



NORTHERN & SHELL

IPSO

FOURTH ANNUAL STATEMENT

1 JANUARY 2017 – 31 DECEMBER 2017

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THE NORTHERN & SHELL NETWORK OF COMPANIES

Richard Desmond founded the Northern & Shell network of companies in 1974 as a music magazine publisher. It has experienced almost four decades of expansion and has now become a significant force in British and worldwide media, with a portfolio including newspapers and magazines.

Northern & Shell launched OK! Magazine in 1993, acquired Express Newspapers in November 2000 and The Health Lottery in February 2011. Express Newspapers is a 50% joint venture partner in the Irish Daily Star.

Northern & Shell also has diverse interests in investment and property.

NORTHERN & SHELL PLC



Northern & Shell Plc is the publisher of OK! Magazine and Star Magazine.

NORTHERN & SHELL MAGAZINES LIMITED



Northern & Shell Magazines Limited is the publisher of new! Magazine.

OK!, new! and Star are weekly magazines that feature celebrity interviews and shoots, news stories, health features, celebrity columns and fashion pages.

EXPRESS NEWSPAPERS



Express Newspapers is wholly owned by Northern & Shell Network Ltd and publishes the Daily Star, Daily Star Sunday, Daily Express and Sunday Express and all their Scottish editions.

NORTHERN & SHELL DIGITAL LIMITED



Northern & Shell Digital Limited is the publisher of the websites associated with each title.

A full list of all publications and their circulation and viewing figures can be found in **Appendix A**.

EDITORIAL STANDARDS

All editors share similar editorial standards. Whilst each publication has separate editorial teams, those teams apply the same standards across the range of titles.

Editorial standards are enforced by a combination of the Editorial Director, each Editor and Deputy Editor and by the Managing Editor's office. Editors are assisted by the Editorial Legal Department and by the Group Legal Department.

Every issue of every newspaper and magazine is read either by the Editorial Legal Department or Group Legal Department. The Editorial Legal Department is responsible for the publications of Express Newspapers and Northern & Shell Digital. The Group Legal Department is responsible for the publications of OK!, new! and Star.

By way of education, training and continuing workplace discussion, all editorial staff are directed to operate in line with the current legal framework governing our industry and the Editors' Code of Practice. We have updated our Bribery Policy and our Social Media Policy, both of which are annexed to this report at **Appendix B**.

There are daily and weekly editorial meetings, depending on the publication, in which any issues can be aired fully.

There is regular consultation with the legal department throughout the day, and week, providing immediate pre-publication advice and advice on current and future investigations and proposed items for future publication.

If there are any questions or doubts about the suitability of a story or picture, editorial staff will always refer to their line manager. If doubt continues, then the line managers will always seek legal advice.

Editorial staff are made aware of the legal implications of their work and are encouraged to voice any concerns about stories and pictures they may have to senior colleagues and/or the Editorial Legal Department.

News and picture departments are expected to communicate regularly with senior editors and production departments to make sure that the respective departments are aware of the progress of a story and any checks being done on the veracity of a source.

Interviews are recorded and preserved wherever possible. Journalists are expected to behave in accordance with the Editors' Code of Practice when conducting interviews.

Agents, representatives, legal representatives and individuals are approached for comment wherever practicable. Our staff are always mindful of the governing legal framework surrounding such conduct. We make every effort

to ensure that we do not cause any distress when making such approaches. Our journalists make every effort to verify their stories.

When using photographs from outside sources, either individuals or agencies, we make every effort to contact the agency or photographer to ensure that the photographs have been taken in accordance with the Editors' Code of Practice.

During the period covered by this fourth annual report Northern & Shell did not have any occasion to seek pre-publication guidance from IPSO.

COMPLAINTS HANDLING PROCESS

Editorial complaints alleging breaches of the Editors' Code of Practice for all print and digital titles across the Northern & Shell network of companies are dealt with by the Editorial Legal Department and the Group Legal Department, with the exception of one or two addressed to the Editors personally and received by mail.

Nicole Patterson, Head of Legal, is the Responsible Person for Northern & Shell.

The vast majority of editorial complaints come through either our online complaints form, by letter or through IPSO itself. Our form is accessible through our website and complainants are directed to two separate forms, one for grammatical and other errors and one for articles which the complainant believes have been a breach of the Editors' Code of Practice. Links to the various forms and policies can be found here <http://www.express.co.uk/complaints-policy> and copies are attached at **Appendix C**.

All of our publications contain our IPSO statement, a short guide to making digital or paper complaints and instructions on where to find our website address and copy of the Editors' Code of Practice.

Once a complaint is received it is acknowledged as soon as practicably possible and the article removed, if necessary. If the article is to be removed, a legal warning will be sent to all staff and a copy of the warning is placed on our digital library, visible to all staff.

The Editorial Legal Department corresponds with the complainant and, with the help of the editorial team, an attempt is made to reach a mutual settlement. The teams offer a wide range of settlement proposals from the amendment or permanent removal of an online article, to the publication of corrections or apologies.

Corrections and apologies are placed on the same page for each title, unless directed differently by IPSO.

For our hard copy newspaper titles, IPSO complaints are always placed on our Letters or Forum page with the exception of the Daily Star Sunday, which is on page 2.

For our hard copy magazine titles, corrections and apologies are placed on the letters page.

For our digital titles, a short nib of the correction or apology will be placed on the homepage with a direction or link to the full page. If a digital article is amended, the reader of the page is usually notified of the amendment at the beginning or conclusion of the article.

Our adverse findings are communicated to the relevant journalists and editors. Their attention is drawn to the publication of an adjudication, an amendment to the original article or the removal of the article, where appropriate.

The relevant editor will communicate directly with his or her staff regarding any article that has been subject of an upheld complaint.

TRAINING PROCESS

During 2017 the print and digital editorial teams attended classroom training in “Law for Journalists” which took place in London and was delivered to 383 People in over 20 sessions by Content Etc.

The editorial teams continue to be enrolled in an e-learning programme with Eliesha Training Limited, targeted at our IPSO responsibilities, and we follow the online modular course provided by the Press Association.

We have continued to roll out our in-house management training programme which began in 2015. 18 managers within the editorial teams embarked on the training programme in 2017.

60 editorial delegates attended “Writing for Digital Media” SEO training during 2017 delivered by Content Etc. December 2015.

Individual members of the Legal Departments all regularly attend outside training for the Continuing Professional Development requirements of their individual governing bodies, together with other seminars and workshops as and when they are available.

A copy of the Editors’ Code of Practice sits on all News, Features and Picture Desks and is available on our internal HR page. A list of training materials is available on our internal HR server.

RECORD ON COMPLIANCE

Our record on compliance is excellent. A full schedule of complaints received is set out at **Appendix D**.

DIRECT COMPLAINTS

In the relevant period our print and digital titles, including the Scottish Daily Express, received 42 complaints through our website complaints form.

In the relevant period our print and digital titles received no complaints by direct mail.

Of these 42 complaints articles, 22 of them were found not to be breaches of the Editors' Code of Practice and the remainder were resolved by the removal of the article or an amendment made to it.

IPSO COMPLAINTS

In the relevant period our magazines received three complaints, one of which was upheld and two abandoned.

Our print and digital titles, including the Scottish Daily Express, received 126 complaints, all of which are set out in **Appendix D**. Of these complaints, 26 were withdrawn or abandoned, 15 were not upheld by the Committee, 7 were upheld but sufficient remedial action had already been taken, and 4 were upheld, decisions which resulted in the publication of an adjudication. The remainder were resolved without recourse to the Committee.

APPENDIX

APPENDIX A

NORTHERN & SHELL PLC

OK! – Editor Kirsty Tyler

Average weekly circulation for the period 1 January 2017 to 31 December 2017 was 143,000.

Star Magazine – Editor in Chief Lebbby Eyres

Average weekly circulation for the period 1 January 2017 to 31 December 2017 was 103,000.

NORTHERN & SHELL MAGAZINES LIMITED

new! Magazine – Editor in Chief Lebbby Eyres

Average weekly circulation for the period 1 January 2017 to 31 December 2017 was 172,000.

EXPRESS NEWSPAPERS

Daily Express – Editor Hugh Whittow

Average daily circulation for the period 1 January 2017 to 31 December 2017 was 376,000 copies.

Sunday Express – Editor Martin Townsend

Average circulation for the period 1 January 2017 to 31 December 2017 was 328,000 copies.

Daily Star – Editor Dawn Neesom

Average daily circulation for the period 1 January 2017 to 31 December 2017 was 370,000 copies.

Daily Star Sunday – Editor Stuart James

Average circulation for the period 1 January 2017 to 31 December 2017 was 252,000 copies

NORTHERN & SHELL DIGITAL LIMITED

Group Director of Digital Content - Geoff Marsh

dailyexpress.co.uk

Approximate average weekly viewing figures for the period 1 January 2017 to 31 December 2017 was 221m.

dailystar.co.uk

Approximate average weekly viewing figures for the period 1 January 2017 to 31 December 2017 was 8.2m.

ok.co.uk

Approximate average weekly viewing figures for the period 1 January 2017 to 31 December 2017 was 1.3m.

star-magazine.co.uk

Approximate average weekly viewing figures for the period 1 January 2017 to 31 December 2017 was 20,200.

new-magazine.co.uk

Approximate average weekly viewing figures for the period 1 January 2017 to 31 December 2017 was 45,000.

APPENDIX B

Social Media Policy
Anti Bribery and Corruption Policy

Social Media

This policy applies to all employees, casuals and freelancers employed by Northern & Shell Plc, Express Newspapers and The Health Lottery ("the Company"). It also applies to all forms of social media: Twitter, Facebook, Google +, blogging etc.

The Company encourages the use of social media as an effective way of promoting your work and the Company's publications and business activities. However, the use of social media exposes you and the Company to the risk of legal action for example, defamation, breach of privacy or contempt of court. The objective of this policy is to make you aware of your responsibilities when using social media, either personally or on behalf of the Company, so that you can use it safely.

This policy will affect those within the corporate business of the Company in different ways for example, a journalist with OK! or Express Newspapers, as opposed to an employee who works solely in the accounts or sales department. Everyone needs to read this policy carefully.

This policy not only encompasses social media sites such as Twitter, Facebook, Tumblr, Pinterest and Instagram but also the comments sections of the websites of publications of the Company, for example OK!, Daily Star and Daily Express.

Any web-based social media account, either personal or work related, that contains any reference to the Company and/or its related publications is subject to this policy.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

This policy covers the following:

- o Personal and Branded Accounts
- o Opinions
- o Friending/following
- o Showcasing work on blogs and social networks
- o Privacy
- o Sourcing
- o Bribery Act
- o Journalists – Applicable Law
- o Monitoring
- o Breaching this policy

PERSONAL ACCOUNTS

Social media has become an essential tool for journalists to gather news and share links to published work. If your personal account has links and/or any connection to the Company

then that account is bound by this policy.

- You must always use your real name and be clear about who you are and who you work for.
- You must not use the Company's logos without express permission from your editor or line manager.
- If you are using your personal accounts for work, you must seek express permission from your editor or line manager to do so and you must identify yourself in your profile as being from your respective publication.
- You must have the permission of your editor or line manager to include a specific publication in your Twitter or other usernames, ie. @maryOK! or to reference your publication and/or job title in the info field.
- You must always use a disclaimer "all views expressed are my own and not those of my employer". (Please note that the Company can still be held vicariously liable for what you write even with a disclaimer so you still need to be careful).
- If you have a personal account and a work account you must differentiate between the two. For example, your work Twitter account could say: "I am News Editor on the Daily Express. All views expressed are my own and not those of my employer." and your personal account could say: "This is my personal account. Head to @[name] for Daily Express related tweets".

BRANDED AND PERSONAL ACCOUNTS

If you are working on a branded account, for example @Daily_Star, or a personal account:

- You must not share confidential or commercially sensitive information about the Company or its partners, in breach of the confidentiality clause in your contract of employment. If you are unsure whether certain information has been publicly released, speak to your editor, line manager or the legal department.
- You must write respectfully about the Company, its employees, partners and competitors.
- You must be mindful of competitive and corporate issues as you post links.
- You must not engage in activities or discussions which could bring the Company into disrepute or adversely affect any of the Company's relationships eg. with an advertiser.
- You must not write derogatory comments or defame another person or company. Remember that the Company may well be liable even if you are repeating comments made by someone else.

- You must not post or reproduce a substantial part of someone else's work without their permission, even if that work is freely available. This includes photographs. You will be infringing their copyright if you do so. If you do want to reproduce somebody else's work in its entirety, please do so by hyperlink. If in doubt, always consult the legal department.
- Check that you understand how the social media platform that you are using works. Do not confuse the direct messaging 'DM' function with a 'reply' – effectively publishing to all.
- Do not write or post anything which is abusive or could amount to harassment or bullying or breach the Company's Bullying and Anti-Harassment Policy.
- Do not post inappropriate or offensive material.

OPINIONS

All employees must be aware that the opinions they express may damage the Company's reputation as a source of news. Employees often ask if they are free to comment in social media on matters like sports and entertainment. The answer is yes, but there are some important things to keep in mind:

- Trash-talking about anyone (including a team, company or celebrity) reflects badly on the Company.
- Assume your post/tweet/comment will be seen by the target of your comment. The person or organisation you are deriding may be one that the Company is trying to develop as a partner.
- Think before you respond to someone being provocative – it is very easy to become engaged in a slanging match. Do not engage in bad language or name-calling.

Re-tweeting

- If you re-tweet someone else's tweet, make sure that it is clear that this is a re-tweet. Similarly with Instagram, if you regram, make sure that you say so.
- Re-tweeting can be seen as endorsement of the original tweet. However, you can re-tweet opinionated material if you make clear you are simply reporting it, much as you would quote it in a story. Introductory words help make the distinction.
- These cautions apply even if you say on your Twitter profile that re-tweets do not constitute endorsements. Many people who see your tweets and re-tweets will never look at your Twitter bio.

- Journalists should avoid re-tweeting rumours and hearsay. However, you may reply to such tweets in order to seek further information, as long as you are careful to avoid repeating the questionable reports.
- Employees are welcome to re-tweet and share material posted by official Company branded accounts on social networking sites (eg. Facebook or Google + page).

FRIENDING/FOLLOWING

- The Company is in favour of engaging with those who consume its content. Journalists should feel free to ask their followers on social networks for their opinions on news stories, or to put out a call for witnesses and other sources, including people who have captured photos or video that we might want to authenticate and use.
- Journalists are also encouraged to answer questions about their areas of coverage that are directed their way on social media, as long as they answer in a way that is not abusive, insulting and in breach of your terms of employment.
- Most feedback we receive is constructive, and any substantive criticism of the Company's publications' content should be taken seriously, however it may be phrased.
- However, it is best to avoid protracted back-and-forth exchanges with angry people that become less constructive with each new round. Abusive, bigoted, obscene and/or racist comments should be flagged to allow the legal department to deal with those individuals.
- Any response you make to a reader or viewer could go public. Email, Facebook messages and Twitter direct messages may feel like private communications, but may easily find their way to blogs and political pressure groups, lawyers and others.
- Any incoming message that raises the possibility of legal action **must** be reviewed by the relevant legal department before a response is made.
- **Posting comments on our Articles**

When a journalist writes an article and it is uploaded to one of our websites the usual policy is for our readership to be able to post comments regarding the story. In the spirit of debate, a journalist who wrote the article **is free** to post comments and debate with our readership. However other employees are discouraged from commenting on other peoples' articles published on the websites of the Company's publications (e.g OK!, Daily Star and Daily Express).

Regulations governing comments on websites came into effect on 01 January 2014.

A website operator would **not** be able to defend a libel case **if** a claimant can show that the person who posted a libellous comment (on OK! for example) was an employee of the Company.

The comments sections of our websites are interactions for the public, not for employees to post observations among themselves in a public-facing forum.

Any journalist who does wish to post comments on their article should abide by both the clauses and spirit of this social media policy.

Deleting Tweets

- Deletion only removes the tweet from Twitter.com and perhaps some other Twitter clients. Tweets that have been re-tweeted or reposted elsewhere will still remain publicly visible. If you believe a tweet should be deleted, contact your line manager, editor or legal department to discuss the situation.

Corrections

- Erroneous tweets or other social media posts need to be corrected quickly and transparently. This applies to messages or posts on personal accounts as well as branded accounts. Serious errors need to be brought to the attention of your editor, line manager or legal department.

SHOWCASING WORK: BLOGS & SOCIAL NETWORKS

Journalists are encouraged to share work on their personal websites and blogs. Journalists may post a sampling of their text stories, photos, videos or inter-actives once they have been published by the Company as long as you comply with the following:-

- The material must be clearly identified as content from the relevant publication.
- When sharing your work, you must link to the content rather than uploading it directly.
- You must remember to take the material down following any legal warning.
- The Company must have the opportunity to publish exclusive text, photo and video material before it appears on social networks. Once that material has been published, you may tweet and post a link to it on social media platforms provided that you have permission from your line manager.
- Incremental reporting threads: journalists should never share on social networks details that, if closely held, could lead to important, exclusive content being disclosed.

- Non-work related content created by the Company's employees, such as personal photos, videos and writings, should only be shared on personal websites, blogs and social networks. All postings must be consistent with the terms and conditions of your contract of employment and with this policy.

PRIVACY

- When using your own personal Facebook account or similar personal account remember that your "friends" will see whatever you have posted. Remember also that even if you restrict your privacy settings there is always a possibility of something being made public.
- You must not post on social networks any information that could jeopardise the safety of the Company's staff.
- You must not breach the Company's Data Protection Policy (for example, never disclose personal information about a colleague on-line).
- You must be respectful towards your colleagues and not do anything on social media which could infringe their privacy or cause them embarrassment. Ask their permission before writing about them.
- You must not publish photographs where the subjects have a reasonable expectation of privacy. If you are unsure, speak to the legal department.
- You may become privy to personal information relating to events, stories, criminal cases and celebrities etc not in the public domain. You must always act with extreme care when contemplating placing such personal information on a social media site.
- You should customise your privacy settings on social media sites to determine what you share and with whom. It is easy for someone to copy material out of restricted pages and redirect it elsewhere for wider viewing.

SOURCING

It can be difficult to verify the identity of sources found on social networks. Sources discovered there should be vetted in the same way as those found by any other means. For example:

- If a source you encounter on a social network claims to be an official source from a company, organisation or government agency, call the place of business to confirm the identity, just as you would if a source called on the phone.
- Most social media sites offer a way to send a message to a user; use this to establish direct contact, over email or by phone, so you can get more detailed information about the source. Always make every effort to make contact.

- Use particular caution if you find a social networking account that appears to belong to a person who is central to a story, especially if you are unable to get confirmation from that person. Fake accounts are rampant in the social media world and can appear online within minutes of a new name appearing in the news. Examine the details to determine whether the page could have just as easily been created by somebody else.
- Many athletes, celebrities and politicians have verified Twitter accounts, identified by a white-on-blue check mark on the profile page, which means Twitter has determined that the account really does belong to that person. However, Twitter's verification process has been fooled, meaning you should still do your own checking. The same goes for verified Google + pages, which have a check mark — you still need to verify the page yourself.
- Before you quote from somebody's tweets or posts, confirm who is managing the account. Is it the famous person? His or her handlers? A combination? Knowing the source of the information will help you determine just how newsworthy the tweet or post is and how to characterise it.
- To include photos, videos or other multimedia content from social networks in a news report, you must determine who controls the copyright to the material and get permission from that person or organisation to use it. Any exceptions must be discussed with your editor and relevant legal department. The authenticity of the content also needs to be verified.
- Journalists should take a sensitive and thoughtful approach when using social networks to pursue information or user-generated content from people in dangerous situations or from those who have suffered a significant personal loss. They should never ask members of the public to put themselves in danger, and in fact should remind them to stay safe when conditions are hazardous. Reporters should use their journalistic instincts to determine whether inquiring through social media is appropriate at all given the source's difficult circumstances, and should consult with their editor in making this decision.

BRIBERY ACT

No employee of the Company should seek to use their position to obtain services or gifts. For example 'Tommy' from the sales team uses his email address with a suffix of Express or OK! to obtain goods and services with the promise of free publicity. To do so would constitute not just a breach of your contract of employment but also an offence under the Bribery Act 2010.

JOURNALISTS – APPLICABLE LAW

In addition to the above you must always follow the Editor's Code of Practice http://www.editorscode.org.uk/the_code.html and familiarise yourselves with the following:-

- **Contempt of Court** – you should be aware of the law of Contempt of Court, specifically in relation to commenting on criminal cases – if you are unsure as to what the law is do not comment on someone’s arrest or on a case which is currently being heard unless you have guidance from the legal department. You should ensure that you are familiar with the Attorney General’s advisories posted from time to time: <https://www.gov.uk/government/organisations/attorney-generals-office> and on Twitter @AGO_UK.
- **Children** – Family Court Proceedings – do not write about proceedings in the family court – the proceedings are designed to protect the privacy of the child.
- **Legal warnings** – you should be on the legal warning distribution list. Remember that these are private and confidential and must not be forwarded or discussed outside of the Company. If a legal warning relates to anything you have commented on in any social media please ensure that you take it down as this is your personal responsibility. Deletion, however, is not enough. You may need to issue a correction. You must discuss this with the legal department.

MONITORING

The Company reserves the right to monitor, intercept and review, without further notice, staff activities using the Company’s IT resources and communications systems, including but not limited to social media postings and activities, to ensure that this policy is being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems.

BREACHING THIS POLICY

Any breach of this policy may result in disciplinary action being taken by the Company in accordance with the Company’s disciplinary policy up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details.

Policies which overlap with the Social Media Policy are:-

Anti- Bribery and Corruption Policy
Bullying and Harassment Policy
Data Governance Policy
Data Protection Policy
Disciplinary and Dismissal Policy
Diversity Policy
Grievance Policy
IT Security and Electronic Communications Policy
Whistleblowing Policy

August 2014

Anti-Bribery & Corruption

The Company takes a zero-tolerance approach to bribery and corruption.

Under the Bribery Act 2010, bribery and corruption is punishable for individuals by up to ten years' imprisonment and if the Company is found to have taken part in corruption it could face an unlimited fine, amongst other penalties.

This policy applies to all individuals working for Express Newspapers, Northern & Shell Plc, The Health Lottery Limited, Northern & Shell Worldwide Limited **the Company**, at all levels, including directors, officers, senior managers, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Company, or any of the Company's subsidiaries or their employees, wherever located (collectively referred to as **workers** in this policy).

In this policy, **third party** means any individual or organisation you come into contact with during the course of your work for the Company, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisers, representatives and officials, politicians and political parties.

1. WHAT IS NOT ACCEPTABLE?

It is not acceptable for you (or someone on your behalf) to:

- 1.1 give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given (unless it is reasonable and proportionate for bona fide business relations purposes – see Section 3 below);
- 1.2 holding or accepting "unhosted" entertainment;
- 1.3 give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure;
- 1.4 accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them;
- 1.5 accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided by the Company in return (unless it is reasonable and proportionate for bona fide business relations purposes – see Section 3 below) ;
- 1.6 threaten or retaliate against another worker who has refused to commit a bribery

offence or who has raised concerns under this policy; or

1.7 engage in any activity that might lead to a breach of this policy.

Specific examples of a bribe can be found on page 4 of this policy. "Red flags" are set out on page 5 of this policy.

Journalists should note that there are no special rules applicable to journalism. Certain conduct may be a breach of the Bribery Act, such as the making of a payment to improperly receive information; the receiving of a payment to influence editorial decisions or the receiving of a payment to disclose a source. If you are in any doubt, you should speak to the Editorial Legal Department, the Managing Editor's Office or the Compliance Officer.

2. FACILITATION PAYMENTS AND KICKBACKS

2.1 The Company does not make, and will not accept, facilitation payments or "kickbacks" of any kind. Facilitation payments are typically small, unofficial payments made to secure or expedite a routine government action by a government official. They are not commonly paid in the UK, but are common in some other jurisdictions in which the Company operates.

2.2 If you are asked to make a payment on the Company's behalf, you should always be mindful of what the payment is for and whether the amount requested is proportionate to the goods or services provided. You should always ask for a receipt which details the reason for the payment. If you have any suspicions, concerns or queries regarding a payment, you should raise these with your Head of Department or the Managing Editor's Office/HR Department or the Compliance Officer.

2.3 Kickbacks are typically payments made in return for a business favour or advantage. All workers must avoid any activity that might lead to, or suggest, that a facilitation payment or kickback will be made or accepted by the Company.

3. WHAT IS ACCEPTABLE?

This policy does not prohibit normal and appropriate corporate hospitality (given and received) to or from third parties. The giving or receipt of gifts is not prohibited if the records required in Section 5 are kept and the following requirements are met:

3.1 it is not made with the intention of influencing a third party to obtain or retain business or a business advantage, or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favours or benefits;

3.2 it complies with local law;

3.3 it is given in the Company's name, not in your name;

3.4 it does not include cash or a cash equivalent (such as gift certificates or vouchers);

- 3.5 it is appropriate in the circumstances. For example, in the UK it is customary for small gifts to be given at Christmas time;
- 3.6 taking into account the reason for the gift, it is of an appropriate type and value and given at an appropriate time;
- 3.7 it is given openly, not secretly; and
- 3.8 gifts should not be offered to, or accepted from, government officials or representatives, or politicians or political parties, without the prior approval of your line manager or the Managing Editor's Office/HR Department or the Compliance Officer.

The Company appreciates that the practice of giving business gifts varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable, justifiable and proportionate. The *intention* behind the gift should always be considered.

Contra-arrangements are acceptable provided that they are transparent and not used to influence an individual to improperly perform a function or activity or reward an individual for improperly performing a function or activity.

4. YOUR RESPONSIBILITIES

- 4.1 The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for the Company or under the Company's control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.
- 4.2 You must notify your line manager or the Managing Editor's Office/HR Department or the Compliance Officer as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. For example, if a client or potential client offers you something to gain a business advantage with the Company, or indicates to you that a gift or payment is required to secure their business. (Please see the last page of this policy for more examples of "red flags").
- 4.3 Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. The Company reserves its right to terminate its contractual relationship with other workers if they breach this policy.

5. RECORD KEEPING

- 5.1 The Company must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties.
- 5.2 You must declare and keep a written record of all hospitality or gifts accepted or

offered, which will be subject to managerial review.

5.3 You must ensure all expenses claims relating to hospitality, gifts or expenses incurred to third parties are submitted in accordance with the Company's expenses policy and specifically record the reason for the expenditure.

5.4 All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers and business contacts, should be prepared and maintained with strict accuracy and completeness. No accounts must be kept "off-book" to facilitate or conceal improper payments.

6. HOW TO RAISE A CONCERN

6.1 You are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries, these should be raised with your Head of Department or the Managing Editor's Office/HR Department or the Compliance Officer.

6.2 Workers who refuse to accept or offer a bribe, or those who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. The Company aims to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

7. COMMUNICATION TO THIRD PARTIES

7.1 The Company's zero-tolerance approach to bribery and corruption must be communicated to all suppliers, contractors and business partners at the outset of the Company's business relationship with them and as appropriate thereafter.

8. CONTRACT OF EMPLOYMENT

8.1 This policy does not form part of any employee's contract of employment and it may be amended at any time.

EXAMPLES OF A BRIBE

Offering a bribe

You offer a potential client tickets to a major sporting event, but only if they agree to do business with the Company.

This would be an offence as you are making the offer to gain a commercial and contractual advantage. The Company may also be found to have committed an offence because the offer has been made to obtain business for the Company. It may also be an offence for the potential client to accept your offer.

Receiving a bribe

A supplier gives your nephew a job, but makes it clear that in return they expect you to use your influence in the Company to ensure the Company continues to do business with them.

It is an offence for a supplier to make such an offer. It would be an offence for you to accept the offer as you would be doing so to gain a personal advantage.

Bribing a foreign official

You arrange for the business to pay an additional payment to a foreign official to speed up an administrative process, such as clearing the Company's goods through customs. The offence of bribing a foreign public official has been committed as soon as the offer is made. This is because it is made to gain a business advantage for the Company. The Company may also be found to have committed an offence.

POTENTIAL RISK SCENARIOS: "RED FLAGS"

The following is a list of possible red flags that may arise during the course of you working for the Company and which may raise concerns under various anti-bribery and anti-corruption laws. The list is not intended to be exhaustive and is for illustrative purposes only.

If you encounter any of these red flags while working for the Company, you must report them promptly to your line manager or the Managing Editor's Office/HR Department or the Compliance Officer:

- you are offered an unusually generous gift or offered lavish hospitality by a third party;
- a third party insists on receiving a commission or fee payment before committing to sign up to a contract with the Company, or carrying out a government function or process for the Company
- a third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made;
- a third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business;
- a third party requests an unexpected additional fee or commission to "facilitate" a service;
- a third party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services;

- a third party requests that a payment is made to "overlook" potential legal violations;
- a third party requests that you provide employment or some other advantage to a friend or relative;
- you receive an invoice from a third party that appears to be non-standard or customised;
- a third party insists on the use of side letters or refuses to put terms agreed in writing;
- you notice that the Company has been invoiced for a commission or fee payment that appears large given the service stated to have been provided;
- a third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to the Company; or
- you learn that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or has a reputation for having a "special relationship" with foreign government officials;

APPENDIX C

A copy of our Online Complaints Form and Policies.



Contact Us



Please find the specific contact details you require below. If you wish to contact us about advertising, please visit the separate [advertising page \(http://www.express.co.uk/advertise\)](http://www.express.co.uk/advertise). We look forward to hearing from you.



General Enquiries

For all general enquiries regarding the Daily Express website, Daily Express newspaper or the Sunday Express newspaper, please contact us using the details below.

Email: expressletters@express.co.uk (<mailto:expressletters@express.co.uk>)
 Call General Enquiries: 0208 612 7000

Daily Express,
 The Northern & Shell Building,
 Number 10 Lower Thames Street,
 London,
 EC3R 6EN



Corrections and complaints

www.express.co.uk/contactus (<http://www.express.co.uk/contactus>)



News Desk

The Daily Express is always interested in hearing about any stories you may have. If you have something you'd like to share or discuss with us, get in touch through:

Email: news.desk@express.co.uk (<mailto:news.desk@express.co.uk>)
 Have a Story? Call: 020 8612 7109



Sunday Express

The Sunday Express is always interested in hearing about any stories you may have. If you have something you'd like to share or discuss with us, call us on:

SUNDAY EXPRESS NEWSDESK
 Call: 0208 612 7075
 Email: sundaynews@express.co.uk (<mailto:sundaynews@express.co.uk>)

S MAGAZINE
 Call: 0208 612 7257
 Email: Sundaymag@express.co.uk (<mailto:Sundaymag@express.co.uk>)

DEPUTY PICTURE EDITOR: Jim Selby
 Call: 0208 612 7176

INVESTIGATIONS EDITOR: James Murray
 Call: 0208 612 7073
 Email: james.murray@express.co.uk (<mailto:james.murray@express.co.uk>)

CITY EDITOR: Geoff Ho
 Call: 0208 612 7370
 Email: geoff.ho@express.co.uk (<mailto:geoff.ho@express.co.uk>)

HEALTH EDITOR: Lucy Johnston
 Call: 07710 466 389
 Email: Lucy.Johnstone@express.co.uk (<mailto:Lucy.Johnstone@express.co.uk>)



'Oh thank you Mr Barnier!' Nigel Farage MOCKS 'one glimmer of hope' in Brussels agreement



Couple 'killed nanny before burning body in the garden'

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Lake District climber slips on hidden ice and falls 200ft to his death

[\(/news/uk/934355/lake-district-climber-death-Heivellyn\)](http://news/uk/934355/lake-district-climber-death-Heivellyn)

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Email: scott.wilson@express.co.uk (<mailto:scott.wilson@express.co.uk>)

FEATURES EDITOR: Amy Packer
Call: 0208 612 7124
Email: amy.packer@express.co.uk (<mailto:amy.packer@express.co.uk>)

ARTS AND ENTERTAINMENT EDITOR: Clair Woodward
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Email: clair.woodward@express.co.uk (<mailto:clair.woodward@express.co.uk>)

TELEVISION EDITOR: David Stephenson
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Email: david.stephenson@express.co.uk (<mailto:david.stephenson@express.co.uk>)

FILM EDITOR: Henry Fitzherbert
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Email: henry.fitzherbert@express.co.uk (<mailto:henry.fitzherbert@express.co.uk>)

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DIARY EDITOR: Adam Helliker
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Email: adam.helliker@express.co.uk (<mailto:adam.helliker@express.co.uk>)

TRAVEL EDITOR: Jane Memmler
Email: travel@express.co.uk (<mailto:travel@express.co.uk>)

MOTORING EDITOR: Nat Barnes
Email: Motors@express.co.uk (<mailto:Motors@express.co.uk>)



Scottish Express

To get in touch with the Scottish Daily Express or Scottish Sunday Express, please contact us using the details below:

Glasgow News Desk
Call: 0141 352 2521
Email: scot.news@express.co.uk (<mailto:scot.news@express.co.uk>)

Scottish Sunday Express
Call: 0141 352 2519
Email: scotsunday@express.co.uk (<mailto:scotsunday@express.co.uk>)

Scottish Sunday Express
Email: scotssport@express.co.uk (<mailto:scotssport@express.co.uk>)



Web Desk

Get in touch with the Daily Express website. Email our Web Desk directly, or call on the details below:

Email: web.help@express.co.uk (<mailto:web.help@express.co.uk>)
Call: 020 8612 7139

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Please [CLICK HERE \(\(contactform/corrections/\)\)](#) for our form. Please give as much information as you can regarding the article containing the error. Please give full details of the error and the article link (if the article appears online) or the page number and date of article if in paper.

This will enable us to locate and correct the article accordingly.

Comment on an on line article

Please register with Express.co.uk to comment on the website. There is information about how to do this here:

[Daily Star \(https://www.dailystar.co.uk/preferences\)](https://www.dailystar.co.uk/preferences)

[Daily Star Sunday \(https://www.dailystar.co.uk/preferences\)](https://www.dailystar.co.uk/preferences)

[Daily Express \(https://www.express.co.uk/preferences\)](https://www.express.co.uk/preferences)

[Sunday Express \(http://www.sundayexpress.co.uk/preferences\)](http://www.sundayexpress.co.uk/preferences)

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Comment on an article in the Daily Express, Sunday Express, Daily Star or Daily Star Sunday

Please e-mail us with your contact details and your comment. Please note your comments will be passed on to the appropriate department but we cannot guarantee a response due to the volume of correspondence received.

[Daily Star \(\(contactform/comment/daily-star\)\)](#) - starletters@dailystar.co.uk (<mailto:starletters@dailystar.co.uk>)

[Daily Star Sunday \(\(contactform/comment/daily-star-sunday\)\)](#) - starletters@dailystar.co.uk

(<mailto:starletters@dailystar.co.uk>)

[Daily Express \(\(contactform/comment/daily-express\)\)](#) - expressletters@express.co.uk

(<mailto:expressletters@express.co.uk>)

[Sunday Express \(\(contactform/comment/sunday-express\)\)](#) - expressletters@express.co.uk

(<mailto:expressletters@express.co.uk>)

Ask for a comment to be removed

Please report the comment to our moderation team by clicking on the "Report" button that appears alongside it. There is more information about how we moderate [HERE \(\(complaints-policy\)\)](#).

Submit a letter for publication

Letters for publication in the Daily Express or Sunday Express can be emailed to letters@express.co.uk (<mailto:letters@express.co.uk>).

Letters for publication in the Daily Star or Daily Star Sunday can be emailed to starletters@dailystar.co.uk (<mailto:starletters@dailystar.co.uk>).

Please indicate in your e-mail which publication you are submitting your letter for. If you wish to send your letter by post, please address it the appropriate letters page and send to:

Express Newspapers,
10 Lower Thames Street,
London, EC3R 6EN

Complain about an article

At Express Newspapers we do our utmost to ensure the accuracy of everything we publish. We are members of, and regulated by, the Independent Press Standards Organisation (IPSO) (<https://www.ipso.co.uk/IPSO/index.html>), the new regulator for editorial standards in the newspaper and magazine industry.

IPSO (<https://www.ipso.co.uk/IPSO/index.html>) operates a code of conduct for journalists employed by subscribing publishers and our journalists are required to observe the Editor's Code. You can find out more about the Code by following [this link \(http://www.ipso.co.uk/IPSO/cop.html\)](http://www.ipso.co.uk/IPSO/cop.html).

Please click here for our [Complaints Policy and complaints form \(/complaints-policy\)](#).

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Complaints Policy

We have a clear complaints policy at Express Newspapers. If you have a complaint about any of our content, please take a moment to look at the notes below to decide if your comment or complaint is covered by the [Editor's Code of Practice \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html) and by our complaints policy.

This policy only applies to complaints about editorial content in our publications and the digital services that we control. It does not cover:

1. Complaints about advertising (which is regulated by the Advertising Standards Authority);
2. Concerns about matters of taste/decency and due impartiality;
3. Complaints about 'user generated content' (ie material on our digital services that was not posted by us or on our behalf) which has not been reviewed or moderated;
4. Any complaint that falls outside the [IPSO Editors' Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html).

We may not consider complaints:

1. From any person who has not been personally and directly affected by the matter complained of;
2. That are trivial, hypothetical or otherwise vexatious or insignificant;
3. That are without justification (such as an attempt to argue a point of view or to lobby).

If you are taking legal action against one of our publications, you need to let us know, because under IPSO rules we may be unable to consider your complaint.

Complaints about headlines will normally only be considered in the context of the article as a whole to which they relate.

Complaints can only be accepted up to four months from the date of the behaviour(s) or first publication of the item(s) that you are complaining about.

Should the item remain accessible on our website or in another digital format after this time, we will accept complaints up to 12 months from the date of first publication.

Please note IPSO has no authority to award financial compensation.

Complaints about issues not covered by the [Editor's Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html) should be sent to us via the [CONTACT US \(/contactus\)](https://www.express.co.uk/contact-us) page.

What Happens to Your Complaint

We aim to acknowledge your complaint within 7 working days of receipt. In making a complaint, you agree to respond promptly to any request for further information. Our complaints process is free of charge, regardless of outcome.

If we receive multiple complaints about the same issue we may make one response to all.

We will attempt to respond to all complaints within 28 days of receiving all the necessary information to allow us to investigate. If we fail to meet this timescale, you can take your complaint to IPSO.

If we accept that we have breached the [Editor's Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html) we will seek to remedy the breach as required by the Code.

When handling your complaint we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is abusive or gratuitously offensive.

If at any stage of your complaint we do not hear back from you within 28 days, we will consider your complaint satisfied and closed.

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. Express Newspapers 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.

Appeal process

If you are unhappy with our final response to your complaint you may complain to [IPSO \(https://www.ipso.co.uk/IPSO/index.html\)](https://www.ipso.co.uk/IPSO/index.html). We will confirm in writing that you have exhausted our internal complaints procedure. 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.

Policy Changes

We reserve the right to amend this policy as required. We will publish the current policy on our website. Your complaint will be considered against the policy in place on the date of receipt of your complaint.



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[\(/news/uk/934388/Couple-murder-21-year-old-French-nanny-burnt-on-fire\)](https://www.express.co.uk/news/uk/934388/Couple-murder-21-year-old-French-nanny-burnt-on-fire)



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Lake District climber slips on hidden ice and falls 200ft to his death

[\(/news/uk/934355/lake-district-climber-death-Helvellyn\)](https://www.express.co.uk/news/uk/934355/lake-district-climber-death-Helvellyn)

Postal address for complaints under the [IPSO Editors' Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html):

Editorial Complaints,
Express Newspapers,
10 Lower Thames Street,
London, EC3R 6EN.

How to Complain

You should fill in the editorial [COMPLAINTS FORM \(/contactform/complaints/\)](#) on our website with details of your complaint, or write to Complaints, Express Newspapers, 10 Lower Thames Street, London, EC3R 6EN.

You should fill in this form only if you have an editorial complaint on a serious or significant issue and you believe that it is a breach of one of the Clauses of the [Editor's Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html).







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APPENDIX D

A list of complaints pursued under the Editors' Code of Practice.

Publication	Date Complaint Received	Title of Article	Complainant	Clause	Details of Complaint	Action Taken	IPSO Decision
Daily Star and dailystar.co.uk	27/11/14	Various	Chris Williams	1	The complaint arose from the reporting of the murder of Croy Yemmi by Matthew Williams. An eye witness reported that Matthew had eaten Ms Yemmi's face and was as a result labelled as a cannibal killer.	At the request it was confirmed that Matthew had not imposed any fetch. All of the online articles were amended and corrections added. A print correction was also published.	The complaint was resolved.
Express.co.uk	01/08/16	"UK will build trading zone TEN times bigger than EU with mega-deals with 12 major nations"	Clare Rice	1	The online headline inaccurately suggested that the UK would enjoy 10 times the level of trade it currently enjoys with the EU. The EU's level of economic output represented a significant portion of the world's total economic output, and that it was therefore impossible for the UK to find ten times this level of trade with the countries referred to in the article.	The headline was inaccurate and it was amended and a correction added to the article.	Complaint upheld but the remedial action taken was sufficient.
Daily Express & Express.co.uk	07/09/16	"98% say no to EU deal"	Tony McDonald	1	The headline was misleading because people might have thought that it referred to a poll of the public at large when in reality it was based on a phone poll of Express readers.	The article made it clear that the survey was a phone poll of Express readers.	The complaint was upheld and an adjudication published.
Express.co.uk	19/10/16	"First pictures: Vile thugs who put teen in coma for being Jewish named and shamed"	Tracey Kelly	2	A photograph of [redacted] had been taken from his private Facebook account and published without his permission.	There was no breach of Clause 2. The photograph revealed no private information about [redacted] and it had been obtained from its public Facebook profile.	Complaint not upheld.
Daily Express and Express.co.uk	21/10/16	"Posing for a photo, tourist loses watch to equestriennes"	[redacted]	1	The article was inaccurate because the girls accused of theft had not done anything wrong. The theft was not reported to the police and the tourist that posted the picture purporting to show the moment the watch was taken, confirmed that the watch had actually been lost somewhere else and then located.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	28/10/16	"Sturgeon's flagship 'Named Person' scheme savaged by dad kept from sick baby"	[redacted]	1	The article contained factual inaccuracies and did not identify the legislation that was alleged to have been breached. Furthermore the council had no right to access the information that it was being criticised for not providing.	It was not accepted that the article was inaccurate.	The complaint was upheld and an adjudication published.
Daily Express & Express.co.uk	09/11/16	"12,000 Asylum seekers vanish" & "Revealed: Britain's immigration crisis laid bare as 12,000 asylum seekers vanish"	[redacted]	1	The headline was false and the article contained other false statements. The figure of 12,000 referred to the number of asylum claimants who failed to attend their first interview but might have attended subsequent interviews, so they had not vanished. The Home Office had confirmed that the article was false as reported in the Huffington Post.	The Code had not been breached. The article made it very clear that the figure of 12,000 referred to the number of asylum claims that were on hold. The Home Office's own data defined this category as "absconders". The Home Office was asked repeatedly to clarify how many of the absconders had been traced but it could not do so. The Independent Chief Inspector of Borders and Immigration had admitted in a report in 2015 that there were 10,000 asylum claimants who were not in contact with the Home Office or had absconded so it was correct that at least 10,000 of the 12,000 were missing.	We did not hear further from the complainant.

Daily Express & Express.co.uk	09/11/16	"12,000 Asylum seekers vanish" & "Revealed: Britain's immigration crisis laid bare as 12,000 asylum seekers vanish"		1 & 12	The article was inaccurate because an article in the Huffington Post reported it as such. In addition the article made gross generalisations about asylum seekers, referring to them as criminals. The pictures used to illustrate the article showed only black people which was prejudicial.	The Code had not been breached. The article made it very clear that the figure of 12,000 referred to the number of asylum claims that were on hold. The Home Office's own data defined this category as "absconders". The Home Office was asked repeatedly to clarify how many of the absconders had been traced but it could not do so. The Independent Chief Inspector of Borders and Immigration had admitted in a report in 2015 that there were 10,000 asylum claimants who were not in contact with the Home Office or had absconded so it was correct that at least 10,000 of the 12,000 were missing. Clause 12 was not engaged.	We did not hear further from the complainant.
Daily Express & Express.co.uk	09/11/16	"12,000 Asylum seekers vanish" & "Revealed: Britain's immigration crisis laid bare as 12,000 asylum seekers vanish"	Refugee Council via Rebecca Lozza	1	The headline was inaccurate as there was no supporting evidence provided in the article. Also the Home office had confirmed to the Huffington Post that the numbers presented in the article were incorrect.	The Code had not been breached. The article made it very clear that the figure of 12,000 referred to the number of asylum claims that were on hold. The Home Office's own data defined this category as "absconders". The Home Office was asked repeatedly to clarify how many of the absconders had been traced but it could not do so. The Independent Chief Inspector of Borders and Immigration had admitted in a report in 2015 that there were 10,000 asylum claimants who were not in contact with the Home Office or had absconded so it was correct that at least 10,000 of the 12,000 were missing.	The complaint was not upheld.
Express.co.uk	15/11/16	"Tear gas hell as cops gun down protestor on third night of 'Trump riot'"		1	The headline of the article claimed that the police "summed down" a protestor, yet this claim was not repeated in the article. Instead the article went on to say that the police were looking for the shooter who drove by in a car.	The headline was amended.	The complaint was resolved.
Daily Express and Express.co.uk	21/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"		1	The headline implied that there was a common sentiment amongst Britons, when in fact the study showed that opinion was divided. Also it did not distinguish between the 90% of the British population that wanted to remain in the single market rather than those wanting free trade.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	We did not hear further from the complainant.
Daily Express & Express.co.uk	21/11/2016	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"		1 & 12	Whilst the article reported the findings of a survey, the headline was very misleading and contradicted the results. In addition the reference to immigration could imply discrimination and abuse towards immigrants.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU. Clause 12 was not engaged.	We did not hear further from the complainant.
Daily Express and Express.co.uk	21/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"		1	The article reported the findings of a survey but the headline was very misleading and contradicted the results reported in the article.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	The complaint was not upheld.
Daily Express and Express.co.uk	21/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"		1	The article distorted the findings of a poll and did not report that 90% of pollsters wanted to remain in the single market but have control on immigration.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	The complaint was not upheld.

Daily Express and Express.co.uk	21/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"	[REDACTED]	1	The article reported the findings of a survey but the headline was very misleading and misrepresented the results reported in the article.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	We did not hear further from the complainant.
Daily Express and Express.co.uk	23/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"	[REDACTED]	1	The headline and article were misleading as the opinion poll reported clearly stated the opposite of what was published.	The subheading referred to a clean break which is a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	The complaint was not pursued further.
Express.co.uk	24/11/16	"We still want your European cities pledge loyalty to UK after Brexit"	Dr Helen Ghilini-Jewett	1	The Express was re using images from an article in May 2016, that had already been the subject of a correction.	The gallery was removed.	The complaint was resolved.
Express.co.uk	25/11/16	"Anger as less than a third of Muslim nations sign up to coalition against ISIS"	Miqdad Versi	1	The article suggested that there was anger at Muslim nations but no evidence of this had been identified or even explained in the article.	The article was amended and a correction published.	The complaint was upheld but the remedial action taken was sufficient.
Daily Star Sunday & daily.star.co.uk	27/11/16	"England see John Stoner's affair behind sweetheart's back revealed"	A man [REDACTED]	2	The article revealed various private details about the complainant's sexual relationship and also contained pictures of his house.	The article merely reported the details of a relationship between the complainant and the source of the story that had been conducted in public and was not private. There were no private details and the source was entitled to tell her side of the affair. The article focused on her feelings and not those of the complainant's. The house was generic and its location was not revealed.	The complaint was upheld in part and an adjudication published.
Express.co.uk	28/11/16	"Britons want total EU exit. Our Plan? To deliver the best trade deal" & "Seven out of 10 Brits demand strict migrant limits and a clean break from EU"	[REDACTED]	1	The headline and the article were inaccurate as the opinion poll that was being reported had revealed that 90% of those polled want to remain in the single market.	The headline was clarified by the subheading of the article. The subheading referred to a clean break which referred to a more decisive detachment from the EU than a so called soft Brexit. As representatives of the EU had confirmed that there could not be membership of the single market without free movement, it was fair to use the phrase "clean break" to describe a new relationship with the EU.	The complaint was not pursued further.
Express.co.uk	29/11/16	"Calls for British Council Boss who blasted Prince George on '*****' post to be sacked"	[REDACTED]	1	The article was inaccurate because it wrongly alleged that the complainant had called Prince George a "Fucking Dickhead".	The article did not claim that the complainant had made the FD comment but correctly reported that she had commented on it. We agreed to amend the article to make it clearer that the complainant had not made the comment herself.	The complaint was resolved.
daily.star.co.uk	29/11/16	"Calls for British Council Boss who blasted Prince George on '*****' post to be sacked"	[REDACTED]	1	The article was inaccurate because it wrongly alleged that the complainant had called Prince George a "Fucking Dickhead". Also it was incorrect that the complainant held a very senior management position as she was actually one of a group of several hundred.	It was clear in the article that the complainant had not made the FD statement herself. It was not significantly inaccurate to refer to the complainant as a council boss. There was no breach of the Code but we agreed to make some amendments to the article in order to resolve the matter.	The complaint was resolved.
Daily Express and Express.co.uk	02/12/16	"We must get out of the EU"	Gina Miller	1 & 12	The article was inaccurate and discriminatory because it referred to the complainant as "... the Guyana born former model ..." and because it gave an inaccurate description of the Article 50 claim.	The complainant was a model and born in Guyana. The words were intended to form a description of the complainant. There was no pejorative reference to her in relation to any of the characteristics covered by the terms of Clause 12. Pages 4 & 5 of the newspaper contained a lengthy article about the complainant which set out much more information about her than the one sentence in the comment piece on page 12, including the fact that she grew up in Britain, that she is married to a hedge fund manager and that she is a Labour supporter. The term, "will of the British people" had been in common usage in all branches of the media for a long time before the referendum vote. It did not, and was not intended to, suggest that the British people are distinct from the complainant because she is "foreign".	The complaint was not upheld.

Express.co.uk	06/12/16	"EU immigration has Britain at Breaking point and Brexit must put a stop to it, says Lord"	[REDACTED]	1 & 12	The image of a group of men which was used to illustrate the article was not a recent image and nor did it portray the UK border. The picture was of the border between Hungary and Austria.	Clause 12 was not engaged. The picture was selected because it showed a large group of people. It was used to illustrate the article as a whole and did not purport to show the UK border. It was not inaccurate.	The complaint was not pursued further.
Express.co.uk	07/12/16	"New £5 notes could be banned by religious groups as Bank can't promise they're Halal"	Miqdaad Versi	1	The headline was not supported by the article as it failed to provide evidence that the £5 notes could be banned and it referred to Hindu leaders who do not consider whether something is 'Halal'.	The article was not significantly inaccurate, but the headlines were changed and a correction added to the article to resolve the matter. The complainant did not accept the remedial action offered and wanted a right to reply and an apology.	The complaint was not upheld.
Daily Express & Express.co.uk	08/12/16	"Some migrants so isolated they believe UK is a Muslim nation" & "Some migrants so isolated they believe UK is 75% Islamic"	Miqdaad Versi	1	Article reported that some Muslims were so cut off from the rest of Britain that they believed that the country is an Islamic nation. There was no evidence to support this assertion, yet it was being reported as a fact.	At the point that the article was published it was not known what the report would say. A source had told the Times newspaper what it would contain and this is what was reported. When the report was released it did not contain the reported findings and so it was amended it and a correction was published.	The complaint was upheld but the remedial action was sufficient.
Daily Express and Express.co.uk	08/12/16	"Four in 10 Muslims want to see Sharia Law in the UK" & "Shock poll: four in ten British Muslims want some aspect of Sharia Law enforced in UK"	Miqdaad Versi	1	The article reported the findings of a survey taken by 3000 British Muslims, but there was no evidence that Muslims supported the enforcement of Sharia law.	The headline was correct as the word enforced meant to give force to or impose which is what the survey had asked.	The complaint was not upheld.
dailystar.co.uk	09/12/16	"Party led sexed couple home to 'watch them have sex' and dropped dead from MDMA overdose"	[REDACTED]	1, 2 & 4	The headline was misleading as to the reason the deceased was invited back to the couple's home. The image of the deceased that was used, portrayed him in an aggressive manner. The mention of the value of the house was a breach of privacy.	There was no breach of the Code, but rather than go in to the detail and under the circumstances where the complainant was a friend of the deceased, the article was removed as a resolution.	The complaint was resolved.
Express.co.uk	16/12/16	"Horror as man 'decapitated' on Gatwick Express"	[REDACTED]	1	The article was inaccurate because [REDACTED] was not decapitated.	The article was removed from the website as a courtesy to the family of the deceased.	The complaint was resolved.
dailystar.co.uk	16/12/16	"Train fanatic decapitated"	[REDACTED]	1	The article was inaccurate because [REDACTED] was not decapitated.	The article was amended.	The complaint was resolved.
Express.co.uk	20/12/16	"Polish MP demands her language should be taught in British Schools"	[REDACTED]	1	The headline was inaccurate as it was not true that the Polish PM had demanded anything of the sort.	The headline was amended.	The complaint was resolved.
Daily Star Sunday	20/12/16	"Mums a Payne"	[REDACTED]	1 & 3	The article reported that [REDACTED] Muslim was due to move in with her daughter, and that [REDACTED] little [REDACTED] was not true and was not verified by [REDACTED] press representatives. The article amounted to harassment, because [REDACTED] was not in the public eye.	Clause 3 was clearly not engaged. We agreed to publish an apology in respect of the inaccuracy.	The complaint was resolved.
Express.co.uk	29/12/16	"Voters in area with high Muslim populations must show passports amid voter fraud fears"	Miqdaad Versi	1	The headline was misleading as the government's proposals and intentions were not specifically for areas with high Muslim populations.	The article did explain that five areas chosen to pilot the scheme were those with high Muslim populations, but to resolve the matter we amended the headline and added a correction to it.	The complaint was resolved.

Express.co.uk	29/12/16	"Brexit warning: 12 Million more migrants to arrive in 25 years without hard Brexit"	[REDACTED]	1 & 12	The figures quoted in the headline and article were misleading and incorrect. It also suggested that the UK would have access to the single market, but leaders of the EU had already ruled this out. The images used, of two Muslim women in burkas, were not representative of EU migrants who are predominantly white.	The headline was amended. Clause 12 was not engaged.	The complaint was resolved.
Express.co.uk	29/12/16	"Brexit warning: 12 Million more migrants to arrive in 25 years without hard Brexit"	[REDACTED]	1	The headline misrepresented the report by Migration Watch because the 12 million figure was in respect of an overall population growth in a 25 year period, and not the arrival of 12 million immigrants.	The headline was amended.	The complaint was resolved.
dailystar.co.uk	30/12/16	"Almost half Brit Muslims want Sharia law and wouldn't report relative in ISIS: Shock study"	Miqdaad Versi	1	The headline was very misleading as there was no evidence in the article to support the statement made in the headline	The headline was incorrect so it was amended and a correction added to the article.	The complaint was resolved.
Daily Express & Express.co.uk	03/01/17	"Lib Dems kick out anti-Israel peer" & Baroness Foster resigns from the Lib Dems following preparations for anti-Israel meeting"	[REDACTED]	1	The article gave the impression that it was a speaker from the Palestinian Return Centre that made an anti-Scientific comment when in fact it was made by a member of the audience	A clarification was published and the online article was amended.	The complaint was resolved.
Express.co.uk	04/01/17	"Bow down to Britain: Ian Duncan-Smith warns EU over Brexit negotiations"	[REDACTED]	1	The headline quoted Ian Duncan-Smith, but he said no such thing.	The headline was a paraphrase of the speech, but it was ambiguous. The article was amended and a clarification published.	The complaint was resolved.
Express.co.uk	13/01/17	"Newsnight guest defends calls to ban Plato and Kant because the enlightenment is racist"	[REDACTED]	1	The article reported on the comments made by Kahlida Andrews regarding the teaching of philosophy. It was incorrect as the campaign was not seeking a ban on the thinkers, but for them to be studied in their appropriate context.	The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	13/01/17	"Police forced to take lessons in Islam to foster 'respectful' ties with Muslim communities"	Miqdaad Versi	1	The headline was misleading and not supported by the text as training was offered at the request of the police force itself so it was not forced.	The training was mandatory and in addition to the "common curriculum" so it was not inaccurate to say that the officers had been forced.	The complaint was not upheld.
Express.co.uk	18/01/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	Chancellor Merkel did not make any such reference about the UK and USA being weak.	The headline was amended as it was inaccurate.	The complaint was resolved.
Express.co.uk	19/01/17	"Newsnight guest DEFENDS calls to ban Plato and Kant because the Enlightenment is racist"	[REDACTED]	1	The article was inaccurate because the guest did not call for a ban.	The article was amended and a correction added to the article.	The complaint was resolved.
Express.co.uk	19/01/17	"Police forced to take lessons in Islam to foster 'respectful' ties with Muslim communities"	[REDACTED]	1	There was no evidence in support of the claim that the police were 'forced'.	The training was mandatory and in addition to the "common curriculum" so it was not inaccurate to say that the officers had been forced.	The complaint was not pursued further.
Express.co.uk	23/01/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The headline was false as Ms Merkel did not say anything about an army.	The article had already been amended and a correction added to it.	The complaint was resolved.
Express.co.uk	23/01/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	Article headline had been proven to be false by the disclosure of correspondence with Chancellor Merkel's office.	The headline had already been changed and a correction added to the article.	The complaint was resolved.
Express.co.uk	23/01/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	Article headline had been proven to be false by the disclosure of correspondence with Chancellor Merkel's office.	The headline had already been changed and a correction added to the article.	The complaint was resolved.
Express.co.uk	24/01/17	"I'm a celebrity 2016 stripped by ITV after just two days and fans are gutted"	Glyn Townsend	1	The headline was misleading.	The article made the position clear and was not significantly inaccurate.	The complaint was not upheld.
Daily Express and Express.co.uk	31/01/17	"Another political Earthquake: UKIP's leader on track to easily win Stoke by-election"	Thomas Hawker	1	The Express reported the findings of an online poll which the Labour Leave campaign ran on its website. However it was reported as if it were a proper independent poll.	The article correctly set out the details of the poll, but we offered to publish a clarification as to the source of the poll.	The complaint was not upheld.

Express.co.uk	06/02/17	"Another political earthquake: UKIP leader on track to easily win stake-by-election" & "UKIP chief predicted to trounce"	[REDACTED]	1	The headline failed to mention that it was not fact, but based on an opinion poll. It presented the poll findings as if they would actually happen.	The article was not in breach of the Code, but in an attempt to resolve the matter we offered to amend the headline.	The complaint was resolved
Express.co.uk	06/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The article headline incited xenophobia and was inaccurate as Angela Merkel did not say what was quoted.	The headline had already been changed.	The complaint was resolved
Express.co.uk	09/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	Chancellor Merkel did not make any such reference about the UK and USA being weak.	The headline had already been changed.	The complaint was not pursued further
Express.co.uk	10/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The headline was false and was being used to incite fear into the public.	The headline had already been changed and a correction added to the article.	The complaint was resolved
Express.co.uk	10/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	Article headline was false as Angela Merkel did not say anything.	The headline had already been changed and a correction added to the article.	The complaint was resolved
Express.co.uk	10/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The article headline was false as the German government confirmed that the statement was false. The article also appears to be inciting hatred towards the Europeans and in particular Germans.	The headline had already been changed and a correction added to the article.	The complaint was resolved
Express.co.uk	10/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The article headline was false as Angela Merkel did not call for a German led army.	The headline had already been changed.	The complaint was resolved
Express.co.uk	10/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1 & 10	Article reported on Angela Merkel's speech, but it was not factual and incited hatred.	The headline had already been changed.	The complaint was resolved
Express.co.uk	13/02/17	"Terror attack on Muslims: Six dead as gunman shout Allahu Akbar in Sunday prayer attack."	Miqdad Versi	1	The claim that a gunman shouted "Allahu Akbar" came from an eyewitness and not from police and it turned out to be incorrect.	This was a breaking news story and the original version was not initially disputed by the police. We offered to attach a correction to the article which the complainant rejected.	The complaint was not upheld.
Express.co.uk	13/02/17	"Terror attack on Muslims: Six dead as gunman shout Allahu Akbar in Sunday prayer attack."	[REDACTED]	1	The article was inaccurate because there was only one gunman and it reported what a witness thought that he heard as a fact.	Whilst the publication was correct at the time of publication, the known facts had changed so we offered to correct it.	The complaint was resolved.
Express.co.uk	13/02/17	"EU Cypriot ban: Brussels also rules watercolours and colouring pencils off limits"	[REDACTED]	1	The headline was misleading and not supported by the article, which was reporting the tighter guidelines over the amount of lead that could be contained in those items.	The headline was amended.	The complaint was resolved.
Daily Star Sunday & Daily Star.co.uk	14/02/17	"Good Bye Mr. Wrinkly..." & [REDACTED]	[REDACTED]	1 & 2	The article was inaccurate as [REDACTED] had not spoken to the press or given an interview. The quotes attributed to her were false. They also complained about the publication of pictures of [REDACTED] property.	The article was based on a story given to us by a reliable and closely placed source. We went back to the source on receipt of the complaint and they confirmed it was true. The photographs did not reveal the location of the complainant's property, there had not been any breach of consent was therefore implied. The names were removed from the website in an attempt to resolve the matter.	The complaint was withdrawn.
Daily Express and Express.co.uk	16/02/17	"Unholy affair: Story of a vicar betrayed by destitute man he took into his home"	Chaire Masearenhas	6	The complainant's children had been named in the article without her consent.		Complaint not upheld.
Express.co.uk	17/02/17	"UK and USA are weak: Angela Merkel calls for German-led EU army to defend Europe"	[REDACTED]	1	The article was inaccurate because it reported on Angela Merkel's speech, but the Country reported that having contacted Angela Merkel's press office, it was confirmed as untrue.	The article had already been amended and this was pointed out to the complainant.	The complaint was resolved.

Express.co.uk	23/02/17	"A nationalist arguing Scotland can't go it alone!" Parliament ERUPTS after Surgeon Jibe"	[REDACTED]	1	The article was inaccurate because it referred to the old First Minister's questions without making it clear.	The article was an administrative error and the video upon which the article was based was wrongly dated. The article was removed and a correction published.	The complaint was resolved.
Express.co.uk	28/02/17	"Police deny: German newspaper claim of Frankfurt NYE sex attacks"	Migdaad Versi	1	The article reported that a mass sex attack had taken place in Frankfurt but the headline had been changed after publication without any explanation.	The article was amended prior to the complaint and as soon as it was notified that the headline was inaccurate. The story was first published in Bild and then syndicated through the Central European News Agency. As soon as it came to light that it was incorrect, the article and headline were amended. We offered to add a clarification to the article explaining the changes.	The complaint was not upheld.
Daily Star	01/03/17	"Tunisian Cops hid as 30 Brits killed"	[REDACTED]	1	The complainant said that a picture of the attack that accompanied the article had been altered to make the beach look busier and was therefore inaccurate.	The picture had been attached to fill a space on the page but due to an error the image was printed in such a way that part of it was reproduced. It was not done to mislead and we did not accept that it was misleading.	The complaint was not pursued further.
Express.co.uk	13/03/17	"House of Lords Brexit meddling crushing economy as pound tumbles amid uncertainty"	Mr Justin Hughes	1	The article stated that Theresa May had 23 days to give the European Parliament an opportunity to prevent the UK from leaving the EU as a result of new rules which was untrue.	The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	13/03/17	"House of Lords Brexit meddling crushing economy as pound tumbles amid uncertainty"	[REDACTED]	1	The article stated that Theresa May had 23 days to give the European Parliament an opportunity to prevent the UK from leaving the EU as a result of new rules which was untrue.	The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	23/03/17	"Yorkshire ripper 'partied with Ian Huntley & Levi Bellfield in sick celebration of arrest'"	[REDACTED]	1	The article claimed that Levi Bellfield attended a party in the 'Yorkshire Ripper' cell, which was untrue.	The article came from a very well placed source and we did not accept it was inaccurate, but agreed to publish Mr Bellfield's response, which was to deny that the incident took place.	The complaint was resolved.
Daily Star Sunday & daily.star.co.uk	23/03/17	"'Monsters' Ball' & 'Yorkshire ripper throws jail cell party for child killers to celebrate arrest'"	[REDACTED]	1	The article claimed that Levi Bellfield attended a party in the 'Yorkshire Ripper' cell, which was untrue.	The article came from a very well placed source and we did not accept it was inaccurate, but agreed to publish Mr Bellfield's response, which was to deny that the incident took place.	The complaint was resolved.
Express.co.uk	24/03/17	"School children banned from singing Silent Night over fears it will offend other religions"	Stuart Farquhar	1	This was a false story as the school had already confirmed that the reason for the 'ban' was for artistic reasons.	The article was based on reports in two Italian newspapers and was published prior to the head of the school rebutting the claims. The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	24/03/17	"School children banned from singing Silent Night over fears it will offend other religions"	Migdaad Versi	1	This was a false story as the school had already confirmed that the reason for the 'ban' was for artistic reasons.	The article was based on reports in two Italian newspapers and was published prior to the head of the school rebutting the claims. The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	27/03/17	"Road Safety campaigner arrested for 'rummaging over neighbour'"	[REDACTED]	1, 2, 3 & 9	The article is inaccurate as it failed to mention that [REDACTED] was not charged, and that the person injured was not a neighbour but a person trying to attack the passenger in [REDACTED]. The picture used was misleading and the complainant's children had audited as a result of the article.	None of the clauses complained of were engaged save for clause 1. Accuracy: The article was inaccurate. The article was amended and a correction published. The complainant accepted this action as a resolution to his complaint.	The complaint was resolved.
Express.co.uk	29/03/17	"Spain's EU Brexit on horizon as 'only a miracle' can save nation from debt bubble bursting"	[REDACTED]	1	It was inaccurate to report that Spain's exit from the EU was on the horizon.	The report was based on the opinion of a Spanish economist so it was not inaccurate. As a resolution we offered to amend the headline.	The complaint was resolved.
Express.co.uk	31/03/17	"We can stop Brexit by shouting from rooftops' Farron in bizarre rallying cry to Remainers"	[REDACTED]	1	The article reported that the EU had never had its accounts audited which was inaccurate.	The article was amended.	The complaint was resolved.

Express.co.uk	03/04/17	"We can stop Brexit by Shouting from rooftops" Farron in bizarre rallying cry to Remainists"	[REDACTED]	1	The article reported that the EU had never had its accounts audited which was inaccurate. Secondly it reported that those who paid tribute to victims of the Westminster attack were against Brexit, which was also inaccurate.	The article was amended.	The complaint was resolved.
Express.co.uk	03/04/17	"We can stop Brexit by Shouting from rooftops" Farron in bizarre rallying cry to Remainists"	[REDACTED]	1	The article reported that the EU had never had its accounts audited which was inaccurate.	The article was amended.	The complaint was resolved.
Express.co.uk	03/04/17	"We can stop Brexit by Shouting from rooftops" Farron in bizarre rallying cry to Remainists"	[REDACTED]	1	The article reported that the EU had never had its accounts audited which was inaccurate.	The article was amended.	The complaint was resolved.
Express.co.uk	18/04/17	"Palestinian Student at UK University proud for declaring abo's proud to be a terrorist"	[REDACTED]	1, 9 & 12	Article claimed that [REDACTED] had declared that she was a proud terrorist and as a result was being investigated by the university. This was inaccurately reported as the terrorist tweet was not hers, and there was no investigation by the university.	The article was amended and a correction added to the article.	The complaint was resolved.
Sunday Express and express.co.uk	18/04/17	"True blue passport reborn"	[REDACTED]	1	The article was inaccurate because there had not been any high level discussion about the new passports and the current contract expiry date was 2020 so they would not be introduced in 2019.	The article did not state that the matter had been decided but that discussions at a high level had taken place.	The complaint was not pursued further.
Daily Star	19/04/17	Jeremy Cross Column - "Save Wakefields ground"	[REDACTED]	1	The article was inaccurate. [REDACTED] comments were stated as fact. It was not the case that the council had done nothing to support Wakefield Trinity.	The article did contain some inaccuracies.	The complaint was resolved.
daily-star.co.uk	19/04/17	"Extreme porn killer wants prison transfer for view of snow-dusted mountains."	[REDACTED]	1	The article was inaccurate because the view of the mountains was not the only reason for the transfer request.	The article was not significantly inaccurate.	The complaint was not upheld.
Daily Star Sunday & daily-star.co.uk	21/04/17	"Piedo sings at kids events. Scolded secret of co-soldier who posed on young girl"	[REDACTED]	1, 2, 6, 7 & 11	[REDACTED] complained that the article was inaccurate as a lot of the facts about him were wrong. He did not sing at kids events, he had not been found guilty of a catalogue of offences against an underage girl, and his age was wrong. He also complained that his picture had been used to illustrate the article, which breached his privacy and said that the article indirectly identified the victim.	Clauses 6, 7 and 11 were not engaged. The photograph was publicly available on [REDACTED] website, so there was no breach of clause 2. [REDACTED] advertised his singing services, claiming he sang at holiday camps and a journalist had telephoned to book him for a Christmas which he did not turn down. There was a mistake with the list of offences so we offered to publish a correction confirming the list of offences. [REDACTED] had been convicted of. During the course of the complaint [REDACTED] stated the fact that he had not kept his criminal record from his employer, so we offered to include this in the correction.	The complaint was upheld but the remedial action was sufficient.
daily-star.co.uk	21/04/17	"Watch the moment Russian Parachute bombers blow up Jihadis in Syria"	Robbie Wallis	1	The article implied that Russia was bombing Jihadis including ISIS, but it was actually bombing villages and civilians.	The complainant had an alternative view as to the purpose of Russian strikes, and one that had been disputed. As it could not be proven either way, and in order to resolve the complaint, we removed references to Jihadis being the target of the strikes.	The complaint was resolved.

Daily Star Sunday & dailystar.co.uk	25/04/17	"Chemist's £110K high life"	[REDACTED]	1 & 2	The article was inaccurate and breached [REDACTED] privacy because it published her wedding pictures.	Any inaccuracies were not significant and the photograph was obtained from [REDACTED] Facebook page.	The complaint was not upheld.
Daily Star and dailystar.co.uk	04/05/17	"Wealthy asylum seekers raked in £50k of benefits payments whilst hiding a £250k fortune"	Ms Rizwana Kamal	1 & 2	The picture used in this article, purporting to be wealthy Pakistani asylum seeker Rizwana Kamal, was in fact 27 year old Indian resident, Rizwana Kamal.	The picture was incorrect. It was removed and apologies were published in the paper and online.	The complaint was resolved.
Daily Express and Express.co.uk	04/05/17	"Wealthy asylum seekers raked in £50k of benefits payments whilst hiding a £250k fortune"	Ms Rizwana Kamal	1 & 2	The picture used in this article, purporting to be wealthy Pakistani asylum seeker Rizwana Kamal, was in fact 27 year old Indian resident Rizwana Kamal.	The picture was incorrect. It was removed and apologies were published in the paper and online.	The complaint was resolved.
Daily Express and Express.co.uk	08/05/17	"Why Does the EU hide its accounts?"	Edward Richards	1	It was inaccurate to report that the EU had never provided its accounts especially when they were available to view online.	Whilst the EU accounts had been provided, they had not been endorsed by the Court of Auditors. As it was probably not clear enough in the article, we agreed to make an amendment to the online article and publish a clarification online and in print.	The complaint was resolved.
Express.co.uk	18/05/17	"Madelaine Mecana was snatched by local paedophile who can still be traced, says expert"	[REDACTED]	1	The article was inaccurate because it misquoted [REDACTED].	The article had been amended as soon as the complainant had raised an issue which was prior to IPSO's involvement, and she had already emailed the journalist on Twitter. We asked the complainant what she wanted to resolve the matter, but she did not respond. Some errors had been made. The article was removed.	The complaint was not pursued further.
E-press.co.uk	19/05/17	"Spanish Grand Prix 2017: Is it on TV? What time is Formula 1 on in the UK?"	[REDACTED]	1	The broadcast times for the Spanish Grand Prix were incorrect.	The product used by the student was manufactured by [REDACTED] but it had not been used in the recommended way. The article was amended and a correction added to it.	The complaint was resolved.
dailystar.co.uk	22/05/17	"GRAPHIC: Student's tattoo removal goes horribly wrong leaving horrific scars across chest"	[REDACTED]	1	The article inaccurately reported that a student in Thailand used a product manufactured by [REDACTED] to remove a tattoo.	The product used by the student was manufactured by [REDACTED] but it had not been used in the recommended way. The article was amended and a correction added to it.	The complaint was resolved.
dailystar.co.uk	24/05/17	"The smell was vile. Mum horrified to find THIS in her car of 'baked beans'"	[REDACTED]	1 & 4	The article reported that the complainant was forced to buy own brand products which was inaccurate and that her daughter could not leave the house which was also inaccurate. The complainant alleged that she was approached by the journalist about her complaint to the supermarket and it was suggested to her that the article could be spun to include the plight of her disabled daughter. She complained especially as she had told the journalist that she did not want any part in the story. She also complained that she was referred to as Ms when she was in fact married.	There was no breach of clause 4. The article was based on a complaint made by [REDACTED] in a public forum, in respect of a defective tin of baked beans. Everything in the article came from either the complainant's public post on the supermarket's Facebook page, her own Facebook page or the Co Food Me campaign the complainant had set up for her daughter called [REDACTED]. There were no inaccuracies [REDACTED] as referred to as Ms because it was not known whether she was married or not and Ms can refer to both.	The complaint was not pursued further.
Daily Star	02/06/17	"Slaughter of the innocents"	Pauline Gorman	1 & 2	The article used photographs of [REDACTED] reporting that she was one of the missing children following the terrorist attack in Manchester. The photograph was actually from a fake Twitter account and the picture of [REDACTED] had been stolen from her Instagram account.	The article was inaccurate and an apology was published as soon as the error came to light.	The complaint was upheld and an adjudication published.
Express.co.uk	10/06/17	"Pound to Euro exchange rate: Sterling soars on eve of general election vote"	Martin White	1	The article was inaccurate because sterling did not rise on the eve of the election.	The rise in sterling happened on a different evening. The article was removed and a correction was published.	The complaint was upheld but the remedial action taken was sufficient.

dailystar.co.uk	26/06/17	"richman having sex in back seat of car killed in horror crash"	[REDACTED]	1, 2 & 4	[REDACTED]	[REDACTED]	The article was based on information given to us by a Thai rescue worker. It proved to be wrong. The article was removed and an apology published.	The complaint was resolved.
Express.co.uk	30/06/17	"EXPRESS POLL: 60% still want to leave the EU a year after referendum"	[REDACTED]	1	[REDACTED]	[REDACTED]	The poll showed a different result to that which had been published.	The complaint was not pursued further.
Daily Express Website	30/06/17	"EXPRESS POLL: 60% still want to leave the EU a year after referendum"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article was correct at the time of publication. However, the poll was left live and so the result changed over time. The poll was supposed to be open for 24 hours and at the end of this period, the result was recorded and published. There was no breach of the code.	The complaint was not pursued further.
Express.co.uk	30/06/17	"EXPRESS POLL: 60% still want to leave the EU a year after referendum"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article was correct at the time of publication. However, the poll was left live and so the result changed over time. The poll was supposed to be open for 24 hours and at the end of this period, the result was recorded and published. There was no breach of the code.	The complaint was not pursued further.
Express.co.uk	30/06/17	"EXPRESS POLL: 60% still want to leave the EU a year after referendum"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article was correct at the time of publication. However, the poll was left live and so the result changed over time. The poll was supposed to be open for 24 hours and at the end of this period, the result was recorded and published. There was no breach of the code.	The complaint was not pursued further.
Express.co.uk	30/06/17	"EXPRESS POLL: 60% still want to leave the EU a year after referendum"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article was correct at the time of publication. However, the poll was left live and so the result changed over time. The poll was supposed to be open for 24 hours and at the end of this period, the result was recorded and published. There was no breach of the code.	The complaint was not pursued further.
Express.co.uk	30/06/17	"Sturgeon was the problem? SNP supporter turns on leader's relentless rallying for independence"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article said that Ms Sturgeon had refused to hold another independence referendum which was inaccurate.	The complaint was resolved.
Daily Express	04/07/17	"Migrant number rocket"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article reported the sharpest increase in the population which was largely a result of immigration. It was accurate.	The complaint was not pursued further.
Express.co.uk	09/07/17	"P=4, the rich? What Jeremy Corbyn really thinks of high-rate taxpayers"	IPSO summarised complaints	1	[REDACTED]	[REDACTED]	We relied on the Times article which was published in 1997. There was no reference to, or copy of, the correction on the electronic version of the article. The Labour Party was contacted for comment prior to publication, but it did not respond. As soon as the error came to light, the article was removed and a correction was published on the homepage of the website.	The complaint was not upheld.
dailystar.co.uk	21/07/17	"Revealed: Labour plans to 'trickle council tax' plunging people into negative equity."	[REDACTED]	1	[REDACTED]	[REDACTED]	The article presented Labour Land Campaign research as Labour Party policy.	The complaint was resolved.
Express.co.uk	21/07/17	"Corbyn ready to hit homes with new garden tax which could rob average council tax bills"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article presented Labour Land Campaign research as Labour Party policy.	The complaint was resolved.
Express.co.uk	25/07/17	"Sadiq Khan boasts of 1.5 million new people to the capital as he reveals shock 'London Plan'"	[REDACTED]	1	[REDACTED]	[REDACTED]	The article started hard and mean.	The complaint was withdrawn.

Express.co.uk	28/07/17	"You will own them." ISIS orders UK supporters to kidnap non-Muslim children in vile edict"	[REDACTED]	6	The article contained images which were incorrectly identified as depicting characters from [REDACTED]	The images had already been withdrawn.	The complaint was resolved.
Express.co.uk	15/08/17	"Brexit poll: Leave and remain voters now back clean break from EU"	[REDACTED]	1	Article states that 20,000 took part in the survey, but it was only 3,293.	The article was amended and a correction published.	The complaint was resolved.
Express.co.uk	15/08/17	"Bombshell poll: Seven in 10 Britons now support hard Brexit according to major survey"	[REDACTED]	1	The article incorrectly stated that 20,000 took part in the survey and incorrectly reported the outcome of it.	The article was amended and a correction published.	The complaint was upheld but the remedial action taken was sufficient.
Daily Express and Express.co.uk	18/09/17	"QE2: Sad end for the Queen of the seas"	[REDACTED]	1 & 2	The article contained inaccurate information and quotes said to have been made by [REDACTED] which he claimed to be untrue and made up.	All of the quotes had been made by [REDACTED] a blog and interview with the Daily Telegraph in 2015. There was no breach of the Code, but the online article was amended to clarify when the quotes were made. Clause 2 was not engaged.	The complaint was resolved.
Express.co.uk	18/09/17	"London Bridge station EVACUATED - armed police rush to scene amid terror fears"	[REDACTED]	1	The headline implied terrorism but this was not backed up by the text of the article.	The headline was accurate at the time it was published, when little was known about the incident. As it was subsequently confirmed that the incident was not suspicious, we amended the headline.	The complaint was resolved.
Express.co.uk	22/09/17	"Barcelona News: Lionel Messi ready to leave if Catalonia vote for independence"	[REDACTED]	1	The article was inaccurate because it said that a Catalanian referendum had been approved by the Spanish Government.	An error had been made in the article, which was corrected.	The complaint was resolved.
Express.co.uk	02/10/17	"Have you got one of the potentially deadly bicycles in your product recall?"	[REDACTED]	1	The article was misleading and factually incorrect. There was no evidence that any fatal incidents had occurred.	The headline was amended.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Express.co.uk	16/10/17	"Dentist warning: THIS area of the UK is WORST for getting dental treatment."	[REDACTED]	1	The article inaccurately stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Daily Express	18/10/17	"Hammond Walks out as think-tank urges UK to call off Brexit"	[REDACTED]	1	The article incorrectly stated that dentists spread C Difficile by prescribing unnecessary antibiotics.	The article was amended and a correction added to it.	The complaint was resolved.
Daily Express & Express.co.uk	23/10/17	"A cut who thought she was ugly killed herself after husband refused to let her have babies"	[REDACTED]	1, 4 & 5	The article said that the OECD was EU funded but it is actually funded by its member nations including Mexico, Israel, Australia etc. The complainant's words had been misquoted and the way they matter was reported was very distressing to the family of the deceased.	There had been a breach of clause 1 but it was not accepted that the other clauses had been breached. As a courtesy, the online version of the article was removed.	The complaint was resolved.

Express.co.uk	24/10/17	[REDACTED] covers Sky rights £40m deal with Premier League club.	[REDACTED]	1 & 12	It was inaccurate to report that [REDACTED] had signed a deal because the deal had not been completed. In addition it was inappropriate to refer to [REDACTED] as "sexy".	The article was inaccurate and it was removed from the website. Clause 12 was not engaged.	The complaint was resolved.
Daily Star and DailyStar.co.uk	02/11/17	"The Apprentice hopeful James White Spits with Fiancee after 'fling' with fellow contestant".	[REDACTED]	1	The article used interview comments, which the complainant said were untrue.	We removed the online article.	The complaint was withdrawn.
Express.co.uk	03/11/17	"Vicar dubbed the 'Rambling Reverend' banned from preaching after cheating in his wife"	[REDACTED]	2	The article included a photograph of [REDACTED] which she claimed had been taken without her knowledge or consent.	It was not accepted that the publication of the photograph was a breach of privacy, but we agreed to remove it.	The complaint was resolved.
Daily Express	10/11/17	"€90M A WEEK: OUR TRUE EU BILL - Revealed, true cost of EU membership"	[REDACTED]	1 & 10	The article deliberately misrepresented a study and the study was not sourced resulting in complete nonsense.	Clause 10 was clearly not engaged. The article was based on a study which was sourced, and was not inaccurate because it was clearly explained what the figures were and that they were different to the direct costs of being a member of the EU.	The complaint was not pursued further.
Daily Express	10/11/17	"€90M A WEEK: OUR TRUE EU BILL - Revealed, true cost of EU membership"	[REDACTED]	1 & 13	The claim was at odds with a previous article that stated that the EU cost £267M a week and was irresponsible and inflammatory.	Clause 13 was certainly not engaged. The two articles were about different things both of which were clearly explained. The 980 million figure was the reported to be the true cost of EU membership, and not just about direct payments.	The complaint was not pursued further.
Express.co.uk	13/11/17	"Tenerife volcano ALERT: Mount Teide WILL have MEGA ERUPTION"	[REDACTED]	1	The article was inaccurate because it reported on landslides that happened hundreds of years ago as if they had just happened. Also the map used to illustrate the article was upside down.	Whilst it was not accepted that the headline was inaccurate, it was amended. The picture was incorrect and therefore changed.	The complaint was resolved.

Publication	Date Complaint Received	Title of Article	Complainant	Clause Relied On	Details of Complaint	Action Taken	IPSO Decision
OK.co.uk	14/05/17	"Take me out contestants [redacted] deny they ditched their dates and got romantic with each other"	[redacted]	1, 2, 3, 12 & 14	The article repeated claims that were made in the Sun without checking whether they were true.	The article reported the denials of [redacted] we asked for clarification as to what was inaccurate.	The complaint was not pursued further.
OK.co.uk	28/09/17	"The Apprentice: James White and 'henbrooker' fiancée 'SPLIT' before he blocks her online following 'steamy fling' claims with fellow contestant [redacted]"	[redacted]	1	The article used interview comments, which are said to be false by complainant [redacted]	The article was removed from the website and we offered to publish a correction.	The complaint was abandoned.

Publication	Date Complaint Received	Title of Article	Complainant	Clause Refered On	Details of Complaint	Action Taken	IPSO Decision
new!	28.04.17	"Stressed Danielle: 'Nicola is a bully!'"	[REDACTED]	1 and 12	[REDACTED] said that the story about [REDACTED] being a bully was untrue. She also claimed that it was discriminatory.	A clarification was offered but [REDACTED] did not accept this.	Complaint upheld and a clarification was published.