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## Annual Statement (covering the period 1<sup>st</sup> January to 31<sup>st</sup> December 2016)

### Introduction

*A brief overview of the nature of the Regulated Entity, including for example brief details of its history and current structure, and the nature of its publications, including its circulation area or audience.*

- Founded in 1997, Paragraph Publishing Ltd publish drinks and travel magazines and web sites and host awards and events throughout the world in their specialist market sectors.

*A list of the publisher's titles/products.*

### **Annuals**

- World's Best Beers
- World's Best Spirits

### **Magazines**

- Scotland Magazine
- Whisky Magazine (English, French, Cantonese, Mandarin and Japanese – online)

### **Books**

- Microbrewers' Handbook
- Whisky Tastings Journal

### **Events**

- Scottish Hotel Awards Dinner
- Whiskies & Spirits Conference
- Whisky Live
- Whisky Magazine Awards Dinner
- World Drinks Awards Lunch

### **Awards**

- Independent Bottlers' Challenge
- Scottish Hotel Awards
- World Beer Awards
- World Drinks Awards
- World Fortified Wine Awards
- World Whiskies Awards

### **Web site**

- [www.paragraphpublishing.com](http://www.paragraphpublishing.com)
- [www.scotlandmag.com](http://www.scotlandmag.com)
- [www.scottishhotelawards.com](http://www.scottishhotelawards.com)
- [www.thedrinksreport.com](http://www.thedrinksreport.com)
- [www.whiskymag.com](http://www.whiskymag.com)
- [www.whiskylive.com](http://www.whiskylive.com)
- [www.worlddrinksawards.com](http://www.worlddrinksawards.com)

*The name of the publisher's responsible person*

- Damian Riley-Smith

### Our editorial standards

*An overview of the publisher's approach to editorial standards*

With our small editorial team (four full-time members of the team) and two designers, they are all involved in the following:

- Annual strategy meeting
- Annual review of contributors terms and conditions
- Issue by issue post-publication review
- Issue by issue planning meeting
- Company handbook focus on reader and customer care and understanding to respond to any reader or customer complaint swiftly and comprehensively

*A discussion of the publisher's approach to seeking editorial guidance from IPSO: generally, in what circumstances would it seek/has it sought guidance from IPSO?*



We have not sought assistance from IPSO in the current year. If there was any potential concern of concern prior to publication we would seek IPSO advice if we had not received satisfactory guidance from our lawyers, and should we receive a complaint we would inform IPSO about our proposed response. During the current year we have implemented the IPSO Complaints and Amends Policy across all our publications and web sites.

*A discussion of the publisher's approach to the verification of stories, perhaps drawing from typical examples of stories it has published over the relevant period to demonstrate the standards it expects from its journalists*

All contributors receive the Paragraph terms and conditions and are expected to have reviewed and confirmed their stories. Our Editorial Director, Editors and Contributing Editors are expected to check all facts during the sub-editing process. Any stories that are of concern are referred to the publisher.

*A list of all internal manuals, codes or guidance used by journalists or editors*

- Contributor terms and conditions
- IPSO Editor's Code of Practice
- IPSO REGULATIONS
- Paragraph Publishing Editorial Handbook
- Scotland Magazine Style Guide
- Whisky Magazine Style Guide

#### Our complaints-handling process

*Details of how the publisher handles editorial complaints, if any, including:*

*In what forms it accepts editorial complaints:*

Any form is accepted

*Who handles editorial complaints internally*

Any complaint is always handled by the editor of the relevant publication in the first instance, with the approval of the publisher prior to reader / customer communication

*What records it keeps of editorial complaints and their outcomes*

We keep email and paper records if and when they occur. Where amendments are made to copy, original copy must be recorded in a word document with the revised copy underneath and the date the changes were made and must be placed in Company > Editorial > Editorial\_Copy\_Amends.

*How it seeks to resolve editorial complaints*

Our Company Handbook states "Our success depends on the service we offer our customers. We must always work to answer their needs; their calls, their questions, their letters, their orders. This can only be achieved by observing and developing our key principles which are to.

- Do the worst first
- Never assume
- Always treat customer enquiries as a matter of priority
- Always reply to letters / emails within 48 hours
- Always return phone calls within 12 hours
- Satisfy the customer – always give them the product they require, at a consistently high quality, at good value and on time
- Always remember the customer – our readers and advertisers – make our business work
- Databases are only as good as the information put in to them and you must always keep the databases up to date

*What information it provides to readers, and where, about its internal process for editorial complaints and IPSO's complaints process.*

- On the flannel panel / imprint page of our printed and digital publications we display the text: "Paragraph Publishing abides by the Independent Press Standards Organisation (IPSO) rules and regulations as detailed in 'The Editor's Code of Practice'. To make a formal complaint about any editorial content, please contact [editorial@paragraphpublishing.com](mailto:editorial@paragraphpublishing.com)"
- Online we include a 'complaints' link in the footer navigation detailing the following complaints policy: "Paragraph Publishing abides by the Independent Press Standards Organisation (IPSO) rules and regulations as detailed in 'The Editor's Code of Practice'. To make a formal complaint about any editorial content, please contact [editorial@paragraphpublishing.com](mailto:editorial@paragraphpublishing.com)

#### Our training process

*Details of any training programmes the publisher has run in the relevant period, including perhaps relevant materials*

- Contributor terms and conditions
- Social media
- Uploading content to the editorial database / CMS

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*Confirmation of what proportion of staff have undergone the training programme, if known*

- All editorial staff

*Details of any plans for further training, if any*

- Commissioning process
- Digital edition production
- Law
- Packaging
- Subbing/proofing
- Writing

## Our record on compliance

*Details of any complaints against the publisher which have been ruled on by IPSO's Complaints Committee over the period;*

None

*Details of the steps taken to respond to any adverse adjudications by IPSO over the period;*

None

*Details of any other incidents in relation to which the publisher accepted that it had breached the Editors' Code, or which otherwise raised significant concerns about compliance with the Editors' Code over the period, and details of the steps taken to remedy these concerns.*

None

## Appendix

*Copies of internal manuals, codes or guidance used by journalists.*

- Contributor terms and conditions
- IPSO Editor's Code of Practice (from IPSO; not included)
- IPSO REGULATIONS (from IPSO; not included)
- Paragraph Publishing Editorial Handbook
- Scotland Magazine Style Guide
- Whisky Magazine Style Guide

10 March 2017