

Faversham House Ltd IPSO Annual Report

April 2023

Period covered: 1 January 2022 to 31 December 2022

About Faversham House Ltd

Faversham House is a progressive, independent media company. We are trusted by thousands of B2B professionals to deliver high-quality insight for better business decision making through our diverse portfolio of digital and print publishing, exhibitions, conferences and events. We operate in three key markets creating powerful connections and providing persuasive marketing solutions:

- Utilities (water, gas and electricity)
- Sustainability (businesses of all industries and sizes)
- Visual communications (signage and digital printing)

Our purpose and values

We are a purpose driven business, and we aim to live our purpose and values in all we do.

Our purpose is to spark ideas and actions. Our values are:

- Ambitious: Be brave and achieve great things
- Creative: Think differently and try something new
- Caring: Love what you do and do what's right

Responsible person

Faversham House IPSO responsible person is Ellen Bennett (Portfolio Director) ellenbennett@fav-house.com.

Faversham House Ltd Publications

- edie website (<http://edie.net>)
- Utility Week
- Utility Week website (<http://utilityweek.co.uk>)

Faversham House Editorial Standards

Faversham House's Commitment

It is Faversham House's commitment that the highest standards of journalism will be maintained across all the company's publications in line with our value of caring about what we do and doing what's right.

Inaccurate or thoughtless reporting can harm the reputation of the journalist, the brand and Faversham House. Editorial staff are trained at induction and at regular refresher courses that it is always vital to keep accurate notes with dates and times of who was spoken to and to record conversations or quotes. Senior editors enforce this best practice through regular reviews of stories and weekly one to ones. The importance of checking facts cannot be over emphasised especially if there is likely to be contention around an issue. All our journalists are taught that care should be taken where one party makes an allegation about another. Both sides are asked to comment before a story is reported. Our senior editors work with our publishing directors to seek legal advice prior to publication where it is deemed necessary.

Our print publication, Utility Week, includes the IPSO membership declaration below as well as the IPSO kite mark and details of our membership and policy can be found on our corporate website at <http://www.favershamhouse.com/ipso/> as well as on our publication sites.

Declaration - PUBLICATION NAME is a member of the Independent Press Standards Organisation (which regulates the UK's magazine and newspaper industry). We abide by the Editors' Code of Practice and are committed to upholding the highest standards of journalism. If you think that we have not met those standards and want to make a complaint, please contact [insert contact details]. If we are unable to resolve your complaint, or if you would like more information about IPSO or the Editors' Code, contact IPSO on 0300 123 2220 or visit www.ipso.co.uk

The Editors' Code

Faversham House is committed to following the IPSO Editors' Code of Practice. See our website <https://www.favershamhouse.com/ipso/>

Complaints handling

Faversham House complaints-handling process is detailed in Appendix 1.

Training Process

All new staff are trained on the complaint procedure and as part of the induction process. Regular refresher training sessions are conducted to ensure that staff are up to date with any changes to the code and to go over any issues that may have arisen. Such a session was held in September 2021, combined with a libel refresher, in a half day course for all editorial staff. A further session will be scheduled for 2023.

Our record on compliance

There were a small number of corrections/clarifications requested over the time of this report (3). They were all quickly resolved without dispute and Faversham House had no cause to contact IPSO for advice.

Pre-publication advice would be sought from IPSO if it were thought to be necessary for a story.

We take all reasonable steps to verify the accuracy of the information we publish.

Appendix 1

Faversham House Complaints Handling Process

Complainant raises an issue about a story, or journalist identifies a story which he/she recognises as potentially controversial. The Faversham House point of contact records the date and time of the call, the nature of the potential issue or actual complaint and any supporting information. The Faversham House point of contact makes the complainant aware of the Faversham House Complaints Process pdf on the Faversham House website and asks for the complaint to be submitted in writing either by e-mail or by post, addressed to the editor of the publication and cc'd to Ellen Bennett.



The Faversham House point of contact escalates the issue immediately to the relevant person - Luke Nicholls for edie, and Jane Gray for Utilities and Water - outlining the complaint, and providing supporting information. If the relevant above-mentioned person is not contactable, advise the other contacts. If none of the contacts is available, the issue should be escalated to David Griffiths for edie or a board member. Ellen Bennett is to be informed of the complaint at the same time to track progress and timing of responses.



Relevant responsible person reviews the complaint and decides whether to escalate.

ESCALATE



If the relevant person concludes there is possible cause for complaint, remove the story temporarily if it is online (our websites and others, Twitter, LinkedIn, Facebook, RSS feeds etc) and, if unpublished for print, hold publication of the magazine until the issue is resolved if possible or remove the story from the publication..

NB for online content: Before making substantive changes to an online article or other material in response to a complaint, editorial staff must archive a complete copy of the article or other material under complaint. (This does not include trivial changes, such as changes to spelling or grammar.) The archived copy must be retained for a minimum of four months from the date of the amendment.



The relevant person undertakes a full review of the complaint and ascertains if it is justified. Dependent on the seriousness, inform Mitchell Hyams, Finance Director, CEO Amanda Barnes, or other board member, who will alert our libel insurers, RSA, of a potential claim and seek guidance from IPSO where necessary.

DON'T ESCALATE



If the relevant person concludes there is no cause for complaint, speak to the complainant and explain the position.



DON'T: Admit liability or offer any redress.



DO: Communicate with the complainant to assure them the matter is being fully investigated. Tell them in such a case it is company policy to take down a contentious story although we reserve the right to repost and publish if we find there are insufficient grounds for a complaint.