

### 1. Regulated Entity Factual Information

#### 1.1 Brief Overview of News UK

The Regulated Entity (as defined in, and for the purposes of, the IPSO Regulations) to which this Report relates is News Corp UK & Ireland Limited (“**News UK**”). News UK is the parent company of the Publishing Group Related Entities (as defined in the IPSO Regulations) that publishes The Sun, The Times, The Sunday Times and The Times Literary Supplement. News UK and its subsidiaries are wholly-owned by News Corporation, an entity incorporated in the United States and listed on the NASDAQ Stock Exchange. News Group Newspapers Limited (“**NGN**”) is the owner of The Sun. Times Newspapers Limited (“**TNL**”) is the owner of The Times and The Sunday Times. Times Literary Supplement Limited (“**TLSL**”) is the owner of The Times Literary Supplement. NGN, TNL and TLSL are all wholly-owned subsidiaries of News UK.

#### 1.2 News UK’s Publications



**The Sun** ABC Average Issue Circulation 1,465,000 – The Sun is Britain’s leading newspaper, and its award-winning coverage saw it break the biggest entertainment stories of the year and champion the causes that really matter. Campaigns forced the UK Government to bring in a price cap on energy bills and raised huge sums for the victims of the London Bridge, Manchester and Westminster terrorist attacks and also the Grenfell disaster. Charity campaigns saw Sun readers raise £1 million for the British Legion *Old Pound for Poppies* appeal while the Smiles At Christmas campaign raised much-needed cash for a cancer charity. The Sun also launched *Who Cares Wins*, an awards ceremony celebrating the heroes of the NHS.



**The Times** ABC Average Issue Circulation 430,119 – The Times, founded in 1785, is the oldest national daily newspaper in the UK and holds an important place as the “paper of record” on public life, from politics and world affairs to business and sport. Agenda-setting news reporting and analysis are complemented by an incisive Comment section, featuring columnists from across the political spectrum and the best satirical cartoonists. Other prominent fixtures of the paper include the Register section and puzzles pages (The Times introduced Sudoku to the nation back in 2005). In an age when world leaders routinely dismiss unwelcome reports as “fake news”, readers need a source they can trust for honest journalism that informs, entertains and analyses without bias. In 2017 they found it, once more, in The Times, with agenda-setting investigations and exclusives, unrivalled coverage of politics and business at home and abroad, and a range of columnists from all sides of the political spectrum showcased in print and on digital platforms.

Important stories were broken throughout the year. The Times had the first national newspaper interview outside the United States with President Trump. It revealed that cladding used in Grenfell Tower had been banned elsewhere over safety concerns. The role of Prince Charles in ousting the Queen's most senior aide was exposed in a genuine royal exclusive. The Times broke the news that the Deputy Prime Minister was to be investigated for sleaze after allegations – published by The Times – of inappropriate behaviour towards a young woman. The Times uncovered the chaos surrounding the commissioning of the F-35 fighter and disclosed the real reasons for the resignation of Britain's EU envoy at an early stage of Brexit negotiations. Uniquely, an analysis of voting intention the week before the snap election correctly predicted that the Tories would lose seats. Times investigations into the business models of the companies that dominate the internet and social media, and in particular into the reluctance of these web giants to take responsibility for managing content, prompted fury from MPs and from advertisers and action from the Prime Minister.

## **THE SUNDAY TIMES**

**The Sunday Times** ABC Average Issue Circulation 742,705 – The Sunday Times, founded in 1822, is Britain's bestselling quality national Sunday newspaper. With an unrivalled depth and breadth of coverage through its eight separate sections, The Sunday Times enjoys the largest audience reach of any quality Sunday newspaper. It has continually broken boundaries: the first newspaper to introduce a separate business section; the first to publish a glossy colour magazine, a pioneering use of photography; and, with the Insight team, the longest-running investigations unit in the print press.

Insight began 2017 by revealing that Downing Street had covered up a Trident nuclear missile test malfunction before a Commons vote on the UK nuclear deterrent. Then came an exposé of the sexual antics of senior officers on Trident submarines. Insight also exposed an SAS cover-up of the execution of unarmed Afghan civilians. On a Saturday evening in June, dozens of Sunday Times staff were on the doorstep of the London Bridge terrorist attacks. The chief sub-editor, Ian Houghton, was nearly killed when the terrorists drove at him. He phoned in a story and went home as the office was in lockdown. In November, The Sunday Times revealed that police had found porn on the parliamentary computers of Damian Green, the Deputy Prime Minister, who later resigned. The "Acid Attack Britain" campaign led to proposed new laws to restrict the sale of corrosive substances; the "Clean Air" campaign led the way in exposing "dirty diesel"; and the long-running campaign for injured Afghan translators secured them equal compensation to that of British soldiers. The property section, Home, produced one of the most enjoyable scoops of the year: David Cameron's purchase of a £25,000 "shepherd's hut".

## **TLS**

**The Times Literary Supplement** ABC Average Issue Circulation 38,545 – The TLS is the leading international forum for literary culture. For more than a hundred years, The TLS has interpreted the work of the finest thinkers in the literary world. The TLS is unafraid of difficulty, challenges intellectual obscurity and brings light, clarity and reason where those qualities have never been needed more. The TLS "has no rivals", says Le Monde. Its writers are critics and philosophers, historians and poets, interpreters, stimulators, inquirers, all of them arguing for their opinions in an age when opinion is too often delivered without justification of any kind. From ancient to modern, it brings the best current thinking to life, life in every word, on paper, on iPad, online.

**1.3 News UK's Responsible Person is Victoria Smith, News UK Head of Corporate Legal and Chief Compliance Officer.**

## **2. Copies of Internal Manuals, Codes or Guidance**

Upon joining News UK, all staff are issued with a booklet entitled "Working at News" which provides a clear summary of the key points of News UK's policies governing all aspects of employee and staff conduct at News UK. The policies referred to in the booklet are published in full on the News UK Intranet and staff are periodically required to certify that they have read and understood them. The policies cover not only matters of workplace conduct (including bullying, harassment, health and safety, whistleblowing) but also professional standards relating to matters such as bribery, conflicts of interest, data protection and privacy, all of which have a bearing on the practice of journalism. The Working at News booklet makes clear that all staff working in editorial roles at News UK must read the Editors' Code of Practice (the "**Editors' Code**") in full, as well as be aware of any updates to it, and uphold both the letter and the spirit of it. All News UK journalists are supplied with a printed copy of the Editors' Code and a link to the online version. Compliance with the Editors' Code is also included as a standard contractual term in contracts with all News UK employees, staff and contributors.

## **3. News UK's Editorial Standards and Compliance**

News UK, TNL, NGN, TLSL and all News UK titles are committed to abiding by IPSO's Regulations and the Editors' Code that IPSO enforces. Details of how the News UK titles deal with Pre-Publication Guidance (Paragraph 3.1), Verification of Stories (Paragraph 3.2) and Compliance with the Editors' Code (Paragraph 3.3) are set out below.

### **3.1 Pre-Publication Guidance under Regulation 4.5**

Pre-Publication Guidance issued by IPSO is circulated as soon as possible by email to all staff on the relevant News UK title and kept on file for future reference.

### **3.2 Verification of Stories**

All News UK titles strive for the highest standards of accuracy and all editorial staff are expected to follow standard journalistic best practice in verifying stories. When reporting events not witnessed at first hand, all possible steps should be taken to establish the credibility and reliability of any sources, and to corroborate their accounts. In using the internet, it is vital to distinguish between verified and reputable sources – academic research, public databases, legal documents, material published by trusted news organisations – and internet postings on unknown or unregulated websites, social media and blogs. Where appropriate, the subjects of stories should be approached for comment before publication.

### **3.3 Compliance with the Editors' Code**

News UK, TNL, NGN, TLSL and all News UK titles take complaints regarding editorial standards very seriously and are committed to abiding by the Editors' Code. The complaints handling policy for each News UK title is as follows and is set out clearly on the relevant title's website.



## The Sun Complaints Handling Process

The Sun is rigorous in its complaints handling and is committed to abiding by the IPSO Rules and Regulations and the Editors' Code that IPSO enforces. The importance attached to complaints handling is demonstrated by a prominent Corrections column permanently located on page 2 of the title.

Complaints about editorial standards and requests for corrections are handled by The Sun's dedicated Ombudsman who has more than 40 years of editorial experience and an OBE for services to journalism. She reports into the Managing Editor, who is the former Editor of The Irish Sun. In 2017, a former IPSO Complaints Officer also joined The Sun. She deals with Editors' Code complaints made both directly to the newspaper and received via IPSO.

Where possible, corrections are published promptly with the agreement of the complainant and settled within a matter of days. The Sun website clearly sets out a link to the Editors' Code as well as the process for making complaints and this is extracted below:

*"If you would like to make a complaint under the terms of the Editors' Code, administered by IPSO, please fill out the following form. If you would like to make a complaint about The Sun on an issue not covered by IPSO and the Editors' Code, please email [ombudsman@the-sun.co.uk](mailto:ombudsman@the-sun.co.uk). If you wish to make your complaint through the post, please write to the following address: The Ombudsman, The Sun, 1 London Bridge Street, London, SE1 9GF."*

The Sun website sets out its editorial complaints policy, extracted below:

- 1. This policy relates to all complaints framed within the terms of the Editors' Code administered by IPSO.*
- 2. The Sun aims to handle all complaints as efficiently and effectively as possible.*
- 3. We will acknowledge all complaints within five working days.*
- 4. If we receive multiple complaints about the same issue we may make one response to all.*
- 5. We will communicate with you to establish relevant of the details of complaint, which may involve us requesting further information.*
- 6. If we do not feel we can take your complaint forward – for example because we do not believe it has raised a possible breach of the Code – we will let you know.*
- 7. Where appropriate, we will seek to resolve the complaint to your satisfaction within 28 days of the full details of your complaint being established. If we fail to meet this timescale, you can take your complaint to IPSO.*

*8. In the event that you are unsatisfied with the outcome of your complaint, you can contact IPSO [here](#).*

*9. If at any stage of your complaint we do not hear back from you within 28 working days, we will consider your complaint resolved.”*

In the event that substantive complaints are concluded, the Managing Editor communicates the issues learned with the relevant Executives. Examples are also incorporated into Editors’ Code training and discussed with the journalists in these sessions.

## **THE TIMES**

## **THE SUNDAY TIMES**

### **The Times and The Sunday Times Complaints Handling Process**

The Times and The Sunday Times take complaints about editorial standards seriously and are committed to abiding by the Editors’ Code. The complaints handling policy is set out clearly on both titles’ website, extracted below:

- 1. [We] aim to handle all complaints as efficiently and effectively as possible.*
- 2. All complaints will be acknowledged on receipt.*
- 3. If we receive multiple complaints about the same issue we may make one response to all.*
- 4. We may request further information from you to enable us to investigate your complaint.*
- 5. We will deal promptly with complaints. Once full details have been established, we aim to resolve within 28 days any complaint brought under the IPSO Editors’ Code. If we fail to resolve such a complaint to your satisfaction within this time, you may refer the matter to IPSO. If we believe that no breach of the Editors’ Code is involved, we will tell you.*
- 6. You can see a copy of the Editors’ Code [here](#).*
- 7. If at any stage of your complaint we do not hear back from you within 28 working days, we will consider your complaint resolved.*

Readers wishing to complain of a possible Editors’ Code breach may use a dedicated form on the relevant title’s website. This form requires complainants to confirm the article which they are complaining about, and the specific, numbered clause(s) of the Editor’s Code under which they wish to complain, as well as provide brief details of their complaint and, if applicable, any supporting documentation.

Readers who do not believe that their complaint involves a breach of the Editors’ Code (or who are unsure) are invited to contact the Feedback Editor of the relevant title. If, exceptionally, the relevant title believes that there is no realistic prospect of resolving a complaint directly with the complainant within the 28 day period allowed, readers are informed that IPSO may be asked to act from the outset as an intermediary.

Complaints are accepted by email, fax, post, and through the automated IPSO complaints form on The Times and The Sunday Times website. Complainants who telephone are encouraged to put their complaints in writing. Staff who receive complaints directly (by whatever means) are expected to redirect them promptly to those designated and responsible for handling complaints. Requests for even minor and non-contentious amendments to online versions of published stories require the approval of the Assistant Editor responsible for editorial standards and complaints.

For The Times and The Sunday Times, the importance attached to accuracy is demonstrated by the publication of a Corrections & Clarifications column which always appears on both titles' Letters page. Complaints about editorial standards and requests for corrections are handled by senior editorial executives with more than thirty years' experience, answering directly to their respective Editor. The Times' Feedback Editor deals with less serious complaints and writes a weekly column addressing readers' expressed concerns.

## TLS

### **The Times Literary Supplement Complaints Handling Process**

The TLS is committed to abiding by the IPSO Rules and Regulations and the Editors' Code. The TLS complaints procedure is set out clearly on its website including further details about IPSO and a link to the Editors' Code. To make a complaint under the terms of the Editors' Code, The TLS has a dedicated online form which mirrors that of The Times and The Sunday Times. It also invites complainants to make a complaint by post by writing directly to the Editor of The TLS.

### **3.4 Complaints Committee Editorial Complaints**

Details of any complaints regarding the News UK titles that have been ruled on by IPSO's Complaints Committee over the Relevant Period are set out for each News UK title as follows:

#### ***Schedule 1 for The Sun***

#### ***Schedule 2 for The Times***

#### ***Schedule 3 for The Sunday Times***

#### ***Schedule 4 for The Times Literary Supplement***

Details of the steps taken to respond to any adverse adjudications by IPSO over the period, if applicable, are also set out in the above Schedules in respect of each News UK title.

### **3.5 Training of News UK Staff**

Since the inception of IPSO, News UK (via its Compliance and Editorial Legal Departments) has undertaken a full face-to-face training programme of all editorial staff on NGN and TNL covering the law relating to journalism and the Editors' Code, with over 1,100 staff having been trained in 2015 and 2016 on the Editors' Code (the "IPSO Sessions"). Bespoke and tailor-made materials were provided at these IPSO Sessions.

In addition to the IPSO Sessions, the Annual IPSO and Editorial Compliance E-learning Module was provided to all editorial staff in Winter 2017, with 100% completion achieved by all editorial staff across all titles. It is planned that the Module will be re-released to all editorial staff in Autumn 2018 as part of an 18 month training cycle, and planning is also underway to issue the Module to all editorial new joiners on a twice weekly basis to ensure understanding of, and adherence to, the Editors' Code. The Module covers newsgathering scenarios concerning the Editors' Code and also the News UK Payment Policy and Editorial Data Protection Policy. Introductions to the various sections of the Module are voiced by Stig Abell (Editor of The Times Literary Supplement and former Director of the Press Complaints Commission), Angus McBride (News UK General Counsel) and Pia Sarma (TNL Editorial Legal Director and News UK Deputy General Counsel). In conjunction with the Module being released, all editorial staff received a pocket-sized version of the Editors' Code.

TNL training is conducted by the TNL Editorial Legal Department and the senior editors responsible for editorial standards. As well as serving as refreshers on the law and on the Editors' Code, these sessions cover significant IPSO rulings and developments in case law. In addition, sessions specifically dealing with IPSO and the Editors' Code were held for select editorial staff on The Times and/or The Sunday Times in January, April, May, July, November and December 2017. There is also a programme of continuing training in place for TNL for 2018 in addition to the release of the News UK IPSO and Editorial Compliance Module. Training includes targeted seminars on specific topics in more detail for smaller groups.

Editors' Code training necessarily covers the more general and commonly occurring considerations. Journalists are therefore strongly encouraged to seek guidance on any issues a story might raise under the Editors' Code, so that the specifics of the case can be considered. The Managing Editor's Office and the Editorial Legal Department answer Code queries from journalists both during the newsgathering process and when copy is being finalised.

#### **4. Steps Taken in Response to Adverse Adjudications**

See Paragraph 3.4 above and Schedules 1 to 4. Notification of any adverse adjudications against The Sun, The Times, The Sunday Times or The TLS would be circulated to all relevant staff. In respect of TNL they would be discussed in detail as appropriate within the targeted seminars mentioned above.

## Schedule 1

### The Sun

#### 1. Adjudicated Complaints in the Relevant Period

During the Relevant Period, IPSO adjudicated on the following complaints under Regulation 19. 24 complaints against The Sun were adjudicated in the Relevant Period of which four were upheld. All of the adverse rulings found breaches of Clause 1, with one of them also finding a breach of Clause 4.

Links to the adjudications are below.

#### Adjudications Not Upheld

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=14422-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13226-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13165-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=08925-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13762-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13427-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=14185-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=14203-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00844-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01578-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02064-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=06560-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01835-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=07968-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=12990-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17059-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01676-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16689-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17562-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17507-17>

## **Adjudications Upheld**

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13404-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=05810-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=09910-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13584-16>

## **2. Steps Taken in Response to any Adverse Adjudications in the Relevant Period**

Warnings were added to the relevant databases, so that staff using cuttings to research future articles on related topics would be aware of the upheld complaints and not repeat previous errors. The reasons why the complaints were upheld informed the content of a training presentation prepared towards the end of the year.

## Schedule 2

### The Times

#### 1. Adjudicated Complaints in the Relevant Period

During the Relevant Period IPSO investigated 18 complaints against The Times. Four were upheld, all of them complaints under Clause 1 (accuracy). Five were resolved through IPSO mediation. In the remainder there was found to have been no breach of the Editors' Code.

Links to the adjudications are below.

#### Adjudications Not upheld

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=02443-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16766-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01157-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01033-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01767-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00349-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00232-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=09489-16>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=08981-16>

#### Adjudications Resolved through IPSO Mediation

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16892-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=12688-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01392-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=00677-17>  
<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01412-17>

## Adjudications Upheld

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=07589-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=18496-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=14311-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01712-17>

## 2. Steps Taken in Response to any Adverse Adjudications in the Relevant Period

The upheld adjudications were drawn to the attention of all Times staff and their implications discussed in detail with the journalists concerned.

## Schedule 3

### The Sunday Times

#### 1. Adjudicated Complaints in the Relevant Period

During the Relevant Period IPSO investigated five complaints against The Sunday Times. Of those complaints, none were upheld and one was resolved through IPSO mediation.

Links to the adjudications are below.

#### Adjudications Not Upheld

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=13659-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=14095-16>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=01555-17>

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=17921-17>

#### Adjudications Resolved through IPSO Mediation

<https://www.ipso.co.uk/rulings-and-resolution-statements/ruling/?id=16688-17>

#### 2. Steps Taken in Response to any Adverse Adjudications in the Relevant Period

Not applicable.

Schedule 4

The Times Literary Supplement

**1. Adjudicated Complaints in the Relevant Period**

During the Relevant Period IPSO adjudicated on no complaints under Regulation 19.

**2. Steps Taken in Response to any Adverse Adjudications in the Relevant Period**

Not applicable.

**ENDS.**