

ITV plc response to KC review

ITV plc today published the outcome of an independent external review by Jane Mulcahy KC. The review was launched in June of this year to consider ITV's handling of the rumours relating to the relationship between Phillip Schofield and Person X (a member of the This Morning production team) and to examine complaints by employees and freelancers working on This Morning since January 2016 and whether the company's response to these was appropriate and adequate.

Andy Cosslett, ITV plc's Chairman, welcomed the findings and recommendations of the review:

"The KC review makes it clear that ITV's management made considerable efforts to determine the truth about an alleged relationship between PS and Person X following media speculation. However, no concerns were reported and in the face of the denials of the individuals involved, ITV was unable to uncover the relevant evidence until PS's admission in late May 2023. The KC makes it clear that the senior management of ITV and the senior team of This Morning were unaware of the nature of the relationship until PS's statement in May 2023. We also asked the KC to review how we acted towards Person X and the KC has found that the company provided significant support to him.

"The second issue covered by the review is complaint handling. The KC finds that ITV's Disciplinary, Grievance and Freelance Complaints procedures are fit for purpose and work well in practice. She finds that ITV seeks – and succeeds in large part – in applying its policies and procedures appropriately to issues which are raised.

"The KC informed the Board that for the period under review there was *"no finding of a toxic" culture and had there been one [she] would have said so.*"

"The KC has, however, given ITV helpful direction as to how we can improve further, particularly around the ways in which concerns about behaviour are raised and responded to. We welcome her recommendations and are already acting on them.

"We are completely committed to creating an environment where everyone is treated with respect and feels able to give of their best.

"Our promise to those we work with is that where a complaint is made, or serious concerns raised, we will always investigate and if we find that something inappropriate has happened, we will take action.

"We will continue to develop our efforts to give junior colleagues the confidence to speak up if they have something to raise.

“I hope that the completion of this review allows the team at This Morning to get back to what they do so well - making a brilliant show that entertains and informs millions of viewers every week.”

KC recommendations of actions that ITV should consider and ITV’s responses

Recommendation A: *“Making increased efforts to ensure that TM/Daytime embraces its “Speaking Up” policy at every level. In particular, managers should ensure that all staff know there is a safe space to complain or raise concerns. No-one should be worried that their job will be at risk because they have raised an issue.”*

ITV response. ITV has a longstanding commitment to Speaking Up and as the KC’s recognises senior management *“are absolutely wedded to the importance of an open culture”*. We are committed to doing more to give people across ITV (not just at This Morning and Daytime) the confidence to speak up if they have something to raise.

In particular, we will:

- Continue to emphasise ITV’s anonymous and confidential reporting system SafeCall
- Reinforce speaking up with our colleague Ambassadors* and Network Groups* to drive confidence
- Increase regular, externally hosted focus groups, particularly with junior colleagues, to reinforce how to raise concerns and to speak up
- Internally promote positive action taken to resolve Speaking Up concerns to instil confidence among colleagues that where concerns are upheld, appropriate action is taken
- Centralise grievance and disciplinary related case handling to ensure a more consistent approach to all employee-related complaint handling

Recommendation B: *“Reviewing the structure of TM/Daytime to ensure close and centralised control of both production and editorial.”*

&

Recommendation C: *“Revisiting the HR structure and increase numbers of personnel where necessary.”*

ITV response. We will review Daytime’s operations to ensure the best possible coordination across and between production and editorial teams at all levels. This will include a review of HR support to ensure a holistic approach across Daytime. We have already increased the size of the HR team in Daytime.

Recommendation D: *“Centralising information on employees and promote the keeping of written records.”*

ITV response. We introduced a new HR system across ITV in 2023 which centralises employee information and we will build on the new capabilities it provides to help improve and standardise record keeping on issues such as complaints.

Recommendation E: *“Ensuring its “Talking Performance” appraisal system is fully implemented and that performance management is prioritised.”*

ITV response. “Talking Performance” is ITV’s current appraisal process and we are reviewing how to make this more effective reflecting the very different areas of ITV’s business. We plan to introduce an updated approach in 2024.

Recommendation F: *“Publishing a talent “charter” setting out key standards ITV expects to be upheld.”*

&

Recommendation G: *“Putting in place a process under which there is more open and direct communication with freelance talent.”*

ITV response. Our company wide Code of Conduct sets out the behaviours we expect of everyone we work with both in front of and behind the camera. In response to the KC’s recommendation, we intend to more clearly formalise ITV’s expectations of our on screen talent.

This will apply to on screen talent working on productions made by third party producers for ITV as well as those of ITV Studios.

We will use this as the basis for more open and direct communication with on screen talent.

Recommendation H: *“Clarifying the routes for handling complaints raised about or related to ITV talent.”*

ITV response. A new oversight framework for complaint and concern handling is being introduced. ITV is also setting up a centralised Complaints Handling Unit with dedicated resource to coordinate complaints from third parties and those relating to on screen talent.

Liaison with the industry

Given the freelance nature of our industry some of the issues covered by the KC's recommendations - such as more clearly formalising expectations of talent and ensuring junior people in production have the confidence to speak up - are industry wide and so ITV will also continue work with, and in support of, CIISA and others in the sector to address and make improvements across the industry.

Notes to Editors

1. Launched in 2015, ITV's Ambassadors are nominated and elected by their peers. They play a key role in making sure the views of their constituents (ITV colleagues) across the business are heard, helping to make ITV a better place to work. There are some 100 UK and International Ambassadors representing colleagues across the UK and ITV's international production companies. Non-Executive Directors and Management Board members regularly attend Ambassador meetings and each group meets four times a year.
2. ITV has five networks - ITV Able (the Disability Network), The Women's Network, ITV Pride (the company-wide LGBTQ+ network), ITV Balance (the Working Families Network) and ITV Embrace (ITV's Black, Asian and minority ethnic network). Around a quarter of ITV colleagues are members of at least one network and between them they have over 3,000 members. The networks support, educate and empower all ITV colleagues around their focus issues. The networks meet regularly and provide a forum for discussion, as well as a platform for projects and activities centred around each network's priorities.
3. The Creative Industries Independent Standards Authority (CIISA) has been established by the creative industry to uphold and improve standards of behaviour across the creative industries. ITV supported and funded the establishment of CIISA and is actively involved in the design and development of its activities.
www.ciisa.org.uk