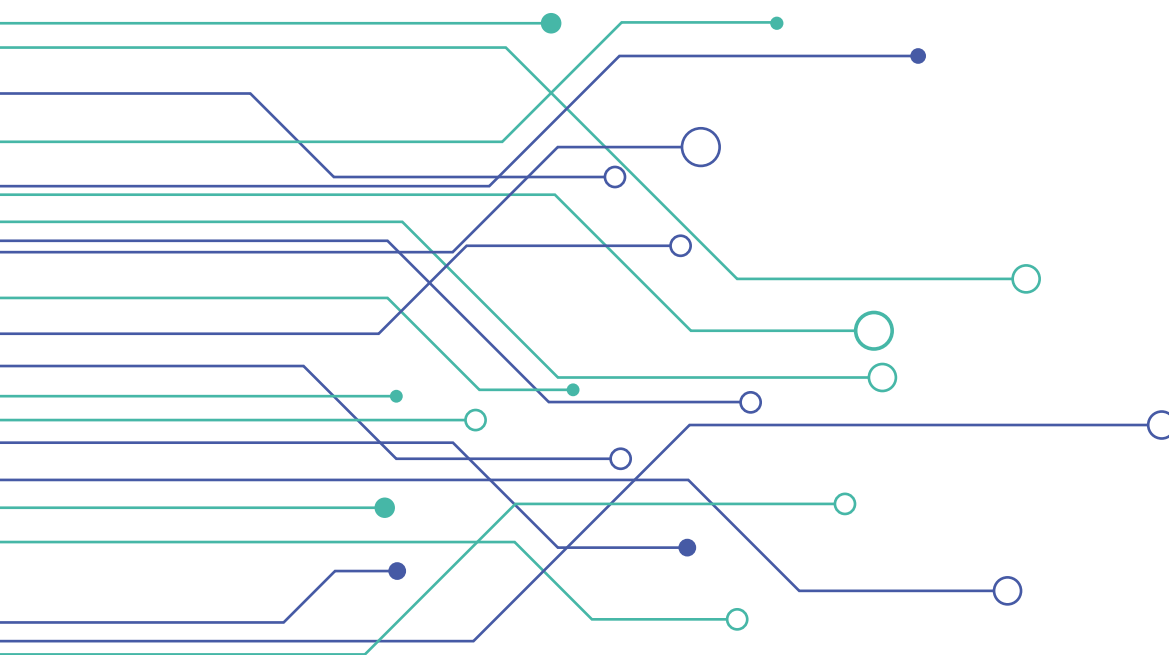


Yocova Content Bureau Standards, corrections and content challenge protocols

Our mission is to create classic, independent and authoritative journalism for Yocova members and our wider readership. Our work is journalistic in nature, and in it we abide by the ethics code of the Society for Professional Journalists, from which some of this guidance draws freely and with gratitude.

We are open that our editorial work is funded and published by Yocova, and have implemented firm separation between editorial, advertorial, member-contributed and marketing work.

Our robust and independent content and editorial structures, including our corrections and content challenge protocols, give interviewees, readers and our audience confidence that our content is independent, accurate and fair.



CORRECTIONS PROTOCOL

Sometimes we will get facts wrong. When we do, we swiftly and openly issue corrections, making a note at the bottom of the piece, along the lines of:

This article was updated on 20 May 2021 to correct information about Kundu Airways' fleet. The airline operates 25 Embardier C190s, not 20.

Sometimes we will be unclear in our writing. When we are, we swiftly and openly clarify our words, noting any clarifications at the bottom of the piece, along the lines of:

This article was updated on 5 April 2021 to clarify the location of the Lilliput Air Navigation Management Service headquarters, which is in Mildendo, while its air traffic control centre is in Plips.

Sometimes, our conclusions, motivations and writing may be called into question. This might be because:

- **the interviewee gave incorrect information, or we misunderstood a statement: we will correct it, with a clarification note that openly explains the situation, along the lines of:**

- If a misheard or misunderstood issue: This article was updated on 15 June 2021 to correct a misunderstanding during the interview with Air Atlantis senior vice president of maintenance Aristocles Plato, who stated that the airline's MRO hub can perform up to fifteen A checks per year, not fifty.
- If they gave us wrong information: This article was updated on 1 March 2021 to correct information provided during the interview with Ruritanian Airlines vice president of operations Michael Elphberg about the airline's routes. Ruritanian Airlines does not serve destinations in Latveria.

- **the interviewee is unhappy with an accurate quote, because it is causing them internal or external problems, organisationally or politically: we explain to them that we do not correct it, because we have accurately reported what they said.**

- We may consider, in rare cases, offering an addendum: Qumarair chief executive officer Navn Navnesen stated in our interview that the Qumari Ministry of Foreign Affairs directs the airline's expansion plans. Mr Navnesen issued a statement for the record, saying: "The Qumari Ministry of Foreign Affairs has no influence over Qumarair's management or direction."

- **the interviewee (or the subject of a piece, or a third party) believes that we have:**

- misrepresented or incorrectly summarised their position
- contextualised quotes in a misleading way
- written the piece unfairly or incompletely
- allowed bias to become present
- conflicts of interest

This is a more complicated situation and triggers the content challenge protocol.

CONTENT CHALLENGE PROTOCOL

The content challenge protocol may be triggered within the Yocova Content Bureau or from outside. Every situation is different, but the process followed will usually be:

1. The managing editor is initially notified of any area of concern brought to the attention of any member of the Yocova team or any member of the Yocova Content Bureau. The managing editor will normally act as the investigator of any area of concern, but in the event that the managing editor is the creator of the work, a third party will be appointed as investigator, reporting to the Yocova publisher.
2. The investigator conducts a review of the situation. This will usually include:
 - a. Responding to any complainant with a neutral and unprejudiced acknowledgement, along the lines of:
 - i. If by email or letter: Thank you for bringing your concerns to our attention. We will look into the matter and respond as swiftly as possible. If there is any further information you wish to provide, please do so at your earliest convenience.
 - ii. If by social media or other medium: Thank you for bringing your concerns to our attention. Please provide us with further detail about your concerns, via email to members@yocova.com. We can then look into the matter and respond as swiftly as possible.
 - b. Taking an initial read-through review of the work concerned, which will not usually result in the piece being changed or removed from public/private view unless there is egregious error or clear misconduct. On receipt of an initial complaint, we will usually stop further social media and other broadcasts of the piece, unless it is seen as clearly vexatious or otherwise immediately dismissed.
 - c. Contacting the creator of the work to inform them about the concerns, requesting a response plus any relevant documentation: emails and/or interview recordings/transcripts, at a minimum.
 - d. Reviewing the complainant's further information, creator's response, and any relevant documentation. This review will include consideration of whether the work is independent, fair and honest, as well as whether it has been created in accordance with our journalistic principles.
 - e. Making a decision about whether any change to the work is required, discussing that decision with the creator and the Yocova publisher, and coming to an agreement on the next steps, which might be:
 - i. A decision to change the content, issue an editor's note and appropriate response to the complainant
 - ii. A decision not to change the content and issue an editor's note, and to issue an appropriate response to the complainant
 - f. As a rule, we will correct rather than remove a piece.

These protocols include principles from the Washington Post's Policies and Standards document and the Society for Professional Journalists.