



MEDIA GROUP

Bauer Consumer Media Limited ("BCML")

IPSO ANNUAL STATEMENT

01 January to 31 December 2016 (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 the Bauer Media Group, Europe's largest privately-owned media group offering over 300 magazines in 19 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 16 - Dec 16	Frequency
Closer	223,342	Weekly
Empire	123,004	Monthly
Garden Answers	27,957	Monthly
Garden News	35,251	Weekly
Grazia	122,213	Weekly
Heat	136,470	Weekly
Kerrang!	18,462	Weekly
Mojo	67,518	Monthly
Q Magazine	40,003	Monthly
Top Sante	40,032	Monthly
Yours	260,003	Fortnightly
<i>Total</i>	<i>1,094,255</i>	



MEDIA GROUP

Annual Releases		
Title Name	Total ABC Jan 16 - Dec 16	Frequency
Angling Times	25,878	Weekly
Bike Magazine	37,106	Monthly
Bird Watching	14,023	4 Weekly
CAR	47,567	Monthly
Classic Bike	33,546	Monthly
Classic Cars	34,716	Monthly
Country Walking	25,074	13 Per Annum
Golf World	23,836	Monthly
Improve Your Coarse Fishing	22,225	Monthly
Land Rover Owner International	29,172	13 Per Annum
Landscape	39,187	Monthly
MCN (Motorcycle News)	66,651	Weekly
Match!	18,803	Weekly
Model Rail	24,051	4 Weekly
Modern Gardens	29,074	Monthly
Mother & Baby	18,582	Monthly
Performance Bikes	15,252	Monthly
Practical Classics	42,636	Monthly
Practical Photography	25,225	Monthly
Practical Sportsbike	18,017	Monthly
Rail	19,238	Fortnightly
Ride	33,685	Monthly
Sea Angler	20,334	Monthly
Steam Railway	30,541	Monthly
Today's Golfer	45,688	Monthly
Trail	21,902	4 Weekly
Trout & Salmon	20,736	Monthly
Trout Fisherman	13,173	Monthly



<i>Total</i>	<i>795,918</i>	
--------------	----------------	--

Bauer Own Source Data		
Title Name	Total Jan 16 - Dec 16	Frequency
Practical Fishkeeping	10,393	4 Weekly
Your Horse	13,030	Monthly
<i>Total</i>	<i>23,423</i>	

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



MEDIA GROUP

is compliant with the Code, and if there are any doubts about veracity or legality of the content it will be referred to the in-house legal team or specialist law firm.

Where necessary, editors and journalists may seek advice pre or post publication from IPSO directly, 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 e-mail address for complaints: 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 e-mail to the complaints mailbox address to ensure that 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.

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 e-mail 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 upon a comprehensive training programme to inform editorial staff of IPSO's role in the industry, how the regulatory system operates and other important legal requirements to be considered when producing editorial content.

Training is on-going, particularly on the editors' code, defamation, privacy and copyright issues, and continues to be provided regularly at BCML's office locations by the in-house legal team and specialist libel law firms.

The legal team maintain a training record and editorial 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.



MEDIA GROUP

APPENDIX 1

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/decentcy 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 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.



MEDIA GROUP

- 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



MEDIA GROUP

- If you are unhappy with our final response to your complaint you may complain to [IPSO](http://www.ipso.co.uk) (<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 .
- 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.
- Inquiries: inquiries@ipso.co.uk.
- Advice: advice@ipso.co.uk.

Published 08 September 2014



MEDIA GROUP

APPENDIX 2

PARKERS Cars Vans My Parkers

REVIEWS | SPECS | VALUATIONS | FOR SALE | WHICH CAR? | BUYING TOOLS | FINANCE | LEASING | INSURANCE | ADVICE | COMPANY CARS | WIN

Promoted Topics

- | | |
|---|--|
| 01 Used Honda Bikes | 05 Benefits of Leasing a Car |
| 02 Used Cars for Sale | 06 Lease Or Buy |
| 03 New Infiniti Cars | 07 Lease a New Car |
| 04 Leasing a Car Vs. Buying a Car | 08 Buy New Car Online |

THIS EARTH HOUR, SHINE A LIGHT ON CLIMATE ACTION.
Switch off your light and switch on your social power at earthhour.org

80%
25 APR 2017 1 20:00 PM



[SITEMAP](#) [CONTACT US](#) [ADVERTISE WITH US](#) [PRIVACY & COOKIE POLICY](#) [TERMS OF USE](#) [COMPLAINTS POLICY](#)

© 1972-2017 Bauer Consumer Media Limited

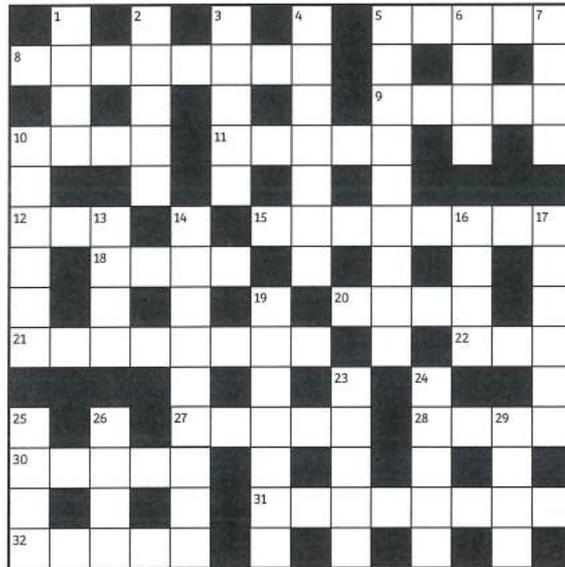
Registered in England & Wales (company no. 01176085) at Media House, Peterborough Business Park, Peterborough, PE2 6EA
Bauer Consumer Media Limited are authorised and regulated by the Financial Conduct Authority (reference no. 710067)

No 6 PRIZE CROSSWORD

When all the answers are in place, the letters in the odd-numbered squares 1 to 5, the even-numbered squares 6 to 20, and the odd-numbered squares 23 to 29 will spell out the first No 1 hit for 4 down 19 down, in 1957.

ACROSS

- 5 Bird of prey (5)
 - 8 Comfortable furniture (8)
 - 9 *Picea* ____, the Norway or common spruce (5)
 - 10 Emblem of Yorkshire (4)
 - 11 Closely compacted (5)
 - 12 Morning moisture on plants (3)
 - 15 ____ creeper, parthenocissus (8)
 - 18 River on which York stands (4)
 - 20 'Mount ____', variety of *Phlox paniculata*. Big in Japan? (4)
 - 21 See 28 across
 - 22 Open area of grassy land (3)
 - 27 Number (5)
 - 28 and 21 across Shakespeare's future wife (4,8)
 - 30 Name of the people who dominated pre-conquest Mexico (5)
 - 31 Violet or purple gemstone (8)
 - 32 'Ivory ____', *Taxus baccata* (5)
- ## DOWN
- 1 Threesome (4)
 - 2 ____ pine, common name of pandanus, from its twisted stem (5)
 - 3 Of a plant, able to survive outside during winter (5)
 - 4 ____ Goes to Hollywood, 1980s group fronted by Holly Johnson (7)
 - 5 Shrub with scented flowers and handsome leathery leaves (9)
 - 6 Broad smile (4)
 - 7 Not difficult (4)
 - 10 Pungent edible root (6)
 - 13 Word once used in the names of plants that were used as food (4)
 - 14 Vehicle with a large carrying area behind the seats (6,3)
 - 16 Metal fixing spike (4)
 - 17 Spike a lawn (6)
 - 19 Ralph ____ Williams, English composer (7)
 - 23 Used as an anaesthetic (5)
 - 24 Science of numbers (5)
 - 25 'Cupid's ____', common name of *Catananche coerulea* (4)
 - 26 Dish of meat and veg cooked slowly in a liquid (4)
 - 29 Over-inquisitive (4)



SOLUTION TO No 4

Across 1 Eglantine 6 Zero 10 Woodbine
 11 Rydal 12 Dene 13 Field trip
 18 Wrought 20 Runaway 24 Take after
 27 Iron 28 Thyme 30 Restless 31 Elms
 32 Forsythia Down 2 Gloves 3 Audley
 4 Thief 5 Niece 7 End 8 Oxlips 9 Erodium
 14 Iowa 15 Ruhr 16 Musk 17 Papaver
 19 Ryde 21 Statue 22 Violet 23 Bonsai
 25 Torso 26 Roses 29 Yam
 Hidden quotation 'I know a bank where the wild thyme blows, Where oxlips and the nodding violet grows Quite over-canopied with luscious woodbine, With sweet musk-roses and with eglantine.'

Winner of crossword No 4 is Mr DF Dingle of St Austell, Cornwall

WIN! Plant food from the Baby Bio® Outdoor range

We've all looked at a neighbour's garden or allotment and wondered how they do it! The answer is they've been feeding their plants.

Feeding can make all the difference. The nutrients plants need are in the soil, but over time the supply gets exhausted. Replace it with regular feeding and your plants will thrive, growing stronger roots and brighter blooms.

Baby Bio® Outdoor takes feeding one step further. Its unique formulation contains bio-stimulants, which help the plants take up and use the nutrients to the absolute max.

You'll get up to 70 per cent more flowers with Baby Bio® Outdoor Flowers and Shrubs (compared to using no food), and 35 per cent more fruit and veg with Baby Bio® Outdoor Fruit

& Vegetables (compared to using a standard NPK fertiliser).

Just pop 10ml of Baby Bio® Outdoor in 1 litre of water and apply every two weeks.

For your chance to win a 750ml bottle of each product, send your crossword plus the hidden Top 10 No 1 hit to: Crossword No 6, Garden News, Media House, Peterborough PE2 6EA. The winner will be drawn on February 22.



Watch your garden grow!

Garden news

Address Garden News, Bauer Media, Media House, Lynch Wood, Peterborough, PE2 6EA
 Tel 01733 468000
 Email gn.letters@bauermedia.co.uk

EDITORIAL

Editor Jo-Anne Wright
 Editor at Large Ian Hodgson
 Associate editor Marina Jordan-Rugg
 Features editor Karen Murphy
 Garden writers Melissa Mabbitt, Pam Richardson
 Art and cover editor John Temple
 Art editor Dean Evans
 Production editors Karen Warren, Andrew Wright
 Editorial assistant Victoria Hackney-Williams

ADVERTISING

Group Commercial Director Charlie Brookes
 Commercial Director Iain Grundy
 Key Accounts Kayleigh Nicolaou
 Display Sales Exec Any Woods
 Classified Sales Exec Lucy Dempsey

MARKETING

Tel 01733 468000
 Brand Manager Charlotte Walsh
 Product Manager Lynne Fairburn
 Direct Marketing Manager Julie Spires
 Direct Marketing Executive Rebecca Lambert
 Head of Newstrade Marketing Leon Benoiton
 Newstrade Marketing Manager Sam Tomblin

PRODUCTION

Tel 01733 468341
 Print Production Controller Colin Robinson
 Advertising Production Helen Fulluck
 Printed by Wyndeham Peterborough Ltd
 Distributed by Frontline

Subscriptions and back issues

To ensure that you don't miss an issue and for the best subscription offers visit www.greatmagazines.co.uk

For subscription or back issue queries

please contact CDS Global on Bauer@subscription.co.uk
 Phone +44 (0)1858 438884 (UK and overseas)

BAUER CONSUMER MEDIA

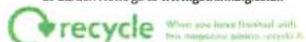
Managing Director - Leisure & Technology Kim Stanley
 Editorial Director June Smith-Sheppard
 Head of Digital Charlie Calton-Watson
 Group Direct Marketing Director Chris Gadsby
 Finance Director Lisa Hayden
 Group Finance Director Sarah Vickery
 Group Managing Director Rob Munro-Hall
 CEO Paul Keenan

Garden News magazine is published 52 times a year by Bauer Consumer Media Ltd, registered address 3, Lincoln Court, Lincoln Road, Peterborough, PE1 2RF. Registered number 0176085. No part of the magazine may be reproduced in any form in whole or in part, without the prior permission of Bauer. All material published remains the copyright of Bauer and we reserve the right to copy or edit, any material submitted to the magazine without further consent. The submission of material (manuscripts or images etc) to Bauer Media, whether unsolicited or requested, is taken as permission to publish that material in the magazine, on the associated website, any apps or social media pages affiliated to the magazine, and any editions of the magazine published by our licensees elsewhere in the world. By submitting any material to us you are confirming that the material is your own original work or that you have permission from the copyright owner to use the material and to authorise Bauer to use it as described in this paragraph. You also promise that you have permission from anyone featured or referred to in the submitted material. To it being used by Bauer. If Bauer receives a claim from a copyright owner or a person featured in any material you have sent us, we will inform that person that you have granted us permission to use the relevant material and you will be responsible for paying any amounts due to the copyright owner or featured person and / or for reimbursing Bauer for any losses it has suffered as a result. Please note, we accept no responsibility for unsolicited material which is lost or damaged in the post and we do not promise that we will be able to return any material to you. Finally, whilst we try to ensure accuracy of your material when we publish it, we cannot promise to do so. We do not accept any responsibility for any loss or damage, however caused, resulting from use of the material as described in this paragraph.

COMPLAINTS: Bauer Consumer Media Limited is a member of the Independent Press Standards Organisation (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.bauermediacomplaints.co.uk. Our e-mail address for editorial complaints covered by the Editorial Complaints Policy is complaints@bauermedia.co.uk.



If you or someone you know are aged between 16 and 24 and are interested in work experience opportunities at Garden News go to www.gothinkbig.co.uk





**WE THINK
POPULAR.**

BAUER CONSUMER MEDIA LIMITED and H BAUER PUBLISHING - 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 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 Editor's 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 (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

Address: Independent Press Standards Organisation, Gate House, 1 Farringdon Street, London, EC4M 7LG

Telephone: 0300 123 2220

Email for complaints: inquiries@ipso.co.uk

UPDATED FEBRUARY 2017