

IPSO annual statement for JPIMedia: 1 January 2018 to 31 December 2018

1 Factual information about the Regulated Entity

1.1 A list of its titles/products.

Attached.

1.2 The name of the Regulated Entity's responsible person.

Gary Shipton, Deputy Editor-in-Chief of JPIMedia and Editorial Director of its Sussex titles, is the responsible person for the company.

1.3 A brief overview of the nature of the Regulated Entity.

The regulated entity JPIMedia is a local and regional multimedia organisation in the UK as well as being a national publisher through The i and i-news, The Scotsman and in Northern Ireland, The Newsletter. Johnston Press was placed into administration by its Board of Directors in November 2018, and its business and assets were acquired by JPIMedia, a newly-formed company. We provide news and information services to local and regional communities as well as a national audience through our portfolio of publications and websites - 14 paid-for daily newspapers, and more than 250 other print and digital publications including: paid-for weekly newspapers, free titles, lifestyle magazines together with local news and e-commerce websites

We continue to set the highest editorial standards by ensuring that our staff are provided with excellent internally developed training services. The Editors' Code of Practice is embedded in every part of our editorial operations and we commit absolutely to the principles expounded by IPSO.

JPIMedia continues to operate an internal Editorial Governance Committee with the key remit to consider, draft, implement and review the policies, procedures and training for the whole Group to ensure compliance with its obligations under IPSO.

2 Copies of any internal manuals, codes or guidance used by journalists

Attached

3. Brief details of the compliance process

Our training process

The Editors' Code is the standard used throughout the Group, including the i publication. Our staff undergo training to ensure they fully understand the Editors'

Code and know how to apply the Code in real-life settings when seeking and drafting editorial content and dealing with any issues that may subsequently arise.

The new version of the Editors' Code and supporting Codebook issued on January 1, 2018, was communicated to all members of staff. This communication took place through the company's Editorial Learning and Development Department and is reinforced by the Editorial Directors in their regular briefings to their teams.

The Editorial Learning and Development Department provides an online training programme which tests staff on a range of scenarios which touch on various aspects of the Code and this module has been updated to reflect the more recent changes in the Editors' Code.

The Editors' Code is made available to new trainees joining the company and trainees are also put through the National Qualification in Journalism run by the National Council for the Training of Journalists. This includes training in ethical issues which is tested in the Media Law and Practice exam.

It is a condition of employment of all editorial staff, contained within their contracts, that they fully observe the standards required by the regulator as explained within the code. It is also a condition of commissioned freelance contributors that they fully comply with the code. This is also made clear through the induction process for all new editorial employees.

Law and ethics refreshers are an integral part of the JPIMedia training programme and the Editorial Learning and Development website includes material on ethical issues as well as the IPSO Code and JPIMedia complaints procedures. A new round of law and ethics refreshers has been undertaken and staff continue to undergo an extensive list of online training courses, including one about striking the right tone in our writing.

Pre-publication guidance is provided in the first instance internally by the local content editor or editor and then, as required, by the group editor or editorial director. Significant questions in advance of publication will also be raised with the appropriate external and internal legal advisers as well as the 'responsible person' for regulated matters within JPIMedia. All editors have been informed of the IPSO contacts for which pre-publication advice should be sought. JPIMedia has a robust editorial management structure which ensures that whenever a story might require verification it is assessed by the local content editor or editor and then, as required, by the group editor or editorial director.

Our record on compliance

Whenever there is an adverse adjudication against a JPIMedia publication, it is referred to the company's editorial governance committee. The committee examines the censure in the context of other adjudications and then refers it back to the senior editorial director for the region responsible to conduct a full investigation. The investigation identifies the failings and the steps needed to ensure no repetition

locally or across the group.

These recommendations can include training requirements and potential changes to the company's editorial policies and procedures. The report is then referred back to the governance committee for further consideration and then taken to the Editorial Board if substantive change needs to be approved. We have regularly sought clarification from IPSO when adjudications have been upheld against us so that we can fully understand the broader implications and adjust our internal guidance accordingly.

Following guidance from IPSO in 2016, we amended our internal policies to ensure that we archive any digital content which we significantly changed in response to complaints about inaccuracy. The aim is to ensure that there is a screenshot of the original disputed content for the purposes of sharing with IPSO if the complaint is taken forward.

4. Details of the steps taken by the Regulated Entity in response to any adverse Adjudications by the Regulator during the previous year.

There were two adverse adjudications by the regulator during 2018.

Keane v The Scotsman
Dayman v Northampton Chronicle and Echo

In Keane v The Scotsman, the Complaints Committee upheld the complaint under Clause 1 (i) that an assertion in the article represented a failure to take care over the accuracy of the article. However, the committee found that the correction offered by the publication identified the inaccuracy and set out the correct position, and was offered promptly and with due prominence. The Committee also noted that the publication had offered to remove the statement from the online version. There was no breach of Clause 1 (ii).

Under Remedial Action Required the Committee concluded: The newspaper had promptly offered a correction which corrected the inaccuracy with due prominence. The Committee found that this correction was sufficient to meet the requirements of Clause 1 (ii) and should now be published.

As a result of the adjudication, the Editor of The Scotsman:

- 1 Made sure all key personnel in the department were aware of the complaint, including the writer;
- 2 Stressed the importance of accuracy from all writers and desk staff, and instructed that extra care be taken around fact checking;
- 3 Reminded all staff to be aware of any special sensitivities around this article and its subject matter;
- 4 Checked to see if this formed any pattern of behaviour on topic and writer.

The JPIMedia editorial governance committee reviewed the case and was satisfied that this was an isolated error and did not represent a wider cause for concern or a review of editorial policies.

In *Dayman v Northampton Chronicle and Echo*, the Complaints Committee upheld the complaint under Clause 5 (Reporting of suicide).

It found the publication had published excessive detail regarding the method of suicide. In these circumstances, the appropriate remedy was the publication of an adverse adjudication. The article had not appeared in print, and had been online for less than 24 hours, and the Committee noted the considerable steps taken by the publication since the article was published. However, given the severity of the breach, and having considered the layout of the publication's website, the Committee considered that a link to the adjudication should appear in the top five articles on the publication's homepage for a period of 24 hours, in the font size standard for items in this location, before being archived in the usual way. The wording of this link should be the same as the headline of the adjudication, which should be agreed with IPSO in advance.

As a result of the adjudication, the Editor of the Northampton Chronicle and Echo:

1 Briefed the local teams on issues raised by IPSO through both a verbal and advisory note;

2 Recommended to the company's editorial governance committee that the IPSO Responsible Person might hold briefing with the title's senior team to discuss the issues raised and lessons learned;

3 Recommended to the editorial governance committee that a discussion with the Samaritans be held.

The JPIMedia editorial governance committee reviewed the case. It accepted the first recommendation and a briefing was led by Gary Shipton. In due course a full training module was prepared in association with the Samaritans and was mandatory for all JPIMedia's editorial staff. The module was prepared and all staff participated in the first quarter of 2019. Finally, it was concerned that the copy had been provided by a freelance agency. It instructed all commissioning editors to remind freelancers that they must comply with the Editors' Code especially those clauses relating to the reporting of suicide.

Transparency regarding financial relationships

IPSO has invited publishers to consider submitting, on a voluntary basis, copies of any policies.

JPIMedia is fully compliant with the Advertising Standards Authority and the advice given by the CAP Executive about non-broadcast advertising, not least in the areas of 'native advertising' and advertorials.

JPIMedia Editorial Complaints Policy (External)

JPIMedia is committed to upholding standards in editorial quality and content and acting in compliance with our regulatory guidelines and obligations.

We take all complaints about editorial content very seriously and seek to accordingly abide by the Independent Press Standards Organisation ("IPSO") requirements and its Editors' Code of Practice ("the Code").

When making a complaint, you must clearly state that your complaint is a formal complaint under this policy.

What does this policy cover?

This policy only applies to complaints about breaches of the Code in editorial content in our printed publications or on electronic services such as websites and apps, including text, pictures, video, audio/visual and interactive content, and which are either published or targeted at an audience in the UK. It does not cover:

- complaints about advertising (as that is regulated by the Advertising Standards Authority);
- concerns about matters of taste/decency and due impartiality;
- complaints about 'user generated content' (i.e. material on our websites that was not posted by us or on our behalf) which we have not reviewed or moderated;
- complaints about online material on sites which we do not own and which are not under our control;
- at our discretion, legal or contractual matters which are dealt with more appropriately in the courts or tribunals or elsewhere.

How to complain

Complaints should be made in writing, either by email to the Editor in question identified on the website of the publication to which the complaint relates to or by post to the address of the relevant publication and addressed in the first instance to the Editor.

Complaints will only be accepted within four months from the date of the behaviour complained of or first publication of the article that you are complaining about. If at the time you submit your complaint, the article remains accessible on a website or

other electronic service operated by us however, complaints may be accepted up to 12 months from the date of the behaviour or first publication of the article you are complaining about, provided it is still possible to investigate the complaint fairly given the period of time which has elapsed. JPIMedia shall have sole discretion in determining this.

Complaints must include:

- a copy of the article in question, or a link to the relevant webpage or a web address, if the complaint is about published material (or reference to the publication title, issue date, page and article title if a copy is unavailable);
- a written explanation of your concerns with reference to the Editors' Code;
- any other documents that will help us assess your complaint.

Complaints received without this essential information cannot be considered. We may however, at our discretion, seek further details from you after your initial contact. If you cannot provide any requested information we may be unable to consider your complaint.

We reserve the right to reject, without further investigation, complaints that show no breach of the Editors' Code, or those which are vexatious and/or disproportionate, or those which are without justification (such as an attempt to argue a point of view or to lobby).

We may also decline to consider complaints from third parties not directly affected by the alleged breach of the Editors' Code. When considering whether to accept such a complaint, the position of the party most closely involved in the matter will be taken into account.

What happens to your complaint?

The complaints process is free of charge irrespective of the outcome of your complaint

We aim to acknowledge receipt of your complaint within 5 working days of receipt. You in turn agree to respond promptly to any request for further information.

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

We will aim to respond to complaints in writing within 7 working days of receiving everything we need from you to allow us to investigate your complaint.

We will always treat you courteously and with respect. We expect the same from you. We may decline to consider a complaint which is abusive or gratuitously offensive.

Appeals process

If you are dissatisfied with the outcome of your original complaint you have the right to appeal the decision by notifying the Editor, in writing, within 7 working days of receipt of the letter notifying you of the outcome.

Upon receipt of such appeal letter, the Editor, shall forward this for consideration to the Editor In Chief/Editorial Director of the relevant editorial centre, where appropriate, who will then aim to assess the appeal within 7 working days of receipt of such notification. After the Editor In Chief/Editorial Director has taken a decision in light of all the information made available at the time, you will be issued a letter confirming whether your appeal has been upheld or partially upheld and whether any actions will accordingly be taken.

For the avoidance of doubt, you will have no further right of appeal with the company following the determination of this appeals process. However, you may look to exercise your right to take the matter to IPSO.

6. Complaint to IPSO on exhaustion of our complaints procedure

If you are unhappy with our final response to your complaint you may complain to IPSO for consideration. Further details can be found at <http://www.ipso.co.uk>.

7. Policy Changes

We reserve the right to amend this policy as and when required.

Any complaint will be considered against the published policy on the date of receipt of your complaint.

JPIMedia list of publications (as of December 2018)

Advertiser and Review (Buckingham)
Alfreton Chad
Arbroath Herald
Ballymena & Antrim Times
ballymenatimes.com
Ballymoney and Moyle Times
ballymoneytimes.co.uk
Banbridge Leader
banbridgeleader.co.uk
Banbury Guardian
banburyguardian.co.uk

Barnoldswick and Earby Times
Batley & Birstall News
batleynews.co.uk
Battle Observer
Bedfordshire Times & Citizen
bedfordtoday.co.uk
belfastvibe.co.uk
Bellshill Speaker
Belper News
belpernews.co.uk
berkhamstedtoday.co.uk
Berwick Advertiser
Berwickshire News
berwick-advertiser.co.uk
Berwickshire News
berwickshirenews.co.uk
Bexhill-on-Sea Observer
Bicester Review
Biggleswade Chronicle
biggleswadetoday.co.uk
Blackpool Gazette
blackpoolgazette.co.uk
Bognor Regis Gazette
Bognor Regis Observer
bognor.co.uk
Boston Standard
bostonstandard.co.uk
Brackley and Towcester Advertiser
Brechin Advertiser
Bridlington Free Press
Brighouse Echo
brighouseecho.co.uk
Brighton & Hove Independent
brightonandhoveindependent.co.uk
Buchan Observer

buchanobserver.co.uk
Buckingham & Winslow Advertiser
Bucks Advertiser
Bucks Herald
buckinghamtoday.co.uk
bucksherald.co.uk
Burnley Express
burnleyexpress.net
buteman.co.uk
Buxton Advertiser
buxtonadvertiser.co.uk
Carlisle Gazette
carlukegazette.co.uk
Carnoustie Guide and Gazette
Carrick Gazette
Carrick Times
carrickfergustimes.co.uk
carricktoday.co.uk
chad.co.uk
Chichester Observer
chichester.co.uk
Chorley Guardian
chorley-guardian.co.uk
Clitheroe Advertiser and Times
clitheroeadvertiser.co.uk
Coleraine Times
colerainetimes.co.uk
Colne Times
Corby Telegraph
Crawley Observer
crawleyobserver.co.uk
Cumbernauld News
cumbernauld-news.co.uk
Daventry Express
daventrytoday.co.uk

Deeside & Donside Piper and Herald
deesidepiper.co.uk
Derbyshire Times
derbyshiretimes.co.uk
Derry Journal
derryjournal.com
Dewsbury Reporter
dewsburyreporter.co.uk
Dirt Bike Rider
dirtbikerider.com
Doncaster Free Press
Doncaster Star
doncasterfreepress.co.uk
donsidepiper.co.uk
Dromore Leader
dromoreleader.co.uk
Dunstable Gazette
dunstabletoday.co.uk
East Fife Mail
East Grinstead Gazette
Eastbourne Herald
eastbourneherald.co.uk
Eastwood & Kimberley Advertiser
eastwoodadvertiser.co.uk
Edinburgh Evening News
edinburghnews.scotsman.com
Ellon Times
ellontimes.co.uk
Epworth Bells
epworthbells.co.uk
Etc Magazine, Sussex
Falkirk Herald
falkirkherald.co.uk
Fareham View
Farming Life

farminglife.com
Fife Free Press
Fife Herald
fifetoday.co.uk
Fleetwood Weekly News
fleetwoodtoday.co.uk
Forfar Dispatch
Fraserburgh Herald
fraserburghherald.co.uk
Gainsborough News
Gainsborough Standard
gainsboroughstandard.co.uk
Galloway Gazette
gallowaygazette.co.uk
Garstang Courier
garstangcourier.co.uk
The Extra (Glasgow South & Eastwood)
glasgowsouthandeastwoodextra.co.uk
Glenrothes Gazette
Halifax Courier
halifaxcourier.co.uk
Harborough Mail
harboroughmail.co.uk
Harrogate Advertiser
harrogateadvertiser.co.uk
Hartlepool Mail
hartlepoolmail.co.uk
Hastings & St Leonards Observer
hastingsobserver.co.uk
Hawick News
hawick-news.co.uk
Hayling Islander
Hebden Bridge Times
hebdenbridgetimes.co.uk
Hemel Hempstead Gazette & Express

hemeltoday.co.uk
Hemsworth & South Elmsall Express
hemsworthandsouthelmsallexpress.co.uk
Horncastle News
horncastlenews.co.uk
Hucknall Dispatch
hucknalldispatch.co.uk
I
Ilkeston Advertiser
ilkestonadvertiser.co.uk
inews.co.uk
Inverurie Herald
inverurieherald.co.uk
Kenilworth Weekly News
kenilworthweeklynews.co.uk
Kilsyth Chronicle
kilsythchronicle.co.uk
Kincardineshire Observer
kincardineshireobserver.co.uk
Kirkintilloch Herald
kirkintilloch-herald.co.uk
Kirriemuir Herald
kirriemuirherald.co.uk
Knaresborough Post
Lanark Gazette
lanarkgazette.co.uk
Lancashire Post
Lancaster Guardian
lancasterguardian.co.uk
Larne Times
larnetimes.co.uk
Leamington Spa Courier
leamingtoncourier.co.uk
Leighton Buzzard Observer
leightonbuzzardonline.co.uk

lep.co.uk
Leyland Guardian
leyland-guardian.co.uk
Linlithgow Journal and Gazette
linlithgowgazette.co.uk
lisburntoday.co.uk
Littlehampton Gazette
littlehamptongazette.co.uk
Londonderry Sentinel
londonderrysentinel.co.uk
Longridge and Ribble Valley News and Advertiser
longridgenews.co.uk
Louth Leader
louthleader.co.uk
Lurgan Mail
lurganmail.co.uk
Luton & Dunstable Herald & Post
Luton News
lutontoday.co.uk
Lytham St Annes Express
lythamstannesexpress.co.uk
Mablethorpe Leader
Mansfield and Ashfield Chad
Market Rasen Mail
marketrasenmail.co.uk
Matlock Mercury
matlockmercury.co.uk
Mearns Leader
mearnsleader.co.uk
Melton Times
meltontimes.co.uk
Mid Sussex Gazette
midsussextimes.co.uk
Mid Sussex Times
Mid-Ulster Mail

Mid-Ulster Mail (South Derry edition)
midulstermail.co.uk
Midhurst and Petworth Observer
midhurstandpetworth.co.uk
Midlothian Advertiser
midlothianadvertiser.co.uk
Milngavie & Bearsden Herald
milngavieherald.co.uk
Milton Keynes Citizen
miltonkeynes.co.uk
Mirfield Reporter
mirfieldreporter.co.uk
Montrose Review
Morley Observer & Advertiser
morleyobserver.co.uk
Morpeth Herald
morpethherald.co.uk
Motherwell Times
motherwelltimes.co.uk
Nelson Leader
News Guardian
News Letter
News Post Leader
newsguardian.co.uk
newsletter.co.uk (Belfast)
newspostleader.co.uk
Newtownabbey Times
newtownabbeytoday.co.uk
Northampton Chronicle & Echo
northamptonchron.co.uk
Northamptonshire Telegraph
northantstelegraph.co.uk
Northumberland Gazette
northumberlandgazette.co.uk
Pateley Bridge and Nidderdale Herald

Peterborough Telegraph
peterboroughtoday.co.uk
Pocklington Post
Pontefract & Castleford Express
pontefractandcastlefordexpress.co.uk
Portadown Times
portadowntimes.co.uk
Portsmouth View
portsmouth.co.uk (The News, Portsmouth)
Queensferry Gazette
Ripley & Heanor News
ripleyandheanornews.co.uk
Ripon Gazette
ripongazette.co.uk
Rugby Advertiser
rugbyadvertiser.co.uk
Rye & Battle Observer
ryeandbattleobserver.co.uk
Scotland on Sunday
scotsman.com
Selkirk Weekly Advertiser
Sheffield Telegraph
sheffieldtelegraph.co.uk
The Shields Gazette
shieldsgazette.com
shorehamherald.co.uk
Skegness Standard
skegnessstandard.co.uk
Sleaford Standard
sleafordstandard.co.uk
Southern Reporter
southern.reporter.co.uk
Spennorth Guardian
spennorthguardian.co.uk
Spilsby Standard

St Andrews Citizen
sthelensreporter.co.uk
Stornoway Gazette (includes Back in the day and Island Life)
stornowaygazette.co.uk
Sunderland Echo
Sunderland Echo
Sussex Express
sussexexpress.co.uk
Thame Gazette
thametoday.co.uk
The Buteman
The News (Portsmouth)
Scarborough News
The Scotsman
The Star (Sheffield)
The Visitor (Morecambe)
thescarboroughnews.co.uk
thesouthernreporter.co.uk
thestar.co.uk
thevisitor.co.uk
tmxnews.co.uk
Todmorden News
todmordennews.co.uk
Trials & Motorcross News
tringtoday.co.uk
Tyrone Times
tyronetimes.co.uk
Ulster Star
Wakefield Express
wakefieldexpress.co.uk
Warwick Courier
warwickcourier.co.uk
West Sussex County Times Series
West Sussex Gazette
westsussextoday.co.uk

Wetherby News
wetherbynews.co.uk
Wharfe Valley Times
Whitby Gazette
whitbygazette.co.uk
Wigan Post
Wigan Observer
wigantoday.net
Worksop Guardian
worksopguardian.co.uk
Worthing Advertiser
Worthing Herald
worthingherald.co.uk
wscountytimes.co.uk
Yorkshire Evening Post
Yorkshire Post
yorkshireeveningpost.co.uk
yorkshirepost.co.uk