



NORTHERN & SHELL

IPSO

FIRST ANNUAL REPORT

8 Sept 2014 – 31 Dec 2014

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THE NORTHERN & SHELL NETWORK OF COMPANIES

Richard Desmond founded the Northern & Shell network of companies in 1974 as a music magazine publisher. It has experienced almost four decades of expansion and has now become a significant force in British and worldwide media, with a portfolio including newspapers and magazines.

Northern & Shell launched OK! Magazine in 1993, acquired Express Newspapers in November 2000 and The Health Lottery in February 2011. Express Newspapers is a 50% joint venture partner in the Irish Daily Star.

Northern & Shell also has diverse interests in investment and property.

NORTHERN & SHELL PLC



Northern & Shell Plc is the publisher of OK! Magazine and Star Magazine.

NORTHERN & SHELL MAGAZINES LIMITED



Northern & Shell Magazines Limited is the publisher of new! Magazine.

OK!, new! and Star are weekly magazines that feature celebrity interviews and shoots, news stories, health features, celebrity columns and fashion pages.

EXPRESS NEWSPAPERS



Express Newspapers is wholly owned by Northern & Shell Network Ltd and publishes the Daily Star, Daily Star Sunday, Daily Express and Sunday Express and all their Scottish editions.

NORTHERN & SHELL DIGITAL LIMITED



Northern & Shell Digital Limited is the publisher of the websites associated with each title.

A full list of all publications and their circulation and viewing figures can be found in **Appendix A**.

EDITORIAL STANDARDS

All editors share similar editorial standards. Whilst each publication has separate editorial teams, those teams apply the same standards across the range of titles.

Editorial standards are enforced by a combination of the Editorial Director, each Editor and Deputy Editor and by the Managing Editor's office. Editors are assisted by the Editorial Legal Department and by the Group Legal Department.

Every issue of every newspaper and magazine is read either by the Editorial Legal Department or Group Legal Department. The Editorial Legal Department is responsible for the publications of Express Newspapers and Northern & Shell Digital. The Group Legal Department is responsible for the publications of OK!, new! and Star.

By way of education, training and continuing workplace discussion, all editorial staff are directed to operate in line with the current legal framework governing our industry and the Editors' Code of Practice. We have updated our Bribery Policy and our Social Media Policy, both of which are annexed to this report at **Appendix B**.

There are daily and weekly editorial meetings, depending on the publication, in which any issues can be aired fully.

There is regular consultation with the legal department throughout the day, and week, providing immediate pre-publication advice and advice on current and future investigations and proposed items for future publication.

If there are any questions or doubts about the suitability of a story or picture, editorial staff will always refer to their line manager. If doubt continues, then the line managers will always seek legal advice.

Editorial staff are made aware of the legal implications of their work and are encouraged to voice any concerns about stories and pictures they may have to senior colleagues and/or the Editorial Legal Department.

News and picture departments are expected to communicate regularly with senior editors and production departments to make sure that the respective departments are aware of the progress of a story and any checks being done on the veracity of a source.

Interviews are recorded and preserved wherever possible. Journalists are expected to behave in accordance with the Editors' Code of Practice when conducting interviews.

Agents, representatives, legal representatives and individuals are approached for comment wherever practicable. Our staff are always mindful of the governing legal framework surrounding such conduct. We make every effort to ensure that we do not cause any distress when making such approaches. Our journalists make every effort to verify their stories.

When using photographs from outside sources, either individuals or agencies, we make every effort to contact the agency or photographer to ensure that the photographs have been taken in accordance with the Editors' Code of Practice.

During the period covered by this first annual report Northern & Shell did not seek pre-publication guidance from IPSO.

COMPLAINTS HANDLING PROCESS

Editorial complaints alleging breaches of the Editors' Code of Practice for all print and digital titles across the Northern & Shell network of companies are dealt with by the Editorial Legal Department and the Group Legal Department, with the exception of one or two addressed to the Editors personally and received by mail.

Nicole Patterson is the Responsible Person for Northern & Shell.

The vast majority of editorial complaints come through either our online complaints form, by letter or through IPSO itself. Our form is accessible though our website and complainants are directed to two separate forms, one for grammatical and other errors and one for articles which the complainant believes have been a breach of the Editors' Code of Practice. Links to the various forms and policies can be found here <http://www.express.co.uk/complaints-policy> and copies are attached at **Appendix C**.

All of our publications contain our IPSO statement, a short guide to making digital or paper complaints and instructions on where to find our website address and copy of the Editors' Code of Practice.

Once a complaint is received it is acknowledged as soon as practicably possible and the article removed, if necessary. If the article is to be removed, a legal warning will be sent to all staff and a copy of the warning is placed on our digital library, visible to all staff.

The Editorial Legal Department corresponds with the complainant and, with the help of the editorial team, an attempt is made to reach a mutual settlement. The teams offer a wide range of settlement proposals from the amendment or permanent removal of an online article, to the publication of corrections or apologies.

Corrections and apologies are placed on the same page for each title, unless directed differently by IPSO.

For our hard copy newspaper titles, IPSO complaints are always placed on our Letters or Forum page.

For our hard copy magazine titles, corrections and apologies are placed on the letters page.

For our digital titles, a short nib of the correction or apology will be placed on the homepage with a direction or link to the full page. If a digital article is

amended, the reader of the page is usually notified of the amendment at the beginning or conclusion of the article.

TRAINING PROCESS

Following the Inquiry into the Culture, Practices and Ethics of the Press conducted by The Right Honorable Lord Justice Leveson, whose report was published in November 2012, a comprehensive training programme for editorial staff was developed by our Human Resources Department, together with our Editorial and Group Legal Departments.

The training consisted of several distinct modules covering the relevant governing law and the Editors' Code of Practice. The training programme was delivered by a team of independent barristers.

Each training session was made available to all editorial staff over several weeks and attended by the majority.

Since then, we have widened the scope of our Group Training Manager and implemented a regular programme of training on diverse topics such as the Bribery Act, electronic communications and social media, however no training was completed within the reporting period.

A new training programme has just begun, targeted at our IPSO responsibilities, and we follow the online modular course provided by the Press Association.

Individual members of the Legal Departments all regularly attend outside training for the Continuing Professional Development requirements of their individual governing bodies, together with other seminars and workshops as and when they are available.

A copy of the Editors' Code of Practice sits on all News, Features and Picture Desks and is available on our internal HR page. A list of training materials is available on our internal HR server.

RECORD ON COMPLIANCE

Our record on compliance is excellent. A full list of complaints received is at **Appendix D**.

DIRECT COMPLAINTS

In the relevant period our print and digital newspapers received 16 complaints through our website complaints form.

In the relevant period our print and digital newspapers received 1 complaint by direct mail.

Of these 17 articles, 8 of them were found not to be breaches of the Editors' Code of Practice and the remainder were resolved by the removal of the article or an amendment made to it.

The Scottish Daily Express received 1 complaint, which was resolved by the publication of a correction.

OK! magazine received 3 complaints directly from readers alleging a breach of the Editors' Code of Practice. Whilst in all 3 matters the magazine did not accept that there had been a breach, the complaints were resolved informally.

There have been no complaints on either Star Magazine or new!

IPSO COMPLAINTS

In the relevant period our magazines received no complaints.

Our print and digital newspapers received 18 complaints. Of these complaints, 1 was put on hold pending an inquest, 15 were not upheld or were not considered by the Committee, 1 was upheld, but sufficient remedial action had already been taken, and 1 resulted in the publication of an adjudication.

APPENDIX

APPENDIX A

NORTHERN & SHELL PLC

OK! – Editor Kirsty Tyler

Average weekly circulation for the period 1 September 2014 to 31 December 2014 was 258,000.

Star Magazine – Editor in Chief Lebbv Eyres

Average weekly circulation for the period 1 September 2014 to 31 December 2014 was 168,000.

NORTHERN & SHELL MAGAZINES LIMITED

new! Magazine – Editor in Chief Lebbv Eyres

Average weekly circulation for the period 1 September 2014 to 31 December 2014 was 270,000.

EXPRESS NEWSPAPERS

Daily Express – Editor Hugh Whittow

Average daily circulation for the period 1 September 2014 to 31 December 2014 was 446,000 copies.

Sunday Express – Editor Martin Townsend

Average circulation for the period 1 September 2014 to 31 December 2014 was 394,000 copies.

Daily Star – Editor Dawn Neesom

Average daily circulation for the period 1 Sept 2014 to 31 December 2014 was 374,000 copies.

Daily Star Sunday – Editor Stuart James

Average circulation for the period 1 Sept 2014 to 31 December 2014 was 271,000 copies

NORTHERN & SHELL DIGITAL LIMITED

Group Director of Digital Content - Geoff Marsh

dailyexpress.co.uk

Approximate average weekly viewing figures for the period 1 Sept 2014 to 31 December 2014 was 3,232,000.

dailystar.co.uk

Approximate average weekly viewing figures for the period 1 Sept 2014 to 31 December 2014 was 1,912,000.

ok.co.uk

Approximate average weekly viewing figures for the period 1 Sept 2014 to 31 December 2014 was 695,000.

star-magazine.co.uk

Approximate average weekly viewing figures for the period 1 Sept 2014 to 31 December 2014 was 4,500.

new-magazine.co.uk

Approximate average weekly viewing figures for the period 1 Sept 2014 to 31 December 2014 was 9,700.

APPENDIX B

Social Media Policy
Bribery Act Policy

Social Media Policy

This policy applies to all employees, casuals and freelancers employed by Northern & Shell Plc, Express Newspapers, Channel 5, The Health Lottery and Portland ("the Company"). It also applies to all forms of social media: Twitter, Facebook, Google +, blogging etc.

The Company encourages the use of social media as an effective way of promoting your work and the Company's publications and business activities. However, the use of social media exposes you and the Company to the risk of legal action for example, defamation, breach of privacy or contempt of court. The objective of this policy is to make you aware of your responsibilities when using social media, either personally or on behalf of the Company, so that you can use it safely.

This policy will affect those within the corporate business of the Company in different ways for example, a journalist with OK! or Express Newspapers, as opposed to an employee who works solely in the accounts or sales department. Everyone needs to read this policy carefully.

This policy not only encompasses social media sites such as Twitter, Facebook, Tumblr, Pinterest and Instagram but also the comments sections of the websites of publications of the Company, for example OK!, Daily Star and Daily Express.

Any web-based social media account, either personal or work related, that contains any reference to the Company and/or its related publications is subject to this policy.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

This policy covers the following:

- Personal and Branded Accounts
- Opinions
- Friending/following
- Showcasing work on blogs and social networks
- Privacy
- Sourcing
- Bribery Act
- Journalists – Applicable Law
- Monitoring
- Breaching this policy

PERSONAL ACCOUNTS

Social media has become an essential tool for journalists to gather news and share links to published work. If your personal account has links and/or any connection to the Company then that account is bound by this policy.

- You must always use your real name and be clear about who you are and who you work for.
- You must not use the Company's logos without express permission from your editor or line manager.
- If you are using your personal accounts for work, you must seek express permission from your editor or line manager to do so and you must identify yourself in your profile as being from your respective publication.
- You must have the permission of your editor or line manager to include a specific publication in your Twitter or other usernames, ie. @maryOK! or to reference your publication and/or job title in the info field.
- You must always use a disclaimer "all views expressed are my own and not those of my employer". (Please note that the Company can still be held vicariously liable for what you write even with a disclaimer so you still need to be careful).
- If you have a personal account and a work account you must differentiate between the two. For example, your work Twitter account could say: "I am News Editor on the Daily Express. All views expressed are my own and not those of my employer." and your personal account could say: "This is my personal account. Head to @[name] for Daily Express related tweets".

BRANDED AND PERSONAL ACCOUNTS

If you are working on a branded account, for example @Daily_Star, or a personal account:

- You must not share confidential or commercially sensitive information about the Company or its partners, in breach of the confidentiality clause in your contract of employment. If you are unsure whether certain information has been publicly released, speak to your editor, line manager or the legal department.
- You must write respectfully about the Company, its employees, partners and competitors.

- You must be mindful of competitive and corporate issues as you post links.
- You must not engage in activities or discussions which could bring the Company into disrepute or adversely affect any of the Company's relationships eg. with an advertiser.
- You must not write derogatory comments or defame another person or company. Remember that the Company may well be liable even if you are repeating comments made by someone else.
- You must not post or reproduce a substantial part of someone else's work without their permission, even if that work is freely available. This includes photographs. You will be infringing their copyright if you do so. If you do want to reproduce somebody else's work in its entirety, please do so by hyperlink. If in doubt, always consult the legal department.
- Check that you understand how the social media platform that you are using works. Do not confuse the direct messaging 'DM' function with a 'reply' – effectively publishing to all.
- Do not write or post anything which is abusive or could amount to harassment or bullying or breach the Company's Bullying and Anti-Harassment Policy.
- Do not post inappropriate or offensive material.

OPINIONS

All employees must be aware that the opinions they express may damage the Company's reputation as a source of news. Employees often ask if they are free to comment in social media on matters like sports and entertainment. The answer is yes, but there are some important things to keep in mind:

- Trash-talking about anyone (including a team, company or celebrity) reflects badly on the Company.
- Assume your post/tweet/comment will be seen by the target of your comment. The person or organisation you are deriding may be one that the Company is trying to develop as a partner.
- Think before you respond to someone being provocative – it is very easy to become engaged in a slanging match. Do not engage in bad language

or name-calling.

Re-tweeting

- If you re-tweet someone else's tweet, make sure that it is clear that this is a re-tweet. Similarly with Instagram, if you regram, make sure that you say so.
- Re-tweeting can be seen as endorsement of the original tweet. However, you can re-tweet opinionated material if you make clear you are simply reporting it, much as you would quote it in a story. Introductory words help make the distinction.
- These cautions apply even if you say on your Twitter profile that re-tweets do not constitute endorsements. Many people who see your tweets and re-tweets will never look at your Twitter bio.
- Journalists should avoid re-tweeting rumours and hearsay. However, you may reply to such tweets in order to seek further information, as long as you are careful to avoid repeating the questionable reports.
- Employees are welcome to re-tweet and share material posted by official Company branded accounts on social networking sites (eg. Facebook or Google + page).

FRIENDING/FOLLOWING

- The Company is in favour of engaging with those who consume its content. Journalists should feel free to ask their followers on social networks for their opinions on news stories, or to put out a call for witnesses and other sources, including people who have captured photos or video that we might want to authenticate and use.
- Journalists are also encouraged to answer questions about their areas of coverage that are directed their way on social media, as long as they answer in a way that is not abusive, insulting and in breach of your terms of employment.
- Most feedback we receive is constructive, and any substantive criticism of the Company's publications' content should be taken seriously, however it may be phrased.
- However, it is best to avoid protracted back-and-forth exchanges with angry people that become less constructive with each new round. Abusive, bigoted, obscene and/or racist comments should be flagged to

allow the legal department to deal with those individuals.

- Any response you make to a reader or viewer could go public. Email, Facebook messages and Twitter direct messages may feel like private communications, but may easily find their way to blogs and political pressure groups, lawyers and others.
- Any incoming message that raises the possibility of legal action **must** be reviewed by the relevant legal department before a response is made.
- **Posting comments on our Articles**

When a journalist writes an article and it is uploaded to one of our websites the usual policy is for our readership to be able to post comments regarding the story. In the spirit of debate, a journalist who wrote the article **is free** to post comments and debate with our readership. However other employees are discouraged from commenting on other peoples' articles published on the websites of the Company's publications (e.g OK!, Daily Star and Daily Express).

Regulations governing comments on websites came into effect on 01 January 2014. A website operator would **not** be able to defend a libel case **if** a claimant can show that the person who posted a libellous comment (on OK! for example) was an employee of the Company.

The comments sections of our websites are interactions for the public, not for employees to post observations among themselves in a public-facing forum.

Any journalist who does wish to post comments on their article should abide by both the clauses and spirit of this social media policy.

Deleting Tweets

- Deletion only removes the tweet from Twitter.com and perhaps some other Twitter clients. Tweets that have been re-tweeted or reposted elsewhere will still remain publicly visible. If you believe a tweet should be deleted, contact your line manager, editor or legal department to discuss the situation.

Corrections

- Erroneous tweets or other social media posts need to be corrected quickly and transparently. This applies to messages or posts on personal accounts

as well as branded accounts. Serious errors need to be brought to the attention of your editor, line manager or legal department.

SHOWCASING WORK: BLOGS & SOCIAL NETWORKS

Journalists are encouraged to share work on their personal websites and blogs. Journalists may post a sampling of their text stories, photos, videos or inter-actives once they have been published by the Company as long as you comply with the following:-

- The material must be clearly identified as content from the relevant publication.
- When sharing your work, you must link to the content rather than uploading it directly.
- You must remember to take the material down following any legal warning.
- The Company must have the opportunity to publish exclusive text, photo and video material before it appears on social networks. Once that material has been published, you may tweet and post a link to it on social media platforms provided that you have permission from your line manager.
- Incremental reporting threads: journalists should never share on social networks details that, if closely held, could lead to important, exclusive content being disclosed.
- Non-work related content created by the Company's employees, such as personal photos, videos and writings, should only be shared on personal websites, blogs and social networks. All postings must be consistent with the terms and conditions of your contract of employment and with this policy.

PRIVACY

- When using your own personal Facebook account or similar personal account remember that your "friends" will see whatever you have posted. Remember also that even if you restrict your privacy settings there is always a possibility of something being made public.
- You must not post on social networks any information that could jeopardise the safety of the Company's staff.

- You must not breach the Company's Data Protection Policy (for example, never disclose personal information about a colleague on-line).
- You must be respectful towards your colleagues and not do anything on social media which could infringe their privacy or cause them embarrassment. Ask their permission before writing about them.
- You must not publish photographs where the subjects have a reasonable expectation of privacy. If you are unsure, speak to the legal department.
- You may become privy to personal information relating to events, stories, criminal cases and celebrities etc not in the public domain. You must always act with extreme care when contemplating placing such personal information on a social media site.
- You should customise your privacy settings on social media sites to determine what you share and with whom. It is easy for someone to copy material out of restricted pages and redirect it elsewhere for wider viewing.

SOURCING

It can be difficult to verify the identity of sources found on social networks. Sources discovered there should be vetted in the same way as those found by any other means. For example:

- If a source you encounter on a social network claims to be an official source from a company, organisation or government agency, call the place of business to confirm the identity, just as you would if a source called on the phone.
- Most social media sites offer a way to send a message to a user; use this to establish direct contact, over email or by phone, so you can get more detailed information about the source. Always make every effort to make contact.
- Use particular caution if you find a social networking account that appears to belong to a person who is central to a story, especially if you are unable to get confirmation from that person. Fake accounts are rampant in the social media world and can appear online within minutes of a new name appearing in the news. Examine the details to determine whether the page could have just as easily been created by somebody else.
- Many athletes, celebrities and politicians have verified Twitter accounts,

identified by a white-on-blue check mark on the profile page, which means Twitter has determined that the account really does belong to that person. However, Twitter's verification process has been fooled, meaning you should still do your own checking. The same goes for verified Google + pages, which have a check mark — you still need to verify the page yourself.

- Before you quote from somebody's tweets or posts, confirm who is managing the account. Is it the famous person? His or her handlers? A combination? Knowing the source of the information will help you determine just how newsworthy the tweet or post is and how to characterise it.
- To include photos, videos or other multimedia content from social networks in a news report, you must determine who controls the copyright to the material and get permission from that person or organisation to use it. Any exceptions must be discussed with your editor and relevant legal department. The authenticity of the content also needs to be verified.
- Journalists should take a sensitive and thoughtful approach when using social networks to pursue information or user-generated content from people in dangerous situations or from those who have suffered a significant personal loss. They should never ask members of the public to put themselves in danger, and in fact should remind them to stay safe when conditions are hazardous. Reporters should use their journalistic instincts to determine whether inquiring through social media is appropriate at all given the source's difficult circumstances, and should consult with their editor in making this decision.

BRIBERY ACT

No employee of the Company should seek to use their position to obtain services or gifts. For example 'Tommy' from the sales team uses his email address with a suffix of Express or OK! to obtain goods and services with the promise of free publicity. To do so would constitute not just a breach of your contract of employment but also an offence under the Bribery Act 2010.

JOURNALISTS – APPLICABLE LAW

In addition to the above you must always follow the Editor's Code of Practice http://www.editorscode.org.uk/the_code.html and familiarise yourselves with the following:-

- **Contempt of Court** – you should be aware of the law of Contempt of Court, specifically in relation to commenting on criminal cases – if you are unsure as to what the law is do not comment on someone’s arrest or on a case which is currently being heard unless you have guidance from the legal department. You should ensure that you are familiar with the Attorney General’s advisories posted from time to time: <https://www.gov.uk/government/organisations/attorney-generals-office> and on Twitter @AGO_UK.
- **Children** – Family Court Proceedings – do not write about proceedings in the family court – the proceedings are designed to protect the privacy of the child.
- **Legal warnings** – you should be on the legal warning distribution list. Remember that these are private and confidential and must not be forwarded or discussed outside of the Company. If a legal warning relates to anything you have commented on in any social media please ensure that you take it down as this is your personal responsibility. Deletion, however, is not enough. You may need to issue a correction. You must discuss this with the legal department.

MONITORING

The Company reserves the right to monitor, intercept and review, without further notice, staff activities using the Company’s IT resources and communications systems, including but not limited to social media postings and activities, to ensure that this policy is being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems.

BREACHING THIS POLICY

Any breach of this policy may result in disciplinary action being taken by the Company in accordance with the Company’s disciplinary policy up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details.

Policies which overlap with the Social Media Policy are:-

Anti- Bribery and Corruption Policy
 Bullying and Harassment Policy
 Data Governance Policy
 Data Protection Policy
 Disciplinary and Dismissal Policy
 Diversity Policy

Grievance Policy
IT Security and Electronic Communications Policy
Whistleblowing Policy

The Company takes a zero-tolerance approach to bribery and corruption.

Under the Bribery Act 2010, bribery and corruption is punishable for individuals by up to ten years' imprisonment and if the Company is found to have taken part in corruption it could face an unlimited fine, amongst other penalties.

This policy applies to all individuals working for Express Newspapers, Northern & Shell Plc, Portland Enterprises Limited, Channel 5 Broadcasting Limited, The Health Lottery Limited, Northern & Shell Worldwide Limited **the Company**, at all levels, including directors, officers, senior managers, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Company, or any of the Company's subsidiaries or their employees, wherever located (collectively referred to as **workers** in this policy).

In this policy, **third party** means any individual or organisation you come into contact with during the course of your work for the Company, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisers, representatives and officials, politicians and political parties.

1. WHAT IS NOT ACCEPTABLE?

It is not acceptable for you (or someone on your behalf) to:

- 1.1 give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given (unless it is reasonable and proportionate for bona fide business relations purposes – see Section 3 below);
- 1.2 holding or accepting “unhosted” entertainment;
- 1.3 give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to “facilitate” or expedite a routine procedure;
- 1.4 accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them;
- 1.5 accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided by the Company in return (unless it is reasonable and proportionate for bona fide business relations purposes – see Section 3 below) ;
- 1.6 threaten or retaliate against another worker who has refused to commit a bribery offence or who has raised concerns under this policy; or
- 1.7 engage in any activity that might lead to a breach of this policy.

Specific examples of a bribe can be found on page 4 of this policy. "Red flags" are set out on page 5 of this policy.

Journalists should note that there are no special rules applicable to journalism. Certain conduct may be a breach of the Bribery Act, such as the making of a payment to improperly receive information; the receiving of a payment to influence editorial decisions or the receiving of a payment to disclose a source. If you are in any doubt, you should speak to the Editorial Legal Department, the Managing Editor's Office or the Compliance Officer.

2. FACILITATION PAYMENTS AND KICKBACKS

- 2.1 The Company does not make, and will not accept, facilitation payments or "kickbacks" of any kind. Facilitation payments are typically small, unofficial payments made to secure or expedite a routine government action by a government official. They are not commonly paid in the UK, but are common in some other jurisdictions in which the Company operates.
- 2.2 If you are asked to make a payment on the Company's behalf, you should always be mindful of what the payment is for and whether the amount requested is proportionate to the goods or services provided. You should always ask for a receipt which details the reason for the payment. If you have any suspicions, concerns or queries regarding a payment, you should raise these with your Head of Department or the Managing Editor's Office/HR Department or the Compliance Officer.
- 2.3 Kickbacks are typically payments made in return for a business favour or advantage. All workers must avoid any activity that might lead to, or suggest, that a facilitation payment or kickback will be made or accepted by the Company.

3. WHAT IS ACCEPTABLE?

This policy does not prohibit normal and appropriate corporate hospitality (given and received) to or from third parties. The giving or receipt of gifts is not prohibited if the records required in Section 5 are kept and the following requirements are met:

- 3.1 it is not made with the intention of influencing a third party to obtain or retain business or a business advantage, or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favours or benefits;
- 3.2 it complies with local law;
- 3.3 it is given in the Company's name, not in your name;
- 3.4 it does not include cash or a cash equivalent (such as gift certificates or vouchers);

- 3.5 it is appropriate in the circumstances. For example, in the UK it is customary for small gifts to be given at Christmas time;
- 3.6 taking into account the reason for the gift, it is of an appropriate type and value and given at an appropriate time;
- 3.7 it is given openly, not secretly; and
- 3.8 gifts should not be offered to, or accepted from, government officials or representatives, or politicians or political parties, without the prior approval of your line manager or the Managing Editor's Office/HR Department or the Compliance Officer.

The Company appreciates that the practice of giving business gifts varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable, justifiable and proportionate. The *intention* behind the gift should always be considered.

Contra-arrangements are acceptable provided that they are transparent and not used to influence an individual to improperly perform a function or activity or reward an individual for improperly performing a function or activity.

4. YOUR RESPONSIBILITIES

- 4.1 The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for the Company or under the Company's control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.
- 4.2 You must notify your line manager or the Managing Editor's Office/HR Department or the Compliance Officer as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. For example, if a client or potential client offers you something to gain a business advantage with the Company, or indicates to you that a gift or payment is required to secure their business. (Please see the last page of this policy for more examples of "red flags").
- 4.3 Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. The Company reserves its right to terminate its contractual relationship with other workers if they breach this policy.

5. RECORD KEEPING

- 5.1 The Company must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties.
- 5.2 You must declare and keep a written record of all hospitality or gifts accepted or offered, which will be subject to managerial review.

- 5.3 You must ensure all expenses claims relating to hospitality, gifts or expenses incurred to third parties are submitted in accordance with the Company's expenses policy and specifically record the reason for the expenditure.
- 5.4 All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers and business contacts, should be prepared and maintained with strict accuracy and completeness. No accounts must be kept "off-book" to facilitate or conceal improper payments.

6. HOW TO RAISE A CONCERN

- 6.1 You are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries, these should be raised with your Head of Department or the Managing Editor's Office/HR Department or the Compliance Officer.
- 6.2 Workers who refuse to accept or offer a bribe, or those who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. The Company aims to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

7. COMMUNICATION TO THIRD PARTIES

- 7.1 The Company's zero-tolerance approach to bribery and corruption must be communicated to all suppliers, contractors and business partners at the outset of the Company's business relationship with them and as appropriate thereafter.

8. CONTRACT OF EMPLOYMENT

- 8.1 This policy does not form part of any employee's contract of employment and it may be amended at any time.

EXAMPLES OF A BRIBE

Offering a bribe

You offer a potential client tickets to a major sporting event, but only if they agree to do business with the Company.

This would be an offence as you are making the offer to gain a commercial and contractual advantage. The Company may also be found to have committed an offence because the offer has been made to obtain business for the Company. It may also be an offence for the potential client to accept your offer.

Receiving a bribe

A supplier gives your nephew a job, but makes it clear that in return they expect you to use your influence in the Company to ensure the Company continues to do business with them.

It is an offence for a supplier to make such an offer. It would be an offence for you to accept the offer as you would be doing so to gain a personal advantage.

Bribing a foreign official

You arrange for the business to pay an additional payment to a foreign official to speed up an administrative process, such as clearing the Company's goods through customs. The offence of bribing a foreign public official has been committed as soon as the offer is made. This is because it is made to gain a business advantage for the Company. The Company may also be found to have committed an offence.

POTENTIAL RISK SCENARIOS: "RED FLAGS"

The following is a list of possible red flags that may arise during the course of you working for the Company and which may raise concerns under various anti-bribery and anti-corruption laws. The list is not intended to be exhaustive and is for illustrative purposes only.

If you encounter any of these red flags while working for the Company, you must report them promptly to your line manager or the Managing Editor's Office/HR Department or the Compliance Officer:

- you are offered an unusually generous gift or offered lavish hospitality by a third party;
- a third party insists on receiving a commission or fee payment before committing to sign up to a contract with the Company, or carrying out a government function or process for the Company
- a third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made;
- a third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business;
- a third party requests an unexpected additional fee or commission to "facilitate" a service;
- a third party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services;
- a third party requests that a payment is made to "overlook" potential legal violations;
- a third party requests that you provide employment or some other advantage to a friend or relative;
- you receive an invoice from a third party that appears to be non-standard or customised;
- a third party insists on the use of side letters or refuses to put terms agreed in writing;
- you notice that the Company has been invoiced for a commission or fee payment that appears large given the service stated to have been provided;

- a third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to the Company; or
- you learn that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or has a reputation for having a "special relationship" with foreign government officials;

APPENDIX C

A copy of our Online Complaints Form and Policies.



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 Call General Enquiries: 0208 612 7000

Daily Express,
 The Northern & Shell Building,
 Number 10 Lower Thames Street,
 London,
 EC3R 6EN



Corrections and complaints

www.express.co.uk/contactus (http://www.express.co.uk/contactus)



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The Daily Express is always interested in hearing about any stories you may have. If you have something you'd like to share or discuss with us, get in touch through:

Email: news.desk@express.co.uk (mailto:news.desk@express.co.uk)
 Have a Story? Call: 020 8612 7072



Sunday Express

The Sunday Express is always interested in hearing about any stories you may have. If you have something you'd like to share or discuss with us, call us on:

SUNDAY EXPRESS NEWSDESK
 Call: 0208 612 7075
 Email: sundaynews@express.co.uk (mailto:sundaynews@express.co.uk)

S MAGAZINE
 Call: 0208 612 7257
 Email: Sundaymag@express.co.uk (mailto:Sundaymag@express.co.uk)

DEPUTY PICTURE EDITOR, Jim Selby
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INVESTIGATIONS EDITOR, James Murray
 Call: 0208 612 7073
 Email: james.murray@express.co.uk (mailto:james.murray@express.co.uk)

CITY EDITOR, Geoff Ho
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 Email: geoff.ho@express.co.uk (mailto:geoff.ho@express.co.uk)

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ROYAL EDITOR, Camille Tominey
 Call: 0208 612 7853
 Email: Camilla.Tominey@express.co.uk (mailto:Camilla.Tominey@express.co.uk)

SPORTS EDITOR, Scott Wilson
 Call: 0208 612 3116

UK (/news/uk)



Britain faces £90 MILLION asylum seeker bill from EU – even though we opted out of quotas

[/news/uk/604171/migrant-crisis-asylum-seekers-Britain-EU-Jean-Claude-Juncker-Nigel-Farage-UKIP](#)



Alton Towers Smiler victims pictured together for first time since horrifying crash

[/news/uk/604312/Alton-Towers-Smiler-rollercoaster-crash-Leah-Washington-Vicky-Belch-Joe-Pugh-Daniel-Thorpe](#)



Record numbers of Britons probed for TERROR offences as poisonous ISIS ideology spreads

[/news/uk/604310/Islamic-State-record-number-Britons-arrested-terror-ISIS-threat](#)

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Email: travel@express.co.uk (<mailto:travel@express.co.uk>)

MOTORING EDITOR: Nat Barnes

Email: Motors@express.co.uk (<mailto:Motors@express.co.uk>)



Scottish Express

To get in touch with the Scottish Daily Express or Scottish Sunday Express, please contact us using the details below:

Glasgow News Desk

Call: 0141 352 2521

Email: scot.news@express.co.uk (<mailto:scot.news@express.co.uk>)

Scottish Sunday Express

Call: 0141 352 2518

Email: scotsunday@express.co.uk (<mailto:scotsunday@express.co.uk>)

Scottish Sunday Express

Email: scotssport@express.co.uk (<mailto:scotssport@express.co.uk>)



Web Desk

Get in touch with the Daily Express website. Email our Web Desk directly, or call on the details below:

Email: web.help@express.co.uk (<mailto:web.help@express.co.uk>)

Call: 020 8612 7757



Group Director of Digital Content: Geoff Marsh

For all your comments, questions or queries, please use the following details:

Email: geoff.marsh@express.co.uk (<mailto:geoff.marsh@express.co.uk>)



Online Editor: Emily Fox

For all your comments, questions or queries, please use the following details:

Email: emily.fox@express.co.uk (<mailto:emily.fox@express.co.uk>)



Digital News Director: Jane Wharton

For all your comments, questions or queries, please use the following details:

Email: jane.wharton@express.co.uk (<mailto:jane.wharton@express.co.uk>)

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Political Editor: Macar Hall

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Call Showbiz on: 0208 612 7598



Lifestyle Writer: Sarah Barns

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Email: sarah.barns@express.co.uk (<mailto:elisa.roche@express.co.uk>)
Call Lifestyle on: 0208 612 7929



Sports Editor: Duncan Wright

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Call Sport on: 0208 612 7957



Motoring Editor - Nat Barnes

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Email: motors@express.co.uk (<mailto:motors@express.co.uk>)



Travel Editor: James Menzies

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Email: travel@express.co.uk (<mailto:travel@express.co.uk>)



Poetry Editor: William Hartston

For all your comments, questions or queries, please use the following details.
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[Daily Star Sunday \(http://www.dailystar.co.uk/preferences\)](http://www.dailystar.co.uk/preferences)

[Daily Express \(http://www.express.co.uk/preferences\)](http://www.express.co.uk/preferences)

[Sunday Express \(http://www.sundayexpress.co.uk/preferences\)](http://www.sundayexpress.co.uk/preferences)

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Please e-mail us with your contact details and your comment. Please note your comments will be passed on to the appropriate department but we cannot guarantee a response due to the volume of correspondence received.

[Daily Star \(/contactform/comment/daily-star\) - starletters@dailystar.co.uk \(mailto:starletters@dailystar.co.uk\)](#)

[Daily Star Sunday \(/contactform/comment/daily-star-sunday\) - starletters@dailystar.co.uk](#)

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Ask for a comment to be removed

Please report the comment to our moderation team by clicking on the "Report" button that appears alongside it. There is more information about how we moderate [HERE \(/complaints-policy\)](#).

Submit a letter for publication

Letters for publication in the Daily Express or Sunday Express can be emailed to letters@express.co.uk

[\(mailto:letters@express.co.uk\)](mailto:letters@express.co.uk)

Letters for publication in the Daily Star or Daily Star Sunday can be emailed to starletters@dailystar.co.uk

[\(mailto:starletters@dailystar.co.uk\)](mailto:starletters@dailystar.co.uk)

Please indicate in your e-mail which publication you are submitting your letter for. If you wish to send your letter by post, please address it the appropriate letters page and send to:

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10 Lower Thames Street,
London, EC3R 6EN

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Please click here for our [Complaints Policy and complaints form \(/complaints-policy\)](#)



Complaints Policy

We have a clear complaints policy at Express Newspapers. If you have a complaint about any of our content, please take a moment to look at the notes below to decide if your comment or complaint is covered by the [Editor's Code of Practice \(https://www.ipso.co.uk/PSO/cop.html\)](https://www.ipso.co.uk/PSO/cop.html) and by our complaints policy.

This policy only applies to complaints about editorial content in our publications and the digital services that we control. It does not cover:

1. Complaints about advertising (which is regulated by the Advertising Standards Authority);
2. Concerns about matters of taste/decency and due impartiality;
3. Complaints about 'user generated content' (ie material on our digital services that was not posted by us or on our behalf) which has not been reviewed or moderated;
4. Any complaint that falls outside the [IPSO Editors' Code \(https://www.ipso.co.uk/PSO/cop.html\)](https://www.ipso.co.uk/PSO/cop.html).

We may not consider complaints:

1. From any person who has not been personally and directly affected by the matter complained of;
2. That are trivial, hypothetical or otherwise vexatious or insignificant;
3. That are without justification (such as an attempt to argue a point of view or to lobby).

If you are taking legal action against one of our publications, you need to let us know, because under IPSO rules we may be unable to consider your complaint.

Complaints about headlines will normally only be considered in the context of the article as a whole to which they relate.

Complaints can only be accepted up to four months from the date of the behaviour(s) or first publication of the item(s) that you are complaining about.

Should the item remain accessible on our website or in another digital format after this time, we will accept complaints up to 12 months from the date of first publication.

Please note IPSO has no authority to award financial compensation.

Complaints about issues not covered by the [Editor's Code \(https://www.ipso.co.uk/PSO/cop.html\)](https://www.ipso.co.uk/PSO/cop.html) should be sent to us via the [CONTACT US \(contactus\)](#) page.

What Happens to Your Complaint

We aim to acknowledge your complaint within 7 working days of receipt. In making a complaint, you agree to respond promptly to any request for further information. Our complaints process is free of charge, regardless of outcome.

If we receive multiple complaints about the same issue we may make one response to all.

We will attempt to respond to all complaints within 28 days of receiving all the necessary information to allow us to investigate. If we fail to meet this timescale, you can take your complaint to IPSO.

If we accept that we have breached the [Editor's Code \(https://www.ipso.co.uk/PSO/cop.html\)](https://www.ipso.co.uk/PSO/cop.html) we will seek to remedy the breach as required by the Code.

When handling your complaint we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is abusive or gratuitously offensive.

If at any stage of your complaint we do not hear back from you within 28 days, we will consider your complaint satisfied and closed.

In order to fully understand and consider your complaint under the terms of The Code it is vital that all correspondence is conducted with courtesy and is limited to only the issues in hand. Express Newspapers reserves the right to reject any complaint or contact without further contact where abusive, offensive, insulting or intimidating language has been or is being used.

Appeal process

If you are unhappy with our final response to your complaint you may complain to IPSO (<https://www.ipso.co.uk/PSO/index.html>). We will confirm in writing that you have exhausted our internal complaints procedure. If we cannot resolve your complaint within the 28 day period and we cannot agree an extension of time to see if we can come to a settlement, then you are free to refer this matter to IPSO at the contact details set out above or by email at complaints@ipso.co.uk. IPSO will then try to broker a settlement between us but if they determine that a settlement cannot be reached, your complaint may be referred for a formal adjudication by the IPSO Complaints Committee.

Policy Changes

We reserve the right to amend this policy as required. We will publish the current policy on our website. Your complaint will be considered against the policy in place on the date of receipt of your complaint.

Postal address for complaints under the [IPSO Editors' Code \(https://www.ipso.co.uk/PSO/cop.html\)](https://www.ipso.co.uk/PSO/cop.html):
Editorial Complaints,
Express Newspapers,
10 Lower Thames Street,
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Alton Towers Smiler victims pictured together for first time since rollercoaster crash

[/news/uk/604312/Alton-Towers-Smiler-rollercoaster-crash-Leah-Washington-Vicky-Ralch-Joe-Pugh-Daniel-Thorne](https://www.express.co.uk/news/uk/604312/Alton-Towers-Smiler-rollercoaster-crash-Leah-Washington-Vicky-Ralch-Joe-Pugh-Daniel-Thorne)



Record numbers of Britons probed for TERROR offences as poisonous ISIS ideology spreads

[/news/uk/604310/Islamic-State-record-number-Britons-arrested-terror-ISIS-threat](https://www.express.co.uk/news/uk/604310/Islamic-State-record-number-Britons-arrested-terror-ISIS-threat)

You should fill in the editorial [COMPLAINTS FORM \(/contactform/complaints/\)](#) on our website with details of your complaint, or write to Complaints, Express Newspapers, 10 Lower Thames Street, London, EC3R 8EN.

You should fill in this form only if you have an editorial complaint on a serious or significant issue and you believe that it is a breach of one of the Clauses of the [Editor's Code \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html).

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The article headline: *

The large print at the top of the article

Date of article: * September 10 2015

Byline: * The author of the article - if shown

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Website address of the article:

If the article appears online

Editors' Code of Practice: *

Please Tick the clause(s) of the Code of Practice that you believe are relevant to your complaint. If you would like assistance and are unsure which clause(s) may be relevant please contact IPSO for advice at advice@ipso.co.uk (<mailto:advice@ipso.co.uk>) Telephone: 0300 123 2220.

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- Witness payments in criminal trials
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Please give details of how you believe the Code of Practice has been breached. You will need to include any reference to evidence and/or information to support your complaint.

Submit

**EDITORS' CODE OF PRACTICE
IPSO COMPLAINTS**

Publication	Date Complaint Received	Title of Article	Complaint	Clear Rule On	Details of Complaint	Action Taken	IPSO Decision
Sunday Express	6/10/14	"Alice Killer found Dead"	[Redacted]	1	The headline was misleading and inaccurate because it referred to Mr Zaklans as Alice's killer when this had not been established.	When read in conjunction with the article, it was not misleading and there had been no breach of the Code.	Not considered by the Committee.
Sunday Express	10/10/14	"Alice Killer found Dead"	[Redacted]	1	The headline was misleading and inaccurate because it referred to Mr Zaklans as Alice's killer when this had not been established.	When read in conjunction with the article, it was not misleading and there had been no breach of the Code.	Complaint not upheld.
Daily Express Website	10/10/14	"Climate change proved to be nothing but a lie, claims top meteorologist"	[Redacted]	1	John Coleman should not be referred to as a "top meteorologist" as he is just a journalist and host of a TV weather programme. The article was misleading because it makes it seem as though an expert in this area has come to this conclusion that that climate change is not real.	John Coleman has 61 years experience of weather forecasting. Meteorologist and weatherman are interchangeable as they both mean the examination of weather patterns. Not inaccurate, but the article was amended to refer to Mr Coleman as the founder of the TV Weather Channel and a footnote added.	Complaint not upheld.
Daily Express Website	10/10/14	"Climate change proved to be nothing but a lie, claims top meteorologist"	[Redacted]	1	John Coleman is not a top meteorologist, but a TV weatherman. The article gives too much prominence to his view.	John Coleman has 61 years experience of weather forecasting. Meteorologist and weatherman are interchangeable as they both mean the examination of weather patterns. Not inaccurate, but the article was amended to refer to Mr Coleman as the founder of the TV Weather Channel and a footnote added.	The matter was not pursued further.
Daily Star and Website	16/10/14	"Benefits mum blows £18k on Tunisian chameleon toyboy."	[Redacted]	3 & 12	Permission was not sought prior to the publication of [Redacted] and disparagement of people [Redacted]	The story and photographs were provided to us by [Redacted] as a Tunisian, this was relevant to the story and only descriptive of nationality rather than race or religion. The picture had clearly been posed for and had been published on social media already. There had not been a breach of the code and no action was taken.	The complaint was not upheld.
Daily Star & Website	21/10/14	"Plague of monster spiders attack mum" "Spider hell girl fights for life" & "100 green fang spiders attack family"	[Redacted]	1	It was inaccurate to refer to the Hobo spider as "giant" or "monster" and to report that it could blind a person with one bite. It is complete rubbish that a spider's bite could cause someone to lose a leg. There is no such thing as a green fanged spider and the picture published of one has been altered.	It was inaccurate to report that the Hobo spider's bite could blind a person and a correction was published. The other articles were not inaccurate and the picture of a green fanged spider had not, according to the editor, been enhanced in any way. The complaint admitted in further correspondence that [Redacted] was not interested in a correction and rather than inaccurately being an issue [Redacted] was cross about the repeated anti-wildlife stance of the paper [Redacted] views were passed on to the editor.	The matter was not pursued further.
Daily Star & Website	9/10/14	"Spider hell girl fights for life"	[Redacted]	1	The story is fictional and designed to cause fear.	The story was not fictional and not inaccurate. Complainant confirmed that [Redacted] just wanted the scary spider stories to stop as spiders are harmless.	The matter was not pursued further.
Daily Express Website	23/10/14	"Here comes the storm Britain to be smashed by Hurricane Gonzalo tonight"	[Redacted]	1	The story was so inaccurate that it amounted to scaremongering. It said that Britain would be hit by 90 miles per hour winds, but such claims were not backed up in the article. The Daily Express must be stopped from publishing such rubbish.	The article did state that the storm would hit the west coast of England and Scotland with wind speeds of up to 90 miles per hour, but clarified that it would no longer be hurricane strength by the time it got inland. There were several deaths as a result of the storm. Flights were cancelled, 4 people were hit by falling trees and eight flood warnings were issued. The story was not inaccurate.	Although [Redacted] told us that he would be taking the matter further, it was not.
Daily Express Website	18/11/14	"Britain to face Arctic winter as mild Autumn triggers polar gales and heavy snow" & "Polar vortex warning latest Winter weather models show UK faces months of heavy snow"	[Redacted]	1	Article inaccurate because the Met Office outlook for the long term of winter does not indicate anything about a Polar vortex or bad storms.	The claims in the articles were not presented as conclusive but as the predictions of some weather forecasters. The articles made it clear that not all forecasting models agreed and clarified that the Met Office outlook was for a less chilly picture. The article did not give the impression that an Arctic winter was a certainty and were not therefore inaccurate.	Complaint not upheld.

**EDITORS' CODE OF PRACTICE
IPSO COMPLAINTS**

Daily Express	25/11/14	"UKIP surge to second place"	[REDACTED]	The article was inaccurate because it presented the results of a YouGov poll of Sun readers as though they were normal poll results. The Sun readers poll was a subsection of a YouGov poll which overall put Labour ahead.	The article had made it clear that the poll was a poll of tabloid readers, but a clarification was published in the paper.	The matter was not pursued further.
Sunday Express & Website	20/11/14	"Red Arrows could be replaced by second-hand American jets to keep them flying on the cheap"	[REDACTED]	The quotes of [REDACTED] had been used to support the view of the author [REDACTED] and given an interview to Air Forces Monthly about American F16 jets being a suitable replacement of the Hawk T1. [REDACTED] did not refer to the Red Arrows at all and has been ridiculed about [REDACTED] interference with the Red Arrows business.	Having spoken to the journalist, it was not his intention to imply that [REDACTED] had specifically mentioned the Red Arrows but used [REDACTED] quotes to support the argument that the Red Arrows Hawk T1s could be replaced by American F16 jets. He accepted that it was misleading and the editor agreed to remove the article from the website.	The matter was resolved to the complainant's satisfaction and not pursued further.
Daily Star & Website	27/11/14	"Flash eating 'zombie' chewed girl's face off" & "Tragic victim of cannibal killer"	[REDACTED]	[REDACTED]	As the request has not taken place it was considered best to wait until the full facts are known before we decide whether a correction is necessary.	Matter on hold, pending inquest.
Daily Star Website	24/11/14	"Deadly new wave of legal 'killer cannabis' hitting the UK"	[REDACTED]	Synthetic cannabinoids only mimic one ingredient in cannabis so it is therefore inaccurate to refer to them as cannabis.	The article refers to the drug as "synthetic marijuana" or "synthetic cannabis" throughout and makes it very clear that whilst it mimics marijuana it is much stronger and far more dangerous so not like cannabis at all. The article was not inaccurate.	The matter was not pursued further.
Daily Star Sunday & Website	30/11/14	"Kerry's marriage on the rocks"	[REDACTED] 1,2 & 3	The article was littered with inaccuracies and health stories dealing with mental issues should be handled with sensitivity. Also [REDACTED]	It was accepted that the story was inaccurate [REDACTED] An apology was printed both in the newspaper and online.	The matter was not pursued further.
Daily Express	17/12/14	"Right on Way victory from beyond the grave"	[REDACTED]	The article was inaccurate because it referred to the closure of a path which ran through [REDACTED] and also said that the matter was decided in the High Court. In fact a public footpath was recorded on a private road in error. The matter took over 40 years to resolve when an inspector, appointed by the Secretary of State for DEFRA, ruled that the Council must delete the public footpath from the records at a non-statutory Public Inquiry.	It was accepted that there were some inaccuracies in the article and a correction was published in the newspaper.	The matter was not pursued further.
Daily Star Website	10/12/14	"Weed warning! Doctors say cannabis harms young people's lungs to pot"	[REDACTED]	The article was inaccurate because the study that the article was based on was not about the use of cannabis but the use of cannabis mixed with tobacco.	We were unable to view the complete findings of the study as the document was no longer available on the British Thoracic Society's website. However, our understanding was that the study specifically looked at the effects of smoking cannabis and highlighted a new form of emphysema that was developing in young smokers of cannabis at a faster rate than in those that smoked tobacco alone. Whilst it may well be the case that most cases of emphysema are caused by tobacco, and the article does not contradict this. The article did not attribute emphysema to cannabis alone, as it referred to the smoking of cannabis in a joint. Most people would understand this to mean the smoking of cannabis with tobacco. The article was not inaccurate and no action was necessary.	The matter was not pursued further.

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Publication	Date Complaint Received	Title of Article	Complainant	Clause Relied On	Details of Complaint	Action Taken
Daily Express & Website	23/9/14	"Wild drive got Rory to tee on time"	[REDACTED]	1	A blasphemous statement was published which was offensive to the reader and other Christian believers.	The complaint was not in respect of the Editors' Code and the complainant was told that matters of taste were the editor's discretion.
Sunday Express and Website	9/9/14	"Labour urged to tax mansions in the North worth £400k"	[REDACTED]	1	The article was inaccurate because it misrepresented what [REDACTED] had said at a Progress meeting as being Labour policy. It also said that [REDACTED] was a member of Ed Milliband's inner circle, which was not true.	The article was not inaccurate as it was clear that [REDACTED] was urging the Labour Party to make certain things its priority rather than telling it what to do. The fact that [REDACTED] was not a member of the inner circle was inaccurate but did not amount to an inference that [REDACTED] personal views were reflective of the whole Labour Party. A correction on this point was offered.
Scottish Daily Express	26/9/14	"5p carrier bag is with us soon"	[REDACTED]	1	The article stated that the proceeds of the 5p carrier bag would go to good causes when in fact only some of it goes to good causes and there is no obligation on the retailer to pass the net proceeds on.	A correction was published in the newspaper.
Sunday Express and Website	4/10/14	"Phantom singles fleece tax payers"	[REDACTED]	3&6	[REDACTED] as a result of the article and asked that it be removed.	[REDACTED] were convicted of fraud which was a matter of public record. [REDACTED] No breach of the Code and no further action taken.
Daily Express Website	4/10/14	"Ministers considering '100 year sentences' to dodge EU ruling on whole life terms"	[REDACTED]	1	The headline mentions the EU but the article is about the European Court of Human Rights. The EU is nothing to do with the ECHR.	The headline to the article was inaccurate and it was amended.
Daily Express Website	4/10/14	"Head teacher suspended after claims of drunken antics on school trip"	[REDACTED]	3	[REDACTED] complained that the image in this article showed [REDACTED] It was a breach of privacy as [REDACTED] was nothing to do with the story and the caption did not specify which of the [REDACTED] headteacher.	Whilst there was no breach of clause 3, the picture should have been captioned correctly.
Daily Express Website	4/10/14	"Head teacher suspended after claims of drunken antics on school trip"	[REDACTED]	1&3	[REDACTED] complained that the image in this article showed [REDACTED] It was a breach of privacy as [REDACTED] was nothing to do with the story and the caption did not specify which of the [REDACTED] headteacher.	Whilst there was no breach of clause 3, the picture should have been captioned correctly.
Daily Star and Website	1/10/14	"Sponger wants sex swap op reversed"	[REDACTED]	1&12	The headline was sensationalist and the article attacked trans-people and people on benefits, causing harm to a minority. It also presented gender dysphoria as a series of choices, which was incorrect.	The article was largely composed of quotations given by transsexual [REDACTED] who chose to publicise their desire to have a sex change operation. Following the operation [REDACTED] decided that [REDACTED] wanted it reversed and again publicised this fact by giving interviews. The article made it clear that [REDACTED] did not consider the surgery to be a choice and that it was needed for [REDACTED] mental health. Whilst the objection to how [REDACTED] plight was reported was valid, there was no breach of clause 1.

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Daily Express Website	30/9/14	"Government needs to act to deter asylum seekers"	[REDACTED]	1	There were several inaccuracies in the article. Firstly it is not true that all asylum seekers are given accommodation and a cash allowance, and they do not live a life of ease and relative luxury as they only get £36.62 a week.	The article is not a lengthy piece on asylum seekers, but an opinion as to why the number of applications has increased by 15% and a call for the government to act. It does not set out the official Home Office position, but puts forward a view as to how the rules operate in practice. The article did not amount to a significant inaccuracy and no further action was taken.
Daily Express Website	10/10/14	"Prisoners go to Strasbourg demanding the right to vote"	[REDACTED]	1	The article states that the 1,014 cases that have been sent to the top Euro court are entitled to legal aid. This is incorrect.	The article was inaccurate. It was amended and a correction was published online.
Daily Star	9/10/14	"Giant killer spiders sneak into Britain"	[REDACTED]	1	The picture of the European Tarantula was incorrect.	The picture was incorrect and a correction was published in the newspaper.
Daily Star	9/10/14	General "Black eyed ghost child" coverage	[REDACTED]	6	The picture of a black eyed ghost child on the front page of the paper could scare children.	The Code does not seek to protect children from being scared. No breach of the Code.
Daily Express	9/10/14	"Historic Front pages collection"	[REDACTED]	5	The picture of the bombed bus in Tavistock Square showed a dead body which was insensitive [REDACTED]	Whilst we were sorry for any distress that may have been caused, there was no breach of the Code. The picture is iconic and came to symbolise the attack on London on 7 July. There is a fine line between evoking the Nation's memory of a horrific incident [REDACTED] The picture desk was made aware of the complaint.
Daily Star and Website	29/10/14	"Priest battles ghost" & "Priest performs exorcism on ghost child" (sic)	[REDACTED]	1, 3, 4 & 12	The article was a "miserable lie" and [REDACTED] does not practise exorcism. The picture of [REDACTED] was used without permission.	This story was provided to a local paper by a couple who had called a priest in to "rid their house of evil spirits". An exorcism is the expulsion of a supposed evil spirit, it amounts to the same thing. No breach of clause 1. [REDACTED] However there was a typo in the headline, which was amended.
Daily Express	2/10/14	"Turbine buzz is deafening"	[REDACTED]	1	It is inaccurate to say that wind turbines cause deafness, as the research that formed the basis of the report did not find this to be the case.	The levels of sound used in the research were significantly higher than those permitted for wind farms and it has not been substantiated that low frequency sound causes any damage to the ear. The article was inaccurate and a correction was published in the newspaper.
Daily Express Website	4/11/14	"Four out of five UK NHS hospital unsafe"	[REDACTED]	1	Significant inaccuracies in the article. The four out of five was not all UK hospitals, but the 82 hospitals that were inspected by the CQC. These only included hospitals in England.	The article was amended.
Daily Star Website	20/11/14	"The vile moment England fans sing the IRA during Scotland friendly"	[REDACTED]	4, 5 & 12	The fans were highly disrespectful and condoned the IRA. The fans were simply singing songs against the IRA.	Explained to the reader that the reason the crown were singing anti-IRA songs was because the match was being played at Celtic, a traditionally Catholic club. The anti-IRA songs were aimed at the Scottish supporters, the inference being that as Catholics they must be supporters of the IRA. There were no breaches of the Code.

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<p>Sunday Express and Website</p>	<p>10/12/14</p>	<p>"Did this man see Libyan who shot dead WPC Yvonne Fletcher"</p>	<p>[REDACTED]</p>	<p>1&3</p>	<p>[REDACTED] asked that [REDACTED] be removed from the article as it was nothing to do with [REDACTED]</p>	<p>The article was first published in 2011. The subject of the article was allowed to stay in the UK [REDACTED] Due to the age of the article there was no obligation to consider the Code, but as a courtesy to [REDACTED]</p>	
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