



MEDIA GROUP

H Bauer Publishing (HBP)

# IPSO ANNUAL STATEMENT

01 January to 31 December 2016 (the "Reported Period")



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1. Introduction

HBP 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.

HBP was formed in August 1987 with the launch of the women's weekly Bella which is still published today.

Since 1987 our magazine portfolio has increased considerably covering women's weekly true life magazines, TV listings, astrology, food and puzzles number circa 45 magazines.

**6 Monthly Releases**

<b>Title Name</b>	<b>Total ABC Jul 16 -Dec 16</b>	<b>Frequency</b>
TV Choice	1,219,097	Weekly
Take a Break	542,786	Weekly
That's Life	217,358	Weekly
Take a Break Series	170,048	Monthly
Bella	165,949	Weekly
Total TV Guide	98,064	Weekly
<i>Total</i>	<i>2,413,302</i>	

**Annual Release**

<b>Title Name</b>	<b>Total ABC Jan 16 - Dec 16</b>	<b>Frequency</b>
Spirit & Destiny	31,802	Monthly

<i>Total</i>	<i>2,445,104</i>	
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The Responsible Person for HBP is Max Beddard, Group Finance Director.



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### OUR EDITORIAL STANDARDS

We recognize 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 behavior 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.

We have legal retainers in place with a specialist law firm who, provide 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.

Where necessary, editors and journalist may seek advice pre or post publication from IPSO directly, although we have not needed to do this during the Reported Period.



## OUR COMPLAINTS-HANDLING PROCESS

### **Complaints Procedures**

#### **Pre-publications guidance under regulation 4.5**

Where required editors and journalists seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors Code, in the past this has been to get advice on paying an interviewee who's related to a criminal. We also have a retainer with our lawyers Dentons to advise on finer legal issues.

#### **Verification of stories**

Journalists and Editors take all appropriate steps to confirm stories including but not necessarily limited to:

- Talking to second and third parties to verify details
- Sourcing photographic evidence
- Sourcing supporting records

#### **Compliance with the Editors Code**

Copies of the Editor's Code are supplied to all journalists, as well as copies listed on the intranet/shared drives.

Where the Regulator finds against a publication in the course of assessing a complaint, the publication complies with the findings and any remedial action required.

#### **Editorial Complaints, Determined under Regulation 19**

H. Bauer publishes the contact details of IPSO on its website

<http://www.bauerlegal.co.uk/#complaints> together with procedures on how to make a complaint.

Members of the public can register an editorial complaint under this procedure by sending an email to [hbauercomplaints@bauer.co.uk](mailto:hbauercomplaints@bauer.co.uk).

Complaints received in line with the published procedure, or referred from IPSO, are logged and handled by the respective magazine editor who will seek to resolve the matter with the complainant. Complaints that fall outside the procedure, i.e. are not editorial complaints, are logged and referred to the relevant department/person.

Where the Regulator finds against a publication when determining a complaint under Regulation 19, the publication complies with the findings and any remedial action required by the Regulator.



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OUR TRAINING PROCESS

When required, staff training sessions to update staff on regulatory changes are arranged with our lawyers, Dentons. New joiners are supplied with a copy of the Editors Code.

OUR RECORD ON COMPLIANCE

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

## APPENDIX I

### 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](mailto:complaints@bauermedia.co.uk) or by post to H Bauer Publishing Academic House, 24-28 Oval Road London NW1 7DT, 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.



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**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](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, Gate House, 1 Farringdon Street, London, EC4M 7LG

Telephone: 0300 123 2220

Email for complaints: [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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