

Plenham Ltd

IPSO Annual Report

Period covered: January-December 2021

1.0 Factual Information about the Regulated Entity

Plenham Ltd published a total of two (2) regulated publications during the above period.

1.1 Titles Published

Title	Print edition	Digital edition	Frequency
<i>bodyshop</i>	x	x	Monthly (ABC audited) ¹
<i>The Assessor</i>	x	x	Bi-monthly

Publication notes:

1. *bodyshop* magazine went digital-only from May 2020 – because of Covid-enforced business lockdowns/restrictions – but resumed mailing hardcopy magazines to subscribers from the April 2021 edition onwards.
2. *The Assessor* has continued in its printed format throughout the pandemic.

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 1987 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. The magazine's annual in-person *bodyshop* Awards event for 2020 – twice postponed because of the coronavirus pandemic – was broadcast as a digital televised-only ceremony on 29 April 2021. The *bodyshop* Awards 2021 event scheduled for 17 December 2021 was also postponed and will now take place as a live in-person event on 7 April 2022 at the ICC Wales.

Under its International Bodyshop Industry Symposium (IBIS) brand, Plenham Ltd organised six digital conferences during 2021 – IBISConnect Latin America (27 May), IBISTV Global Summit (24 June), IBISConnect Africa (29 July), IBISConnect USA (2 September), IBISConnect Turkey (6 October) and IBISConnect Middle East (10 November). It resumed staging live in-person conferences with IBIS Middle East in Dubai (22-23 February).

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, as well as online.

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 2021

There were no adverse adjudications against Plenham Ltd.

SIGNED: Simon Wait
 On behalf of Plenham Ltd

Submitted to IPSO: 22 March 2022