



A Free Press Matters

***NEWS
STANDARDS &
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THE VOA CHARTER

President Gerald Ford signed the VOA Charter ([Public Law 94-350](#)) into law on July 12, 1976. It protects the independence and integrity of VOA programming.

The long-range interests of the United States are served by communicating directly with the peoples of the world by radio. To be effective, the Voice of America must win the attention and respect of listeners. These principles will therefore govern Voice of America (VOA) broadcasts:

1. VOA will serve as a consistently reliable and authoritative source of news. VOA news will be accurate, objective, and comprehensive.
2. VOA will represent America, not any single segment of American society, and will therefore present a balanced and comprehensive projection of significant American thought and institutions.
3. VOA will present the policies of the United States clearly and effectively and will also present responsible discussions and opinions on these policies.



INTRODUCTION

THIS GUIDE APPLIES TO ALL EMPLOYEES, CONTRACTORS AND STRINGERS WHO GATHER, PRODUCE, EDIT, TRANSLATE, PRESENT AND DISSEMINATE CONTENT FOR VOA

The purpose of this Guide is to define the journalistic standards and best practices that VOA should follow every day. Although the increasingly changing news and information environment requires us to have a basic understanding of best practices, **everything we cover, produce and disseminate – is unique and must be considered in context and on its own merits.**

You are encouraged to bring issues not covered in this guide to the attention of your supervisors, Service Chiefs, Division Directors, the News Standards & Best Practices Editor/Associate News Standards & Best Practices Editor, VOA senior management or the Office of General Counsel as appropriate.

- There may be times when you will be working on stories that allege wrongdoing. In those cases, the Office of General Counsel **must** be consulted.
[\(Also see Legal Issues\)](#)

It is your responsibility to understand these best practices as well as to consider your own sense of right and wrong. Credibility is the most precious commodity of any news organization. The only way to achieve and maintain that credibility is to accept responsibility for it.

WHEN IN DOUBT, ASK – DO NOT ASSUME

This guide will help, but should not replace, discussions of difficult issues with co-workers and supervisors. We grow as a news organization -- and policies are formed -- by asking questions and discussing the journalistic issues we face daily.

In addition to these journalistic guidelines, federal employees [are also required to follow the policies laid out by the Office of Government Ethics and USAGM's Ethics Counsel.](#)

The [Best Practices Guide](#) is updated regularly on SharePoint and in Galaxy/Webspace.



NEWS GATHERING

FAIRNESS, NEUTRALITY & BALANCE

- Leave your personal, cultural and political views behind when you are on duty at VOA.
- The accuracy, quality and credibility of the Voice of America are its most important assets, and they rest on our audiences' perception of VOA as an accurate, neutral and reliable source of news and information.
- **Avoid using unattributed negative terms or labels to describe persons or organizations.** The only exceptions are when individuals and groups use those labels to describe themselves or their activities, or someone is directly quoted using a negative term.
- **Be fair to all of the people or groups involved in a story.** People who are presented in a negative light must be given a reasonable chance to present their side of the issue. If they refuse to comment, you must note that in your story.
- **Do your homework.** Be well prepared with facts to balance the statements of one side or the other.
- If you have a personal interest in any issue — whether political, financial, or ideological — it is your responsibility to first discuss with your editor whether you should cover the story. In most cases your editor will tell you to recuse yourself and will assign the story to someone else. But even when you're simply sharing stories online, you have a responsibility to disclose when a given story may impact you personally.
- Avoid any action or statement that might give the appearance of partisanship. **This includes the wearing of lapel pins, religious symbols, clothing designs or color schemes that appear to support one party or individual over another.**

➤ **THERE IS NO PLACE AT VOA FOR ADVOCACY JOURNALISM - THE PRESENTATION OF NEWS FROM ONE PARTICULAR VIEWPOINT OR ONE SPECIFIC AGENDA.**

➤ **YOU CANNOT ACCEPT MONETARY PAYMENT OR GIFTS FROM ANY INDIVIDUAL, SPECIAL INTEREST GROUP, OR POLITICAL ORGANIZATION IN EXCHANGE FOR NEWS COVERAGE. IT IS A VIOLATION OF JOURNALISTIC ETHICS.**

- VOA journalists should avoid covering an event where a speaker or panelist is from VOA simply because VOA is represented at the event. If the event is newsworthy, the report should disclose and explain that VOA is represented at the event and explain the editorial reason for covering the event as a news story.
- You must carry out your work with the utmost professionalism. As journalists we do not make critical statements towards or about members of government. Nor do not offer them words of praise. Such action might create an impression that VOA is working hand-in-hand with another government agency, and it doesn't help if our critics see or hear a statement of that nature.
- Professionalism applies equally to working with your VOA colleagues. Respect for your colleagues is absolutely vital to maintaining best practices. Whether in a newsroom, studio, control room, in the field, or on social media, there is no excuse for arrogance.
[\(Also see Social Media\)](#)

BIAS & DIVERSITY

One of the key areas for ensuring fairness, neutrality and balance in our reporting is to avoid bias or preconceived notions.

- Avoid stereotyping by race, gender, age, religion, ethnicity, geography, sexual orientation, disability, social status or physical appearance. You should make a good faith effort to ensure that interviewees are given equal consideration and without favor to any one group.
- Don't include a description of an individual unless it is essential to the story. If a description doesn't serve an editorial purpose, it may perpetuate negative stereotypes, possibly anger some members of a community and in all likelihood will not effectively advance the story. Poynter explains why here: [Poynter-Negative Stereotypes](#)
- Be aware of the possibility of racial or ethnic stereotyping when selecting images to include in stories. In a story about unwed mothers in the U.S., should every mother shown be African American? When file video about drug arrests in the U.S., should every person shown be African American or Hispanic? The clear answer is no.
- Avoid the casual use of words and phrases like "illegal immigrant," "Third World" and "terrorist," or the assumption that "fundamentalism" equals violence.
[\(Also see Loaded Words\)](#)

SATIRE

Under certain circumstances, satire can be an effective way to reach and communicate with target audiences. Satirical output must be clearly labeled as such, and be reviewed by the relevant Language Service Chief and Standards Editor before broadcast or publication. When doing satire, a conscious effort should be made to target a broad range of subjects. Satirical content should not contain religious, ethnic, socio-economic or cultural slurs.



POLITICAL ACTIVITY

VOA STAFF CANNOT CAMPAIGN FOR OR ORGANIZE EVENTS FOR POLITICAL CANDIDATES

THAT IS A VIOLATION OF FAIRNESS, NEUTRALITY AND BALANCE AND SHOULD BE AVOIDED AT ALL TIMES

THE HATCH ACT

The Hatch Act is a federal law prohibiting government employees in the Executive Branch from engaging in partisan political activity. The Office of General Counsel has provided some basic guidelines regarding political activity by VOA employees.

Employees **MAY NOT** engage in political activity while:

- On duty – **You are on duty when you are teleworking**
- In any government office
- Using a government vehicle
- Wearing an official uniform or insignia

In addition, the following political activities are prohibited while **on duty**:

- Wearing campaign buttons and/or t-shirts
- Displaying campaign posters in the workplace
- Using **AGENCY** e-mail accounts, social media accounts or blogs to support or criticize a candidate or political position
- Using agency computers to make online campaign donations
- Using screensavers supporting or criticizing a candidate or political position
- Using agency-supplied smartphones to support or criticize a candidate or political position

For more complete guidance on the Hatch Act, [please follow this link to the Office of General Counsel's Ethics page.](#)

POLITICAL REPORTING

VOA **DOES NOT** “call” elections, and declarations of victory need strict attribution, generally to AP’s and Reuters’ calls. We **do not** refer to a candidate as more than an “apparent” or “projected” winner until results are certified.

SOCIAL MEDIA

- **You can be a journalist, or you can be an advocate -- but never both.**

Technology has changed radically over the last 20 years, but the basic principles of journalism have not. If you are a journalist, you should never post anything online that would lead people to believe you support any policy, political party or ideology. VOA follows the highest standards of professional journalism, so it is essential that you are fair, impartial, and neutral at all times on social media and other public spaces. Assume that everything you post online can or will become public at some point.

SOCIAL MEDIA AS A REPORTING TOOL

- **Before using any material discovered on social media, carefully examine accounts for the user's post history, how long the account has been in existence, and other pieces of forensic evidence.**

These platforms present an extraordinary opportunity to get on-the-ground footage of events, often in places where VOA cannot safely send its journalists. But that comes with an extraordinary risk: pictures and videos claiming to be of a particular event are often fake or misattributed. When in doubt, consult VOA's in-house experts on validating third-party material.

[\(Also see User-Generated Content\)](#)

TRANSPARENCY

- **Every news outlet makes mistakes. If your reporting contains a factual error it should be corrected as quickly as possible with a note at the bottom of the story.**

Never delete any content on any platform without first consulting your supervisor or Service Chief. While you should not delete incorrect stories or video from your site, you should use the content management system to remove it from major section fronts until it is corrected. The URL will continue to work but will not be highlighted on the site.

[\(Also see Corrections\)](#)

PERSONAL ACCOUNTS

- **Sharing VOA reporting on personal accounts is fine but uploading raw news agency content directly to personal accounts is not.**

Direct posting to personal accounts takes the audience away from official accounts, and it could leave you legally responsible for infringing the copyright of the wire services (AFP, AP and Reuters). Furthermore, VOA does not provide any support for personal accounts, including verification or ad campaigns, because those accounts are not agency property.

LIKES AND RETWEETS

- **Don't join the conversation unless your goal is to engage in reporting – and always assume that sharing the comments of others will lead your followers to believe you agree with those opinions.**

Amplifying others' opinions by liking or retweeting them is no different than if you had written the post yourself and should be as fair and impartial as everything else you do. Social media can be an echo chamber, with like-minded groups of people parroting each other's talking points.

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AUDIENCE TARGETING

- **The Voice of America does not attempt to reach audiences in the United States. This includes diaspora groups. There are no exceptions, even if the content is in a language other than English, or the groups or individuals are from countries which we reach overseas.**

The Smith-Mundt Act limits VOA to broadcasting to overseas audiences. Consequently, every social media post should be written with a specific foreign audience in mind. Furthermore, you should not signal your position on one side or another of America’s cultural or political disputes. If you repeatedly talk about issues that non-Americans cannot understand, you are out of your social media lane. VOA serves overseas audiences alone and your work on social media should reflect that.

[*\(Also see Smith-Mundt Regulations\)*](#)

ALLEGATIONS OF SOCIAL MEDIA MISUSE WILL BE FULLY INVESTIGATED AND STAFFERS WILL BE NOTIFIED OF ANY ALLEGATIONS.

SOCIAL MEDIA MISUSE, INCLUDING AS DESCRIBED IN THIS GUIDE, CAN RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING REMOVAL FROM FEDERAL SERVICE

SUPPORT

Not sure where to go with questions about social media? Ask VOA Standards or VOA’s Office of Digital Strategy.

SENSITIVE & GRAPHIC MATERIAL

Newsworthiness should be the primary factor in deciding whether to air or publish audio or video that may be offensive to our audiences. Some examples include murder scenes, faces of victims, acts of war, or acts of nature.

In most cases, VOA should not broadcast or publish the moment of death in a suicide, execution, or any similar event. Exceptions might include circumstances where an event is being covered live and the action is unexpected or spontaneous, or where the event is so highly newsworthy as to warrant broadcast or posting. If it happens during live coverage, explain to the audience what has happened as quickly as possible, and move on.

Graphic, profane, racist or other objectionable video and language should be evaluated for newsworthiness before it is broadcast or posted online.

Material of a sexual nature is also a cause for concern. Questions to be asked: Is the material essential to the story? Should video be digitized in some way so as not to be offensive? Would you want your children to see such images?

If it's determined the material will be broadcast or posted online, a mandatory warning must to be provided far enough before the story to make sure children do not see or hear the material. If the material is posted online, it should not be on the homepage. Instead, a link to the story should appear on the homepage, with a warning that sexual/graphic images are included with the story.

YouTube has a [blurring tool](#) that lets you blur any part of a video, including moving objects. [\(Also see YouTube Guidelines\)](#)

- **IN THESE CASES, SUPERVISORS AND/OR SERVICE CHIEFS SHOULD ADVISE VOA STANDARDS AND/OR VOA SENIOR MANAGEMENT. THEY WILL DETERMINE WHETHER TO POST SUCH IMAGES OR AUDIO AND WILL ISSUE A HOUSE-WIDE NOTE DETAILING MANDATORY LANGUAGE TO ADVISE OUR AUDIENCE OF THE CONTENT.**

The following sections explain these guidelines in greater detail.

REPORTING WAR

Given the many nationalities and ethnicities that VOA reaches via radio, TV and online, it's important to follow some basic guidelines in covering and reporting conflicts.

LOADED WORDS

VOA should never use “we,” “us,” “our” or “they,” “them” and “their” in reporting about any side in a conflict. VOA practice is to name the country, as in “U.S. troops,” “coalition forces” or “Pakistani troops.”

No side in a conflict should be referred to as “the enemy,” or any territory as “enemy territory” in copy or in graphics. The only exception is if you are directly quoting someone making those references.

Referring to attacks as “punishing,” “brutal” or “successful” can imply that VOA is taking sides. Again, the only exception would be if you're directly quoting someone making those claims.

REPORTING COMBAT ACTIVITY

As a rule, VOA should not report that warplanes or missiles are approaching a target. When an attack is underway, VOA will report it:

- If we're able to independently confirm that bombs/missiles have hit the ground; or
- If the country being attacked confirms it's being attacked; or
- If an official of an attacking country directly tells VOA that an attack is happening; or
- If VOA observes the attack first-hand
- If VOA's reporting is being censored or shut down and/or VOA's movements are being restricted, that should also be reported.

In all of these cases, attribution **MUST** be as clear and as specific as possible.

[*\(Also see Sources and Attribution\)*](#)

When information originates only from state-owned media, we should make that clear to our audiences the entire time the information is used.

[*\(Also see Using Content From State-Run Media\)*](#)

REPORTING TERRORISM

Generally, terrorism is defined as “the use of violence and threats to intimidate or coerce, especially for political purposes.” Terrorists use violence against (often innocent) individuals to advance their political or ideological agenda. “Terrorism” and “terrorist” carry a lot of weight, and they should be used with extreme care. It is up to editors to determine if they are most appropriate terms to use.

VOA will report the actions of terrorists (bombings, shootings, hostage takings) fully, accurately and without taking sides, as we would cover any other news story. Wherever possible, we should also provide appropriate coverage of the victims, their injuries and their families.

We will provide our audiences with informative analyses of terrorist organizations, their ideology and history, but at the same time VOA must never suggest that reporting the context in which terrorism takes place justifies terrorism in any way.

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VIDEO & AUDIO OF TERRORISTS, HOSTAGES OR PRISONERS

Statements from, interviews with, or video of terrorists, hostages or prisoners of war should be judged on their journalistic merits before making a decision on usage.

Some guidelines:

➤ **TERRORISTS**

- Although we will report on the actions of terrorists, **VOA SHOULD NOT BE USED AS A PLATFORM TO SPREAD THEIR MESSAGES.**
- **VOA will not air a terrorist message in its entirety.** Senior VOA managers will decide what portions, if any, of the message will be cleared for broadcast and websites based upon its news value.

➤ **HOSTAGES/PRISONERS**

- Pay close attention to whether a hostage or prisoner appears to have been mistreated, is bound in handcuffs or shackles, or has a hood on his/her head.
- In the case of a prisoner's statement, VOA will take special measures to ensure that the individual POW identities are not revealed (i.e. facial blurring, voice alteration, use of pseudonym).
- Senior VOA managers will decide whether to show video of this nature.

➤ **FULL DISCLOSURE**

- When applicable, all TV and radio scripts and web copy **MUST** state that VOA has not been able to independently verify the source of the video or audio. Should VOA receive the material directly from a group, army or government, that should be noted in the script and web copy as well.

➤ **LEGAL ISSUES**

- From the Office of General Counsel: The Geneva Convention relative to Treatment of Prisoners of War requires POWs to "at all times be protected, particularly against acts of violence or intimidation and against insults and public curiosity." Although the Convention does not define what "public curiosity" means, the U.S. is a party to the Convention and it generally applies it at all times to the maximum extent practicable.

**THESE ARE BASIC GUIDELINES.
EACH INSTANCE IS UNIQUE, AND A DECISION IN ONE SITUATION WILL
NOT NECESSARILY BE THE PROPER ACTION FOR THE NEXT SITUATION.
ALWAYS CONSULT WITH VOA SENIOR MANAGERS BEFORE MAKING
ANY DECISIONS TO AIR OR PUBLISH MATERIAL OF THIS NATURE.**



THREATS TO JOURNALISTS

Any VOA journalist who proposes a reporting assignment in a conflict zone or hostile environment must follow mandatory approval protocols. Approvals are required from the Service Chief, Division Director, VOA Director and the Office of Language Programming.

Any VOA journalist who anticipates working in a conflict zone or hostile environment should receive Hostile Environment Awareness Training. Journalists should be conscious of the fact that the term hostile environment is not limited to war zones. Any location where emotions and tensions are high presents the opportunity for violence. This training can be provided in Washington and in many of the regions where VOA stringers operate. Journalists should request this training in consultation with the Division Director, and the Division Director can authorize and schedule the training through the Office of Language Programming.

VOA can provide personal protective equipment, a mobile tracking device and personal security to journalists working in dangerous environments. Journalists should consult with their Division managers and the Office of Language Programming to determine the appropriate needs for the assignment in question. VOA can also arrange a safety briefing for traveling journalists from the USAGM Office of Security if needed.

VOA journalists working in conflict zones or hostile environments should have their official agency ID and VOA press credential with them at all times.

REPORTING THREATS

If any person operating on behalf of VOA believes his or her safety to be under threat, it should immediately be reported to your supervisor, who will contact the Service Chief and Division Director. Those managers will then alert the Office of Security and the Office of Language Programming.

As part of the reporting requirements, Service Chiefs should receive verbal or written confirmation that the person affected consents for a record of the incident to be created for internal use. Information about these incidents will be securely stored on USAGM systems, with access limited to a small number of individuals.

EXTERNAL RELEASE OF INFORMATION

Any release of this information will require the clear written consent of the journalist involved, as well as clearance by the VOA Director. Even a release of the individual's name to the USAGM board requires clearance with the Program Office. Any other release of information pertaining to these incidents must be used solely to assist the affected individual or to work with organizations that further journalistic freedom.

PROTESTS/DEMONSTRATIONS

- **Don't use "riot" unless you are attributing it to someone.**

Riot is a crime and a specific charge. Demonstrations can turn into -- in ascending order -- unlawful assembly, civil disturbance, then finally riot. Each level has a stronger police response. If police don't call it a riot, neither should we. **Do not trust the news wires on this.** If police declare something a riot/disturbance/etc., they warn the protesters, and generally get the word out on social media. Your best bet is to follow the Twitter account from the appropriate police agency -- **and always attribute it.**

Pay particular attention to balance. For instance, if it's a protest of 200 people and only one of them shows up in a Nazi uniform, don't make that the lead photo in a web article or a video package. It sends the wrong message to our audiences, and it is editorially irresponsible to do so.

Cameras, microphones and lights can cause bystanders to act and/or react for the cameras. Use your best judgment and discretion in these situations; where possible, you should avoid doing anything that could possibly influence the event.

At the same time, VOA staff covering conflicts, protests or demonstrations should not take one side or another.

[\(Also see Fairness, Neutrality and Balance and Social Media\)](#)

When covering rallies or demonstrations, it's important to attribute estimates of size. Organizing groups or official agencies which provide them may have reasons to inflate or downplay the numbers. Where non-official estimates such as "hundreds of thousands" appear to be guesses or inflated, a correspondent, producer or photographer on the scene may be able to provide a better perspective on crowd size.

As an example, they can say the crowd is standing shoulder to shoulder for four blocks. If a correspondent, producer or photographer is not covering the event, check the wire services for their reporting on the size of the crowd.

Neither the police nor demonstration leaders should be a reporter's only sources for accurate reporting of causes, issues or casualties.

[\(Also see Sources\)](#)

The Reporters Committee for Freedom of the Press has published a guide to help journalists know their rights when covering protests, and how to avoid arrest when reporting from those situations. You can download the complete guide as well as a summary of tips for covering protests:

<https://www.rcfp.org/resources/police-protesters-and-the-press/>

REPORTING ON CRIMINAL ACTIVITY

VOA staff **must not** interfere in any way with ongoing law enforcement activities. However, if some orders seem designed to manage or deny news coverage, VOA reporters, producers and photographers at the scene should protest and notify senior management and the Office of General Counsel as quickly as possible. If necessary, the agency will take appropriate legal action to protect access to the news.

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There may be occasions when VOA has the opportunity to accompany law enforcement on arrests or investigations. These situations can present sensitive legal questions, including trespass and invasion of privacy. It's important to understand that even though law enforcement may go onto private property, **IT DOES NOT mean that journalists are exempt from trespassing.**

[*\(Also see Filming in Public vs. Private Places\)*](#)

➤ **THESE ACTIVITIES SHOULD BE UNDERTAKEN ONLY WITH APPROVAL IN ADVANCE FROM YOUR SUPERVISOR, VOA SENIOR MANAGEMENT AND THE OFFICE OF GENERAL COUNSEL.**

The correct wording is the person “died in police custody.” Until we get a trial verdict, a person was not killed by police, did not die at a cop’s hand, etc. He wasn’t “killed,” until we get a ruling from the coroner, at minimum.

All murders are homicides, but not all homicides are murders. Homicide just means a person died because of the actions of another. Murder is a specific charge and involves intent. The public rarely understands the difference. **Do not use the terms interchangeably.** Saying someone was murdered is **very different** from saying his death has been ruled a homicide. No matter what TV dramas think.

REPORTING ON MASS SHOOTINGS

[The Poynter Institute](#) provides excellent guidance on how to cover and report on mass shootings. These are its primary recommendations:

- Name the shooter infrequently, if at all, and only when his or her name is critical to helping your audience understand what happened.
- Avoid images of the shooter that could be seen as glorifying him or her by others who might be inclined to other acts of violence.
- As more information becomes available, be careful to be accurate and contextual. Small details can take on inappropriate levels of importance in the early reporting stages. Those details can be harmful to the truth if they are inaccurate or out of context.
- Avoid speculating about mental illness or allowing unqualified sources to speculate about mental illness. Witnesses, law enforcement and politicians usually know very little about the topic in general, are likely to know even less about the role of mental illness in this tragedy.
- Avoid using superlatives like “the deadliest mass shooting ever,” in teases, tweets and other formats where context is absent. Instead, use them where you can bring more context, such as interviews, the text of stories and produced packages.

The nonprofit organization Suicide Awareness Voices of Education (SAVE) provides [additional guidance](#) for covering and reporting on mass shootings.

REPORTING ON HOSTAGE/BARRICADE SITUATIONS

Coverage of these situations presents difficult challenges. The following are intended to guide you in exercising your best judgment.

- The event should be characterized as accurately as possible. Before labeling an event a “riot” or “terrorism,” or referring to someone as a “terrorist,” you should discuss it with your senior editors and managers, and if necessary, with News Center managers or VOA Standards.
[\(Also see Loaded Words\)](#)
- It’s possible that a hostage taker may be able to see, hear, or try to manipulate VOA’s coverage. Describing or showing the actions or movements of law enforcement officers could tip off the hostage taker or barricaded person.
- Avoid speculation about the hostage taker, his or her motives, demands, or state of mind. If a guest speculates about these issues, the host or reporter should point out that VOA has not verified that statement and move the conversation away from such speculation.
- **DO NOT put yourself in a position where you could be playing a role in the incident.** VOA staff should **NEVER** attempt to contact a hostage or a hostage taker. This could endanger a hostage and interfere with rescue efforts. It could also possibly subject you to criminal liability. You should not make or receive telephone calls from a hostage or barricade situation or from nearby homes or businesses.

NAMING PEOPLE INVOLVED IN CRIMES

- **BE PRECISE WITH THE LANGUAGE USED IN REPORTING ABOUT CRIME OR DEMONSTRATIONS.**

VICTIMS

VOA should not name rape victims or other victims of sexual assaults or molestations. These crimes carry a stigma for the victims, and victims should be allowed to decide whether they want to be identified. Be cautious in providing descriptive details so that the person is not inadvertently identified.

There are special difficulties in identifying minors (under 18 years of age) who have been kidnapped or are alleged victims of sexual crimes. In the case of a kidnapping, news outlets may identify minors to help them be found. However, if we learn that a kidnapped minor has been sexually assaulted, the responsible action is to stop naming the individual and stop showing his/her picture.

EXCEPTIONS TO THE ABOVE MUST BE APPROVED IN ADVANCE BY A SUPERVISOR AND BY VOA STANDARDS.

SUSPECTS

- **VOA does not identify suspects of criminal investigations who have not been charged or arrested.**

This has become more difficult in the U.S. when law enforcement officials refer to someone as “a person of interest.” This is not a legal term, and we should not use it because it can place a person under increasing suspicion and may result in unintended consequences for the individual.

The essential source for identifying the status of a person or group charged or arrested is law enforcement or the court system, **NOT** an unidentified “informed individual.” When someone has been charged with a crime, simply so. **DO NOT** imply guilt or innocence. Similarly, if someone originally identified as a suspect is not charged with a crime, we must make that known as soon as possible in a follow-up story.

REPORTING ON SUICIDES

Deciding whether to report the name of a suicide victim is a delicate and difficult matter. Did the victim commit suicide publicly in order to achieve notoriety? Will reporting the person’s name encourage others who might be contemplating suicide and looking for recognition? Will reporting the victim’s name bring unwanted attention to family or friends? By most accounts, people who commit suicide are in a disturbed or distressed mental state. Consequently, there are no clear or easy answers to these questions.

If the person is **NOT** a public figure, there should be no overwhelming editorial reason to report the name. Ask the question: Is the suicide tangential to the story, or does it have a larger impact on the story or participants in the story?

BEFORE REPORTING THE NAME OF A SUICIDE VICTIM, PLEASE CONSULT A SUPERVISOR OR VOA STANDARDS

There may be a situation when a VOA staffer in the field is in a position to intervene in a situation where injury or the loss of life is a very real outcome. When a person decides to take his or her own life, there is no expectation that a journalist will intervene, nor is there a VOA policy on whether you should or should not intervene. It is up to the individual on the scene to use his or her own best judgment.

The nonprofit organization Suicide Awareness Voices of Education (SAVE) provides [additional guidance](#) for covering and reporting on mass shootings.
[\(Also see Sensitive & Graphic Material\)](#)

IDENTIFYING MINORS

In addition to the guidance above regarding minors who are victims, VOA should not name, show video or play audio of a minor who is a suspect in a crime, or is arrested and charged with a crime. Exceptions may be made if a minor is charged as an adult, but in those cases we should wait until the accused has been formally charged, not just arrested.

There may be other exceptions, such as if a minor is charged with murder or another heinous crime. In some cases, local media may have already widely reported the minor’s identity.



Interviewing minors presents special issues, particularly where wrongdoing, criminal activity, private, potentially embarrassing or other sensitive situations are involved. In these situations, you **MUST** obtain permission from a parent or adult guardian. Permission should be in writing, where possible.

[The release form is on Sharepoint](#) and is also available from VOA Standards.

If that isn't possible, recording audio or video of the parent/guardian giving consent is acceptable.

Generally, minors can be interviewed and recorded, without permission, on non-controversial subjects such as reaction to a movie, talking about a favorite food, going back to school on the first day of the school year.

When recording audio or shooting video at a school in the U.S., ask whether a school has sent out what are known as "negative releases" to parents. These are notifications that a media crew will be visiting a school, asking parents to return the notice only if they **DO NOT** want their child to participate in interviews or tapings. In this situation you may not need additional permission.

In a breaking news situation, if the minor is out of harm's way, it may be permissible – without parental approval -- to interview the minor if he/she is a witness or has information about the event. However, the minor must be freely willing to talk, and should not be asked private, personal or other potentially embarrassing questions and should not be asked to name suspects.

In all cases, ABC NewsOne, AFP, AP and Reuters video should be carefully screened to ensure that they are following the same guidelines.

BEFORE DECIDING TO IDENTIFY A MINOR, PLEASE CONSULT VOA STANDARDS

BREAKING NEWS

Although breaking news situations don't often present themselves in VOA's daily coverage, there are certain key points to follow when putting that type of information on the air or online.

- Producers should use caution before airing live and/or unedited material which may be excessively graphic in visuals or language. Ask the question: Does the news value of the material warrant airing it without reviewing it first?
 - When airing or posting such material, alert your listeners, viewers and readers as to the nature of the material.
- **CONSULT WITH YOUR SUPERVISOR AND VOA STANDARDS IF POTENTIALLY GRAPHIC MATERIAL IS GOING TO BE AIRED OR POSTED ONLINE BEFORE BEING VIEWED OR WITHOUT A DETAILED DESCRIPTION.**

[\(Also see Sensitive & Graphic Material\)](#)

STAGING & RE-CREATIONS

➤ **VOA DOES NOT DO “AS LIVE,” “LOOK LIVE” OR “LIVE TO TAPE” VIDEO REPORTS.**

These video playbacks of a correspondent reporting from a location are manipulated in the control room to give the illusion that this is a true live shot by placing the video in a double box and having the anchor appear to interact with the correspondent. Presenting a correspondent in this manner goes against the VOA Charter’s principle of being a reliable and credible source of news and should be discouraged at all times.

➤ **VOA REPORTS THE NEWS**

➤ **WE DO NOT CREATE OR MANIPULATE NEWS STORIES**

➤ **STAGING A NEWS EVENT OR CONTROLLING HOW IT TURNS OUT, WHETHER BY ENCOURAGEMENT, PROPS OR PAYMENT, IS UNACCEPTABLE**

When shooting video with the subject of a story to explain something that happened, don’t ask the person to do things they normally don’t do. For instance: It’s acceptable to shoot video of a family that goes to the cemetery once a week to place flowers on the grave of a family member, but you should explain in the track that this is something the family normally does. However, if you direct someone to go to the cemetery and lay flowers on the grave of a family member, you should explain that as well.

USING VOA EMPLOYEES OR RELATIVES FOR STORIES

Generally speaking, VOA employees should not be used in radio, TV or web pieces outside of their official capacity. In most cases, do not use the relatives or friends of VOA employees. While they may be perfect subjects to help illustrate stories, there is always the possibility of the appearance of a conflict of interest. However, exceptions can be granted – if, for instance, if a relative or friend is prominent or expert in his or her own right. When in doubt, consult with your supervisor or VOA Standards.

CREDITING THE NEWSFEED PROVIDERS

To make sure that our best practices are in sync with our news agency contracts, below is guidance on how VOA should credit the agencies across all platforms. Each platform has different guidelines, and everyone should be aware of the differences, especially if you're producing a story that will appear on different platforms.

Regardless of the platform, editors should carry out occasional spot-checks of copy to ensure that the guidance is being followed.

RADIO

- AFP, AP and Reuters have all confirmed that VOA radio broadcasts can use their news wire copy verbatim without verbal attribution or credit. All three agencies consider this to be “standard use” of their material.

Although the contracts permit this, VOA's best practice should still be to double-source the information and then put that information into your own words.

- However, if one wire service has an exclusive interview or information that other news organizations do not have, we should give that wire service verbal credit in the broadcast.
- This guidance applies to all FTEs and PSCs. Stringers filing for VOA who use news agency copy for their reports should provide proper attribution.

VIDEO

- All video pieces -- whether produced by the News Center or by a Language Service – should note the time segments where ABC NewsOne, AFP, AP and Reuters videos are used. That is our way of tracking/crediting them for the usage, and for the Senior Archivists to know whether the material is worth keeping.
- Remember that although videos fed into Galaxy/Webspace from ABC NewsOne, AFP, AP and Reuters have their respective IDs burned in, all video downloaded from their client-facing websites must have the proper ID added before it is broadcast or published. This is a requirement of our contracts with our providers.
(Also see [Video Usage Rights](#) and [News Agency IDs and the Dot](#))
- Verbal credit to the news agencies is not required for video reports, **unless the video is exclusive and is noted as such in the agency's script.**

WEB

It has long been the practice in print to credit the wire services when using their stories in whole or in part. All VOA websites and social media pages should follow this practice.

- [How the credit looks when using a single news agency's wire story in full, with the agency's name at the top.](#)

The end credit **MUST** be included, even if the wire service is credited in the body of the story.



A Free Press Matters

- If a paragraph cannot be rewritten – perhaps it’s a description of a complicated idea or is information only that wire service had – the wording should be “according to a report from Reuters,” or something similar.
- [Agency photos used on VOA websites and on agency-maintained social media pages must include a captioned credit to the agency.](#)

[\(Also see Captions/Credits\)](#)

SOURCES

- VOA News requires two independent sources for most stories, with limited exceptions including original reporting and noncontroversial subjects. News Center stories are generally double-sourced and in most cases will not require additional sourcing.
- Single-source stories lack the context and credibility of those that draw on multiple sources. Think of sources as the legs of a tripod or table. Three or more will create something sturdy.
- On a breaking news story AFP, AP or Reuters may quote a single source such as a police official or a government spokesperson. In those cases, our copy will attribute the information to the wire service and say that VOA is working to confirm the information.
- Check primary sources, which provide firsthand evidence. That may be a person, a letter, the website of a company or organization, or documents such as a death certificate or arrest record.
- Research to identify the best possible source(s). Does this person broadly represent others in a particular situation? What qualifies this person, in experience or expertise, to comment? Check backgrounds online and elsewhere.
- Look for knowledgeable but disinterested individuals -- those who don't have a stake in the issue -- to provide additional perspective.
- Clarify with the source how the information will be used, especially if the source is not a public figure and accustomed to the media spotlight.

[\(Also see Anonymity\)](#)

OPENSOURCE

The U.S. government-funded news portal OpenSource is an important tool for finding source information. VOA uses the text material in OpenSource as a second source of news and information.

OpenSource can be found in Galaxy/Webspace at **WIRES→OPENSOURCE→ALL WIRES**

VOA DOES NOT HAVE ACCESS to the audio and video from news organizations for which we **do not have contractual agreements**. For example: BBC, Sky News and Al Jazeera.

WIKIPEDIA

- **Wikipedia should not be considered or used as a primary source of information.**

There have been a number of incidents where material posted on Wikipedia has not been verified or has proven to be incorrect. Any information found on Wikipedia should be confirmed with other, more reliable sources, or with the News Center.



RUMORS & SPECULATION

- **VOA avoids the use of rumors and speculation in news items.**

However, this should be carefully evaluated on a case-by-case basis in instances where a rumor or speculation takes on a life of its own. In general, reporters, producers and editors should seek out responsible officials to respond to the rumors or speculation and use those comments as our entry to the story.

Without an official comment, VOA should not be first to publicize a rumor or speculation.

ATTRIBUTION

WE GIVE CREDIT WHERE CREDIT IS DUE

Proper attribution is a fundamental element of good journalism.

VOA's primary sources of news are our own correspondents and stringers, and our agreements with ABC News, Agence France-Presse, the Associated Press and Reuters.

However, we also get our information from newspapers, television news networks, official news agencies of other nations, corporate press releases or nongovernmental organizations (NGOs).

Some guidelines for proper attribution:

- When you interview someone for a particular news story or topic, the scripts should indicate that the person was speaking to VOA.
- When using statements by an individual at a news conference or in other public settings, the scripts should indicate where and how the statement or quote was made.
- When VOA uses information or interviews/quotes from sources outside of our contracts, or uses quotes from editorials, opinion pieces or social media posts, it is mandatory to credit the media organization, NGO or other outlet. **Not including that information can open VOA to possible claims of plagiarism and/or copyright infringement.**
- As with fair use of video, **DO NOT ABUSE THE COPYRIGHT OF THE OWNER OF THE CONTENT.**

(Also see [Crediting the Newsfeed Providers](#) and [Plagiarism](#))

There will be times when news outlets report information from unnamed sources during a breaking story, such as the Boston Marathon bombing in April 2013. In that incident, multiple news organizations said there was an arrest and VOA reported that information. That information was later found to be incorrect and VOA issued a correction across all platforms.

(Also see [Social Media](#) and [Corrections](#))

One method of providing attribution is in the use of hyperlinks. This is mandatory for all VOA websites and social media platforms. In this article, VOA Immigration reporter Aline Barros linked back to an article from *Axios* regarding COVID-19 vaccination efforts for migrants:



Omicron Spike Tests COVID Prevention Efforts at Immigration Facilities

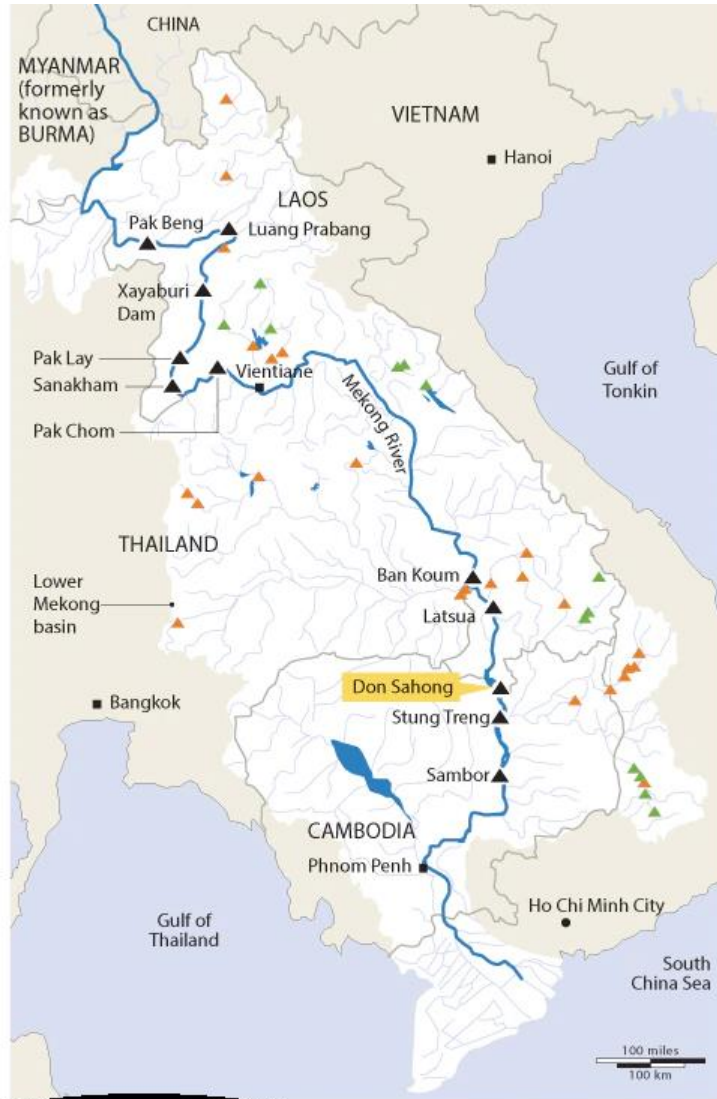
The ICE spokesperson told VOA that the agency encourages migrants to be vaccinated and boosted. But in July, [Axios reported](#) that three in 10 detainees declined the COVID-19 vaccine when asked to sign consent forms.

Information that comes directly from the U.S. government – the White House, State Department, Pentagon or Congress – is considered valid on its own but **must still be attributed**.

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FULL SCREEN GRAPHICS

We often use information or statistics that come from think tanks, NGOs, or another government agency. Aside from crediting those groups in scripts, they must also be credited in full-screen graphics, as seen in the example below.



Source: Mekong River Commission

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PLAGIARISM

- Failure to follow the guidelines for sourcing and attribution can lead to allegations of plagiarism. Such allegations should be reported to VOA Standards.
- The Standards Editor or Associate Standards Editor shall determine whether an allegation of plagiarism is credible and shall inform the VOA Director, the Director of Programming, Division Director and Service Chief.
- In such instances, the content should be immediately taken down, pending a more complete investigation of the alleged plagiarism. Insert language like this in place of the story:
This article originally posted here is being reviewed
- If VOA Standards verifies that plagiarized content has in fact been posted on any VOA website and/or social media account, the content in question shall be permanently removed. In its place, the language like the following should appear:
The article that previously appeared at this location has been removed because it was found to include what we determined to be plagiarized material.
- This is in addition to any other notification required by VOA Standards to demonstrate to VOA's global audiences that plagiarized material will not be tolerated and will be removed promptly.

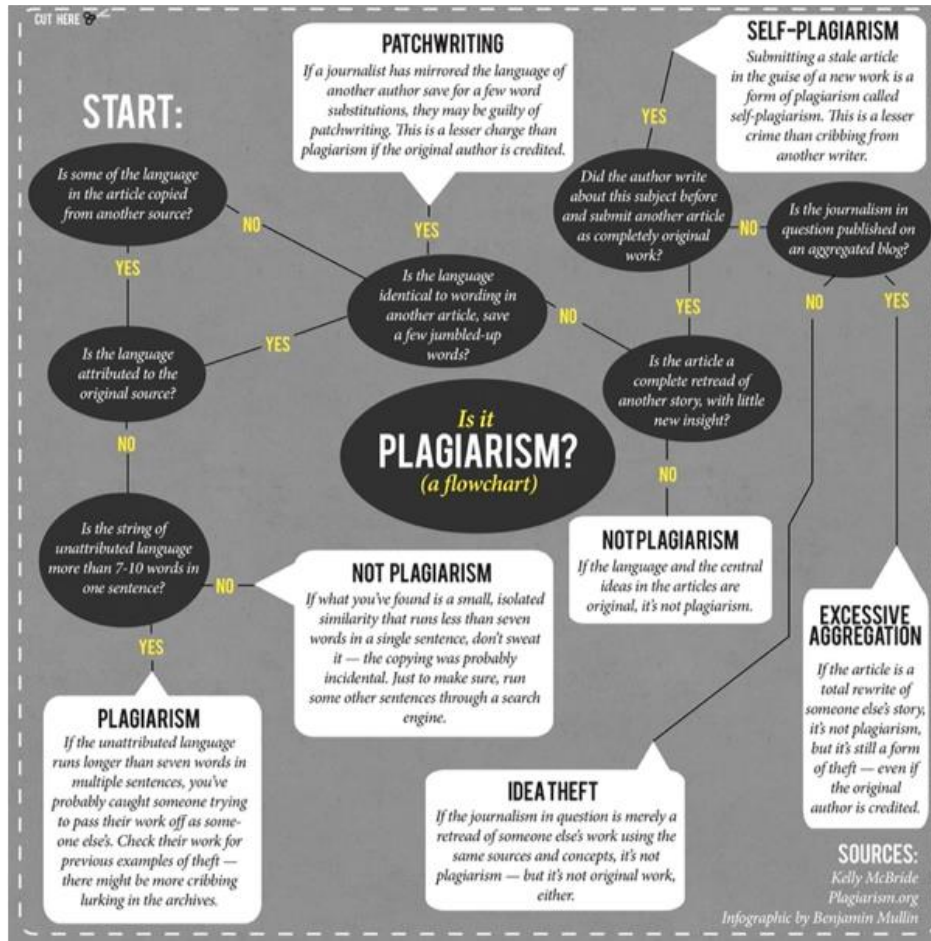
- **PLAGIARISM IS UNETHICAL AND STRIKES AT THE HEART OF OUR JOURNALISTIC MISSION**
- **IT CAN COST THE INDIVIDUAL, YOUR SERVICE AND THE AGENCY ITS CREDIBILITY AND REPUTATION AND WILL NOT BE TOLERATED**
- **WE DO NOT PRESENT OTHERS' WORK AS OUR OWN**

**CONFIRMATION OF PLAGIARISM, AS DESCRIBED IN THIS GUIDE,
CAN RESULT IN DISCIPLINARY ACTION,
UP TO AND INCLUDING REMOVAL FROM FEDERAL SERVICE**



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The Poynter Institute provides this chart to help identify plagiarism: [Is It Plagiarism?](#)



You can also use these free online plagiarism-checking tools:

https://www.paperrater.com/plagiarism_checker (Checks English copy only)

<https://plagiarismdetector.net/>

<https://smallseotools.com/plagiarism-checker/>



BYLINES

VOA frequently publishes stories with contributions from News Center and Language Service journalists. This explains the News Center’s policy on how contributions should be credited in the script and how to determine who receives the byline on the finished web story. There are also several examples showing who would earn the byline under different reporting scenarios.

Story script headers in Microsoft Teams have three fields related to tracking reporter contributions, noted here in bold:

((PLAYBOOK SLUG:

HEADLINE:

TEASER:

PUBLISHED AT: 3/29/2021

BYLINE:

CONTRIBUTOR:

DATELINE:

VIDEOGRAPHER:

VIDEO EDITOR:

SCRIPT EDITORS:

VIDEO SOURCE (S):

PLATFORMS (mark with X): WEB ___ TV ___ RADIO ___

TRT:

VID APPROVED BY:

TYPE:

EDITOR NOTES:

- The **Contributor** credit goes to reporters who provided key information for a story that ended up in the final copy, but who are not involved in actually writing the story.
- The **web** byline entry follows the bylines policy detailed on the next page.
- **ONLY** the **web** byline and/or the **contributing** line are published online.

It is the responsibility of all writers and correspondents to know the bylines policy and fill out the template accurately. News Desk editors should ensure that this is done correctly before publishing, so that it is clearly laid out for the Web editors.

WHO GETS THE WEB BYLINE

A web byline depends in part on whether there is original reporting in the story. The News Center's byline policy tries to highlight when a reporter is on location where a story is occurring, and/or when we have original content.

The next sections explain the byline policy for reporters working out of VOA's headquarters and the policy for reporters working in the field. When reporters are on location filing material to a writer/editor on the News Desk, VOA generally follows AP's byline policy, linked below.

VOA DC-BASED JOURNALISTS

For journalists based in VOA's headquarters in Washington, a byline on a story requires including in a story information that comes from direct contact with a news source – whether that's a phone call, an email, a Twitter direct message, etc.

For example: Watching a news event live on TV and combining that with a press release is not "byline worthy." However, if the writer/reporter gets additional information from a source, and that content is included in the published story, then the writer/reporter will get the byline. Stories that do not meet the byline standard, but are considered still worth publishing, will carry a generic VOA News byline instead of a reporter's name.

AP allows bylines only from reporters who have a relevant dateline. VOA allows bylines from writers and reporters working at its Washington headquarters whose reporting meets the byline standard.

BUREAU & FIELD REPORTERS

[AP recommends that reporters who are filing from location for a breaking news story get first billing on a byline](#) – even if much of the story is actually written by someone on their desk. For VOA, if the desk writer or editor also contributes original reporting, the final editor will determine whether the work merits a shared byline or contributor mention.

NEWS CENTER POLICY ON PSEUDONYMS & PEN NAMES

The News Center does not permit reporters to use pseudonyms as bylines on English language news stories. The main reason is that fabricating a reporter's identity undermines VOA's credibility.

For reporters who do not wish to have their name on a story for security issues or other valid reasons, the News Center will use a generic VOA News byline. An explanation can be included in a contributor line, should the reporter wish to highlight why his or her real name cannot be used. It is recommended that Language Services follow the same guidance.

For example:

"A VOA employee working in Pakistan contributed to this report. The reporter's name is being withheld because of ongoing threats against journalists in the country."

"A VOA Mandarin service journalist wrote this report. VOA is declining to name the reporter because of Chinese government policies that threaten journalists and their extended families."



If a reporter does not want to use his or her name in a voiced TV or radio report, the intro and the signoff may omit it. A possible intro: “We have this report from our West Africa bureau in Dakar.” For the signoff the reporter would say, “...VOA News, West Africa bureau.”

BYLINE EXAMPLES INVOLVING MULTIPLE JOURNALISTS

- A language service interviews a newsmaker or analyst and sends the news desk the interview audio, which a writer uses in an OCN.
WEB BYLINE: VOA News
CONTRIBUTING: Language service reporter name(s)
WRITER: Writer’s name
- A language service reporter/stringer is on the scene of a breaking news event overseas and sends in quotes from eyewitnesses and color from the scene. A writer takes the material, and shapes it into a story, adding context and background.
WEB BYLINE: Language service reporter/stringer
CONTRIBUTING: None (unless writer also calls an analyst/contributes original material)
WRITER: Writer’s name
- A writer/reporter in Washington writes an analytical news story using their own reporting and also interviews conducted by language service reporters in the field.
WEB BYLINE: Washington writer/reporter name
CONTRIBUTING: language service field reporters
WRITER: Writer’s name
- A language service sends quotes from an interview with an analyst for a breaking news story that the news desk has already written by monitoring live broadcasts and using news wires. The writer updates the story, adding the new material.
WEB BYLINE: VOA News
CONTRIBUTING: Language service reporter name(s)
WRITER: Writer’s name
- An overseas correspondent files on a breaking news story in the coverage region. A language service reporter later gets additional reaction and sends the information to the news desk to use to update the story.
WEB BYLINE: Overseas correspondent
CONTRIBUTING: Language service reporter name(s)
WRITER: Writer’s name



INTERVIEWS – VOA BEATS

PRESIDENT, VP & SPOUSES, CONGRESSIONAL LEADERS, CABINET OFFICIALS, UNITED NATIONS

Interview requests for the President and Vice President, majority and minority leaders of Congress, Cabinet secretaries, the U.N. Secretary General and deputy secretary are usually sent via the VOA Director’s Office or News Center senior management. If a Language Service wants an interview with one of these top officials, please work through your Service Chief and Division Director to relay the request through the correct VOA channels.

VOA Public Relations should be notified when we get an interview with the President, Vice President, First Lady, VP’s spouse, key Cabinet secretaries, Congressional leadership, or the UN Secretary General.

OTHER WHITE HOUSE INTERVIEWS

Designated language service White House beat reporters can email the White House press office and spokesperson questions on topics in the news, but they must copy the News Center White House correspondents. Language services without designated White House reporters should email the News Center correspondents directly for help getting official responses to questions.

The News Center correspondents should be copied on interview requests with the White House spokesperson and any senior officials on the National Security Council.

CONGRESS

For Congressional committee chairs, language services should copy the Congressional Correspondent. For other lawmakers, reporters can reach out without notifying the correspondent. However, ANY newsworthy quotes from members of Congress should be shared with the house via the Washington News Group soon as possible.

STATE DEPARTMENT

The State Department’s online portal allows journalists to seek on the record comment and/or interviews with State department officials. Please see the guidance below on how to reach out for comment or arrange an interview using the portal as well as the VOA “State Department Comment & Interviews” channel dedicated to these communications. The News Center correspondents as well as the editors on the newsroom Coverage Desk can help language services that have additional questions. Or they can also seek help through the TEAMS State Department chat group.

Interview requests with the Secretary of State are approved by the VOA Director’s office (see first entry on this page). Interviews with Assistant Secretaries of State and Deputy Assistant Secretaries of State should first be coordinated with your Division Director to ensure multiple services interested in a regional news development are coordinating their outreach and not duplicating requests.



PENTAGON / NSA / CIA / ODNI / FBI / DOJ

Interview requests for US Combatant Commands should copy the Pentagon and National Security Correspondents so that they are aware of the request.

Intelligence agency heads rarely grant interviews. Requests for FBI officials should copy the National Security Correspondent; requests for Justice Department officials should copy the Justice Correspondent.

WHOM TO CONTACT

VOA correspondents at the White House, State Department, Pentagon and other Washington newsbeats, as well as at the United Nations, regularly help language service reporters who are seeking reporting assistance or guidance.

MONDAY THRU FRIDAY

- **When seeking official comment please write to the designated correspondents on each beat and copy the Coverage Desk.**

Copying the Coverage Desk helps ensure your question is not overlooked, helps avoid duplication and alerts editors to hot stories. The correspondents can determine who on their beat is the best person to contact.

Because Congress has so many lawmakers, language services can reach out on their own for routine news questions.

NIGHTS & WEEKENDS

If there's an urgent news development outside of regular business hours and you need a fast response, contact State or the Pentagon directly. U.S. embassies may be a better contact for gathering quick comments on overseas developments.

Other Agencies: Most agencies do not staff for press inquiries on nights and weekends. Please check with the assigned beat correspondent for more info.

[\(Also see Advising the Guest Booking Email Group\)](#)



MAJOR EVENTS

VOA holds coverage planning meetings ahead of scheduled major events such as the U.N. General Assembly, the Academy Awards, State of the Union, G7 and G20 meetings and U.S. elections. News Center Planning Editor Jamisha Purdy uses those planning meetings to look ahead to upcoming coverage, solicit feedback from language services looking for particular interviews and story angles, and coordinate on-site coverage among VOA teams to avoid duplication and miscommunication.

MUSIC/HOLLYWOOD/ENTERTAINMENT

For interviews with popular musicians, VOA reporters should coordinate with the music correspondent, who has a long-running beat interviewing major music artists. For film and television interviews, please coordinate with the film correspondent. As with any of the newsbeats, it does not make VOA look good if a studio or a musician's or filmmaker's press person is hearing from multiple VOA individuals.

By the same token, when the music and film correspondents, or anyone else has scheduled a major music interview or movie-related interview, they should advise the Guest Booking e-mail group.

A language service that wants to interview a major musician or musical group or film personality – including entertainers appearing in a bureau city -- **should first send an advisory e-mail to those correspondents respectively, and to Guest Booking.**



INTERVIEWS – GENERAL GUIDANCE

VOA DOES NOT PAY FOR NEWS INTERVIEWS AND GUESTS

However, it may be appropriate to pay certain travel-related expenses for an interviewee. Refer questions on this subject to VOA senior management and the Office of General Counsel.

When setting up an interview, the subject may ask what questions will be asked or how the interview will be presented. It's OK to outline in advance general points of interest and the general subject areas you intend to cover.

DO NOT

- **PROVIDE ACTUAL QUESTIONS TO BE ASKED**
- **PROMISE YOU WILL NOT ASK QUESTIONS OUTSIDE THE AREAS YOU HAVE OUTLINED**
- **PROMISE HOW SUBJECTS WILL BE TREATED ON THE AIR**

Any agreement that certain questions will or will not be asked will be decided on a case-by-case basis in consultation with your supervisor and/or VOA senior management as warranted.

If an agreement is approved, the agreement should be mentioned in the introduction to the interview.

If an interviewee requires VOA to use a name or title we ordinarily would not use, that too should be mentioned in the introduction to the interview.

DO NOT PROMISE THAT

- **VOA WILL AIR THE ENTIRE INTERVIEW OR A PORTION OF IT IN A TV PROGRAM, OR AS PART OF A TV PACKAGE**
- **THE INTERVIEWEE WILL BE ABLE TO FIND ALL OR PART OF THE INTERVIEW ON A VOA WEBSITE**
- **ANY PART OF THE INTERVIEW WILL BE INCLUDED IN A TV PROGRAM OR TV PACKAGE, OR WITH A WEB STORY**

[\(Also see Hosting a Guest on VOA Programs\)](#)

NEWSMAKER INTERVIEWS

When VOA interviews a prominent newsmaker at length, the purpose is to find out what an individual, organization or group of lawmakers is thinking about a particular issue.

This type of interview does not always require that opposing views be presented **in full** in the interview format. But if a relevant alternate view exists, it should be acknowledged and summarized briefly. (Ultimately, VOA journalists are encouraged to seek a corresponding interview at length with someone on the opposite side of the issue.)

For broadcast, the interview can be set up with a video or radio explainer focused on the main discussion topic(s). Other viewpoints can be incorporated in the introductory explainer or, following the interview, in text read aloud by the host or another journalist. If the interview is part of a series with disparate voices, indicate when and where the related interview(s) can be found. On-air journalists can direct audiences to a web version, for instance.

For web, the interview requires a few introductory paragraphs providing context. Indicate when and where the interview took place and highlight the most important point(s). Weave in a key opposing view or challenge, if relevant.

In the Q&A text, the interviewee may make comments that require clarification or more context: a reference to an event not necessarily familiar to all VOA audiences; the nickname of a colleague or official. Provide a brief explanation; give the official's proper name and title. Information introduced in editing should be set off in brackets. Link to a related article – ideally a VOA article – if that will help.

Finally, either in the introduction or a tagline, explain that the interview has been edited for clarity and length. (If the interview has been condensed from more than one conversation, note that, too.) If the interview originated in a language service, give it credit. If this is part of a series, say when and where related interviews can be found. Embed video/audio and images.

MAN ON THE STREET INTERVIEWS

Like many news organizations, VOA uses “man on the street” interviews to give our audiences a sense of a country's mood or opinions about issues of the day. At best they are highly random samples and **should not** be presented as the definitive views of the American public.

For instance, if a Language Service uses soundbites from Hoboken, Tampa, Des Moines and Seattle in a report or in an anchored segment about U.S voter opinions, the copy should indicate that it is an unscientific poll and is not representative of all American voters.

Or, if a VOA journalist interviews a few residents of Hoboken and cuts those bites into a piece, the track could say, "As we walked through Hoboken, we found a variety of views about the presidential race."

RECORDING TELEPHONE INTERVIEWS

A reporter or producer planning to record a telephone interview first **MUST** advise the interview subject that he or she is being recorded, and that comments will be on the record. If the interview subject objects to being recorded, the reporter or producer should ask whether the interview can be used as off-the-record information.

[\(Also see Defamation/Privacy/False Light\)](#)

SHOOTING/EDITING TV INTERVIEWS

When shooting a two-camera interview, it's acceptable for a reporter to register appropriate visual expressions, such as smiling at a joke. What is **NOT** acceptable is editing in a visual reaction that is out of sequence to the answer being given.



Equally unacceptable is separating questions from answers. The 10th answer of an interview **should not** be edited as if it were the response to the 4th question, even if it seems to make the reporter's or producer's editorial point clearer.

Interviews shot with one camera can present editing difficulties, so when possible, the camera should be set up to start the interview on a medium 2-shot. That will allow the cameraperson to push in on the interview subject, pan to the interviewer and pull back to the 2-shot as needed.

If a 2-shot isn't possible, a less ideal but acceptable option is reverse questions – questions posed after the interview is done, with the camera reversed to tape the interviewer. Reverse questions should be true to the original questions. The interviewee or representative should be made aware and should be invited to be present.

In this situation, because the reverse shots are happening after the actual interview, the reporter or producer should avoid showing an expression (smile, frown, nod) that might be seen as agreement or disagreement with what the subject said during the interview.

SHARING INTERVIEWS

The News Center and Language Services are encouraged to share newsmaker interviews for broader House distribution. The shared material can be used in part or in full, and should provide any additional context as needed. This applies to TV/video, audio, text and photos for web/social media.

When sharing, please provide:

- Interview subject's full name, title and position
- Interviewer's full name and department or service
- Interview date and source's location
- Focus of interview. With a controversial subject, please note any related interviews or efforts to obtain them – and when/where such interviews are available.
- Method/platform for interview:
 - ___ In person
 - ___ On camera
 - ___ Audio only
 - ___ Via Skype, Zoom or Teams
 - ___ Via phone, WhatsApp
 - ___ Where to find the interview material

Example:

Molly Johnson, an economics professor at Whatsamatta University, discussed the impact of oil price hikes on the supply chain. She spoke via Skype video from her home in Fresno, California, on Sept. 26, 2022. She was interviewed by _____ of the _____ Service. Video, audio and a transcript can be found in Frame IO at _____.

PUBLIC FIGURES

Reporting about the private lives of public figures should be relevant to the story. For example, the questioning is appropriate when the reporting is intended to expose inconsistency, lying, hypocrisy and illegal activity. In the case of candidates for public office, information about these actions often enables voters to judge the character of a candidate or elected official.

However, VOA's reporting **should not** be based on rumor, speculation or gossip. Reporting should use on the record statements and actions of public figures. Information from normally reliable sources not willing to be identified should be closely examined.

[*\(Also see Rumors & Speculation\)*](#)

The passage of time is an important consideration in determining what is relevant. When information is dated, evaluate it carefully. In the case of a political figure, it may be important to the public's ability to judge that person's qualifications and fitness to hold public office.

Consider each situation separately and on its own merits. There is no blanket rule prohibiting reporting private activities from many years ago.

Be careful when using information from sources and/or sourced information from another news organization when asking a guest about his/her private life.

[*\(Also see Sources and Attribution\)*](#)

Open-ended questions based on little or no evidence are strongly discouraged. For example, the question "Have you ever taken a bribe," should not be asked unless it's based on our reporting, or if there is a compelling and journalistically justifiable reason to ask it.

IF YOU ARE UNSURE OF THE APPROPRIATENESS OF QUESTIONING OR REPORTING ABOUT THE PRIVATE LIFE OF A PUBLIC FIGURE, CONSULT WITH YOUR SUPERVISOR AND WHEN APPROPRIATE, WITH VOA STANDARDS AND THE OFFICE OF GENERAL COUNSEL.

ANONYMITY

Whenever possible, a source should be on the record – someone who is willing to be named and quoted. Before discussing anonymity, you must be certain that there is no other way to get the information on the record. You must be convinced the person knows what s/he is talking about, and you should consider asking for factual evidence to support any claim or comment. Be sure that the person is actually confirming the information from his or her knowledge of a particular situation and is not simply hearing it from you and agreeing that it is plausible, or that the source has heard the information from someone else.

- **A REQUEST FOR ANONYMITY SHOULD COME FROM THE SOURCE. IT IS NEVER SUGGESTED BY THE CORRESPONDENT OR PRODUCER.**
- **AN UNNAMED SOURCE MUST HAVE VERIFIABLE AND FIRST-HAND KNOWLEDGE OF THE STORY.**
- **A STORY THAT RELIES ON THE USE OF ANONYMOUS SOURCES SHOULD BE OF PUBLIC CONCERN.**

Always ask the interviewee about his or her reasons for requesting anonymity. Clarify and confirm the conditions agreed to in exchange for the information.

- **PUBLICATION OF A SIGNIFICANT STORY BASED UPON A SINGLE SOURCE WHO WILL NOT ALLOW HIS OR HER NAME TO BE USED MUST ALWAYS BE APPROVED IN ADVANCE BY VOA SENIOR MANAGEMENT.**
- **UPON REQUEST, DISCLOSURE OF A SOURCE'S IDENTITY TO VOA SENIOR MANAGEMENT AND TO THE OFFICE OF GENERAL COUNSEL MAY BE REQUIRED TO CLEAR THE SOURCED INFORMATION FOR AIR.**
- **WHEN DISCUSSING ANONYMITY WITH A SOURCE IT IS ADVISABLE TO EXPLAIN THE POSSIBILITY OF THIS LIMITED DISCLOSURE WITHIN VOA. REFUSAL TO DISCLOSE THE SOURCE MAY RESULT IN THE SOURCE'S INFORMATION NOT BEING USED BY VOA.**

[\(Also see Reporter's Privilege & Confidential Sources\)](#)



Tell the audience why the source cannot be named. For example, we may not wish to jeopardize the subject's safety or subject him or her or family members to harm or undue embarrassment. In addition, there may be legal considerations in granting anonymity to interview subjects. For example, you can say, "The source's name is being withheld to protect against possible reprisals."

Avoid extremely vague terms such as "unnamed sources" or "unidentified sources," "informed sources," "authoritative sources," "well-placed sources," "reliable sources."

In establishing the degree of anonymity, describe the process to be used -- blurring of faces, digitizing the voice, videotaping in shadow -- **BUT DO NOT GUARANTEE A PARTICULAR RESULT.**

- **INADEQUATELY DISGUIISING AN INTERVIEW SUBJECT OR A MISUNDERSTANDING OVER THE STEPS AGREED ON TO DISGUIISE AN INTERVIEW SUBJECT CAN RESULT IN A LEGAL CLAIM AGAINST VOA.**

- **DO NOT PROMISE ANONYMITY FOR PEOPLE TRYING TO EVADE LAW ENFORCEMENT.**

The following explanations help to establish with a source what level of anonymity you agree to. It is best to clarify with the source how the information may be used.

- **ON THE RECORD**
All information is suitable for publication and attributable to the source by name and title.

- **OFF THE RECORD**
Material that is "off the record" is not directly usable, but the information can be used to focus the direction of a story. Off-the-record material may also be a valid second source to confirm information obtained elsewhere.

- **ON BACKGROUND**
"On background" is generally understood to mean the information given can be used, provided it is attributed to a generic source. "A senior administration official said on background that the election was flawed."

- **DEEP BACKGROUND**
Information obtained on "deep background" is normally provided with the understanding that it will not be sourced directly in any way. Acceptable wording might be, "It was learned that the delegates agreed to a second meeting on Tuesday."

AMBUSH INTERVIEWS

So-called “ambush” interviews, where a person who has refused to be interviewed is approached without notice by a reporter or producer, are discouraged and should be avoided. An “ambush” is different than a stakeout, where cameras are set up in advance to get comments from individuals who are going to or leaving meetings and/or work.

We are not interested in “gotcha” stories just for the sake of the “gotcha,” nor are we interested in scoring scoops just for the sake of being first-- and possibly being wrong.

CONSULT WITH SUPERVISORS, VOA STANDARDS AND/OR SENIOR MANAGEMENT AND THE OFFICE OF GENERAL COUNSEL WHEN CONSIDERING WHETHER TO DO AN AMBUSH INTERVIEW.

SUBJECT RECORDING INTERVIEW

On occasion, a subject may ask to do his or her own recording of an interview. That is permissible as long as the subject understands the taping is for personal use only, and is not for broadcast, publication or other distribution. VOA will not provide an audio or video copy of the raw interview to an interview subject.

[*\(Also see Usage Requests\)*](#)

ADVANCE SCRIPTS/SCREENING

You should not show a recorded interview to an outside third party in advance of broadcast or publication. However, you can call an interview subject and review portions of a script in order to fact check. As part of the reporting process you may also show the person portions of other interviews or other footage prepared for the report to obtain their reaction or comment for use in the same report. You should record the individual watching the other interview or other footage whenever possible.

Advance screenings of news stories are not permitted without the prior approval of VOA senior management. An exception: press screenings for review purposes.

HIDDEN CAMERAS & MICROPHONES

VOA does not support the use of hidden cameras or microphones for newsgathering. If you believe there is a reason to do so, **you must justify in advance why it is necessary.**

- **CLEARANCE MUST COME FROM THE VOA DIRECTOR’S OFFICE, THE OFFICE OF GENERAL COUNSEL AND VOA STANDARDS**



NOTIFYING VOA SENIOR MANAGEMENT OF HIGH-LEVEL GUESTS

VOA often welcomes high-level foreign government officials and other important individuals, such as prominent dissidents and exiles to the Cohen Building. VOA journalists who schedule these meetings, visits or interviews should immediately notify senior management through their chain of command. Division Directors will then notify the Program Office for coordination with the VOA Director's Office. Decisions about any special actions that may be needed will be coordinated between the VOA Director's Office and the CEO's Office. Notification at each stage should occur prior to the visit, with sufficient time for senior management to take any actions that may be necessary.

VOA personnel who schedule meetings at the Cohen Building with audience members, members of the diaspora, or lower-level government officials should also immediately notify their Division Director. The Division Director will then decide whether additional coordination within VOA and/or the CEO's Office is required.

SECURITY PROCEDURES FOR GUESTS

Security procedures for entry into the Cohen Building are set by the Federal Protective Service (FPS), the agency that provides integrated security and law enforcement services to federally owned and leased facilities. FPS, not USAGM Security, manages the contract for the building's Protective Security Officers (PSOs), so they report to and are represented by the FPS Inspector.

As with other federal buildings, all visitors must show proper photo ID and go through security screening upon arrival.

Accepted identification for U.S. citizens includes a valid U.S. driver's license or passport. For non-U.S. citizens a valid passport or visa will be accepted.

Please notify your guest/visitor that they will be required to go through security screening (walk-through magnetometer and x-ray machine for hand-carried items) upon arrival.

[\(Also see Prohibited Items\)](#)

- **THIS PROCESS MIGHT SEEM UNNECESSARY TO CERTAIN GUESTS, SO EMPLOYEES MUST EXPLAIN THE SECURITY PROCEDURES AND PHOTO ID REQUIREMENTS PRIOR TO A GUEST'S ARRIVAL AND ASK THAT THEY ANTICIPATE ABOUT 10 MINUTES FOR THE CHECK-IN PROCESS.**

If you are sponsoring an event, please provide USAGM Security with a guest list that includes the date/time of their arrival, along with their full names and your contact information (Sponsor). Please remember that all visitors **MUST** be escorted while in the Cohen Building per FPS requirements. This list should be emailed to Security.



In rare cases when an important guest arrives without ID, contact USAGM Security immediately so they can work with the FPS to request an exception to normal procedures and allow the guest entry into the building. Please understand that the final decision to waive normal security procedures for your guest rests with FPS, not USAGM Security.

Exceptions to these procedures can be made in some cases for VIPs. VIPs are granted access without having to sign in or go through the metal detectors. Under some circumstances, they also enter the building through a different entry point than the C Street visitors' entrance.

The following are automatically considered VIPs:

1. The President and his cabinet, including sitting Ambassadors
2. Sitting and former members of Congress
3. Anyone who has a federal law enforcement detail, such as foreign dignitaries

For these and other special guests, employees can request VIP status from USAGM Security managers or from the USAGM Chief of Staff.

Please contact Security with any additional questions.

ADVISING THE GUEST BOOKING EMAIL GROUP

Language Services and the News Center should use the Guest Booking email group for notifications about the following types of information:

- High-profile guests who have agreed to an interview. These can be current politicians, newsmakers in major international news stories, celebrities or other guests with broad recognition or appeal to services across VOA.
- Whenever possible, Language Services and the News Center should include whatever germane information is available in their guest booking notifications: details such as date and time if known, location of the interview, platform and device (Skype, smartphone, ENG camera, audio only), language, where content may be accessed, gist of interview, full log or transcript about what was said, if available.
- **The News Center will collect this information** and ensure it is properly entered in AP Playbook for all to see. Once your service has been trained in Playbook, you are responsible for entering your guest booking information.

When and where possible, stringers for the News Center and the Language Services should keep the field correspondents and/or Washington advised of potential interviews of interest.

[\(Also see Interviews-VOA Beats\)](#)



A Free Press Matters

HOSTING A GUEST ON VOA PROGRAMS

- VOA’s current policy is not to pay for news interviews and guests. VOA programs should feature news analysts, knowledgeable officials and “real people” who can shed light on issues and their impact in interviews and discussions, rather than to book paid commentators.
- **IT IS MANDATORY** that a discussion takes place at the Language Service and/or Division level when a service is considering a live interview with a potentially controversial or hostile guest, or about particularly sensitive issues.
- The discussion should focus on determining the format for that interview, and the final decision about the format will be determined at the Division level.
- An interview with a controversial guest or about sensitive issues **SHOULD NOT BE PROMOTED** until the final decision on the interview format has been made.
- It may be decided that the best approach will be to **RECORD** the interview so that it can be edited for time and presented to the audience in the best editorial and production formats possible.
- **All potential guests should be pre-interviewed** to get a sense of what to expect during the actual interview. You can discuss general topics, but do not give the guest the actual interview questions in advance. That pre-interview should be available for review by producers, anchors and Language Service or Division management.
[\(Also see Interviews-General Guidance\)](#)
- When you know you’re going to have a controversial or potentially hostile live guest, prepare a plan with your staff and the Director about what to do if the interview goes downhill, so that everyone in the control room and on the set know in advance what to do, including implementation of that plan.
- It is the responsibility of a program’s host to do his/her homework about the guest and the subject matter. If a guest starts making unsubstantiated accusations or questionable statements, it is the responsibility of the anchor to challenge the guest about those accusations/statements, whether asking for clarification about the source of the accusations/statements or refuting those accusations/statements with facts.
- If a guest uses language that is unsuitable for air (cursing, insulting, racial or homosexual slurs, for example) it is the responsibility of the host to immediately cut the conversation off and apologize to the audience for the offensive language. It is the responsibility of the Executive Producer to alert the Director about what has happened so the Director can make sure the guest’s microphone is silenced. At that point the EP must communicate to the Director and the Line Producer to implement a back-up plan.



- The Executive Producer is responsible for a written report of the incident. Detail the unacceptable or irresponsible language used by the guest, how the anchor handled the situation and what steps were taken to end the interview and go to alternate programming. The report is to be sent to the Service Chief, Division Director, Deputy Director for Language Programming and the Director of Studio and Production Operations.
- Ultimately, it is the responsibility of the Executive Producer to ensure that the program is clean and airs correctly. The anchor can only do so much. The EP has his/her finger on the button, so to speak, with the authority and ability to tell the Director and the Line Producer to go to something else. That's why you need to have a backup plan.

**GOING TO BLACK DURING A LIVE INTERVIEW IS A
LAST DITCH OPTION, WHEN NOTHING ELSE WORKS.
IT IS NEVER THE FIRST OPTION.**



DOMESTIC DISTRIBUTION OF VOA CONTENT

VOA is prohibited by federal law to distribute news and information to audiences in the United States. It follows provisions specified in the U.S. Information and Educational Act of 1948, popularly known as the Smith-Mundt Act.

SMITH-MUNDT REGULATIONS

- **THE SMITH-MUNDT REGULATIONS FORBID VOA PERSONNEL TO ATTEMPT TO DEVELOP AUDIENCES AND TO KNOWINGLY DISTRIBUTE VOA CONTENT & PROGRAMMING WITHIN THE UNITED STATES.**
- **THEY DO NOT IN ANY WAY IMPACT VOA'S COVERAGE OF NEWS STORIES. VOA IS FULLY AUTHORIZED AND EXPECTED TO COVER STORIES IN THE U.S. FOR DISTRIBUTION TO FOREIGN AUDIENCES OVERSEAS.**

You can read the full guidance here: [USAGM Smith-Mundt Guidelines](#)
(Also see [Editorial Firewall](#))

USAGE REQUESTS

The law authorizes individuals and organizations to request VOA content. From time to time, VOA staff may receive requests for **one-time** use of VOA content, or the request may be for **ongoing use** of VOA programming. These requests could come from U.S.-based media organizations, diaspora media outlets, overseas media outlets, or from educational institutions.

VOA STAFF SHOULD NOT RESPOND DIRECTLY TO REQUESTS

- Anyone who requests **ONE-TIME USE** of VOA original content should be directed here: [Content Request Form](#)
- Requests for **ONGOING USE OF VOA PROGRAMMING** by international media outlets should be sent to the USAGM Business Development Office.

Although VOA may make its content available to qualified requestors, Smith-Mundt prohibits VOA from:

- **SPENDING ITS FUNDING TO DIRECTLY INFLUENCE PUBLIC OPINION WITHIN THE UNITED STATES.**
- **SYNDICATING ITS CONTENT THROUGH DOMESTIC MEDIA OUTLETS WITH THE INTENT TO DEVELOP AUDIENCES WITHIN THE UNITED STATES.**

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- **UNAIED/UNPUBLISHED ORIGINAL VOA MATERIAL SHOULD NOT BE SHARED**

Please forward those requests to VOA senior management, VOA Standards and the Office of General Counsel.

[*\(Also see Editorial Firewall\)*](#)

If you have questions about usage requests, please email Usage Requests.

TALKING ABOUT VOA CONTENT & PROGRAMMING

The funds which USAGM and VOA receive are authorized only to create and distribute news and information to “foreign audiences abroad,” and the law requires VOA to ensure that VOA does not distribute content and programming with the intent of influencing “public opinion in the United States.”

However, if you attend a journalism or media conference or similar event, and someone from a domestic U.S. news organization asks you about VOA’s work, you can freely talk about the content we produce every day. Nothing in Smith-Mundt prevents that.

- **VOA STAFF SHOULD NOT MAKE A DIRECT OFFER OF VOA CONTENT TO ANY U.S.-BASED NEWS OUTLET.**
- **VOA STAFF CANNOT SPEND ANY ADVERTISING OR OTHER FUNDS TO SPECIFICALLY TARGET OR DEVELOP AUDIENCES IN THE U.S.**

VIOLATION OF THIS RULE AND/OR OTHER PROVISIONS OF THE SMITH-MUNDT ACT WILL RESULT IN THE TERMINATION OF YOUR AD BUDGET AND THE LOSS OF ADMINISTRATIVE ACCESS TO YOUR SERVICE’S SOCIAL MEDIA ACCOUNTS.

OTHER ACTIONS MAY BE AUTHORIZED AGAINST ANYONE VIOLATING THIS RULE



DOMESTIC ACTIVITIES TO SUPPORT THE RECRUITMENT AND RETENTION OF HIGH-QUALITY JOURNALISTS, ENHANCE VOA'S CREDIBILITY, AND/OR DEVELOP NEW SOURCES OF INFORMATION

Domestic VOA activities such as town halls, forums, partnerships and public relations activities may be permitted if the purpose of the activity is to support the recruitment and retention of high-quality journalists, enhance VOA's credibility, and/or to develop new sources of information. Please clear such events, proposed partnerships arrangements and proposed public relations arrangements in advance with VOA senior leadership, who will consult with the Office of General Counsel.

TOWN HALLS

VOA journalists or other staff may host or play a role in town halls or related events if the purpose of the event is to engage overseas audiences.

PARTNERSHIPS

VOA leadership may be able to approve certain partnership arrangements if the purpose is to enhance the quality or distribution of USAGM content to foreign audiences overseas. Such partnerships must be reviewed on a case-by-case basis. The final Memorandum of Understanding (MOU) is signed by the USAGM CEO.

PUBLIC RELATIONS

In line with efforts to adhere to the highest standards of broadcast journalism, there may be times, with required approvals, that VOA staff appear as subject matter experts in other news outlets. This may be allowed if the purpose is to benefit VOA by either facilitating development of new sources of information, enhancing VOA's credibility, and/or contributing to the recruitment or retention of high-caliber journalists. In other cases, the purpose may be to disseminate VOA content overseas as part of an arrangement with another news organization.

However, public relations pitches should never attempt to place VOA-produced content in domestic broadcasts or focus on VOA storylines.

Any proposed arrangements with external public relations firms should be routed through the Office of Contracts. The Office of Contracts should send all proposals related to public relations activities or the placement of subject-matter experts to the Smith-Mundt Act Task Force for review. VOA leadership should confirm these reviews have occurred before engaging any public relation's firms.



SUMMARY

Smith-Mundt allows us to:

- Provide materials upon request
- Engage in certain partnerships
- Provide opportunities for exposure for our journalists to enhance retention and recruitment; etc.

It **does not** prevent us from using the internet and social media to distribute our products to audiences overseas just because people in the U.S. might also see the material.

These exceptions do not allow VOA to attempt to target audiences in the United States.

- **Ultimately, if it looks like the intent is to ignore the rules – i.e. if the goal is to influence U.S. opinion, or otherwise develop audiences within the United States -- then the activity is prohibited.**



A Free Press Matters

CORRECTIONS

Although our goal is always to be accurate and fair, occasionally we will present incorrect or inaccurate information. Correcting errors strengthens our trust with our global audience and will be done in a clear and timely manner, with appropriate prominence.

TV & RADIO BROADCASTS

If we make a mistake that needs correcting, we should do so as quickly as possible while the same show is on the air. If the error is not detected immediately, then the correction should be aired on the same program in which the original error occurred, whether it's the following day or week. Make a point to say "On _____ day (state the day and date and time), we erred in our reporting..." then go on to explain what we said that was wrong, make the correction and close by saying, "Voice of America regrets the error."

VOA WEBSITES

If the error is a simple typo that does not change facts or understanding of the story, we consider it a minor change and simply correct it without further mention. If the error is substantive, we change it, and add a note at the bottom of the article saying when it was corrected and what was wrong with the original version. The News Center and Language Services should advise the house when a major error in a story has been correct and re-posted.

SOCIAL MEDIA PAGES

Facebook: Correcting an error on Facebook should follow the same procedure as on VOA websites. Update/edit the Facebook post and explain why the information was corrected.

Twitter: A good method for correcting an error on Twitter is to **subtweet** the correction. On the next page you'll see how *Slate* handled posting the wrong photo (actor Javier Bardem) when tweeting about Vladimir Putin.

The correction begins "@Slate CORRECTION:" so that *Slate* is replying to its own original tweet. The result is that anyone viewing the original tweet can see the correction in the stream of replies. Equally important, it refers to the photo without showing it again.

People viewing the correction tweet on its own can also see it is part of a conversation linked to the original, offending tweet.

NOTE: If you reply to yourself, then anyone who follows you will see the reply. So, in terms of who can see the correction, it's just as good as sending it as a normal tweet.



Follow

Could Crimea become Putin's Waterloo? slate.me/1jJIRFd
pic.twitter.com/OdvDLVLP RS

Reply Retweet Favorite Buffer

8:59 PM - 1 Mar 2014

Flag media



RETWEETS 299 FAVORITES 151



Reply to @Slate



Blake Hounshell @blakehounshell · Mar 1
@Slate Leave Javier Bardem out of this.

43 10



Slate @Slate · Mar 1
@Slate CORRECTION: This photo is of Javier Bardem, and not Vladimir Putin.

607 787



LEGAL ISSUES

This section provides brief introductions to various areas of the law that may apply to VOA journalists. These guidelines provide an overview to certain areas of the law and are not a substitute for a legal opinion from the Office of General Counsel (OGC). Please contact OGC when you have a specific legal question.

EDITORIAL FIREWALL

The editorial firewall exists to maintain the credibility of reporting by U.S. international broadcasters. The firewall is violated whenever another U.S. government agency or a U.S. government official tries to influence our work by putting undue pressure on a VOA journalist or on the agency itself or takes any other action that may undermine the journalistic credibility or independence of VOA journalists. This protection arises from the International Broadcasting Act (IBA), the Agency's governing statute.

POSSIBLE FIREWALL VIOLATIONS

- A firewall violation could be that a U.S. ambassador or other State Department personnel demands that you not air a particular interview or that you give a specific slant to a VOA news story.
- If a federal official from outside of VOA or from another federal agency asks you to use your access/position as a journalist to gather or provide information on their behalf that may be a firewall violation.
- Firewall violations could also occur when someone outside of VOA takes actions that directly intrude on VOA's professional independence and interferes with news coverage. If you feel a directive from outside the newsroom, including from USAGM, restricts your ability to report the news, or otherwise act in a manner inconsistent with the best practices of professional journalism, please notify your Service Chief and Division Director immediately.
- A direct request from non-VOA personnel to the News Center or a Language Service for your notes or unpublished recordings of video or audio may be a firewall violation. Those requests must immediately be directed to the VOA Director and the General Counsel's Office.

UNDER NO CIRCUMSTANCES SHOULD A VOA EMPLOYEE OR CONTRACTOR TURN OVER UNAired OR UNPUBLISHED NEWS COVERAGE TO ANY THIRD PARTY WITHOUT FIRST CONSULTING WITH VOA SENIOR MANAGEMENT.

[\(Also see Usage Requests\)](#)



WHAT IS NOT A FIREWALL VIOLATION

The firewall should not discourage VOA journalists from interviewing government officials. It is critical to ensuring that VOA journalists and editors make the final decisions on what stories to cover and how they are covered.

It is not a firewall violation if a court, law enforcement agency, or other person or organization requests **through appropriate legal authority** that VOA turn over unaired or unpublished content.

In those cases, **immediately** turn the request over to your Service Chief, Division Director, or to the VOA Director's Office.

For Freedom of Information Act (FOIA) requests, please contact the Program Office .

A supervisor or editor who asks for relevant editorial script or video changes in a story is not committing a firewall violation. That is part of the everyday nature of journalism.

WHO IS COVERED BY THE FIREWALL

The firewall exists across all of USAGM and VOA. It is important that staff not only reports up the chain of command when other government officials or agencies approach VOA, **but that leadership communicates challenges to VOA's reporting down the chain** so that it's clear to editors that coverage has been called into question and the journalistic reasoning behind any corrective actions.

REPORTING FIREWALL VIOLATIONS

- **IF YOU BELIEVE THAT A FIREWALL VIOLATION FROM OUTSIDE VOA HAS OCCURRED, NOTIFY YOUR SERVICE CHIEF AND DIVISION DIRECTOR IMMEDIATELY. THE DIVISION DIRECTOR WILL THEN NOTIFY THE VOA DIRECTOR AND THE OFFICE OF GENERAL COUNSEL.**

- **IF YOU BELIEVE AN INTERNAL FIREWALL VIOLATION HAS OCCURRED, CONTACT VOA STANDARDS. THE EDITOR WILL REVIEW THE ALLEGATION AND REPORT THE RESULTS OF THE REVIEW TO THE VOA DIRECTOR AND THE OFFICE OF GENERAL COUNSEL.**

- **IN ALL CASES, THE VOA DIRECTOR AND THE OFFICE OF GENERAL COUNSEL WILL DETERMINE WHAT ACTION, IF ANY, IS TO BE TAKEN.**

COPYRIGHT & FAIR USE

Copyright is a form of protection provided by U.S. law to the authors of original artistic works. Artistic works include photographs, video, audio, music, motion pictures, commercials, written products, as well as footage from other news outlets. You should not use a copyrighted work unless (1) you have permission to use, whether via VOA’s news agency contracts or another negotiated license agreement, or (2) your use of the work falls under the “Fair Use” doctrine.

FAIR USE

Determining whether use of copyrighted material is a fair use requires a balancing of four factors:

- The purpose and character of your use
- The nature of the copyrighted work
- The amount and substantiality of the portion used in relation to the copyrighted work as a whole
- The effect of the use upon the potential market for the copyrighted work.

The fair use doctrine is highly fact-specific and requires a case-by-case analysis.

A use of a copyrighted work is more likely to be considered a fair use if the material is directly relevant to a news story and the excerpt used is no longer than necessary to achieve the intended editorial purpose. The use of copyrighted material such as a music clip simply to enhance the production value of a television package is not likely to be considered a fair use.

Keep in mind that just because a video or audio clip is newsworthy does not automatically make VOA’s use of it fair. [A Fair Use Self-Help Guide](#) with Frequently Asked Questions is available on the agency’s SharePoint site.

(Also see [Video Usage Rights](#), [YouTube Guidelines](#) and [Audio Usage Rights](#))

LICENSED CONTENT

When using content from one of VOA’s feed providers -- ABC NewsOne, AFP, AP and Reuters -- you must check all restrictions. Questions about the video feeds should be directed to the Contracting Officer’s Representative and to the Senior Archivists

(Also see [Video Usage Rights, p. 63](#))

REQUESTING PERMISSION

Because fair use can sometimes be difficult to determine with certainty, you are strongly encouraged to seek permission to use copyrighted material from the rightful copyright owner. You should start the process of identifying and contacting the owner of copyrighted content as early in your production process as possible, since it may take several days or weeks to identify the copyright owner and negotiate a license. Please note that obtaining permission in writing, using the standard USAGM/VOA release form, is highly preferable to getting verbal permission or by email. A template release form -- to be edited and modified, as needed -- is available on the [Best Practices SharePoint page](#).

A third party may request to either amend the VOA form or insist on using its own licensing agreement. Such outside agreements may contain terms to which USAGM/VOA cannot agree. Please contact VOA Standards, which will coordinate with the Office of General Counsel.



PUBLIC DOMAIN

Copyright restrictions do not apply to works in the public domain, which include most U.S. federal government works, such as photos, maps, or video found on whitehouse.gov, state.gov, nasa.gov, cia.gov, and other government websites. Be sure to check the Copyright or Terms of Use/Terms of Service pages of these and other websites before using any content.

A work is also in the public domain if it is no longer under copyright protection. This depends on when and where the work was first published, but generally, works published in the U.S. before 1923 are in the public domain. Contact the Office of General Counsel for specific questions about older works or copyright terms in foreign jurisdictions.

AMBIENT MUSIC

Any background music captured at recorded events should be edited out and replaced by either narration, music from the Music Library or from the production music websites with which VOA has agreements, because popular music uploaded to YouTube – regardless of its source – is likely to be hit with automated copyright claims.

[\(Also see YouTube Guidelines and Music\)](#)

TRADEMARK

A trademark is an intellectual property right to identify a good or service, such as a name, slogan, symbol or logo. It is unlawful to use a trademark in a manner that confuses consumers about the source or sponsorship of goods or services. This is rarely an issue in news broadcasting, since the law allows you to use a mark without permission in a news story if the mark is used in an informational sense. For example, if you are reporting on the BP oil spill, it is appropriate to show the BP logo to identify the company. However, if you are launching a new VOA program, avoid using trademarked slogans or titles.

VOA has three trademarks:

- **VOA design mark.** This is the VOA logo. Font, color and design must be used as registered with United States Patent and Trademark Office for protection.
- **VOA® standard character mark.** These are the letters “VOA” together without regard to font or color.
- **Voice of America® standard character mark.** These are the words, “Voice of America” used in combination without regard to font or color.

These marks are only registered through the United States Patent and Trademark Office (USPTO), not with any foreign government entity.

TRADEMARK & SPORTING EVENTS

When covering major sporting events VOA journalists must be careful with using official trademarks. For example, it could be argued that a VOA graphic incorporating the VOA background/colors/image with the official Olympic rings logo creates an unauthorized association between VOA, which is a non-Olympics marketing partner, and the International Olympics Committee (IOC).

[More information on the above topics can be found at the Best Practices site on SharePoint.](#)

FILMING IN PUBLIC VS. PRIVATE PLACES

Generally, news media have the right to be in public places and on public property to gather information, photographically or otherwise. However, VOA journalists should be aware of rules, permits, or prohibitions on filming or taking of photographs at certain meetings, sporting events, or in private spaces such as businesses and shops. Similarly, journalists should seek permission from an owner or occupant (even if the occupant is not the owner) before entering private property or a residence.

[\(Also see Reporting Criminal Activity\)](#)

PROOF OF INSURANCE

VOA staff may be asked to provide a certificate of liability insurance when filming in locations where event organizers or property owners want to protect themselves against third party bodily injury and property damage. Unlike private sector media outlets, the U.S. government **self-insures** against liabilities. Therefore, the agency does not purchase liability insurance, and there is no such certificate that VOA can provide.

Instead, the Office of General Counsel provides a letter explaining this that can be sent to the appropriate parties: [Insurance Letter](#)

Each letter has blanks so that you can fill in the names of VOA staff that will be on location and the name of the property/location you will be working at. Use the VOA letterhead if you choose to have your service chief or division director sign it. Use the USAGM letterhead if you prefer to have an attorney in the General Counsel's Office sign it.

If you have any questions about this, please contact the General Counsel's Office or VOA Standards.

DEFAMATION/PRIVACY/FALSE LIGHT

Under U.S. law, the central question in an action for defamation or invasion of privacy is whether the statements in question are true or false. Truthful publication or broadcast of matters pertaining to legitimate public interest should generally not expose VOA to liability in the United States, especially if VOA's reporting concerns a public figure.

However, VOA may be liable for invasion of privacy in certain situations for the publicizing of private facts or falsehoods. Not only that, other countries' defamation and "insult" laws are not as protective of the press, so broadcasts that are legal in the U.S. may still expose VOA to liability overseas.

VOA journalists should not intercept or record any private conversations without the permission of the participants, as this may be a crime in certain jurisdictions. The Office of General Counsel should be consulted when a VOA journalist receives intercepted conversations from a third party or in any other special circumstances.

[\(Also see Recording Telephone Interviews\)](#)

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REPORTER'S PRIVILEGE & CONFIDENTIAL SOURCES

The reporter's privilege originates in the First Amendment's guarantee of a free press. The rationale is that forcing journalists to disclose confidential sources will discourage sources from communicating with reporters, thereby disrupting the free flow of information protected by the First Amendment. In some circumstances, journalists are compelled to disclose confidential sources.

[*\(Also see Anonymity\)*](#)

VOA JOURNALISTS SHOULD CONTACT OGC IF APPROACHED BY ANY LAW ENFORCEMENT OFFICIALS.

IN SOME SITUATIONS, THIS COULD BE A FIREWALL VIOLATION.

[*\(Also see Editorial Firewall\)*](#)

REPORTING ON CLASSIFIED DOCUMENTS

A number of laws and regulations, including several criminal statutes, regulate access to, and transmission of, classified information. VOA has a specific protocol in place regarding its reporting on classified documents in the public domain, such as the documents released by WikiLeaks in 2010.

- **THE SUPERVISORY INVESTIGATIVE EDITOR SHOULD BE CONSULTED BEFORE YOU BEGIN ANY ASSIGNMENT RELATING IN ANY WAY TO CLASSIFIED MATERIAL, EVEN IF THE CLASSIFIED DOCUMENTS ARE PUBLICLY AVAILABLE ON A WEBSITE LIKE WIKILEAKS.**

- **THE SUPERVISORY INVESTIGATIVE EDITOR WILL CONSULT WITH SENIOR MANAGEMENT AND THE OFFICE OF GENERAL COUNSEL REGARDING ALL APPLICABLE LAWS.**

SUBPOENAS OR REQUESTS FOR TESTIMONY OR DOCUMENTS

- **IF YOU RECEIVE A REQUEST OR DEMAND TO TESTIFY IN A LEGAL PROCEEDING ON MATTERS RELATING TO OFFICIAL AGENCY INFORMATION OR YOUR OFFICIAL DUTIES, OR IF YOU RECEIVE A REQUEST TO PRODUCE AGENCY RECORDS OR INFORMATION, CONTACT THE OFFICE OF GENERAL COUNSEL IMMEDIATELY.**

There is a special regulatory procedure for handling requests for testimony by current and former employees and handling the production of documents in legal proceedings in which USAGM is not a named party.

[*\(Also see What Is Not A Firewall Violation\)*](#)

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A Free Press Matters

INTERNATIONAL TRAVEL BY VOA STAFF

While U.S. government employees must usually obtain a country clearance from the State Department before official government travel abroad, VOA staff traveling to covering the news may travel to countries in which U.S. Missions are located with minimal formality, which will typically only include a notification of intent to travel to the State Department. Please be mindful that travel to some sanctioned countries may require additional licensing or documentation. Reporters should contact their supervisors and the Travel Office before planning travel to these countries.



OUTSIDE ACTIVITIES

FULL-TIME VOA STAFF AND PERSONAL SERVICES CONTRACTORS ARE REQUIRED TO FOLLOW THESE PROCEDURES BEFORE RESPONDING TO A REQUEST OR MAKING ANY COMMITMENTS

OUTSIDE REQUEST FORM

The Outside Request Form is on SharePoint: [VOA Outside Request - Power Apps](#)

**THE FORM IS THE ONLY WAY THAT THE OUTSIDE REQUESTS TEAM
WILL ACCEPT AND REVIEW A REQUEST**

**IF YOU SEND A REQUEST VIA EMAIL
YOU WILL BE DIRECTED TO USE THE FORM**

OUTSIDE EMPLOYMENT GUIDELINES

In some cases full time employees and Personal Services Contractors can accept limited outside employment. Management approval is required before undertaking work for anyone other than VOA, whether for private or government employers. Journalistic best practices may prevent you from doing outside work, and certain government ethics rules may apply as well. You may not do any outside work without first receiving approval from VOA.

WORK FOR FEDERAL GOVERNMENT

With few exceptions (e.g. census, postal service, National Guard, Reserves), federal employees are prohibited from working for other federal government agencies. This includes work for the Executive, Legislative and Judicial branches and corporations or grantees owned or controlled by the federal government ([See BAM Title 5-A](#)).

Personal Services Contractors may work for other federal agencies with VOA approval.

WORK FOR PRIVATE EMPLOYERS

Federal employees may work for nongovernmental employers. The same restrictions apply regarding approval **before** accepting outside employment, whether by federal employees in the private sector or by PSCs for any outside employer.

Activities are unlikely to be approved if they:

- Constitute a conflict of interest or the appearance of a conflict of interest
- Involve use of agency materials, time, or facilities
- Involve a particular matter on which you've worked in an official capacity
- Are likely to adversely affect the agency's ability to fulfill its mission
- Would involve working for outlets that broadcast to or publish in the same target area as you serve for the agency



In addition, VOA journalists should not perform media training, outreach, advocacy or similar work for private sector/commercial entities, either paid or unpaid. However, upon official request, VOA journalists may counsel U.S. government agencies on how to deal successfully with the news media.

Lastly, you should not provide advice to candidates for public office, whether in the United States or abroad.

OUTSIDE EMPLOYMENT APPROVAL PROCESS

You must first complete the Outside Request Form. When the form is submitted it will be routed to your immediate supervisor. Three primary concerns must be met:

- The employment does not involve use of agency time, materials, or facilities
- The amount of time worked outside of VOA is reasonable and will not interfere with your ability to perform your VOA job
- Your outside work will not conflict with your official duty schedule

For example, approval to work a second job of 35 hours per week is unlikely if the requester already has a full time job at VOA. Approval is also unlikely if a shift change is needed to accommodate outside employment.

Following the supervisor's review, the form will be routed to the Outside Request team for final review, based on these factors:

- The request doesn't violate journalistic ethics/best practice
- The request doesn't violate government ethics regulations
- The request doesn't present conflicts of interest or public relations issues, or the appearance of such issues
- The request doesn't interfere with the agency's ability to fulfill its mission
- The request doesn't involve working for outlets that broadcast to or publish in the same target area as you serve for the agency

Note that Outside Requests may need specific information to complete a review.

Example 1. A staff employee wants to work for a contractor on a matter that he worked on personally and substantially as a government employee. Outside Requests will need to know the "what" and "when" of the matter. Sufficient time may have passed to remove any conflict.

Example 2. A PSC wants to work 15 hours per week doing translations for a government agency. Which agency? Does the translation involve translating wiretaps, testimonies of criminal defendants, testimonies of witnesses to illegal activity, or other information about a newsworthy story of interest to VOA that will conflict with an employee's job as a VOA journalist?

OUTSIDE PUBLIC APPEARANCES GUIDELINES

Outside speaking, writing and teaching opportunities can be highly beneficial, both personally and professionally, but if not done properly, they can have serious consequences. All FTE and PSC journalists must receive management approval before accepting requests for outside public appearances, including outside teaching, speaking, or writing activities. Federal regulations prohibit federal employees from receiving compensation for outside teaching, speaking, or writing activities that directly relate to their official duties. PSCs should consult Outside Requests if they have an outside public appearance for which they are being offered compensation.

OUTSIDE APPEARANCE APPROVAL PROCESS

You must first complete the Outside Request Form. When the form is submitted it will be routed to your immediate supervisor. Three primary concerns must be met:

- The public appearance does not involve use of agency time, materials, or facilities
- The public appearance will not interfere with your ability to perform your VOA job
- The public appearance will not conflict with your official duty schedule

Following the supervisor's review, the form will be routed to the Outside Request team for final review, based on these factors:

- The request doesn't violate journalistic ethics/best practice
- The request doesn't violate government ethics regulations
- The request doesn't present conflicts of interest or public relations issues, or the appearance of such issues
- The request doesn't interfere with the agency's ability to fulfill its mission

If you will be identified as an agency employee in connection with your outside activities, especially regarding outside teaching, speaking, or writing, you must include a disclaimer that the views expressed are your own and not those of VOA, USAGM, or of the U.S. Government, as appropriate.

GUIDELINES FOR NON-PSC CONTRACTORS & OVERSEAS STRINGERS

Contractors who are not PSCs and overseas stringers generally have more leeway to engage in activities outside the scope of their contracts, but they should keep in mind that certain activities and actions could jeopardize continued performance on their current contract, or their ability to obtain a follow-on contract.

Non-PSC contractors and overseas stringers must notify their DC-based service chiefs and OutsideRequests of any outside appearance that they have accepted before the event occurs. You do not need VOA approval. However, notification assists VOA in advising you about activities that may undermine your neutrality as journalists and/or the credibility of the Agency.

Non-PSC contractors and overseas stringers to refrain from stating or creating the impression that they are employees, agents or representatives of the agency. You **should not** say that they "work for" VOA or are "correspondents for" VOA. Rather, you should indicate that you are a "freelance journalist," "a regular contributor to VOA," or use a similar description.

Non-PSC contractors and overseas stringers CANNOT accept requests for outside appearances if those requests conflict with a contractor's duty hours for VOA.

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ADDITIONAL GUIDANCE

Aside from the types of activities outlined here, there is also the issue of whether VOA staff, contract journalists and stringers can, or should, express themselves outside of the office.

VOA's mission is to provide accurate news and information. To facilitate that mission, as journalists, you are expected to remain neutral in all public appearances and public spaces, including social media. That means that you should try to avoid conduct or activity that would call into question your neutrality as well as the neutrality of VOA.

- For example: If as a VOA journalist you are reporting on or otherwise working on a story regarding “X” situation, it is recommended that you avoid publicly voicing your personal opinion about that situation because such activity may call into question your credibility as a journalist and could compromise VOA’s reputation as a reliable and credible news organization.

[\(Also see Fairness, Neutrality & Balance and Social Media\)](#)

EXERCISE GOOD JUDGMENT WHEN CONSIDERING YOUR OPTIONS AND MAKING YOUR DECISIONS.

COMPETITIONS & CASH AWARDS

VOA employees, Personal Services Contractors and other contractors may submit VOA work for approved journalism awards. **Work that is done for VOA, belongs to VOA.** Such work cannot be submitted for awards without prior approval. These are the guidelines that must be followed for awards submissions.

SUBMISSIONS

Division Directors or their appointed awards coordinators must approve all awards submissions for their divisions. Employees seeking to enter contests must seek approval prior to submission. This is true whether the front office, the division or an individual is paying for the submission. Divisions need to ensure that they are not allowing multiple entries that will result in internal competition.

There are three different processes by which an entry may be submitted:

- **Front office:** Approved through division and submitted to the front office. The front office gives final approval, prepares and processes the entries and pays for these submissions.
- **Division:** This is for awards that the front office does not fund, but the division wants to enter. Division approves these entries, prepares and processes them for submission and pays the entry fees. The front office must be made aware of these entries to make sure different VOA units are not competing against each other
- **Individual:** Approved through division. Individual prepares and processes the entry and pays the entry fee. These entries must be approved by the division and the division must alert the front office to ensure that different VOA units are not competing against each other. Management has final approval over these entries even though individuals are submitting and paying themselves.

There are federal ethics laws governing whether VOA employees and/or contractors can accept cash awards. Prior to submission the award entrant must notify management that a cash award is involved. The General Counsel's Office will determine on a case by case basis how such awards will be handled.

TRAVEL TO AWARDS CEREMONIES

Divisions and/or the Director's Office **may** provide travel and per diem expenses to a VOA award recipient to attend an approved awards ceremony. The travel must be directly to and from the site of the ceremony and must follow the policies in the Federal Travel Regulations. The decision to fund such travel will be made on a case by case basis.

A division or the Director's Office may provide reimbursement of travel and per diem expenses for one additional person of an award recipient's choosing. The person can be a family member or someone whose close association with the employee is the equivalent of a family member. At the Division Director's discretion, travel for a second person may be considered when the award winner requires assistance because of a disability or other medical need. One travel order will be issued covering the employee and the additional person. The employee will be responsible for submitting a travel voucher to obtain reimbursement for the travel costs of himself/herself and the additional person.

Employees or contractors who win other awards are encouraged to attend on their own time and at their own expense. If the sponsor of the award is offering to pay for travel and/or per diem, a request to accept those or any cash prize must be made through Outside Requests.



VIDEO USAGE RIGHTS

VOA has contracts with three different video newsfeed providers: Agence France-Press (AFP), Associated Press (AP) and Reuters. We receive video from ABC NewsOne through our contracts with AP and Reuters. Each contract is unique and stands on its own.

The Senior Archivists assist in administering and facilitating use of the video and audio newsfeeds.

BEFORE USING ANY VIDEO, IT IS THE PRODUCER'S RESPONSIBILITY TO REVIEW THE NEWSFEED SCRIPT SOURCE INFORMATION FOR RIGHTS RESTRICTIONS

COMMON FEATURES

- **Newsfeed scripts for the video stories cannot be used on VOA websites as a text-only story.** However, the information contained in video scripts can be used within a VOA story when they are combined with pertinent information from other news sources and follow VOA's sourcing guidelines.

RIGHTS RESTRICTIONS

Restriction statements vary from provider to provider and cover different ground; the most common restrictions are described on the following pages.

Restrictions are usually listed near the top of the script, but also appear above specific items in the script as necessary. VOA must follow the rights restrictions listed in the scripts and we must pay attention to the source of the video. Our providers send stories in which the video may come from a variety of sources, from FIFA to ESPN to handout video to awards programs to other news organizations. The restrictions listed reflect the rules of both the source organization and the newsfeed providers.

You may see some variation of the following restrictions, regardless of the provider, on all the feeds:

- **NO ACCESS INTERNET / NO WEB**
Because VOA programming is available on the web, newsfeed items marked **NO ACCESS INTERNET** or **NO WEB** means the video/audio cannot be used at all, unless permission is granted by the newsfeed provider. Reuters, however, has a special requirement regarding our streaming shows, so please see the Reuters page for details. Please contact Steve if you need help with this.
- **TIME-LIMITED USAGE**
You will often see limited windows of usage on stories, especially for entertainment and sports programs. Footage and photos with those restrictions must be pulled from TV programs, VOA websites and social media accounts by the date and time listed in the script info or in advisories posted in e-mail.
 - **It is the responsibility of the News Center and the Language Services to note those dates and remove the content.**



- **MANDATORY COURTESY**
When noted in the script the courtesy must appear on-screen in TV and web stories, and an audio courtesy must be used on radio.
- **NO LIBRARY / NO ARCHIVE**
Videos with these restrictions means that after you use them for the first time they can never be used again, even if they might be available in the Video Library.

USING VIDEO FROM TV NETWORKS

- We **DO NOT** have blanket permission from ABC, CBS, CNN, FOX or NBC (including MSNBC and CNBC) to record and use clips from their newscasts or weekend talk shows.
- There are times when we will claim “fair use” for a network news video clip that has not been fed on an agency newfeed, but you must contact the News Standards & Best Practices Editor to get clearance.
[*\(Also see Copyright and Fair Use\)*](#)

ABC NEWS

ABC NEWSONE

- VOA receives material daily from the ABC News affiliate service NewsOne. VOA cannot use on-camera talent; this applies to anchors, show hosts and reporters, whether for ABC Network or an ABC affiliate station. This restriction also applies to hosts of ABC Entertainment programs.
- When an ABC item is listed as **PACKAGE ONLY/NO EXCERPTING**, it generally means that **VOA must run the package exactly as fed by NewsOne**. We cannot lift individual sequences or shots out of a package. Steve can contact NewsOne to see if that restriction can be lifted.
- **NO RETRACKING** generally means that VOA cannot translate, summarize, adapt or otherwise make the piece shorter or longer. Please contact Steve to see whether the No Retracking restriction can be lifted.
- **NNS** is a news-sharing cooperative between ABC News and other news organizations. VOA is cleared to use all video that is marked as NNS.
- Use of all ABC standard graphics must be addressed on a case-by-case basis and users must contact Steve to seek permission before using.
- 3D graphics can be used **only if the entire package is used. There are no exceptions.**
- If a story is marked **ABC AFFILIATES ONLY**, VOA is cleared to use it. However, if a story is marked **ABC AFFILIATES ONLY, NO INTERNATIONAL CLIENTS**, please contact Steve to get clearance for use.

THIS WEEK

- VOA is authorized to excerpt up to two (2) minutes of ***This Week***.
- Material from ***This Week*** may be posted on VOA's websites only if it is part of a video report or included in a television program.
- Material excerpted from ***This Week*** cannot be used after three (3) days and the ***This Week*** program cannot be archived for future use.
- **THIS PERMISSION IS ONLY FOR ABC'S *THIS WEEK* PROGRAM.**

NO BROADCAST OR INTERNET USE OF ANY COLLEGIATE AND PROFESSIONAL SPORTS VIDEO FED BY ABC NEWSONE!

NO USE ON ANY PLATFORM OF ABC NEWS OR ABC ENTERTAINMENT PROMOS!



AGENCE FRANCE-PRESSE (AFP)

VOA has clearance to use all AFP video unless otherwise noted below.

EXAMPLES OF AFP RESTRICTIONS

- **Source: NNIS**
Restrictions: *NO RESALE FOR NON-EDITORIAL PURPOSES*
VOA use is editorial, so we are can use these videos. In addition, VOA must version content for our audiences before broadcasting or posting it online.
- **Source: PARLIAMENTARY RECORDING UNIT (British Parliament)**
Restrictions: NO RESALE FOR NON-EDITORIAL PURPOSES / NOT FOR USE IN ENTERTAINMENT OR POLITICAL SATIRE PROGRAMMES
VOA is clear to use items with this restriction, but not in a satirical, Daily Show-type production.
- VOA can use video with these restrictions:
NO RESALE FOR NON-EDITORIAL PURPOSES
NO JAPAN
NO FREE OVER-THE-AIR BROADCASTERS IN AUSTRALIA, NO U.S. CABLE OUTLETS, FREE OVER-THE-AIR NETWORKS OR STATIONS, THEIR WEBSITES AND THEIR MOBIEL PHONE SERVICES.

WEB-RELATED RESTRICTION STATEMENTS

- **NO WEB USE or NO AFP WEB** - Stories carrying either of these restrictions cannot be used on any VOA websites.

NO ACCESS IRAN AND NO ACCESS VOA PERSIAN TV

- VOA Persian cannot use AFP video stories shot in and sent from Iran, or stories about Iran filmed in other countries. This includes ALL video of Iran, even when the restriction isn't noted on the script and includes video previously received that we have in the Video Library and the VOA Persian video server.
NOTE: The stories restricted to the Persian Service can be used by the News Center and the other Language Services.

SOCIAL MEDIA SITES

- VOA CANNOT post raw or live AFP video on any of its social media pages.
- VOA can post on its social media pages AFP video that is contained within VOA-produced TV packages. It is also OK to use AFP material in programs which are broadcast and streamed on VOA webpages.
- AFP recommends that we do not put video marked as No Archive on our websites or social media sites.

ASSOCIATED PRESS (AP)

- **APTN Clients Only** – VOA is able to use all stories with this restriction
- **Horizons clients and AP Lifestyle, Health and Technology Clients Only**
VOA subscribes to these categories and can use any story that carries this restriction.
- **SNTV Clients** - VOA has unlimited use of stories when SNTV is the “Original Provider” or “Source” of the video. They will be marked **SNTV Clients Only** in the rights restrictions section of the script. However, if the “Original Provider” is a third party, such as FIFA, IOC, etc., you must follow the restrictions listed within the rights restrictions section of script.
- **NO ACCESS IRAN AND NO ACCESS VOA PERSIAN TV**
VOA Persian **cannot** use AP video stories shot in and sent from Iran, or stories about Iran filmed in other countries. This includes **ALL** video of Iran, even when the restriction isn’t noted on the script and includes video previously received that we have in the Video Library and the VOA Persian video server.
NOTE: The stories restricted to the Persian Service **can be used** by the News Center and the other Language Services.
- **OTHER RESTRICTIONS**
VOA can use stories that have restrictions to other geographic regions. For example, stories marked No Access Russia or No Access Indonesia can be used by those Language Services as well as all other VOA services.

However, non-regional restrictions, such as No Access Internet, must be followed. Sometimes permission will be granted; in those cases, please contact Steve to gain clearance.

- **ABC Talent on AP-fed stories:** On occasion, AP will feed an ABC story. ABC talent cannot be used. ([Also see ABC News](#))
- **NO ARCHIVE**
AP videos marked as No Archive can remain on digital platforms indefinitely.
 - **The exception is videos marked with an expiration date, such as Oscars, Emmys, Grammys, Olympics, World Cup, etc.**If there is an expiration date, then the video must be removed from all websites and social media platforms on or before that date. It is the responsibility of the News Center and Language Services to keep track of expiration dates and removal of video.

REUTERS

- If a Reuters video is marked **FOR EDITORIAL USE ONLY**, we can use it.

- **NO ARCHIVE**

Reuters videos marked as No Archive can remain on digital platforms indefinitely.

- **The exception is videos marked with an expiration date, such as Oscars, Emmys, Grammys, Olympics, World Cup, etc.**

If there is an expiration date, then the video must be removed from all websites and social media platforms on or before that date. It is the responsibility of the News Center and Language Services to keep track of expiration dates and removal of video.

If a video marked as No Archive cannot be found on Reuters Connect, that means they do not have the rights to archive the video.

Many sports items have **NO ARCHIVE** restrictions, very often 48 hours but also 15 days or a specific date.

- Video shot in the UK often carries this restriction:

ITN COPYRIGHT: TV: NO ACCESS ALL DOMESTIC AND INTERNATIONAL CHANNELS DISTRIBUTED IN UK & EIRE ON SKY/VIRGIN/FREEVIEW; BBC/BSKYB GROUP: NO ACCESS WORLDWIDE ANY MEDIA; INTERNET: NO ACCESS.CO.UK WEB SITES AND ALL WEBSITES PRINCIPALLY TARGETED AT THE UK AND/OR EIRE; MOBILE: NO ACCESS WORLDWIDE; NO USE AFTER 30 DAYS FROM DATE FIRST USED ON ALL PLATFORMS.

This is an extremely targeted restriction statement and it is recommended to call Steve for guidance. Typically, we will find the relevant info, and call for clearance or clarification when necessary. In this example, “MOBILE: NO ACCESS WORLDWIDE” is the relevant statement we need to follow.

- **NO ACCESS IRAN AND NO ACCESS VOA PERSIAN**

VOA Persian **cannot** use Reuters video stories shot in and sent from Iran, or stories about Iran filmed in other countries. This includes **ALL** video of Iran, even when the restriction isn’t noted on the script and includes video previously received that we have in the Video Library and the VOA Persian video server.

NOTE: The stories restricted to the Persian Service **can be used** by the News Center and the other Language Services.

- **OTHER RESTRICTIONS**

VOA can use stories that have restrictions to other geographic regions. For example, stories with No Access Russia or No Access Indonesia can be used by those Language Services as well as by all other VOA Language Services.

However, non-regional restrictions, such as No Access Internet, must be followed. Sometimes permission will be granted; in those cases, please contact Steve to gain clearance.



NEWS AGENCY IDs & THE DOT

Incoming video from AFP, AP and Reuters are stamped with the ID of each news agency as the video is recorded in Galaxy. ABC NewsOne video is stamped with the Dot.

All video downloaded from the ABC NewsOne, AFP Forum, AP Newsroom and Reuters Connect websites must have the proper ID added to the video before broadcast or publication on VOA websites and social media pages.

THE IDs AND THE DOT INDICATE THAT THE STAMPED MATERIAL CANNOT BE SHARED WITH OR USED BY ANY VOA DOMESTIC CLIENTS OR REQUESTERS.

The IDs and the Dot appear in the **UPPER LEFT** of the frame **AND CANNOT BE OBSCURED.**

- **IF YOU USE NEWS AGENCY VIDEO IN A PACKAGE, PROGRAM OR SOCIAL MEDIA POST, PLEASE MAKE SURE THE AGENCY ID OR THE DOT IS ALWAYS VISIBLE.**
- **THIS IS THE ONLY WAY WE CAN GUARANTEE THAT NON-VOA VIDEO WILL BE PROPERLY NOTED AND AVAILABLE FOR EASY REFERENCE IN THE FUTURE.**
- **IF YOU INSERT THE WRONG AGENCY ID YOU CANNOT RE-INSERT ANOTHER ID. YOU WILL HAVE TO START THE PROCESS AGAIN.**

This is how the agency IDs and the dot appear on incoming feeds:



- **ABC, AFP, AP AND REUTERS VIDEOS IN THE VOA LIBRARY PRIOR TO JULY 3, 2013 DO NOT HAVE THE AGENCY IDS OR THE DOT EMBEDDED IN THE VIDEO. THEREFORE, ALL ABC, AFP, AP OR REUTERS LIBRARY VIDEO PRIOR TO 7/13/13 MUST HAVE THE PROPER ID OR DOT ADDED TO THE VIDEO.**
- **IT IS THE RESPONSIBILITY OF THE REPORTER, PRODUCER AND/OR VIDEO EDITOR TO ENSURE THAT THE PROPER AGENCY ID OR DOT IS ADDED TO THE EDITED VIDEO.**
- **EXISTING FILE VIDEO THAT ALREADY HAS THE DOT DOES NEED TO BE RE-STAMPED WITH AN AGENCY ID.**



THE DOT MUST BE ADDED TO CLIPS PRIOR TO 7/3/13 FROM THESE SOURCES

- IRINN
- Journal of American Medicine (JAMA)
- NewsMarket
- UNIFEEDS (United Nations video)
- Other Acquired Material:
 - From VOA Acquisitions Branch
 - Obtained by VOA Reporters
 - Obtained from a Third Party

THESE SOURCES PRIOR TO 7/3/13 DO NOT REQUIRE THE DOT OR OTHER ID

- VOA Original Footage
- House Recording Studio (Including hearings and news conferences)
- NASA
- Pentagon
- Senate Recording Studio (Including hearings and news conferences)
- State Department
- White House

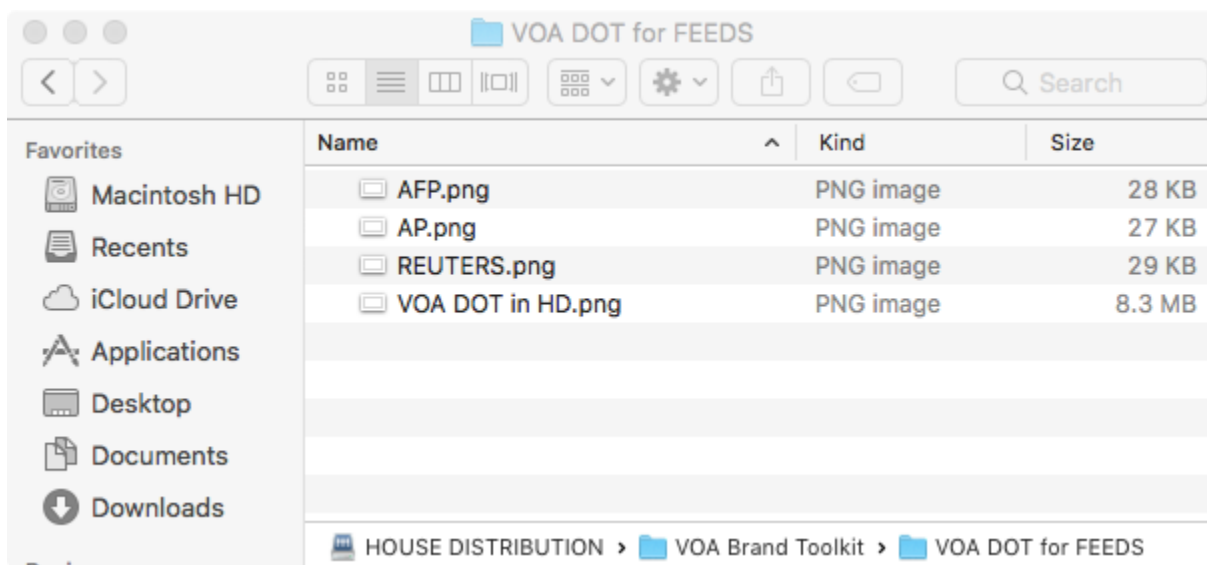


A Free Press Matters

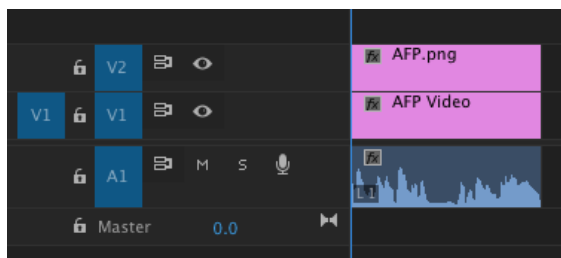
ADDING AN AGENCY ID/DOT IN PREMIERE PRO

In order to add the news agency IDs or the Dot to your video in Premiere, you will first need to import the graphic files.

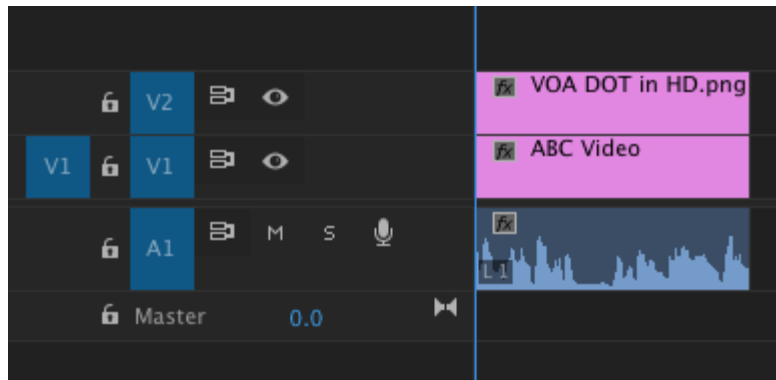
They are located at: \\voa_creative\HOUSE DISTRIBUTION\VOA Brand Toolkit\VOA DOT for FEEDS



Import the needed files into Premiere and drag them to a video track above your footage. The graphic files will automatically key themselves over the video with their built in alpha channels.



Use the **VOA DOT in HD.png** file for ABC News video:



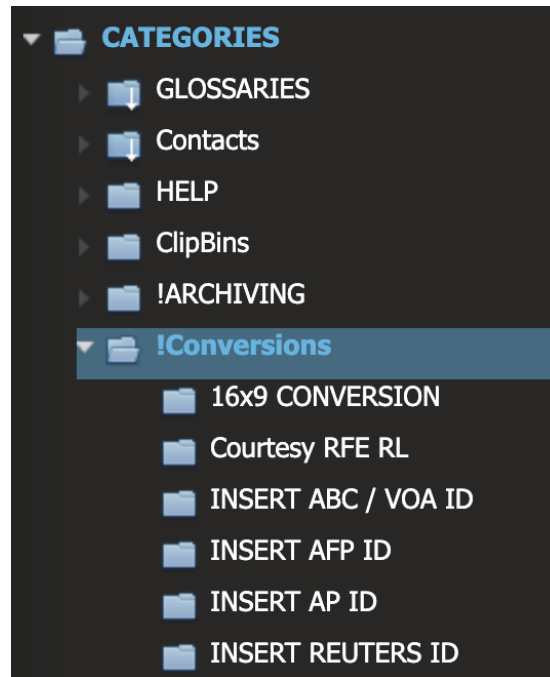
ADDING AN AGENCY ID/DOT IN GALAXY

THE DROP FOLDER PROCESS WILL REPLACE THE ORIGINAL VIDEO

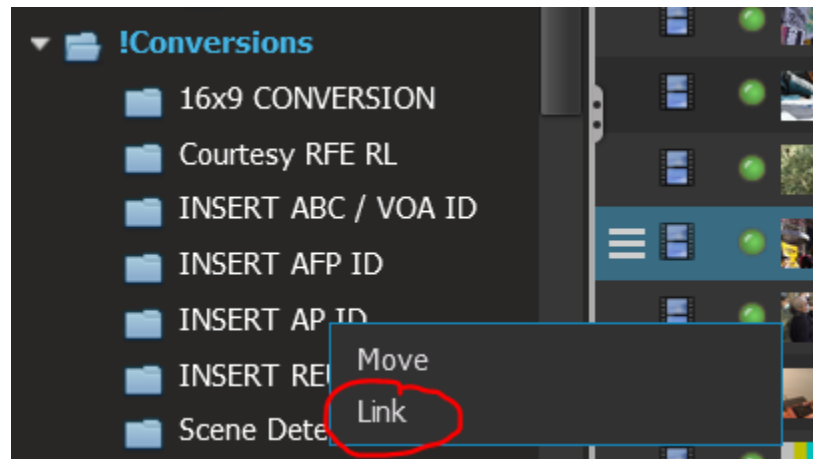
IT CANNOT BE UNDONE

BE SURE THE VIDEO IS LINKED TO THE CORRECT FOLDER!

Go to the !Conversions sub-folder in the main CATEGORIES folder:



Locate the footage in Galaxy that needs the bug. Left mouse click, hold and drag the video to the appropriate folder, and release the mouse button. Choose Link.





The video will begin rendering and the original video will be replaced with the video and the bug. While the video is processing, the colored dot next to the thumbnail image will change from green to red to yellow, and back to green again. This process usually takes a few minutes.

When the colored dot is back to green the process is complete, and you can view your video with the selected bug burned into the upper left corner.

- **DO NOT VIEW OR USE THE VIDEO UNTIL THE CONVERSION PROCESS IS COMPLETE AND THE VIDEO IS BACK ONLINE**

- **THE VOA DOT MUST BE ADDED TO CERTAIN PROPRIETY VIDEO – SEE LIST ON PAGE 73**

If there are any questions about whether to add an agency ID or the Dot to older library video, please contact the Contracting Officer's Representative.



NEWSMARKET

Newsmarket is an online provider of video. Although the site has a lot of available material, there are a number of guidelines that VOA must follow in order to use the video.

- You must be an employee or contractor working with VOA and use your work e-mail to access the site. To establish an account, contact the chief of the Media Asset Management Branch.
- Keep your password confidential; it is for your use only.
- Registered users are responsible for searching images and **ensuring that no costs are associated with the material. If costs are required, funding must come from your language service or division.**
- The VOA producer or language service is responsible for obtaining the terms and conditions of use of the material. Newsmarket makes no claims about the accuracy of the content on its website, so producers must be sure to exercise VOA journalistic standards in the choice and use of material.
- Credit must be given for content used and **logos or copyrighted images cannot be changed or obscured.**
- You must use the content for editorial purposes only.
- You **cannot** store the original content for future use. The content from Newsmarket must be deleted from your workspace when you are finished with your initial use. Should you need the content again, you can go back to the website and re-capture it.
- **The material that you use in a VOA story or program can and will be archived;** there is no restriction on this material.
- The content incorporated in your stories and shows can be distributed on all VOA platforms.
- **The Office of Cuba Broadcasting (OCB) is included in this agreement, meaning that VOA and OCB ONLY can share material that is acquired from Newsmarket.**

RESTRICTIONS

- You cannot provide unedited content to other organizations, **including the USAGM grantees RFE/RL, RFA and MBN.**
- You cannot use the Newsmarket logo or trademark in a way other than how it is presented in your story.
- You cannot use any technology to monitor, copy or deep link with Newsmarket.

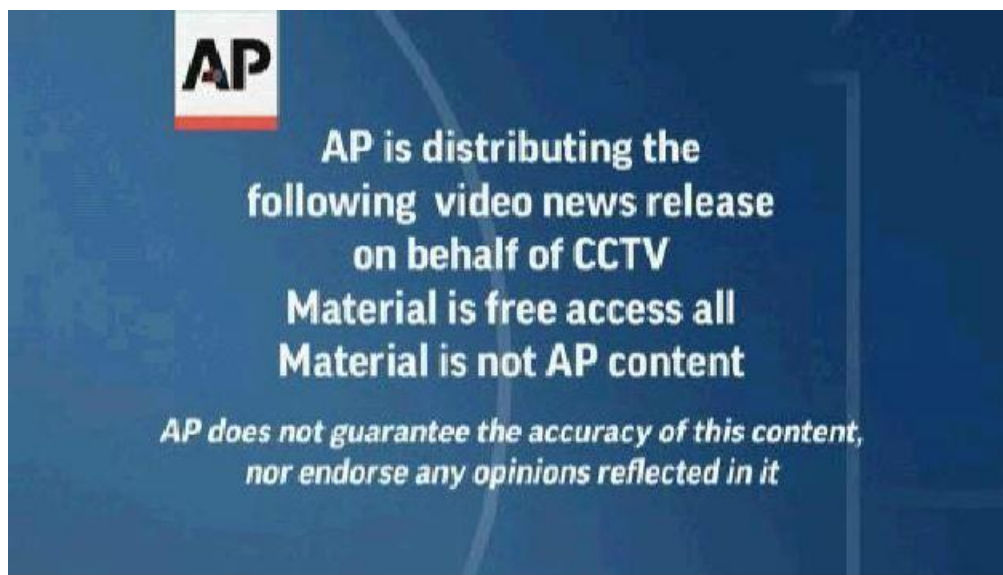
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USING CONTENT FROM STATE-RUN MEDIA

Any country's official news agency is a valid single source **when referring to government policy or news events in that country**. In these cases, VOA must identify the news agency in its copy.

Note the distinction **in that country**. For example, a report by China's official news agency about North Korea may not be a valid single source.

In addition, VOA's newsfeed providers AP and Reuters have agreements to distribute material provided by CCTV, Chinese State Television. AP includes a disclaimer for all CCTV material, as seen in this screen grab:



Reuters does not provide a video disclaimer for CCTV material, but it includes the following notice at the bottom of every script Reuters provides from CCTV:

© Copyright CCTV. The content in this story, including video and script is provided by China Central Television (CCTV) and is copyright CCTV. Thomson Reuters does not guarantee the accuracy of, or endorse the views or opinions given in, this package. THIS STATEMENT SUPERSEDES ALL OTHER STATEMENTS RELATING TO COPYRIGHT ATTACHED TO THIS CONTENT.

While the content produced by CCTV and other state-controlled media outlets often comes from areas where coverage is otherwise unavailable, VOA policy for using content provided by state-controlled media is that it should be reviewed by senior editors in a service, by the News Center or by VOA Standards before any decision is made about airing or publishing the video.

State-run media material for VOA broadcast or online use **MUST** include proper credit to that news organization and the disclaimer that VOA cannot confirm the accuracy of the material. For video usage, the on-screen credit should be either: "From CCTV" or "CCTV Video." This guidance is the same for material received from RT or similar state-run media outlets.



There may be times when we want to use the video, such as when it's the only known video of a major news event or if we're comparing how VOA and other news organizations cover stories.

HOWEVER, ANY USE OF STATE-RUN MEDIA VIDEO SHOULD BE DONE WITHIN THE CONTEXT OF A LARGER PACKAGE THAT IS BEING PRODUCED BY THE NEWS CENTER OR A LANGUAGE SERVICE.

WE SHOULD NOT RUN A FULL PACKAGE FROM STATE-RUN OUTLETS SIMPLY BECAUSE WE HAVE IT AVAILABLE.

VIDEO NEWS RELEASES (VNRs)

A video news release (VNR) is a video segment that mimics a news report but has been created – by marketers, publicists, campaign strategists, government agencies, etc. – to shape public opinion, promote commercial products and services, or support other interests.

VNRs may include interviews with experts (who may be paid by the company or ad agency for their appearance in the VNR); man on the street interviews that may be done with professional actors; and pictures of corporate logos to support the product or brand being promoted.

Although we occasionally receive VNRs from AP and Reuters, that does not make them any more legitimate for use by VOA.

There may be times when it's appropriate to excerpt from a VNR.

Example #1

If the Memorial Sloan Kettering Cancer Center in New York discovers a new treatment for prostate cancer and the Center provides a video of its research work, VOA can, and should, use some of that video to illustrate the story.

- The script must say the video was provided by the Center, and there must be a visual credit to the Center as well.

Example #2

Apple unveils the latest version of the iPhone and sends out a VNR showing the latest changes in the phone and how it operates. VOA can use some of the video to illustrate its story.

- The script must say the video was provided by Apple, and there must be a visual credit to Apple as well.

As with fair use of video, all instances of whether to use material from a VNR will vary, so always check first with VOA Standards.

VOA SHOULD NEVER AIR A VIDEO NEWS RELEASE IN ITS ENTIRETY

DIGITAL MEDIA

YOUTUBE GUIDELINES

- YouTube videos **ARE NOT** primary SOURCES for video packages. For same-day video, **ALWAYS** check the ABC NewsOne, AFP, AP and Reuters folders in Galaxy and their websites first. If necessary, contact the Senior Archivists for assistance.
- The VOA Video Library has extensive file video available; check with the Senior Archivists before relying on YouTube for file video.
- Use caution and common sense and avoid using videos from YouTube that may violate someone's copyright. When in doubt, please contact VOA Standards for guidance.

Similar rules apply to other online video sites.

Use of YouTube videos should be cleared through VOASTandards or the Contracting Officer's Representative (COR) for the contracts if they are not the same person. The video can be used full screen as long as credits, chyron information and other on-screen information is not obscured or deleted.

The actual YouTube logo **MUST** be burned into the video and remain on-screen throughout the clip:



[In addition to the logo shown above, YouTube has a variety of logo and icon styles that can be used as needed.](#)

YouTube has a tool for blurring tool any part of a video, including moving objects. This [link](#) takes you to the tool.

[\(Also see Sensitive & Graphic Material\)](#)

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A Free Press Matters

CREDITS FOR MUSIC VIDEOS & MOVIE CLIPS

Proper credits for music video and movie clips are mandatory:

Song Title/Music Publishing Company

Movie Title/Film Company

The name of the music publishing company or film company can usually be found in the **SHOW MORE** section of the YouTube entry. Here's an example, using the official music video for Katy Perry's "Roar," signified by the musical note next to her name under the video window. When you scroll down past the video and the official designation, click on **SHOW MORE**.

The screenshot shows a YouTube video player for "Katy Perry - Roar (Official)". The video is paused at 0:51 / 4:29. The video content shows Katy Perry sitting in a field of tall grass, wearing a white blouse and a patterned scarf. Below the video player, the title "Katy Perry - Roar (Official)" is displayed, along with "2,938,221,520 views • Sep 5, 2013". The video has 10M likes and 828K comments. The channel name "Katy Perry" is circled in red, with a musical note icon next to it and "35.4M subscribers" below. A "SUBSCRIBE" button is visible to the right. Below the channel name, there are two links: "Get 'Roar' from Katy Perry's 'PRISM': [http://katy.to/PRISM](\"http://katy.to/PRISM\")" and "Katy Perry Complete Collection on Spotify: [http://katy.to/SpotifyCompleteYD](\"http://katy.to/SpotifyCompleteYD\")". A "SHOW MORE" link is circled in red below the Spotify link.

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A Free Press Matters

After you click on SHOW MORE, scroll down to the listing that reads: **LICENSED TO YOUTUBE BY**. It shows the names of all the music publishing companies that have rights to the music. The U.S. rights holder is always listed first; in this case it is UMG, which stands for Universal Music Group.

The proper on-screen credit for the music video would be: **“Roar” / UMG**

YOU DO NOT HAVE TO INCLUDE THE PERFORMER’S NAME, THE NAME OF THE ALBUM OR THE PERFORMER’S RECORD COMPANY

Category **Music**

Music in this video

Learn more

Listen ad-free with YouTube Premium

Song **Roar**

Artist **Katy Perry**

Writers **Lukasz Gottwald, Max Martin, Cirkut, Bonnie McKee, Katy Perry**

Licensed to **UMG (on behalf of Capitol Records (CAP)); LatinAutor - Warner Chappell, LatinAutor - PeerMusic, IMPEL, Warner Chappell, UMPI, AMRA, ASCAP, LatinAutor, BMI - Broadcast Music Inc., Kobalt Music Publishing, PEDL, ARESA, Muserk Rights Management, UNIAO BRASILEIRA DE EDITORAS DE MUSICA - UBEM, CMRRA, Pulse Recording (music publishing), and 23 Music Rights Societies**

YouTube by

EMBEDDING

Embedded video is effectively just a link; no copy of the video is being stored on your server. Therefore, you may use embedded video on VOA websites. However, you should still use caution and common sense and avoid posting videos that may violate someone’s copyright. In particular, **do not post videos that contain music, movies or television broadcasts unless those videos are posted on the official YouTube channel of the copyright holder**. Many movie studios and music companies allow you to take embed code for trailers or video clips directly from their main site. In those cases, it’s much easier to tell that you’re using an official video when it’s on the company website.

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AUDIO

- **Audio cannot be stripped from a YouTube video.**

YouTube’s Terms of Service stipulate that embedded content cannot be manipulated or downloaded for use away from www.youtube.com.

YouTube – as well as Facebook -- takes audio copyright very seriously. If you add popular commercial music to a video that will be posted on YouTube, your video will likely be taken down. **After three “copyright strikes,” your account will be terminated -- and you’ll be barred from creating a new account.**

YouTube now has an audio library where you can find royalty-free, high-quality production music and sound effects to use in your videos. Follow this link to create an [Audio Library](#) account.

- In addition, the VOA Music Library subscribes to free online music accounts:
 - APM Music
 - Manhattan Production Music
 - Universal Production Music

From time to time, the production music companies ask VOA to remove certain files from use because the companies no longer have a license for them. In order to stay up to date with these changes, you must keep a record of the music you download from Universal Production Music or Manhattan Production Music and include which shows/features/production elements have been created with each file.

While we can always attempt to make a fair use claim for audio clips, it is highly recommended that you rely on the free music sites noted above.

[\(Also see Music\)](#)

YOUTUBE MAKES NO REPRESENTATIONS ABOUT THE ACCURACY, USEFULNESS, SAFETY OR INTELLECTUAL PROPERTY RIGHTS OF CONTENT APPEARING ON ITS SITE

USER-GENERATED CONTENT

VOA receives video, audio and photos from outside sources. The content may be sent to provide an up-close look at a news event; to present a particular point of view, or to cast a negative light on a government, an organization or individuals.

In all cases, VOA journalists must take every editorial precaution to ensure the legitimacy of the submissions before broadcasting them or publishing them:

- **CONTACT & IDENTIFICATION**
Reach out to individuals or groups who have posted material to verify that they own the work. Clearly identify yourself as a journalist when inquiring about user-generated content.
- **NEWSWORTHINESS**
Is there a valid editorial reason to use video, audio or photos that we receive from an outside source? Does the user-generated content help to further inform our audience about an issue or incident?
- **MOTIVE**
Does the individual or group sending the material have an agenda? If VOA determines the content is agenda-driven and decides to air/publish the content, we should reveal why the material was submitted, and who submitted it.
- **REAL OR STAGED**
Can VOA confirm that the video, audio or photo is real? Can VOA determine when and where the material was created? Or, can VOA determine whether the content is fake or staged, produced in the hope that VOA might air or publish it?
- **COPYCAT INCIDENTS**
Will the broadcasting or publication of the video/photos encourage others to create or produce similar content that in some cases could be life-threatening?
- **RIGHT TO PRIVACY**
Was the material recorded or photographed without the knowledge of the individuals involved? In other words, was the material recorded with a hidden camera or microphone?
- **HOW WILL THE CONTENT BE USED**
Should VOA receive sensitive or graphic content, follow the guidelines in [Sensitive & Graphic Material](#). In some cases, it may be more appropriate for such material to be posted online only, where users can choose whether to watch or listen.
- **PERMISSION**
Once it's established the content is valid and its owner is identified, ask for permission to use the material. As always, VOA gives credit where credit is due, so the person who created the content should be identified accordingly; it is up to the individual or group whether to use real names or a website/social network username.

- **PAYING FOR MATERIAL**

Other than our existing agreements with the news agencies and our freelancers, VOA does not pay for content. Please keep this in mind when dealing with user-generated content.

- **DISCLAIMERS**

When airing or publishing user-generated content, VOA must inform audiences of the source and acknowledge that, while we have evaluated the content, we cannot be absolutely sure of its legitimacy. As with all of VOA's reporting, transparency is key.

[Follow this link to a useful at-your-desk tool for verifying user-generated content.](#)

It provides various case studies that can easily be applied to potential UGC situations at VOA.

If you are uncertain about using photos or video taken from social media, please see the guidance on copyright and fair use in the [Legal Issues](#) section of this Guide, or contact VOASTandards.

UGC VETTING TEAMS

- **REGIONAL EXPERT** – VOA's vetting of UGC begins with the language skills and regional knowledge of our language service staff. Ideally these are the people locating new user-generated content and providing the first layer of vetting by authenticating regional dialects, recognizing landmarks and applying their specialized experience and knowledge.

- **TECHNICAL EXPERT** – Someone who is familiar with the tools, techniques and resources for detecting digital manipulation such as deep fakes. These are the tools VOA teams have successfully used:

Adobe After Effects: Can check, pixel by pixel, whether content has been manipulated

Amber Video: This app authenticates video content within a few minutes, but users must buy credits to use its services

Adobe Photoshop: Can be used to check photo metadata as well as whether the photo has been edited

Wondershare Video Convert: This tool is used to convert low quality and phone videos into usable videos with acceptable quality

Adobe Premiere: Enhances the quality of videos and can manipulate brightness, contrast

The AP Stylebook offers useful tips on verifying user-generated content:

- **EDITORIAL EXPERT** – A VOA journalist who is an expert in VOA's editorial standards provides a final layer of vetting for authenticated content before it is broadcast or published. These should be language Service Chiefs or senior News Center editors. They work closely with the UGC team, reviewing every video with the regional and technical experts. The editorial expert not only vets the content, but also ensures that VOA news copy properly describes the content according to VOA sourcing guidelines (see next section). The editorial expert ultimately bears responsibility for deciding whether UGC is appropriate for use by VOA.



DESCRIBING UGC IN NEWS COPY

After any user-generated content is approved for broadcast/publishing, it must be clearly identified in news copy. Accurate descriptions of UGC are critical to maintain VOA's credibility and transparency with our audiences. Examples of these descriptions:

“VOA could not independently verify the authenticity of the video/photo.”

“In a video circulating on social media, which has not been independently verified by VOA...”

For video used in TV packages, chyrons should clearly identify UGC:

“Video via Iranian social media”

“Cell phone video from human rights activists in Thailand”

When necessary, identify the source of the content – **WITHOUT** jeopardizing individuals or the methods used to distribute the video:

“Videos sent to VOA via secure messaging apps...”

“In videos circulated on Chinese social media platforms...”

“Videos of the incident shared with local journalists in Peshawar showed...”

The AP Stylebook offers useful tips on verifying user-generated content:

https://apstylebook.com/ap_stylebook/user-generated-content

If you are uncertain about using photos or video taken from social media, please email VOASTandards.

VIDEO, AUDIO OR PHOTOS THAT ARE OPENLY AVAILABLE ON THE INTERNET DOES NOT MEAN THEY ARE IN THE PUBLIC DOMAIN OR FREE TO USE

AFFILIATE/RECIPROCAL LINKS

Reciprocal links to affiliate websites are permitted, under the following guidelines:

- The decision to establish an online affiliation should reflect the same editorial considerations that go into establishing a broadcast affiliation – including credibility, reputation, trust and audience reach.
- Language Services should consider the total number of affiliates when determining the placement of reciprocal links. A service that has a small number of large, reputable partners is justified in establishing front-page reciprocal links. A service that has dozens of broadcasting affiliates should create an Affiliates page where they may all be listed. Each situation must be considered separately. It may be appropriate to have a homepage reciprocal link with a major web portal that is a primary news source in the language, and a separate Affiliate page with reciprocal links to broadcasting affiliates.
- Affiliate logos or text links may be used to establish reciprocal links, as appropriate.
- Reciprocal links should be reviewed on a regular basis, and VOA must reserve the right to remove the link at any time, if the affiliation ends or the target site no longer reflects the editorial integrity under which the relationship was established.
- Terms of Use must include a disclaimer that “VOA is not responsible for the content of external websites.”

If you have questions about these guidelines, please contact VOA Digital and/or VOA Standards.



GENERAL GUIDELINES

The Music Library (Room G-510A) serves as the resource and research center for VOA programs containing music. Not only does the library catalog music, it also provides a historical and educational setting for producers and broadcasters to research various sources relating to music: biographies, event-driven materials, periodicals, almanacs, encyclopedias, etc. The Music Library database currently contains a variety of recordings dating as far back as the 1930s.

CDs, albums and other music sources can be borrowed for one week at a time. **Any item you borrow cannot be taken out of the building.** Borrowers are responsible for replacing any items that are lost or stolen.

COPYRIGHT GUIDELINES

- All of the music in the Music Library, commercial, popular and production, can be used for radio programming.
- Popular music includes Top 40, rock, jazz, pop, soul, jazz, reggae, country, folk, rap, dance music, etc.
- **VOA DOES NOT HAVE THE RIGHTS TO DISTRIBUTE POPULAR MUSIC RECORDINGS FOR VIDEO PROGRAMMING OR ON ANY DIGITAL PLATFORM, INCLUDING SOCIAL MEDIA.**
- **ONLY** production music can be used for TV programming and digital platforms.
- The Music Library has free accounts available to all VOA staff for these online production music sites:
 - APM Music
 - Manhattan Production Music
 - Universal Production Music

From time to time, the production music companies ask VOA to remove certain files from use because the companies no longer have a license for them. In order to stay up to date with these changes, you must keep a record of the music you download from Universal Production Music or Manhattan Production Music and include which shows/features/production elements have been created with each file.

In addition, the Archive & Research Group has an account with Audioblocks.com, which has stock music and sound effects.

Commercial music could be used in a fair use manner in a VOA video piece -- perhaps 35-40 seconds to demonstrate Prince's virtuosity as a guitarist -- but those uses should always be checked in advance with VOA Standards.

(Also see [YouTube Guidelines](#) and [Ambient Music](#))



AUDIO USAGE RIGHTS

These guidelines **DO NOT APPLY** to the video newsfeeds that VOA subscribes to. Please see the Video Usage Rights for that information.

Some of the news organizations listed in this section have given VOA blanket permission to use audio excerpts from some of their news programs. These permissions should be respected. Requests to use audio not covered by listed blanket clearances should be sent to the COR for VOA's contracts with the news agencies.

AUDIO CLIPS FROM TV NETWORKS

VOA should use the following credit in the radio script for all programs: "As reported on [Network and program name]," or equivalent language giving credit to the appropriate news organization.

While we will always claim fair use for relevant audio excerpts, there are a few exceptions, listed below.

ABC NEWS

DO NOT use the voices of any ABC News anchors, correspondents, reporters, commentators and stringers.

- ***This Week*** – VOA has received permission to record the entire Sunday talk show to use content of particular interest to our audiences. However, there are some restrictions:
 - We are authorized to excerpt up to two (2) minutes of the program.
 - Material may be posted on VOA's websites only if it is part of a VOA television program or video package.
 - Use of ABC talent should be kept to a minimum in the story. This is the **ONLY** exemption to the restriction on using ABC News talent in VOA programming.
 - Excerpted material cannot be used after three (3) days and the *This Week* program cannot be archived for future use.
 - This permission is **ONLY** for *This Week*.

AUDIO-ONLY USAGE FROM ALL OTHER ABC NEWS OR ENTERTAINMENT PROGRAMS MUST BE CLEARED PRIOR TO USE.

CBS NEWS

DO NOT USE the voices of **ANY** CBS News employees, including anchors, reporters, correspondents, commentators or stringers.

**WE DO NOT HAVE PERMISSION TO USE ANY CBS NEWS AUDIO CLIPS
ON VOANEWS.COM OR ON ANY OTHER VOA WEB PRESENCE.**



CNN

VOA has no overall agreement with CNN for use of audio clips, but we will claim editorial “fair use” as necessary on a case-by-case basis.

FOX NEWS CHANNEL

VOA has permission to excerpt for radio no more than 3 minutes of audio from the *Fox News Sunday* broadcast. VOA must credit *Fox News Sunday*.

ALL OTHER FOX TV PROGRAMS MUST BE CLEARED PRIOR TO USE.

FOX DOES NOT ALLOW ANY OF ITS MATERIAL TO BE REBROADCAST OVERSEAS.

NBC NEWS, MSBNC & CNBC

VOA has blanket permission to use audio excerpts from *The Today Show*, *Meet the Press* and *NBC Nightly News*. All news specials, documentaries and other special programming must be cleared prior to use. There is no restriction on the use of NBC correspondents’ voices, but use of NBC correspondent reports is limited to U.S datelines. VOA does **NOT** have clearance to use audio actualities from any CNBC programs.



A Free Press Matters

PHOTOGRAPHS

PHOTO USAGE RIGHTS

Our contracts with Agence France-Presse (AFP), Associated Press (AP) and Reuters allow us, with some exceptions, to use the photographs posted to their client-only websites:

AFPForum.com, Newsroom.ap.org and Reutersconnect.com

IT IS THE USER'S RESPONSIBILITY TO REVIEW THE SOURCE INFORMATION FOR POSSIBLE RIGHTS RESTRICTIONS

It is **MANDATORY** that **ALL** news agency photos be given proper credit, as seen in the example below:

[\(Also see Crediting the Newsfeed Providers\)](#)



Tom Andrews, the U.N. special rapporteur, speaks during a press conference at a hotel in Kuala Lumpur, Malaysia, June 23, 2022.



UNAPPROVED/UNAUTHORIZED USE OF PHOTOS

- **Photos that are not from our newsfeed providers should be cleared by VOA Standards before use.**

Photos and graphics -- whether posted on a VOA website or on an official social media account -- should be properly credited to the individual or organization that created them, which may differ from whoever posted or provided them.

If photos are not properly vetted, VOA can face legal claims. If the use of copyrighted photos is determined to be unauthorized, the involved language service and/or News Center can face penalty fees.

Photos found on social media platforms – Facebook, Twitter, Instagram and others – should be cleared by VOA Standards before use.

**NOT FOLLOWING THE PROPER PROCEDURES FOR CLEARANCE,
AS DESCRIBED IN THIS GUIDE, CAN RESULT IN DISCIPLINARY ACTION,
UP TO AND INCLUDING REMOVAL FROM FEDERAL SERVICE**

GENERAL RULES

- The goal of images is to enhance the readers’ understanding of the story – and make it look better on the web. Take photos that add to your story and submit as many as you can so editors can decide which are best.
- Show the people, places and things that you talk about in your stories. If you emphasize a place or interview a person, get a picture. If you cover a demonstration, show the protest signs or faces of the people. However, be aware that minors may be present at demonstrations, and you should use good judgment in photographing them in those situations.
(Also see [Identifying Minors](#) and [Filming in Public vs. Privates Places](#))
- Get close up to your subject if you can. Take photos from different perspectives and distances.
- Make sure your subject is clear, focused, and lit as well as possible.
- Always send in the largest file size possible. Photo and web editors can crop as needed and warranted.
- Headshots are good. Also try to get images of the subject in their environment and in action.
- Remember the [rule of thirds](#), a compositional guide that divides an image into thirds.
- [Shoot landscape \(horizontal\) instead of portrait.](#) Landscape photos look better on VOA websites and on social media pages.



EDITING PHOTOGRAPHS

- VOA allows for the adjustment of photos for brightness, contrast and color.
- However, VOA **does not permit** altering a photograph in any way that changes the meaning of the photo. This includes adding or subtracting elements to create a scene that is not an accurate representation of what was originally shot.
- While it's OK to crop a photo, that should not change the meaning of the photo; for instance, cropping a photo that may leave out a key individual in the story.

CLOSELY EXAMINE DIGITAL PICTURES FROM OUTSIDE SOURCES TO ENSURE THAT THOSE IMAGES HAVE NOT BEEN ALTERED.

This is a fascinating look at how, depending on lenses, angles and perspective, a photo can present very different and distinct views of a scene: [Telephoto Lens v. Wide Angle Lens](#)
(Also see [User-Generated Content](#))

PHOTO ILLUSTRATIONS

Photo illustration may be the best choice to accompany reports for which photographs and/or videos are not readily available (such as Iran's Islamic Revolutionary Guard Corps) or when dealing with complex or sensitive subjects (such as victims of sexual abuse).

Such illustration requires not only creativity but also editorial judgment – and transparency.
Any VOA photo illustration must be identified as such, either through a caption or a credit line.

Some caveats:

- Be careful when you're considering adapting or manipulating an element from a photograph to incorporate in your illustration. What information, message or tone are you trying to convey? Is your intended use consistent with the focus or premise of the original image? For instance, to create an image depicting a hooded Uyghur prisoner in China, the illustrator should not begin with the image of a demonstrator in Washington, D.C. – especially if the image is recognizable or widely known.
- Could the photo illustration mislead, distort information or possibly cause harm to the subject – including the subject of the original/source photo? What photo bank, specific photo or photographic element can you use as a source for your creation? [*List main providers here?*]

If you have questions or want guidance about sources, contact VOA Standards and/or the News Center's graphics team.

TECHNICAL TIPS

- Use your flash to balance out the light. If you are outside on a sunny day and you are shooting in the shade, use your flash to fill heavy shadows if needed. If you are indoors and taking an image of someone in front of a window, use your flash.
- Don't shoot portraits with the sun or bright light behind your subject unless you are using a flash to fill the light.
- Be careful of using a flash in front of glass or a mirror. The flash will bounce back into the lens. If you have to do this, don't shoot straight on toward the glass. Try to shoot at an angle to the glass.
- Be careful when working around microphones. Look for an angle that provides a clear shot without a microphone in front of the speaker's face.

SENDING PHOTO FILES

When submitting photos, email your language service as well as the English Webdesk or the Coverage Desk.

Always include who is paying for the photos and if they are available for use by the house. Always include caption info.

Photos can be submitted via email, any photo sharing service such as flickr or Picasa, or via ftp.

CAPTIONS/CREDITS

Journalists in the field must supply the captions for your photos. Use language that is direct and clear:

- Who, what, when and where. Identify key individuals. If multiple people appear in an image, use language to distinguish them.
- Credit the photographer and affiliation.
- VOA has the same style when crediting staff and stringers: **John Doe/VOA**
- Keep captions short and clear – photo and web editors will often rewrite and edit them.

Credit photos from other sources, such as other news organizations, NGOs, a business or a social media post. Social media posts should include the social media site and the name of the person who took the photo. For example:

CBS News

Pew Research Center

Instagram/JohnSmith

Twitter/@JohnQSmith

Facebook/John Smith

Note that some public domain images also require a credit. Among them: the White House, State Department, Defense Department, Library of Congress and National Archives.

[\(Also see Attribution\)](#)



APPENDIX

DRONES

Drone use is heavily regulated in the United States. VOA owns and operates drones subject to governmental restrictions and VOA policies.

It is illegal to operate an unmanned aerial system/drone (UAS) for business purposes in the United States without advance approval from the Federal Aviation Administration (FAA). Prospective VOA drone users must obtain a [Remote Pilot Certificate](#) prior to any field usage of a drone.

USE OF DRONES IS RESTRICTED TO VOA'S OWN TRAINED AND LICENSED DRONE PILOTS. THEY ARE LISTED [HERE](#).

[VOA drone pilots will follow the FAA'S rules and respect all restrictions](#), including those imposed locally by police or emergency service agencies. VOA journalists contracting for drone services must also be aware of laws and safety regulations governing their use.

When planning drone coverage for a story, send an advance email -- including a summary of the story and location -- to the following: Drones Project Manager, VOA Deputy Director for Programming and VOA Standards.

VOA will use guidelines from the Professional Society of Drone Journalists (www.dronejournalism.org) to determine drone usage:

- **NEWSWORTHINESS:** The story must be of sufficient importance to risk using a potentially harmful drone. Do not use a drone if the information or aerial perspective can be gathered by other, safer means.
- **SAFETY:** A drone pilot must be properly trained in the operation of the equipment. The equipment must be in a condition suitable to safe and controlled flight. A drone must not fly in weather conditions that exceed the limits of the drone's ability to operate safely. A drone must be flown in a manner that ensures the safety of the public and is least disruptive to the general population in a public setting. A Pilot's first drone flight should **not** be when shooting a story.
- **REGULATIONS AND PUBLIC SPACES:** A drone pilot must follow the regulations that apply to the airspace where the drone is used.
- **PRIVACY:** Use of a drone must never compromise the privacy of non-public figures. VOA journalists should not use images of private citizens in private spaces that are encountered beyond the scope of their stories.

Drones will be standardized as specified by VOA Studio and Production Operations (SPOP), adhering to all federal drone purchasing guidelines and/or mandates. SPOP will inventory and house drones in Washington, D.C., or selected domestic bureaus. Drones will be registered with the Federal Aviation Administration (<https://registermyuas.faa.gov/>) in the name of VOA. Like other VOA technical equipment, purchases of drones will be approved in advance by TV Operations.

VOA WILL NOT OWN AND OPERATE DRONES OUTSIDE THE UNITED STATES

Drone-use regulations vary from country to country and frequently change -- or may not yet exist. For instance, neither the International Civil Aviation Organization (ICAO) nor the European Aviation Safety Agency (EASA) has established general usage or legal guidelines for drone operations. For instance, there is no listing of drone regulations for Iran. However, [the Global Drone Regulations Database](#), is an international directory containing summaries of countries' drone laws, if known.

VOA journalists requiring a drone outside the U.S. will need to rent drone services from a pilot/operator licensed for the particular country in which the shoot is planned. They will also be expected to search the database to make sure VOA will not inadvertently violate regulations for the country in which the shoot is planned.

Contracting for drone services outside the country, like contracting for other external services, should be requested in advance from VOA Broadcast Operations, which will work with the IBB Office of Contracts to arrange services. Once drone services are secured, Language Services should advise the Drones Program Manager, Deputy Program Director or VOA Standards of the name of the drone pilot and the drone's registration information.

- **Nothing in this section prevents VOA journalists from obtaining drone footage taken by non-VOA personnel who have acted independently of VOA.**

User-generated drone video will be governed by the same standards and verifications as other independently gathered video used by VOA, prior to its use.

[\(Also see User-Generated Content\)](#)

THE DRONE CREW

There are three operations roles in drone flight: Pilot, Observer, and Journalist. Although a single individual can fill all three roles, VOA will normally have at least two people involved in any drone flight: a Pilot and a combination Observer/Journalist.

- **PILOT:** Responsible for all flight operations and the ultimate authority on any flight. The Pilot determines if the aircraft is airworthy and capable of conducting the proposed operations in the available airspace, and is responsible for conducting operations within all FAA regulations (and any restrictions set forth by a "grant of exemption" from the FAA). The Pilot must brief the other members of the crew about the specifics of the mission, their roles and responsibilities, and what is expected of them before, during and after flight operations. The Pilot – the person holding the FAA-issued Part 107 certificate – is by regulation the final authority on whether the drone flies or not. The Pilot's decision on flight safety is final.
- **OBSERVER:** Responsible for monitoring the operational area to ensure that there are no hazards that may endanger the flight or people. The Observer is the only member of the team who should speak to the Pilot during flight operations. The Observer is to alert the Pilot if any aircraft come into the area, or if any person or vehicle comes near the operation. The Observer should remain within speaking distance of the Pilot.
- **JOURNALIST:** Responsible for communicating flight goals before the flight and verifying results after the drone lands. Defines the aerial elements needed for the story, but is subordinate to the Pilot, who has responsibility for determining if the Journalist's goals are possible under the conditions presented.

FLIGHT OPERATIONS

VOA drone pilots should use the checklists at [ALOFT.AI](https://www.voa.com/ALOFT.AI). Pre-trip and pre-flight inspections help ensure airworthiness and will serve as an early warning for both maintenance issues and for mechanical issues that could substantially affect or cancel flight operations or safety.

PRE-TRIP

Pre-trip and prior to embarking on any drone operation, the Pilot must gather information about the proposed flight area to ensure operations comply with FAA safety regulations. The Pilot should view publicly available aerial images of the area or personally conduct a site survey that will enable him/her to answer questions about the proposed flight location and be confident of success in the mission, including:

- What is there?
- Are there hazards to aviation?
- What airspace is it in?
- Do we need permission from air traffic control (ATC)?
- Are we flying on or over private property? Do we have permission of the landowner to operate there?
- How many people might be in or around the area? What is our plan to prevent flight over people?
- How high above sea level is the location? How will the altitude affect the performance of your drone during flight?

Prior to the day of the shoot, the Pilot and Observer/Journalist should meet to define the goals of the drone shoot and specific mission goals, including:

- What shots do you need (specific expected shots, angles, or subjects)?
- What purpose is the drone serving in your story?
- What context is the drone adding to your story?
- How much drone video or photograph do you need to tell the story?
- What privacy issues can you anticipate and what steps have you taken to lessen them?
- What the operations area looks like.
- What the expected weather will be.
- Any known hazards.

Prior to the shoot itself, the Pilot should also practice with the drone assigned for use.

PRE-FLIGHT

Pre-flight operations are done immediately before any flight work is to occur. The pre-flight checklist repeats some of the pre-trip checklist, such as inspecting the aircraft and some of the control surfaces. On the day of the shoot, before leaving for the operations area, the Pilot should conduct a pre-trip inspection of the drone, including:

- Charging batteries.
- That there are sufficient fully charged batteries to compensate for the possible effects of temperature on the batteries.
- Checking various mounting hardware.
- Checking the camera and storage media to ensure it is sufficient for the shoot.
- Verifying that weather parameters are within FAA Part 107 minimums, as determined by consulting an **aviation** weather forecast or weather report (METAR) or from obtaining a flight briefing from Flight Services.
- Verifying that the Journalist has informed local police or fire agencies that we will be using news-gathering drones.

Once on site, the Pilot will conduct the pre-flight inspection, connect the batteries, etc., and delineate a takeoff and landing area of at least 10 feet x 10 feet and ensure it is free of debris. S/he may also assign the Journalist or other VOA personnel on site to ensure that bystanders don't walk into either the takeoff/landing zone or under the drone's flight path.

IN FLIGHT

The "In Flight" checklist isn't really a checklist. It's a "Do Constantly" list, noted as a reminder for all journalists using drones. While in flight, personnel involved in the shoot must:

- Be constantly scanning for airborne traffic or obstacles. The Observer (in most cases, the Journalist) must report them immediately to the Pilot.
- Be constantly scanning for people on the ground in the flight area. The Observer must report them immediately to the Pilot.
- Be constantly checking battery levels, ensuring that the drone is returned to the landing area before reaching 25% of capacity remaining.
- Be constantly checking flight parameters such as altitude to ensure they remain within restrictions and operational goals.

Any changes to the operational plan should be discussed only at the time of battery changes.

POST-FLIGHT

ALL POST-FLIGHT LOGS MUST BE ENTERED IN [ALOFT.AI](#)

The post-flight checklist is broken into three parts: shutting down the drone, inspecting the aircraft, and filling out logs. Logging is an essential part of drone safety. It forms the basis of the permanent record documenting maintenance of the drone VOA needs. Among other things, pilots should document any issue that should be checked or fixed between flights, drone usage (times of takeoffs and landings), problems during flight, and battery usage.



DRONE RESTRICTIONS

[The FAA's website](#) provides complete information on approved flights and operations. VOA personnel involved in drone use should familiarize themselves with the [contents of the site](#). For news coverage by drone within the United States, these restrictions are most relevant:

Waivers to restrictions must be obtained in writing from the FAA. Without a written waiver, VOA will operate its drones in compliance with posted laws and regulations.

ACCIDENTS

By using licensed drone pilots and having a rigorous system of approvals of drone usage, VOA will minimize the instances of mishaps or accidents involving drones. Should VOA personnel be involved in accidents or injuries involving drones, the pilot and the VOA reporter/producer of the story must separately notify their Service Chief and Division Director, plus the Program Manager, Deputy Director of Programming and VOA TV Operations. The drone pilot is required by law to notify both the Federal Aviation Agency and the National Transportation Safety Board of accidents that either cause injuries or at least \$500 in damage to property.

Website contacts for the FAA and NTSB are below:

https://www.faa.gov/uas/report_accident/

<https://ntsb.gov/investigations/process/Documents/NTSB-Advisory-Drones.pdf>

ARCHIVING DRONE FOOTAGE

All high quality drone footage must go in the archives within 3 weeks of the original shoot.

If the drone operator will be editing the video, he/she should copy the footage, edit down to the best footage, and work with the Media Asset Management team to supply the metadata and get the video into the archive. If the operator does not edit, the producer must take on the responsibility.

No one will be granted continued access to a drone unless the footage from their previous shoot has been processed in the archive system. The Media Asset Management team has been alerted to tag the content as DRONE footage in the metadata, so users can easily search the database for the video.

This is a critical part of the return on the investment of training, purchasing and maintaining the drones.

VOA PRONUNCIATION GUIDE

The VOA Pronunciation Guide is a useful tool for audio and video reporting. You can find it here: <https://pronounce.voanews.com/>

PROHIBITED ITEMS

This guidance comes from the Cohen Building Office of Security:

- To keep a safe workplace, the following items are prohibited in the Cohen Building for employees, contractors and visitors: **firearms, weapons, explosives, hazardous chemicals or other destructive devices**, including their individual parts or components, that could cause injury, death or property damage.
- The prohibited items follow the Interagency Security Committee Standard guidelines for prohibited items at Federal facilities and are followed by the Cohen Building’s security team.
- Visit the Office of Security SharePoint site for the full list of prohibited items. The site also has a PDF handout that you can email to your guests to inform them about security screening before they visit the building. Questions or issues regarding security screening or prohibited items should be addressed to the USAGM Office of Security.

[\(Also see Security Procedures for Guests\)](#)

CONTROL ROOM EMERGENCY PROCEDURES

EMERGENCY EVACUATION TV CONTROL ROOM ACTIONS

1. The Director will direct the Producer to tell the anchor to make the statement, **“We must interrupt this program, please stand by. We will return as soon as possible.”**
2. Director or TD fades to black on anchor and fades up on generic VOA full screen graphic.
3. Director or TD notifies TVMC that an ID graphic is up and that the control room and studio staff are vacating the building.
4. Using the same graphic, TVMC takes control of the path seamlessly when ready. TVMC evacuates the building.

EMERGENCY EVACUATION RADIO CONTROL ROOM ACTIONS

1. Producer tells anchor to make the statement, **“We must interrupt this program, please stand by. We will return as soon as possible.”**
2. Technician plays VOA1 “The Hits” so that VOA branded content continues standard frequencies.
- 2a. Alternate: Producer tells anchor to introduce “linked” show. This means all remaining show elements could continue to payout without live inserts until done.
3. Technician links remaining program elements and executes.
4. Technician notifies RMC of programming status.
5. Radio MC takes necessary steps to ensure program continuity.
6. Master Control, Control- room, and studio staff evacuate the building.



EMERGENCY NCC ACTIONS

NCC receives the broadcast product from Master Control and transmits it to the respective distribution points. NCC does not alter the product content sent to them for distribution.

TO IMPLEMENT THE TV CONTROL ROOM PLAN, OPERATIONS MUST

1. Load the TVMC full screen VOA graphic in each TV control room switcher. This may be updated in the future pending further guidance.
2. The Broadcast Operations management is responsible for making sure the graphic is installed in all control rooms and Master Control, and that the emergency plan is communicated to their respective staffs.
3. Broadcast Operations is responsible for maintaining the emergency full screen VOA graphic in their daily operation control room set up, and show programming.

TO IMPLEMENT THE EMERGENCY EVACUATION ACTION PLAN, LANGUAGE SERVICE MANAGEMENT MUST

1. Communicate the emergency action plan to service leadership and staff.
2. Each service must provide to Division management the service action plan for contacting affiliates about disruptions.

ALL LANGUAGE SERVICES AND BROADCAST OPERATIONS STAFF ARE REQUIRED TO EVACUATE THE BUILDING DURING AN EMERGENCY

NOTE: This Emergency evacuation guide for Broadcast Operations and Language Services is for real emergencies, and when there is any doubt please respond as though it is a real emergency.

However, a fire drill is not an emergency. If a fire alarm drill will be conducted, employees and managers will be notified in advance of the testing.



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CNN

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Los Angeles Times

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NPR

Project for Excellence in Journalism

Radio Free Europe/Radio Liberty

Reporters Committee for Freedom of the Press

Radio Television Digital News Association

Society of Professional Journalists