

## Faversham House Ltd IPSO Annual Report April 2020

Period covered: 1 January 2020 to 31 December 2020

### About Faversham House Ltd

Faversham House is a progressive, independent media company. We are trusted by thousands of B2B professionals to deliver high-quality insight for better business decision making through our diverse portfolio of digital and print publishing, exhibitions, conferences and events. We operate in three key markets creating powerful connections and providing persuasive marketing solutions:

- Utilities (water, gas and electricity)
- Sustainability (businesses of all industries and sizes)
- Visual communications (signage and digital printing)

### *Our purpose and values*

We are a purpose driven business, and we aim to live our purpose and values in all we do.

Our purpose is to spark ideas and actions. Our values are:

- Ambitious: Be brave and achieve great things
- Creative: Think differently and try something new
- Caring: Love what you do and do what's right

### Responsible person

Faversham House IPSO responsible person is Ellen Bennett (Director) [ellenbennett@fav-house.com](mailto:ellenbennett@fav-house.com).

### Faversham House Ltd Publications

- Desalination website (<http://desalination.biz>)
- edie website (<http://edie.net>)
- Network website (<https://networks.online/>)
- Utility Week
- Utility Week website (<http://utilityweek.co.uk>)

### Faversham House Editorial Standards

#### *Faversham House's Commitment*

It is Faversham House's commitment that the highest standards of journalism will be maintained across all the company's publications in line with our value of Caring about what we do and doing what's right.

Inaccurate or thoughtless reporting can harm the reputation of the journalist, the brand and Faversham House. Editorial staff are trained at induction and at regular refresher courses that it is always vital to keep accurate notes with dates and times of who was spoken to and to record conversations or quotes. These could be used as evidence in disputes and help the content teams protect their own and the company's interests. The importance of checking facts cannot be over emphasised especially if there is likely to be contention around an issue. Care should be taken where one party makes an allegation about another. Both sides should be asked to comment before a story is reported.

All our print publications include the IPSO membership declaration below as well as the IPSO kite mark and details of our membership and policy can be found on our corporate website at <http://www.favershamhouse.com/ipso/> as well as on our publication sites.

*Declaration - PUBLICATION NAME is a member of the Independent Press Standards Organisation (which regulates the UK's magazine and newspaper industry). We abide by the Editors' Code of Practice and are committed to upholding the highest standards of journalism. If you think that we have not met those standards and want to make a complaint, please contact [insert contact details]. If we are unable to resolve your complaint, or if you would like more information about IPSO or the Editors' Code, contact IPSO on 0300 123 2220 or visit [www.ipso.co.uk](http://www.ipso.co.uk)*

### The Editors' Code

Faversham House is committed to following the IPSO Editors' Code of Practice. See our website <https://www.favershamhouse.com/ipso/>

### Complaints handling

Faversham House complaints-handling process is detailed in Appendix 1.

### Training Process

All new staff are trained on the complaint procedure and as part of the induction process. Regular refresher training sessions are conducted to ensure that staff are up to date with any changes to the code and to go over any issues that may have arisen. All staff were informed of the last changes to the Editorial Code of Practice that took effect on the 1st July 2019 and they will be informed of any changes arising from the current review.

### Our record on compliance

There was one complaint made over the time of this report. It was resolved without dispute and Faversham House had no cause to contact IPSO for advice.

Pre-publication advice would be sought from IPSO if it were thought to be necessary for a story.

We take all reasonable steps to verify the accuracy of the information we publish.

## Appendix 1

### Faversham House Complaints Handling Process

