

Trinity Mirror plc

BY COURIER

7th September 2015

FAO: Sir Alan Moses
Independent Press Standards Organisation
Gate House
1 Farringdon Street
London
EC4M 7LG


Dear Sir Alan,

Re: Trinity Mirror Plc – Annual Statement 2014

Please find attached a copy of Trinity Mirror Plc's Annual Statement for the period 8 September 2014 to 31 December 2014 inclusive.

Kind regards,

Yours sincerely



Paul Mottram
Editorial and Legal Compliance Officer

Enc

Annual Statement to the Independent Press Standards Organisation (IPSO)¹

For the period

8 September to 31 December 2014

¹Pursuant to Regulation 36 and Annex A of the IPSO Regulations (The Regulations: https://www.ipso.co.uk/assets/1/REGULATIONS_PDF_PDF) and Clause 3.3.7 of the Scheme Membership Agreement (SMA: https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT_PDF_PDF#page=7)

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1. Foreword

Although the reporting period covers 8 September to 31 December 2014 (“the Relevant Period”), this Statement includes some measures that were planned during that period and actioned in 2015, with the relevant dates being indicated.

2. Overview

Trinity Mirror PLC is one of the largest multimedia publishers in the UK. It was formed in 1999 by the merger of Trinity PLC and Mirror Group PLC. Some of Trinity Mirror’s flagship titles have been publishing for over a hundred years: for instance, The Daily Mirror was first published in 1903 and The Liverpool Echo in 1879.

During the Relevant Period, Trinity Mirror published 5 National Newspapers, 121 Regional Newspapers (with associated magazines, apps and supplements as applicable) and 32 Websites².

Trinity Mirror’s regional circulation areas within IPSO’s jurisdiction are Scotland, the North East, Northern Ireland, Wales, the Midlands, the North West and the South.

In the Relevant Period Trinity Mirror published approximately 300,000 articles across all of its print titles and over 120,000 articles online. Many of the online articles are digital versions of their print equivalents.

3. Responsible Person³

Trinity Mirror’s Responsible Person is Paul Mottram.

² From the week commencing 15 December, 8 Regional Newspapers ceased print publication. For details see 8.1 Annex A

³ Pursuant to Clause 3.3.9 of the SMA
(https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT__PDF_.PDF#page=7)

4. Editorial Standards⁴

The maintenance of high editorial standards is at the core of Trinity Mirror's business. All editorial staff are contractually bound to adhere to the Editors' Code Of Practice ("The Code") by the terms of their employment. Furthermore, it is a term of our agreements with agencies and freelancers that they comply with the Code.

As a mark of its commitment to the maintenance of such standards and to acknowledge and address the difficulties that are presented in the everyday course of fast-paced current events journalism, Trinity Mirror's board issued the following Risk Appetite Statement to senior management in April 2015:

Trinity Mirror has no appetite for behaviours, past or present, that constitute a breach of IPSO's Editors' Code of Practice.

Trinity Mirror has no appetite for behaviours or decisions that knowingly lead to the publication of inaccurate, misleading or distorted information.

We are committed to doing business in accordance with IPSO's Editors' Code of Practice. The Group recognises that protecting the rights of the individual consistently comes into conflict with the public's right to know and acknowledge that, as a consequence, we will have to make difficult judgements which are impossible to get right all of the time.

Trinity Mirror has little appetite for errors or misjudgements in the normal course of business, but as stated above, the Group recognises that the business of publishing information – particularly when it is done quickly in the digital environment – brings with it a level of risk that mistakes will occur. However, the Group will continually seek improvements to its behaviours, processes and systems in order to ensure that the risk of errors is mitigated and that the correct judgements are made in balancing the rights of the individual and the rights of the public to know.

Pre-publication Guidance from IPSO

We have had occasion to consult with IPSO, and historically, the PCC over pre-publication guidance, primarily with "borderline" judgments involving the privacy of photographs etc. We have also consulted over issues such as the updating of stories with new information when there is an outstanding IPSO complaint.

⁴ Pursuant to Clause 3.3.1 to 3.3.3 of the SMA
(https://www.ipsa.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT__PDF_.PDF#page=6)

IPSO Notices

Notices and warnings received from IPSO are distributed to the relevant editorial staff as soon as possible together with guidance, if appropriate.

Verification of Stories

Trinity Mirror expects its staff to use their best endeavours to verify the stories that are put forward for publication. Stories involving potentially contentious issues are reviewed by the newsdesk and then legal/Code compliance advice is generally sought from the legal department before publication. Code compliance issues are also considered on our regional titles by managing editors if serious allegations are being made. Furthermore, journalists are encouraged to seek comment from the subjects of stories where appropriate.

Our policy on provenance is as follows:

Provenance

***Editorial executives** on all our titles are reminded that it is their responsibility to understand the provenance of material, both words and pictures, and to satisfy themselves that it has been appropriately obtained.*

***Journalists** have an obligation under IPSO's Editors' Code of Practice to protect their sources, but we also have a duty to establish that the sources we use are reliable. Protecting our journalists' sources and insisting on knowing who our sources are, are not mutually exclusive.*

Although they can delegate the authority where necessary, story provenance is ultimately the responsibility of the Editor.

In this area the Company relies on its integrity, experience and professionalism. If there is an anonymous source, whether received internally or via an agency, the Editor must take this into account when making their judgement on whether to publish and in doing so must ask pertinent questions and seek legal advice if necessary.

Although there may, in certain circumstances, be good reasons why the actual identity of a source is not known to the Editor, uncertainty as to provenance should in itself be a reason to question whether a story should be published.

It is usual journalistic practice to approach the subject matter of a story for comment before publication if serious allegations are being made by a third party. Further

guidance is provided as stories are filtered through content editors, and if appropriate, legal advice is sought and taken.

5. Complaints Handling Process⁵

Trinity Mirror seeks to resolve complaints as quickly and amicably as possible when a mistake has been recognised, but will also defend its journalism when it believes that there has been no breach of the Code. In any event, Trinity Mirror strives to reply to all complainants in a timely and courteous manner, regardless of the merits of the complaint. During the reporting period, the average time to respond substantively to a complaint received via our tracked online complaints form was 5 days.

Trinity Mirror receives complaints from the public through several avenues: indirectly via IPSO referrals, directly via its Complaints Form (in accordance with its Formal Internal Complaints Process), informally by telephone and/or email and from solicitors writing “letters before action” in advance of legal proceedings.

5.1 Formal Internal Complaints Process

5.1.1 Print

Every Trinity Mirror printed news publication sets out details about our Complaints Process on page 2 of each edition in a column entitled “Corrections & Complaints”⁶. The column includes a link to Trinity Mirror’s “How To Make A Complaint” process⁷, which is hosted on Trinity Mirror’s website, www.trinitymirror.com⁸. The website also hosts our Complaints Policy⁹, the Code and our online Complaints Form¹⁰.

The column also informs readers of Trinity Mirror’s IPSO membership, together with IPSO’s contact details for advice, if required. Those complainants who do not have internet access are provided with an address to send off for a “Complaints Pack”¹¹, which includes a copy of our Complaints Policy, the Editors’ Code Of Practice and our Complaints Form.

Readers who wish to bring a factual error to our attention are directed to either the Editor or Readers’ Editor, who will arrange prompt corrections of admitted inaccuracies. In the overwhelming majority of cases corrections, clarifications and/or apologies will appear either in the Corrections & Complaints column or elsewhere on Page 2.

⁵ Pursuant to Clause 3.3.4 of the SMA
(https://www.ipso.co.uk/assets/1/SCHEME_MEMBERSHIP_AGREEMENT_PDF_PDF#page=6)

⁶ See 8.2 Annex B

⁷ See 8.3 Annex C

⁸ See 8.4 Annex D

⁹ See 8.5 Annex E

¹⁰ See 8.6 Annex F

¹¹ See 8.7 Annex G

5.1.2 Online

Every Trinity Mirror website carries a "How to Complain" link on its home page¹², which sets out not only a link to Trinity Mirror's Complaints Process but also directs readers to email addresses where they can address issues about both simple, online factual errors and non-editorial matters¹³. Each homepage also links to a "Corrections and Clarifications" Section¹⁴. Some corrections or amendments may however, in certain circumstances, be published underneath the original online article.

5.2 Process

Once a Complaints Form is received, the matter is handled by the Legal and Compliance Department. The complaint is assessed to determine whether the Code has been engaged, whether there has been a misinterpretation of the Code and/or whether the complaint is vexatious.

Examples of complaints that would not engage the Code could be the non-delivery of a newspaper or an issue arising from a reader offer or competition. In any event, this kind of complaint would be directed to the appropriate department and a response issued.

An example of a misinterpretation of the Code could be a complaint made under Clause 5 (intrusion into grief or shock) from a reader concerned about a general report (with which the complainant has no personal connection) about, for instance, a natural disaster. Another example could be a complaint made under Clause 12 from a reader objecting to the portrayal of a football team, i.e. complaints about editorial matters that purport to engage the Code but upon analysis do not. Again, these complaints are always answered.

Vexatious complainants include those who use insulting language or who do not set out the nature of their complaint under the Code.

In any event, if a proper contact address is provided, Trinity Mirror endeavours to reply to all complainants within seven days.

If a complaint engages the Code, the matter is investigated internally and a response is sent. The response will either reject the complaint, if Trinity Mirror is satisfied that there has been no breach of the Code, or, if there is a matter that does need addressing, then discussions will be held with the complainant in an attempt to resolve the matter.

¹² See 8.8 Annex H

¹³ See 8.9 Annex I

¹⁴ See 8.10 Annex J

If the matter cannot be resolved between the parties, the complainant is offered the option to refer the matter to IPSO to investigate.

5.3 Referrals From IPSO

The receipt of new complaints referred to Trinity Mirror publications by IPSO engages Clause 13 of The Regulations¹⁵. As part of its internal Complaints Procedure, Trinity Mirror corresponds directly with the complainant to address the issues at hand as set out above. If no resolution can be reached, the matter is referred back to IPSO for its consideration.

5.4 Informal Complaints

Many complaints are dealt with directly by the Editor or senior journalist following telephone calls or emails. In the vast majority of cases, this is the most appropriate, expedient and amicable way of resolving complaints.

5.5 Legal Complaints

All legal complaints (classified as complaints which are accompanied by a demand for a financial remedy and refer to a cause of action) are handled by the legal department separately.

5.6 Recording Of Complaints

Complaints that are received by Trinity Mirror either through its Complaints Form or from IPSO are recorded and assessed with regard to whether the Code has been engaged and which clauses have been addressed. Although complaints received on an informal basis throughout the regions are generally logged, given the trivial nature of many issues and the disparate way these complaints are received and dealt with (orally, by telephone, letter, email etc.), it would be disproportionate for these types of complaints to be formally assessed in terms of the Code. The most important factor is that all complaints are addressed, and if possible, resolved as quickly as possible.

¹⁵ https://www.ipso.co.uk/assets/1/REGULATIONS_PDF_PDF#page=4

6. Training Process

All Trinity Mirror journalists are obliged to complete a one day legal training course with refresher sessions every two years, hosted by Media Law consultant David Banks. The sessions cover all aspects of relevant law (libel, privacy, contempt of court etc.) together with ethics, a topic that has now been updated to cover IPSO. The session includes workshop discussions as well as presentations. The sessions are updated regularly to reflect any changes in the law together with relevant cases.

The IPSO section covers the structure of the Regulator and how it works. It looks at the Code itself, highlighting any recent adjudications of note. It covers IPSO's powers of investigation and financial sanctions. It also includes the emphasis on IPSO members having effective complaints-handling procedures themselves. There has always been a section in the training day on the Code and the PCC as was. This section changed last year to accommodate IPSO's early stages and its first issued adjudications.

From autumn 2014, Trinity Mirror consulted with the Press Association (PA) and training company Eliesha over the creation of an online learning course with the purpose of making sure that all Trinity Mirror journalists have a full understanding of the Code and the changes introduced by IPSO. The course contains ten animated and narrated modules. After viewing each module, editorial staff must complete a multiple choice assessment. Participants must score 100% in the assessment before they can move on to the next module and the course is only completed after the 100% pass mark has been achieved in all ten modules.

This compulsory course was rolled out and completed by all Trinity Mirror editorial staff (from Editors and executives to trainees) across the company in February and March 2015. All new editorial employees must also complete this training programme as part of their induction. To date, 1,631 Trinity Mirror journalists have watched the ten-video course and all have passed the associated tests.

To supplement the online course, plans were put into place for Paul Mottram to deliver seminars to all editorial executives throughout Trinity Mirror during 2015. These seminars examine each clause of the Code in turn and focus upon the everyday practical application of the Code and examples of where Code breaches have occurred with a discussion on how similar issues could be avoided in the future. Adverse adjudications during 2015 are also addressed. Paul began his visits to the Trinity Mirror regional publishing centres in June 2015 and is in the process of completing a number of Editorial Executive Seminars ("Seminars") at Canary Wharf for national newspaper and online staff. The series is due to be completed in September in Belfast.

7. Our Record On Compliance¹⁶

This report covers all upheld IPSO Adjudications referring to articles published between 8 September and 31 December 2014, notwithstanding the date of the Adjudication.

7.1 Upheld Complaints With A Requirement To Publish The Adjudication

None.

7.2 Upheld Adjudications Where Sufficient Remedial Action Had Been Offered

7.2.1 Alexandra James (Partially Upheld)

Extract from the Adjudication:

Ms James complained that the Rutherglen Reformer¹⁷ had breached Clause 1 in an article headlined "Offensive leaflets circulated in Rutherglen target religious group", published in print on 29/10/2014 and online on 01/11/2014.

The article reported that residents of Rutherglen were concerned about leaflets authored by the complainant which had been circulated locally, claiming to reveal the "frightening truth about Jehovah's Witnesses".

Ms James said that it was inaccurate for the article to state that the leaflets "make several false and offensive claims about the religion".

The article expressed the view of some local people that the leaflets contained falsehoods. These were clearly presented as allegations. Nonetheless, it accepted that the claim that the leaflets included "several false and offensive claims about the religion" should have been more clearly attributed to local people. The newspaper offered to publish the following clarification on page 2 of a future print edition of the Rutherglen Reformer, and also online.

The IPSO Committee partially upheld the complaint under Clause 1(iii) but not under Clause 1(i), but considered that the clarification offered

¹⁶ Pursuant to paras. 3.3-3.4, Annex A of the IPSO Regulations (The Regulations: https://www.ipso.co.uk/assets/1/REGULATIONS_PDF_PDF#page=15)

¹⁷ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=33>

by the newspaper identified the original inaccuracy and made clear the true position and so would constitute sufficient remedy to the breach.

Date decision issued: 02/02/2015

Steps Taken To Address The Findings:

Discussions were held with the newspaper about the importance of taking care to ensure that there is a clear distinction between comment, conjecture and fact, as set out in Clause 1(iii) of the Code. The article is also used as an example in the Editorial Executive Seminars.

7.2.2 Various Complainants (“The Vow Delivered”)

Six complainants complained that an article headlined “The Vow delivered”, published by the Daily Record¹⁸ on 27/11/2014, and an article headlined “The Vow delivered: Scotland to be responsible for more tax and welfare worth billions of pounds in radical devolution package”, published on the Daily Record’s website on 26/11/2014, were inaccurate, in breach of Clause 1.

The article concerned the Report of The Smith Commission, which considered the further devolution of powers to the Scottish Parliament.

Extract from the Adjudication:

The Committee welcomed the newspaper’s prompt recognition of the fact that it had misunderstood the information provided to it by a source. Nevertheless, in stating that the Scottish Government budget would “nearly double”, or that it would be “boosted by over 50 per cent”, the newspaper was making significant claims. The newspaper’s publication of these claims, following a significant misunderstanding of the information provided to it, demonstrated a failure to take care not to publish inaccurate information The complaint under Clause 1 (i) was therefore upheld . . . and required correction in accordance with Clause 1 (ii) The wording and prominence of the print correction offered was sufficient to correct and address the initial error in the print article, but it required the online correction to be published both as a footnote to the online article and as a stand-alone item linked for no less than 24 hours from the home page of the Daily Record’s website, after which it was to be archived on the corrections and clarifications page of the Daily Record’s website.

¹⁸ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=38>

Date decision issued: 20/02/2015

Steps Taken To Address The Findings:

After the issues raised by the Daily Record's "Vow Delivered" story became apparent, several discussions were held between senior editorial staff. It became clear that one previously reliable source was relied upon for all the salient facts of the story. It was a difficult story to double check as it was about the contents of a report - the findings of the Smith Commission - which had not been published at this point. The fact the story broke late at night also contributed to the difficulty in checking the facts. Since these issues have come to light, the Editor of the Daily Record has impressed upon his senior team the need to have potentially contentious facts put to a third party for confirmation wherever possible.

7.2.3 Phill Walters

Phill Walters complained that the Coventry Telegraph¹⁹ had breached Clause 1 in an article headlined "City's biggest cannabis farmers jailed", published on 10/09/2014.

Extract from the Adjudication:

The article had been illustrated by a picture of a row of warehouses, which were near to the ones which had housed the cannabis farm. The complainant said that the warehouse to the forefront of the image was his former office, and that he had to field enquiries from customers and suppliers, questioning if he or his employees had been growing cannabis.

The newspaper accepted that the photograph had been used in error. However, it said that the article had made clear the names of those who had been convicted, and the photograph under complaint had featured a number of business units. It did not believe that the article had implicated the complainant, and noted that the image had not been used online. Nonetheless, the newspaper offered to publish a clarification on page 2 of a future edition.

¹⁹ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=74>

The IPSO Committee upheld Mr Walter's complaint but considered that the remedial action offered by the newspaper was satisfactory.

Date decision issued: 13/03/2015

Steps Taken To Address The Findings:

This case has been discussed in the Seminars referred to in Section 6 to highlight that care should be taken when illustrating articles with "general views" of a location.

7.2.4 Dr Angamuthu Arunkalaivanan (Partially Upheld)

Dr Arunkalaivanan complained that an article headlined "Doctor who fondled patient's breasts is allowed back into medical practice" published by the Birmingham Mail²⁰ on 05/10/2014 had breached Clauses 1 and 2.

Dr Arunkalaivanan complained that the title was misleading and inaccurate as he had not been struck off the GMC register and a suspension order that had been issued had been overturned by the High Court. He also complained he had not been given any opportunity to comment.

The newspaper admitted that it was inaccurate to state that Dr Arunkalaivanan had been "struck off" as opposed to "suspended". The Committee found that this was a breach of Clause 1 (i).

The newspaper offered a correction online and in print which (with an amendment to make clear that the decision to suspend the complainant had been quashed) was deemed sufficient to settle the matter by the IPSO Committee following their decision to uphold the complaint under Clause 1, but not under Clause 2.

Date decision issued: 18/03/2015

Steps Taken To Address The Findings:

Discussions were had with editorial staff about the importance of being consistent throughout an article when distinguishing between stated facts and claims and to take care to use the correct terminology when summarising the findings of an official body.

²⁰ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=66>

7.2.5 Maddison Hawk

Ms Hawk complained that an article headlined “Accountant funded her 25k plastic surgery bill by selling fake GHD hair straighteners” published on mirror.co.uk²¹ on 15/10/2014 had breached Clause 1.

This was an inaccurate court report supplied by a news agency and published online. The website offered a correction with which the IPSO Executive was happy but the Committee found that there had been a failure to take care not to publish inaccurate information in breach of Clause 1 (i). The Committee found that the website was liable for the agency's incorrect reporting and that the suggested offer of a correction was not sufficient. Trinity Mirror asked for a review of the decision.

In their review of the decision the Committee did not accept Trinity Mirror's position that a publication should not be responsible for an error made by an agency in, for instance, a court report, when there would be no reason to question the reliability of that report, because the claimant would still have a remedy in the publication of a correction. The Committee remained of the view that there was a failure to take care over the accuracy of the article.

Date decision issued: 24/03/2015

Steps Taken To Address The Findings:

The agency was spoken to with regard to their responsibility to supply Code compliant material and was reminded that Trinity Mirror is responsible for the actions of its contributors and agents in terms of the Code.

²¹ <https://www.ipso.co.uk/IPSO/rulings/IPSORulings-detail.html?id=175>

8. Schedule

8.1 Annex A: List Of Titles/Websites

8.1.1 Print

National

Title

Daily Mirror

Sunday Mirror

Sunday People

Daily Record

Sunday Mail

Regional

Accrington Observer

Airdrie & Coatbridge Advertiser

Aldershot News & Mail

Amersham Examiner

Ayrshire Post

Beaconsfield Advertiser

Birmingham Mail

Birmingham Post

Blairstown Advertiser

Bracknell Times²²

²² Ceased publication w/c 15/12/2014

Buckinghamshire Advertiser
Buckinghamshire Examiner
Business Insider Magazine
Caernarfon & Denbigh Herald
Chester Chronicle Series
Chronicle Xtra Chester / South Cheshire
Colwyn Bay & Abergale Weekly News
Conwy Valley & Dyffryn Conwy Weekly News
Coventry Telegraph
Coventry Times
Crewe Chronicle
Crewe Chronicle Xtra
Crosby Herald
Cynon Valley Leader
Daily Mirror Northern Ireland
Daily Post
Dumfries & Galloway Standard
Ealing Gazette
East Cleveland Herald & Post
East Kilbride News
Egham News²³
Ellesmere Port Pioneer
Flintshire Chronicle
Formby Times

²³ Ceased publication w/c 15/12/2014

Fulham Gazette
Galloway News
Getreading
Glamorgan Gazette
Glasgow Now
Glossop Advertiser
Greater Manchester Business Week Magazine
Gwent Gazette
Hamilton Advertiser
Harefield Gazette²⁴
Harrow Observer²⁵
Hayes & Harlington Gazette²⁶
Heywood Advertiser
Hinckley Times
Holyhead & Bangor Mail
Hounslow Chronicle
Huddersfield Daily Examiner
Irvine Herald
Kilmarnock Standard
Lennox Herald
Liverpool Echo
Loughborough Echo
Macclesfield Express

²⁴ Ceased publication w/c 15/12/2014

²⁵ Ceased publication w/c 15/12/2014

²⁶ Ceased publication w/c 15/12/2014

Manchester Evening News
Merthyr Express
Middlesbrough Herald & Post
Middleton Guardian
Midweek Visiter
Nantwich Chronicle
Newcastle Chronicle
Newcastle Journal
North Wales Weekly News
Nuneaton Weekly Tribune
Oldham Advertiser
Ormskirk Advertiser
Paisley Daily Express
Perthshire Advertiser
Pinner Observer²⁷
Pontypridd / Llantrisant Observer
Reading Post²⁸
Rhondda Leader
Rhymney Valley Express
Rochdale Observer
Rossendale Free Press
Ruislip & Eastcote & Northwood Gazette²⁹
Runcorn & Widnes Weekly News

²⁷ Ceased publication w/c 15/12/2014

²⁸ Ceased publication w/c 15/12/2014

²⁹ Ceased publication w/c 15/12/2014

Rutherglen Reformer
Sale & Altrincham Advertiser
Salford Advertiser
Sandbach & Middlewich Chronicle
Shepshed Echo
Skelmersdale Advertiser
Solihull News
South Cheshire Chronicle
South Manchester Advertiser
South Manchester Reporter
South Wales Echo
Southport Visiter
Staines Informer
Staines News³⁰
Star Courier (Surrey & Hants)
Stirling Observer
Stockport Express
Stockport Times East & West
Stockton & Billingham Herald & Post
Stockton Herald & Post
Stokesley Town Crier
Strathearn Herald
Stretford & Urmston Advertiser
Sunday Mercury

³⁰ Ceased publication w/c 15/12/2014

Sunday Sun
Surrey Advertiser
Surrey Herald³¹
Surrey Times³²
Tameside Advertiser
Teesside Gazette
The Wharf
Uxbridge Gazette
Wales On Sunday
Wembley & Willesden Observer³³
West Lothian Courier
Western Mail
Wilmslow Express
Wirral News
Wishaw Press
Woking Informer³⁴
Wokingham Times³⁵

³¹ Ceased publication w/c 15/12/2014

³² Ceased publication w/c 15/12/2014

³³ Ceased publication w/c 15/12/2014

³⁴ Ceased publication w/c 15/12/2014

³⁵ Ceased publication w/c 15/12/2014

8.1.2 Digital

www.accringtonobserver.co.uk
www.birminghammail.co.uk
www.birminghampost.co.uk
www.chesterchronicle.co.uk
www.chroniclive.co.uk
www.coventrytelegraph.net
www.crewechronicle.co.uk
www.dailypost.co.uk
www.dailyrecord.co.uk
www.examiner.co.uk
www.gazettelive.co.uk
www.getbucks.co.uk
www.gethampshire.co.uk
www.getreading.co.uk
www.getsurrey.co.uk
www.getwestlondon.co.uk
www.hinckleytimes.net
www.liverpoolecho.co.uk
www.loughboroughecho.net
www.macclesfield-express.co.uk
www.manchestereveningnews.co.uk
www.mirror.co.uk
www.osadvertiser.co.uk
www.rossendalefreepress.co.uk
www.runcornandwidnesweekly.co.uk
www.solihullnews.net
www.southportvisiter.co.uk
www.thejournal.co.uk
www.usvsth3m.com
www.walesonline.co.uk
www.wharf.co.uk
www.wirralnews.co.uk

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LOTTERY

EuroMillions: 7, 10, 11, 12, 19.
 Lucky Stars: 2, 9

Corrections & complaints

IF WE have published anything that is factually inaccurate, please contact the executive editor Anna Jeps on 0121 234 5380, at anna.jeps@trinitymirror.com or at Birmingham Mail, Floor 6, Fort Dunlop, Fort Parkway, Birmingham B24 9FF and, once verified, we will correct it as soon as possible.

The Birmingham Mail newspaper is published by BPA Media Ltd, a subsidiary company of Trinity Mirror PLC, which is a member of IPSO, the Independent Press Standards Organisation. We adhere to the Editors' Code of Practice as enforced by IPSO, who are contactable for advice at IPSO Gate House, 1 Farringdon Street, London EC4M 7LG. Website: www.ipso.co.uk. Telephone: 0200 123 2220 email adv@ipso.co.uk

If you have a complaint concerning a potential breach of the Code of Practice, we will deal with your complaint directly or IPSO can refer your complaint to us. Please go to www.trinitymirror.com/howto/complain where you can view our Complaints Policy and Procedure. A 'How To Complain' pack is also available by writing to the Legal and Compliance Department, Trinity Mirror PLC, One Canada Square, Canary Wharf, London E14 5AP.

CONTACT US

NEWSDESK
 0121 234 5430
newsdesk@birminghammail.co.uk

PICTURES: 0121 234 5424
 SPORT: 0121 234 5313
 ADVERTS: 0121 234 3300
 CLASSIFIED: 0121 333 0558

Birmingham Mail, Floor 6, Fort Dunlop, Birmingham B24 9FF.

Price: 60p

Recycled content of UK newspapers in 2011 was 78.9%

Teen helped crash FBI website from family home, court is told

Ross McCarthy
 Court Reporter
 ross.mccarthy@trinitymirror.com

A 15-YEAR-OLD teenager was part of a team of hackers who caused government websites in the UK and USA to crash through cyber attacks, a court heard.

Working from the family home, Charlon Floate also took control of other people's computers and "bragged" about the group's success on the internet.

Floate, 19, of Starbudd Crescent, Knowle, Solihull, has admitted three charges under the Computer Misuse Act and three of possessing prohibited images.

Kevin Barry, prosecuting at Birmingham Crown Court, said that in November 2012 Floate had carried out two test runs when he hacked into the computers of two men in the US.

He uploaded a sexually explicit video on to YouTube to "mock and shame" one victim, while he also "taunted" the other man over a number of days about having control of his computer.

Mr Barry said that, in January 2013, Floate and others had targeted the "heavily used" Home Office website which provides information about various subjects, including passports and immigration.

He said that, by infecting other computers with Mal-

ware, the team were able to "bombard" the site with a large quantity of digital traffic causing it to crash.

The same method was used to temporarily bring down a site used by the FBI which allows people to report crime.

Afterwards, Floate had bragged about the attacks on an internet forum frequently used by hackers and also on Twitter, when he said the FBI site had been "down" for nearly five hours.

Police were able to link him to what had been going on when he used his IP address to check how effective the attacks had been.

Mr Barry said officers had recovered the computer used by the defendant from his mother's address in Solihull and also his mobile phone.

He said there was also evidence that Floate had tried to recruit another person into the scheme with discussions about possible weaknesses in certain websites and potential future targets, including the CIA and The White House.

Mr Barry alleged Floate was "at the heart of the conspiracy" and was the central player.

However, the defendant has denied this, claiming he was only peripheral to what was going on and had only acted as a public relations officer for the group.

The issue will be decided by Mr Recorder Steel QC.



Charlon Floate leaves Birmingham Crown Court

CRIME



Man held after attack on bishop

A 32-YEAR-OLD man has been arrested in connection with an attack on a Blomston bishop outside a church in Chelmsley Wood.

The man was detained on suspicion of robbery and was later bailed pending further enquiries.

The shooting incident occurred as David Chormbury opened up his church in Clifton Crescent around 8am on Sunday.

The 45-year-old ringman suffered serious head injuries as he was attacked by robbers, who then stole his Mazda CX5 Sport car.

He was found by a passer by the road and was placed in an induced coma. He remains in hospital in a critical but stable condition.

Sgt Samantha Price, from the West Midlands Police violent crime team, said: "We are still investigating what happened, but we believe the bishop was opening up the Church of Latter Day Saints when he was attacked."

The car was recovered a short time later on nearby Starling Grove.

However, jewellery from the car, including a black phone 4s in a silver case and an iPad2 with a black smart cover in a black sleeve is still missing.

Anyone with information can call police on 101 or contact the independent charity CrimeStoppers anonymously on 0800 555 111.

QUIZ OF THE DAY



Volcano risk: See Question 4

- Which band's first recording contract is expected to fetch up to \$150,000 (£96,300) when it is sold at auction in New York next month?
- Who are out of pocket after nail faces overstripped wages over the past five years, according to a report?
- A study has found taking what each day can help overweight people combat cancer?
- Name the volcano in Ecuador that could threaten up to 325,000 people if it erupts.

ANSWERS
 1. The Beatles, 2. Consumers, 3. An asthma, 4. Consumer.

BIRTHDAYS



Richard Ingrams, former editor of Private Eye, 78; Gieger Baker, drummer, 79; Bill St John, actress, 73; Bill Ingram, Stiles pop star, 72; Bill Clinton, former US president, 68; John Deaux, rock musician, 64; Kevin Dillon, actor, 56; Matthew Perry, actor, 46

8.3 Annex C: Trinity Mirror “How To Make A Complaint”³⁶

How To Make A Complaint

Trinity Mirror PLC Complaints Policy and Procedure

Trinity Mirror PLC is a member of and is regulated by IPSO, the Independent Press Standards Organisation. We adhere to the Editors’ Code Of Practice as enforced by IPSO who are contactable for advice at Gate House, 1 Farringdon Street, London, EC4M 7LG.

Website <http://www.ipso.co.uk/> email advice@ipso.co.uk Telephone: 0300 123 2220

1. If you wish to make a complaint

Trinity Mirror takes all complaints seriously. You are free to contact Trinity Mirror directly to seek a resolution to your complaint or to seek advice via IPSO. However **BEFORE** making a direct complaint to us please read our Complaints Policy (available here at <http://www.trinitymirror.com/complaintspolicy>) as it sets out those matters about which we will instigate a formal investigation and those matters which are not covered. Complaints made directly to us will only be considered within the terms of the Editors Code Of Practice (available here <http://www.trinitymirror.com/codeofpractice>)

If your issue is NOT covered by our Policy there are still options for you to set out your concerns to editorial staff. For instance, if you notice a factual inaccuracy in any of our publications that does not directly relate to you, please contact the publication or website directly using the details set out in the “Comments and Complaints” section on Page 2 of the print publication or

³⁶ <http://www.trinitymirror.com/howtocomplain>

the "Corrections and Clarifications" section at the foot of the homepage of the website which is the subject of your concern. Please also feel free to write to the Editor if you have any general concerns about any item in the newspaper.

2. Procedure

If you wish to complain directly to Trinity Mirror and

- 1 you have read our Complaints Policy
- 2 are satisfied that your complaint comes within its terms,
- 3 your complaint falls within the specified time limit (no later than four months after print publication or one year after first online publication) and
- 4 have decided which clause/s of The Code best fit your complaint, please fill in the online form set out here (<http://www.trinitymirror.com/complaintsform>) and press the "Send" button. If you prefer a paper version please write to Legal and Compliance Department Trinity Mirror PLC one Canada Square Canary Wharf London E14 5AP and you will be sent a Complaints Form together with a copy of our Complaints Policy and Procedure . Please also use this address if you do not have the facilities to upload material and you wish to conduct this complaint in paper form.

8.4 Annex D: www.trinitymirror.com

Trinity Mirror plc

OUR COMPANY BRAVOS INVESTORS OUR VALUES NEWS CONTACT US search

Telling the Story

Yesterday. Today. Tomorrow.

Trinity Mirror is one of the largest multimedia publishers in the UK. Our story is one that has evolved over time, beginning with just a single local publication. The Trinity Mirror portfolio now spans the country and our publications, websites and digital services bring news, entertainment and new opportunities to local, regional and national audiences every day.

More

"I love it when a big story breaks"

Nod Macdonald

Get To Know Us

Let us introduce you to the Trinity Mirror board

Mirror...

One Trinity Mirror
Trusted. Current. Creative

TRINITY MIRROR

- Disclaimer
- Privacy Policy
- Complaints Policy
- Cookie Policy
- Sitemap
- Contact Us
- Corporate Governance
- Health & Safety
- Press Releases

8.5 Annex E: Trinity Mirror Complaints Policy³⁷

Trinity Mirror Complaints Policy

1. Trinity Mirror will consider complaints under its Complaints Policy concerning editorial content (eg articles and/or photographs) in its print publications and its own websites and/or the conduct of journalists/photographers either employed by us or commissioned by us on a freelance basis. Trinity Mirror accepts complaints directly through its Complaints Procedure or you can seek advice via IPSO who may then refer your complaint back to us to deal with you directly. Trinity Mirror will only consider complaints under this Policy that fall within the Editors' Code of Practice ("The Code") available here www.trinitymirror.com/codeofpractice. If you are unsure as to whether your complaint falls under The Code please consult IPSO (Independent Press Standards Organisation) for guidance at Gate House, 1 Farringdon Street, London, EC4M 7LG. Website www.ipso.co.uk email advice@ipso.co.uk Telephone: 0300 123 2220

2. Complaints NOT covered by the Complaints Policy

Concerns about matters of editorial policy, taste, decency, impartiality, or disagreements with the opinions of a publication or its columnists on a moral, political or other basis

Lobbying on the general subject matter of articles and/or campaigns

Vexatious and/or abusive complaints

Contractual or other legal matters . If you have a complaint about a legal issue please write to the

³⁷ <http://www.trinitymirror.com/complaintspolicy>

Legal Department Trinity Mirror PLC One Canada Square Canary Wharf London E14 5AP

Complaints about online material originally generated by Trinity Mirror on any website that is not owned or controlled by Trinity Mirror

Complaints about User Generated Content (eg comments by members of the public) on any Trinity Mirror website that has not been pre-moderated by us.

Complaints about spelling/grammar and/or simple matters of fact that do not affect the complainant personally. For these issues please contact the publication directly (see page 2 of the applicable publication for details or the homepage of its website).

Complaints about advertising - If you are concerned about an advert that has appeared in one our newspapers or websites please refer to the Advertising Standards Authority (ASA) which is the regulator for the advertising industry.
Website www.asa.org.uk

3. Discretion

Trinity Mirror may at its discretion, consider a complaint (where an alleged breach of The Code is significant and there is substantial public interest in considering the complaint) from a representative group affected by the alleged breach, or from a third party seeking to correct a significant inaccuracy of published information. In the case of third party complaints, the position of the party most closely involved will be taken into account. If a complaint comes from multiple complainants, Trinity Mirror reserves the right to respond with one generic reply.

4. Time Limits For Complaints

Trinity Mirror will generally only accept complaints under its Complaints Procedure that are made within four months of an article appearing in print or one year of an article first appearing online.

5. Procedure and Timetable

Once a Complaints Form is received, we will acknowledge your complaint within 7 days. This acknowledgment may include a request for further clarification as to the nature of your complaint or more detail to help us determine whether there has been a breach of the Code. Our aim is to try to resolve your complaint amicably and quickly. However, if your complaint contains matters that require further research, are of a complex nature and/or require staff to be consulted who may be away, for instance, on annual leave then we will inform you of the expected response date. We will strive to resolve your complaint within 28 days of first receipt of your complaint. If we respond to you and do not hear back for a period longer than 28 days we will conclude that you have dropped your complaint and we will consider the matter closed.

6. Conduct

In order to fully understand and consider your complaint under the terms of The Code it is vital that all correspondence is conducted with courtesy and is limited to only the issues in hand. Although we appreciate that you may be upset by the publication of an article that has affected you (and we will strive to be sympathetic and considerate in investigating your complaint) Trinity Mirror reserves the right to

reject any complaint or contact without further contact where abusive, offensive, insulting or intimidating language has been or is being used.

7. Referral

If we cannot resolve your complaint within the 28 day period and we cannot agree an extension of time to see if we can come to a settlement, then you are free to refer this matter to IPSO at the contact details set out above or by email at complaints@ipso.co.uk. IPSO will then try to broker a settlement between us but if they determine that a settlement cannot be reached, your complaint may be referred for a formal adjudication by the IPSO Complaints Committee.

8. Changes

Trinity Mirror reserves the right to amend this Policy at any time, but should this happen, it will adhere to the Policy that was in place at the time of any complaint.

8.6 Annex F: Trinity Mirror Online Complaints Form³⁸

Trinity Mirror PLC Complaints Form

PLEASE NOTE THAT THIS FORM IS ONLY FOR COMPLAINTS UNDER THE EDITOR'S CODE OF PRACTICE. IF YOU HAVE A GENERAL COMMENT ABOUT A NEWSPAPER OR WEBSITE ON THE GROUNDS OF EDITORIAL DIRECTION, CONTENT OR TASTE, OR HAVE A COMPLAINT ABOUT AN OFFER PLEASE CONTACT THE PUBLICATION DIRECTLY.

*Required

Title *

Please select from the list below.

Your first name *

Your last name *

Your contact address *

Post Code *

Contact Number

³⁸ <http://www.trinitymirror.com/complaintsform>

E-mail address *

The Article/s about which you wish to complain *

Please select from the list of publications below. If your complaint is about more than one publication, please choose one and list any other publication, together with the headline and page number in the "Your Complaint" text field later in this form.

Article headline *

(Usually the large print at the top of the article)

Date of article *

Byline

(The author of the article - if shown)

Page number

Website address of article

(If the article appears online -please copy and paste the website address in the box provided)

Editors' Code of Practice *

Please Tick the clause/s of the Code Of Practice that you believe have been breached. If you are unsure please contact IPSO for advice advice@ipso.co.uk Telephone: 0300 123 2220. A copy of the Code Of Practice can be found here <http://www.trinitymirror.com/codeofpractice/>

- 1. Accuracy (if we have published something about you that is inaccurate)
- 2. Opportunity to reply (if we have published inaccuracies about you)
- 3. Privacy (if we have published private information or photos of you where you would have a reasonable expectation of privacy)
- 4. Harassment (if you have been repeatedly approached by a journalist after you have asked not to be contacted)
- 5. Intrusion into grief or shock (if an insensitive approach has been made to you or an insensitive article published following the death of a relative)
- 6. Children (if your child has been approached by a journalist on welfare issues without your permission or an article, without justification, intrudes upon their private life or schooling)
- 7. Children in sex cases (if a child has been identified as a victim or a witness in a sex case)
- 8. Hospitals (If a journalist has entered non-public areas of a hospital without permission)
- 9. Reporting of crime (if you have been identified in article without justification as a relative or associate of a person accused of crime)
- 10. Clandestine devices and subterfuge (if, without public interest justification, you have been secretly filmed or recorded or a journalist has used subterfuge against you)
- 11. Victims of sexual assault (if you have or are likely to be identified as a sexual assault victim as a result of publication of an article)
- 12. Discrimination (if prejudicial, pejorative or irrelevant references have been made about your personal gender status, sexuality, religion race or disability)
- 13. Financial journalism (articles written by journalists who have undeclared financial interests (ie shares) in a company about which they are writing)
- 14. Confidential sources (if a journalist has breached a duty to protect a source)
- 15. Witness payments in criminal trials (if a payment or an offer of payment has been made to a witness or potential witness in criminal proceedings)
- 16. Payment to criminals (if a payment has been made to a convicted criminal or an associate for a story that exploits, glamorises or glorifies crime)

Website address of article

(If the article appears online -please copy and paste the website address in the box provided)

Editors' Code of Practice *

Please Tick the clause/s of the Code Of Practice that you believe have been breached. If you are unsure please contact IPSO for advice advice@ipso.co.uk Telephone: 0300 123 2220. A copy of the Code Of Practice can be found here <http://www.trinitymlrror.com/codeofpractice/>

- 1. Accuracy (if we have published something about you that is inaccurate)
- 2. Opportunity to reply (if we have published inaccuracies about you)
- 3. Privacy (if we have published private information or photos of you where you would have a reasonable expectation of privacy)
- 4. Harassment (if you have been repeatedly approached by a journalist after you have asked not to be contacted)
- 5. Intrusion Into grief or shock (if an insensitive approach has been made to you or an insensitive article published following the death of a relative)
- 6. Children (if your child has been approached by a journalist on welfare issues without your permission or an article, without justification, intrudes upon their private life or schooling)
- 7. Children in sex cases (if a child has been identified as a victim or a witness in a sex case)
- 8. Hospitals (if a journalist has entered non-public areas of a hospital without permission)
- 9. Reporting of crime (if you have been identified in article without justification as a relative or associate of a person accused of crime)
- 10. Clandestine devices and subterfuge (if, without public interest justification, you have been secretly filmed or recorded or a journalist has used subterfuge against you)
- 11. Victims of sexual assault (if you have or are likely to be identified as a sexual assault victim as a result of publication of an article)
- 12. Discrimination (if prejudicial, pejorative or irrelevant references have been made about your personal gender status, sexuality, religion race or disability)
- 13. Financial journalism (articles written by journalists who have undeclared financial interests (ie shares) in a company about which they are writing)
- 14. Confidential sources (if a journalist has breached a duty to protect a source)
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- 16. Payment to criminals (if a payment has been made to a convicted criminal or an associate for a story that exploits, glamorises or glorifies crime)

Your complaint *

Please explain how you believe the Code Of Practice has been breached with reference to any evidence/information to support your complaint if available. Please set out your reasons with regard to each clause that you have selected.

Supporting documents or photographs *

If you have any supporting documents or photographs, please email attachments to complaints@trinitymirror.com quoting your name, publication title, article headline and date or send any documents quoting your details to Legal and Compliance Department Trinity Mirror PLC One Canada Square, Canary Wharf, London E14 5AP. Please send copies only. Do not send original documents as Trinity Mirror cannot accept responsibility for their loss in transit.

- No I do not have supporting documents
- Yes, I shall send them as attachments later

Submit

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8.7 Annex G: Postal Complaints Pack

Covering Letter

25 August 2015

Our Ref.:

Dear

Thank you for your enquiry. Trinity Mirror takes all complaints seriously and we are sorry that you have had cause to complain.

Please find attached four documents to assist you.

1. How to Make a Complaint
2. Trinity Mirror Plc's Complaints Policy
3. The Editors' Code of Practice as enforced by IPSO, the Independent Press Standards Organisation
4. Our standard Complaints Form

After reading these documents, if you are satisfied that your complaint is covered by our Complaints Policy, please send the completed form, together with any supporting documents, to the Legal and Compliance Department, Trinity Mirror Plc, One Canada Square, Canary Wharf, London E14 5AP or by fax to 020 7293 3613 or (as attachments) to complaints@trinitymirror.com.

Once received, we will send you an initial response within seven days.

Yours sincerely

Paul Mottram
Editorial and Legal Compliance Officer

8.8 Annex H: Trinity Mirror Websites - Homepage

OFFERS FANTASY BINGO DATING JOBS BUYSELL COMPETITIONS HOROSCOPES CARTOONS CROSSWORDS COOKIE POLICY


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Teen collapses on Easyjet flight after wearing 12 layers of clothes to avoid luggage charge

19-year-old singer James McElvar wore the entire contents of his rucksack, which contained four jumpers, six t-shirts, three pairs of jeans, two jogging bottoms, two jackets and even two hats.

Pilot flushed live bullets down on-board toilet after finding them in luggage during flight




'4 beautiful years': David Beckham wishes daughter Harper Happy Birthday



Teacher's heartfelt letter to David Cameron about SATS exams leaves daughter in tears

SCHOOLS



Is the Bristol crocodile back? Witness said

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- Rugby Union
- Cricket
- Golf
- Horse racing
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- Fantasy Football

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- TV Previews
- TV Reviews

CELEBS

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- US gossip
- Fashion & Beauty
- TV & film news
- Weird celeb news

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- Sport Opinion
- Sam Opinion
- Lifestyle Opinion

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- Cartoons
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8.9 Annex I: Trinity Mirror Websites - "How to Complain"

OFFERS FANTASY BINGO DATING JOBS BUYSELL COMPETITIONS HOROSCOPES CARTOONS CROSSWORDS COOKIE POLICY

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Sport Technology Money Travel Fashion

How to Complain

Please contact the editorial team for any issues with our content

- If you notice a factual inaccuracy in the Daily Mirror, Sunday Mirror, Sunday People or Mirror Online that does not directly relate to you, please email ftm@mirror.co.uk
- To submit a letter for publication, please email madeuthink@mirror.co.uk
- If you have any general concerns or comments about any item in Daily Mirror, Sunday Mirror, Sunday People or Mirror Online that you would like to bring to the Editor's attention, please email feedback@mirror.co.uk
- You can also write to Readers Editor, MGN Limited, One Canada Square, Canary Wharf, London E14 5AP.

If you have an issue with a reader offer, please email readeroffers@mirror.co.uk

If you have a problem getting your copy of the Mirror, please email newspapersaleservices@trinitymirror.com

If you have a technical issue with the website or mobile website, please email web@mirror.co.uk

If you have an issue with the electronic edition for tablets, please email tabletsupport@trinitymirror.com

If you have an issue with a competition, please email competitions@mirror.co.uk

Trinity Mirror PLC is a member of and is regulated by IPSO, the Independent Press Standards Organisation. We adhere to the Editors' Code of Practice as enforced by IPSO who are contactable for advice at

- IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG
- Website: <http://www.ipso.co.uk/>
- Email: advice@ipso.co.uk
- Telephone: 0300 123 2220

If you have an issue about how Daily Mirror, Sunday Mirror, Sunday People or Mirror Online has written about you personally or has treated you and wish to make a formal complaint over a potential breach of the Editor's Code of Practice, please see Trinity Mirror's Complaints Policy and Procedure here
<http://www.trinitymirror.com/howtocomplain>

8.10 Annex J: Trinity Mirror Websites - Corrections & Clarifications

[OFFERS](#) [FANTASY](#) [BINGO](#) [DATING](#) [JOBS](#) [BUYSELL](#) [COMPETITIONS](#) [HOROSCOPE'S](#) [CARTOONS](#) [CROSSWORDS](#) [COOKIE POLICY](#)



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Corrections & Clarifications

If we have published anything that is factually inaccurate, please contact the editor on 020 7293 3953, at fm@mirror.co.uk or at Readers' Editor, Daily Mirror, 1 Canada Square, Canary Wharf, London E14 5AP and, once verified, we will correct it here as soon as possible.

The Mirror website is published by MGN Ltd, a subsidiary company of Trinity Mirror PLC, which is a member of IPSO, the Independent Press Standards Organisation.

We adhere to the Editors' Code Of Practice as enforced by IPSO who can be contacted for advice at IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG.
Website <http://www.ipso.co.uk/> email advice@ipso.co.uk Telephone: 0300 123 2220

[How to make a complaint.](#)

ALL STORIES



Barbara Windsor
BARBARA WINDSOR

05 Jul 2015

Further to our article "Babs: Why Enders lost the plot", we are happy to make clear that contrary to what may have been suggested in the headline, Barbara Windsor was not criticising the EastEnders programme and has the utmost respect for the producers. In fact she was expressing her concern about the attitudes and time-keeping of younger members of the cast in the past.

Zdzislaw Molodynski
CORRECTIONS & CLARIFICATIONS

09 Jun 2015 *The Mirror*

Following our 23 December 2013 article 'Drunk Santa and helper' in hospital facing drink drive charges after falling out of horse-drawn sleigh we have been informed that Zdzislaw Molodynski refutes the quotes that were attributed to him and that the Santa and his helper did not face any charges. We are happy to make this clear.



For the record
CORRECTIONS & CLARIFICATIONS

17 Apr 2015

We are happy to set the record straight

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