the KZSM RADIO

POLICY and PROCEDURE MANUAL

for 2019



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KZSM.org

TABLE OF CONTENTS

About KZSM 3

You and KZSM: Welcome to the Station 4

About the KZSM Policy and Procedure Manual 4

Who’s Who at KZSM 5 Volunteers 5

Volunteer Service Requirements 5

Volunteer Teams 5

Types of Volunteer Opportunities 6

Special Volunteer Teams 6

Programmers 7

Programmer Service Requirements 7

Station Manager 8

Coordinators 9

KZSM Code of Conduct 10

Committee on Workplace Conduct and Safety 12

KZSM Policy Against Discrimination and Harassment 13

FCC Rules and KZSM Broadcasting Policies 14

Penalties for On-Air Infractions 15

Ten Commandments for Staying on the Air 16

Appealing Decisions or Decisions of KZSM Administration 17

SMTXCRA Governance 19

Membership List Verification 19

Contact KZSM 19

About KZSM

KZSM is the independent, non-commercial radio voice for the San Marcos area. Our mission is to educate, engage, enlighten, and entertain our audience; to celebrate the diversity of the local and global community; and to provide a channel for issues and music that have been overlooked, suppressed or under-represented by other media. KZSM is committed to diversity in programming and discourse and seeks to create a climate of mutual respect and collaboration among Volunteers and staff.

San Marcos Texas Community Radio Association provides high quality, innovative, and community-oriented programming that highlights populations often under-served by mainstream media, including people of all colors, ages, genders and gender identities, faith traditions, incomes, immigrant status, levels of ability and disability, and national origins, with particular regard to indigenous peoples. KZSM advocates for issues of social justice and peace for all, and KZSM Radio will operate with a high level of participation and accountability to the communities being served.

# You and KZSM: Welcome to the Station

You and KZSM have made an important decision: The Station has decided you can contribute to our success, and you've decided KZSM is the organization where you can pursue your radio career and/or Volunteer service goals productively and enjoyably.

We believe we've each made the right decision, one that will result in a mutually beneficial relationship. The minute you start Volunteering here, you become an integral part of San Marcos Texas Community Radio Association and its future. Every Volunteer position at this Station is important, and you will play a key role in the continued growth of KZSM radio.

Maintaining high-quality radio programming with an all-Volunteer force of creative individuals is a challenge, but we do it every day. How do we do it? By working very hard, treating each other and our listeners with respect, and by acting as a team.

And we do it by having a central set of guidelines that everyone can rely on to maintain standards, quality control, and accountability.

About the KZSM Radio Policy and Procedure Manual

KZSM Radio encourages all people involved with the station to work in a cooperative spirit to fulfill and further the mission of the Corporation. This Manual promotes such a cooperative and productive environment by clearly defining the roles, duties, and responsibilities of KZSM’s Volunteers and designated Coordinators. It contains the official policies and procedures that guide the daily activities of Volunteers at KZSM Radio, the community radio station operated by the San Marcos Texas Community Radio Association (SMTXCRA, or the Corporation).

Volunteers wishing to be affiliated with KZSM agree to abide by the policies in this Manual as applicable. They understand that certain policy infractions may result in consequences for individuals and may cause penalties for the station itself, up to and including local, state or federal civil or criminal charges.

KZSM is currently seeking Federal Communications Commission licensing. To that end, KZSM seeks to conduct its business according to applicable FCC standards as well as to adhere to all applicable federal and state laws. The policies in this Manual are not meant to supersede or conflict with any local, state, or federal laws which now govern or will govern San Marcos Texas Community Radio Association and KZSM.

The policies in this Manual will be regularly reviewed and approved by the San Marcos Texas Community Radio Association Board of Directors (the Board). Changes or exceptions to these policies may be made only with Board approval or as specified.

The Board reserves the right to change these policies and procedures as needed. Revisions and additions will carry the date of Board approval and will be effective as of those dates, superseding previous printed versions. Every effort will be made to inform Volunteers of policy changes. However, if there are questions, Volunteers are advised to check with a Board member or the Station Manager to ensure they are referring to the latest and most accurate version of a policy, procedure, or practice.

Copies of this Manual will be posted on our website. Questions concerning this Manual or Volunteer status may be directed to the Station Manager, members of the Board of Directors, or the appropriate programming designee.

Who’s Who at KZSM

KZSM is an all-volunteer organization, although the positions of Station Manager and Coordinators are filled by appointment by the Board of Directors, and Programmers require additional preparation. Here is how it works.

Volunteers

A Volunteer is any interested individual who has committed to give their time and talent to KZSM for a minimum of six continuous months and to follow all of KZSM's policies and procedures.

Volunteer Service Requirements

KZSM appreciates and depends upon the reliability and good faith of its Volunteers. To remain a Volunteer in good standing, each Volunteer makes the following commitment:

* To abide by the policies in this Manual
* To keep their contact information current in the Volunteer database
* To keep the Volunteer commitments they make whenever possible
* To communicate frankly when time off is needed, and to return refreshed and revitalized.

Volunteer Teams

Volunteer teams may be formed by the Board, the Station Manager, or the Coordinators to help maintain and improve the operations of the Station. Such Volunteer Teams would be accountable to the Station Manager, who would designate one individual as the official point of contact for each team.

Types of Volunteer Opportunities

Volunteer Teams work together but may each focus on particular areas of expertise:

**Tech and Production Team:** Maintains and improves the physical plant, broadcast chain, equipment, and production facilities. Produces prerecorded announcements.

**Information Technology (IT) Team**: Maintains and improves information technology infrastructure. Coordinates with Outreach Team to enhance KZSM website for higher visibility and profitability.

**Outreach Team:** Plans and attends promotional events, organizers fundraisers and benefits, initiates new Volunteers, mail outs, training and educational opportunities and requirements for new and current Volunteers and Programmers.

**Administration Team:** Handles details that keep the organization viable; keeps member information and mailing list current; produces KZSM press releases, policies, brochures, grant proposals, and other materials to promote the Station. The Admin Team also liaises with the Board of Directors to ensure smooth operations of the Station.

**Music Library Team:** Curates and improves the music library by writing and responding to music labels, sorting and distributing incoming music for review, labeling and filing reviewed music, cataloging music in database.

Special Volunteer Teams

The Station Manager may create special Volunteer teams as needed to meet the goals of the Station and may dismiss such teams when no longer needed.

For example, the Station Manager may designate an hoc Recovery Team to be available in the event of a disastrous loss of transmission.

Programmers

A KZSM Programmer is a Volunteer who has also signed a KZSM Radio Station Programmer’s Agreement and completed required training in order to perform or produce an on-air program.

Programmer Service Requirements

KZSM is fortunate to have a gifted group of volunteer Programmers. Each Programmer who shares their talents makes the following commitment:

* + To produce a quality radio broadcast
  + To attend each of their scheduled shows during a season, or make other satisfactory arrangements as agreed upon (e.g., re-broadcast a previously recorded program or obtain a qualified substitute) so that at least 75% of the programming in the season comprises new, high-quality content.
  + To abide by FCC rules at all times
  + To edit each program in a timely fashion
  + To do their part in maintaining the Station in a clean and orderly condition

Programmers may be allowed time away for vacations or other projects, but these sabbaticals should be approved as far in advance as possible and worked out with the Station Manager*.*

Station Manager

The Station Manager is selected and empowered by the Board of Directors to make the decisions necessary for the radio station’s performance within the limits of legal statute, the Articles of Incorporation, the Bylaws, and duly adopted policies, procedures, and budgets. He or she is responsible for the day to day operations of the radio station to meet the objectives set forth by the Corporation.

The Station Manager’s responsibilities include but are not limited to the following:

* Manage the general affairs of KZSM to advance the mission and ensure the longevity of the station as a community-owned and -operated educational radio station.
* Maintain a safe working environment for both Volunteers and Guests.
* Train Programmers to maintain FCC compliance while in the process of establishing the station’s license.
* Oversee Programmer performance and attendance and issues warnings and suspensions as needed for noncompliance with FCC rules or standards.
* Provide substitutes or mid-season replacements for shows
* Develop and maintain job descriptions and performance goals for Volunteers and Coordinators.
* Coordinate and direct Volunteer teams.

The Board sets performance goals for the professional development of the Station Manager and performs regular assessments of the Station Manager’s job performance, which are made available to Volunteers and Programmers.

Coordinators

Coordinators are Volunteers who have been selected and empowered by the Board to perform specific functions on behalf of KZSM under the working direction of the Station Manager. Currently the following roles have been so defined:

Assistant Station Manager: Supports the daily activities of the station.

Programming Coordinator: Assesses and assists with programming.

Operations Coordinators:

Any actions or sanctions made by the Station Manager or a Coordinator in their roles as representatives of KZSM—e.g., administrative decisions, sanctions per KZSM policies, etc.—may be appealed according to the process outlined on page 17 of this Manual.

**KZSM Code Of Conduct**

This Code of Conduct ("Code") is not a contract, but adherence to the standards of the Code is a condition of continued good standing with KZSM Radio.

This Code has been approved by KZSM Radio’s Board of Directors. It applies to everyone who acts on behalf of KZSM Radio and SMTXCRA, known herein as Volunteers.

In addition to governing conduct among Volunteers, this Code governs conduct between Volunteers and local, state, and federal agencies, as well as with customers, competitors, and the numerous business providers (including suppliers, vendors, contractors, and agents) who assist KZSM Radio everyday.

This Code is a statement of the principles and expectations that guide ethical professional conduct at KZSM Radio. KZSM Radio requires all Volunteers to use sound judgment, to be accountable for their actions, and to conduct business with integrity.

Failure to comply with any provision of this Code or KZSM policy may result in disciplinary action, up to and including loss of broadcasting privileges and/or dismissal, as well as civil or criminal charges.

These consequences apply to Volunteers who violate this Code and to those who condone misconduct; fail to report or take reasonable measures to prevent, detect, and address misconduct; or seek to retaliate against those who in good faith report potential misconduct.

KZSM Radio is committed to working with its Volunteers to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.

We earn credibility with our audience, colleagues, business providers, and the community by keeping our commitments, acting with honesty and integrity, and pursuing our goals solely through honorable conduct.

Volunteers in a supervisory role have the added responsibility to create an open and supportive environment where individuals feel comfortable asking questions and raising concerns. Ethical behavior is the product of clear and direct communication of behavioral expectations, modeled from the top and demonstrated by example.

KZSM Volunteers Will:

**1. Act with Integrity**

Everyone should feel comfortable to report suspected and actual violations of this Code and company policy. KZSM Radio will investigate all good faith reports of questionable or unethical behavior.

**2. Treat all Persons with Courtesy and Respect**

Ensure that all guests sign in on the guest log and inform them of basic station policies (posted in a conspicuous location), acceptable behavior, on-air protocol, and the KZSM Policy Against Discrimination and Harassment. Programmers are responsible for the behavior of their guests.

Monitor appropriate gatherings of persons at KZSM Studio, and obtain Station Manager approval for parties and other non-business gatherings.

**3. Keep KZSM Violence-Free, Weapons-Free, and Drug-Free**

KZSM Radio will not tolerate any threatening, hostile, or abusive behavior by its Volunteers or by any persons on company property.

Maintain a weapons-free zone; individuals may not bring or use any weapons on the premises or to any location where company business is being done.

Keep KZSM facilities alcohol-free and drug-free. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is absolutely prohibited in any KZSM workplace or property. No one is allowed to be at the station, either on or off the air, while under the influence of alcohol or illegal drugs, or otherwise impaired by medication.

Report any instance of violence, hostile behavior or possession of weapons or components of weapons on company property to KZSM Radio Management.

4. **Protect all KZSM Radio Resources**

Promptly report any damage to the Station Manager, or other appropriate persons. Obtain permission from the Station Manager or designee for any changes in the configuration or use of equipment. Misuse, tampering, or intentional damage to station property will result in immediate loss of access and possible additional penalties.

Safeguard KZSM Radio's systems and premises, including customers’ and Volunteers’ personal information, network operations and facilities, computer systems and passwords, security procedures, company facilities and their locations, technical and marketing research data, product development information and business plans and strategies.

Refrain from personal use of KZSM office or studio equipment, except as permitted by the Station Manager or designee.

Keep the studio clean, keep food out of the on-air studio and production room, and allow beverages only in spill-proof containers, away from electrical equipment. Refrain from smoking or burning candles or incense in the studios or offices of KZSM.

Obtain Station Manager approval before circulating flyers or posters on station property, and be sure they are relevant, timely, and dated.

**5. Learn and Observe All Station Safety and Emergency Procedures**

In cases of imminent danger, contact 911 or local law enforcement first, and then contact KZSM Radio Management.

Escort all visitors and do not leave sensitive areas unattended or unlocked.

Refrain from any actions that might be detrimental to KZSM radio.

\* \* \*

Committee on Workplace Conduct and Safety

The Board of Directors may appoint an ad hoc Committee on Workplace Conduct and Safety to investigate reports of violent, threatening, harassing, intimidating, or other disruptive behavior.

This Committee may comprisea panel of Volunteers in good standing and will be under the oversight of the Board of Directors, who will review and approve its operational guidelines.

**KZSM Policy Against Discrimination and Harassment**

KZSM is committed to developing a diverse, productive work environment, and complies fully with all laws providing equal opportunity to all persons without regard to race, color, religion, gender, sexual orientation or identification, age, national origin, disability, military service or status, veteran status, marital status, citizenship status, or any other protected category under federal, state or local law.

Harassment of any kind is prohibited at KZSM Radio. Harassment includes, but is not limited to, racist, sexist or ethnic comments, jokes, gestures, or any action or statement creating an intimidating, hostile or offensive work environment. Harassment may also extend to written or graphic displays of hostility toward an individual or a group because of race, color, religion, gender, national origin, age, or disability.

Volunteers must report any such conduct to an appropriate representative of KZSM Radio management, such as the Chair of the Programming Committee, the Station Manager or designee, or a member of the Board of Directors.

All such reports and allegations will be investigated conscientiously and thoroughly. Volunteers must cooperate completely and truthfully in any such investigation and must not interfere with or obstruct a lawful investigation conducted by KZSM Radio or any government agency or discuss an investigation with unauthorized persons.

Any Volunteer who is found to have engaged in harassing behavior, or is found to have violated any other provisions of this Code of Conduct, will be subject to disciplinary measures up to, and including, dismissal.

**FCC Rules and KZSM Broadcasting Policies**

All KZSM Programmers are required to abide by all FCC and other applicable Federal, State, and local rules and regulations and may be sanctioned by KZSM for failure to do so, whether knowingly or unknowingly.

Programmers are expected to promote and protect the KZSM name and brand at all times, ensuring that KZSM avoids sanctions and complies with the high standards of the regulatory agencies it is obliged to obey.

A Programmer must do a station or legal ID at the top of every hour or, if they have a show which begins at the half hour, at the beginning of the show. The legal ID is “KZSM San Marcos,” with the call letters spelled out separately and with nothing between the call letters and the city of origin.

The legal ID must be made within five minutes of the top of the hour (i.e., between :55 and :05 o’clock) or, in the case of a show which begins at the half-hour, within five minutes of the half-hour mark (i.e., between :25 and :35 o’clock)

Every Programmer must inform KZSM management about activities from which they receive any sort of compensation, should they talk about or play or otherwise promote those activities on the air. Management must approve the Programmer’s request to play music on the air from, or have discussions on the air about, any activity from which they have a financial stake. Failure to do so will subject the Programmer to suspension of up to one month.

All accusations of slander or personal attacks are subject to review by KZSM’s management and the Programming Committee. Slander and personal attack policies apply whether or not an instance or action has been noted.

If a Programmer believes that an instance of slander or a personal attack has gone out over the air, the Programmer must note it in the error section of the Program Log.

Penalties for On-Air Infractions

Alleged violations of FCC policy must be reported to the Station Manager for review, with the reporter of the violation asked to provide all available documentation. The Station Manager will initiate any applicable investigation and determine whether a violation has occurred.

The Station Manager, with Board approval, is empowered to assess penalties for on-air infractions up to and including warning, suspension, and dismissal. The appeal policy for anyone receiving such an administrative penalty is found on page 17.

The following list of punishable infractions is not exhaustive.

Publicly airing KZSM internal affairs or grievances, or trying to bring outside pressure to bear regarding normal KZSM policies or standards, will be viewed as willfully disruptive behavior and may open the offending party to additional sanctions.

Rules for Remaining On the Air

1. Do a proper legal ID at the top of the hour.
2. Read the station disclaimer at least once during the hour.
3. Do not slander someone or engage in a personal attack against someone; do not allow your guest[s] or caller[s] to do so.
4. Do not utter an indecency or obscenity, or play a recorded indecency or obscenity that is not properly dumped and logged. Do not allow your guest[s] or caller[s] to do so.
5. Do not make a call to action on the air. If you do, log it in the error log
6. Do not use the radio to promote an organization, a business, or a musical act from which you make money; that is “unfair advantage.”
7. Do not commit “plugola”—receiving money or goods from an organization to promote its product on the air.
8. Do not solicit “payola”--receiving money or goods from someone to promote them or to play their music.
9. Do not put a caller on the air without their permission, or without announcing that they will be put on the air
10. Do not fail to play an underwriting or short-term underwriting announcement.

Appealing Sanctions or Decisions of KZSM

Infractions of KZSM Policies and Procedures may carry consequences that the Station Manager or other individuals are empowered to impose. Persons who disagree with a sanction may appeal in writing to the Board of Directors within ten business days of the incident in question. To ensure equitable consideration, the following requirements must be followed.

The appeal must be in writing. Verbal appeals will not be considered.

**Step One Appeal**

* A written appeal may be submitted by the Petitioner by email to [president@kzsm.org](mailto:president@kzsm.org) or by U.S. Post as follows:

KZSM Radio President of Board of Directors

216 Guadalupe Street, San Marcos, TX 78666

The appeal must be postmarked within ten business days of the incident in question.

* The Petitioner must state briefly and clearly the facts of the case; what policy or issue is in question; why the Petitioner believes the sanction or action to be unjust or harmful; and what remedy the Petitioner desires.
* The Petitioner should list any witnesses or mitigating circumstances.
* The Petitioner may indicate whether they are requesting a hearing before the Board, but such a hearing remains strictly within the Board’s discretion.
* The Petitioner must include complete their contact information and the contact information of any witnesses.
* The Board of Directors will circulate the Petitioner’s appeals to each member of the Board, to the Station Manager, and to the person about whom the complaint is being filed.
* Anonymous complaints will be disregarded.

**Step One Response**

* The Board of Directors will respond within ten business days. During this time, the Board may informally obtain additional information from either party or from witnesses, or they may do their own independent investigation.
* The Board may decide to uphold the sanction, modify the sanction, dismiss the sanction, or request more information or more time for a decision.
* With its decision, the Board will make every effort to establish communication and understanding between the parties so that each understands the principles and practices involved.
* If the Board does not reply within ten business days, the Petitioner may proceed immediately to the Step Two appeal.

**Step Two Appeal**

* If the Petitioner disagrees with the Board’s determination, they may appeal a second time in writing, explaining why they disagree with the determination. The second appeal must contain additional information not already considered.

**Step Two Response**

* The Board has ten business days to render a decision on the second appeal.

**Request for Final Hearing**

* If the Petitioner is unsatisfied with the result of the second appeal, or if the Board does not respond within ten business days, the Petitioner may make a written request to appear in person before a quorum of the Board of Directors for a Final Hearing of their appeal.
* Permission to grant a Final Hearing requires the approval of a simple majority of the Board. The Chair of the Board must poll the Board of Directors to obtain such approval. If the Board agrees, the petitioner may present their case for a final determination at the Board’s next regularly scheduled meeting or as otherwise determined at the Board’s discretion.

**Final Hearing or Final Decision**

* If the Petitioner is granted a Final Hearing, the Board’s decision by a two-thirds majority at that hearing is final.
* If the Petitioner is not granted a Final Hearing, the second appeal decision of the Board is final.

**SMTXCRA Governance**

TheBoard of Directors is established and maintained according to the SMTXCRA Bylaws, which are incorporated herein by reference.

The Board of Directors’ business shall be conducted according to a current edition of Robert’s Rules of Order.

**Membership List Verification**

Databases must be centralized, reconciled, and verified, and membership information must be available for review.

KZSM regularly solicits updated membership information for use in electing its Board of Directors. Members may be notified by: running PSAs, making an announcement on the KZSM list, announcing at stationwide meeting, and posting on the website.

The review/update period shall last 30 days. No appeal is available should an individual fail to update their information before the eligibility deadline.

**Contact KZSM**

For questions about KZSM or SMTXCRA, please go to the website at KZSM.org, email president@kzsm.org, or write KZSM Radio, 216 Guadalupe Street, San Marcos, TX 78666