



# What does quality mean at Radio Lora?

Radio stations that receive an FM licence with a performance mandate must introduce a quality assurance (QA) system in line with external and internal criteria:

**Internally: The Radio LoRa mission statement** approved by the General Assembly defines Radio LoRa's identity, fundamental principles, and goals. fest.

**Externally: The licence and performance mandate** granted by the Federal Department of the Environment, Transport, Energy and Communications (DETEC) specifies the criteria and standards that form the basis on which the Federal Office of Communications (OFCOM) evaluates Radio LoRa as far as renewing the licence and distributing the proportion of the radio and television fees is concerned (OFCOM money).

Based on these two documents, the roles of Radio LoRa can be summarised as follows:

- Radio LoRa runs a **non-commercial, local, multilingual, alternative, political and cultural station** in the Zurich area. According to the programming remit in the licence, LoRa is obliged to plan and implement **programming which stands out thematically, culturally and musically from the programming of commercial providers in the same coverage area**. Radio LoRa primarily broadcasts information on politics, culture and society, **thematizing the concerns of linguistic, social and cultural minorities in particular**.
- Radio LoRa is a place where information, music, entertainment etc. outside the sphere of mainstream media can be broadcast. **Radio LoRa is a place of counter-information.**
- Radio LoRa provides a testing ground for new and unconventional forms of radio, and seeks intercultural cooperation between different generations, gender identities, languages and interests.

## LoRa house rules and broadcasting rules

**Radio LoRa is more than just another frequency on the airwaves. The following applies, without any ifs or buts:**

**NO ADVERTISING +++ NO SEXISM +++ NO RACISM**

These house rules are part of your agreement with Radio LoRa. They specify your obligations as a programme maker. Your adherence to them authorises you to make programmes at LoRa. In the event of any breaches, penalties are imposed by the Broadcasting Committee (BC) or the Board of Directors. The LoRa articles of association and editorial charter, as well as the resolutions of the BC, Board of Directors and Members' Assemblies (MA) recorded in minutes, also apply in addition to these house rules. These can be viewed at LoRa. The programming is realised by members of the association LoRa on a voluntary and unpaid basis.

# LoRa house rules and broadcasting rules

## 1. In and around the building

### Respect & responsibility

Conflicts are to be dealt with peacefully. On request, the Board of Directors can be brought in for mediation.

Harassment, sexual or otherwise, is not tolerated at Radio LoRa. Harassment also includes situations in which one or more people pay another person excessive unwelcome attention. The decisive factor is how the «other person» perceives the behaviour. If you feel harassed, you can go to the women's office, or directly to the Board of Directors, who will treat your complaint confidentially. The Board of Directors is responsible for taking measures against harassers. Protection of the harassed person must be guaranteed at all times.

### Studio

Eating, drinking and smoking in the broadcasting studio (studio 1), round table studio and preproduction studio (studio 2) are strictly prohibited.

Studio 2 reservations are binding. If you are unable to come, cancel in good time. If you wish to work in studio 2 at hours when nobody is normally present, you must obtain a badge from the Operations Group (OG) during opening hours.

### Cleanliness

Every programme maker is jointly responsible for cleanliness in and around the LoRa building. Dishes that you or your guests use must be washed and put away again in the LoRa kitchen after use. Rubbish and empty bottles must be disposed of in the recycling bins provided on the ground floor.

### Damage

All defects and irregularities occurring during, before or after your programme or session in studios 1 + 2 must be reported to the Operations Group (OG) immediately. In the event of grossly negligent handling of LoRa equipment, the programme maker will be held personally liable. The same applies to devices borrowed for preproduction purposes, such as microphones, recording devices etc.

### Lock system

Lost badges must be reported to the OG immediately, so they can be disabled. Any badges passed on to people in your programme team must also be reported to the OG. Borrowed badges must be returned to the OG after use.

### Security

In general, if you are alone at LoRa, do not let anyone in who cannot prove that they are authorised to enter (studio 2 reservation, subsequent programme). When leaving the building, check that nobody is left at LoRa, close all windows, switch off the lights and lock the doors. At hours when nobody from the OG is present, YOU and your team are responsible for security at LoRa during your airtime.

### Courtyard

LoRa's doors and windows should always be closed at night, to prevent residents from being disturbed by noise. Do not leave rubbish or empty bottles in front of the door.

## 2. Ensuring survival

### Membership fee

Radio LoRa is financed by membership fees, fundraising events and fee splitting. The financing also affects you, because without money, there would be no radio station. You are to regularly attract new members over the airwaves. New members can also be found in your circle of acquaintances. The PR work that you do for your programme is also a good opportunity to promote membership. One of the prerequisites for broadcasting is that you are a member of the association LoRa yourself.

### Financing

Alongside playing one frequency jingle and one funding jingle per programme, you are also called on to get actively involved in raising funds for LoRa. In addition to seeking new members in your surroundings, other possibilities include solidarity concerts, parties, film screenings etc. Use your imagination, your contacts and your creativity, and discuss your plans with the Operations Group (OG).

## LoRa house rules and broadcasting rules

### Association work

LoRa is largely run on the basis of unpaid work. Alongside broadcasting, your obligations also include association work. A selection of work that you can take on is available in a list, which you will find in the online LoRa QM handbook. It can also be obtained from the OG. Only with your support can LoRa manage the various tasks that come along with broadcasting. Furthermore, your assistance with special programmes and projects, e.g. on the 1st of May, should go without saying.

### 3. Support the Operations Group

#### Operations Group (OG)

The OG is responsible for ongoing operations. This group's instructions are binding for programme makers. Make an effort to ensure good cooperation, based on mutual respect.

#### Broadcast times

If you cannot adhere to your arranged broadcast time, organise someone else from your programme team in good time. Your replacement must have attended the basic technical course. If you cannot find anybody, tell the OG at least three days in advance, so they can arrange a replacement. When the OG approves special programmes (e.g. on the 1st of May), all regular shows are cancelled without entitlement to compensation. However, you will be informed at least 2 weeks in advance.

#### Information

You are responsible for ensuring that the current addresses and phone numbers of all programme makers on your programme team are known to the OG. Also inform the OG if anyone leaves your team. Only then can a reasonable flow of information be guaranteed.

### 4. Minimum requirements for programmes

#### Feminist language use / high proportion of women's voices and women's music

Take care to address genders equally. For instance, you do not only have male listeners,

but also female listeners; this should also be reflected in the language used. Also let as many female experts, musicians, writers, protesters, passers-by etc. as possible make their voices (or sounds) heard in your programmes.

#### Jingles

Each programme is to begin with a recognisable jingle. There are also funding jingles and frequency jingles on the computer in studio 1, and you are to broadcast one of each per programme. You have the option of using the infrastructure of studio 2 for production of your jingles (reservation required!).

#### Studio handover

At the end of your programme, you read out the list of subsequent LoRa programmes or, if time is short, at least announce the next programme, unless your programme is to be repeated. To enable the next programme to set up in studio 1, play only music for the final five minutes. After the end of your programme, take all documents, CDs, jingles etc. with you and dispose of any rubbish. The makers of the next programme are allowed to enter the studio no earlier than five minutes in advance.

#### Programme concept

Adhere to your programme concept. Changes of concept must be discussed with the BC. If new programme makers with responsibilities join your team, the OG must be notified. The BC can revoke your airtime upon failure to adhere to the programme concept. If the effort of producing your programme becomes too much for you, seek a motivated replacement in good time or speak with the BC, rather than just coming into the studio and playing any old CD.

#### Preproduction

Your programme is a live broadcast unless otherwise agreed. If you cannot make your programme live, you should inform the Operations Group (OG) at least three days in advance. The OG must know in good time whether a pre-produced programme or a repeat is to be played instead of a live programme. The pre-produced programme must be submitted

## LoRa house rules and broadcasting rules

48 hours before airtime or, for Saturdays and Sundays, by 2 p.m. on the preceding Friday. In exceptional cases, please contact the person in charge of programming early on.

### Courses

New members of your programme team must attend the basic LoRa course. This is the programme makers' responsibility (<http://www.klippklang.ch>). Registration occurs via the OG.

## 5. Legal details

### ProLitteris

Texts from published books and magazines are protected by copyright. If you use such texts in your programme, even just excerpts from them, you must fill in the ProLitteris form every time. Your ProLitteris lists are not charged to the LoRa account, as we pay lump sums, but they benefit the authors.

### Prizes/copyright

The rights to the programmes reside with Radio LoRa. If your programmes win broadcasting prizes or other awards, any prize money is

distributed 50/50 between the programme makers and LoRa. External productions can be excluded from this rule if special arrangements with the BC apply.

### Broadcasting law

Information sent out via the broadcaster is subject to various legal criteria. Careful and correct handling of sensitive subjects is important (unauthorised rallies, rumours, criticism of people or institutions etc.). Breaches of the applicable law can cost Radio LoRa its broadcasting licence. Bear in mind that in your programme, you are responsible for the content of everything that goes out on the airwaves. This also applies to phone calls, interviews, guests and song lyrics!

### Advertising

Radio LoRa is an advertisement-free radio station. You are not allowed to engage in any kind of advertising via the broadcaster.

Approved by the Members' Assembly on the 216nd of April 2018. Changes can only be made by the Members' Assembly

## Quality management handbook??

In order to fulfil the aforementioned roles, Radio LoRa has compiled a quality management (QM) handbook. This provides an overview of all organisational and editorial documents and procedures within the radio station. Some of the documents included in the LoRa QM handbook are binding and govern the work, authority and responsibilities of the specific managerial committees; others are guides for programme makers and association members, so that these people can get their bearings at the radio station and actively participate.

Feedback culture and continuing education are also part of QM. Feedback culture means that we are willing to learn with and from each other. We give feedback on current programmes and projects, and we also address improvement of our

range of programmes and the functioning of the radio station in themed workshops. Continuing education of programme makers and staff goes beyond technical and journalistic skills. It also includes addressing political and social contexts, as well as power and oppression relationships, to give us a keener eye for reporting that differs from the mainstream media.

Radio LoRa promotes social alternatives from the bottom up and strives for a society of solidarity. LoRa is a place where groups and minorities subjected to discrimination can raise their concerns by producing their own media content. Their equal participation in the station and within the managerial committees is a key quality characteristic of Radio LoRa.