

ONLINE VIOLENCE GUIDE FOR THE NEWSROOM

A newsroom guide to online violence is a useful way to bring policy together in one place. This template can be adapted to the needs of the newsroom. It includes recommendations of sections to include as well as suggested talking points for each section.

[INSERT NAME OF NEWSROOM] Online Violence Guide
[INSERT NAME OF WRITER] [INSERT DATE]



Introduction

The introduction to your guide may include the following:

- Why the newsroom created the guide
 - What is included in the guide
 - The objectives of the guide
 - Contact information for staff looking for more information about the newsroom's online abuse policies or the guide
-

Defining and putting the problem in context

You may want to include a paragraph explaining what online abuse is and how the newsroom is affected. It could include:

- Definitions of online abuse
 - A look at online abuse in a global context and as a press freedom issue
 - An outline of the types of abuse facing staff in the newsroom
 - Case studies of staff affected. (Please get their permission before including their stories.)
-

Explaining how the newsroom is managing online violence

In this section it is useful to:

- State that the guide is part of a number of ways the newsroom is supporting staff
 - Highlight any training that you plan to carry out
 - Give information about any mentoring plans or peer support
 - Provide details about external support for staff, including counselling
-
-

Digital safety

This section should include two sections: protecting personal data and account security.

Please refer to the chapters **"Digital safety and online violence"** and **"Checklist for protecting staff data"** before completing this section.

Protecting personal data

This part should include:

- Guidance on what data should be removed and from where. Recommendations of any online services that may be helpful in removing online data
- Information on who in the newsroom can support a journalist with protecting their personal data

Account security

This part should include:

- Information on how to create strong passwords and turn on two-factor authentication for both work and personal accounts
- Details on who staff should contact if there is a breach of their accounts
- Clear guidance on whether the newsroom will also help staff secure personal accounts

Reporting and escalation policy

Please refer to the chapter **"Reporting and escalation policy"** before completing this section.

This section should include:

- A description of the type of attacks that should be reported
- How to document online abuse
- Clear steps on who they should report the abuse to and what will happen afterwards
- Which departments will be involved in the escalation process
- Timeline for reporting back to the journalist

Appendix

You may want to include the following documents at the end of the guide:

- Checklist for protecting staff data
- Risk assessment template
- Any other resources that staff may find helpful; for example, guidance on how to document online abuse. Please see the list of recommended resources at the end of this guide.

