



MEDIA GROUP

Bauer Consumer Media Limited ("BCML")

# IPSO ANNUAL STATEMENT

01 January to 31 December 2015 (the "Reported Period")



MEDIA GROUP

## CONTENTS

1. Introduction
2. Editorial Standards
3. Our Complaints-Handling Process
4. Our Training Process
5. Our record on compliance

APPENDIX 1 – BCML EDITORIAL COMPLAINTS POLICY

APPENDIX 2 – BAUER WEBSITE AND MASTHEAD COMPLAINTS INFORMATION



**MEDIA GROUP**

## **1. INTRODUCTION**

BCML is part of Bauer Media's UK based companies and is part of the Bauer Media Group, a worldwide media empire offering over 300 magazines in 15 countries, as well as online platforms, TV channels, and radio stations.

BCML joined the Bauer Media Group in January 2008 following the acquisition of Emap PLC's consumer and specialist magazine, radio, online and digital businesses.

Our magazine heritage stretches back to 1953 with the launch of Angling Times and the acquisition in 1956 of Motor Cycle News, both still iconic brands within our portfolio. Continuing its history of magazine launches, Closer was launched in 2002 and Britain's first weekly glossy, Grazia, was launched in 2005. The most recent addition to our portfolio came with the launch of The Debrief, a digital only brand, which was launched in February 2014.

Today, BCML comprises 80 influential brand names, covering a diverse range of interests including: Empire, Mojo, Q, Heat, Parkers, Match, Car and Yours. A full list of our titles is set out below:

6 monthly releases		
Title Name	Total ABC Jul 15 - Dec 15	Frequency
Closer	266,369	Weekly
Empire	145,183	Monthly
Garden Answers	19,782	Monthly
Garden News	36,952	Weekly
Grazia	138,992	Weekly
Heat	163,392	Weekly
Kerrang!	24,207	Weekly
Mojo	70,445	Monthly
Q Magazine	44,050	Monthly
Top Sante	42,506	Monthly
Yours	260,003	Fortnightly



MEDIA GROUP

Total	1,211,881	
<b>Annual releases</b>		
<b>Title Name</b>	<b>Total ABC Jan 15 - Dec 15</b>	<b>Frequency</b>
Angling Times	26,488	Weekly
Bike Magazine	37,084	Monthly
Bird Watching	14,009	4 Weekly
CAR	43,654	Monthly
Classic Bike	37,135	Monthly
Classic Cars	37,426	Monthly
Country Walking	23,489	13 Per Annum
Digital Photo	27,376	Monthly
Golf World	24,267	Monthly
Improve Your Coarse Fishing	25,400	Monthly
Land Rover Owner International	32,375	13 Per Annum
MCN (Motorcycle News)	74,503	Weekly
Match!	25,064	Weekly
Model Rail	25,363	4 Weekly
Mother & Baby	20,203	Monthly
Performance Bikes	16,864	Monthly
Practical Classics	45,401	Monthly
Practical Fishkeeping	12,247	4 Weekly
Practical Photography	25,001	Monthly
Rail	20,063	Fortnightly
Ride	34,638	Monthly
Sea Angler	22,079	Monthly
Steam Railway	29,387	Monthly
Today's Golfer	48,018	Monthly
Trail	21,902	4 Weekly
Trout & Salmon	22,643	Monthly
Trout Fisherman	14,331	Monthly



MEDIA GROUP

Your Horse	17,522	Monthly
<i>Total</i>	803,932	

The Responsible Person for BCML is Tina Sany-Davies, General Counsel.

## **2. OUR EDITORIAL STANDARDS**

We recognise the imperative for our journalists to provide good, interesting, relevant and accurate stories for publication in our titles which enables the titles to maintain their position in a highly competitive market place. Notwithstanding this, it remains the case that we require our journalists and contributors to adhere at all times to the legal and ethical responsibilities to which we have always been committed.

It therefore remains the individual and overriding responsibility of each member of editorial staff and of all non-staff contributors to ensure that their behaviour and conduct in researching, securing or presenting for publication any story material is in full compliance with the Editor's Code of Practice (the "Code") and all relevant legal authorities.

We maintain operational guidelines (copies of which are available to IPSO on request) for story gathering which encourage record keeping, double sourcing and rigorous verification of all information and sources. These internal practices ensure that all stories have a credible source and that the information the source has provided is accurate and/or verifiable.

Some publications have legal retainers in place with specialist law firms who, along with the in-house legal team, provide regular training sessions and pre-publication services. All stories are read and assessed pre-publication by a senior editor and sub-editor to ensure the content is compliant with the Code, and if there are any doubts about veracity or legality of the content then it will be referred to the in-house legal team, or specialist law firm.

Where necessary, editors and journalists may seek advice from IPSO prior to publication on matters of compliance with the Editors' Code. This advice is then considered alongside



**MEDIA GROUP**

editorial guidance from our senior editors, in-house legal team and specialist law firms. We may also seek post-publication guidance from IPSO in the event that any concerns are raised by readers after an issue is published, although we have not needed to do this during the Reported Period.

### **3. OUR COMPLAINTS-HANDLING PROCESS**

We treat every editorial complaint seriously and accept complaints made in any form. We have a comprehensive Complaints Policy (see Appendix 1) consistent with other publishers in the magazine industry. All mastheads include IPSO complaints information and all websites for our titles include a clear “complaints” link at the bottom of every webpage (see Appendix 2) through which users may access our Complaints Policy.

The Complaints Policy sets out a detailed explanation of what is or is not covered by the Complaints Policy, how to complain, how the complaint will be processed and what the complainant should do if they are not satisfied with the response given. Additionally, our Complaints Policy provides a link to, and contact details for, IPSO should complainants be dissatisfied with the information provided or our response.

Our Complaints Policy provides an email address for complaints: [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk). This mailbox is managed by the in-house legal team. If a complaint is sent directly to an editor, they will forward the email to the complaints mailbox address to ensure it is handled and recorded centrally.

Whilst our Complaints Policy is intended only for editorial complaints concerned with potential breaches of the Editors Code (“Editorial Complaints”) in practice, we receive a number of queries to this mailbox that are unrelated to editorial complaints or issues. As a result, we are looking to introduce a complaints form to filter adhoc and non-relevant emails.

Details of all complaints received are recorded by the legal team, including: the name of the complainant; the nature of the complaint; the publication and article; the date the complaint



**MEDIA GROUP**

was received; whether an acknowledgement email has been sent and the date on which it was sent; any action taken and any response received from the complainant.

Editorial complaints are always shared with the relevant publication and editorial team concerned. They will work in collaboration with the legal team and/or external legal advisers to investigate and respond to editorial complaints, seeking a mutually acceptable resolution where possible.

#### **4. OUR TRAINING PROCESS**

Following the launch of IPSO, BCML's internal legal team embarked on a comprehensive training programme dedicated to informing all editorial staff about IPSO and the regulatory system, together with refreshing their understanding of the Code. Across the Reported Period, we have run 13 training sessions regarding IPSO and 84% of our current editorial staff have now attended at least one IPSO training session since they joined BCML. Please note that this figure does not include the usual legal training provided to editorial staff by the in-house legal team and specialist libel law firms.

All persons that have attended a training session have been provided with a copy of:

- Slides from the Training Presentations;
- The Code; and
- BCML's Complaints Policy.

BCML's internal legal team maintain a record detailing:

- All editorial staff who are required to undertake IPSO training;
- Their position, role and publication;
- Whether they have attended a training session; and
- The date of the training session they attended.



**MEDIA GROUP**

Training is on-going and continues to be scheduled frequently at all of BCML's office locations. This ensures that editorial staff who have not attended, together with new joiners, and/or staff who would like to refresh their knowledge have an opportunity to attend.

The legal team continually update the training record and monitor the percentage of editorial staff trained to ensure that an appropriate number of training sessions are provided.

Editorial staff who have failed to attend IPSO training are sent email reminders advising of the next session they can attend. Staff who continually fail to attend training are reported to their manager. In extreme cases, there is scope to escalate this to management level, although during the Reported Period, we have not needed to do so.

## **5. OUR RECORD ON COMPLIANCE**

BCML has not received an Editorial Complaint during the Reported Period which has been ruled upon or adjudicated by IPSO.

## **Bauer Consumer Media Limited Editorial Complaints Policy**

We take all complaints about editorial content seriously and are committed to abiding by the Independent Press Standards Organisation (“**IPSO**”) rules and regulations and the Editors’ Code of Practice that IPSO enforces (the “**Editors’ Code**”).

### **1. What is a complaint?**

- When making a complaint, you must clearly state that your complaint is a formal complaint under this policy.

### **2. What does this policy cover?**

- This policy only applies to complaints about editorial content in our publications and digital services that we control in the UK, Channel Islands and Isle of Man. It does **not** cover:
  - complaints about TV and radio services (which are regulated by Ofcom, ATVOD and/or the BBC Trust);
  - complaints about advertising (which are regulated by the Advertising Standards Authority);
  - concerns about matters of taste/decency and due impartiality;
  - complaints about books;
  - complaints about 'user generated content' (i.e. material on our digital services e.g. websites or apps that is not posted by us or on our behalf) which we have not reviewed or moderated; or
  - any complaint that falls outside the remit of IPSO.

### **3. How to complain**

- Complaints should be made in writing, either by email to [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk) or by post to Bauer Consumer Media Limited, Endeavour House, 189 Shaftesbury Avenue, WC2H 8JG and addressed to The General Counsel.
  - complaints under this policy will only be accepted within four months from the date of the behaviour or first publication of the article that you are complaining about. Where an article remains accessible on our website, complaints will be accepted up to 12 months from the date of the behaviour or first publication of the article that you are complaining about.
- When making your complaint you must include:
  - a copy of the article in question, or a link to the relevant webpage or a web address if the complaint is about published material (or reference to the publication title, issue date, page and article title if a copy is unavailable);
  - a written explanation of your concerns, **with reference to the Editors’ Code**;
  - any other documents that will help us assess your complaint.
- Complaints received without this essential information cannot be considered. We may seek further details after your initial contact. If you cannot provide the requested information we may be unable to consider your complaint.
- We will consider complaints from (a) any person who has been directly affected by the matter complained of; or (b) from a representative group affected by an alleged breach of the Editor’s Code which is significant and of substantial public interest; or (c) from a third party seeking to correct a significant inaccuracy of published information.

- We reserve the right to reject, without further investigation, complaints that show no breach of the Editors' Code; or that are trivial, hypothetical, gratuitously abusive or offensive, or otherwise vexatious or insignificant;
- If you are taking legal action, we may be unable to consider your complaint.

#### **4. What happens to your complaint?**

- The complaints process is free of charge irrespective of the outcome of your complaint.
- We aim to acknowledge your complaint within 5 working days of receipt. You agree to respond promptly to any request for further information.
- If we receive multiple complaints about the same issue we may make one response to all.
- We will provide you with our response to your complaint within 28 days of receiving everything we need from you to allow us to investigate. If we fail to meet this timescale, you can take your complaint to IPSO.
- We will always treat you courteously and with respect. We expect the same from you.

#### **5. Complaint to IPSO on exhaustion of our complaints procedure**

- If you are unhappy with our final response to your complaint you may complain to IPSO (<http://www.ipso.co.uk>). IPSO offers, without charge, a complaints handling service to the public in cases where there has been a disagreement between a complainant and us about whether the Editors' Code has been breached. We will be asked to confirm that our complaints procedure has been exhausted and will do so in writing.

#### **6. Policy Changes**

- We reserve the right to amend this policy as required to ensure compliance with IPSO regulations. We will publish a link to the current policy on our website. Your complaint will be considered against the published policy on the date of receipt of your complaint.

#### **7. IPSO Contact Details**

- Website: [www.ipso.co.uk](http://www.ipso.co.uk) .
- Address: Independent Press Standards Organisation, c/o Halton House, 20-23 Holborn, London EC1N 2JD, Tel: 0300 123 2220.
- Email for complainants: [complaints@ipso.co.uk](mailto:complaints@ipso.co.uk).
- Inquiries: [inquiries@ipso.co.uk](mailto:inquiries@ipso.co.uk).
- Advice: [advice@ipso.co.uk](mailto:advice@ipso.co.uk).

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ashpearlman  
ter.com/grazia\_live  
ziadaily.co.uk

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Did you know that in some parts of the country, women effectively work for free for two hours every day? While *Grazia* changed the law to help end pay inequality, we still have a long way to go (see page 50). And the most exciting thing is you can help end it – today. It's about empowering ourselves – just one conversation could change what we earn (really! See page 75). And yes, we might no longer be in school, but the onset of September somehow still feels like a new beginning. Shopping bags have been piling up around the office (we're as addicted as you) and we have a bumper 'back to cool' issue for you, from the hot new geek-chic accessories (page 32) to the hippiest fashion you'll ever own (page 45) – and not forgetting the *Grazia* x OFFICE Shoepaper. I hope you'll love the whole issue and can't wait for your views.

PS Get ahead of the game – and shop direct from the page – by downloading *Grazia* to your iPad, Phone, tablet or smartphone.



# GRAZIA

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Deputy editor CAROLINE BARRETT

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Head of beauty RUTH BELLAMY

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CEO PAUL KEENAN



For internships and work experience opportunities at *Grazia*, please head to [gothinkbig.co.uk](http://gothinkbig.co.uk)

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COMPLAINTS: Bauer Consumer Media Limited is a member of the Independent Press Standards Organisation ([www.ipso.co.uk](http://www.ipso.co.uk)) and endeavours to respond to and resolve your concerns quickly. Our Editorial Complaints Policy (including full details of how to contact us about editorial complaints and IPSO's contact details) can be found at [www.bauermedia.com/complaints.co.uk](http://www.bauermedia.com/complaints.co.uk). Our email address for editorial complaints covered by the Editorial Complaints Policy is [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk)

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