



CODE OF CONDUCT FOR LICENSEES

Welcome to the PPL Code of Conduct for licensees.

We are committed to providing first-class service to all our customers, and this Code sets out our key commitments to our licensees and prospective licensees. It sets out important information about PPL (and how to find out more), what you can expect from us, and how you can help us to help you. It also incorporates our Comments, Feedback and Complaints procedure.

The Code is divided into the following sections:

- 1. About PPL**
- 2. Our customer service**
- 3. Our tariffs and licences**
- 4. Comments, Feedback and Complaints**
- 5. About this Code**

1. ABOUT PPL

1.1 PPL in overview

PPL is the UK-based music licensing company which licenses recorded music to be played in public or broadcast (including online). Established in 1934, PPL carries out this role on behalf of its tens of thousands of record company and performer members.

PPL licenses hundreds of thousands of businesses and organisations from all sectors across the UK, Channel Islands and Isle of Man who play recorded music to their staff or customers and who therefore require a licence by law. These can range from pubs, bars, nightclubs and hotels to shops, offices, factories, gyms, schools, universities and local authorities. PPL also licenses music service providers to copy recorded music for services such as in-store music systems, jukeboxes, fitness compilations and in-flight entertainment systems.

PPL's broadcast and online licensing covers the use of recorded music on the BBC's television, radio and iPlayer services and by hundreds of commercial broadcasters. These include ITV, Channel 4, Five and BSkyB, together with services such as Virgin Media and BT TV. These licences often cover a range of new media uses of recorded music in addition to "traditional" broadcasts. PPL also licenses commercial radio networks such as Capital, Heart and Absolute Radio, online services such as Blinkbox Music, and community, hospital, student and prison radio stations.

PPL also operates an International service, used by many of its members. Through over 60 agreements with music licensing companies globally, PPL is able to collect licensing revenue from the use of its members' recorded music around the world. Under these agreements with other music licensing companies, PPL also acts on behalf of their members to collect their UK licensing revenue.

After the deduction of PPL's operating costs, the revenue collected by PPL is distributed to its members based on information about the music used by licensees and the data contained in the PPL Repertoire Database, which holds the details of the millions of recorded music tracks covered by PPL's licences.

PPL has a large and diverse membership. Members include major record companies and globally successful performers, as well as many independent record companies, sole traders, session musicians and emerging artists – all of whom are legally entitled to be fairly paid for the use of their work.

(PPL also has a "sister" company, VPL, which licenses music videos to be played in public or broadcast (including online) – for more details, see Section 1.4 below.)

1.2 More about what we do

Legal basis

The primary legal basis for PPL's licensing activities is the Copyright, Designs and Patents Act 1988 (referred to in this Code as the "1988 Act"), which is the main copyright legislation applicable in the UK. The 1988 Act defines certain categories of copyright works and gives certain exclusive rights to the owners of copyright in those works, such as the right to copy the works or play them in public. This includes rights in "sound recordings" – the legal term for what PPL usually refers to as recorded music. It also includes similar rights in the performances on those sound recordings.

When a sound recording copyright owner becomes a member of PPL, they then grant PPL the rights to license their sound recordings on their behalf. Sound recording copyright owners can choose whether or not to become PPL members, and how much licensing PPL can do on their behalf.

PPL is not referred to by name in the 1988 Act. It is however a “licensing body” as defined under the 1988 Act, which means that it falls under the jurisdiction of the Copyright Tribunal, an independent body which regulates licensing bodies’ pricing – for more information, visit www.gov.uk/government/organisations/copyright-tribunal.

Where a business plays sound recordings in public, or broadcasts them (including online), this requires the permission of the copyright owner. It is the legal responsibility of the business using those recordings to obtain the necessary licence. Please note that “playing in public” has a broad legal meaning – it is not defined in the 1988 Act but the courts have given guidance on this and determined that it is effectively any playing of sound recordings (including via television and radio) other than in a domestic setting. So playing recorded music in a workplace can be “playing in public”; it is not a requirement for the general public to have access to the place where the music is being played.

If permission is not obtained, the use of sound recordings is infringing copyright and the copyright owner is entitled to take action to prevent this infringement and obtain compensation for it. For the rights licensed by PPL, our members give PPL the right to enforce their copyright on their behalf. However, we will only do so as a last resort, and we will always give businesses a reasonable opportunity to obtain a licence (or resolve any queries or concerns regarding their licence or their need for a licence) before doing so.

The 1988 Act applies to England, Wales, Scotland and Northern Ireland. The rights that PPL obtains from its members also cover the Channel Islands and Isle of Man, which are governed by separate copyright legislation. The licensing requirements for businesses and organisations using recorded music in the Channel Islands or the Isle of Man will be slightly different in some cases, due to differences in copyright legislation. For more information, please refer to the “Do I need a licence?” FAQs on PPL’s website: www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/.

PRS for Music

PPL is a separate company from *PRS for Music*. Copyright protects musical compositions and lyrics separately from the recordings of them. *PRS for Music* licenses the use of those compositions and lyrics, on behalf of authors, songwriters, composers and music publishers. Playing music in public, or broadcasting it (including online) will in most instances require a licence from both PPL and *PRS for Music*. More information about *PRS for Music* is available at www.prsformusic.com.

Whilst separate, independent organisations, PPL and *PRS for Music* work closely together on a range of matters, including the operation of a number of joint licensing solutions. For more information, please refer to the “More about PPL and music licensing” FAQs on PPL’s website: www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/.

Collective management organisations

PPL and *PRS for Music* are sometimes referred to as collecting societies, or collective management organisations (CMOs). There are many different CMOs operating in the UK, and they manage and license different rights in a wide range of creative works. CMOs are typically member organisations, acting on a not-for-profit basis on behalf of (and with a primary responsibility to) the businesses, organisations and individuals who own or control the rights in those creative works. CMOs allow users of creative works to obtain a single licence to use all of the materials controlled by their members rather than every single user having to obtain a licence from every single rightsholder separately. This simplifies the licensing process and makes it more efficient, for rights users and rightsholders alike.

1.3 More about who we do it for

Our members

In summary, PPL acts on behalf of record companies and performers. In this context:

- “Record companies” can effectively include any person or corporate entity which owns (or exclusively controls) the copyright in a sound recording in the UK, and you may find

that we use terms such as “recording rightsholders” to describe these members. Many of PPL’s recording rightsholder members are small businesses or small traders.

- “Performers” are those who have performed on recorded music.

Through our members, and through agreements with music licensing companies in other countries under which PPL acts on behalf of their members in the UK, our licences cover millions of different recordings, representing the vast majority of commercially-available recorded music. We offer the PPL Audio Repertoire Search and the PPL Member and Label Search (search facilities accessible from every page on our website) to help licensees identify the tracks that are covered by our licences. More information about our agreements with music licensing companies in other countries can be found on the PPL website: www.ppluk.com/I-Make-Music/Understanding-Your-Payments/How-can-I-earn-more/.

Where the money goes

PPL does not keep a profit for itself. All licence fees, less operating costs and specified deductions, are distributed to our members (those whose time, talent and money has been invested in making and performing on recorded music). PPL endeavours to distribute licence fees to members as fairly and accurately as possible, based on a per-track and per-performer distribution process.

A summary of this process is available on our website at www.ppluk.com/I-Make-Music/Understanding-Your-Payments/How-is-money-distributed/. PPL’s Distribution Rules can also be accessed from the same website page as the summary.

We are committed to keeping our operating costs at a reasonable level whilst also ensuring appropriate investment to benefit our members and licensees through maintaining and improving our services and systems. Our operating costs budget is subject to PPL Board and Finance Committee scrutiny and approval each year, and our operating costs are typically less than 15% of the licence fees collected.

Deductions are made for specific matters such as funding music industry anti-piracy work or as part of PPL’s membership of other music industry organisations; these matters are subject to PPL Board approval and are regularly reviewed by PPL’s members at our AGM.

Details of PPL’s licensing revenues, operating costs and deductions are set out in our Annual Review and Financial Statements, which are publicly available (see Section 1.4 below).

1.4 More about who we are and how we operate

Mission, values and goals

PPL’s mission, values and goals are published on its website at www.ppluk.com/About-Us/Who-We-Are/Mission-values-and-goals.

Management, boards and committees

Information about PPL’s management, boards and committees is published on its website at: www.ppluk.com/About-Us/Who-We-Are/Management-and-boards, including details of:

- Who is on PPL’s Executive Management Team
- Who is on the PPL Board and Performer Board
- The composition and remit of all PPL Board committees
- PPL’s Annual General Meeting (AGM) and Annual Performer Meeting (APM)

PPL’s Annual Reviews and Financial Statements (see below in this section) also contain information about, amongst other things, the appointment and election of PPL directors.

Formal documents

Copies of PPL’s Annual Reviews and Financial Statements (including PPL’s audited accounts and the directors’ and auditors’ reports on those accounts) which PPL will publish each year and which set out, among other things, the number of PPL members, total

licensing revenue, operating costs and details of appointments of directors, together with PPL's current Articles of Association, are published on its website at www.ppluk.com/About-Us/Who-We-Are/Annual-Reports.

Applicable laws and regulations

In the course of its operations, PPL is committed to acting in accordance with all applicable laws and regulations, including where relevant the following:

- Bribery Act 2010
- Companies Act 2006
- Copyright, Designs and Patents Act 1988
- Data Protection Act 1998
- The Copyright (Regulation of Relevant Licensing Bodies) Regulations 2014

PPL is also committed to acting in accordance with its Articles of Association, and the terms of its licences and licensing schemes.

PPL similarly expects its licensees to comply with all applicable laws and regulations, including the rights of PPL members (as creators and rights holders) to receive fair payment when their recordings and performances are used. PPL also expects licensees to act in accordance with the terms of any licence granted to them by PPL.

Company registration details

PPL is a trading name of Phonographic Performance Limited, a private company limited by guarantee, incorporated in 1934 and registered in England and Wales with registered number 288046. Its registered office is 1 Upper James Street, London W1F 9DE. PPL's VAT registration number is 232 6621 83.

VPL

This Code also applies (where relevant) to VPL. VPL is PPL's "sister" company, licensing music videos to be played in public or broadcast (including online). Whilst a separate company, with its own members and licensees and a separate board of directors, VPL is under shared management with PPL and utilises the same staff and facilities. Wherever we deal with you regarding the licensing of music videos, you are dealing with VPL.

VPL is a trading name of Video Performance Limited, a private company limited by guarantee, incorporated in 1984 and registered in England and Wales with registered number 1818862. Its registered office is 1 Upper James Street, London W1F 9DE. VPL's VAT registration number is 386 3782 07. More information about VPL can be found at www.ppluk.com/About-Us/Who-We-Are/.

1.5 Further information

Extensive further information about PPL can be found at www.ppluk.com. This is reviewed and updated regularly. Please note that, as a result, from time to time the specific PPL website links included in this Code may change. We therefore recommend that you refer to the current version of this Code as published on the PPL website, which we will keep updated to reflect any changes to the PPL website links to which it refers.

1.6 How to contact us

When contacting us, it will help us to help you quickly and efficiently if you can tell us your PPL account number (if you have one). If contacting us by post or fax, please also address your letter to the relevant person and/or department at PPL (if known).

By post: PPL, 1 Upper James Street, London, W1F 9DE

By fax: +44 (0)20 7534 1111

By telephone or email: PPL maintains dedicated contact numbers and email addresses for different types of customers to make sure you can get through to the right person as quickly and easily as possible. The most up to date contact details and opening hours can be found on PPL's website at www.ppluk.com/Contact-Us/. For general queries please contact us at info@ppluk.com or call us on 020 7534 1000. Please note that, to protect all our licensees, we reserve the right to ask you to take reasonable steps to confirm your identity. Please note that, in accordance with applicable laws and regulations, telephone calls to/from PPL may be recorded for training and quality purposes.

1.7 How we use your information

We take your privacy very seriously, and we are committed to complying with the Data Protection Act 1998 and related laws and regulations where these apply to PPL's activities. This includes using your information fairly and taking appropriate steps to keep it safe. Generally, PPL may use the information you provide to us (including any personal data such as names and contact details) for the purpose of calculating appropriate licence fees, contacting licensees, applicants and other respondents regarding PPL licences and to research and analyse the types of organisations and entities that hold, or should potentially hold, relevant copyright licences. Information may be disclosed to law enforcement bodies from time to time in relation to any intended or potential action for breach of copyright. We may also exchange information with other collecting societies for the purpose of establishing whether further copyright licences are required to be held. The terms and conditions of your PPL licence may contain specific details or obligations relating to your information and how it will be used by PPL; please review these carefully.

Details of our website privacy policy, including our use of cookies, can be found here: www.ppluk.com/Additional-Pages/Privacy-Policy/.

If you subscribe to our licensee newsletter, you will always have the option to unsubscribe and details of how to do this are provided each time the newsletter is sent out. We will never provide your details to third parties for marketing purposes without your consent.

2. OUR CUSTOMER SERVICE

2.1 Our key commitments to you

When dealing with prospective, new or existing licensing customers – whether they are businesses or organisations playing music in public, or any other licensing customers – we are committed to acting:

- in accordance with certain standards of service
- promptly
- transparently
- fairly, reasonably, honestly and impartially
- with respect for your personal information
- in accordance with this Code

Our standards of service

We will always aim to:

- act in a professional and courteous manner
- provide you with clear, appropriate and accurate information
- when speaking to you on the telephone, identify ourselves by name
- take reasonable account of circumstances relating to language, disability or other such matters that might affect you

Acting promptly

If you call us, we aim to answer your call within 30 seconds. If you email or write to us (or if we are unable to provide a full response during a telephone call) we aim to respond within 10 working days of receiving your query. We aim to acknowledge receipt of emails or letters within 2 working days of receiving them.

If things have gone wrong, we will correct any agreed errors as quickly as possible. Please also see our Comments, Feedback and Complaints procedures in Section 4 of this Code.

Acting transparently

We will always aim to explain clearly:

- who we are and what we do
- whether (and why) you need a PPL licence
- what your PPL licence fee will be and how it is calculated
- any other PPL policies or procedures that affect your licence or your dealings with us

Acting fairly, reasonably, honestly and impartially

We are committed to acting fairly, reasonably, honestly and impartially towards you, including in relation to how we treat other customers in similar situations. When speaking or corresponding with you, we will also give you a fair opportunity to explain your position to us.

Acting with respect for your personal information

We take your privacy very seriously. Please see our commitments regarding use of your information in Section 1.7 of this Code.

Acting in accordance with this Code

We are committed to training our staff appropriately (and any third parties acting on our behalf) to understand and act in accordance with this Code in their dealings with you, in particular as regards the key commitments set out in this Section 2 and the Comments, Feedback and Complaints procedures set out in Section 4.

2.2 More information for businesses and organisations playing recorded music in public

Prospective and new licensees

PPL recognises that not all businesses will be aware of the legal requirements relating to playing recorded music in public. Whilst this does not affect the responsibility of businesses to put any necessary licences in place, PPL is committed to raising awareness of music licensing requirements as part of its customer service.

We may therefore contact your business to explain the legal requirements relating to playing recorded music in public, and help your business to identify whether or not a PPL licence is required by checking whether (and, if so, how) you use recorded music in your business. When doing so, we may contact you by post, email, telephone or by visiting your premises. Whichever means of contact we use, we will comply with the key commitments set out in Section 2.1 above. We will only telephone or visit your premises during reasonable business hours. When visiting your premises we will do what we reasonably can to minimise disruption to any activities of your business or organisation taking place.

We will help you to put the appropriate licence (if any) in place based on the information available about your use of recorded music. If we believe we have the necessary information to determine the applicable PPL tariff(s) and calculate your licence fee, we will send out an invoice accompanied by explanatory information and details of how to contact us if you have any queries or if anything is incorrect. If we do not have all of the necessary information, we may need to ask you for more details or send you an application form to complete.

Where you inform us that that you are not playing recorded music at your business (or that the only recorded music played is out of copyright or not covered by PPL's licensing), we may ask you to complete a declaration form confirming this. We may then contact you again in the future to see if your recorded music use has changed, but we will not do so for at least six months unless we have reason to believe that you now require a PPL licence.

Existing licensees

We will contact you a reasonable time in advance of your licence expiry date to invite you to renew your PPL licence for a further year. We may contact you by post, email or telephone. Whichever means of contact we use, we will comply with the key commitments set out in Section 2.1 above. We will only telephone your premises during reasonable business hours.

As part of this process, we will ask you to confirm whether there has been any change in your business or your use of recorded music that may affect our licensing relationship with you, or the calculation of your licence fee for the year ahead. It is your responsibility to tell us about any such changes.

Please also refer to the terms and conditions of your licence (see further Section 3 below).

3. OUR TARIFFS AND LICENCES

3.1 Tariffs, licensing schemes and licences

Businesses playing recorded music in public

PPL operates a number of different tariffs and licensing schemes, to cater for businesses of different types (for example there is one tariff for shops and stores, and another for factories and offices) and sizes. Many of PPL's tariffs apply to the use of recorded music as background music in a particular type of business but there are also some tariffs that apply to particular ways of using recorded music, such as using it as an accompaniment to exercise instruction.

You can find out how our tariffs operate, how licence fees are calculated, and what your PPL licence will cost by visiting www.ppluk.com/I-Play-Music/Businesses/How-much-does-a-licence-cost/.

You can find the following information (and more) in our website FAQs at www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/:

- Details of our licensing policies (whereby in certain circumstances we do not require businesses to obtain a PPL licence despite the underlying legal position).
- Details of our refund and cancellation policies.
- The general terms and conditions applicable to your licence.

You should review the tariff(s) applicable to your business, and the general terms and conditions, carefully and in full. Please contact us if you have any queries. Some provisions you may especially wish to be aware of are as follows:

- Except under tariffs for one-off events, licences cover an annual period and, except where payment is made through Direct Debit, full payment is required before your licence can be granted.
- Our terms and conditions include the grant of a right for PPL to visit your premises to ensure that the information you have given to us about your music use is correct and whether the terms of the licence are being complied with.
- In certain cases PPL is entitled to apply a surcharge increasing the licence fee by 50% where businesses play recorded music in public without first obtaining (or renewing) their licence. This follows a decision of the Copyright Tribunal. Where a surcharge is part of a tariff, we will make this clear as part of the tariff information available via our website and in the invoices and related documentation we send you. For more information about whether this might apply to you, please visit www.ppluk.com/I-Play-Music/Businesses/How-much-does-a-licence-cost/ and select the category that applies to your business. You can also find out more about the surcharge in the "Understanding your invoice" FAQs on PPL's website: www.ppluk.com/I-Play-Music/Businesses/Why-do-I-need-a-licence/.
- In certain cases a concessionary discount (reducing the licence fee by 50%) may be available where you only use "traditional" radio or television broadcasts and certain criteria regarding the size of the business are met. For more information about whether this might apply to you please visit our website at www.ppluk.com/I-Play-Music/Businesses/How-much-does-a-licence-cost/ and select the category that applies to your business.

Other licensing customers

Details of our licences for the radio broadcasting of recorded music (including online) can be found on our website at www.ppluk.com/I-Play-Music/Radio-Broadcasting/. This includes information about our different types of radio broadcaster licence, how the licence fees are calculated and how to apply for a licence.

Details of our licences for the television broadcasting of recorded music (including online) can be found on our website at www.ppluk.com/I-Play-Music/Television-Broadcasting/.

PPL also licenses music service providers (such as jukebox operators or in-store music system providers) to copy recorded music in order to provide their services to other businesses. See www.ppluk.com/en/I-Play-Music/Music-Service-Providers/.

Please note that terms and conditions will apply. There are a number of different standard agreements for the different types of licence we offer. We will supply a copy of the licence agreement(s) relevant to your business on request or when you apply for a licence.

3.2 How to make payment

You can pay for your PPL licence by electronic bank transfer (including through our website at www.ppluk.com/payonline), credit/debit card or cheque. Most PPL licence fees can also be paid via Direct Debit. Full details of how to pay are published on our website and provided on all our invoices.

3.3 How we set and review tariffs and licensing schemes

PPL is committed to setting fair and reasonable tariffs, licences and licensing schemes, so that our members rights are valued fairly (taking account of the value that the use of recorded music adds to our licensees' businesses or organisations) and that our members receive a fair payment for the use of their creative work. By "licensing scheme", we mean a scheme setting out the standard licensing fees and terms applicable to a certain class of licensing cases, such as for a particular category of businesses or type of music use.

When we propose to introduce a new licensing scheme, or significantly amend an existing scheme, we will take a fair, reasonable and proportionate approach to consultation and negotiation.

PPL may issue new or amended licensing tariffs or schemes without consultation where there is no, or only a negligible, change to the fee level or structure or where there is a demonstrable business need for an urgent change, including where a change is needed in response to legal requirements.

PPL will only introduce new or significantly amended tariffs or licensing schemes on reasonable notice (which in most cases will be a period of at least three months), and with the approval of the PPL Board. However, changes such as annual tariff increases in line with RPI will not ordinarily be subject to consultation or specific PPL Board approval and may necessarily be introduced with shorter notice.

PPL is always keen to better understand its customers and the role that recorded music plays in their businesses. PPL may from time to time, whether or not during a tariff review, conduct surveys and other activities to gather information to assist this understanding.

Representative organisations

PPL values relationships with organisations that represent music users and is happy to have a dialogue with them whether during a tariff review or at other times. When we propose to introduce a new licensing scheme, or significantly amend an existing scheme, we will (where it is fair, reasonable and proportionate to do so) seek to consult initially with organisations representing a substantial part of the market to be licensed under the scheme, with a view to reaching agreement on the new or significantly amended scheme.

To help ensure that PPL's consultation both during this first phase and in any subsequent public consultation phase, is fair, reasonable and proportionate, PPL would ask that any trade body or association wishing to participate provides PPL with appropriate information about their members, the proportion of the affected licensing market that they represent and the extent to which they have authority to represent their members in discussions with PPL. We would also ask such organisations take steps to ensure that, when discussing tariffs and licensing schemes with PPL, they are appropriately representative of the views, positions and interests of their membership as a whole.

Public consultation phase

Whether or not agreement has been reached with the relevant representative organisations, PPL may hold a public consultation on its proposals for a new or amended licensing scheme if it is fair, reasonable and proportionate to do so. The extent of this phase of consultation will depend on a number of factors, including the extent to which agreement has been reached in the first phase of consultation, the proportion of the market to be licensed that has not been represented in the first phase, the extent to which this unrepresented part of the market is likely to be impacted by the new or amended licensing scheme and the nature of the tariff and the proposed changes.

For example, a three month consultation period would be appropriate where there are a significant number of businesses likely to be substantially affected by changes to the scheme, and who were not represented in the first phase of consultation. We will always set out our proposed time period for any public consultation at the outset, and keep under review whether it is appropriate to extend the consultation period further.

Scope of consultation

Where consultation is undertaken, this will typically include:

- Setting out information about the reason for the tariff review.
- Setting out any evidence that PPL has gathered or commissioned or which is otherwise in PPL's possession that impacts on the tariff review.
- Setting out a proposed new tariff structure, fees or terms.
- Inviting, receiving and considering information about music use in the relevant sector.
- Inviting, receiving and considering the views of customers and potential customers about the proposed tariff and any suggestions for an alternative appropriate tariff structure and fees for the sector, as well as any supporting evidence they may present.

4 COMMENTS, FEEDBACK AND COMPLAINTS

PPL is committed to providing its customers with first-class service. We therefore welcome your feedback (positive or negative) about our service to you. We appreciate that in some situations our licensees or prospective licensees may wish to give us feedback about the service they have received from us, in situations where they feel that this has not met their expectations or where they feel that we have not complied with our commitments under this Code. The procedures below apply to matters such as:

- The customer service, professionalism and manner of the individual(s) with whom you have been dealing at PPL (or of those organisations acting on our behalf).
- The quality or accuracy of the information provided to you by or on behalf of PPL.
- An incorrect charge or other error in dealing with your PPL licensing requirements.

The procedure to follow if you are a licensee or prospective licensee playing recorded music in public is set out in Section 4.1 below. The procedure to follow if you are another type of PPL licensee or prospective licensee is set out in Section 4.2 below. Please follow the procedure which applies to you (please let us know if you are unsure, and we can advise you which procedure to follow). Whichever procedure applies to you, we ask that you follow all of its steps from the beginning, to help us address your concerns effectively. Section 4.3 below sets out details of PPL's Independent Complaints Review Service.

On request, we are happy to provide you with reasonable assistance in forming and submitting any comments, feedback or complaints.

4.1 For licensees and prospective licensees playing recorded music in public

STEP 1

In the first instance, please explain your concerns to the person at PPL with whom you have been dealing or who is currently communicating with you and they will seek to resolve the matter. Our opening hours are set out on our website at www.ppluk.com/Contact-Us/ and you can contact us via the telephone number or email address provided by the person with whom you have been dealing. If you have not yet spoken to anyone at PPL, or if you do not have the contact details of the person with whom you have been dealing, please contact us via the switchboard on 020 7534 1000 with your account number available if you have one.

STEP 2

If at any time after raising your concerns at Step 1, the matter remains unresolved and you wish to speak to someone else, please ask the person with whom you have been dealing to refer you to their manager. The person you are dealing with may themselves decide to pass the matter on to their manager, to help resolve matters. Depending on the particular circumstances, you may be passed to (or contacted by) the manager directly or you may be provided with the manager's contact details (post or email). When contacting the manager, please include full details of your concerns, your PPL account number and why you remain dissatisfied. We will acknowledge your feedback within 2 working days of receipt and the manager will contact you with a written response within 10 working days of receipt.

STEP 3

If you remain dissatisfied after you have heard from the manager, please email pp.customerfeedback@ppluk.com or write to Customer Service Feedback (Public Performance), PPL, 1 Upper James Street, London W1F 9DE. When doing so, please include full details of your concerns, your account number and why you remain dissatisfied. We will acknowledge your feedback within 2 working days of receipt. This will then be reviewed and responded to in writing by the appropriate Operations Manager within 10 working days of receipt.

STEP 4

If you remain dissatisfied after you have heard from the Operations Manager, you can write to PPL's Head of Public Performance Operations (whose contact details will be provided by the Operations Manager). When doing so, please include your PPL account number and the reasons why you remain dissatisfied. We will acknowledge your feedback within 2 working days of receipt. The Head of Public Performance Operations will respond in writing within 10 working days from receipt of your letter giving a reasoned decision in relation to the matter. Unless they recommend further action or investigation, we may then advise you that the complaints procedure has been completed.

If you remain dissatisfied after you have received the decision of PPL's Head of Public Performance Operations then you can apply to use the Independent Complaints Review Service explained in section 4.3 below.

4.2 For all other licensees or prospective licensees

STEP 1

In the first instance, please explain your concerns to the person at PPL with whom you have been dealing or who is currently communicating with you and they will seek to resolve the matter. Our opening hours are set out on our website at www.ppluk.com/Contact-Us/ and you can contact us via the telephone number or email address provided by the person with whom you have been dealing. If you have not yet spoken to anyone at PPL, or if you do not have the contact details of the person with whom you have been dealing, please contact us via the switchboard on 020 7534 1000 with your account number available if you have one.

STEP 2

If at any time after raising your concerns at Step 1, the matter remains unresolved, and you wish to speak to someone else, please ask the person with whom you have been dealing to refer you to their Head of Department. The person you are dealing with may themselves decide to pass the matter on to their Head of Department, to help resolve matters. Depending on the particular circumstances, you may be passed to (or contacted by) the Head of Department directly or you may be provided with the Head of Department's contact details (post or email). When contacting the Head of Department, please include full details of your concerns, your PPL account number and why you remain dissatisfied. We will acknowledge your feedback within 2 working days of receipt and the Head of Department will contact you with a written response within 10 working days of receipt. If the person you have been dealing with or who is currently communicating with you is a Head of Department themselves then they will refer you directly to Step 3.

STEP 3

If you remain dissatisfied after you have heard from the Head of Department, you can write to PPL's Chief Licensing Officer (whose contact details will be provided by the Head of Department). When doing so, please include your PPL account number and the reasons why you remain dissatisfied. We will acknowledge your feedback within 2 working days of receipt. This will then be reviewed and responded to in writing by PPL's Director of Licensing within 10 working days giving a reasoned decision in relation to the matter. Unless they recommend further action or investigation, we may then advise you that the complaints procedure has been completed.

If you remain dissatisfied after you have received the decision of PPL's Chief Licensing Officer then you can apply to use the Independent Complaints Review Service explained in section 4.3 below.

4.3 Independent Complaints Review Service

The PPL Independent Complaints Review Service is a free service for use by our licensing customers (whether or not those customers have already obtained or renewed their PPL licences), where they have followed all the steps of PPL's published complaints procedure but are dissatisfied with the outcome. Through the service, you can obtain an independent review of your complaint by an external Complaints Reviewer.

As with our complaints procedure, this covers complaints about the service PPL has provided. So for example it could cover complaints relating to:

- The customer service, professionalism and manner of the individual(s) with whom you have been dealing at PPL (or of those organisations acting on our behalf).
- The quality or accuracy of the information provided to you by or on behalf of PPL.
- An incorrect charge or other error in dealing with your PPL licensing requirements.

However, it is not designed to review the pricing, structure or scope of PPL licences or licensing schemes, or the fairness or meaning of PPL's licensing terms. The service is also unable to deal with complaints regarding legal issues or commercial disputes.

More information about the Independent Complaints Review Service is available on request from PPL and we will provide full details of how to use this service when we respond to complaints at the final step of our complaints procedure.

PPL's Independent Complaints Review Service is provided by **Ombudsman Services**, a third party organisation offering an independent and impartial means of resolving disputes for the communications, energy and property sectors (with OFCOM, OFGEM and OFT approval) and which is also now providing services to a number of copyright licensing CMOs.

For more information about Ombudsman Services, including what types of complaints it can review, the ways in which it can resolve complaints and details of how to use their service, please visit www.ombudsman-services.org/copyright.html.

5. ABOUT THIS CODE

5.1 **British Copyright Council**

PPL is a member of the British Copyright Council (BCC), a not-for-profit organisation which represents the copyright community across the creative industries. This Code complies with the BCC's Principles for Collective Rights Management Organisations' Codes of Conduct (the "BCC Principles"), a voluntary, self-regulatory framework to establish a common set of principles of good practice as the basis for codes of conduct. The BCC Principles can be found on the BCC website: <http://www.britishcopyright.org/about-us/independent-code-review/principles-collective-management-organisations-codes-conduct/>

Please note that some aspects of the BCC Principles focus on a CMO's members rather than its licensees. The BCC Principles state that separate codes for members and licensees may be desirable. PPL has a separate Code of Conduct for members (also published on the PPL website) to which you may also wish to refer.

5.2 **The Copyright (Regulation of Relevant Licensing Bodies) Regulations 2014**

PPL is committed to ensuring that this Code, together with the separate Code of Conduct for members, is compliant with all requirements of the Copyright (Regulation of Relevant Licensing Bodies) Regulations 2014 (the "Regulations"). The Regulations provide that each CMO must have a code of practice that complies in material respects with the specified criteria set out in the Regulations. Many of the specified criteria are very similar to the provisions of the BCC Principles and both focus on fairness, transparency and good governance. The Regulations can be found here: www.legislation.gov.uk/uksi/2014/898/contents/made.

5.3 **Status of this Code**

This Code is a voluntary code of conduct and does not contain any legal advice or form part of any licence or contract between you and PPL. However, our Comments, Feedback and Complaints procedures provide details of steps you can take, and how we will respond, if you feel that we have not complied with this Code in our dealings with you as a prospective, new or existing PPL licensing customer (see Section 4 above).

In some circumstances, PPL's licences or tariffs may be administered by another CMO, such as in the case of a joint licensing solution for community buildings that is administered by *PRS for Music* on behalf of itself and PPL. In these cases, it may be that it is the code of conduct operated by that other CMO which will apply to those aspects of licensing activity carried out by that CMO on PPL's behalf. In other circumstances, PPL's licences or tariffs may be administered by an organisation that provides services to the sector being licensed, such as is the case for PPL's tariff for use of music in schools that is administered by CEFM. In these cases PPL's Code of Conduct will normally apply.

We will make it clear to affected customers which code of conduct applies in such cases, and how any comments, feedback or complaints can be made. We will also ensure that, whichever code of conduct applies in such situations, affected customers have access to an independent complaints review service.

In other circumstances, PPL may administer a licence (or operate a tariff within a PPL licence) on behalf of another CMO. For example, some PPL licences may cover use of recorded music in countries outside the UK, and the licence fees for the use in those countries may be set by the CMOs in those countries (sometimes referred to as a "tariff of destination"). In these cases, this Code will apply to PPL's customer service but will not apply to the setting of the tariffs of destination, as that is a matter outside of our control.

5.4 Review of this Code

We will publish information about our performance against this Code at least annually, including a complaints report.

PPL will regularly review the operation of this Code, including the Comments, Feedback and Complaints procedures, and it will be updated from time to time as appropriate. This may include any changes required in response to any changes in the BCC Principles or the Regulations. It may also include changes in response to the Independent Code Review (see below).

Independent Code Review

The BCC Principles provide for an Independent Code Reviewer to be appointed to review the BCC Principles and the operation of CMO codes under it, with the review process commencing in November 2013 and then taking place at three-yearly intervals. The Independent Code Reviewer will consult on the review, and publish a report on the review. The first report of the Independent Code Reviewer was published in June 2014 and found that CMOs, including PPL “have satisfactorily demonstrated compliance with their codes in their responses to the review”.

5.5 Availability of this Code

The current version of PPL’s Code of Conduct for licensees will always be published on our website at ppluk.com and will be accessible from every page. We are happy to provide a paper copy of the Code on request. If you have any special reading or access requirements relating to accessing this Code please let us know and we will try to assist.