

IPSO annual statement for JPIMedia: 1 January 2020 to 31 December 2020

1 Factual information about the Regulated Entity

1.1 A list of its titles/products.

Attached.

1.2 The name of the Regulated Entity's responsible person.

Gary Shipton, Deputy Editor-in-Chief of JPIMedia and Regional Director of its titles in the South of England, is the responsible person for the company.

1.3 A brief overview of the nature of the Regulated Entity.

The regulated entity JPIMedia is a local and regional multimedia organisation in the UK as well as being a national publisher with The Scotsman (Scotland), The Newsletter (Northern Ireland) and since March 2021 nationalworld.com. We provide news and information services to the communities we serve through our portfolio of publications and websites - 13 paid-for daily newspapers, and more than 200 other print and digital publications.

National World plc completed the purchase of all the issued shares of JPIMedia Publishing Limited on 2 January 2021. As a consequence, JPIMedia Publishing Limited and its subsidiaries, which together publish all the titles and websites listed at the end of this document, are now under the ownership of National World plc.

We continue to set the highest editorial standards by ensuring that our staff are provided with excellent internally developed training services. The Editors' Code of Practice is embedded in every part of our editorial operations and we commit absolutely to the principles expounded by IPSO.

JPIMedia continues to operate an internal Editorial Governance Committee with the key remit to consider, draft, implement and review the policies, procedures and training for the whole Group to ensure compliance with its obligations under IPSO.

2 Copies of any internal manuals, codes or guidance used by journalists

Attached

3. Brief details of the compliance process

Our training process

The Editors' Code is the standard used throughout the Group. Our staff undergo training to ensure they fully understand the Editors' Code and know how to apply the Code in real-life settings when seeking and drafting editorial content and dealing with any issues that may subsequently arise.

Updates to the Editors' Code and supporting Codebook along with any guidance issued is communicated to all members of staff. This communication takes place through the company's Editorial Learning and Development Department and is reinforced by the Editorial Directors and Editors in their regular briefings to their teams.

The Editorial Learning and Development Department provides an online training programme which tests staff on a range of scenarios which touch on various aspects of the Code and this module has been updated to reflect the more recent changes in the Editors' Code.

The Editors' Code is made available to new trainees joining the company and trainees are also put through the National Qualification in Journalism run by the National Council for the Training of Journalists. This includes training in ethical issues which is tested in the Media Law and Practice exam.

It is a condition of employment of all editorial staff, contained within their contracts, that they fully observe the standards required by IPSO as explained within the Code. It is also a condition of commissioned freelance contributors that they fully comply with the Code. This is also made clear through the induction process for all new editorial employees.

Law and ethics refreshers are an integral part of the JPIMedia training programme and the Editorial Learning and Development website includes material on ethical issues as well as the IPSO Code and JPIMedia complaints procedures. The appointment of editors to most of the company's weekly titles in 2021 has been supported by a new programme of training for them which includes legal and ethical refresher training as well the prioritisation of Code training.

Pre-publication guidance is provided in the first instance internally by the local editor and then, as required, by the editorial director. Significant questions in advance of publication will also be raised with the appropriate external and internal legal advisers as well as the 'responsible person' for regulated matters within JPIMedia. All editors have been informed of the IPSO contacts for which pre-publication advice should be sought. JPIMedia has a robust editorial management structure which ensures that whenever a story might require verification it is fully assessed but responsibility for the tone and content of every title remains with the editor.

The IPSO mark was added as a footer to all our websites in 2020.

Our record on compliance

Whenever there is an adverse adjudication against a JPIMedia publication, it is

referred to the company's editorial governance committee. The committee examines the censure in the context of other adjudications and then initiates a full investigation. The investigation identifies the failings and the steps needed to ensure no repetition locally or across the group.

These recommendations can include training requirements and potential changes to the company's editorial policies and procedures.

4. Details of the steps taken by the Regulated Entity in response to any adverse Adjudications by the Regulator during the previous year.

There were no upheld complaints published on IPSO's website in 2020.

5 How Covid impacted us as publishers in 2020.

We were invited by IPSO to highlight examples of good practice, innovation and challenges around reporting of COVID-19 as an optional part of the annual statement requirement.

Although we suspended a very small number of free titles in March 2020 due to the impact of lockdown, we were proud to continue to publish the vast majority of our newspapers and websites.

Our commitment to our communities was to provide information that they could trust and rely upon as well as encourage those who were doing so much in the battle against Covid.

We launched a number of high profile campaigns:

Health Heroes - to celebrate the NHS and care staff on the front line of the pandemic;

Acts of Kindness - to congratulate the people who went the extra mile to help others;

The Big Thank You - to recognise all our key workers;

Support Local - to encourage people to support local shops and businesses.

Our titles also innovated to ensure that we were able to help our audiences by offering them not just news and information but also distraction throughout the pandemic.

That included virtual video tours of zoos and museums as well as ideas on how to mark VE Day in lockdown. An eight page puzzle pull-out was particularly well received.

In 2021, we also campaigned for vaccinations to be made available as close to residents as possible utilising the wide network of community pharmacies.

JPIMedia Editorial Complaints Policy (External)

These policies are currently the subject of an internal review, as of April 2021.

JPIMedia is committed to upholding standards in editorial quality and content and acting in compliance with our regulatory guidelines and obligations.

We take all complaints about editorial content very seriously and seek to accordingly abide by the Independent Press Standards Organisation (“IPSO”) requirements and the Editors’ Code of Practice (“the Code”).

What does this policy cover?

This policy applies to complaints about breaches of the Code and any other complaint in editorial content in our printed publications or on electronic services such as websites and apps, including text, pictures, video, audio/visual and interactive content, and which are either published or targeted at an audience in the UK. It does not cover:

- complaints about advertising (as that is regulated by the Advertising Standards Authority);
- complaints about online material on sites which we do not own and which are not under our control;
- at our discretion, legal or contractual matters which are dealt with more appropriately in the courts or tribunals or elsewhere.

How to complain

Complaints should be made in writing, either by email to the Editor in question identified on the website of the publication to which the complaint relates to or by post to the address of the relevant publication and addressed in the first instance to the Editor.

In line with IPSO's policies complaints about the Editors' Code will only be accepted within four months from the date of the behaviour complained of or first publication of the article that you are complaining about. If at the time you submit your complaint, the article remains accessible on a website or other electronic service operated by us however, complaints may be accepted up to 12 months from the date of the behaviour or first publication of the article you are complaining about, provided it is still possible to investigate the complaint fairly given the period of time which has elapsed. JPIMedia shall have sole discretion in determining this.

Complaints about the Editors' Code 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.

Complaints received without this essential information cannot be considered. We may however, at our discretion, seek further details from you after your initial contact. If you cannot provide any requested information we may be unable to consider your complaint.

We reserve the right to reject, without further investigation, complaints that show no breach of the Editors' Code, or those which are vexatious and/or disproportionate, or those which are without justification (such as an attempt to argue a point of view or to lobby).

We may also decline to consider complaints from third parties not directly affected by the alleged breach of the Editors' Code. When considering whether to accept such a complaint, the position of the party most closely involved in the matter will be taken into account.

What happens to your complaint?

The complaints process is free of charge irrespective of the outcome of your complaint

We aim to acknowledge receipt of your complaint within 5 working days of receipt. You in turn agree to respond promptly to any request for further information.

If we receive multiple complaints about the same issue we may choose to make one response to all such complaints.

We will aim to respond to complaints in writing within 7 working days of receiving everything we need from you to allow us to investigate your complaint.

We will always treat you courteously and with respect. We expect the same from you. We may decline to consider a complaint which is abusive or gratuitously offensive.

Appeals process

If you are dissatisfied with the outcome of your original complaint you have the right to appeal the decision by notifying the Editor, in writing, within 7 working days of receipt of the letter notifying you of the outcome.

Upon receipt of such appeal letter, the Editor, shall forward this for consideration to the Deputy Editor in Chief where appropriate, who will then aim to assess the appeal within 7 working days of receipt of such notification. After that you will be issued a letter confirming whether your appeal has been upheld or partially upheld and whether any actions will accordingly be taken.

For the avoidance of doubt, you will have no further right of appeal with the company

following the determination of this appeals process. However, you may look to exercise your right to take the matter to IPSO.

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 for consideration. Further details can be found at <http://www.ipso.co.uk>.

Policy Changes

We reserve the right to amend this policy as and when required.

Any complaint will be considered against the published policy on the date of receipt of your complaint.

Editorial complaints that do not relate to the Editors' Code will be considered to the same principles although the time scales for consideration will be subject to legal limitations where a civil claim is made.

JPIMedia list of publications (as of December 2020)

Advertiser and Review (Buckingham)
Arbroath Herald
Ballymena & Antrim Times
ballymenatimes.com
The Leader Banbridge & Dromore
banbridgeleader.co.uk
Banbury Guardian
banburyguardian.co.uk
Batley & Birstall News
batleynews.co.uk
Bedfordshire Times & Citizen
bedfordtoday.co.uk
Bellshill Speaker
belpernews.co.uk

Berwick Advertiser
Berwickshire News
berwick-advertiser.co.uk
berwickshirenews.co.uk
Bexhill-on-Sea Observer
Bicester Review
Biggleswade Chronicle
biggleswadetoday.co.uk
Blackpool Gazette
blackpoolgazette.co.uk
Bognor Regis Observer
bognor.co.uk
Bo'ness Journal
Boston Standard
bostonstandard.co.uk
Brechin Advertiser
Bridlington Free Press
Brighouse Echo
brighouseecho.co.uk
Brighton & Hove Independent
brightonandhoveindependent.co.uk
Buchan Observer
buchanobserver.co.uk
Buckingham & Winslow Advertiser
Bucks Herald
buckinghamtoday.co.uk
bucksherald.co.uk
Burnley Express

burnleyexpress.net
Buxton Advertiser
buxtonadvertiser.co.uk
Carlisle Gazette
carlislegazette.co.uk
Carnoustie Guide and Gazette
Carrick Times
carrickfergustimes.co.uk
chad.co.uk
Chichester Observer
chichester.co.uk
Chorley Guardian
chorley-guardian.co.uk
Clitheroe Advertiser and Times
clitheroeadvertiser.co.uk
Coleraine & Ballymoney Times
colerainetimes.co.uk
Crawley Observer
crawleyobserver.co.uk
Cumbernauld News
cumbernauld-news.co.uk
Daventry Express
daventrytoday.co.uk
Deeside & Donside Piper and Herald
deesidepiper.co.uk
Derbyshire Times
derbyshiretimes.co.uk
Derry Journal

derryjournal.com
Dewsbury Reporter
dewsburyreporter.co.uk
Doncaster Free Press
doncasterfreepress.co.uk
donsidepiper.co.uk
dunstabletoday.co.uk
East Fife Mail
Eastbourne Herald
eastbourneherald.co.uk
Eastwood & Kimberley Advertiser
eastwoodadvertiser.co.uk
Edinburgh Evening News
edinburghnews.scotsman.com
Ellon Times
ellontimes.co.uk
Etc Magazine, Sussex
Falkirk Herald
falkirkherald.co.uk
Farming Life
farminglife.com
Fife Free Press
Fife Herald
fifetoday.co.uk
Fleetwood Weekly News
fleetwoodtoday.co.uk
Forfar Dispatch
Fraserburgh Herald

fraserburghherald.co.uk
Gainsborough Standard
gainsboroughstandard.co.uk
Galloway Gazette
gallowaygazette.co.uk
Garstang Courier
garstangcourier.co.uk
glasgowsouthandeastwoodextra.co.uk
Glenrothes Gazette
Halifax Courier
halifaxcourier.co.uk
Harborough Mail
harboroughmail.co.uk
Harrogate Advertiser
harrogateadvertiser.co.uk
Hartlepool Mail
hartlepoolmail.co.uk
Hastings & St Leonards Observer
hastingsobserver.co.uk
Hebden Bridge Times
hebdenbridgetimes.co.uk
Hemel Hempstead Gazette & Express
hemeltoday.co.uk
hemsworthandsouthelmsallexpress.co.uk
Horncastle News
horncastlenews.co.uk
Hucknall Dispatch
hucknalldispatch.co.uk

ilkestonadvertiser.co.uk

inverurieherald.co.uk

kenilworthweeklynews.co.uk

kincardineshireobserver.co.uk

Kirkintilloch Herald

kirkintilloch-herald.co.uk

Kirriemuir Herald

Knaresborough Post

Lanark Gazette

lanarkgazette.co.uk

Lancashire Post

Lancaster Guardian

lancasterguardian.co.uk

Larne Times

larnetimes.co.uk

Leamington Spa Courier

leamingtoncourier.co.uk

Leighton Buzzard Observer

leightonbuzzardonline.co.uk

lep.co.uk

leyland-guardian.co.uk

Linlithgow Journal and Gazette

linlithgowgazette.co.uk

lisburntoday.co.uk

Littlehampton Gazette

littlehamptongazette.co.uk

Londonderry & Roe Valley Sentinel

londonderrysentinel.co.uk

longridgenews.co.uk

Louth Leader

louthleader.co.uk

Lurgan Mail

lurganmail.co.uk

Luton News

lutontoday.co.uk

Lytham St Annes Express

lythamstannesexpress.co.uk

Mansfield and Ashfield Chad

Market Rasen Mail

marketrasenmail.co.uk

Matlock Mercury

matlockmercury.co.uk

Mearns Leader

mearnsleader.co.uk

Melton Times

meltontimes.co.uk

midsussextimes.co.uk

Mid Sussex Times

Mid-Ulster Mail

midulstermail.co.uk

Midhurst and Petworth Observer

midhurstandpetworth.co.uk

Midlothian Advertiser

midlothianadvertiser.co.uk

Milngavie & Bearsden Herald

milngavieherald.co.uk

Milton Keynes Citizen
miltonkeynes.co.uk
mirfieldreporter.co.uk
Montrose Review
Morpeth Herald
morpethherald.co.uk
Motherwell Times
motherwelltimes.co.uk
Nelson Leader
News Guardian
News Letter
News Post Leader
newsguardian.co.uk
newsletter.co.uk (Belfast)
newspostleader.co.uk
Newtownabbey Times
newtownabbeytoday.co.uk
Northampton Chronicle & Echo
northamptonchron.co.uk
Northamptonshire Telegraph
northantstelegraph.co.uk
Northumberland Gazette
northumberlandgazette.co.uk
Pateley Bridge and Nidderdale Herald
Peterborough Telegraph
peterboroughtoday.co.uk
Pocklington Post
Pontefract & Castleford Express

pontefractandcastlefordexpress.co.uk
Portadown Times
portadowntimes.co.uk
portsmouth.co.uk (The News, Portsmouth)
Queensferry Gazette
Ripon Gazette
ripongazette.co.uk
Rugby Advertiser
rugbyadvertiser.co.uk
ryeandbattleobserver.co.uk
Scotland on Sunday
scotsman.com
Sheffield Telegraph
sheffieldtelegraph.co.uk
The Shields Gazette
shieldsgazette.com
shorehamherald.co.uk
Skegness Standard
skegnessstandard.co.uk
Sleaford Standard
sleafordstandard.co.uk
Southern Reporter
southern.reporter.co.uk
Spennorth Guardian
spennorthguardian.co.uk
St Andrews Citizen
sthelensreporter.co.uk

Stornoway Gazette (includes Back in the day and Island Life)

stornowaygazette.co.uk

Sunderland Echo

sunderlandecho.com

Sussex Express

sussexexpress.co.uk

The News (Portsmouth)

Scarborough News

The Scotsman

The Star (Sheffield)

The Visitor (Morecambe)

thescarboroughnews.co.uk

thesouthernreporter.co.uk

thestar.co.uk

thevisitor.co.uk

tmxnews.co.uk

Todmorden News

Trials & Motorcross News

Ulster Star

Wakefield Express

wakefieldexpress.co.uk

Warwick Courier

warwickcourier.co.uk

West Sussex County Times Series

West Sussex Gazette

westsussextoday.co.uk

Wetherby News

wetherbynews.co.uk

Whitby Gazette

whitbygazette.co.uk

Wigan Post

Wigan Observer

wigantoday.net

Worksop Guardian

worksopguardian.co.uk

Worthing Herald

worthingherald.co.uk

wscountytimes.co.uk

Yorkshire Evening Post

Yorkshire Post

yorkshireeveningpost.co.uk

yorkshirepost.co.uk