



MEDIA GROUP

Bauer Consumer Media Limited ("BCML") and H. Bauer Publishing  
("H. Bauer")

# IPSO ANNUAL STATEMENT

01 January to 31 December 2017 (the "Reported Period")



MEDIA GROUP

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## 1. INTRODUCTION

Bauer Media Group consists of two publishing arms, Bauer Consumer Media Limited and H. Bauer Publishing. Both companies are UK based companies of the Bauer Media Group, a worldwide media empire offering over 600 magazines in 16 countries, as well as online platforms, TV channels, and radio stations.

### A. Bauer Consumer Media Limited ("BCML")

BCML joined the Bauer Media Group in January 2008 following the acquisition of Emap PLC's consumer and specialist magazine, radio, online and digital businesses.

Our magazine heritage stretches back to 1953 with the launch of Angling Times and the acquisition in 1956 of Motor Cycle News, both still iconic brands within our portfolio. Continuing its history of magazine launches, Closer was launched in 2002 and Britain's first weekly glossy, Grazia, was launched in 2005. The most recent additions to our portfolio came with the launches of The Debrief, a digital only brand, in February 2014, and Planet Rock magazine in May 2017.

Today, BCML comprises 80 influential brand names, covering a diverse range of interests including: Empire, Mojo, Q, Heat, Parkers, Match, Car and Yours. A full list of our titles is set out below:

6 monthly releases		
Title Name	Total ABC Jul 17 - Dec 17	Frequency
Closer	189,557	Weekly
Empire	109,654	Monthly
Garden Answers	34,688	Monthly
Garden News	36,055	Weekly
Grazia	102,859	Weekly
Heat	119,853	Weekly
Mojo	62,779	Monthly
Q Magazine	37,073	Monthly
Yours	244,754	Fortnightly



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<i>Total</i>	937,272	
<b>Annual releases</b>		
<b>Title Name</b>	<b>Total ABC Jan 17 - Dec 17</b>	<b>Frequency</b>
Angling Times	25,271	Weekly
Bike Magazine	37,459	Monthly
Bird Watching	14,183	4 Weekly
CAR	50,811	Monthly
Classic Bike	33,598	Monthly
Classic Cars	33,484	Monthly
Country Walking	30,524	13 Per Annum
Golf World	24,244	Monthly
Improve Your Coarse Fishing	21,847	Monthly
Land Rover Owner International	27,050	13 Per Annum
Landscape	35,055	Monthly
MCN (Motorcycle News)	60,719	Weekly
Model Rail	24,716	4 Weekly
Modern Gardens	30,888	Monthly
Mother & Baby	13,029	Monthly
Performance Bikes	15,274	Monthly
Practical Classics	40,897	Monthly
Practical Photography	39,289	Monthly
Practical Sportsbike	18,035	Monthly
Rail	19,913	Fortnightly
Ride	32,353	Monthly
Sea Angler	18,744	Monthly
Steam Railway	33,150	Monthly
Today's Golfer	44,118	Monthly
Trail	19,871	4 Weekly
Trout & Salmon	19,825	Monthly
Trout Fisherman	12,619	Monthly
<i>Total</i>	776,966	



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Bauer Own Source Data		
Title Name	Total ABC Jan 17 - Dec 17	Frequency
Practical Fishkeeping	8,490	4 Weekly
Your Horse	11,313	Monthly
<b>Total</b>	<b>19,803</b>	

The Responsible Person for BCML is Tina Sany-Davies, General Counsel.

**B. H. Bauer Publishing ("H. Bauer")**

H. Bauer was formed in August 1987 with the launch of the women's weekly Bella, which is still published today.

Since 1987 our magazine portfolio has increased considerably covering women's weekly true life magazines, TV listings, astrology, food and puzzles.

Take a Break has been the biggest-selling women's magazine in the UK for over a quarter of a century and its brand extensions alone sell over 10 million copies each year.

6 monthly Releases		
Title Name	Total ABC Jul 17 - Dec 17	Frequency
Total TV Guide	94,209	Weekly
TV Choice	1,188,558	Weekly
Bella	164,051	Weekly
Take a Break	497,349	Weekly
That's Life	203,031	Weekly
TAB Series	212,560	Monthly
<b>Total</b>	<b>2,359,758</b>	



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Annual Release		
Title Name	Total ABC Jul 17 - Dec 17	Frequency
Spirit & Destiny	29,006	Monthly

The Responsible Person for H. Bauer is Tina Sany-Davies, General Counsel.

## 2. OUR EDITORIAL STANDARDS

We recognise the imperative for our journalists to provide good, interesting, relevant and accurate stories for publication in our titles which enables the titles to maintain their position in a highly competitive market place. Notwithstanding this, it remains the case that we require our journalists and contributors to adhere at all times to the legal and ethical responsibilities to which we have always been committed.

It therefore remains the individual and overriding responsibility of each member of editorial staff and of all non-staff contributors to ensure that their behaviour and conduct in researching, securing, or presenting for publication any story material is in full compliance with the Editor's Code of Practice (the "Code") and all relevant legal authorities.

We maintain operational guidelines (copies of which are available to IPSO on request) for story gathering which encourage record keeping, double sourcing and rigorous verification of all information and sources. These internal practices ensure that all stories have a credible source and that the information the source has provided is accurate and/or verifiable.

Some publications have legal retainers in place with specialist law firms who, along with the in-house legal team, provide regular training sessions and pre-publication services. All stories at BCML and H. Bauer are read and assessed at pre-publication by a senior editor and/or sub-editor to ensure the content is compliant with the Code. If there are any doubts about veracity or legality of the content, then it will be referred to the in-house legal team or specialist law firms.



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Where necessary, editors and journalists may seek advice pre or post publication from IPSO directly. During the Reported Period, an Editor for the H. Bauer publication 'That's Life' sought IPSO advice via telephone and through correspondence, for a proposed article in relation to Clause 1 (Accuracy) and Clause 2 (Privacy). This was done to review concerns surrounding the veracity of claims within the story, which the subject of the story refused to comment upon. The advice received was employed with careful consideration and the story was published without any issues.

### **3. OUR COMPLAINTS-HANDLING PROCESS**

We treat every editorial complaint seriously and accept complaints made in any form. We have a comprehensive Complaints Policy (see Appendix 1) consistent with other publishers in the magazine industry. All mastheads include IPSO complaints information and all websites for our titles include a clear "complaints" link at the bottom of every webpage (see Appendix 2) through which users may access our Complaints Policy.

The Complaints Policy sets out a detailed explanation of what is or is not covered by the Complaints Policy, how to complain, how the complaint will be processed and what the complainant should do if they are not satisfied with the response given. Additionally, our Complaints Policy provides a link to, and contact details for, IPSO should complainants be dissatisfied with the information provided or our response.

Our Complaints Policy provides an email address for editorial complaints: [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk). This mailbox is managed by the in-house legal team. If an editorial complaint is sent directly to an editor, they will forward the email to the complaints mailbox address to ensure it is handled and recorded centrally.

Whilst our complaints mailbox is intended only for editorial complaints concerned with potential breaches of the Editors Code in practice, we receive a number of queries to this mailbox that are unrelated to editorial complaints or issues. As a result, we are introducing a complaints form to filter adhoc and non-relevant emails.



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Details of all complaints received are recorded by the legal team, including: the name of the complainant; the nature of the complaint; the publication and article; the date the complaint was received; whether an acknowledgement email has been sent and the date on which it was sent; any action taken and any response received from the complainant.

Editorial complaints are always shared with the relevant publication and editorial team concerned. They will work in collaboration with the legal team and/or external legal advisers to investigate and respond to editorial complaints, seeking a mutually acceptable resolution where possible.

#### **4. OUR TRAINING PROCESS**

All editorial staff at both BCML and H. Bauer receive training to ensure that they are made aware of the IPSO's role in the industry, how the regulatory system operates, and any other important legal requirements to be considered when producing editorial content.

Training is on-going, particularly on the Editors' Code, defamation, privacy, and copyright issues, and continues to be provided regularly by the in-house legal team and specialist libel law firms. Training is scheduled at both our London and Peterborough offices. This ensures that editorial staff who have not attended, together with new joiners, and/or staff who would like to refresh their knowledge have an opportunity to attend.

#### **5. OUR RECORD ON COMPLIANCE**

BCML has not received an Editorial Complaint during the Reported Period which has been ruled upon or adjudicated by IPSO.

A complaint was upheld against H. Bauer Publishing during the Reported Period, in the name of A Woman v. That's Life. In light of this finding we have refreshed training and facilitated a meeting with IPSO for our True Life editors. We have also encouraged editors to give more careful consideration to cover lines in light of this adjudication.

**March 2018**





**WE THINK  
POPULAR.**

## BAUER CONSUMER MEDIA LIMITED & H BAUER PUBLISHING - EDITORIAL COMPLAINTS POLICY

We take all complaints about editorial content seriously and are committed to abiding by the Independent Press Standards Organisation ("**IPSO**") rules and regulations and the Editors' Code of Practice that IPSO enforces (the "**Editors' Code**").

### 1. What is a complaint?

When making a complaint, you must clearly state that your complaint is a formal complaint under this policy.

### 2. What does this policy cover?

This policy only applies to complaints about editorial content in our publications and digital services that we control in the UK, Channel Islands and Isle of Man. It does **not** cover:

- o complaints about TV and radio services (which are regulated by Ofcom, ATVOD and/or the BBC Trust);
- o complaints about advertising (which are regulated by the Advertising Standards Authority);
- o concerns about matters of taste/decency and due impartiality;
- o complaints about books;
- o complaints about 'user generated content' (i.e. material on our digital services e.g. websites or apps that is not posted by us or on our behalf) which we have not reviewed or moderated; or
- o any complaint that falls outside the remit of IPSO.

### 3. How to complain

- o Complaints should be made in writing, either by email to [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk) or by post to Bauer Media, Academic House, 24-28 Oval Road, London, NW1 7DT and addressed to The General Counsel.
  - complaints under this policy will only be accepted within four months from the date of the behaviour or first publication of the article that you are complaining about. Where an article remains accessible on our website, complaints will be accepted up to 12 months from the date of the behaviour or first publication of the article that you are complaining about.
- o When making your complaint you must include:
  - a copy of the article in question, or a link to the relevant webpage or a web address if the complaint is about published material (or reference to the publication title, issue date, page and article title if a copy is unavailable);
  - a written explanation of your concerns, **with reference to the Editors' Code**;
  - any other documents that will help us assess your complaint.
- o Complaints received without this essential information cannot be considered. We may seek further details after your initial contact. If you cannot provide the requested information we may be unable to consider your complaint.
- o We will consider complaints from (a) any person who has been directly affected by the matter complained of; or (b) from a representative group affected by an alleged breach of the Editor's Code which is significant and of substantial public interest; or (c) from a third party seeking to correct a significant inaccuracy of published information.
- o We reserve the right to reject, without further investigation, complaints that show no breach of the Editor's Code; or that are trivial, hypothetical, gratuitously abusive or offensive, or otherwise vexatious or insignificant;
- o If you are taking legal action, we may be unable to consider your complaint.

### 4. What happens to your complaint?

- The complaints process is free of charge irrespective of the outcome of your complaint.
- We aim to acknowledge your complaint within 5 working days of receipt. You agree to respond promptly to any request for further information.
- If we receive multiple complaints about the same issue we may make one response to all.
- We will provide you with our response to your complaint within 28 days of receiving everything we need from you to allow us to investigate. If we fail to meet this timescale, you can take your complaint to IPSO.
- We will always treat you courteously and with respect. We expect the same from you.

#### 5. **Complaint to IPSO on exhaustion of our complaints procedure**

If you are unhappy with our final response to your complaint you may complain to IPSO ([www.ipso.co.uk](http://www.ipso.co.uk)). IPSO offers, without charge, a complaints handling service to the public in cases where there has been a disagreement between a complainant and us about whether the Editors' Code has been breached. We will be asked to confirm that our complaints procedure has been exhausted and will do so in writing.

#### 6. **Policy Changes**

We reserve the right to amend this policy as required to ensure compliance with IPSO regulations. We will publish a link to the current policy on our website. Your complaint will be considered against the published policy on the date of receipt of your complaint.

#### 7. **IPSO Contact Details**

Website: [www.ipso.co.uk](http://www.ipso.co.uk)

Address: Independent Press Standards Organisation, Gate House, 1 Farringdon Street, London, EC4M 7LG

Telephone: 0300 123 2220

Email: [inquiries@ipso.co.uk](mailto:inquiries@ipso.co.uk)

Updated February 2017

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KIDS FASHION

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## WINNERS: October

### SOMERSET BREAK

Susan Fisher,  
Newcastle upon Tyne

'At the end of the working week, it was a lovely surprise to get your letter telling me I'd won a two-night break in Wells and I'm thrilled that you will look for a pet-friendly hotel so that I can take our dog, Jake, with us. It will be a real family break! Thanks, Take a Break.'



### FLORIDA'S GULF COAST BREAK

(PRIZE WORD: SPRAY)  
Mrs H Currie, Glasgow.  
FUERTEVENTURA HOLIDAY  
(PRIZE WORD: MAGMA)  
Mr G Talbot, Kettering,  
Northants.

CYPRUS HOLIDAY  
(PRIZE WORD: RASPBERRY)  
M Minnis, High Peak, Derbys.  
£2000 YOUR BIG BONANZA  
(PRIZE WORD: MEALY)  
Mrs N Allen, Norwich.

HOME ENTERTAINMENT  
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(PRIZE WORD: ZAPPER)  
Mrs L Bower, Alston, Cumbria.  
3 X £1000 CASH  
(PRIZE WORDS: HAD  
NOSE JOBS)

Mrs K Garrigan, Wirral,  
Merseyside. Mr J Hadley,  
Basingstoke, Hants. C Hubbert,  
Mold, Flints.

YOUR BIG  
SUPERMARKET BET  
(PRIZE WORD: LEMONS)  
Mrs L Pantrey, Aylesford,  
Kent.

SOMERSET BREAK  
(PRIZE WORD: FLAGON)  
Mrs S Fisher, Newcastle upon  
Tyne.

MURDER MYSTERY  
WEEKEND  
(PRIZE WORD: SHOTS)  
W Lampert, Castle Cary.  
Somerset. A Twitchen,  
Aylesbury, Bucks.

£500 YOUR BIG  
CROSSWORD CHALLENGE  
(PRIZE WORD: ORNATE)  
Mrs J Drew, Frodsham,  
Cheshire.

£500 YOUR BIG RELAX  
(PRIZE WORD: GRAIN)  
Mrs A Jenkins, Selby,  
N Yorks.

£300 CASH  
(PRIZE NAME: EMMA WILLIS)  
Mrs D Tate,  
Ramsgate, Kent.

£100 CASH  
(PRIZE WORD: PANT)  
Mrs B Dunn, Potters Bar, Herts.,  
5 X £100 SUPERMARKET  
VOUCHERS  
(PRIZE WORD: TWICE)  
Mr J Dale, Stockton-on-Tees,

Co Durham. J Evans, Welling, Gtr  
London. M Riley, Cleethorpes,  
Lincs. Miss J Small, Felixstowe,  
Suffolk. Mrs S Wickins,  
Stockton-on-Tees, Co Durham.  
5 X £100 THE BODY SHOP  
VOUCHERS

(PRIZE WORD: SOOTHE)  
Mrs F Birkett, Cirencester, Glos.  
Miss N Jones, Swansea.  
E Leonard, Northwich, Cheshire.  
V Tonge, Coventry, W Mids. R  
Zebedee, Brockenhurst, Hants.

5 X £100 LAURA ASHLEY  
VOUCHERS  
(PRIZE WORD: SETTEE)  
Mrs E Finlayson, Elgin, Moray.  
Miss S Ghayur, Coulsdon,  
Surrey. Mrs S Orrock,  
Arbroath, Angus. Mrs K Ryan,  
Baintree, Essex. Mrs M Wain,  
Mansfield, Notts.

5 X £100 HOUSE OF FRASER  
VOUCHERS  
(PRIZE WORD: CLOTH)  
Mrs M Blakey, Stone, Staffs. K  
Cannon, Ardrossan, N Ayr. Mrs  
D Hutchinson, Shildon, Co  
Durham. Mr J Martin, Aberdeen.  
Miss A Walker, Hull, E Yorks..

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COMPLAINTS: H Bauer Publishing is a member of the Independent Press Standards Organisation (ipso.co.uk) and endeavours to respond to and resolve your concerns quickly. Our Editorial Complaints Policy (including full details of how to contact us about editorial complaints and IPso's contact details) can be found at [bauermediacomplaints.co.uk](http://bauermediacomplaints.co.uk). Our email address for editorial complaints covered by the Editorial Complaints Policy is [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk)

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