

APPENDIX

APPENDIX A

NORTHERN & SHELL PLC

OK! – Editor Kirsty Tyler

Average circulation for the period 1 January 2016 to 31 December 2016 was 178,055.

Star Magazine – Editor in Chief Lebbv Eyres

Average circulation for the period 1 January 2016 to 31 December 2016 was 123,008.

NORTHERN & SHELL MAGAZINES LIMITED

new! Magazine – Editor in Chief Lebbv Eyres

Average circulation for the period 1 January 2016 to 31 December 2016 was 208,339.

EXPRESS NEWSPAPERS

Daily Express – Editor Hugh Whittow

Average daily circulation for the period 1 January 2016 to 31 December 2016 was 409,435 copies.

Sunday Express – Editor Martin Townsend

Average circulation for the period 1 January 2016 to 31 December 2016 was 359,629 copies.

Daily Star – Editor Dawn Neesom

Average daily circulation for the period 1 January 2016 to 31 December 2016 was 483,841 copies.

Daily Star Sunday – Editor Stuart James

Average circulation for the period 1 January 2016 to 31 December 2016 was 299,090 copies

NORTHERN & SHELL DIGITAL LIMITED

Group Director of Digital Content - Geoff Marsh

dailyexpress.co.uk

Approximate average weekly viewing figures for the period 1 January 2016 to 31 December 2016 was 6.18 million unique users and 35.3 million page impressions.

dailystar.co.uk

Approximate average weekly viewing figures for the period 1 January 2016 to 31 December 2016 was 2.83 million unique users and 27.68 million page impressions.

ok.co.uk

Approximate average weekly viewing figures for the period 1 January 2016 to 31 December 2016 was 1.03 million unique users and 12.9 million page impressions.

APPENDIX B

Social Media Policy
Bribery Act Policy
Dignity at Work Policy

Social Media

This policy applies to all employees, casuals and freelancers employed by Northern & Shell Plc, Express Newspapers and The Health Lottery ("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:

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

August 2014

Anti-Bribery & Corruption

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, 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;

Dignity at Work

Introduction

The Company is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect. Bullying and harassment detracts from a productive working environment and can affect the health, confidence, morale and performance of those affected by it, including anyone who witnesses or knows about the unwarranted behaviour.

The aim of this policy is:

- to prevent bullying/harassment,
- to provide guidance,
- to resolve problems that may occur and
- to prevent recurrence.

This policy covers all employees, casual workers, freelancers and contractors in the workplace and at any work-related setting outside the workplace e.g. business trips and work-related social events.

Definition of Bullying and Harassment

Harassment is defined in the Equality Act 2010 as: 'Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'.

The relevant protected characteristics are age, disability, gender reassignment, race, religion or belief, sex and sexual orientation.

Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.

Bullying or harassment may be by an individual against an individual (perhaps by someone in a position of authority such as a manager or supervisor) or involve groups of people. It may be obvious or it may be insidious. Whatever form it takes, it is unwarranted and unwelcome to the individual.

Examples of bullying or harassment:

- Unwanted physical contact

- Unwelcome remarks about a person's age, dress, appearance, race, marital status, jokes at personal expense, offensive language, gossip, slander, sectarian songs and letters
- Posters, graffiti, obscene gestures, flags, bunting and emblems
- Isolation or non-cooperation and exclusion from social activities
- Coercion for sexual favours
- Personal intrusion from pestering, spying and stalking
- Failure to safeguard confidential information
- Shouting and bawling
- Setting impossible deadlines
- Persistent unwanted criticism
- Personal insults

This policy also covers cyber-harassment which is a form of harassment arising from email, internet or social media use. Employees should be aware that comments made in jest in emails about, for example, a colleague may cause offence and could be construed to be discriminatory, harassment and/or bullying. The fact that such a comment may have been made in jest does not detract from the fact that it may still amount to harassment and, as such, is prohibited.

The Company will not tolerate any form of bullying and/or harassment at work, for whatever reason, whether it is intentional or accidental. Bullying and/or harassment of any kind will therefore be considered a disciplinary offence, serious or extreme cases will be viewed as gross misconduct that could result in the dismissal or termination of services of the alleged individual.

The Company's Responsibilities

The Company will ensure that adequate resources are made available to promote respect and dignity in the workplace and to deal effectively with complaints of bullying and/or harassment. This policy will be communicated effectively to all Employees and Casual Workers and the Company will ensure that appropriate training will be provided. The Company will monitor all incidents of bullying and harassment and will regularly review the effectiveness of this policy.

Managers' Responsibilities

Managers have a duty to implement this policy and to make every effort to ensure that bullying and/or harassment does not occur, particularly in the work area(s) for which they are responsible. They should:

1. Make sure all individuals under their control have a copy and are aware of this policy and in particular the procedure for dealing with complaints;
2. Be alert to unacceptable behaviour and take appropriate action;
3. Be responsive, sensitive and supportive to any individual who makes an allegation of bullying and/or harassment, provide clear advice on the procedure to be adopted,

maintain confidentiality and seek to ensure that there is no further problem of bullying or harassment or victimisation

4. Set a good example by treating all Employees, Casual Workers, Freelancers, Contractors, Customers and Visitors with dignity and respect.

Individual Responsibilities

Every Employee, Casual Worker, Contractor or Freelancer has responsibility to help ensure that a working environment exists in which peoples' dignity is respected. Individuals should discourage bullying and harassment by making it clear that they find such behaviour unacceptable and by supporting colleagues who suffer bullying and/or harassment and are considering making a complaint. They should alert a Manager or member of the HR department to any incident of harassment or bullying to enable the Company to deal with the matter.

Procedure for Dealing with Complaints of Bullying/Harassment

The Informal Stage

Where the individual simply wants the behaviour to stop, where the harassment/bullying is not serious or where it has not been repeated.

Individuals can seek to resolve matters informally by:

- Approaching the alleged individual directly, making it clear to the person(s) concerned that the behaviour in question is offensive, is not welcome and should be stopped, or
- Approaching the alleged individual with the support of a colleague or Employee Representative, or
- Approaching the alleged individual with the support of their Manager, or
- Approaching the alleged individual with the support of a member of the HR department.

If it is too difficult or embarrassing to do this personally, the complainant may ask their Manager or a member of the HR department to approach the alleged individual on their behalf.

When an alleged individual seeks the support of their Manager or a member of the HR department he/she should be sensitively informed that their role at the informal stage can only be of support or assistance.

The alleged individual should be advised that:

- (a) a formal investigation and possible disciplinary action can only take place if the complaint is investigated under the formal procedure, and

- (b) a written record of the action taken will be made to assist with any formal proceedings which may arise if the behaviour does not stop. Failure to make such a written record will not invalidate proceedings at the formal stage.

What happens if I am accused of bullying or harassment?

If someone approaches you informally about your behaviour, do not dismiss the complaint out of hand because you were only joking or think the complainant is being too sensitive. Remember that different people find different things acceptable and everyone has the right to decide what behaviour is acceptable to him/her and to have his/her feelings respected by others.

You may have offended someone without intending to. If that is the case, the person concerned may be content with an explanation and an apology from you and an assurance that you will be careful in future not to behave in a way that you now know may cause offence. Provided that you do not repeat the behaviour that has caused offence, it may well be the end of the matter.

The Formal Stage

The Formal Complaints Procedure is appropriate if the allegation is serious, if the person making the complaint prefers this, or if the behaviour continues after the informal procedure has been used.

The HR department is responsible for proceedings at the formal stage and individuals may raise complaints with a member of the HR department, who will ensure whenever possible that the formal stage is completed within 20 working days of the complaint having first been received.

Making a complaint

Complaints should be raised as soon as possible following an act of alleged harassment or bullying so that the matter can be dealt with swiftly and decisively. It is preferable that the complaint is made in writing to the HR Department. The HR department will acknowledge receipt of a complaint and arrange to meet the complainant within three working days.

Initial meeting with the complainant

(Please note that where marked * in the remainder of this policy, if the Head of Department is the person about which the allegation is made, then the investigating manager will be at the next most senior level)

The representative of the HR department accompanied by the Head of the Department* in which the complainant works will meet the complainant to:

1. Clarify and formally record the nature of the complaint and that it is being handled under the formal procedure, and
2. Ensure that the complainant is aware of the next stage of procedure, and

3. Advise that the complainant has the right to be accompanied and/or represented at the investigatory meeting by a colleague or trade union representative.

Avoiding contact between the complainant and the alleged individual

The issue of avoiding contact between the complainant and the alleged individual must be considered before action is taken to inform the alleged individual of the complaint. The HR representative and the Head of Department* will take appropriate action regarding this following discussion with the complainant. Both parties i.e. the complainant and the alleged individual will also be advised that there should be no communication between them, directly or indirectly, in relation to the complaint.

Where a case of serious bullying or harassment has been alleged, consideration will be given to precautionary suspension on full salary of the alleged individual to enable the investigation to proceed. An alleged individual who is to be suspended must be formally advised of this at a meeting with his/her Head of Department* and this must be witnessed by a member of the HR Department. The alleged individual will have the right to be accompanied by a colleague or trade union representative at this meeting.

Informing the alleged individual

The HR Representative accompanied by the Head of Department* will meet with the alleged individual and:

1. Outline the nature of the complaint, and
2. Confirm that it is being handled under the formal procedure, and
3. Ensure that the alleged individual is aware of the next stages of the procedure, and
4. Advise that the alleged individual has the right to be accompanied and or represented by a colleague or trade union representative at the next stage of procedure.

Following this meeting the HR Representative will write to the alleged individual outlining the nature of the complaint and setting a date for a formal meeting to be held within five working days of the complaint being received.

The Investigation

The purpose of the investigation meeting is to establish the facts. All those giving information do so privately and not in the presence of any other person involved in or present during the alleged incident. A record of all meetings will be kept. ALL EVIDENCE PROVIDED TO ASSIST WITH THE INVESTIGATION WILL BE TREATED AS CONFIDENTIAL TO THE INVESTIGATION SUBJECT TO ANY STATUTORY REQUIREMENTS.

Meeting with the person making the allegation

The HR Representative accompanied by the Head of Department* will meet with the complainant and consider both the allegations and any other related matter. The complainant has the right to be accompanied and or represented by a colleague or trade

union representative as appropriate.

Meeting with the alleged individual

The HR Representative accompanied by the Head of Department* will meet with the alleged individual and consider both his/her response to the allegations and any other related matter. The alleged individual has the right to be accompanied and or represented by a colleague or trade union representative as appropriate.

Meeting with anyone who can assist with the investigation

The HR Representative accompanied by the Head of Department* will meet with anyone who can assist with the investigation. This may include supervisors and co-workers and may also include anyone who observed the complainant's demeanour immediately before and after the alleged incident(s) or any colleague with whom the complainant discussed the alleged incident(s). Each individual will be asked to outline what happened.

The HR Representative accompanied by the Head of Department* will meet the Manager of the complainant and the alleged individual to establish if there has been any history of previous conflict between them and/or other parties.

The HR Representative accompanied by the Head of Department* may then wish to have other meetings to clarify or gain further information.

Consideration of information

Having obtained all the information possible the HR Representative and the Head of Department* will consider and decide whether the Company Disciplinary Procedure should be invoked or whether some other action should be taken.

Reporting the facts

The HR Representative and the Head of Department* should prepare a written report outlining the facts, indicating findings and recommending whether the Company Disciplinary Procedure should be invoked, (in which event the penalty given to an alleged individual will be a minimum of a final written warning on the alleged individual's personnel record for a period of twelve months), or some other action taken. Other action could be for example the provision of training or counselling.

Communicating the decision

Having made a decision on the most appropriate course of action this will be communicated in writing to both the person who has complained and the person against whom the complaint was made.

After the investigation is complete consideration may be given to redeployment of either one or both (all) of the parties involved.

Where a complaint has been upheld, the complainant may wish to avoid any further contact with the alleged individual, should the alleged individual remain in employment with the Company and where it is agreed that further contact between the individuals concerned would be unacceptable, every effort will be made to facilitate this wish. Consideration should always be given to relocating the alleged individual in the first instance and where transfer of the complainant occurs it should not lead to any disadvantage to him or her.

Even where a complaint is not upheld, or, for example, where the evidence is inconclusive, consideration may still be given, where practicable, to the voluntary transfer of one of the employees concerned.

Where a complaint is found to be malicious, vexatious or totally without foundation the matter will be dealt with under the Company Disciplinary Procedure and may be regarded as gross misconduct.

Appeals

If either the complainant or the alleged individual is dissatisfied with the way in which the complaint is dealt with they have the right to appeal. The appeal should be made in writing to the Group HR Director within five working days of the parties being notified of the outcome of the investigation. This is distinct from the right to appeal set out in the Company's disciplinary and grievance procedures unless, in the case of the alleged individual, a disciplinary sanction is applied against him or her. Any appeal against disciplinary action taken against either the complainant or the alleged individual will be dealt with in accordance with the Company's normal disciplinary procedures and NOT as part of this policy.

Policies which overlap with the Dignity at Work Policy:

Disciplinary Policy
Grievance Policy
Social Media Policy
Diversity Policy

January 2016

APPENDIX C

A copy of our Online Complaints Form and Policies.



Contact Us



Please find the specific contact details you require below. If you wish to contact us about advertising, please visit the separate [advertising page \(http://www.express.co.uk/advertise\)](http://www.express.co.uk/advertise). We look forward to hearing from you.



General Enquiries

For all general enquiries regarding the Daily Express website, Daily Express newspaper or the Sunday Express newspaper, please contact us using the details below.

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



News Desk

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 7109



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
 Call: 0208 612 7176

INVESTIGATIONS EDITOR: James Murray
 Call: 0208 612 7073
 Email: james.murray@express.co.uk (<mailto:james.murray@express.co.uk>)

CITY EDITOR: Geoff Ho
 Call: 0208 612 7370
 Email: geoff.ho@express.co.uk (<mailto:geoff.ho@express.co.uk>)

HEALTH EDITOR: Lucy Johnston
 Call: 07710 466 389
 Email: Lucy.Johnstone@express.co.uk (<mailto:Lucy.Johnstone@express.co.uk>)



BREAKING: Brexit begins - Queen fires starting gun as she signs Article 50 bill into law

([/news/uk/779922/brexit-queen-article-50-bill-law-theresa-may](http://news/uk/779922/brexit-queen-article-50-bill-law-theresa-may))



Brexit is HAPPENING because lefties put self regard ABOVE national interest, blasts author



Scots lead push to END Sturgeon's independence bid as EVERY CONSTITUENCY signs petition

([/news/uk/779808/scottish-independence-referendum-petition-map-every-constituency](http://news/uk/779808/scottish-independence-referendum-petition-map-every-constituency))



'I don't know ANYONE that wants Scotland to stay!' Fuming LBC caller blasts Salmond on air

([/news/uk/779691/fuming-lbc-stener-calls-for-uk-wide-vote-on-scotland-and-berates-alex-salmond-referendum](http://news/uk/779691/fuming-lbc-stener-calls-for-uk-wide-vote-on-scotland-and-berates-alex-salmond-referendum))



Contact Us

Do you wish to:

Point out spelling mistakes/grammatical or factual errors in any of our articles

Please [CLICK HERE \(/contactform/corrections/\)](#) for our form. Please give as much information as you can regarding the article containing the error. Please give full details of the error and the article link (if the article appears online) or the page number and date of article if in paper.

This will enable us to locate and correct the article accordingly.

Comment on an on line article

Please register with Express.co.uk to comment on the website. There is information about how to do this here:

[Daily Star \(http://www.dailystar.co.uk/preferences/\)](http://www.dailystar.co.uk/preferences/)

[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/)

Once you have registered with Express.co.uk you will see the option to join on your profile page. This will create a commenting profile for you. Simply click on the link and choose a screen name, which will be displayed publicly next to your comments. You will then see the option to leave a comment at the top of all open comment threads on Express.co.uk. Alternatively, you can sign in to comment using your Twitter or Facebook accounts if you have one.

Comment on an article in the Daily Express, Sunday Express, Daily Star or Daily Star Sunday

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

(<mailto:starletters@dailystar.co.uk>)

[Daily Express \(/contactform/comment/daily-express\)](#) - expressletters@express.co.uk

(<mailto:expressletters@express.co.uk>)

[Sunday Express \(/contactform/comment/sunday-express\)](#) - expressletters@express.co.uk

(<mailto:expressletters@express.co.uk>)

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>).

Letters for publication in the Daily Star or Daily Star Sunday can be emailed to 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:

Express Newspapers,
10 Lower Thames Street,
London, EC3R 6EN

Complain about an article

At Express Newspapers we do our utmost to ensure the accuracy of everything we publish. We are members of, and regulated by, the Independent Press Standards Organisation (IPSO (<https://www.ipso.co.uk/IPSO/index.html>)), the new regulator for editorial standards in the newspaper and magazine industry.

IPSO (<https://www.ipso.co.uk/IPSO/index.html>) operates a code of conduct for journalists employed by subscribing publishers and our journalists are required to observe the Editor's Code. You can find out more about the Code by following [this link \(http://www.ipso.co.uk/IPSO/cop.html\)](http://www.ipso.co.uk/IPSO/cop.html).

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

<p>NEWS (/NEWS)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	<p>SPORT (/SPORT)</p> <ul style="list-style-type: none"> Football Rugby Cricket Baseball Basketball Boxing Formula 1 Golf Horse Racing Netball Olympics Tennis Wrestling World Snooker 	<p>POP CULTURE (/POP CULTURE)</p> <ul style="list-style-type: none"> TV Radio Music Books Games Comics Movies Art Science History Horror Documentaries Podcasts 	<p>SEARCH</p> <p>Search <input type="text"/></p> <p>CONNECT WITH US</p> <p>f t G+ RSS v</p> <p>TODAY'S PAPER</p> <p>EVILY EXPRESS 10p</p> <p>QUEEN SIGNS OFF EU EXIT BILL TODAY</p> <p>Thursday, 16th March 2017 See today's front and back pages, download the newspaper, order delivery and use the national daily Express newspaper archive.</p>
<p>US POLITICS (/POLITICS/US)</p> <ul style="list-style-type: none"> US Politics US News US Business US Technology US Health US Environment US Life & Style US Travel US TV & Radio US Opinion US Special Reports US Photo Gallery US Video US Podcasts US Archive 	<p>POE VICTURES (/POE VICTURES)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	<p>WDS (/WDS)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	
<p>COMMENT (/COMMENT)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 		<p>ENTERTAINMENT (/ENTERTAINMENT)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	
<p>FINANCE (/FINANCE)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 		<p>ENTUS (/ENTUS)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	
<p>TRAVEL & TRAVEL (/TRAVEL & TRAVEL)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 		<p>LIFE & STYLE (/LIFE & STYLE)</p> <ul style="list-style-type: none"> Home World UK Politics Business Technology Health Environment Life & Style Travel TV & Radio Opinion Special Reports Photo Gallery Video Podcasts Archive 	

© 2017 Express Online
100, Brook Hill Drive
Bristol, England, BS1 6QJ

EXPRESS.CO.UK

- General Interest
- Site Status
- Contact Us
- Advertising
- Privacy Policy
- Cookie Policy
- Terms & Conditions
- Desktop by Zetoc
- © 2017 Express Online

© 2017 Express Newspapers. "Daily Express" is a registered trademark. All rights reserved.

DAY STAR **OK!** **New!** **star**  **NS**



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 \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/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 \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/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 \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/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 \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/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 \(https://www.ipso.co.uk/IPSO/index.html\)](https://www.ipso.co.uk/IPSO/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



BREAKING: Brexit begins - Queen fires starting gun as she signs Article 50 bill into law

[\(/news/uk/779922/brexit-queen-article-50-bill-law-theresa-may\)](https://www.express.co.uk/news/uk/779922/brexit-queen-article-50-bill-law-theresa-may)



Brexit is HAPPENING because lefties put self regard ABOVE national interest, blasts author



Scots lead push to END Sturgeon's independence bid as EVERY CONSTITUENCY signs petition

[\(/news/uk/779808/scottish-independence-referendum-petition-map-every-constituency\)](https://www.express.co.uk/news/uk/779808/scottish-independence-referendum-petition-map-every-constituency)



'I don't know ANYONE that wants Scotland to stay!' Fuming LBC caller blasts Salmond on air

[\(/news/uk/79688/fuming-lbc-stener-falls-for-uk-wide-vote-on-scotland-and-berates-alex-salmond-referendum\)](https://www.express.co.uk/news/uk/79688/fuming-lbc-stener-falls-for-uk-wide-vote-on-scotland-and-berates-alex-salmond-referendum)

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 \(https://www.ipso.co.uk/IPSO/cop.html\)](https://www.ipso.co.uk/IPSO/cop.html):
Editorial Complaints,
Express Newspapers,
10 Lower Thames Street,
London, EC3R 6EN.

How to Complain

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 6EN.

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).





Complaints form

Please fill in all the contact details below. We will only use this information to deal with your message. Those fields with * are required.

Your title: * Please select from the list beside

Your first name: *

Your last name: *

Your contact address: *

Post code: *

Your contact telephone number:

Your contact e-mail address: *

The article headline: *

The large print at the top of the article

Date of article: * - -

Byline: The author of the article – if shown

Page number:

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.

- Accuracy
- Opportunity to reply
- Privacy
- Harassment
- Intrusion into grief or shock
- Children
- Children in sex cases
- Hospitals
- Reporting of crime
- Clandestine devices and subterfuge
- Victims of sexual assault
- Discrimination
- Financial journalism
- Confidential sources
- Witness payments in criminal trials
- Payment to criminals

Your complaint: *

Empty text input field for providing details of the complaint.

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.



I'm not a robot



reCAPTCHA
Privacy - Terms

Submit

Navigation menu with categories: NEWS (NEWS), SPORT (SPORT), POLITICS (POLITICS), BUSINESS (BUSINESS), COMMENT (COMMENT), FINANCE (FINANCE), TRAVEL (TRAVEL), ENTERTAINMENT (ENTERTAINMENT), PUZZLES (PUZZLES), LIFE & STYLE (LIFE & STYLE).

SEARCH: Search [input] [button]

CONNECT WITH US: [Facebook] [Twitter] [Google+] [RSS] [YouTube]

TODAY'S PAPER:  Thursday, 16th March 2017
Get today's paper and back issues. Download the newspaper, order back issues and use the mobile Daily Express newspaper archive.

