

HELLO! Business Director

IPSO Annual Report

Period covered: January 2018 - December 2018

1.0 Factual Information about the Regulated Entity

HELLO! Publishes a total of 2 regulated publications.

1.1 Titles Published

Title	Print edition	Digital edition	Frequency	Circulation
HELLO!	x	x	Weekly	237,736*
HELLO! Fashion Monthly	x	x	Monthly	83,772*
hellomagazine.com		x		5.6m* monthly unique users / 2.4m* social media followers
Fashion.hellomagazine.com		x		Now part of hellomagazine.com

*Sources. ABC July to Dec. 2018, / Google Analytics July to Dec 2018 / PAMCO 2018.4

1.2 Responsible Person

The Regulated Entity's responsible person is Kevin Petley — Business Director

1.3 Overview

The Regulated Entity was founded in 1988 and is a magazine media publisher, publishing print and digital editions of weekly & monthly magazines as well as newsletters, desktop/mobile websites, along with social media activity.

2.0 Internal Guides

The regulated entity has the following internal manuals used by journalists, of which copies are available on request by the Regulator:

- The Editors Code – Version - 1st January 2018
- Revised Staff Contracts (Confidentiality)
- Staff Handbook
- Staff Comms Cascade

3.0 Compliance Procedures

How the Regulated Entity deals with:

3.1 Pre-publications guidance under regulation 4.5

An internal review and checking process is carried out with any potential 'News Story' in line with agreed procedures, including seeking advice from celebrity agents, and HELLO's legal counsel prior to any decision being made. Where required editors and journalists seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors Code. This advice is then considered alongside editorial guidance and the public interest when refining and publishing any articles.

3.2 Verification of stories

Journalists and Editors take all appropriate steps to confirm stories.

3.3 Compliance with the Editors Code – (Version 1st January 2018)

Copies of the Editor's Code (version 1st January 2018) are supplied to all journalists, visible on notice boards, as well as copies listed on the intranet/shared drives.

When the regulated entity receives a notification from the regulator advising of a contact made by a 3rd party expressing concern over possible press intrusion, then a communication is circulated to all relevant staff, irrespective of whether that 3rd party is likely to feature in its publications, to ensure full and proper compliance.

Where the Regulator finds against a publication in the course of assessing a complaint, the publication complies with the findings and any remedial action required.

3.4 Editorial Complaints, Determined under Regulation 19

A standard complaints procedure exists across all publications, which is published in the magazines and on the website for each title. Members of the public can register an editorial complaint under this procedure by completing an online form, or by submitting a complaint in writing to the company address.

Complaints received in line with the published procedure, or referred from IPSO, are logged on a complaint record and then assessed by the responsible person, who will seek to resolve the matter with the complainant. Complaints that fall outside the procedure, i.e. are not editorial complaints, are logged and referred to the relevant department/person.

Where the Regulator finds against a publication when determining a complaint under Regulation 19, the publication complies with the findings and any remedial action required by the Regulator.

3.5 Training of Staff

As required, HELLO! ensures through its induction process that all relevant staff are aware of its requirements, it arranges staff training sessions to ensure that all relevant staff remain updated on regulatory changes. New joiners are supplied with a staff handbook and copy of the Editors Code. In addition;

3.5.1 Workshop sessions are run by HELLO's legal counsel, Karim Bouzidi of Clinton's, as required to revisit all aspects of the editorial approach to stories to reinforce these requirements. A set of these were run during the

last quarter 2018, to revisit CMA guidelines and remind staff of their responsibilities for accurate, transparent and honest reporting in line with HELLO's editorial values and positive reporting. Further are planned for 2019. The reason these were organised was to reinforce the need to accurately state when a review relates to a story where an experience has been sponsored by a brand, etc. In line with the CMA guidelines.

3.5.2 Editorial staff are asked to sign a copy of the 'Editor's Code', a copy of which is kept on their file, so as to reinforce the importance of this area.

4.0 Adverse Adjudications

There have been no adverse adjudications registered against HELLO!



On behalf of HELLO!
Business Director

SIGNED:

Submitted to IPSO: 18/03/2019