



MEDIA OUTLET - **RTE News**  
LEGAL ENTITY- **Raidió Teilifís Éireann (RTÉ)**  
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**The following is our Transparency Report as participants in the Journalism Trust Initiative (JTI).**

It is automatically generated and based on a questionnaire provided by the JTI. The answers you see here have been given by us to our best knowledge. They have NOT been reviewed or independently audited by a third party yet.

JTI is a normative, machine-readable and certifiable list of criteria for trustworthy journalism, which was initiated by Reporters Without Borders (RSF) and published by the European Committee for Standardization (CEN) in December 2019. The publication of the original CEN Workshop agreement no. 17493 can be accessed [here](#). More information on the JTI can be found [here](#) online.

## TRANSPARENCY REPORT

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### 1. BASIC REQUIREMENTS ON MEDIA'S IDENTITY

#### 1.1. LEGAL ENTITY NAME

The Media Outlet, as Conforming Entity, shall provide the name designating the Legal Entity or entities under which it is conducting business. In some cases, this will be the company or public entity (branch of government, parliament, legally authorised state institution, etc.) that has ultimate legal ownership of the Media Outlet. This usually is the body that would be held liable in a court case. It is the body that enters into transactions such as paying employees and suppliers or receiving funds from readers, viewers, customers, advertisers and other sources of funding.

#### **What is the Legal Entity Name?**

Raidió Teilifís Éireann (RTÉ)

#### 1.2. CONTACT DETAILS AND IDENTIFIERS

The contact details that shall be provided are the postal address and both a general telephone number and email address for the Legal Entity or entities designated in clause 1.1 "Legal Entity Name", as well as existing identifiers. *Clarification: This should be the contact details for the Legal Entity. Elsewhere in this document, means of contact for reader, viewer or listener enquiries, editorial input and other purposes are required.*

#### **What is the postal address for the Legal Entity?**

Donnybrook  
4 Dublin  
Ireland

#### **What is the general telephone number for the Legal Entity?**

+353 1 2083111

#### **What is the email address for the Legal Entity?**

info@rte.ie

#### **Is the Legal Entity required to have a Tax ID, a Registration ID, a DUNS number and/or other identifiers?**

Yes

**What are these IDs for the Legal Entity?**

IE8T50578M

**Are there any other governmental or other identifiers that a certification body could use to verify the identity of the Legal Entity?**

No

**1.3. DESCRIPTION OF MEDIA OUTLET**

The Conforming Entity shall list all brand names, titles, publication names, etc. under which its Content is published, broadcast, printed or otherwise disseminated to the public or customers. These will be known for this document and this process collectively as the Media Outlet. It is that Media Outlet that will conform with this Journalism Trust Initiative Standard. This is the Conforming Entity. These include all names used on website URLs and on social media accounts, etc.

**What Brand Name(s), titles, publication names, etc. do you use to publish Content?**

RTE News produces a range of television and radio programmes and online content. Our main radio programmes are Morning Ireland, News at One, This Week and World Report. TV programmes: One O'Clock News, Six One, Nine O'Clock News, Nuacht RTE, The Week In Politics, European Parliament Report, news2day and Leaders Questions. Online content is published on [www.rte.ie/news](http://www.rte.ie/news)

**1.4. DISTRIBUTION CHANNELS AND URLS**

The Media Outlet shall list all URLs on which it publishes. If broadcast or audiovisual, the Media Outlet shall list all terrestrial frequencies, satellite, cable, streaming and other platforms on which it is distributed.

**Does the Media Outlet publish on any URLs?**

Yes

**On what URLs do you publish?**

[www.rte.ie/news](http://www.rte.ie/news)

**Does the Media Outlet publish any content on any social media?**

Yes

**What are the social media URLs, handles, addresses or names that you use to publish?**

[www.facebook.com/rtenews](http://www.facebook.com/rtenews)

[www.twitter.com/rtenews](http://www.twitter.com/rtenews)

<https://www.instagram.com/rtenews>

Tiktok: @rtenews

**Does the Media Outlet publish any content by broadcasting and/or streaming?**

Yes

**What are the terrestrial frequencies, channels, satellite identifiers, other platforms or applications that you use to publish?**

RTE One television channel

RTE 2 television channel

RTE News television channel

RTE Radio 1 88-90FM

RTE 2fm 90-92FM  
RTE Lyricfm 96.7FM

### **1.5. SAFETY CONCERNS**

The Media Outlet shall at all times keep the safety (including digital safety and cybersecurity) of staff, contributors and owners as a primary concern. If full transparency of contact details or other information might endanger individuals, the Media Outlet shall describe what it can about the legitimate reasons for a lack of disclosure or use of pseudonyms for that purpose. Safety concerns shall not be misused to refrain from disclosure.

**Do the Media Outlet's Editorial Guidelines state that the safety of all journalists shall be treated as a primary concern?**

Yes

**If you want to publish additional information, please provide it here.**

RTÉ's editorial values include a commitment to:

- Ensure safety of our staff, contractors and our guests – whether they are visiting an RTÉ building or on assignment around the world.

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

In addition, RTÉ 2019 Safety Statement states: "RTÉ, in pursuing its objectives as Ireland's Public Service Media, accepts its responsibilities to do all that is reasonably practicable to ensure that activities are managed in a safe manner. As Director-General, my objective is to ensure that we secure and maintain the health, safety and welfare of all employees, contractors, clients, contributors, and members of the public affected by our activities."

**Are there any reasons that the Media Outlet has for withholding information on any of the questions as part of this JTI Standard process?**

No

### **1.6. LOCATION**

The Media Outlet shall provide the physical address of the headquarters of the legal entity referred to above in 1.1 Legal Entity Name. *Clarification: This is necessary in cases where the address listed in the Contact Details clause (1.2) does not specify a physical location, or where the location designated by the contact details referred to in 1.2 is not the same location as the headquarters. Clause 1.5, Safety Concerns, may be applied.*

**Is the physical address of the Legal Entity different from the postal address according to question no. 2?**

No

**Do you have a safety-related reason for not providing it?**

No

### **1.7. FOUNDING DATE**

The founding date of the Legal Entity referred to in clause 1.1 "Legal Entity Name" shall be specified. If the Media Outlet designated in clause 1.3 "Media Outlet" has a different founding date, the history of former legal entities and their founding dates shall be listed.

**Is the founding date of the Media Outlet (as in clause 1.3. question no. 7) different from that of the Legal Entity (as in clause 1.1. question no. 1)?**

No

## **2. EDITORIAL MISSION**

### **2.1. EDITORIAL MISSION STATEMENT**

The Media Outlet shall disclose its editorial mission statement which shall be consistent with the fundamental ethical principles of trustworthy journalism, and, as described in the Preamble, should incorporate principles of: ethical practice, good governance, self-regulation and Engagement with the public. A Media Outlet shall set out how it proposes to uphold these journalism principles through its Editorial Guidelines and processes which shall include arrangements in relation to internal accountability and of appropriate external accountability (see clauses 9 – 15). Best practice is to have these arrangements codified and made available publicly.

#### **Does your Media Outlet have an editorial mission statement, or stated set of principles or editorial values?**

Yes

#### **Provide that statement here.**

RTE News' Journalism Guidelines clearly puts impartiality at the centre of our output.

RTE News output comprises a key part of our content. RTÉ must be the key provider of impartial information to the Irish people. While there is scope for opinion and expression of personal views, there is a strict obligation within news and current affairs to observe due impartiality. We seek to comply with this obligation in the following ways:

- We gather and present news and information with due impartiality.
- We present a diversity of perspectives so that, over time, no significant strand of thought or belief is either knowingly excluded or disproportionately under- or over-represented.
- We do not state or imply that any perspective is the editorial opinion of RTÉ. RTÉ takes no editorial stance other than its commitment to fundamental democratic principles including the rule of law, freedom of expression and religion, parliamentary democracy and equality of opportunity.
- We do not misrepresent any perspective.
- We do not unduly favour one perspective over another.

We seek to maintain a balance of opinion that reflects the weight of the evidence, such as the consensus of contemporary scientific knowledge at the time of the broadcast, where this is relevant. This does not exclude alternative views per se. However, we are not obliged to provide a false equivalence.

On a general note, impartiality does not always require that differing opinions be achieved within a single broadcast. There are times when it may not be possible to cover all views in a single broadcast. Impartiality can be achieved within a reasonable period by a balancing contribution that is clearly signposted as such. Fairness does not necessarily require that all options on a subject are addressed or that differing views receive equal time.

In addition RTE has a full mission statement in its annual report.

<https://about.rte.ie/reports-and-policies/annual-reports/>

**Is that statement posted online?**

Yes

**What is the URL where it is published?**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **3. PUBLIC SERVICE MEDIA**

#### **3.1. PUBLIC SERVICE MEDIA MISSION, GOVERNANCE AND INDEPENDENCE**

The Media Outlet shall describe its public service mission and the legal instrument on which it is based. It shall describe its governance structure, including the role of all relevant governance bodies or organisations (for example, regulator, supervisory board, government/parliament role). It shall state how its financial income is generated and what proportion of its financial resources are totally or partially provided by public funds. It shall state if both external and internal governance measures guarantee its editorial independence.

**Is the Media Outlet a Public Service Media?**

Yes

**What is the public service mission for which it is responsible?**

RTE News is part of RTE which has the following mission statement:

Vision:

To champion Irish culture by captivating audiences with trusted, engaging and challenging content; celebrating our country's rich diversity; and cultivating Ireland's talent.

Mission:

To enrich Irish life with content that challenges, educates and entertains.

Values:

As an organisation and individually, RTÉ will be outward looking, creative, respectful, sustainable and accountable, collaborative and transparent, and will demonstrate the following behaviours:

- Outward Looking. Have a deep understanding of its audience and their needs. Invest time and energy in monitoring changes in the media landscape.
- Creative. Be resourceful and innovative in how it makes its content. Be brave, take risks and be willing to learn from failures.
- Respectful. Treat people, including staff and partners, with respect, even when it challenges. Nurture trust by being fair and open about the decisions it makes.
- Sustainable and Accountable. Manage its business in a responsible manner. Be accountable to each other within RTÉ and to audience and stakeholders.
- Collaborative. Work together, bringing the 'One RTÉ' organisation to life. Join forces with partners to meet the needs of RTÉ's audience.
- Transparent. Make decisions openly. Be upfront about the reasons for the actions taken.

**Is this governed by legislation?**

Yes

**What law or legal instrument specifies its role and responsibilities?**

The Broadcasting Act 2009

**Provide a reference URL here.**

<https://revisedacts.lawreform.ie/eli/2009/act/18/front/revised/en/html>

**What are the stakeholders with which it has formal relations, and what is the nature of the relationship?**

RTÉ is regulated by the Broadcasting Authority of Ireland (BAI) in relation to its obligations as a public-service broadcasting corporation. RTÉ (as required by the Broadcasting Act 2009) cooperates with the BAI in the annual and five-year public funding reviews carried out by the BAI under section 124 of the Act. In October 2017 RTÉ submitted its five-year strategy 2018–2022, Renewing RTÉ for the Next Generation for consideration. In October 2018, the BAI endorsed RTÉ's strategic plan and recommended "at a minimum, that RTÉ should receive an increase in its annual public funding of €30m per annum".

In late 2019, RTÉ published its Revised Strategy 2020–2024, a plan that brings Ireland's public service media to sustainability and addresses many of the challenges RTÉ faces. RTÉ is fully engaged in the subsequent annual reviews with BAI and has also engaged fully with the Future of Media Commission in relation to its role in recommending reform of the future funding model for public service media.

In line with Government and BAI requirements, RTÉ's Fair Trading Policy and Procedures is published on RTÉ.ie. The policy and procedures set out a framework grounded on:

- Clear separation between commercial activities and public services
- Fair trading in line with market principles
- Transparency and accountability

The Commission for Communications Regulation (ComReg) previously designated RTÉ and 2rn as having significant market power (SMP) in the markets for the provision of transmission and distribution services to radio broadcasters and the DTT multiplex operator as well as the downstream supply of DTT multiplexed services to broadcasters. The decision placed certain obligations on RTÉ.

GDPR (General Data Protection Regulation) legislation came into force on 25 May 2018. GDPR introduces new rights for individuals and introduces new and increased obligations on organisations that are data processors or data controllers, such as RTÉ. It also gives new and extensive powers to the privacy regulator, the Data Protection Commission. RTÉ complies fully with GDPR legislation.

**How is income generated?**

Under the Broadcasting Act 2009, RTÉ is dual funded; This means that RTÉ is part-funded by a Licence Fee and part-funded by commercial revenue. Both sources of funding are necessary to allow RTÉ to fulfill its public service remit.

**What portion of income is public funds?**

59.4% of income in 2020 was from licence fee funds.

Source: <https://www.rte.ie/annual-report-2020/business-review/financial-review.html>

**Does the governance guarantee editorial independence?**

Yes

**State here in what way.**

Our Journalism Guidelines include the following statement:

**5.1 Public Service – Integrity and Independence**

RTÉ exists to serve the public. The public must have confidence in the integrity and independence of what they hear and see on RTÉ's services:

- We must be editorially independent of government, business interests, political parties, trade unions and pressure groups.
- Nothing we do should give rise to any perception that presenters, reporters or producers personally benefit from their decisions as to who participates in programmes, what products are featured and what issues are discussed.
- There must be no grounds for the perception that editorial decisions in some way reflect the personal views of production teams.

**4. DISCLOSURE OF TYPE OF OWNERSHIP**

**4.1. PRIVATELY HELD**

The Media Outlet shall declare its legal status clarifying what type of company it is registered as. For example, if it is a limited or incorporated company. It should use the legal definition used in its country of registration and provide the relevant registration information.

**Is the Media Outlet or the Legal Entity privately owned?**

No

**4.2. STATE OR PUBLICLY OWNED**

The Media Outlet shall state clearly if it is fully or partly owned by the government, a state institution, or other public body, providing information on the specific department, entity, or body that exercises that ownership and its relationship with the government.

**Is the Media Outlet or the Legal Entity owned by the state, a unit of the government or any other public entity?**

Yes

**What specific department, entity or governmental body has ownership?**

RTÉ News is part of RTÉ - Ireland's public service media organisation, established and underpinned by statute, regulated by an independent regulator, and owned by the Irish people.

**Describe the status of the Media Outlet or Legal Entity and its relationship with this body.**

The Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media holds responsibility for the development of the legislative and regulatory framework for broadcasting and for certain media in Ireland. It is also responsible for policy in relation to the funding of the public service broadcasters, RTÉ and TG4, and the development of the broadcasting sector in general. Website: <https://www.gov.ie/en/organisation/department-of-tourism-culture-arts-gaeltacht-sport-and-media/>



### **4.3. PUBLICLY TRADED COMPANY**

The Media Outlet shall indicate if it is a publicly traded company and where it is legally registered and where its shares are traded. The company shall also provide its share name and indicate what proportion of its ownership is publicly traded.

**Is the Media Outlet or the Legal Entity publicly traded?**

No

### **4.4. OTHER**

If the ownership of the Media Outlet is different from the above, for example if the organisation is a co-operative or member-owned, the Media Outlet shall indicate its form of ownership and provide links to local legal definitions of the type of ownership. If the ownership of the Media Outlet is made up of a combination of the above types of ownership, then it shall provide a breakdown of the ownership indicating clearly which share is which ownership type.

**Is the ownership of the Media Outlet or the Legal Entity different from the three previous clauses in this section? For example, is it a co-operative or member-owned?**

No

## **5. REQUIREMENTS ON OWNERS' IDENTITY**

The identity of owners shall be disclosed: including direct owners, indirect or beneficial owners, shareholders, indirect or beneficial shareholders. Information on any type of influence and/or conflict of interest should be provided and monitored internally. The information shall be updated on an annual basis and easy to access, preferably online. If the Outlet has no website, the information should be published or communicated clearly in all its publications or transmissions.

### **5.1. NAMES OF OWNERS AND BOARD MEMBERS**

The names of direct, indirect, controlling or beneficial owners shall be disclosed. If any of these is also the beneficial owner of another company, the name and main activities of that company shall be clearly stated. The business sectors in which these other companies are operating shall also be indicated. The names of the members of supervisory structures, like the board, shall also be disclosed. If any of these persons is an active member of a political party or movement, holder of an elected office, or a candidate to a political election, the name of that party or movement shall be clearly stated.

**What are the names of all direct, indirect or beneficial owners?**

RTE, which includes RTE News, is owned by the Irish State.

The Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media holds responsibility for the development of the legislative and regulatory framework for broadcasting and for certain media in Ireland. It is also responsible for policy in relation to the funding of the public service broadcasters, RTÉ and TG4, and the development of the broadcasting sector in general.

**Are the names of the owners in the previous question available online?**

Yes

**What is the URL that contains the names of the owners, or, if not available online, please indicate where that information can be obtained?**

<https://www.gov.ie/en/organisation/department-of-tourism-culture-arts-gaeltacht-sport-and-media/>

**What are the names of the members of supervisory boards?**

Six RTÉ Board members are appointed on the nomination of the Minister; the Oireachtas Joint Committee on Communications, Energy and Natural Resources proposes four members to the Minister; the Director General of RTÉ is an ex officio member; and one member of staff is appointed following election.

Moya Doherty (Chair)  
Dee Forbes, Director-General  
Connor Murphy  
Deborah Kelleher  
Ian Kehoe  
Dr P.J. Mathews  
Anne O'Leary  
Robert Shortt  
Susan Ahern  
Daire Hickey  
David Harvey

**Are the names of the members of the supervisory board members in the previous question available online?**

Yes

**What is the URL of the page that contains the names of the people in the previous question?**

<https://about.rte.ie/inside-rte-2/rte-board/>

**Are the listed owners also founders or owners of other companies?**

No

**Are any of the owners active members of a political party or movement or candidates in a political election or current office holders?**

No

## **5.2. CONTACT DETAILS OF DIRECT AND INDIRECT OWNERS**

The contact details of direct and indirect owners shall be disclosed, preferably online, along with the contact details of the members of the board of directors.

**What is the contact information for all direct and indirect owners?**

<https://about.rte.ie/contact/contact-details/>

Also the board responds to emails sent to [info@rte.ie](mailto:info@rte.ie)

**Is the contact information in the previous question available online?**

Yes

**What is the URL with the contact information from the previous question?**

<https://about.rte.ie/contact/contact-details/>

**What is the contact information for the members of the board of directors?**

<https://about.rte.ie/contact/contact-details/>

**Is the contact information in the previous question available online?**

Yes

**What is the URL with the contact information from the previous question?**

<https://about.rte.ie/contact/contact-details/>

### **5.3. NAMES OF SHAREHOLDERS**

The names of direct and beneficial majority or controlling shareholders shall be disclosed. If the shareholder is a company, the name and main activities of that company shall be clearly stated. The business sector in which this company is operating shall also be indicated.

**What are the names of the direct, majority or controlling shareholders? (If shareholders are companies, list the main activity and business sector of that company along with the name.)**

RTE is a public service broadcaster owned by the State. It has no shareholders.

### **5.4. PERCENTAGE OF SHAREHOLDINGS**

The percentage of the controlling shareholdings should be disclosed, regardless of the percentage.

**List the shareholders and the percentage of the holdings.**

RTE is a public service broadcaster owned by the State. It has no shareholders.

### **5.5. EXCEPTION FOR MEMBER-OWNED MEDIA OUTLETS**

The names and contact information for all owners is not required to be disclosed, but it is required for the leadership, e. g. the Board of Directors according to clauses 5.1 and 5.2.

**Is the Media Outlet member-owned?**

No

## **6. DISCLOSURE OF IDENTITY OF THE MANAGEMENT TEAM AND ITS LOCATION**

The organisational structure of the Media Outlet shall be publicly available with up-to-date information on the names, positions and contact details of the people in charge. The address, usually the headquarters, shall be clearly indicated. If the company has several offices based in different places, their addresses shall also be disclosed. If the physical address cannot be stated for security concerns a correspondence address shall be provided.

### **6.1. MANAGEMENT DIRECTORY**

Chief executive officer, managing director, directors, all the people holding responsibility in the company shall clearly be identified. Their name, position and professional contact details shall be disclosed.

**What are the names, positions, and contact details of all members of management for the Media Outlet?**

Dee Forbes, Director General, RTE, [dee.forbes@rte.ie](mailto:dee.forbes@rte.ie)

Jon Williams, Managing Director, RTE News & Current Affairs, [jon.williams@rte.ie](mailto:jon.williams@rte.ie)

Eimear Cusack, Director Human Resources, [eimear.cusack@rte.ie](mailto:eimear.cusack@rte.ie)

Richard Collins, Chief Financial Officer, [richard.collins@rte.ie](mailto:richard.collins@rte.ie)

Richard Waghorn, Director of Operations & Technology, [richard.waghorn@rte.ie](mailto:richard.waghorn@rte.ie)

Adrian Lynch, Director of Channels & Marketing, [adrian.lynch@rte.ie](mailto:adrian.lynch@rte.ie)

Jim Jennings, Director of Content, [jim.jennings@rte.ie](mailto:jim.jennings@rte.ie)

Geraldine O'Leary, Director of Commercial, geraldine.oleary@rte.ie  
Rory Coveney, Director of Strategy, rory.coveney@rte.ie  
Paula Mullooly, Director of Legal Affairs, paula.mullooly@rte.ie

**If you want to publish additional information, please provide it here.**

The RTÉ Executive Board is responsible for the day-to-day running of RTÉ and is chaired by the Director General. <https://about.rte.ie/inside-rte-2/rte-executive-board/>

## **6.2. LOCATION OF BRANCHES AND OFFICES**

The location of the headquarters, main branches and offices of the Media Outlet shall be disclosed, including the full address, a contact phone number and email address.

### **What is the physical address, phone number and email address of the headquarters of the Media Outlet?**

RTE News  
RTE  
Donnybrook  
Dublin 4  
Ireland

newsdesk@rte.ie

Tel: +353 1 2082177

### **Does the Media Outlet have other main branches and offices?**

Yes

### **What are the physical addresses, including phone numbers and email addresses, of those other main branches and offices?**

#### **RTÉ MIDLANDS REGIONAL STUDIO**

Athlone Institute of Technology East Campus, Dublin Road, Athlone, Co. Westmeath, Tel: (090) 6474543, E: athlone@rte.ie

#### **RTÉ SOUTHERN REGIONAL STUDIO**

RTÉ Cork, Fr. Mathew St. Cork, Tel: (021) 4805805, E: cork@rte.ie

#### **RTÉ NORTH EAST REGIONAL STUDIO**

Unit 10 Regional Development Centre, Dundalk Institute of Technology, Dublin Road, Dundalk, Co. Louth, Tel: (042) 9338414, E: northeast@rte.ie

#### **RTÉ NORTH WEST REGIONAL STUDIO**

Finisklin Industrial Estate, Sligo, Tel: (071) 9162555, E: sligo@rte.ie

#### **RTÉ WESTERN REGIONAL STUDIO**

Cluain Mhuire, Wellpark Road, Galway, H91 HKP8, Tel: 091 768701, Email: galway@rte.ie

#### **RTÉ MID-WEST REGIONAL STUDIO**

Cornmarket Sq, Denmark St, Limerick, Tel: (061) 410222, E: limerick@rte.ie

#### **RTÉ SOUTH EAST REGIONAL STUDIO**

Carriganore House, Waterford Institute of Technology, Carriganore Campus, Old Kilmeadan Road, Waterford, Tel: 051 873027, E: waterford@rte.ie

## NUAIGHT RTÉ

Baile na hAbhann, Conamara, Co. Na Gaillimhe, Tel: (091) 505 067, nuacht@rte.ie

## RTÉ NORTHERN IRELAND

Centrepoint, 24 Ormeau Avenue, Belfast, BT2 8HS, Tel: (048) 9032 6441,  
E: newsbelfast@rte.ie

## RTÉ BRUSSELS

Avenue du Diamant, 95, 1030 Brussels, Belgium, Tel: (00322) 7353349,  
E: foreign@rte.ie

## RTÉ WASHINGTON

RTÉ News, 2000 M Street NW, Suite 315, Washington DC 20036, USA  
Tel: (001202) 467-5933, E: washington@rte.ie

## RTÉ LONDON

RTÉ News, 1st Floor Millbank Tower, 21-24 Millbank, London SW1P 4QP  
Tel: +44 (0) 20 3051 8640, E: foreign@rte.ie

**Do you have a safety-related reason for not providing it?**

No

## **7. DISCLOSURE OF EDITORIAL CONTACT DETAILS**

### **7.1. SOCIAL MEDIA**

The Media Outlet shall provide the contact details of the professional social media accounts of those responsible for interacting with and responding to public queries about the organisation's editorial content. This can be management, senior editorial staff, the ombudsperson, readers editor or equivalent.

**Does the Media Outlet have social media accounts for the public to use to make queries or respond to Content?**

Yes

**What are the URLs or other identification of all social media accounts used by members of the public to contact the Media Outlet?**

[www.facebook.com/rtenews](http://www.facebook.com/rtenews)

[www.twitter.com/rtenews](http://www.twitter.com/rtenews)

[www.instagram/rtenews](http://www.instagram/rtenews)

Tiktok: @rtenews

### **7.2. NEWSROOM CONTACT DETAILS**

The Media Outlet shall provide public contact details that will facilitate communication with the newsroom(s). The editorial staff, when informed of the public's queries, should be able to communicate back to the public.

**Does the Media Outlet have a person responsible for dealing with communication from the public regarding the Content?**

Yes

**Is the method for contacting that person or others at the Media Outlet clearly visible to the public?**

Yes

**In what ways does the staff of the Media Outlet responsible for the Content communicate back to the public results of queries, concerns, etc.?**

The RTÉ Information Office staff are there to answer any general questions the public may have about RTÉ News' programming and services. The office welcomes queries, comment and feedback via phone, email or post. Comments are considered for inclusion in RTÉ's weekly Audience Log which is circulated to senior managers in RTÉ, including programme makers, and shared at weekly editorial meetings. Comments are also shared with programme teams outside of this process as appropriate. Individual queries are also directed to the appropriate manager or staff member for direct response where applicable.

### **7.3. CUSTOMER SERVICE CONTACT DETAILS**

The Media Outlet shall provide all available contact details: telephone numbers, email addresses, and correspondence address of its customer service. If the organisation does not have a department, a contact should be provided for readers or other stakeholders to be able to get in touch with the Media Outlet.

**Does the Media Outlet have a department or a single person who is responsible for customer service?**

Yes

**What are the contact details, including telephone numbers, email addresses, correspondence addresses, for customer service or the equivalent within the Media Outlet?**

RTE Information Office can be contacted at info@rte.ie, by phone on 01 2083434 or by post at RTE Information Office, RTE, Donnybrook, Dublin 4, Ireland.

## **8. DISCLOSURE OF REVENUE SOURCES AND DATA COLLECTION**

The aim of disclosure is to be able to assess potential conflicts of interests. Media Outlets are encouraged to exceed the financial disclosure requirements mandated by their national laws in order to achieve this goal. In cases where the requirements cannot be met, a justification for non-compliance should be published.

### **8.1. SOURCES OF REVENUE**

The Media Outlet shall disclose a list of its sources of revenue, ranked from largest to smallest. These may include subscriptions, advertising, major donors and donations, subsidies, fees, sales, memberships, sponsorships, events, etc. Organisations obliged to publish or make public their financial information shall provide a reference to the source where the data is accessible. The Media Outlet may disclose its revenue and/or the categories of its sources of revenue, including the respective ratios. A Media Outlet owned by the state or the government, or financed with public money, shall disclose the nature of its source(s) of revenue: license fees, government budget, partnerships, public subscriptions, grants, commercial advertising, or other. Where a media entity deems itself precluded from disclosure of information due to safety and security concerns as outlined in the Terms and Definitions section, these shall be explained.

**What are the categories of sources of revenue for the Media Outlet, ranked from largest to smallest? These may include subscriptions, advertising, major donors, donations, subsidies, fees, sales, memberships, sponsorships, events, etc.**

RTE has two sources of income: Commercial Revenue and Licence Fee Revenue. In 2020 Commercial Revenue was 134.5m euro and Licence Fee Revenue was 196.6m euro. Of the Commercial Revenue in 2020 the largest source was Advertising revenue at 97m euro, transmission, mast & towers income 9.6m euro, sponsorship income 8.8m euro, content merchandising and related sales 8.8m euro, circulation and event income 3.6m euro, facilities income 2.6m euro and other commercial income 3.7m euro.

**Is the Media Outlet required to make financial disclosures?**

Yes

**Are those disclosures visible to the public?**

Yes

**What is the URL for those disclosures?**

<https://about.rte.ie/reports-and-policies/annual-reports/>

**What is the revenue of the Media Outlet?**

Total revenue in 2020 was €331.1million

**What is the ratio of the categories of revenue sources (as in question no. 46)?**

Advertising revenue 72%, sponsorship 6.5%, facilities income 1.9%, circulation and event income 2.6%, transmission masts & towers income 7.1%, content merchandising & related sales 6.5%, other commercial revenue 2.7%

**What is the nature of the government sources of revenue? (For example, license fees, government budget, partnerships, grants, etc.?)**

Licence fee.

**Is there any reason for safety and security that you have given incomplete data in this section?**

No

## **8.2. DATA COLLECTION DISCLOSURE**

Where a Media Outlet processes personal data from its audiences, on its own or by engaging with third parties, that shall be disclosed. The Media Outlet shall describe what personal data is processed, by which methods and for what purpose.

**Does your Media Outlet process any personal information from online visitors on its own or with third parties?**

Yes

**What information is processed?**

A full list of all cookies used on this Site can be found here.<https://about.rte.ie/ie/reports-and-policies/cookie-policy/#ot-sdk-cookie-policy>

Further information about the types of cookies that are used on this Site is set out below. To the extent any Personal Information is collected through cookies the RTÉ Privacy Policy applies in conjunction with this Cookie Policy.

**User Rights**

A User may disable cookies using their browser or may use our cookie management tool to manage their choices. Strictly necessary cookies are always on but the User may choose to

accept or reject all other types of cookies. However your experience of the website will be affected and certain services cannot be provided without the acceptance of certain cookies. For example some social media content such as Instagram posts, Tweets, Spotify embeds and Soundcloud tracks will not run without the acceptance of the Social Media cookies.

#### Strictly Necessary Cookies

Strictly necessary cookies are essential in order to enable visitors to move around the site, use its features and/or services. We also use a cookie that allows us to track our critical web indicators so that we understand our audience. Any cookies used in this way are first party only in nature and are fully aggregated and anonymous. Without these cookies, the Site will not perform as smoothly for you as we would like it to and we may not be able to provide the Site or certain services or features.

#### Performance Cookies

Performance cookies collect information about how visitors use a Site, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. Performance Cookies are only used to improve how a Site works.

#### Functional Cookies

Functional cookies allow this Site to remember choices you make and any customisations you make to Site pages during your visit and provide enhanced, more personal features. For instance, these cookies can be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymous and they cannot track your browsing activity on other Sites. More information about such cookies can be found in the relevant third party website.

#### Targeting Cookies and Third Party Embeds:

This category of cookies is used for targeted advertising and much of our embedded social media content and may be set by our advertising or social partners. These cookies may be used to build a profile of your interests and show you relevant ads on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising and will not see embedded content such as Tweets, Instagram posts, Spotify embeds or SoundCloud tracks on our site.

#### **What is the purpose for gathering that information?**

RTÉ uses first party and third party cookies. We do so in order to make the website easier to use, to support the provision of information and functionality, as well as to provide us with information about how the site is used so that we can make sure it is as up to date, relevant and error free as we can. We also use cookies to serve ads to visitors of our websites.

#### **By what methods is the information processed?**

##### Targeting Cookies and Third Party Embeds:

This category of cookies is used for targeted advertising and much of our embedded social media content and may be set by our advertising or social partners. These cookies may be used to build a profile of your interests and show you relevant ads on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising and will not see embedded content such as Tweets, Instagram posts, Spotify embeds or SoundCloud tracks on our site.



## **9. ACCOUNTABILITY FOR JOURNALISM PRINCIPLES**

### **9.1. EDITORIAL GUIDELINES**

A Media Outlet shall produce a set of Editorial Guidelines or adhere to an external set of guidelines (for example the Model Editorial Guidelines provided as a reference document to this Standard), to which its journalistic operations comply. They should govern meaningful principles of journalistic content, dissemination and conduct. These guidelines, and the identity of the person or group of persons with ultimate responsibility for them within its organisation, shall be made available to the public in a readily accessible and understandable form. Best practice is to have these guidelines available publicly rather than on request.

**Does your Media Outlet have a set of guidelines, or adhere to an external set of guidelines, for journalistic content, distribution and conduct to which its journalistic operations comply?**

Yes

**Are they made available to the public in a readily accessible form?**

Yes

**What is the URL?**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Is there a person or a group of persons responsible for these guidelines clearly identified?**

Yes

**Is that identification visible on the page with the guidelines?**

Yes

**If you want to publish additional information, please provide it here.**

Brian Dowling head of editorial standards and compliance is responsible for Journalism Guidelines along with the Editorial Standards Board.

Page 41 of the Journalism and Content Guidelines lists the members of the Editorial Standards Board.

See pages 2 and 41. <https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **9.2. PURPOSE OF GUIDELINES**

A Media Outlet shall ensure that these Editorial Guidelines set clear expectations of the behaviour it requires from its own staff, its contractors and from all other contributors to its editorial content. It should also set out the structure of responsibility within the organisation, making sure it is clear who is accountable for each stage of the process that leads to publication.

**Do the guidelines referred to in the section on Editorial Guidelines set clear expectations for the behaviour for all the contributors, including editorial staff (journalists, editors) and all other contributors?**

Yes

**If you want to publish additional information, please provide it here.**

Final editorial responsibility rests with the managing director of News & Current Affairs.

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do the guidelines referred to in the section on Editorial Guidelines make clear the structure of editorial responsibility for each stage of the publication process within the organisation?**

Yes

### **9.3. GUIDELINES AND JOURNALISM PRINCIPLES**

A Media Outlet shall ensure that these Editorial Guidelines embody the core ethical principles of journalism. The Editorial Guidelines may impose specific requirements in addition to these core ethical principles; but any additional requirements shall not compromise these core ethical principles as described in the Preamble of this document.

**Do your Editorial Guidelines include requirements for Accuracy (as prescribed in the Preamble) in your output?**

Yes

**What is the URL?**

(Page 7 - Section 3.2) <https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do they include requirements for Independence (as prescribed in the Preamble) of editorial decision making?**

Yes

**What is the URL?**

(Page 12 - Section 5)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do they include requirements of Fairness (as prescribed in the Preamble) in the practice of journalism?**

Yes

**What is the URL?**

(Page 12 - Section 4)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do they include requirements for Accountability (as prescribed in the Preamble) in the practice of its journalism?**

Yes

**What is the URL?**

(Page 32 - Section 14)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **9.4. CONFLICTS OF INTEREST**

Editorial Guidelines shall ensure that there are no conflicts of interests – real, potential or perceived – damaging the integrity of the story or the editorial independence of those working on it. They should have guidance on how to deal with conflicts related to political,

business and personal interests. Editorial structures should protect the journalism from any undue influence by the Media Outlet's executive management or ownership authorities outside the formal editorial process and from any external interests, commercial, social or political.

**Do your Editorial Guidelines include protections against real, potential, or perceived conflicts of interest?**

Yes

**If you want to publish additional information, please provide it here.**

(See Section 5)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do the guidelines include guidance on how to deal with conflicts related to business?**

Yes

**If you want to publish additional information, please provide it here.**

(See Section 5)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do the guidelines include guidance on how to deal with conflicts related to political interests?**

Yes

**If you want to publish additional information, please provide it here.**

(See Page 41)

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do the guidelines include guidance on how to deal with conflicts related to personal interests?**

Yes

**If you want to publish additional information, please provide it here.**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Does the Media Outlet's structure protect the editorial processes from any undue influence from within or without?**

Yes

## **10. ACCURACY**

### **10.1. PROCESSES FOR ENSURING ACCURACY**

The Media Outlet shall have internal rules with a systematic editorial process to make sure that the content is accurate and the Editorial Guidelines are adhered to. This may include the verification process for the content and the role of editorial oversight.

**Do you have internal rules and a systematic editorial process to ensure the accuracy of your content?**

Yes

**If you want to publish additional information, please provide it here.**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do you have internal rules and a systematic editorial process to ensure that the Editorial Guidelines are adhered to?**

Yes

**Do you have a verification process for content and the role of editorial oversight?**

Yes

## **10.2. PROCESS REVIEW**

There shall be a mechanism for the periodic review of the editorial processes to ensure that they are in compliance with the Editorial Guidelines and that the accountability processes are effective and being used to support them.

**Do you have a mechanism for periodic review of the effectiveness of the implementation of your Editorial Guidelines in your editorial processes?**

Yes

**Is your accountability mechanism (internal or external) subject to periodic review?**

Yes

## **10.3. STATISTICS AND EXTERNAL CONTENT**

Statistics and external photographs/video/audio content should be sourced and verified.

**Do your Editorial Guidelines require that statistics should be sourced and verified?**

Yes

**Do your Editorial Guidelines require that external photographs/video/audio content should be sourced and verified?**

Yes

## **10.4. IDENTIFICATION OF JOURNALISTS, AGENCIES**

Principle and secondary authors should be identified, or if not, then recorded via publishing mechanisms, so that this information can be accessed if there is a query. This includes any news agency material subscribed to by the Media Outlet. Any details of individuals should be subject to the legal requirements of data protection and security considerations.

**Are the Individual Journalists (including external sources) identified, for example through a byline, or recorded in publishing mechanism so that this information can be accessed?**

Yes

**Is all News Agency material used by the Media Outlet recorded and tracked?**

Yes

## **10.5. LOCATION REPORTING**

In news reporting, it should be clear to any reader or audience where a report is being written from, and if it includes location reporting. Where location reporting is constrained due to the mechanism or conditions of the facilitation this should be identified, e.g. an embed with an official army or independent travel with local militias. This may also include occasions where the reporting has been facilitated by a commercial, NGO or governmental organisation and labelling is necessary for transparency.

**Is location reporting identified in your content?**

Yes

**Do your Editorial Guidelines ensure that any constraint on location reporting be explained in the report or in the context of its publication?**

Yes

**Do your Editorial Guidelines require transparency where a location report has been facilitated by an external body?**

Yes

## **10.6. AUTOMATICALLY GENERATED CONTENT**

News content generated, wholly or partly, automatically by means of algorithmic processes (such as but not limited to text generating systems, bots or artificial intelligence) shall be clearly indicated.

**Do you publish any content that is automatically generated?**

No

## **10.7. ALGORITHMIC DISSEMINATION AND CURATION**

A Media Outlet shall indicate its policy on the use of algorithms for news content dissemination or curation and its adherence to best practice requirements from regulatory or advisory bodies.

**Do you use any algorithms for the dissemination or curation of content?**

No

## **10.8. TREATMENT OF EXPLICIT CONTENT**

Editorial processes shall ensure the ethically appropriate treatment of violent and explicit content, of content which features children or other vulnerable people, and of live content.

**Do your Editorial Guidelines ensure the ethically appropriate treatment of violent and explicit content?**

Yes

**If you want to publish additional information, please provide it here.**

See section 12.3 Language, Violence and Sex

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do your Editorial Guidelines ensure the ethically appropriate treatment of content which features children or other vulnerable people?**

Yes

**If you want to publish additional information, please provide it here.**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do your Editorial Guidelines ensure the ethically appropriate handling of live content?**

Yes

**If you want to publish additional information, please provide it here.**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

## **11. RESPONSIBILITY FOR CONTENT PROVIDED BY THE GENERAL PUBLIC**

### **11.1. USER GENERATED CONTENT/EYEWITNESS NEWS**

A Media Outlet shall ensure that the same principles of checking for accuracy, legal, and ethical compliance are applied to journalistic content sourced from the general public (UGC or Eyewitness News content) as with all content it publishes.

**Does your Media Outlet publish any content that comes not from staff or freelancers but from external sources such as readers/viewers?**

Yes

**Does your Media Outlet have set structures to ensure the checking of externally sourced material undergoes the same principles as that created entirely by its own journalists?**

Yes

### **11.2. EDITORIAL GUIDELINES FOR UGC/EYEWITNESS NEWS**

There should be specific categories within the Media Outlet's Editorial Guidelines for dealing with User Generated Content (UGC) or Eyewitness News and these should be publicly accessible. In relation to this type of content the guidelines shall indicate the verification process to be used, how the content should be published with any labelling required and include guidance on dealing with the content providers in a responsible manner.

**Do your Editorial Guidelines also include provisions for externally-submitted material?**

Yes

**Are there Editorial Guidelines dealing with UGC/eyewitness news content?**

Yes

**Do they include details on the verification processes to be used for this content?**

Yes

**If you want to publish additional information, please provide it here.**

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

See page 7

**Do they include guidance on the appropriate labelling of such content?**

Yes

**Do they include guidance on dealing with the providers of such content in a responsible and ethical manner?**

Yes

**If you want to publish additional information, please provide it here.**

Page 7 Journalism Guidelines

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **11.3. OPINION GUIDELINES**

In relation to opinion or comment pieces the guidelines should set clear requirements of the ethical principles expected which may include but is not limited to prohibition of comment due to defamation, privacy, hate speech and harassment. The Media Outlet should make

clear its policy on the moderation of such content, whether it is pre or post publication, and its policy on take-down, notice and appeal provisions.

**Do your Editorial Guidelines also include provision for ensuring comment material is free from defamation?**

Yes

**Do your Editorial Guidelines also include provision for ensuring comment material is free from invasions of privacy?**

Yes

**Do your Editorial Guidelines also include provision for ensuring comment material is free from hate speech?**

Yes

**Do your Editorial Guidelines also include provision for ensuring comment material is free from harassment?**

Yes

**Is it clear to the public whether your Media Outlet's moderation of such comment is pre- or post-publication?**

Yes

**Does this policy allow for the removal of offending material?**

Yes

## **12. RESPONSIBILITY FOR SOURCES**

A Media Outlet shall ensure that the sources used for its journalism are dealt with responsibly and their anonymity protected when justified.

### **12.1. ANONYMITY**

The procedures for granting anonymity to sources shall be covered by the Editorial Guidelines. The reason for anonymity should be clarified for the public.

**Are there guidelines on the procedures to be followed for granting anonymity to sources?**

Yes

**Are the reasons for granting anonymity made clear to the public?**

Yes

**If you want to publish additional information, please provide it here.**

Journalism Guidelines page 8

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **12.2. PRIVACY RIGHTS**

Editorial guidelines should protect the privacy rights of individuals and their safety.

**Are there guidelines to ensure that the privacy rights and safety of individuals are protected in your journalistic activity?**

Yes

**If you want to publish additional information, please provide it here.**

See section 6. <https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **12.3. INDEPENDENCE AND SOURCES**

There should be guidelines on establishing relations with sources which protect the independence of the journalism.

**Are there guidelines to ensure the independence of journalism relative to the sources for content?**

Yes

**If you want to publish additional information, please provide it here.**

See section 5 Editorial Integrity and Independence

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **12.4. DIVERSITY OF SOURCES**

Editorial guidelines should ensure that a diversity of sources are consulted in producing journalistic content with adequate time for response.

**Do the guidelines ensure that a diversity of sources is used in the production of your journalistic content?**

Yes

## **13. PROFESSIONALISM FOR AFFILIATIONS**

### **13.1. SPONSORED CONTENT POLICIES**

Professional journalism principles shall have clear and distinct editorial practices in distinguishing advertising and sponsored content, commercial or commissioned, from editorial content independently produced by the Media Outlet.

**Do your Editorial Guidelines have specific policies for distinguishing commercial or sponsored content?**

Yes

**If you want to publish additional information, please provide it here.**

See Section 18 - Advertising, Sponsorship

and Product Placement . <https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

### **13.2. SPONSORED CONTENT INDICATORS**

In Media Outlets, sponsored content shall be clearly identified with the words content 'sponsored by', 'paid by' or other explicit and easy to understand terms. Particular care should be taken in distinguishing so called 'native' content (where the item is sponsored but is published or broadcast next to ordinary editorial content) from its surrounding material.



**Do you publish any sponsored content?**

Yes

**Do your Editorial Guidelines require all sponsored content to be clearly labelled or otherwise made clear?**

Yes

**Do your Editorial Guidelines require sponsored content to be labelled and made clearly distinguishable from your own content?**

Yes

### **13.3. SEPARATION OF NEWS AND OPINION**

Editorial Guidelines shall ensure that there is a clear distinction between news content and opinion and between news content and other content provided by an external non-journalistic body by requiring labelling or an equivalent mechanism.

**Do your Editorial Guidelines require a clear distinction to be made between news content and opinion content?**

Yes

**Do your Editorial Guidelines require a clear distinction to be made between news content and commercial content?**

Yes

**Do you in editorial practice or in Editorial Guidelines require a clear distinction to be made between news content and content supplied by an external non-journalistic body?**

Yes

## **14. INTERNAL ACCOUNTABILITY**

### **14.1. DEALING WITH INACCURACIES**

There shall be a systematic editorial structure in the Media Outlet to ensure that any inaccuracies in its content are corrected in a timely and transparent manner. This shall include a clear process to allow potential errors to be communicated to the Media Outlet by the public and those with knowledge of the story and for assessing and dealing with the claims.

**Do you have a clear process to allow potential errors to be communicated to the Media Outlet by the public?**

Yes

**Do you publish that process?**

Yes

**What is the URL where it can be seen? Or, where is it seen next to each bit of Content?**

See section 14 on Accountability page 32

<https://about.rte.ie/wp-content/uploads/2020/07/RTE%CC%81-Journalism-and-Content-Guidelines-2020-English-Published-Version-1.pdf>

**Do you have a clear process to allow potential errors to be communicated to the Media Outlet by those with direct involvement in the story?**

Yes

**Do you have a clear process for assessing and dealing with the claims?**

Yes

**Is there a systematic editorial structure in the Media Outlet to ensure that any inaccuracies in its content are corrected in a timely and transparent manner?**

Yes

#### **14.2. PUBLISHING CORRECTIONS**

In particular, in relation to inaccuracies, a Media Outlet shall adopt good practice for correcting inaccuracies, such as making a clear indication of the correction in a similarly prominent place and manner as the original version, such as the same URL or in similar time and format of broadcast.

**Does your Media Outlet guarantee the publication of the correction of all significant inaccuracies and errors in a similar place and manner as the original version, such as the same URL or in similar time and format of broadcast?**

Yes

#### **14.3. CONTACT AND PROCESS FOR COMPLAINTS**

A Media Outlet shall have a designated person and/or contact information in place for complaints. A process shall exist for members of the public to open a dialogue with the organisation in the event of potential breaches of its journalism principles or Editorial Guidelines. This information shall be easily available.

**Does your organisation have a designated contact in the event of complaints about potential breaches of its journalism principles or Editorial Guidelines?**

Yes

**If you want to publish additional information, please provide it here.**

complaints@rte.ie

**Does your organisation have a designated process for the public to open a dialogue with you regarding potential breaches of its journalism principles or Editorial Guidelines? (These may follow the Uniform Correction or Clarification act adopted by most U.S. States.)**

Yes

**Is that information clearly available?**

Yes

**What is the URL of where this information is available? If it is not on a single page, describe where people can find it.**

<https://about.rte.ie/contact/complaints/>

#### **14.4. INTERNAL PROCESS FOR COMPLAINTS**

The Media Outlet shall have a clear procedure in place to ensure that all staff are aware of the process that must be followed when such a complaint is received. For example in larger Media Outlets, it must be known and accepted that the creator of a piece of journalism that is subject to such a complaint must escalate the issue to a designated third person. A Media Outlet shall ensure that complaints are addressed within the Media Outlet in a fair, reasonable and timely manner.

**Are your staff (Employees and Freelance) aware of the process that must be followed in the event of such complaints?**

Yes

**Are they aware that all such complaints must be brought to the attention of a senior member of staff (of organisations large enough to have a staff) not directly connected with the creation of the story?**

Yes

**Is your Media Outlet committed to the resolution of any such complaints in a fair, reasonable and timely manner?**

Yes

#### **14.5. INDEPENDENCE OF OMBUDSPERSON**

Where a Media Outlet's internal accountability mechanism takes the form of an ombudsperson, that person may be appointed by the Media Outlet; but in this case there shall be a transparent process for his/her appointment and the ombudsperson's independence shall be protected to ensure that he/she cannot be removed from the position simply for challenging journalistic or editorial decisions or actions.

**Does the Media Outlet have an Ombudsperson?**

No

### **15. EXTERNAL ACCOUNTABILITY**

#### **15.1. EXTERNAL OVERSIGHT**

Trust in the Media Outlet is enhanced if it is subject to a form of external accountability that is effective and independent. To this end where appropriate, a Media Outlet may wish to commit to an independent and effective form of external accountability for its journalism principles, which may take the form of an external ombudsperson, press or media council or statutory regulator.

**Have you committed to a system or systems of external accountability for your editorial content?**

Yes

**If the system is not in the above list, add it here with a URL.**

[www.bai.ie](http://www.bai.ie)

#### **15.2. COMPLIANCE WITH EXTERNAL ACCOUNTABILITY**

Where a Media Outlet commits to a form of external accountability, it shall comply with any guidance, structures or best practice directions issued by that body.

**Is your Media Outlet committed to comply with any directions or guidance issued by the external accountability body to which you subscribe?**

Yes

#### **15.3. ABSENCE OF EXTERNAL OVERSIGHT**

External accountability is not always possible due to the absence of such mechanisms in many countries or a lack of confidence in the efficacy, independence or trustworthiness of existing mechanisms. Where this is the case it may be helpful for the Media Outlet to state

the reasons for non-compliance, taking into account the legal requirements applicable to particular media. The Media Outlet may in certain cases align with other media entities to participate in a more appropriate mechanism.

**Is your Media Outlet subject to an external regulatory mechanism for content that you find it not possible to comply with?**

No

#### **15.4. CONTACT DETAILS OF EXTERNAL ACCOUNTABILITY BODIES**

Where a Media Outlet commits to a form of external accountability, it shall publicise the process by which the public can contact that body to complain about potential breaches of its Editorial Guidelines in a manner that is easily accessible for all.

**Are the mechanisms for the public to complain about breaches of your Editorial Guidelines to an external body publicly available?**

Yes

**What is the link?**

[www.bai.ie](http://www.bai.ie)

#### **15.5. OTHER ASSOCIATIONS**

The Media Outlet may publicly list its membership of all bodies that require members to adhere to published guidelines, standards or norms to maintain status in that organisation. Best practice is to publish which groups a Media Outlet is a member of, listing the names and contact details.

**Do you belong to any other bodies that require members to adhere to published guidelines, standards or norms to maintain status in that organisation?**

N/A

### **16. PROFESSIONALISM IN THE MEDIA OUTLET**

#### **16.1. RECRUITMENT AND TRAINING**

There shall be professional guidelines for the recruitment and training of editorial staff. This includes responsibilities for implementing diversity policy and staff welfare. Recruitment policy, (use of open competition etc.) and staff welfare principles should be publicly available.

**Do you have guidelines for the recruitment and training of editorial staff?**

Yes

**Do those guidelines contain a diversity policy?**

Yes

**If you want to publish additional information, please provide it here.**

We, both as an employer and broadcaster, promote equality in valuing the contribution of all people. As an employer, we recognise that encouragement of diversity and provision of equality of opportunity are essential to the efficiency and effectiveness of our work and to good relations among staff. We recognise that our workforce should reflect the diversity of our society.

**Do those guidelines cover staff welfare?**

Yes

**If you want to publish additional information, please provide it here.**

RTÉ aims to be a good and supportive employer by providing a comprehensive package of benefits which are designed to provide a high degree of protection for staff throughout their working life with RTÉ and to assist in balancing the demands of work and personal life.

**Benefits Include**

On-site professional childcare facilities  
Group life and salary protection schemes  
Defined Contribution Pension Scheme\PRSA Scheme  
RTÉ Credit Union on-site  
Availability of membership to RTÉ Sports & Social Club, including on-site gymnasium, squash courts and fitness classes  
Educational Support Scheme  
Enhanced annual leave benefit  
Staff support services  
Bus/Rail Tax Saver Scheme

**Are they publicly available?**

Yes

**What is the URL?**

<https://about.rte.ie/working-with-rte/rte-as-an-employer/>

**16.2. WORKING CONDITIONS, CONTRACT POLICY AND LABOUR RELATIONS**

Journalistic principles and practice should be supported by the organisational environment including protection for journalistic integrity through adherence to labour laws and regulations, transparency of contract policy and freedom to organise. The duration or nature of the contract should not inhibit a journalist from operating in an ethical manner and the organisation structure should protect that principle.

**Do the regulations and guidelines for the employment of staff and engagement of contract journalists protect their editorial independence?**

Yes

**Are your employees (including freelance) covered by legal contracts and insurance?**

Yes

**Does your staff have the freedom to organise?**

Yes

**Do you have an existing structure for social dialogue including a collective bargaining arrangement with appropriate trade unions?**

Yes

**16.3. STAFF WELFARE**

Responsibility for the welfare of staff and those contracted on a freelance basis should be an important part of a Media Outlet's role. Organisational Editorial Guidelines should be protective against any form of discrimination and supportive of equality of opportunity. It should ensure safety at work and in the working environment (including remote and online) and have guidelines, which support staff who have been exposed to material of a sensitive or upsetting nature or have suffered physical or psychological harm in the course of their work.

**Does your Media Outlet's rules and procedures protect against discrimination in the workplace?**

Yes

**If you want to publish additional information, please provide it here.**

The provision of a safe and healthy working environment in which all employees are treated with dignity and respect, free from bullying, harassment, sexual harassment or racism is a central objective for RTÉ. RTÉ's Dignity and Respect policy supports this objective by making employees aware of what constitutes workplace bullying, harassment, sexual harassment and racism, and by providing a framework for dealing with complaints.

This policy is based on the following Codes of practice which issued under the Safety, Health & Welfare at Work Act 2005: the Industrial Relations Act, 1990: and the Employment Equality Act 1998- 2015 respectively.

Advice and support is available to assist employees through the Employee Assistance Programme (EAP), Designated Contact Person (DCP) and Human Resources.

**Does your Media Outlet's rules and procedures support equality of opportunity?**

Yes

**If you want to publish additional information, please provide it here.**

RTÉ is an equal employment opportunities employer and considers qualified candidates without regard to gender, sexual orientation, gender identity, age, social experience, race and ethnicity, disability, civil and family status, religious belief and membership of the Traveller Community.

## **17. TRAINING**

### **17.1. TRAINING IN EDITORIAL GUIDELINES**

A Media Outlet should have a structured mechanism to ensure that its employees or operators have full training in journalism principles, Editorial Guidelines and the demands laid down by legal and ethical compliance.

**Does your Media Outlet have a training programme for editorial staff that includes sections on the Editorial Guidelines and other legal and ethical issues?**

Yes

### **17.2. CONTINUOUS TRAINING**

Its training process should be continuous to ensure content creators, including technical staff developing new editorial tools, are fully acquainted with changes in relevant laws or ethical requirements.

**Is there refresher training available for significant changes in the law or guidelines?**

Yes

### **17.3. SUPPORT AND ADVICE**

A Media Outlet should provide a support structure to ensure all its employees feel they can seek expert advice when necessary, for example when reporting court or legal proceedings.

**Does your staff have expert advice available for consultation when dealing with legal and compliance issues?**

Yes