

HELLO! Business Director

IPSO Annual Report

Period covered: January 2021 - December 2021

Factual Information about the Regulated Entity

HELLO! Publishes a total of 2 regulated publications.

Titles Published

Title	Print edition	Digital edition	Frequency	Circulation
HELLO!	x	x	Weekly	176,048*
HELLO! Fashion Monthly	x	x	Monthly	52,511*
hellomagazine.com		x		13.9m* monthly unique users / 33,244,430 social media followers*
Fashion.hellomagazine.com		x		Part of hellomagazine.com

*Sources.ABC Jan to Dec 2021, / Google Analytics Jan to Dec 2021

Responsible Person

The Regulated Entity's responsible person is Tamsyn Spires - Publisher.

Overview

The Regulated Entity was founded in 1988 and is a magazine media publisher, publishing print and digital editions of weekly & monthly magazines as well as newsletters, desktop/mobile websites, along with social media activity.

Internal Guides

The regulated entity has the following internal manuals used by journalists, of which copies are available on request by the Regulator:

- The Editors Code –
Version - 1st January 2021
- Revised Staff Contracts
(Confidentiality)
- Staff Handbook
- Staff Comms Cascade

3.0 Compliance Procedures

How the Regulated Entity deals with:

3.1 Pre-publications guidance

An internal review and checking process is carried out with any potential 'News Story' in line with agreed procedures, including seeking advice from celebrity agents, and HELLO's legal counsel prior to any decision being made. Where required editors and journalists 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 – (Version 1st January 2021)

Copies of the Editor's Code (version 1st January 2021) are supplied to all journalists, visible on notice boards, as well as copies listed on the intranet/shared drives.

When the regulated entity receives a notification from the regulator advising of a contact made by a 3rd party expressing concern over possible press intrusion, then a communication is circulated to all relevant staff, irrespective of whether that 3rd party is likely to feature in its publications, to ensure full and proper compliance.

Where the Regulator finds against a publication in the course of assessing a complaint, the publication complies with the findings and any remedial action required.

3.4 Editorial Complaints

A standard complaints procedure exists across all publications, which is published in the magazines and on the website for each title. Members of the public can register an editorial complaint under this procedure by completing an online form, or by submitting a complaint in writing to the company address.

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

Where the Regulator finds against a publication when determining a complaint, the publication complies with the findings and any remedial action required by the Regulator.

3.5 Training of Staff

As required, HELLO! ensures through its induction process that all relevant staff are aware of its requirements and ensure that all relevant staff remain updated on regulatory changes. We are arranging training for all the company with IPSO

4.0 Adverse Adjudications

There have been no adverse adjudications registered against HELLO!

NAME: Tamsyn Spires

SIGNED:  _____

Submitted to IPSO: 15.6.22