

# Plenham Ltd

## IPSO Annual Report

Period covered: January 2020-December 2020

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### 1.0 Factual Information about the Regulated Entity

Plenham Ltd published a total of three (3) regulated publications during the above period.

#### 1.1 Titles Published

Title	Print edition	Digital edition	Frequency
<i>bodyshop</i>	x	x	Monthly (ABC audited) <sup>1</sup>
<del><i>bodyshop Middle East</i></del>	x	x	<del>10 issues/year<sup>2</sup></del>
<i>The Assessor</i>	x	x	Bi-monthly

**Publication notes:**

1. *bodyshop* magazine went digital-only from May 2020 (we resumed printing with the April 2021 edition).
2. ~~*bodyshop Middle East*~~ ceased publication after the March 2020 edition.

#### 1.2 Responsible Person

Head of Editorial Simon Wait is the IPSO-responsible person for *bodyshop* and *The Assessor*.

#### 1.3 Overview

Plenham Ltd was founded in 1988 and is a B2B publisher of monthly and periodical print magazines in the automotive aftermarket/collision repair sector, as well as daily online news, e-newsletters and mobile apps. In September 2019 it staged its annual *bodyshop* Live! conference for the industry at the NEC in Birmingham. The 2020 live event was postponed because of the coronavirus pandemic – the *bodyshop* Awards 2020 event was finally staged as a televised event streamed live online on 29 April 2021.

Under its International Bodyshop Industry Symposium (IBIS) brand, Plenham organised only one in-person conference in 2020 – IBIS Middle East (Dubai, 11-12 February) – before the pandemic hit. This was followed by these online simulcast events: IBISConnect USA (2 April); IBISConnect Africa (23 July); IBISConnect Latin America (10 September); IBISConnect Turkey (7 October) and IBISTV Global Summit (17 December).

### 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.

### **3.0 Compliance Procedures**

*How the Regulated Entity deals with:*

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

Copies of the IPSO Editors' Code are supplied to and are required reading for all Plenham Ltd reporters and editors. Editorial team members are made aware of any updates to the Code. No other internal manuals or guides are used other than news style guides.

#### **3.2 Any adverse findings and steps taken to address such findings**

Plenham Ltd has never received a complaint, though our B2B audience is welcome to contact the editor with any editorial complaints. Editorial and management contact details are listed in all magazines that we publish.

If Plenham received a complaint, or was referred one by IPSO, it would be logged on a complaints record and then assessed by the responsible person/relevant department, who would seek to resolve the matter directly with the complainant.

Where the Regulator finds against a publication, Plenham Ltd would comply with the findings and take any and all remedial action required by the Regulator.

#### **3.3 Training of staff**

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

### **4.0 Adverse Adjudications during 2020**

There were no adverse adjudications against Plenham Ltd.

SIGNED: Simon Wait  
On behalf of Plenham Ltd

Submitted to IPSO: 5 May 2021