as can those of others – is crucial too. The key is to accept responsibility for any mistakes, mitigate their impact and learn from them.

We can contribute to closer teamwork by:

- **Proving reliable:** If we are assigned a task, colleagues will feel more comfortable if they know they can rely on us to deliver.
- **Showing consideration:** Avoiding unnecessary delays and giving others enough time to provide input shows respect.
- **Sharing knowledge:** Providing others with all the relevant information they need and explaining choices builds trust in a team.
- **Seeking feedback:** We can always learn from colleagues, regardless of their role or seniority.

## Where to go

- ▶ Your line manager

## Find out more

- ▶ Communities of Practice
- ▶ Continuous Knowledge Transfer (CKT)



# Engaging in social dialogue

**Constructive and transparent dialogue** between social partners benefits all staff. Staff have a voice and can get involved in discussions about working conditions. By expressing views to staff representatives and managers and participating in staff consultations, this voice can be considered when decisions that impact our career and life choices are made.

Social dialogue is about sharing information, debating ideas openly and aiming to find **common ground**. When disagreements arise about employment conditions, we constantly explore all the options available for resolution throughout. This is because we understand that litigation comes at a cost – both financial and human – and that the timeliness of our justice system is important to us all and so a shared responsibility of the Office and its staff. ①

# Leading by example

When we manage people, we can make a difference to how colleagues work together, both within teams and across the organisation. We can set an example by **acting responsibly**, understanding what motivates our team, and trying to consider viewpoints that differ from our own without passing judgement.

We encourage other team members to speak up and ensure they are heard. By dealing constructively with conflict – even if that is not always easy – we can build **trust** and create an atmosphere where everyone's voice is heard and balanced decisions are taken. Mutual trust makes it easier to see feedback as constructive and puts people at ease about taking on joint or individual responsibilities. ②

## Red line

There is no place for sexual or any other form of harassment in the workplace. In fact, the EPO has publicly committed to zero tolerance on this; so know what the signs are and take a stand to prevent or address it. ③

### ① Where to go

- ▶ Central Staff Committee
- ▶ Local Staff Committees
- ▶ Your line manager

### Find out more

- ▶ Conflict management
- ▶ Social dialogue

### ② Where to go

- ▶ Your line manager

### ③ Where to go

- ▶ Your line manager
- ▶ Confidential counsellors
- ▶ Ombuds Office
- ▶ Ethics and Compliance Reporting channel



# Conducting our mission

Our **commitment** to granting high quality patents and delivering efficient **service** brings us together – no matter where we work or which role we play.





# Living our mission

We are all building our workplace on the foundations set out by the European Patent Convention. Our commitment to excellence is reflected in the efforts we all make right across the Office to deliver a **high-quality international public service** that delivers on our mission. Knowing that our choices affect the interests of our user community and society at large, we are expected to take well-informed, balanced and consistent decisions as well as to communicate transparently our reasons for doing so.

# Aiming for excellence

For us, delivering products and services of the highest possible quality goes beyond regular checks and controls.

We can all contribute to it by:

- **Cultivating self-growth:** Continuous individual development positively impacts all of our products and services because with increasing knowledge comes self-awareness, accuracy and efficiency in our delivery. Actively seeking challenges to our viewpoints and offering support when asked will help us move forward collectively.

- **Collaborating:** Sharing information, knowledge and resources across the organisation enables us to provide users with consistent and predictable products and services, irrespective of which area is entrusted with its delivery. Seeking and learning from the experience of colleagues serving the same users can improve our quality.
- **Improving processes and tools:** We can all play a part, as direct contributors or by responding to calls for input or feedback.

# Serving users

When interacting with our user community, how professionally we behave may leave a lasting impression. Bearing this in mind, we give each enquiry, request and feedback our **equal attention** - no matter what it is about or where it comes from - and look for **timely solutions** that anticipate potential outcomes. We can best serve users by responding to their specific needs and offering tailored advice. We always do so within the scope of what our regulations (including the European Patent Convention) allow.

## Where to go

- ▶ Customer journey and key account management

## Find out more

- ▶ EPO Quality Charter
- ▶ EPO Quality HUB
- ▶ Annual Quality Reports



# Sharing knowledge

By understanding the EPO context and keeping ourselves informed about IP matters that go beyond our daily tasks, we can all improve our service level and the communication with our user community and the public. Being aware that knowledge about published patents drives innovation and IP commercialisation, we can keep ourselves informed and contribute to the identification of future emerging technologies by becoming members of Office-wide communities of practice.

Actively disseminating patent knowledge can take various forms, from individual podcasts to official publications. It helps increase awareness for the patent system and the efficient use of it. Through our Patent Academy, we can contribute to transferring knowledge to national patent offices, patent practitioners and young professionals, be it as organiser of courses or events or as a classroom trainer. ①

# Favouring transparency

Our reputation for integrity depends on the confidence of our users and the public at large that all our decisions are taken free from personal interest. To achieve excellence, we always favour **transparency**. If in doubt, we choose to disclose our personal interests and/or relationships that could interfere with work to our manager or we seek their guidance.

## Red line

Conflicts of interest can take different forms – whether they arise from a previous job, a personal relationship or an external activity. Having a conflict of interest is not a problem as such, but failing to manage it is. ②

### ① Where to go

- ▶ European and International Affairs
- ▶ Patent Academy
- ▶ Patent Knowledge

### Find out more

- ▶ Transparency Portal

### ② Where to go

- ▶ Conflict of Interest Prevention app
- ▶ Your line manager
- ▶ HR Interlocutors



# Working digitally

Digitalisation has a profound impact on almost every aspect of our professional and private lives. **Adaptability** and **awareness** of its potential and challenges enable us to deliver high-quality products and services in a hybrid workplace.





# Mastering our tools

Embracing digitalisation means using the potential and opportunities it offers while remaining aware of the challenges it brings. New digital tools are tailored for in-house use by our IT specialists working hand-in-hand with the staff who will use them. Mastering these tools is critical to delivering high-quality products and services, so a **learning mindset** is crucial. Becoming a lifelong digital learner and integrating IT skills into daily routines is about:

- **Making IT skills a priority:** Finding out what new tools can do may make your job easier.
- **Sharing expertise:** If you are fast at picking up IT skills, try offering your help to others if they need it.
- **Staying aware of digital security risks:** With threats such as phishing on the rise, it is worth staying vigilant and alert to warnings. ①

# Communicating digitally

Working digitally offers new ways to interact in our jobs. Online discussions make cross-site collaboration easier and more inclusive. On top of reducing our environmental impact, connecting digitally can help foster a new sense of togetherness and belonging, too. To get the most out of digital communication, it is worth:

- **Bearing in mind differences:** It is important to show consideration for colleagues' schedules when organising virtual meetings or sending urgent requests.
- **Including everyone:** In a hybrid workplace, sharing information with all colleagues is important, irrespective of their location.
- **Weighing up the options:** Opting for live discussions over lengthy emails, especially if conflicts arise, can be more efficient and reduce misunderstandings.
- **Respecting digital etiquette:** Using digital best practices and etiquette when organising or conducting virtual meetings helps to make participants feel included and to show mindfulness of their time. ②

## ① Where to go

- ▶ IT Services and computer matters

## Find out more

- ▶ Digital guides & manuals
- ▶ Information Security Services

## ② Find out more

- ▶ Resources for digital communication
- ▶ Resources for hybrid working



# Protecting our health and safety

Working remotely gives us flexibility in organising our day. But it can also blur the lines between our professional and private lives and lead to increased risks of stress.

To ensure our health and safety, it can help to prioritise:

- **Striking a healthy balance:** Showing commitment does not mean overworking or being available round the clock.
- **Keeping organised:** Managing schedules effectively and planning regular breaks can help to stay fit and make the most of a flexible working environment while recognising that others may have different working patterns to ourselves.
- **Staying aware of well-being:** Seeking advice from our health and safety experts and taking First Aid training is a good way to minimise the health and safety risks specific to remote working.
- **Reaching out:** Keeping in touch with colleagues we see less often in a hybrid workplace can make a difference. ①

# Protecting our work equipment

Working remotely can also expose our work equipment to digital threats and risks of damage.

To minimise those risks, it is useful to think about:

- **Drawing boundaries:** Simple steps - like keeping separate email accounts and passwords for professional activities and private matters and restricting access to our workstation - can make all the difference.
- **Displaying caution:** Reducing risk is about keeping digital credentials or passwords confidential and taking care not to make them too obvious. It is also smart to avoid using portable storage devices (e.g. USB sticks) whenever possible.
- **Watching out for hazards:** Staying alert to hazards in a domestic or other remote environment and declaring any damage to EPO property immediately makes remote working safer. ②

## ① Where to go

- ▶ Occupational Health Services
- ▶ Occupational/Workplace Safety
- ▶ Emergency, first aid and evacuation
- ▶ HR Interlocutors
- ▶ Report an IT or physical issue
- ▶ Employee Assistance Programme (EAP)

## Find out more

- ▶ Resources for Health and Wellbeing
- ▶ Ergonomics & work environment
- ▶ Toolkit for wellbeing in the workplace

## ② Where to go

- ▶ IT Services and computer matters
- ▶ Service Line



# Using digital platforms and social media

Digital platforms and social media have great potential to expand our outreach, within and outside the EPO. At the same time, as international civil servants, we have a **duty of discretion regarding EPO matters** and need to exercise caution.

So when using them, it is worth:

- **Taking your time:** What is written cannot be retracted and we can lose control over how others use the content we post. So always take a moment to think things over before you post. When in doubt, do not post.
- **Exercising judgement:** If in doubt, ask yourself: Would I post the same thing on [epo.org](https://www.epo.org)? Would I express similar views in person in front of a member state's delegate or EPO management? Could it cast doubt on the EPO's credibility or impartiality? If my post went viral, would I want to be remembered for it?
- **Striking the right tone:** Use neutral language, provide clarity when expressing an EPO position or your own opinion.
- **Bearing the big picture in mind:** Our professional and private lives may merge online, even if we try to separate them. Everything we write, exchange or receive on a social media site is public, even if privacy tools are used. Our local posts can have global significance, so keep that "worldview" in mind.
- **Asking for support:** If you come across disturbing posts about yourself, colleagues or the EPO, our communication team knows how to react and can offer advice. ①

## Red line

Whether communicating digitally or in the workplace, there is no place for discriminatory behaviour or insults among our staff. If you see it, speak up. ②

### ① Where to go

- ▶ Communication team:  
[communication@epo.org](mailto:communication@epo.org)
- ▶ Your line manager

### Find out more

- ▶ Social Media Handbook
- ▶ Best practices for using social media
- ▶ Social media and press
- ▶ EPO Publication etiquette

### ② Where to go

- ▶ Communication team:  
[communication@epo.org](mailto:communication@epo.org)
- ▶ Ethics & Compliance Reporting channel



# Protecting information and assets

Our reputation for **integrity** largely depends on handling non-public information and our financial resources with **responsibility**, and holding ourselves accountable for it.





# Sharing and securing information

Dealing with **confidential, non-public information and personal data** is intrinsic to our day-to-day business of working with intellectual property. We show excellence in the way we share and routinely secure this information – be it proprietary or in-house information, in digital or paper form.

Taking a responsible approach to handling information is about:

- **Staying aware:** It is important to know precisely what kind of confidential or non-public information we are handling and where to store it safely.
- **Respecting others' privacy:** It is important to be aware of what constitutes personal data and the regulations that apply to using it. Find out and understand how personal data and confidential information are different, but can sometimes overlap.
- **Using links and avoiding printouts:** By storing data on and accessing it from EPO devices and systems, not printouts, we can avoid it being lost or falling into the wrong hands. Using links to share information, rather than emails with attachments, gives us greater control over who has access to it.

- **Controlling access:** Holding our discussions in a secure environment – be it digital or physical (i.e. closed and private) – helps to keep information in the right hands. This calls for vigilance, particularly when travelling, working off-site or from home, or when using private devices. Strictly monitoring access to information and regularly revisiting colleagues' access rights is important because they can move to a different area or role.
- **Discarding safely:** If information is no longer needed, it is crucial to check that we are authorised to dispose of it and ensure we do so securely. ①

## Red line

If you are concerned confidential or non-public information that can include personal data has been leaked outside the organisation or privileged access to it is being misused for personal advantage (e.g. to buy or sell shares), speak up promptly to help quickly mitigate the impact. ②

### ① Where to go

- ▶ Proprietary or in-house information: Line manager
- ▶ Digital information security services
- ▶ Personal data: Data Protection Liaison (DPL) or Data Protection Office (DPO)

### Find out more

- ▶ Data Protection Legal Framework & Guidance
- ▶ Data protection golden rules
- ▶ Data protection golden rules @ home
- ▶ Data protection golden rules – Hybrid working
- ▶ Information Handling & Cloud

### ② Where to go

- ▶ Ethics & Compliance Reporting channel



# Sharing responsibility for our financial resources

The EPO's physical and financial assets enable us to do our jobs, as well as paying our salaries, pensions and medical expenses. We all have a **shared responsibility** to use them carefully. We exercise this responsibility every time we claim an allowance or a medical reimbursement or ask the EPO to supply technical equipment.

In practice, that means:

- **Using equipment properly:** Using EPO equipment and technology for our work only and treating them as carefully as our own belongings helps to prolong their lifecycle.
- **Submitting fair claims:** When claiming reimbursements or benefits, it helps to bear in mind that bending the rules or exaggerating facts can severely erode our integrity. Responding quickly when asked for evidence can really help our colleagues responsible for processing and checking them.

## Where to go

- ▶ Your line manager
- ▶ HR Interlocutors

## Find out more

- ▶ Social security



# Ensuring full transparency in finances

As a public organisation, we safeguard our financial sustainability by maintaining a reputation for trustworthiness and transparency with our governing body, the Administrative Council, and with our business partners and user community.

To ensure that all financial transactions - whether related to our work or to benefits claimed from the Office – are transparent, it is worth:

- **Keeping records:** Clear, accurate and complete financial records for every euro we spend or receive are the best way to achieve full financial transparency.
- **Respecting procedures:** Financial and procurement procedures exist to protect us and our assets from fraud, waste or abuse. By following them at all times, we can build trust and reinforce the EPO's reputation for reliability. Existing business relationships or extra administrative work should never stop us from respecting procedures.
- **Learning from the past:** By seizing every opportunity for improvement highlighted by internal audits or other sources, each one of us can help our organisation to make more sustainable use of its resources. ①

## Red line

The EPO has a zero-tolerance policy for fraud. Recognise the red flags and speak up when you see them. ②

### ① Find out more

- ▶ Financial Regulations

### ② Where to go

- ▶ Ethics & Compliance Reporting channel
- ▶ Cigna fraud hotline



# Dealing with institutional and business stakeholders

Beyond helping us to achieve our strategic goals, how we interact with external stakeholders can enhance our reputation for **reliability** and **integrity**, both within the world of intellectual property and in the business community.





# Building strong relationships

The EPO's reputation for **reliability** and **integrity** largely comes down to the impression we make on our external stakeholders, be it our user community, member-state delegations, or other patent or international institutions. A single encounter may be enough to shape their view of the EPO and its staff as a whole, what it stands for and how we live its commitment to excellence. In short, every interaction matters. That is why we are keen to build strong professional relationships with them, based on trust and mutual respect.

Whenever we interact with external stakeholders – be it in person, in an online meeting or on a digital platform – we are always representing the EPO. **Our approach as individuals reflects on the EPO's image and reputation**, even in informal situations such as coffee breaks and social events. What we say over dinner may influence business decisions the next day and could potentially impact the entire organisation. So we take pride in acting with **professional courtesy** at all times. That means showing up for meetings in a representative manner, on time and fully prepared. If grey areas come up in discussions, we always favour transparency and clearly state what we can and cannot do in the EPO's name. ①

# Serving one Office

Whatever our role and position within the organisation, we all serve the same Office. External stakeholders not only expect us to **speak with one voice**, their business decisions depend on it. Our commitment to excellence shows in the consistency of our words and actions. And avoiding misunderstandings is crucial to being seen as a reliable partner. With thousands of staff and multiple missions each year, there is a real risk of mix-ups, sending false signals and faux pas. So before engaging with external stakeholders, it always helps to ask ourselves:

- Do I know my stakeholder and what issues they are especially interested in or sensitive about? Is there any history I should be aware of?
- Have I informed my managers? If I am expected to express a view on behalf of the EPO, have I discussed my approach with them?
- Are other events or missions involving my stakeholder planned? Could past missions affect the success of mine?

Our role as representatives can have an even greater impact when it comes to the media. So if approached for an interview on behalf of the EPO, please remember to refer the media representative to our communication team. ②

## ① Where to go

- ▶ Your line manager

### Find out more

- ▶ Customer Journey and Key Account Management
- ▶ Resources on external training

## ② Where to go

- ▶ For institutional stakeholders: European and International Affairs
- ▶ For applicants: Key Account Managers
- ▶ Your line manager
- ▶ Communication team: [press@epo.org](mailto:press@epo.org)



# Doing business fairly

As a public institution, the EPO is accountable for how it spends its money on obtaining goods and services. To this end, it is equipped with a sound regulatory framework, which is a prerequisite for **sustainable** and **fair** procurement.

In practice, contributing to fair purchasing practices means:

- **Attracting a variety of bidders:** It is crucial to clearly define our needs in a way that encourages a broad range of competitors, including new entrants and SMEs, to bid for our business.
- **Ensuring a level playing field:** By referring enquiries about our business needs or other opportunities to our procurement team, we can help to ensure a level playing field for all competitors.
- **Being transparent about gifts:** Proactively informing business partners that EPO employees should not be offered gifts is important, as it helps to avoid any potential for misunderstandings.
- **Running competition:** We favour competitive procurement with timelines that reflect the size and complexity of the contract scope. ①

## Red line

Offering gifts is just a small step away from bribery and accepting them can seriously endanger our reputation for integrity. Protect yourself and the EPO's standing by learning to recognise any attempt to unduly influence the decisions we take. ②

### ① Where to go

- ▶ Procurement and Vendor Management
- ▶ Financial Planning and Analysis

### Find out more

- ▶ Sustainable Procurement Policy
- ▶ Sustainable Procurement Implementation
- ▶ Financial Regulations, incl. Tender Guidelines

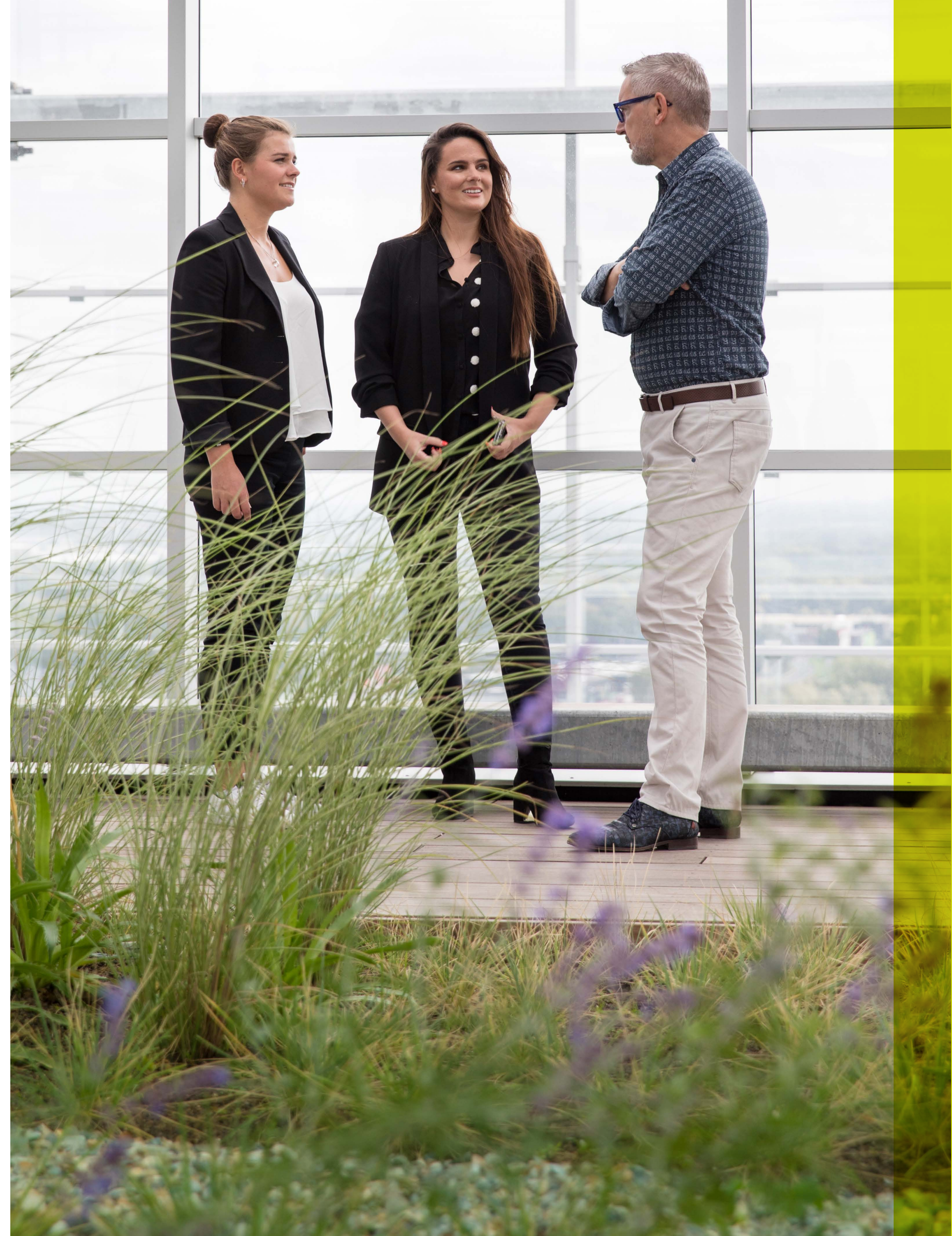
### ② Where to go

- ▶ Conflict of Interest Prevention app
- ▶ HR Interlocutors
- ▶ Ethics & Compliance



# Caring for our environmental and social impact

Embedding **sustainability** in our working practices and displaying a strong sense of social **responsibility** are two important ways we can express our values.





# Reducing our footprint

The EPO has set itself the ambitious target of going CO2 neutral by 2030. Achieving that goal means breaking it down into everyday actions we can all take to **reduce our environmental footprint**. The COVID-19 pandemic has led us to fully exploit the potential of digital technologies, which can bring major benefits in terms of sustainability. Excellence for us means fine-tuning these new behaviours and integrating them into our daily work routines.

This can be achieved by regularly considering what we can change and asking ourselves:

- Does my equipment really need to be replaced? Do I need the equipment I am planning to order? Am I doing all I can to prolong the life of my office equipment?
  - If you think of ways to make the Office more sustainable – be it about office and food waste, material recycling or energy consumption - communicate it!
- 
- How can I improve my digital skills to reduce my energy and paper consumption?
  - Storing an email produces on average 0.3 g of carbon dioxide and sending an attachment generates 50 g. How much smaller can I make my carbon footprint today if I delete some of mine? When was the last time I cleaned up my email account and hard disk?
  - Have I considered sharing large files via a link to save storage space?

## Find out more

- ▶ Sustainability at the EPO
- ▶ Environmental sustainability at the EPO
- ▶ Environmental Policy
- ▶ Environmental Report
- ▶ Environmental dashboards
- ▶ Key principles of sustainable duty travel
- ▶ Sustainable event management at the EPO
- ▶ Patents for a sustainable future
- ▶ iLearn Sustainability modules
- ▶ Eco Chat in MS Teams



# Selecting sustainable suppliers

# Being part of civil society

When selecting external suppliers to provide goods and services, such as consultancy or training, to meet our business needs, we not only look at the price and quality of what is on offer, but also consider their environmental impact. Our sense of ethical business practices, including environmental sustainability and social responsibility, is also reflected in who we choose to work with. ①

Our social behaviour in our various host country communities reflects on all of us. Although we may be engaged citizens, we are aware that public political statements or activities can have an impact on our user community's perception of our impartiality at work. We also bear in mind that it is better to deal with any private disputes or obligations outside work and so preserve our privacy.

Our special status as international civil servants does not mean we are free to act with impunity in our host countries. We have special status only as regards our work for the EPO. As individuals we are fully **accountable** for our actions in society at large. ②

## Red line

If you see or hear about criminal endeavours of any kind committed on the EPO premises or involving EPO assets, take it very seriously and speak up immediately. ③

### ① Find out more

- ▶ Sustainable Procurement Policy
- ▶ Sustainable Procurement Implementation
- ▶ Financial Regulations incl. Tender Guidelines

### ② Where to go

- ▶ HR Interlocutors
- ▶ Employee Assistance Programme (EAP)

### Find out more

- ▶ Supplementary activities
- ▶ Protocol on Privileges and Immunities

### ③ Where to go

- ▶ Report a physical security issue
- ▶ Ethics & Compliance Reporting channel



# Speaking up

Speaking up is not always easy, but it can be crucial to help protect our staff, our organisation and its reputation. It shows we care. How we do it is a testimony of our sense of **respect** and **fairness**.





## Speaking up

If you feel that something can put our integrity into question, how you **speak up** makes a difference.

To help you along the way, it is best to do it:



**promptly**

- **Timing is key:** Raising concerns soon can stop incidents from escalating or happening again.
- **Warning signs often tell:** Taking action may be hard. Ask yourself if you feel comfortable letting something go. If not, it usually is a sign that action is needed.
- **Integrity is about responsibility:** Speaking up early on is one way to protect your own integrity.



**fairly**

- **Facts and first-hand knowledge is what matters:** Remember what you say can cast doubt on another person's integrity, and vice versa.
- **Passing judgement is unhelpful:** Even if you feel offended, it is worth remembering that you may not have all the facts.
- **Concerns are best kept within a small group:** Nobody wants to feel 'everyone knows' their integrity is in question.



**with impact**

- **Actions count:** We can all make a positive difference, which is better than feeling as a bystander and having to rely on others to speak up.
- **Who is the right person to talk to?** Identify who can actually do something about your concern. It may be yourself, a manager or a specialised resource. Contact the Ethics and Compliance team if a red line is crossed.



**safely**

- **Find support:** You are not alone. Look out for the resources in this guide that can help you. If in doubt, contact the Ethics and Compliance team for guidance.
- **Seek reassurance:** The Ethics and Compliance team can advise you on how to report wrongdoing or misconduct safely and confidentially or anonymously. They can also alleviate any fear of retaliation by talking you through the safeguards in place all along the way.

**More on Speaking up**



# Contact us:

## → Feedback & Complaints

If you are not satisfied with our products or services or if you want to provide us with feedback.

## → Ombuds Office

If you experience difficulties in dealings with the European Patent Office and you have exhausted the regular channels for resolving these difficulties.

## → Data Protection

If you want to report a personal data breach, exercise your data protection rights or contact the Data Protection Officer.

## → Reporting wrongdoing

If you wish to report suspected fraud, corruption, abuse or other integrity issues.

**If you have general inquiries** or comments, please get in touch with us → [Open our contact form](#)



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