

Plenham Ltd

IPSO Annual Report

Period covered: January 2017-December 2017

1.0 Factual Information about the Regulated Entity

Plenham Ltd publishes a total of 4 regulated publications.

1.1 Titles Published

Title	Print edition	Digital edition	Frequency
bodyshop	x	x	Monthly
bodyshop Middle East	x	x	10 issues a year
iBusiness (ceased mid-2017)		x	Bi-monthly
The Assessor	x	x	Bi-monthly

1.2 Responsible Person

Mark Hadaway is the editor and responsible person for *bodyshop*, *bodyshop Middle East*, *iBusiness* and *The Assessor*.

1.3 Overview

Plenham Ltd was founded in 1988 and is a B2B magazine media publisher, publishing print and digital editions of monthly and bi-monthly magazines as well as e-newsletters and desktop/mobile websites.

2.0 Internal Guides

Plenham Ltd has the following internal manuals used by journalists, of which copies are available on request by the Regulator:

- Editors' Code of Practice (version 1 January 2018)

3.0 Compliance Procedures

How the Regulated Entity deals with:

3.1 Pre-publications guidance under regulation 4.5

If/where required editors and journalists would seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors' Code. This advice is then considered alongside editorial guidance and the public interest when refining and publishing any articles.

3.2 Verification of stories

Journalists and Editors take all appropriate steps to confirm stories.

3.3 Compliance with the Editors' Code

Copies of the IPSO Editors' Code of Practice (1 January 2018) are supplied to all journalists, as well as copies stored in the Plenham staff handbook. Editorial team members are made aware of any updates to the Code. No other internal manuals or guides are used.

If/where the Regulator finds against a publication in the course of assessing a complaint, the publication would comply with the findings and any remedial action required.

3.4 Editorial Complaints, Determined under Regulation 19

Plenham Ltd has never received a complaint, though our B2B audience are welcome to contact the editor with any editorial complaints, his contact details are listed in each magazine we publish.

If Plenham received a complaint, or referred from IPSO, they would be logged on a complaints record and then assessed by the responsible person, who will seek to resolve the matter directly with the complainant. Complaints that fall outside the procedure i.e. are not editorial complaints, would be logged and referred to the relevant department/person.

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

3.5 Training of Staff

When required, Plenham Ltd arranges staff training sessions to update staff on regulatory changes. New joiners are supplied with a staff handbook which includes a copy of the updated Editors' Code of Practice. Any changes to this document are communicated to all editorial staff as and when necessary.

4.0 Adverse Adjudications

There have been no adverse adjudications against Plenham Ltd.

SIGNED: M Hadaway
On behalf of Plenham Ltd

Submitted to IPSO: 20/02/2018