

2018

TRANSPARENCY

REPORT

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1 Scope

Since being established in 1993, Euronews has had a close working relationship with the European Union while maintaining complete editorial independence.

This document sets out how Euronews meets the commitments it has made as part of this ongoing relationship.

Today, the European Commission co-funds some aspects of Euronews' European content including a number of programmes and some linguistic editions. This includes:

- Live coverage of European news;
- Euronews' office in Brussels and the team of journalists who work there;
- Arabic, Greek, Hungarian, Persian and Portuguese linguistic editions;
- Programmes including Global Conversation, Insiders, Futuris, Business Planet, Real Economy and Aid Zone.

2 Standards and values

As part of the contract governing this relationship, Euronews commits to ensuring its output meets the highest journalistic standards and values.

The principles of impartial, fair and balanced reporting integral to the agreement with the European Commission are precisely those ideals upon which Euronews was founded and are central to our mission. They are present in every story we produce as we strive to meet the needs of a highly discerning and demanding European audience and combat rumor, misunderstanding, misinformation and infobesity. We regard these journalistic ideals not just as a moral duty but a vital interest in our success as Europe's leading multilingual, multicultural news media. These values are fundamental to our reputation and credibility in the eyes of the viewer and give us a distinct voice and strong selling point in an increasingly challenging media environment. Over the years, we have strengthened and enhanced these editorial standards in a range of ways.

A full summary of Euronews' editorial responsibilities is available in the Editorial Charter.

2.1 Impartiality and Neutrality

At Euronews we do not serve or promote any national, political or business interest in our coverage, we do not take sides. Euronews scrupulously avoids adopting any national viewpoint and takes a European view of all news, even national news. All Euronews content must be produced without pressure from any national or international institution, government, political party or political or economic or commercial or pressure groups.

The obligation of independence dictates the conduct of all those participating in the process of preparing editorial content, from newsgathering to broadcasting or publication. Throughout the content creation process, on-air and digital Euronews journalists and their line managers rigorously monitor and refer to each other's work across our 12 languages (of which 3 are on digital only, namely Turkish, Arabic and Farsi) to ensure adherence to our standards of neutrality and non-national perspective. We ensure the pluralistic expression of schools of thought and of opinion as a guarantee of the full exercise of freedom of communication. Euronews exercises editorial responsibility over all of its programming. Whenever we broadcast video and publish information we remain responsible and accountable for our content.

2.2 Objectivity, Balance and Fairness

All Euronews output reflects a balanced representation and evaluation of the relevant facts. Our content is objective in the sense that we present all sides of a story and does not take sides. We provide appropriate context, impartial information and explanations. Our journalists do not let themselves be convinced by one statement or the other, we always keep an open mind about events and strive to present all sides of the story in a logical manner.

All Euronews content is balanced in the sense that we seek to offer equal space to all players or aspects of a story, appropriately. We present the relevant conflicting views or positions of each party involved in an event we cover. As information comes in and is addressed, each news story, sequence, segment is constantly developed adding new statements, reactions plus relevant background and context. We aim to achieve balance and objectivity over the totality of our output, which we achieve through regular reviewing of our programmes and bulletins and scrutiny over time, internally and externally.

2.3 Accuracy and Clarity

Euronews produces factual content, in which all facts and aspects of a story are properly sourced and researched, are faithful to the reality and are presented in a clear manner. Any information that is not factually accurate will be excluded. Information is clearly distinguished from comments, opinions and personal viewpoints. Any comments or opinions are clearly attributed.

2.4 European Perspective

While Euronews has a global outlook we never lose touch with our European DNA and strive to inform and enlighten our core audience about world events from a European perspective. This does not mean that we always prioritize European affairs over all other stories but we find an appropriate context in our coverage of developments across the world. Our news and programmes reflect European angles and views on given events where relevant and our storytelling is crafted to appeal to the interests and values of a European audience. Our Brussels bureau is a key component of this approach and its programmes provide a much-valued source of information on the political, social and cultural affairs that have a bearing on the lives of all Europeans.

“EU affairs” transcends the narrow definition of daily news reports about the activities of the main EU institutions. It involves in particular:

- Economic, political and cultural affairs of all Member States, compared and contrasted in the way in which they deal with the same issues;
- Decisions taken at national and regional level which have the potential to shape views on the EU or affect the daily lives of significant numbers of EU citizens in other Member States;
- Economic, political and cultural affairs of one EU Member State, illustrating to citizens of other EU countries how issues of common concern are addressed.

The “European perspective” comes from:

- Reporting on EU Affairs in the broadest sense of the word, i.e. going beyond daily news reports about the activities of the European Union institutions;
- Reporting national news from a cross-border perspective and issues that themselves have a direct influence on European Union policy;
- Reporting on international affairs relevant directly or indirectly to EU citizens, taking the European perspective into account, e.g. predominantly using commentators based in the EU or in a position that qualifies them to comment from a European point of view.

An appropriate coverage of EU affairs with a European perspective then means Euronews being seen by its viewers as:

- A reliable source of up-to-date news about the EU and the Member States, that is objective and informative;
- Providing the right balance for the viewers between local, European and international news;
- Contributing to debate about European issues;
- Contributing to a sense of European identity.

2.5 All Views

Perhaps the most significant driver of the aforementioned journalistic standards and practices is our concept of “All Views”, which seeks to enhance our editorial values and capitalise on the unique qualities that we have to offer our international audience. Diversity of perspective has always been one of the core strengths of Euronews and the All Views mission reinforces that asset by presenting viewers with a meaningful, insightful and varied range of views and reactions to our stories, providing them with the raw material to form their own views on global developments and trends. Our website features an All Views section that highlights viewpoints and comments in a balanced and considered way. Our team of international journalists, with their particular insight into national affairs are uniquely positioned to harvest opinion from within their own countries or spheres of specialist knowledge. Our newsroom, in effect, acts as the richest exchange of knowledge and information in the media world and we exploit this resource to the full through the All Views concept.

3 Management and supervision

3.1 Role and Composition of the Editorial Board

An Editorial Board, headed by an independent Chairman, assesses the performance and strategy of Euronews editorial department and provides an opportunity to discuss key issues around the approach on broadcast and digital platforms.

Euronews' Editorial Board is a consultative body, which analyses and advises the Euronews management in a variety of editorial aspects, both daily issues and overall strategic ones. The Chairman of the board then advises the Euronews Supervisory Board of the findings.

All the members of the Board shall be journalist or have a documented expertise in the editorial/media area. Each member of the Board shall undertake to comply and enforce the Company's editorial guidelines, which cover a range of standards including impartiality, harm and offence, accuracy, fairness, privacy, etc.

The composition of the Editorial Board of Euronews has changed in 2018:

- The Public Shareholders proposed to add as new member RTE, the Irish Public Radio and Television. RTE appointed to the Board Cillian De Paor, who was already the representative of RTE in the Supervisory Board. Mr. De Paor has a long experience as a journalist and as manager, as well, and he really can give a valuable contribution to the Board debate;
- MGN has completed its team in the Editorial Board, adding Mr. Abdulaziz Alkhamis to its two previous members of the Board. Mr. Alkhamis is a journalist, an expert on Middle East;
- Before the end of the year, SSR replaced its member of the Editorial Board Mr. Pierre-Francois Chatton with Mr. Bernard Rappaz, a Managing editor of RTS.

Here is the complete list of the members of the Editorial Board on 1 January 2019:

- Paolo Garimberti, independent, Chairman
- Evgenij Bekasov, RTR (Russia)
- Jérôme Cathala, FTV (France)
- Giuseppe Solinas, RAI (Italy)
- Cillian De Paor, RTE (Ireland)
- Hasna Daoudi, SNRT (Morocco)
- Bernard Rappaz, SSR (Suisse)
- Mohamed Salmawy, MGN
- William Weessa, MGN
- Abdulaliz Alkhamis, MGN
- Deborah Turness, NBC

3.2 Activity of the Editorial Board in 2018

The Editorial Board hold four meetings in 2018, 3 in Paris and 1 in Lyon.

Usually the meetings of the Editorial Board take place the day before the meetings of the Supervisory Board, if there are no reasons for specific meeting for urgent editorial matters, which was not the case in 2018.

The Chairman of the Editorial Board took part in the meetings of the Editorial Steering Committee. The Committee meets regularly about every two weeks. It is composed of CEO (Michael Peters), an NBCU representative (Deborah Turness), the Chief Content Officer ("CCO") (Françoise Champey since mars, 2018) and, as stated before, the Chairman of the Editorial Board (Paolo Garimberti). The Committee reviews, during its meeting, the main issues concerning the newsroom, the news gathering operations, the coverage of the main events, etc.

At the beginning of 2018, the Editorial Board gave its advice on the replacement of Lucian Sarb, who left at the end of 2017, by Françoise Champey as the new CCO. It is part of the governance of Euronews that the Editorial Board be consulted for the appointment of the CCO. According to the Agreement, the CCO of Euronews must be a citizen of a European country with skills and experience on European matters. The CCO should also be a person in line with the editorial line of the Company and known for sharing European values of freedom, democracy, women's rights, as stated in the Agreement. The Editorial Board agreed unanimously that Mrs. Champey meets all these requirements.

The meetings of the Editorial Board do not necessarily have a precise agenda. There is a free, informal debate on the main editorial issues with the Euronews CEO Michael Peters, Françoise Champey, and Deborah Turness, NBC representative in the Board itself.

Of course, during the four sessions of 2018 the main focus has been on the new format of the World Edition, which is now a real 24 hours live channel.

This represents an historical achievement for Euronews, after more than two decades of post-production television, which allows Euronews to compete with the top news channels of the world. With the 6pm program Raw Politics Euronews has been in the last part of the year 2018, a reference for many European MPs. The choice of European issues in the morning and evening news programs is one of main elements of differentiation of Euronews from the other international competitors.

One of the recommendation of the Editorial Board has been to avoid that the gap between the English edition and the other languages editions becomes too big to be sustainable. The first step in this direction has been to have some anchored programs on the other languages.

Another point on which the Board spent a lot of time in the 2018 meetings was the improvement of the digital service, which is fundamental to compete on the world stage.

Much attention has been devoted to the coverage of the European elections in 2019. According to the members of the Editorial Board, Euronews must be "The Channel" of Europe during the electoral campaign with an extensive, independent, balance and fair coverage of the different parties' positions.

3.3 External oversight

The Editorial Board compares reports and facts from the newsroom with independent analysis from external observers. In three cases, following some complaints, the Board recommended an independent report from Osservatorio di Pavia, one of the most prestigious center for international research.

The first one was released in January 2018 and related to the coverage of the Catalonia referendum and its follow up (it was already presented in the 2017 Transparency Report). The main findings and conclusions of the research have been very positive for Euronews. According to the Osservatorio di Pavia, the analysis showed "a commitment of Euronews to fairness, accuracy and impartiality, with no evidence suggesting biased reporting". Osservatorio di Pavia did not find "any case where the independence of journalists was undermined", concluded that "the news stories were mostly informed by the principles of clarity, promptness and relevance" and stated that "the posts about the Catalan referendum on the official Euronews Facebook fulfilled the main professional standards, including balance of reporting, truth and accuracy".

The second review required from Osservatorio di Pavia in 2018 was to assess Euronews Arabic service coverage of news concerning the Middle East, in countries such as Egypt, Saudi Arabia, Tunisia and Qatar against the main professional standards and principles of ethics. The research covered the period from February 2018 to March 2018. In this case Osservatorio di Pavia used five analytic indices of news quality. The indices could range from 0 (the most negative one) to 1 (the most positive). The scores were quite good, all above 0,70:

- Independence index (0,90),
- Balance (0,81),
- Completeness (0,80),
- Truth and accuracy (0,79),
- Fairness and impartiality (0,77).

The third review was about the Turkish service and the period was February-June 2018. Here are the key findings and conclusions:

- The Osservatorio di Pavia analysis showed a commitment of Euronews to fairness, accuracy and impartiality
- There were no cases where the independence of the journalist was undermined
- Opinions and conjectures were clearly distinguished from facts
- Most stories on controversial issues reflected the diversity of opinions, devoting due weight and prominence to a range of viewpoints
- The news stories were informed by the principles of clarity, promptness and relevance.

3.4 Overall assessment of the Editorial independence of the media

As a general conclusion, the members of the Editorial Board are very satisfied with the general Euronews coverage. The Editorial Board is also very satisfied with the way it exercises its role. The exercise between internal feedback and facts and external independent reports gives to the trust body of Euronews and to the company itself a very strong protection in terms of editorial independence. A good balance between the World edition and the other languages edition is a guarantee for the future of Euronews. For the Editorial Board, the more Euronews will develop its specific contents for specific audiences, the more his role will become important as a trust body and a guarantee of the editorial independence for the newsroom.

More and more dialog with the editorial management on the global level, but even more with the editorial decision makers, in each linguistic edition, will guarantee the good and safe editorial development of Euronews.

3.5 Management

Euronews language teams consist of journalists with a depth of experience covering international news who work under the daily supervision of an editor of the day, who all have worked in the industry for at least a decade. Three deputy editors in chief together with the editor in chief - News coordinate the entire teams of news journalists and editors of day to ensure a consistent output that respects all editorial values and strategies of Euronews.

Euronews World programmes are managed by an Executive Producer.

The five most important stories of the day are centrally edited and mandatory for each language team.

A head of language for each team is responsible for checking the quality of the output and establishing best practices for his or her team.

The news operation is managed by the Editor in Chief for news, reporting to the Chief Content Officer. The former sets the daily agenda, and ensures balance across the entirety of the output, while the latter takes charge of overall strategy. Both provide are a further layer of journalistic oversight on the output.

4 Summary of performances in 2018

4.1 Programmes

EU affairs transcend the narrow definition of daily news reports about the activities of the institutions and involve the decisions that affect the daily lives of Europe's citizens, which have the potential to shape views on the Union and to contribute to a sense of European identity.

This has been the focus of our European programmes in 2018, a year that was strongly marked by the refugee crisis debate, Brexit, the rise of populism in several European countries. These topics - among others - have been explored/investigated in our flagship magazines *Insiders* and *Global Conversation* and have always been covered with multiple viewpoints and with our unique objective and informative perspective.

In the January edition of our programme of field reporting *Insiders*, our reporter covered the anti-corruption movement in **Romania**. Our reporter caught up with the tens of thousands of people that regularly take to the streets of Bucharest to protest a proposed overhaul of Romania's judicial system. He also interviewed officials on both sides of the fence: in the government and in the opposition. Being the only journalist with a foreign media in the protest, he provided an extensive coverage of the country's largest demonstration since 1999. He showed the reality of the protest minute by minute using Facebook Live. Euronews was the only TV channel delivering real time information on the progression of the protest.

In February, at the height of the #MeToo movement, *Insiders* decided to look for positive counter examples when it comes to gender parity. We traveled to **Iceland**, a country that ranks number one when it comes to closing the gender gap – whether it be the pay gap, access to education, to health, to job opportunities and ensuring that both men and women can evenly share responsibilities as parents. *Insiders'* presenter interviewed from Lyon via satellite the director of the European Institute for gender equality in Vilnius to find out where the rest of Europe stands on gender equality.

In March, we took the pulse of democracy in **Belarus**, a year to the day after dozens of people had been arrested at a march to demand more freedom. We found out that the former Russian satellite is showing signs it wants to draw closer to the EU. Still Belarus maintains a strict control on political opponents, severely restricts the freedom of the press and is the last country in Europe to enforce the death penalty. Our reporter was subsequently interviewed by *Insiders'* presenter in our Lyon studio.

In April, we traveled to **Bosnia** to gauge foreign influence on the country and whether it is delaying its accession to the European Union. Bosnia has long been a byword for tolerance. It is often spoken of as being a mix of different cultures and religions. While many of its citizens yearn for a revival of the golden age of the Ottoman Empire. Bosnia wants to become a member of the European Union. But it's taking a long time. Meanwhile Turkey and Arab Gulf states are gaining economic and cultural ground. This edition was anchored by *Insiders'* host from Sarajevo, where we interviewed two local experts on Bosnia's standing in Europe.

In May, we reported from a small border area in the Alps where dozens of migrants cross every month from **Italy** into **France**, sometimes risking their lives on narrow mountain paths. Unwanted and shunned by both countries, they have to rely on volunteers who step in for the authorities and, by doing so, risk fines and even prison for helping out. We took their story to expose the flaws in Europe's immigration policy. To supplement the report, Insiders' host talked to an European immigration expert.

In June, we documented the rise of antisemitism in **France and Germany**. In recent years it has been manifesting itself in threats, intimidation, and both verbal and physical attacks. There have even been several murders, notably in France. Our reporters traveled to both countries, gathering testimonies from the Jewish community and finding out what France and Germany have put in place to combat antisemitism. Our Insiders' host then talked an expert to discuss the root causes of antisemitism in Europe.

In July, we reported **from Bavaria, along the Austrian border**, where huge numbers of migrants crossed into Germany back in 2015. The area continues to be a point a passage but will be monitored by a new and well-equipped local police force. Transit centers have also been set up in Southern Germany to quickly process asylum seekers and expel them if their application is refused. The policy is diving Germany though polls show that a large majority of Germans now favors tougher migration rules. Insiders' anchor then spoke to a migration expert to discuss how migration continues to top the European agenda and exposes Europe's fault lines.

In September, we focused on **Germany** and its coal dependency. Our reporter went to Hambach forest near Cologne where anti-coal activists regularly clash with police over the extension of a nearby lignite opencast pit – Germany's largest. What's going down in Hambach epitomizes the country's conundrum: save the environment or give up to economic considerations. Insiders' anchor then talked to an environment specialist about the strength and influence of Germany's coal lobby and the government's commitment to eventually drop coal.

In October, we brought a report from **Niger**, Africa's gateway to Europe. Niger has agreed to help curb illegal immigration to Europe. Police and military forces have been enrolled to stop migrants from leaving. The country also helps identify those eligible for asylum in Europe. Niger, one the world's poorest countries, gets EU funding, including money to help smugglers find new legal jobs. But our reporter found out that Europe's money is not reaching enough people and can't offset the losses incurred by an economy largely dependent on the migration business. Some 300,000 people, migrants, refugees and returnees from Libya are now stuck in limbo, in Niger. Our reporter was then interviewed by Insiders' presenter in our Lyon studio.

In November, we reported from **Bosnia and Herzegovina on the border with Croatia**. Although the stream of refugees has now dropped compared to 2015, some are still making desperate journeys to reach the European Union. As the winter closes in, the EU external border is inching towards a humanitarian emergency. While some have arrived illegally in Europe, others have been unsuccessful and returned home. Bosnia's neighbor Croatia also often returns unwanted migrants and refugees, allegedly by force. Insiders' host then spoke to a migration expert to find out more about migration routes to Europe.

In December, we traveled to **Poland** where we reported on the massive and ever expanding coal industry in the very country that hosted the Cop24 annual UN climate conference.

Poland is the largest coal producer in Europe. Air pollution mainly due to coal burning kills 50,000 people a year in a country of 38 million. The European Court of Justice has slammed Poland for the poor quality of its air. For the moment, however, the carbon neutrality advocated by the European Commission by 2050 seems a distant prospect in the country. Our reporter traveled to the heart of coal-dependent Poland. Upon her return she joined *Insiders'* host to discuss her experience on the ground.

The selection of guests for **Global Conversation** - our flagship interview programme - in 2018 has been based more on criteria of story relevance and impact rather than a geographic focus. We have tried to balance our pan-European coverage with the coverage of the top world stories with the aim of satisfying the expectations of our very large audience.

In 2018 we've also launched **Uncut** - a special unedited edition of the *Global Conversation* - a successful format that we would like to continue to move forward in 2019.

In 2018 *Global Conversation* has featured, among others:

- The President of the European Commission Jean-Claude Juncker
- The President of the Eurogroup Mario Centeno
- Eight Heads of state/gouvernement: Edi Rama, Aleksandar Vucic, Michel Temer, Mauricio Macri, Andrej Babis, Ivan Duque, Alexis Tsipras, Dmitri Medvedev
- Ten Ministers, Commissioners and high-level politicians: Carlos Moedas, Jeremy Corbyn, Jean-Yves Le Drian, Josep Borrell, Ursula von Leyen, Serguei Lavrov, Tony Blair, Jan Philipp Albrecht.
- Several representatives of NGOs, civil society, experts: Helle Thorning-Schmidt, Andrew and Matthew Caruana....

4.2 Brussels office

Euronews' "All Views" philosophy has been expressed by the range of interviews it has conducted through the year. As well as the heads of the main parliamentary groups, MEPs from a broad spread of different nationalities and parties have appeared as part of our Brussels coverage.

The longer format programmes produced from Brussels – *State of the Union* and *The Brief* – provide more opportunities for points of view.

In 2018 Euronews' Brussels office underwent a radical transformation, capitalising on the constant developments of the previous years in terms of field reporting and size of coverage.

The launch of our live World-English channel brought three more European Affairs correspondents to our team as well as a full political unit for our flagship "Raw Politics" daily political programme.

Our language journalists moved away from the previous one-for-all story format, in which they were scripting and voicing the same video edit, towards producing their own reports in order to enrich our overall EU affairs coverage.

In this way, our daily news coverage, the daily The Brief from Brussels and weekly The State of the Union evolved in content variety and production value as we can now diversify the width of our coverage, bring a significant multitude of views, both on the new World-English live channel as well as our languages services.

Euronews has been at the forefront of the television news coverage in 2018 by reporting constantly and consistently on all major political stories in Brussels and across Europe where we constantly deployed our journalists.

4.3 New technologies

To fully reflect its All Views positioning, as well as to follow breaking news, Euronews draws on social media. Our newly established Cube news desk consists of experts, trained to verify information and spot hoaxes and misleading content. The Cube journalists' role is not only to report what they find and share the voices of citizens but also to explain how they uncover stories and dismiss misinformation. Using interactive screens and a range of tools, this approach is the most transparent reporting of social media by any broadcast group in the world. In partnership with social media platforms, the Cube also reaches far beyond television audiences to demographics, which are underserved by traditional media.

5 The role of our audience in shaping our offering

Euronews gauges audience opinion through 3 main routes:

- 1- Monitoring audience behaviour and consumption patterns through GDPR-compliant analytics. This method reflects the views of the entire Euronews audience. We have recently introduced deeper measurement tools to understand better how our users engage with digital video and text.
- 2- Receiving opinions of our audience on our website, newsletters apps and social media. This method provides feedback on specific areas, generally from Euronews' most engaged users.
- 3- Panel-based surveys on non-Euronews platforms. This method helps us to understand how we can attract new audiences and how the general population perceives our output.

This feedback is used to:

- Help inform our editorial choices
- Develop our product strategy
- Influence design and functionality across our platforms.

For example, Euronews is developing a new digital video hub based on feedback from users on why they sometimes do not currently watch Euronews videos. We will use A/B testing based on individual pieces of feedback to see how changing our product, presentation and advertising impacts audiences.

We have also given every journalist access to an analytics tool that allows them to see which stories and videos are proving most popular in their language and across Euronews so they can respond to audience needs.

5.1 Examples of feedback from 2018

At the beginning of the year Deloitte conducted a survey on behalf of the European Commission of Euronews' audience. 4,500 people responded.

- 81% agreed that Euronews' coverage of the EU was objective
- 80% agreed that Euronews coverage of the EU had the right depth
- 77% agreed that Euronews provided perspectives they could not get elsewhere.

(NB "Don't know" accounted for around 8% in each instance, so disagreement rates are below 15%)

Asked what they felt were the most appealing aspects of Euronews' output, the audiences rated:

- **Pan European news perspective** as No 1 and
- **Trust in the journalism** as No 2.

In November 2018, Euronews asked a panel of 1,014 existing viewers in the UK, Germany, Poland and the Netherlands about their perception of changes made over the past twelve months. They were asked to rate Euronews on a scale of 1-7, where 7 is the highest on a range of issues. The most positive ratings were for

- High Quality (5.5),
- Trustworthiness (5.4), and
- Informative (5.3).

The least positive ratings were for In depth (4.8) and Inspiring (4.8).

70% of those surveyed said that Euronews offered an “all views” perspective on events, with 5% disagreeing.

53% said they felt Euronews had got better at covering European Affairs in the past year, compared with 4% who felt the channels had got worse.

79% expressed satisfaction with the new formats, with 1% reporting dissatisfaction.

In addition, we receive data from the Google and Apple stores relating to Euronews apps.

- No of reviews on Store: 2,111
- No of emails to App Support: 720
- Average rating 4,1/5 on Stores (iOS + Android)

5.2 Feedback and complaints

Euronews welcomes user feedback and complaints, which are dealt with personally by the head of each language edition and/or the editor in chief. Depending on the pertinence of the complaint and the sender, Euronews escalates the complaint to the Editor in Chief in order to proactively answer the person sending in their comments or complaints.

Euronews receives an average of one piece of feedback today via the Contact Us section on its websites. This feedback ranges from comments on the style of presenting, technical issues with the digital platforms, distribution questions, requests for coverage or content and remarks about editorial issues. These are forwarded to the appropriate teams for consideration.

In 2018, fewer than twelve items of feedback were judged significant enough to be raised in the editorial committee and were remedied. This number is in line with previous years.

As an example, a short time ago, Euronews received a letter from the Embassy of Belarus in Paris, complaining about the fact that some of our language services were still using the former name of the country: Bielorrussia. We verified the allegation and indeed, we were not using the correct name in Russian, in English and in French. We responded to the Ambassador, apologized and corrected our usage. These occurrences are rare but are dealt with swiftly and appropriately.

In 2019 Euronews will introduce a new feedback tool designed to categorize and track all user feedback. The results of this project will be set out in the 2019 Transparency report.

Feedback and complaints can be communicated in any of Euronews languages via our contact page <http://www.euronews.com/contact>