

# **ASSOCIATED NEWSPAPERS**

**Annual statement to the Independent  
Press Standards Organisation 2020**

# **1. Factual information**

## **1.1 Overview**

A division of Daily Mail and General Trust, Associated Newspapers is one of the largest publishers of national newspapers and news websites in the UK. Its titles including the Daily Mail, Mail on Sunday, MailOnline, Metro, and Metro.co.uk. During 2020 the company purchased the i and inews titles, which are also regulated by IPSO.

The company also publishes the Irish Daily Mail, Irish Mail on Sunday and evoke.ie website in the Irish Republic. MailOnline is a global news website with independent editorial operations in the USA and Australia.

## **1.2 List of Titles**

The Associated Newspapers titles regulated by IPSO are:

- Daily Mail (*Circulation area England, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2020: 970,000*)
- The Mail on Sunday (*Circulation area England, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2020: 810,000*)
- Scottish Daily Mail (*Circulation area Scotland. Average circulation December 2020: 61,600*)
- The Scottish Mail on Sunday (*Circulation area Scotland. Average circulation December 2020 55,000*)
- Metro (*Distribution in major cities and suburban areas in England, Scotland and Wales. Average circulation December 2020: 781,300*)
- MailOnline (all content relating to news events in the UK) (*Global audience. Global monthly unique visitors December 2020: 206.5m million*)
- Metro.co.uk (*Global audience. Global monthly unique visitors December 2020: 51.1m million*)
- The i (*Circulation area England, Scotland, Wales and Northern Ireland. Average circulation including Scotland and Ireland December 2020: 148.900*)
- inews (*Global audience. Global monthly unique visitors December 2020: 12.7 million*)

## **1.3 Responsible person**

Associated Newspapers' responsible person is Peter Wright, Editor Emeritus.

## **2 Editorial standards**

### **2.1 Overview.**

Associated Newspapers has always been committed to upholding the editorial standards enshrined in the Editors' Code of Practice. The CEO is chair of the Regulatory Funding Company; the Editor Emeritus is a member of the IPSO Complaints Committee; and the Editor of Metro is a member of the Editors' Code of Practice Committee.

Compliance with Editors' Code, Data Protection Act and Bribery Act is a requirement written in to all journalists' contracts.

Whenever there are changes to the legal and regulatory framework within which our journalists work we ensure they are informed and, where necessary, undergo training to guarantee they understand and comply with new requirements.

There were no significant change in regulatory requirements in 2020, however the Editor Emeritus concluded delivering a series of seminars explaining the changes to the Code made in 2018, and educating them in how recent rulings by the Complaints Committee affect working practices. The seminars were largely suspended during lockdown, but a news series will when the majority of staff return to office working.

All our newspapers carry regular corrections and clarifications columns, normally on page two for the Mail and Metro titles and the letters page for the i. Our websites carry regular corrections and clarifications panels on their news page.

All Associated titles employ managing editors with responsibility for ensuring compliance with the Editors' Code and resolving any alleged breaches. During this period there were two for the Daily Mail and Metro, one for The Mail on Sunday, four for MailOnline and Metro.co.uk, and one for the i.

We operate an automated complaints management system to ensure all complainants have access to the Editors' Code and assistance in making a complaint, and complaints are logged, acknowledged and outcomes recorded.

We publish our Complaints Procedure (See Appendix 1).

All journalists are required to seek advice from managing editors and/or the editorial legal department in respect of any journalistic inquiries or proposed stories which may raise issues under the Editors' Code or the law.

The editorial legal department currently employs five full-time lawyers and two part-time. An in-house lawyer is present until the daily newspapers go to press, and they remain on call 24/7 for the newspapers and for Mail Online. Additional cover is provided by rota lawyers during the

evening for the Daily Mail and Metro, and a staff lawyer and two rota lawyers for The Mail on Sunday on a Saturday. All the editorial content of the newspapers is read before publication by either an in-house lawyer or a rota lawyer.

Two in-house lawyers are embedded with MailOnline and Metro.co.uk in the office between 8am and 7.00 pm, and provide advice remotely until 10.00 pm. A rota lawyer provides remote cover between 10pm and 8am. Online editors select content for legal advice pre-publication, there is constant dialogue between editors, journalists and lawyers, and lawyers monitor content as it is published.

The i and inews take advice from an external lawyer when it is required.

## **2.2 Guidance from IPSO.**

All desist notices received from IPSO are circulated to all relevant journalists, and placed on the legal warnings database. On receipt of desist notices managing editors will occasionally speak to IPSO's Director of Operations, either to seek clarification, or to check whether the notice relates to any activities of Associated journalists.

More rarely, from time to time managing editors speak to IPSO's Executive for guidance on Code issues. Practice varies a little from title to title, according to the nature of the material they publish. The Daily Mail would generally only seek guidance on the application of the Code, or helpful precedents, without reference to a specific story. The Mail on Sunday may give some detail of a particular story or picture. MailOnline and Metro do not normally seek pre-publication advice from IPSO

Similarly the IPSO Executive will occasionally contact a managing editor regarding a story they believe one of our titles might be about to publish, and draw his/her attention to potential Code issues.

In either case IPSO's Executive invariably make clear that any advice they give is only for guidance and not for official clearance. They always point out that the IPSO complaints committee would ultimately rule on any complaint and they may well take a different view to that offered by the executive. The decision to publish rests with the Editor alone.

## **2.3 Verification of stories**

We are very aware that across the industry a large proportion of all complaints are about accuracy, and our titles are no exception. Associated Newspapers has a formal step-by-step Verification Policy which is distributed to all journalists. (Appendix 2).

## **2.4 Financial Transparency**

At Associated Newspapers we have always had a strong record of protecting our journalistic integrity from inappropriate commercial pressure. To help our journalists further we have

issued Financial Transparency guidelines, which codify and strengthen previous practice. They can be found at Appendix 4.

## 3 Complaints handling

### 3.1 Forms in which complaints are accepted.

All our titles have very large, broad-based readerships and, unsurprisingly, we receive complaints in many different forms, about a wide variety of issues. For this reason we offer a range of avenues for complainants: *(Please note this section gives Daily Mail web and email addresses; there are parallel web and email addresses for our other titles).*

**(a) IPSO.** The most frequently used avenue for complaints is IPSO. Complainants go directly to IPSO and are then referred to us.

**(b) Readers' Editor.** Readers who prefer to make a formal complaint under the Editors' Code directly to us are encouraged to do so via an automated complaints form which is hosted on a dedicated web page [www.dailymail.co.uk/readerseditor](http://www.dailymail.co.uk/readerseditor). Here they are given full information about the Editors' Code, details of our Complaints Policy, and easy-to-follow instructions on how to formulate a complaint. This route is prominently displayed on page two of our newspapers and the UK news page of our websites.

**(c) Corrections.** We are aware that some readers may want to take issue with a simple point of accuracy, which may not be a significant inaccuracy under the Code, or for a variety of reasons may not wish to engage in a formal process. We therefore offer in parallel with the Readers' Editor service an informal email route through [corrections@dailymail.co.uk](mailto:corrections@dailymail.co.uk). It is publicised in the same way. If these complaints engage the Code in any way we record them with formal complaints.

**(d) Contact Us.** Some readers who use the Readers' Editor service realise, on reading the Editors' Code, that the matter which concerns them is not a Code issue, but a question of taste and decency, an opinion they wish to express, or something they simply wish to make known to us. Others may decide, having looked at the IPSO process, that they would rather not make a formal complaint. We therefore offer, on the landing page of the Readers' Editor web page, a second informal route called Contact Us. As with Corrections complaints that arrive by this route do nevertheless sometimes engage the Code, in which case they are recorded as formal complaints.

**(e) Email/Letter.** Some complainants prefer to complain in writing directly to the editor or journalist involved. Where these complaints might engage the Code they are recorded with other formal complaints. This is the route by which the i and inews take complaints.

### **3.2 Handling of editorial complaints.**

Due to the very different nature of newsprint and digital publishing, there are some differences between the way our print and web titles handle complaints.

**(a) Newspapers.** Daily Mail and Metro complaints are assessed at the outset to determine whether there is any issue under the Code. If there is no breach a member of the Managing Editor's team will write to the complainant explaining carefully how this decision has been reached. If the complaint is more serious and likely to go to IPSO for a ruling, it will be passed to the Managing Editor so it can be dealt with straight away. Mail on Sunday complaints follow a similar process, but are generally handled from the outset by the newspaper's Managing Editor.

**(b) Websites.** The much larger volume of content, and the speed with which it is published, makes websites more open to complaint than newspapers. At the same time continuous 24-hour publication means inaccuracies can be corrected immediately and permanently, sometimes within minutes of publication. Speed is of the essence, and for that reason online complaints go directly to Managing Editors, who try to resolve them as soon as possible. If that can't be done they will engage with the complainant and IPSO in the same way as the newspapers' Managing Editors.

**(c) the i and inews.** Complaints are handled by the Managing Editor.

### **3.3 Keeping of records.**

All complaints that are entered via the complaints management system are recorded electronically. Complaints that are framed under the Code and are submitted by letter or email independently are also entered into the system, as are complaints referred by IPSO. When substantive complaints are resolved key information is transferred to a central register which records the name of the complainant, nature of the complaint, Code clause raised, outcome, remedial action (if any), and time taken to resolve

### **3.4 Resolution of complaints.**

The average time taken to resolve complaints in 2020 was 22 working days. This represents the time taken from our receipt of a complaint to our last substantive exchange with the complainant or, in the case of complaints which proceed to IPSO for ruling, the last substantive exchange with IPSO. It does not include time spent waiting for IPSO to rule on a complaint or issue its ruling, as this is beyond our control.

### **3.5 Information provided to readers.**

All readers using our automated complaints service are given full details of how to make a complaint and our Complaints Procedure. The Complaints Procedure gives an outline of how IPSO handles complaints, and encourages potential claimants to visit IPSO's website for further information. (Appendix 1) The automated complaints service is publicised on page two of our newspapers (the letters page for the i) and the news page of our websites (Appendix 4).

## **4 Training Process**

### **4.1 Details of training programmes**

In 2020 we continued training seminars, which have been given to all staff over the last two years, given by the Editor Emeritus and entitled 'The Editors' Code: How to make sure YOU don't get an adverse adjudication from IPSO'.

The seminars explain the changes in the Code which were introduced in 2018, but their main purpose is to help journalists understand the lessons learned from recent rulings by IPSO. The subjects covered are summarised in Appendix 5. Each attendee was given a copy of the revised Editors' Code.

Due to Covid and remote working, and the fact that all staff have had recent training, seminars were not held for existing staff in 2020, but around 30 trainees attended seminars.

In addition to this, MailOnline and Metro.co.uk hold internal induction sessions on key topics for new members of staff.

### **4.2 Plans for further training**

Although there have been no significant changes to the Editors' Code since the recent series of seminars began in 2018, it is always useful to run refresher course for journalists, updating them on the latest IPSO jurisprudence. Assuming sufficient staff are working in the office, a new series of seminars is planned for the second half of 2021, extending into 2022.

## **5 Compliance**

### **5.1 Complaints ruled on by IPSO**

During this period IPSO ruled on 13 complaints against Associated Newspapers titles. Four were upheld. The rulings were:

05599-19 Sultan bin Muhammad Al Qasimi and the Al Qasimi family v Daily Mail. Not upheld

05600-19 Sultan bin Muhammad Al Qasimi and the Al Qasimi family v Metro. Not upheld

06223-19 Sutcliffe v The Mail on Sunday. Not upheld

00119-20 Moses v Mail Online. Not upheld

00120-20 Moses v Metro.co.uk. Not upheld

02294-20 Chan v The Mail on Sunday. Not upheld

00040-20 Smith v metro.co.uk. **Upheld**  
01293-20 Garner v Mail Online. Not upheld  
09335-19 Dyson Technology Limited v Mail Online. **Upheld**  
02672-20 A Man v Mail Online. Not upheld  
12103-20 Smith v Mail Online. Not upheld  
10893-20 The Centre for Media Monitoring v Mail Online. **Upheld**  
02678-20 Walker v Daily Mail. **Upheld**

IPSO mediated 15 complaints without making a determination on whether or not there had been a breach of the Code:

08877-19 Lynch v Metro.co.uk  
08404-19 RSPCA v Mail Online  
00248-20 Greany v Mail Online  
02638-20 A woman v Mail Online  
11836-20 The Metropolitan Police v Daily Mail  
09388-19 Brooks v metro.co.uk  
02815-20 Mulqueen v Daily Mail  
12378-20 Way v Mail Online  
02389-20 Shoebridge v Mail Online  
28060-20 Sturt v Mail Online  
08847-20 Patel v Mail Online  
27884-20 Iles v The Mail on Sunday  
27971-20 Hawk v Mail Online  
28683-20 Extinction Rebellion v Mail Online  
28129-20 Odewale and Yadav v Metro

## 5.2 Steps taken to respond to adverse adjudications:

**00040-20 Smith v metro.co.uk.** This was a story based on PA copy about Labour's inheritance tax plans. Staff were reminded that even normally reliable agencies sometimes make errors, and any discrepancies in figures must be checked to ensure there is no inaccuracy.

**09335-19 Dyson Technology Limited v Mail Online.** This article included information about the complainant, originally published by PA without complaint, which the complainant then decided to correct after publication of the MailOnline story. Staff were told that in these circumstances a correction must be made, even if the story on which it was based had not been corrected.



**10893-20 The Centre for Media Monitoring v Mail Online.** This concerned a story which originally appeared in the Telegraph. Staff were reminded that headlines must be supported by the facts, and care must be taken to check stories followed up from other publications in order not to repeat any errors which may have been made in the original story.

**02678-20 Walker v Daily Mail.** All executives and sub-editors were warned that Covid stories are likely to come under extra scrutiny and particular care must be taken with all points of accuracy.

### 5.3 Details of other incidents

Any complaints which arrive outside the IPSO system are normally settled without admission of liability. Although they are investigated internally, they do not go through an independent process of investigation and adjudication, so it would be unfair to both the complainants and the journalists involved to offer a view on whether or not there was a breach of the Code in individual cases. In addition some complainants choose not to use the services of IPSO because they prefer to resolve their complaint with us privately, and we must respect that.

However we can supply the following details for complaints resolved under IPSO rules during 2019. This list does not include legal complaints, or those resolved informally:

**Total number of complaints resolved: 184**

*This figure includes:*

**Number of complaints adjudicated or mediated by IPSO: 28**

**Complaints referred by IPSO and resolved by us within the 28-day period: 66**

**Clauses of the Code raised (some complainants raised more than one clause, none raised clauses 7, 13, 15 or 16):**

1 Accuracy	158
2 Privacy	54
3 Harassment	16
4 Intrusion into grief	30
5 Reporting of suicide	4
6 Children	17
8 Hospitals	3
9 Reporting of Crime	7
10 Subterfuge	1
11 Victims of sexual assault	4
12 Discrimination	13
14 Confidential sources	9

**Outcomes (internal determinations do not reflect an independent investigation and adjudication):**

Code not engaged (internal determination)	81
Code potentially engaged (internal determination)	49
Upheld by IPSO	4
Not Upheld by IPSO	9
Outcome mediated by IPSO	15
Case suspended pending police investigation/legal advice	2
Outside remit	3

**Ways in which complaints were resolved (some complaints involved more than one action, an agreement to resolve a complaint does not necessarily mean there was a breach of the Code):**

Online article amended	60
Online article, picture or video removed	33
Correction/clarification published	24
Footnote/statement added to online article	11
Donation to charity	1
Apology published	2
Private letter of apology	2
Complainant's comments circulated to staff	1
No remedial action required	47

## **Appendix 1. Complaints Procedure**

# **Daily Mail**

# **Complaints Procedure**

We take great pride in the quality of our journalism and do our utmost to ensure the accuracy of everything we publish. All our journalists are required to observe the rules of the Editors' Code of Practice and we are members of the Independent Press Standards Organisation (IPSO), the new regulatory body for the press set up in response to the Leveson Inquiry.

One of IPSO's key principles is that all its members should have effective mechanisms for dealing with complaints and correcting errors as promptly as possible. If you wish to complain about a story in one of our publications, or the behaviour of one of our journalists, we will do everything we can to put matters right.

But first, please take a few moments to read the advice below:

### **1. Is your complaint covered by the Editors' Code of Practice?**

The Editors' Code sets standards for accuracy, respect for privacy, cases of intrusion into grief or shock, stories involving children, discrimination and the behaviour of journalists, including photographers. [Click here](#) to check whether your complaint is covered by the Code and make a note of the clause you believe has been breached.

If you wish to draw an issue to our attention but do not wish to make a formal complaint under IPSO rules, [click here](#) to send your concerns to our Managing Editor.

### **2. Important points to check before you submit your complaint**

Under IPSO rules complaints will normally only be accepted within four months of the date of publication of the article, or the journalistic conduct in question. Outside that period, complaints can be considered up to 12 months after the date of first publication only if the article remains on our website, and it can be investigated fairly given the passage of time.

Please note that we cannot begin considering a complaint until we have received all supporting documentation you wish to submit, including correspondence with the journalist concerned. Normally complaints can only be considered if they are made by a person who has been personally and directly affected by an alleged breach of the Editors' Code. If you are making a complaint on behalf of another individual you need to enclose with your complaint an email or letter from that individual, giving you permission to act on their behalf.

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

Complaints from representative groups affected by an alleged breach of the Code can only be considered where the alleged breach is significant and where there is a substantial public interest in it being considered.

Third party complaints can only be considered where they seek to correct a significant inaccuracy of published information, in which case the position of the party most closely involved will be taken into account.

Complaints may be rejected if there is no apparent breach of the Editors' Code, or if they are without justification (such as an attempt to argue a point of opinion or to lobby), vexatious, or disproportionate.

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

### 3. What happens next?

As soon as we have checked that we have all the relevant information to consider your complaint it will be acknowledged and considered by our Readers' Editor.

The Readers' Editor, who is a qualified lawyer and not a member of any of our publications' editorial staff, will come to an independent decision on how to take your complaint forward. If the Readers' Editor cannot establish that there has been a potential breach of the Editors' Code, they will inform you of their decision.

If we receive a number of complaints about the same issue the Readers' Editor may identify one complainant as the lead complainant, with whom we will attempt to resolve the case. If a resolution is agreed we will inform other complainants of the outcome.

If the Readers' Editor believes there has been a potential breach of the Code they will pass your complaint to the Managing Editor, who may offer you remedial action.

In cases of inaccuracy you may be offered a clarification or correction. If this is the case the Managing Editor will offer you a wording, which will usually be published in the Clarifications and Corrections column which appears on Page Two of the newspaper concerned, or in the case of our websites online.

Unless it involves a straightforward factual error, a clarification or correction will normally not be published until you have told the Managing Editor you are happy with the wording. Once you are satisfied and the clarification or correction has been published the complaint is closed. It may also be closed if you do not respond to our offer.

In cases where a clarification or correction is not an appropriate remedy, such as invasion of privacy, intrusion into grief, or behaviour by a journalist which is in breach of the Editors' Code, the Managing Editor may offer you an apology. This may be in the form of a published statement or a private letter. If a statement is to be published you may be asked to approve the wording. If your case has been referred to us by IPSO both parties must inform IPSO of the outcome.

#### 4. What happens if I am not happy with the remedy offered to me?

Under IPSO rules we must attempt to resolve all complaints before they are considered by IPSO. If after 28 days your complaint has not been resolved you are then free to take it to IPSO. Visit the IPSO website to find out how to do that: [www.ipso.co.uk](http://www.ipso.co.uk)

If IPSO's Complaints Committee finds that your complaint has disclosed a potential breach of the Editors' Code it will try to mediate an agreed resolution.

If the Complaints Committee cannot resolve your complaint by mediation it will determine whether or not there has been a breach of the Editors' Code. This may result in an adjudication with a requirement for us to take remedial action, which may consist of publication of a correction and/or the adjudication itself.

The nature, extent and placement of such an adjudication and/or correction will be determined by the Complaints Committee. Remedial action will not normally include an apology unless that has been agreed by you and the publication.

**Please note IPSO has no authority to award financial compensation.**

## Appendix 2 - Verification of stories



# Verification of stories

Accuracy is at the heart of everything we do as journalists. The following is a list of the various steps that should be taken to verify a story is accurate. It is not an exhaustive list - there may be occasions when a story can be verified by means not covered here, but if so great care should be taken, and the steps taken to secure verification should be made clear to the legal department and to your Editor or Acting Editor before publication.

Journalists must also be aware that a story may be accurate, but still in breach of the Editors' Code, or the laws of libel or contempt. You also need to take into account the Data Protection Act and the Bribery Act.

1. **Is your story supported by an on-the-record quote or bone fide document?** If the quote or document is reported accurately and in context, describes the activities of the person or organisation who produced it, and is attributed to them, there should be no need for further verification.
2. **Does the quote or document you are relying upon describe the activities of another person or organisation?** Then its accuracy needs to be checked and the person or organisation given an opportunity to comment. You need to be sure that the questions you want to put have been received by the individual or organisation concerned, and quote their response fairly.
3. **What if the person or organisation refuses to comment?** If you are sure they have received your request for comment, you must make it clear the material you intend to publish is a claim or allegation and attribute it to its source. You must also accurately report the refusal to comment, which may in itself contain an element of comment.

4. **What if it is not possible to contact the person or organisation concerned?** You need to keep a note of all the steps you have taken to reach them. Do not say in your story that so-and-so 'did not comment' but make it clear that you were unable to reach them. If it is a substantial story and you suspect they are evading you, briefly spell out in the story the steps you took. Make it clear to your editor and legal department that you have been unable to contact the subject of the story.
5. **Are you relying on an off-the-record briefing?** If someone has briefed you about their own activities, or their own organisation (and they are qualified to do so) you can normally regard that as sufficient verification. However, if you think there is a danger that they will later complain, you may need to make it clear that in such circumstances you would regard the obligation of confidentiality as broken and may name them as your source. You may also be asked to give your source, confidentially, to your editor. If you are unable to do so your editor is unlikely to run the story. An off-the-record source who can't be named is unlikely to be strong enough evidence to defend an accuracy complaint to IPSO.
6. **Are you relying on an off-the-record briefing concerning the activities of a person or organisation other than the one giving you the briefing?** Then any claims need to be put to the person or organisation as in steps 2-4.
7. **What if I have two independent off-the-record sources?** It is helpful, but not sufficient to ensure verification. You still need to go through the processes in step 2-4.
8. **Check the legal warnings basket before you approach anyone for comment, and before you file your story.** If the facts in your story have been the subject of legal warnings or corrections in the past, make sure you take this into account and seek advice from the Legal Department. If the subject of your story has issued a desist notice, asking journalists not to contact them, you should not make an approach unless you have consulted the Legal Department and/or a senior editor and established there is a public interest in doing so.  
*Note – we are aware some journalists currently have difficulty accessing the legal warnings basket. An improved, easy-to-access basket is under construction and will be launched very shortly. It will be followed by a new clarifications and corrections basket.*
9. **Public interest justification.** Before you engage in any activity which might give rise to a possible breach of the Editors' Code, you must be able to demonstrate that you have a reasonable belief that your actions, and the publication of any story involved, are justified by the public interest. In the case of misrepresentation or subterfuge, you must demonstrate that you have pre-existing evidence of the activities you plan to investigate, that your actions are in the public interest and that the material cannot be obtained by other means. To do this you must consult the Legal Department and/or a senior editor, and keep a record of how the decision was taken.

## Appendix 3 - Financial Transparency



## Financial transparency for journalists

It has always been a central principle of our journalism that the editorial and commercial branches of our company work independently, without one exercising inappropriate influence on the other... church and state do not mix.

Of course there are times when it is perfectly legitimate, even desirable, for businesses which advertise with us to work with us on editorial projects: many supported the Mail's Turn the Tide on Plastic campaign, for instance.

But advertisers should never be in a position to use the fact they have a commercial relationship with us to apply pressure on journalists, whether it is to include certain content, exclude it, or to angle articles in a particular way.

If you feel an advertiser is putting you under this sort of pressure, inform your Managing Editor straight away so action can be taken.

Nor should you accept financial inducements, or gifts which may be offered or perceived as inducements, from businesses or individuals you may be writing about. Again if you are in any doubt, or feel you are being placed in an awkward situation, make sure you inform your Managing Editor, who will advise you on how to respond. You should also have had training on the Bribery Act. If you haven't, contact the Legal Department, who will arrange it.

If you are writing about a business with which you are aware we have a direct financial link, for instance another subsidiary of DMGT, then that relationship should be made clear in the copy.

There are also some areas where there are particular risks, and more specific rules apply:



- **Financial Journalism**

Financial journalists – including sub-editors and anyone else who has access to financial copy - should avoid doing anything that could be construed as unethical or trading on their privileged position. In particular:

- Never buy or sell shares in companies on which you have any inside or ahead-of-the-market information.
- Never buy or sell shares in companies on which you are in the process of writing or editing stories.
- Never buy or sell shares you know will soon be tipped in any of our publications

It would be unreasonable to forbid financial journalists to hold any investments, however you should list any directly-held shares in the Financial Journalists' Share Register, which is published on ThisisMoney.co.uk.

It is not always practical for a financial journalist to avoid writing articles about companies or funds in which they have an existing shareholding. However if you think a reader may perceive a potential conflict of interest then you should inform your head of department, and declare that you have a holding at the foot of the article.

- **Advertorials and sponsored content**

Some advertisers prefer to present their message in an editorial format. If an advertiser is paying for content and/or has editorial control over it, then it must be made clear to the reader by distinct labelling, such as 'Advertising Feature', 'Sponsored Content' or 'Sponsored by *Name of Company*'.

There are also some areas, commonly described as service journalism, where a closer relationship with businesses may be permissible, so long as sensible guidelines are followed:

- **Travel**

It would not be possible to provide a full range of travel features unless journalists are able to take advantage of offers from travel companies to sample destinations they serve. However no offer should be accepted unless:

- You have cleared it with your Travel Editor.
- It is made clear to the travel company that you are not under any obligation to write a favourable article, or indeed to write any article at all.
- If a travel company has covered the cost of flights or accommodation featured in a travel article this should be made clear on the page, preferably in a fact box, with wording such as: '*Name of Journalist* travelled to *name of destination* with *name of travel company*'.

- **Fashion and beauty**

It is not feasible to write about fashion and beauty without the use of clothing and beauty products loaned or supplied by manufacturers and/or retailers. However any arrangement which involves a significant financial input from a supplier, such as covering the cost of models, photographers, or travel to a location, and is not labelled as sponsored content, should be avoided. If you are in any doubt about a proposed project, you must clear it with your head of department. If for any reason a supplier has made a significant financial input into an article it should be made clear in a fact box.

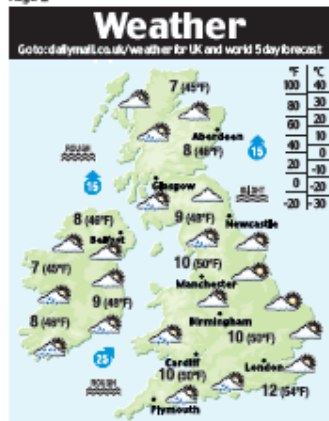
- **Motoring**

As with travel and fashion, it would not be possible to write about new cars without taking them on loan for test drives. However if this takes place in a location which involves significant financial input from a manufacturer – such as flights or hotels – this should be made clear in a footnote (*'name of journalist travelled to name of location with name of company'*).

Finally it is a good general rule for all journalists, if you think you may be putting yourself in a position where you could be accused of a conflict of interest, to ask yourself: 'Would I be embarrassed if this were to appear as a story elsewhere?' If the answer is yes, don't do it.

## **Appendix 4 – Complaints Service**

The following pages give examples of the way our complaints service was publicised in our various titles during this period. Please note that the i did not carry the IPSO mark in 2020, but does now.



**Summary: Risk of showers**

**UK TODAY:** Largely dry with cloud breaking to reveal sunny spells. Showers will develop, these will be heaviest across western and southern counties of England and may be locally heavy in the west. Max 12C.

**Today's weather**

	9am	12noon	3pm	6pm	9pm
London	9c	10c	10c	9c	8c
Plymouth	9c	10c	10c	10c	10c
Cardiff	9c	9c	9c	8c	8c
B'ham	6c	9c	9c	7c	6c
Manchester	7c	8c	8c	7c	6c
Newcastle	5c	7c	7c	6c	5c
Glasgow	6c	8c	8c	6c	5c
Aberdeen	7c	8c	7c	6c	6c
Belfast	5c	7c	7c	6c	6c

**5 day forecast**

	Wed	Thu	Fri	Sat	Sun
London	9c	10c	10c	9c	10c
Plymouth	8c	10c	10c	8c	10c
Cardiff	10c	8c	10c	9c	10c
B'ham	9c	10c	10c	10c	9c
Manchester	10c	10c	10c	10c	9c
Newcastle	9c	9c	10c	10c	9c
Glasgow	9c	9c	10c	10c	9c
Aberdeen	9c	9c	10c	10c	9c
Belfast	9c	9c	10c	10c	9c

**Yesterday**

	9c	10c	10c	10c	10c	10c
London	9c	10c	10c	10c	10c	10c
Plymouth	9c	10c	10c	10c	10c	10c
Cardiff	9c	9c	9c	8c	8c	8c
B'ham	6c	9c	9c	7c	6c	6c
Manchester	7c	8c	8c	7c	6c	6c
Newcastle	5c	7c	7c	6c	5c	5c
Glasgow	6c	8c	8c	6c	5c	5c
Aberdeen	7c	8c	7c	6c	6c	6c
Belfast	5c	7c	7c	6c	6c	6c

**Moon and Sun**

MOON rises 6:58am, sets 4:32pm  
 Sun rises London 6:49am, sets 3:59pm  
 Manchester rises 6:58am, sets 3:49pm  
 H&M 100 London 6:16pm, sets 3:59pm

**Europe forecast**

	today	tomorrow	day after
London	cloudy	cloudy	cloudy
Manchester	cloudy	cloudy	cloudy
Birmingham	cloudy	cloudy	cloudy
Cardiff	cloudy	cloudy	cloudy
Belfast	cloudy	cloudy	cloudy

**Around the world yesterday**

City	Temp	Weather	City	Temp	Weather
London	10c	Cloudy	New York	10c	Clear
Paris	10c	Cloudy	Hong Kong	26c	Partly cloudy
Tokyo	10c	Cloudy	Sydney	16c	Partly cloudy
Mumbai	33c	Clear	Sao Paulo	22c	Partly cloudy
Los Angeles	16c	Partly cloudy	Auckland	10c	Partly cloudy

**KUROSU**  
**EVERY day** in the Mail you can play Kurosu, the most addictive brainteaser since Sudoku.  
 He warned that shopping trips to Tier Three areas such as London might also breach the rules.  
 Health experts point out that European countries have imposed tough Christmas restrictions. However following strict would cause massive disruption to families who have already made plans.  
 Mr Hancock revealed more than 1,000 cases of the new strain had been identified, mainly in the South and...  
 Scientists began carrying out tests on the variant:  
 ■ Parliamentary staff were told to stay at home from this morning;  
 ■ London being plunged into Tier Three was greeted with horror by MPs and business and hospitality chiefs;  
 ■ West End theatres said the impact would be 'devastating';  
 ■ Gavin Williamson ordered a London council to open its closed schools;  
 ■ The five-day travel quarantine scheme was mixed in chaos as Brits warned of high demand for tests;  
 ■ Mr Hancock said officials were looking at a 'test and dine' scheme;  
 ■ New figures suggested teenagers were driving a rise in cases in the South;  
 ■ Officials revealed they are planning to chase sellers of unusable PPE;  
 ■ A report said employees in high-risk jobs should have priority access to vaccines;  
 ■ A further 232 coronavirus deaths and 20,263 cases were reported yesterday.  
 At a Downing Street press conference Mr Hancock said:  
 'Our messages around Christmas are really clear.  
 "We understand why people want to see their loved ones, especially at this time of year, especially after this year. But it must be done in a way that is careful and responsible.  
 "Being careful now, two weeks ahead, making sure you minimise the chance of both catching the disease and passing it on is the right thing to do."  
 Asked about the easing of restrictions over Christmas, Chris Whitty, the chief medical officer, said: "This is, in a sense, a limited relaxation which will have some impact on the upward pressure on the coronavirus."  
 "But the key thing is that people have just got to be sensible. The level of impact this will have entirely is related to how many people do this in a responsible, minimalist way."  
 From today, GPs have started giving the Pfizer vaccine to elderly patients with teams due to go into care homes by the end of the week.  
 Doctors warn the rollout could be threatened if health workers become ill with coronavirus or patients cannot attend appointments because they have the virus.  
 Devi Srikanth, a professor specialising in global public health at Edinburgh University, questioned whether gatherings were worth the risk when the most vulnerable would soon be vaccinated.  
 She told ITV's Good Morning Britain: "This is the worry about Christmas because once you enter somebody's home, you're probably going to get the virus if someone else there has it.  
 "Look at what happened in the States with Thanksgiving.  
 You only have to read the stories, look at the figures to see what happens if people aren't cautious right now over the Christmas period."  
 Gabriel Sicily, professor of public health at Bristol University, suggested families should consider whether it was sensible to meet indoors.  
 When asked if gatherings should be happening at all, TV medic Dr Hilary Jones said:  
 "It's asking for trouble."  
 "My gut feeling is it shouldn't. It's asking for trouble."  
 "It's going to delay the vaccination programme because we will see an increased R (reproductive) rate come January and February almost inevitably. That means that there will be people off sick who would be giving the vaccinations, people who can't

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**CASES FALL 28% NATIONALLY WITH PUPILS INFECTED MOST**

**CASES** of coronavirus fell by 28 per cent across England in the latest lockdown, researchers announced yesterday.  
 And the figures suggest the highest prevalence is now in school children, who rarely suffer serious symptoms or end up in hospital.  
 However, while cases fell nationally, London saw instances rise at the tail end of lockdown in the study of random swab tests carried out between November 13 to December 3, compared to the period from October 16 to November 2.  
 In the capital the rate of people with coronavirus rose from 98 in every 10,000 people to 121 per 10,000.  
 By age group, the highest rate of infections was previously seen in 18 to 24-year-olds, but the latest results from the REACT-1 study show that has switched to 13 to 17-year-olds.  
 Around one in 50 teenagers in this age group across the country have the virus, based on a snapshot of more than 168,000 swabs taken by researchers at Imperial College London.  
 Professor Paul Elliott, director of the REACT-1 study and chairman in epidemiology and public health medicine at

Imperial, said yesterday: "We were very concerned in the last round, in October, that there was some very rapid increases happening in the south, including London, but now what we see is the prevalence rates are as they were back then in October.  
 "So clearly there's been an effect on lockdown to stop that very high increase that was happening six weeks ago. But from our data and other data, we do seem to be in another period of quite rapid acceleration again."  
 Researchers think the national lockdown did initially reduce numbers in the capital. But the city now has the highest R rate in the country at 1.27, which means every 100 people infected will spread the virus to another 127 people.  
 The survey results show cases of coronavirus have levelled off in several regions, fallen dramatically in the West Midlands, and risen in parts of the south of England, but less than in London.  
 And about 2 per cent of children aged 13 to 17 have the virus across the country, based on their share of the 1,299 positive swabs returned.

come to the vaccination centres because they're already sick. It means that hospitals will be busier.  
 "And it will delay all the good things that we're looking forward to now with vaccinations coming down the pipeline."  
 But Professor Paul Hunter from the University of East Anglia said gatherings were a "tolerable risk", especially when offset by the closure of schools and workplaces.  
 "It does carry with it a risk but looking at the other side of things, January is generally a very bad month for people's mental health," he added.  
 "The Netherlands today enters a tough second lockdown with the closure of all schools and shops for at least five weeks and a stay-at-home mandate.  
 "The Netherlands is closing down," Prime Minister Mark Rutte said in a national address to the sound of protesters banging pots and pans outside his office in the Hague.  
 "We realise the gravity of our decisions, right before Christmas."  
 Italy is heading for a "red zone" lockdown from Christmas Eve, with a ban on citizens leaving their towns or cities on Christmas Day, Boxing Day or New Year's Day. There is also a 10pm curfew.  
 In Germany, leaders are being urged to ban all but non-essential travel and close shops from December 21. A special Christmas window, allowing ten people to meet instead of the current five and January 1, is under threat.

**New Covid strain** PAGES 4-5

**'Careful and responsible'**  
 ■ Gavin Williamson ordered a London council to open its closed schools;  
 ■ The five-day travel quarantine scheme was mixed in chaos as Brits warned of high demand for tests;  
 ■ Mr Hancock said officials were looking at a 'test and dine' scheme;  
 ■ New figures suggested teenagers were driving a rise in cases in the South;  
 ■ Officials revealed they are planning to chase sellers of unusable PPE;  
 ■ A report said employees in high-risk jobs should have priority access to vaccines;  
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**'It's asking for trouble'**  
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 "It's going to delay the vaccination programme because we will see an increased R (reproductive) rate come January and February almost inevitably. That means that there will be people off sick who would be giving the vaccinations, people who can't

**Clarifications & corrections**  
**■ AN ARTICLE** in Good Health on July 14 suggested that Professor Mohamed Abdel-Fattah had been forced to correct a study he published in 2012 after it was discovered he had accepted an inducement of \$100,000 from one of the manufacturers of vaginal mesh it examined. In fact, the \$100,000 was not an inducement or paid to the professor personally but a research grant paid to his university and, while the professor admitted inadvertently failing to disclose it in his study, his correction was made voluntarily. We apologise for suggesting otherwise.  
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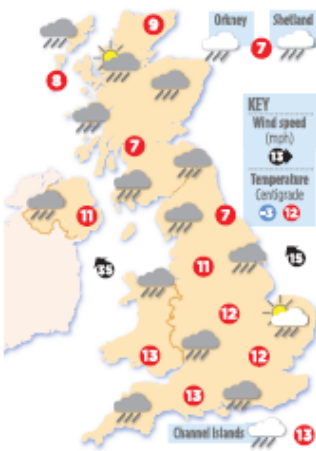
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## Weather



### UK FORECAST

**GENERAL FORECAST**  
A jet stream flow over the Atlantic will move into mainland Europe over the next few days, allowing low pressure to develop near Iceland. As this flow becomes more curved, it will allow another low-pressure system to develop in the Atlantic to the west of the UK, bringing widespread rain.

**REGIONAL FORECASTS**  
South East, London, East Angles: Showers to start in the South East, moving to East Angles later. Wind SE moderate. Max 13C/55F.  
South West, South, Channel Islands: Showers throughout, heavy for parts of the South West in the afternoon. Wind SE moderate. Max 13C/55F.  
Midlands, Wales: Showers for the

Midlands, rain in Wales. This rain will be heavy in the afternoon. Wind SE moderate. Max 13C/55F.  
North West, North East, Scotland: Light showers to the afternoon, then heavy rain to evening. Wind SE moderate. Max 13C/55F.  
Northern Ireland, Eire: Rain to start, heavy in the East at times, easing later. Wind SE moderate. Max 13C/55F.  
**WEEK AHEAD**  
Rain in the South, North, Wales and much of Scotland tomorrow. Showers on Tuesday on the South Coast, Wales and South West Scotland. Heavy rain sweeping over the UK on Wednesday, Wales and the North West on Thursday. Heavy rain by the weekend.

### WEATHER WATCH

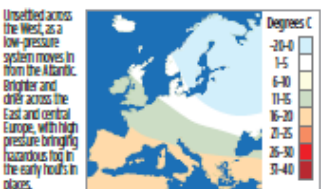
John Kettleby

November was the sixth mildest since 1884, according to UK records. A new age climate experts updated their projections for the coming decades – fewer days of daytime temperatures below freezing, with minimal snowfall. Similar claims were made almost 20 years ago, but in 2010 we suffered our coldest and snowiest December on record. The projections do make scientific sense, but we always face the unexpected. Last week was characterised by a lack of sunshine, with London measuring just 10 hours in the first ten days of the month. The weekend looks increasingly windy and wet, but significantly milder today and tomorrow before turning chilly again as we return to brighter skies and showers. Any sunshine now will be welcome, but the threat of local flooding is real, with the weather staying changeable to Christmas.

### SIX-DAY FORECAST

	MON	TUE	WED	THU	FRI	SAT
LONDON	15	11	9	11	12	11
ABERDEEN	10	9	9	9	10	9
BELFAST	9	8	8	8	8	8
BIRMINGHAM	11	10	10	10	11	9
CANTERBURY	15	11	11	12	11	11
CARDIFF	11	10	10	11	12	10
GLASGOW	10	9	9	9	10	9
LEEDS	11	9	10	9	12	10
MANCHESTER	10	9	10	10	12	9
NEWCASTLE	9	8	9	9	11	9
NOTTINGHAM	12	11	11	11	12	11
PLYMOUTH	11	11	11	12	12	11

### EUROPE WEEK AHEAD



# 'Lutheran Merkel just doesn't trust libertine Johnson'

» From Page One

deal on to the statute book. Mr Johnson is, however, adamant that the UK will not go back to the negotiating table after December 31, when the Brexit transition period expires.

Talks were continuing into this morning, but one Government source said: 'As things stand, the offer on the table from the EU remains unacceptable. The Prime Minister will leave no stone unturned in this process, but he is absolutely clear: any agreement must be fair and respect the fundamental position that the UK will be a sovereign nation in three weeks' time. If they want a deal, it has to be now.'

The talks have been paralysed by rows over fishing rights and the so-called level playing field 'ratchet' that

## 'We'll be a sovereign nation in three weeks'

would tie the UK to future EU standards. It is understood that remaining hopes of a last-minute breakthrough hinge on discussions about a new body that could settle future disputes between London and Brussels about trade laws and tariffs.

British negotiators believe a personality clash has compounded the problem because the 'Lutheran' Mrs Merkel does not trust the 'libertine' Mr Johnson.

One Minister involved in the negotiations said that Mr Johnson was being 'strong and resolute', but claimed that Chancellor Rishi Sunak was 'wobbling' over the economic cost of No Deal and was in the 'sell-out camp'.

Under the No Deal contingency plans released last night:

- More than 3,000 lorries a

## FRAU NEIN

## HOW MERKEL BLOCKED THE TRADE DEAL

Pages 12-13

## SARAH VINE

## I ALWAYS KNEW THEY'D TRY TO SABOTAGE US

Page 31

week will be mobilised to bring essential drugs and medical equipment into the UK;

- A total of 1,100 extra customs and immigration officers will be manning the border by March, while 20 telephone helplines will provide advice to businesses;

- Whitehall will 'war-game' its No Deal preparations within days in Operation Capstone, which will simulate the worst-case scenario;

- An official 'playbook' has been devised to 'map out every foreseeable No Deal scenario', according to sources, with 'Minister-approved courses of action';

- Live exercises have been run to move fresh produce, fish and even day-old chicks from the EU to the UK;

- A bespoke phone app for hauliers will keep lorries moving by directing drivers to the closest of seven new inland border checkpoints, while a 'haulier handbook' on the changes has been translated into 13 languages;

- A Border Operations Centre is being manned around the clock by expert officials to limit hold-ups;

- A Fish Export Service will issue 'validated catch certifi-

cates' and technical support for the industry.

The UK's chief trade negotiator Lord Frost was yesterday seen leaving the European Union headquarters in Brussels via an underground car park following a meeting with his EU counterpart Michel Barnier.

The Prime Minister is being urged by Tory donors not to agree to any EU-backed extension to talks, with a number of big benefactors signalling that they would be happy with No Deal.

One insider said: 'The worst thing in the world would be an extension. Most donors would say no to that. People just want

## 'People just want out - we voted to leave'

to get out. They think we voted to leave the EU, and that Boris got his 80-seat majority because of leaving the EU.'

Internal party polling has found that 75 per cent of Tory members oppose any extension to talks.

The so-called XO committee on preparations for the end of the Brexit transition period, chaired by Mr Gove, has met more 200 times. With just three weeks to go until the end of the period, it will now be supplemented by the larger 'Super XO' committee, chaired by Mr Johnson, to finalise the planning.

The Prime Minister faced criticism from his own backbenches last night after announcing that four Royal Navy vessels would be dispatched to protect British waters if a trade deal cannot be agreed.

Tory MP Tobias Ellwood, who

chaired the Commons Defence Committee, described the threat as 'irresponsible', and former Conservative Party chairman Lord Patten accused Mr Johnson of being on a 'runaway train of English exceptionalism'.

However, Admiral Lord West, a former chief of naval staff, said it was 'absolutely appropriate for the Navy to do as it is told by the Government'.

The Ministry of Defence said it was prepared for a 'range of scenarios' after December 31.

Access to UK waters has been one of the main sticking points in the negotiations, with French President Emmanuel Macron saying he was unwilling to 'give up my share of the cake'.

The Government signed a \$86.6million deal with four ferry companies last year to allow up to 3,000 lorries full of drugs and medical equipment to be transported into Britain every week across 13 routes.

A Whitehall source said: 'With this new intelligence and investment at the border, we will keep goods and people moving smoothly and make our country safer and more secure.'

'Having safeguarded the flow of critical goods, such as vaccines and vital medicines, through surging freight capacity, no one needs to worry about our food, medicine or vital supply chains. We will continue to work tirelessly to ensure everyone is ready.'

As with any major change, Deal or No Deal, there will be challenges and bumps to overcome. But we have laid the groundwork to minimise the disruption which occurs in either scenario.'

Comment: Page 26

## CORRECTIONS & VALIDATIONS

All our journalists observe the Editors' Code of Practice and the Mail is a member of the Independent Press Standards Organisation (IPSO). We aim to correct any errors as promptly as possible.

■ An article on August 30 ('Doctors' strikes threat in wake of virus crisis') suggested GIP partners would receive a 2.8 per cent doctors' pay rise announced in July. In fact, GIP partner pay is determined separately.

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## LOTTO NUMBERS

13 38 39  
49 53 56

Check Lotto Raffle numbers at [national-lottery.co.uk](http://national-lottery.co.uk)

## BONUS

59

One lucky ticket holder scooped last night's Lotto jackpot of £3.5million  
THUNDERBALL 10, 16, 24, 31, 39  
Bonus 17

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## Roald Dahl family 'deeply sorry' for author's anti-Semitic remarks

ROALD DAHL'S family has apologised for 'incomprehensible' anti-Semitic remarks made by the late children's author 37 years ago.

In a post labelled an 'apology for anti-Semitic comments', they expressed regret for the 'lasting and understandable hurt' caused by the creator of Matilda and The BFG - who had accused Jewish people of 'provoking animosity'.

During a 1983 interview with the New Statesman, Dahl, who died in 1990, said: 'There is a trait in the Jewish character that does provoke animosity, maybe it's a kind of lack of generosity towards non-Jews.'

'There's always a reason why anti-



'Lasting hurt': Roald Dahl

stinker like Hitler didn't just pick on them for no reason.'

His family's statement, published on The Roald Dahl Story Company site, said: 'The Dahl family and the

Roald Dahl Story Company deeply apologise for the lasting and understandable hurt caused by some of Roald Dahl's statements.

'Those prejudiced remarks are incomprehensible to us and stand in marked contrast to the man we knew and to the values at the heart of Roald Dahl's stories, which have positively impacted young people for generations. We hope that, just as he did at his best, at his absolute worst, Roald Dahl can help remind us of the lasting impact of words.'

Despite the shadow cast by his remarks, Dahl still regularly tops lists of the UK's favourite authors, with a film version of his novel The Witches released earlier this year.

## Eustice won't blast football fans for BLM boos at game



Defiant: Colin Kazim-Richards stands with a fist raised as Millwall fans jeer

A GOVERNMENT minister has come under fire for failing to condemn racist football fans who booed players when they 'took the knee' before a match.

Environment secretary George Eustice declined to directly address the incident during an interview with Sky News yesterday as he dismissed Black Lives Matter as a 'political movement'.

A section of home fans jeered players when they took part in the anti-racism gesture before Millwall's Championship game against Derby County on Saturday.

Derby player Colin Kazim-Richards raised his fist in response to the booing and later described those responsible as an 'absolute disgrace'.

Asked about the incident by Sky News's Sophie Ridge, Mr Eustice said he hadn't seen it. My personal view is that Black Lives Matter - capital B, L and M - is actually a political movement that is different to what most of us believe in, which is standing up for racial equality,' he added.

After the presenter played him a clip of the booing, Mr Eustice (pictured) said: 'There have been problems obviously with racism in

by DANIEL BINNS

football in the past. It is right that that is called out and challenged when we see it.

'It doesn't have any place in society today and, if people choose to express their view in a particular way, that should always be respected.'

But Andy Burnham, Labour mayor of Greater Manchester, sneered: 'These would be disappointing comments from anyone but a cabinet minister? The PM

SPORT: Page 38

needs to make clear that this is not the government's view.'

Good Morning Britain presenter Piers Morgan tweeted: 'My god... George Eustice just told @SophieRidge that the Millwall morons who booed players taking the knee should always be respected. What a shameful response!'

Mr Eustice's aides said his comment about views being 'respected' referred to the players, not those who booed them.

**— THE —**  
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**Sterling help for alcoholics**

How refreshing to read such a positive, accurate tribute to Alcoholics Anonymous by Janet Street Porter (Comment, 6Weekend, 28 November). My father found AA in the late 1950s and I remember it well. As a small child, I did not fully understand the implications. In those days, it wasn't something

you could talk openly about; it had to be kept secret. For some time, I even thought my dad was involved in something illegal. My mother used to say that AA was the only way, and she was right. It transformed all our lives, for which after all this time I remain truly thankful – and thank JSP for giving it the publicity it deserves. **JENNY GORDON** CAVERSHAM, READING

**Ora does not respect sacrifice**

I can thoroughly vouch for the agony and trauma involved in being the loved one of a Covid-19 patient and being denied access (Voices, 1 December). My wife died two weeks ago in the local hospital, having been admitted 10 days earlier. Even if the hospital had allowed me to visit, I

could not leave our flat because I had also tested positive. I was therefore denied the simple, yet crucial, ability to see my wife during her illness, and, most terribly, I could not hold her hand and tell her how much I love her when it became obvious that she was not going to make it. This makes the actions of Rita Ora holding her illegal gathering even more reprehensible. **NO NAME AND ADDRESS SUPPLIED**



Anton Ferdinand's BBC documentary shed light on his experiences of racism in life and football.

**Ferdinand was so fantastic**

I have been reflecting on the excellent documentary on Monday evening about Anton Ferdinand and his issues with racial abuse throughout his life and his football career. I thought the programme was poignant and Anton came across as eloquent, sensitive and bearing no malice, simply trying to make things better for the current generation. It was only a great pity that, nine years down the line, we could not hear John Terry's view. **ALISTAIR PRICE** HENLEY-IN-ARDEN, WARWICKSHIRE

**Footpaths will ruin the country**

I think the famous people who have written to Boris Johnson asking him to extend rights of way in

England (1, 30 November) are mistaken. We already have thousands of miles of footpaths and bridleways which give us access to the countryside and we do not need any more. The countryside needs protecting from some members of the public who are thoughtless idiots. You have only to look at what happened here in the Lake District this summer. The damage and litter left behind by visitors had to be sorted by the Lake District National Park Authority, which is stretched to the limit. **ROGER HARRIS** KENDAL, CUM BRIA

**Evacuees not a good example**

In Anne Sutton's letter

(Your View, 1 December), she refers to children being evacuated during the Second World War and says that they are adaptable. However, we have to ask at what cost? As a practising therapist with 30 years of experience in mental health in the NHS and in private practice, I have to say that it is acknowledged that the experiences of infancy and early childhood lay the foundation stones for the mental and physical health of an individual. Early separation from the mother or the caregiver is a trauma that can affect an individual for the rest of their life. The importance of childhood experiences is still not fully recognised. **JANE BRIGHTON** CHELTENHAM

**I was wrong**

**Beef Murder**  
 Our Big Read feature on beef farming (1 December) stated that "total consumption in the UK in 2019 was 280.5 million tons". As reader Roger Gross points out, this would equate to

more than four tons per citizen. We believe the statistic, which came from a Kantar report and was shared by the National Beef Association, was in fact referring to worldwide consumption. We apologise for the error.

**Our commitment**

We take very seriously our responsibility to maintain high editorial standards, and are grateful to readers for pointing out any errors. Adherence to the Independent Press Standards Organisation (IPSO) code of practice. If you wish to complain about our editorial coverage, especially

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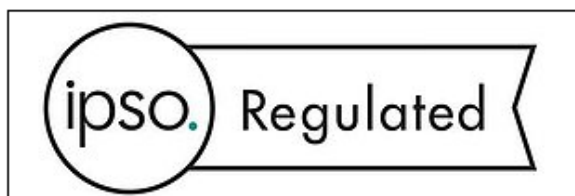
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**IN TOMORROW'S**

**ARTS**  
**County Lines**  
 How the film's star Harris Dickinson avoided becoming a drug runner

## MailOnline: How to Complain



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If you wish to complain about our editorial coverage, especially with relation to inaccuracy or intrusion, please write to The Editor at **i**, 2 Derry Street, London, W8 5TT, or email [reader@inews.co.uk](mailto:reader@inews.co.uk).

You can contact Ipso directly at Gate House, 1 Farringdon Street, London, EC4M 7LG, telephone 0300 123 2220, or by email at [inquiries@ipso.co.uk](mailto:inquiries@ipso.co.uk)

## Appendix 5 - 2020 seminar programme

### **The Editors' Code: How it's changed – and how IPSO interprets it.**

The precise content of seminars varied according to the audience and topical issues in the news, but the outline remained broadly constant:

1. Introduction
  - Despite the misgivings of some, IPSO is working – even the Leader of the Opposition has used its services.
  - A revised Editors' Code came into force in January 2018. The most important change is that a headline must be supported by the text beneath.
  - Now that IPSO has been in operation for more than five years it is possible to see how it deals with problems as they emerge, and valuable lessons can be learned from studying its rulings.
  
2. Taking care with headlines and sub-decks
  - Great care must be taken with sub-decks, which often contain detail not given in the main headline. That detail must be supported by the text of the copy, which must be read carefully to ensure headlines and sub-decks are accurate.
  - This is particularly true if they appear on the front page – IPSO have shown themselves increasingly ready to rule that due prominence means errors on the front page must be remedied by corrections flagged on the front page.
  - Case histories – *Khan v Daily Mail*; *DHSS v Daily Mirror*
  - Pictures and online video can present similar problems if they are not carefully checked against headlines. Case history – *Dartington v Daily Mail*
  
3. The importance of rechecking stories followed from other publications
  - Even the most reputable publications make errors, so it is important when following stories first published elsewhere to go back and check any original sources that are quoted.
  - Case histories – *Versi v MailOnline*; *Sivier v MailOnline*
  
4. The dangers of rushing to publication
  - Complex stories about controversial subjects require careful checking and expert input, and extra care must be taken that all legal and scientific arguments are correctly understood.
  - Case histories – *Wass v The Mail on Sunday*; *Ward v The Mail on Sunday*; *Hill v The Mail on Sunday*.
  - Extra care must be taken when covering breaking stories from tweets and social media, particularly if using technology such as tweet decks, which may obscure time-stamps. Case history – *Various v MailOnline*.
  - Subjects of stories must be given adequate time to respond to a request for comment – and if a request has been made by email it should be followed up by

a telephone call to check it has been received. *Case history - Premier Inns v MailOnline.*

5. You cannot assume that because information has been published elsewhere the individual concerned does not retain a reasonable expectation of privacy.
  - As with accuracy, fresh checks must be made when following up an article or republishing a picture which may breach an individual's privacy.
  - If you believe an individual in a story needs to be anonymised care must be taken to ensure they are not still recognisable. *Case history – Ahmed v Daily Mail.*
  - However if the complainant has put similar material into the public domain themselves a complaint is unlikely to succeed. *Case history – Rooney v Daily Mail*
  - Nor is a complaint likely to succeed if the complainant is photographed in a place where photographers are known to be present. *Case history - Murray v Daily Mail*
  - But IPSO are likely to rule there is a reasonable expectation of privacy where a photographer takes pictures of someone in a private location, without their knowledge. *Case histories – Princess Beatrice of York v MailOnline; Prince Henry of Wales v MailOnline.*
6. It is possible to identify a victim of a sex offence even if no story is ever published.
  - Care must be taken when seeking interviews not to identify to third parties individuals as having been involved in a case involving sexual offences, because it may then be obvious they were victims. *Case history – Warwickshire Police v Daily Mail.*
7. Reporters must always identify themselves to a responsible executive when entering a hospital or similar institution, and subterfuge must never be employed unless the conditions of clause 10 (ii) have been fully met. *Case history – Jeary v Daily Mail.*
8. Clause 9 – Reporting of Crime – is normally engaged when an innocent person is identified in story about a criminal relative. But it can also apply when a story about an innocent person names a relative who has been convicted of crime. *Case history – A Man v MailOnline.*

## **Appendix 6 – Training of Journalists**

# **The Associated Newspapers editorial training scheme**

The Associated Newspapers training scheme is the largest run by any national newspaper and has a formidable reputation throughout the industry for producing excellent, well-trained journalists.

In 2020, despite the pandemic and other training schemes being postponed, we recruited and trained 24 trainees - six reporters, seven sub-editors (including one for the Mail in Scotland), two sports journalists and nine online reporters for MailOnline in the UK. They included two Stephen Lawrence scholarship students.

This year, 2021, the scheme has continued and we have recruited eight MailOnline trainees who will start in May and we are looking to recruit four trainees for DailyMail.com in New York. Four sub-editors and seven reporters have been recruited for the newspapers (Daily Mail and Mail on Sunday) and they will start their training in September. They include two Stephen Lawrence scholars and the Mail is sponsoring another through an NCTJ course at News Associates. He will join the sports desk in 2022. The Daily Mail in Scotland is also looking to take on a Stephen Lawrence scholar and has recruited one of those due to start in September to assist with the Holyrood elections.

The selection process focuses on ensuring as much diversity as possible both in terms of ethnicity and social background. In some cases we have arranged bespoke training before trainees join the main scheme.

The Daily Mail has three Stephen Lawrence trainees on the 2019/20 scheme, two on the 2020/21 scheme and at least two have been recruited for 2021/22. All are from immigrant families who moved to the UK and are the first in their families to attend university. They have varied backgrounds including Hindu and Muslim religion and, geographically, the Caribbean, India, Mauritius, Nigeria, and Sri Lanka.

The training is run by respected journalists led by Sue Ryan, a former managing editor of The Daily Telegraph, and Peter Sands, a former editor of The Northern Echo and editorial director of Northcliffe Newspapers.

The selection process is very robust. Most trainees have done a journalism master's degree, or have gained the NCTJ qualification from the Press Association or News Associates, so have basic skills in news writing, sub-editing, law, government, court reporting, shorthand and the Editors' Code.

The reporters are taught for three weeks under Peter Sands, and the sub-editors and online trainees for four weeks. It is an intensive course with a lot of red-penning of exercises and zero tolerance of mistakes. These are the topics covered in this year's basic training:

### **Reporting course**

The course presumes attendees have already taken a qualification in journalism and had newsroom experience. It deals mainly with the tasks which will be required while working for our titles:

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law)
- intro writing and story structure
- the art of storytelling for the web
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy)
- media law (libel, privacy, copyright, bribery)
- covering a breaking story
- sources of stories
- story development
- the senior reporter's survival guide
- stories from the written word (agendas, reports, financial information)
- writing lighter stories/picture stories
- developing contacts
- writing a profile
- forward planning and working to the diary
- copy tasting, conference and putting together a newlist
- professional behaviour
- current affairs knowledge
- Mail style
- understanding the Mail audience

The focus of the course is on developing and writing stories. Trainees take live stories from the wire services and put them into Mail style, and have to source and write an exclusive for publication during the course. There are speakers from the newsroom - news, city, sport and production department heads, plus senior reporters and columnists.

### **Sub-editing course**

- a skills checklist (grammar, spelling, accuracy, attitude, structure, media law)
- the art of the sub-editor
- a glossary of subbing terms

- the 70 most common errors in newspapers
- intro writing and story structure
- the art of storytelling
- tight writing and attention to detail
- professional standards (all UK trainees study the Editors' Code in detail and are given an electronic copy, trainees from the USA and Australia study the codes of practice that apply in their home countries)
- media law (libel, privacy, copyright, bribery)
- proofreading
- the subbing perils
- Mail style
- understanding the Mail audience
- Mail headline writing and practical headline exercises
- captions, subdecks, standfirsts, factfiles
- analysis of different newspaper styles
- Photoshop
- Adobe InDesign
- an introduction to typography
- handling pictures and graphics
- layout and design
- putting together a picture spread
- editing stories from different sources
- editing a live breaking story
- current affairs knowledge

After basic training all trainees undergo placements for between four and five months. We used to send trainees to regional papers but the nature of their production means they no longer have proper sub-editing teams. So we send the subs to The Scottish Daily Mail, The Irish Daily Mail. The evening Standard, Metro, the i newspaper and the Press Association where they learn from professionals.

Reporters and online journalists go either to the titles above or to big regionals such as the Manchester Evening News, Birmingham Mail and Liverpool Echo. Here they learn the skills of going on the road. Some also spend a month with a news agency.

Courses are tailored for the individual, but generally every trainee has six months paid training before filing or subbing their first story to the Daily Mail, Mail on Sunday or MailOnline. And once they have joined their chosen paper or website they continue to be treated as trainees and are supported by mentors. Department heads take time to teach and encourage them.

More than 400 trainees have graduated from the scheme and many are now senior executives on our newspapers and websites – so trainees may well find themselves working for someone who not very long ago was a trainee themselves.

Sue Ryan

Peter Sands