

Code of practice for Publishers

Ownership, governance and representation



NLA media access was founded in 1996 and is owned by 8 national newspaper publishing companies: Associated Newspapers, Express newspapers, The Financial Times Ltd, Guardian news and Media Ltd, Mirror Group Newspapers Ltd, News International Ltd, Telegraph Media Group Ltd, Independent Print Ltd.

The company operates as a collecting society offering collective licensing to media monitoring agencies and client organisations that wish to monitor publications. In addition, it operates the eClips database which offers a professional service to media monitoring agencies by providing a digital feed of print and web-edition content to the media monitoring agencies which enables them to provide a timely and high-quality monitoring service to their clients.

The board of the company comprises

Non Executive Chairman – Tim Brooks

8 shareholder directors – See [Governance page](#) on NLA website

Regional Director representing regional publishers for the Newspaper Society – Brian McCarthy (Archant)

PLS/PPA Director, representing the interests of magazine-sector publishers – Owen Meredith (PPA)

Special Contributors Director representing the interests of freelance contributors – Brian McArthur

Managing Director – Henry Jones

Licensing of Content

NLA represents the repertoire of 42 regional newspaper publishers and in 2013 extended its business to include magazines, and as at March 2016 203 magazine publishers will have granted rights to NLA.

Publishers represented by the NLA provide a mandate which gives the NLA a non-exclusive licence to offer media monitoring licences for print and web content to media monitoring agencies, public relations consultancies and end-user clients in the commercial, educational, charity and public sectors.

Revenue distribution, transparency, reporting

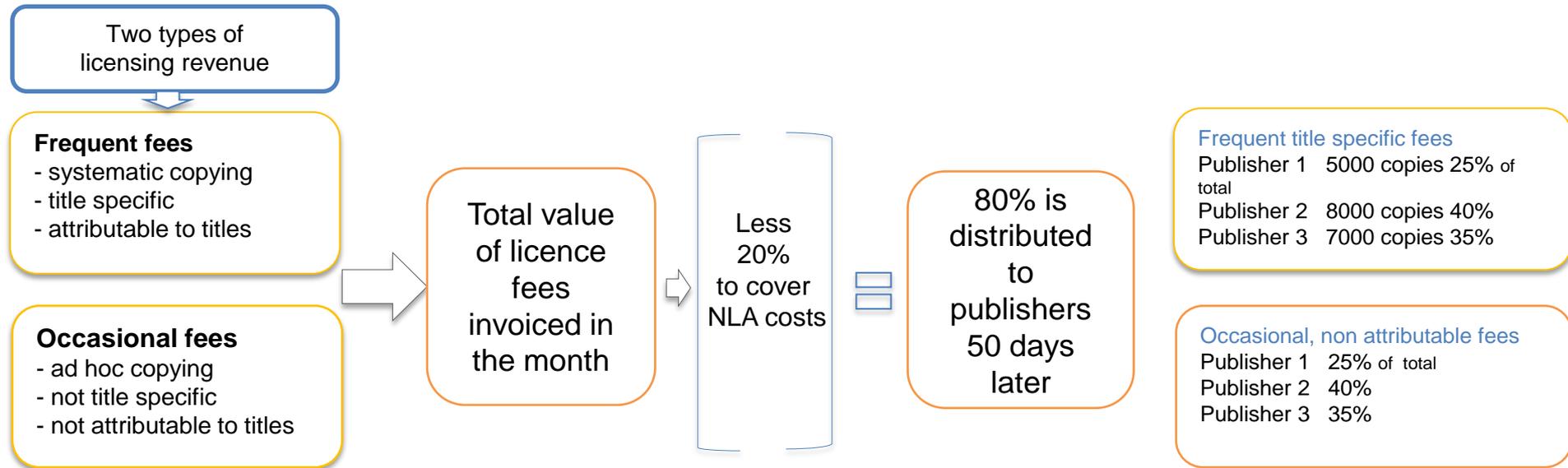
Royalties

Publishers receive monthly payment of licensing royalties. Over 80% of licensing and database revenues earned by NLA are distributed to publishers. In 2015 this amounted to £34m – equivalent to the employment costs of 1,300 journalists.

Distribution Policy

Distribution to publishers is driven by a model reflecting actual copying returns provided monthly by media monitoring agencies and annual client surveys. Where publishers do not own the rights to newspaper and web content copied by licensees, the Special Contributors Survey measures the percentage of revenue to be distributed to freelance contributors.

An annual report is distributed to rights-holders and published on our website to accompany the statutory accounts deposited at Companies House.



Complaints Procedure



NLA is committed to provide a professional service to its publishers, including compliance with the provisions of the '[Collective Management of Copyright \(EU Directive\) Regulations 2016](#)'. However, in the event that you are not satisfied with any aspects of our service please follow our complaints procedure as follows:

- Write or email the details of your complaint to NLA's Publisher Relations Manager:
publisherservices@nla.co.uk

16-18 New Bridge Street
London, EC4V 6AG

- Your complaint will be investigated and a written response provided within 10 working days of receipt
- If you are dissatisfied with the response you should then refer to NLA's Managing Director at the above address
- NLA's Managing Director will confirm or vary the earlier response or advise you of any further actions being taken regarding your complaint
- If, following completion of NLA's investigations, you remain dissatisfied you have the right to refer the complaint to the free independent [Ombudsman service](#) appointed to review complaints:

Ombudsman Services
The Brew House
Wilderspool Park
Greenall's Avenue
Warrington, WA4 6HL
Tel: 0330 440 1601

NLA media access contacts
+ 44 (0) 20 7332 9350
First Floor
16-18 New Bridge Street
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media
access

Supporting journalism