

LET YOU KNOW

We're a knowledgeable team, and here to guide you through the process

We'll keep you up to date with where you are, and what to expect each step of the way

We'll always explain our decisions and outcomes

We'll help you to understand your products and make the most use of them

UNIQUE & MEMORABLE EXPERIENCE

We'll continue to innovate and change things that stand in your way to make your experience with us truly unique and memorable

We'll always be friendly and responsive

We're committed to giving you a choice of publishing routes and purchase options

TREAT YOU LIKE AN INDIVIDUAL

Research matters to us regardless of your gender, class, religion, sexual orientation, race, or anything else. We're committed to treating everybody equally

We are flexible and personal and treat everyone as individuals with the same care and attention

You can expect local knowledge, relevant to you and your needs

HOLD OUR HANDS UP

We aim to get things right first time, but if we don't, we'll hold our hands up and solve it, calmly and proactively

We don't always have all the answers, but we'll learn, grow and adapt

We don't do quick fixes, we look for the right solutions, even if it takes a little more time

SERVICE CHARTER

Our promise to you

We know it is a privilege to be involved in helping research fulfil its potential, whether you're a researcher, librarian, stakeholder or in other roles within the research community. We want to make research more discoverable, usable and meaningful in the wider world, so that it influences thinking, changes policies, and positively makes an impact on lives beyond the walls of academia. In doing so we want to support our customers, researchers and partners by giving them the kind of service that builds confidence and trust. To help us do this we have made commitments to you – they explain how we want to do business and the service standards you should expect from us in everything we do, no matter who you contact or work with at Emerald.

ON YOUR SIDE

We know positive change can only happen when everyone works together, so we'll make you feel part of a community you can trust & rely on

We'll listen to you and your needs

We go the extra mile to find ways to make your research more impactful

MAKE IT EASY

We want your experience to be easy, stress free and seamless

We'll share information that is clear and easy to understand

We like to keep it simple and won't overcomplicate things

LISTEN TO YOUR VIEWS

We value your views as they shape what we do

We invite your feedback on how we are doing

We make getting in touch easy

ACCOUNTABLE TO YOU

We are transparent about our publishing ethos

[Publishing Ethos | Emerald Publishing \(emeraldgroupublishing.com\)](https://www.emeraldgroupublishing.com)

We take a balanced viewpoint

We put our principles into practice