

Future Publishing – 2015 Annual Statement for IPSO

About Future

Future plc is an international publishing and media group, and a leading digital company. Celebrating 30 years in business, Future was founded in 1985 in Bath with one magazine – we now create over 200 print publications, apps, websites and events through operations in the UK, US and Australia. The company employs approximately 500 employees – Future's (leadership) structure is outlined in the diagram, sent as an email attachment with this statement.

Our portfolio covers consumer technology, games, entertainment, music and photography. 48 million users globally access Future's digital sites each month, we have over 200,000 digital subscriptions worldwide, and a combined social media audience of 20+ million followers (a list of our titles/products can be found under appendix 1). For the purpose of this statement, Future's 'responsible person' is Nial Ferguson, Content Director.

Future's editorial standards

Through our expertise in five core areas, Future produces engaging, informative and entertaining content of a high standard. The business is driven by a core strategy - 'Content that Connects' – that has been in place for the last 18 months. This puts content at the heart of what we do, and is an approach regularly reiterated at internal staff events. A pictorial summary of this strategy can be found in appendix B.

Editorial process for contentious issues involves second reading by editorial. Pre-vetting of articles by Future's in-house legal team is available for any concerns. For contentious issues external advice is sought.

Licenses and consents are obtained prior to publication save where use of material falls within an exemption to copyright law (e.g. fair dealing).

Editorial guidance from IPSO

Future would seek guidance from IPSO regarding serious and bespoke complaints that go beyond run-of-the-mill customer queries and issues that we have no precedent in dealing with.

Our complaints-handling process

Editorial complaints are dealt with at a 'local' level, i.e. on a brand-by-brand basis, to ensure the query or complaint is kept close to the expertise. Where necessary, complaints are escalated to the relevant Content Head and, if necessary, at executive team level. However, in 2015, we recorded no such instances of editorial complaints. Any issues related to copyright infringement are dealt with by Future's in-house legal and rights teams, and referred to external advisors where necessary.

We don't pro-actively offer information on the internal complaints process for Future (or IPSO for that matter). Should they have issues, readers will know in the first place to either contact the relevant title or message Future via our company website (www.futureplc.com). In the latter case, messages come into Future's generic inbox which is reviewed several times daily. Serious complaints or urgent issues are picked up immediately.

Our training process

Future's Legal and Rights team meet with all new joiners on a one-to-one basis to run through the basic principles of copyright law and our contracts. We've also just started 'group' rights-refreshers with specific teams where issues have arisen, e.g. on GamesRadar US/UK and *Total Film*. We are working through all editorial teams to make sure everyone has clear guidance.

Alongside this we have;

- been working through all the IP-related guidance notes we have and updating them to circulate to teams as part of the refresher process,
- started updating our existing formal copyright/IP presentation, with the intention of starting a more formal rights training programme in 2016.

Unfortunately, as Future has restructured and downsized in the last 2 years, there has been an inevitable impact on our ability to deliver Libel, Defamation and Trademark training (in the past it has been delivered by an external specialist). However, we remain committed to this in principle and exploring how it can be done given the reduced resources.

Our record on compliance

Not applicable – in 2015 there were no complaints against Future, ruled on by IPSO's Complaints Committee.

Appendices

A. Future's Titles & Brands

Media Division Market-leading global brand franchises	Magazines Division Market-leading specialist magazines	
TechRadar GamesRadar+ PCGamer.com Creative Bloq Digital Camera World MusicRadar T3.com Gizmodo UK Kotaku UK ITProPortal Maximumpc.com Lifehacker UK The Photography Show Generate Conference Golden Joystick Awards	Mac Life MacFormat Maximum PC Linux Format PC Format Windows Help & Advice APC Magazine Total Film SFX T3 Edge PC Gamer Official Playstation Magazine Official Xbox Magazine GamesMaster Guitarist	Total Guitar Guitar Techniques Rhythm Computer Music Future Music ImagineFX net TechLife Computer Arts 3D World iPad User Digital Camera Photography Week Practical Photoshop Photo Plus N-Photo

B. Future's core strategy – 'Content that Connects'

