



Media Coverage of Migrants and Refugees in Audiovisual Media

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1 About CNMC

Created in 2013, the Spain's National Authority for Markets and Competition (CNMC) is the independent authority in charge of both competition and regulatory matters in Spain. CNMC merges the horizontal antitrust authority with the independent sector-specific NRAs in the field of audiovisual media, telecommunications, energy, postal and transport (railway and airport) regulation.

The Act 3/2013, of Creation of CNMC, gives us wide responsibilities to supervise and control the proper functioning of the audiovisual communication market. Among others, CNMC is responsible to ensure the respect to media pluralism, the supervision of commercial communications, the protection of minors, audiences and human dignity, the fulfilment of the European works' obligations, the control of accessibility obligations and the supervision of the public service obligations of the Spanish public broadcaster, CRTVE.

CNMC is engaged with the European Union institutions and with national regulators in other European countries and around the world, both bilaterally and through regulatory authority's networks.

In the international arena, CNMC is an active member of the European Regulators Group for Audio-visual Media Services (ERGA), the European Platform of Regulatory Authorities (EPRA) and the Platform of Regulators of the Audiovisual Sector of Ibero-America (PRAI), as well as the Mediterranean Network of Regulatory Authorities (MNRA).

As Vice-Chair of the MNRA, CNMC has constructively contributed to enhance stronger spaces of dialogue and cooperation between the Mediterranean authorities. It has promoted several work initiatives and debates on gender issues, migration and media coverage and the future of audiovisual regulation.

2 About MNRA

The Mediterranean Regulatory Authorities Network (MNRA) was created on 1997 to strengthen the historical and cultural links between Mediterranean countries. The Network counts 26 member authorities representing 22 countries from both shores of the Mediterranean Sea.

MNRA constitutes a platform for discussion and consistent exchanges of information and research on topics related to audiovisual regulation. It gives the opportunity to the independent regulatory authorities from the Mediterranean area to exchange views about the common challenges they have to face.

It works for the transparency and the mutual knowledge of its members notably thanks to sharing the best regulatory practices.

It acts in favor of the freedom and the liability of communication in the Mediterranean Basin, based on the fundamental principles for the regulation of audiovisual content.

3 Introduction

On June 28 2018, CNMC and the Mediterranean Network of Regulatory Authorities (MNRA) organized a one-day international high-level workshop on the “Informative Treatment of Mediterranean Migrant and Refugee Crisis on the Audiovisual Media”. The event was hosted by CNMC in its headquarters in Barcelona (Spain).

The aim of the conference was to carry out a public reflection on the social responsibility of media, public administrations, regulators and civil society about the coverage of the crisis and to explore collaborative responses to contribute to an objective, inclusive and impartial representation in the audiovisual media.

The discussion focused on three separate but interlinked topics: the analysis of the role of audiovisual media in shaping public attitudes towards migrants and refugees; the identification of best practices to develop collaborative responses between the relevant actors and the role of the audiovisual regulators as guarantors of fundamental rights.

The high-level workshop brought together journalists, audiovisual regulators, civil society as well as national, EU and international policy makers, seeking robust and joint responses to address media coverage of migrants and refugees in the media, and the creation of a framework for inclusive and positive responses.

The CNMC-MNRA workshop draws on the Barcelona Declaration on the Informative Treatment of Mediterranean Migrant and Refugee Crisis on the Audiovisual Media¹, adopted by the MNRA on 18 November 2016.

This report brings the main discussions and conclusions of the workshop. It starts by summarizing each of the sessions. In a final section, the report provides a summary of the key conclusions and recommendations generated during the debate.

¹ MNRA Declaration on the Informative Treatment of Mediterranean Migrant and Refugee Crisis on the Audiovisual Media (18 November 2016): <http://www.rirm.org/en/documents-en/>

4 Foreword

The world is witnessing the highest levels of displacements on record. According to the UN, an unprecedented 65.6 million people worldwide have been forced to leave their homes at the end of 2016. Among them are nearly 22.5 million refugees, over half of whom are under the age of 18. The scale of what is happening cannot be underestimated. Nor can the permanent effect that this migrant and refugees crisis may leave in the world.

The Mediterranean countries are at the heart of this dramatic humanitarian crisis. The UN Migration Agency reports that 149,785 migrants and refugees risked their lives to cross the Mediterranean to enter Europe in 2017 through 29 October. More than 2,800 died.

Against this backdrop, the role of the audiovisual media in the coverage of the crisis is constantly scrutinized due to their fundamental role in public debate and public perception of migrants and refugees.

Being fully aware of this challenge, the Mediterranean Network of Regulatory Authorities (MNRA) adopted in November 2016 the Barcelona Declaration on the Audiovisual Treatment of Migrants and Refugees' crisis, expressing their willingness to encourage audiovisual media to respect a set of guidelines when providing information on the migration and refugees' phenomenon.

Two years later, migration and refugee's crisis are still a hot issue on audiovisual media, and not always for reasons that invite to optimism. Media have a fundamental responsibility in shaping public opinion. In the midst of this crisis, the need for ethical journalism, independent and respectful of diversity seems even more urgent.

In this context, CNMC and MNRA step up their cooperation discussing how civil society, media, regulators and national and international institutions can contribute to better representation of migrants and refugees in audiovisual media. Furthermore, to explore together collective, positive and integrating responses to contribute to a greater understanding and tolerance within our societies.

I have no doubt that MNRA must participate in this collective transformation because what diversity needs is, above all, a change in mentalities. Regulation, in its very nature, is there to accompany this change, stimulate it and guide it.

In this sense, I am sure that this high-level workshop took the first step towards that transformation.

Mr. Josep Maria Guinart i Solà

Member of the Board at CNMC and Vice-Chair of the MNRA

5 Setting the scene

The workshop opened with an introductory session to set the context of media coverage on migration and refugees on audiovisual Mediterranean media from three different perspectives: the vision of the countries from the South of the Mediterranean, the European approach and the joint vision from both Mediterranean shores.

M. Amina Lemrini, President of the High Authority for Audiovisual Communication of Morocco (HACA), introduced the view of the South Mediterranean countries to the topic. Lemrini, to begin with, put on the table her doubts about the suitability of the use of the word "crisis" when reporting about migration and refugees, because in her view, words matter in the migration debate. She considered that we are assisting to an instrumentalization of the phenomenon at the expense of its professionalization.

The use of the word "crisis" automatically leads to present people as "media objects", instead of media subjects. Overall, media paid little and scattered attention to the context of refugee and migrant plight about the about migrants' and refugees' individual stories, their lives and culture. This is particularly relevant in the case of women, practically absent from the news and more vulnerable to violence.

Lemrini finalized her speech calling upon the media to respect dignity and equity in the defense of democracy and respect of civil rights and inclusion and more democratic institutions. Public administrations must support media in these efforts without compromising the freedom of expression.

Mr. Enrique Guerrero, Member of the European Parliament, focused his speech on the European approach on migration and refugees, in particular, the role played by the media in the construction of public debate in Europe. He also reviewed the initiatives taken at European level to promote narratives towards promoting a positive perception of migrants and refugees.

He was very critic with the response of the European Union, marked by improvisation and lack of strategic vision, and the media failure to provide a positive view towards migration and refugees. In his view, it has contributed to increase the concern (fears and uncertainties) of the European citizens.

But the picture does not necessarily match reality, Guerrero said. While the EU experienced the arrival on its borders of 1.2 million refugees, -over 0.5% of the population of the Union-, largely from Syria, but also from Afghanistan, Pakistan, Iraq, the Maghreb and various countries of sub-Saharan Africa. These figures are far from the percentage of refugees that host countries such as Lebanon, Jordan, Turkey or the countries of the Maghreb, where they reach more than a third of its population.

Guerrero underlined the decisive role of media in the entire cycle of migration and refugees. Media and social networks draw to potential refugees and migrants lifestyles different from their own. Digital technology allows them to connect with networks' traffickers to come to Europe. But media also offer positive aspects to migrants and refugees, for instance, they help them to contact humanitarian organizations or seek access to job offers or social provisions.

The debate on refugees and migrants rarely takes into account the facts. It quickly settles in the field of emotions and prejudices, and in general, highlights more negative than positive perceptions. The public debate on migration had a decisive impact on political campaigns and electoral results in United Kingdom, Germany and Italy. For Guerrero, we are attending to a real crisis versus a performance.

Guerrero pointed out the need to completely change the narrative about refugees and migrants, and to focus on the on the positive aspects they bring for the receiving countries. He insisted on the strong power of media for promoting solidarity. In this sense, he introduced some initiatives already undertaken by the European institutions to promote positive views on migration.

The European Parliament has recommended to promoting campaigns to inform migrants and refugees about their rights in the origin or transit countries. As for the European Union, on March 2018 it adopted a Report on Disinformation and Fake News, recommending greater transparency, pluralism and specific training for journalists. Furthermore, the new Directive on Audiovisual Services for the first time imposes to video sharing platforms obligations to fight against discrimination and hate speech.

Lurdes Vidal, Director of the Arab World and Mediterranean Area at the European Institute of the Mediterranean (IEMed), closed the session with an overview of the media coverage of the migration crisis in the Mediterranean countries.

Vidal, who started from the importance of the media as public opinion makers, criticized the fact that information on migrants and refugees generate a lot of noise -as a proof, the Aquarius case was mentioned-, but they do not help to get an in-depth understanding of such complex phenomenon. Unfortunately, in her view, sometimes plurality of media does not necessarily means trustworthy information. Mgedia plurality might well turn out to be a two-edged sword, moreover when there is a lot of objective information but very few in terms of personal histories.

As for media coverage, she identified several trends of media when reporting about migration and refugees. She suggested that negative migrant stereotypes were the result in part, of negative press coverage, which was further compounded by dehumanizing language, sensationalism and low representation of migrant and refugees in media.

In the context of the refugee crisis, South-Mediterranean countries' media tend to repeat the narratives of the European media. In this sense, she made a reflection about the need to build narratives to report on migration from a Mediterranean perspective.

She also warned about the risk of Islamophobia in the media. According to a study elaborated by IEMed, around 70% of the Spanish media include islamophobia contents, and Spain is not an isolated case in Europe.

Vidal sent an optimistic message to close her intervention. She believes that media can provoke positive effects on politics and that is an opportunity. From her work at the Observatory of Islamophobia in the Media, Vidal perceives that good journalistic practice at the end is assumed into the political discourse. Of course, "we have improved, but we have to go further", concluded Lurdes.

6 Session 1. Visions from the two shores: are the media doing the right thing?

This session focused on the analysis of media coverage about migrants and refugees from the perspective of the own content producers: the journalists. The discussion aimed at identifying patterns, frames and narratives of Mediterranean media when reporting, but also, best practices to move towards a more positive narrative on migration.

To that end, four journalists from Morocco, Italy, Nigeria and Spain met together to present their national perspectives. The moderator of the session was Mr. Ramón Rovira, Director of Audiovisual of Group Godò, who opened the session with a short introduction about press sensationalism and migration, and the question about whether it is possible to be neutral when reporting about migrants and refugees.

Ignacio Cembrero, Spanish journalist specialized in Maghreb countries, began his speech addressing the need of ethical journalism and defending that journalism also has to do self-criticism. Cembrero used the “Aquarius case” to discuss the disproportion of treatment and the ignorance of some of the professionals who cover these issues.

He also pointed out that there is no media coverage in North Africa about migration and refugees. Countries such as Morocco and Algeria do not report on migration as this is an invisible issue for media. He stressed that “Moroccan press ignores that many national are migrants as well”. Broadly speaking, coverage of migrants and refugees in European countries, Spain included, tend to repeat this narrative.

What it is troubling, in Cembrero’s view, is the tendency of the European media to overestimate numbers of immigrants in Europe. Numbers do not match with reality. Europe does not receive as many immigrants in population percentage as other countries such as Turkey, Lebanon or Jordan. In conclusion, we have to place migration in perspective.

Raffaella Cosentino, RAI journalist in Sicilia (Italy), provided an overview on the evolution of the media coverage of migration and refugees in the Italian media. Until 2010, there was no media coverage on immigration in Italy. The case of Lampedusa, in 2013, marked a radical change. Between 2013 and 2014, the hot topic was the Mare Nostrum operation of the Italian Government.

The way that migrants and refugees are portrayed in the media has also evolved, pointed out Cosentino. Before the visit of Pope Francisco to Lampedusa in 2013, media use to refer to “illegal immigrants” but afterwards that perception shifted, focusing largely on the humanitarian idea of “rescued people”. While there are some positive steps towards migration, Cosentino believes that the prevalent frame of the Italian media is still that of “invasion”, that may project a sense of vast scale and unmanageability, a message at odds with widespread concern about gaining “control” over migration.

She also addressed the issue of fake news, in her view a political problem in Italy. Immigration became the central theme of the 2018 election campaign. In the lead up to the elections, Five Star's leader Luigi Di Maio described organizations involved in migrant rescue operations as acting as "sea taxis," implicitly accusing them of ferrying illegal migrants across the Mediterranean to generate more business for themselves. The problem is not simply that misinformation is readily available online, said Cosentino, but also that a large proportion of Italian people find this content credible. Thus, this difficult good quality reporting on migration and refugees.

Samira Sitail, Deputy Director General of the 2M channel of Morocco, pointed out that migration has become a global issue so it needs a global solution. She noted that political leaders increasingly use social networks to engage ongoing debates and discussions, including migration. As an example, she recalled how the leaders were positioning themselves before the "Aquarius case" at a dizzying speed in the networks.

Sitail highlighted the transformation of the press in the Internet age. Nowadays, "we are all journalists". The digital revolution has given birth to an Internet that is both global and free, and it has also given birth to remarkable tools that allow anyone to create content in text, in video, and soon in live 'broadcasting' also for free. Anyone with a smartphone can be journalist.

This rise of the Internet has blurred the line between journalists and the rest of society, said Sitail. At the same time, merely engaging in journalistic-like activity – snapping a cell-phone picture at the scene of a fire or creating a blog site for news and comment – does not by itself produce a journalistic product. The journalist places the public good above all else and defends deontological ethics to gather and assess the facts.

In her view, the main difficulty for journalists is emotion as it is literally impossible to be neutral. Behind every report, every feature, every news item, lies a worldview rooted in political, social or economic assumptions.

Mr Larry Macaulay, Founder and Editor of Refugee Radio Network (RRN) closed the session. Macaulay was born in Nigeria. He fled to Libya during fighting between armed groups. In 2011, he was forced to pack his bags again to Italy when the uprising against Libyan leader Muammar Gaddafi broke out in Libya in 2014.

Inspired by Radio Democracy, a pirate radio project in his home-country, he created RRN in 2014 to provide a platform for refugees, asylum seekers and other vulnerable migrants to tell their own stories to their new communities.

He stressed that the mainstream media has increasingly been propagating negative narratives of refugees. Macaulay noted that we need to fight against them because there is still long way to go. RRN is basically there to create dialogue, "because when we talk", -he said-, "we

eliminate fears". Their goal is to give more importance to the personal voices than to the news as "the public opinion it is an instrument of massive destruction".

In 2017, RRN organized a conference in Hamburg (Germany), gathering over 200 representatives from civil society, institutions and media and focusing on the role and responsibilities of media in enabling (or hindering) social empowerment and participation of all members of society.

7 Session 2. For an accurate representation on the audiovisual media

This session addressed the phenomenon of media coverage and migration from the point of view of the institutions, both national and international. This approach relays on the assumption that migration is a global and multi-dimensional problem, thus it requires joint efforts from media, civil society and institutions.

The aim of the session was threefold: (i) to identify the trends of the media when reporting, (ii) to identify best practices at multilateral / institutional level and (iii) to explore actions to empower citizens towards a positive approach on migration.

Representatives from UNESCO, the Council of Europe, the Moroccan National Council of Human Rights and the French media regulator CSA, participated at the panel. The moderator was M. Anna Terrón, former Spanish Secretary of State of Migration. She introduced the panel with the idea that migration is a political emergency that could be treated as a challenge for social integration.

Ms Mirta Lourenço, from UNESCO, opened the session by calling to understand migration as a threat and as a challenge for host societies. For her, challenge means "solidarity and its contribution to society." However, Lourenço was especially critical of the absence of immigrants and refugees in the audiovisual media: "We do not hear them, we do not listen to them".

She recognized that journalists find large difficulties on migration coverage as they are witnesses of abuses and inhumane treatments: threats, persecutions, confiscation of their equipment and deportations. She also added that journalism need more support in the national level and that sometimes the society is too exigent with them, forcing them to tell plural histories and to promote compassion towards migrants.

As for the best practices, Lourenço commented that UNESCO has developed several actions on media literacy aimed at training journalists. These initiatives were taken in fellowship with several training institutions. In fact, Lourenço pointed out that more cooperation is needed between international institutions and regulators and between media in the host and home countries.

Media and media coverage is a question of concern for the Council of Europe (CoE), said Silvia Grundmann, Director of the Media and Internet Division at CoE. In their efforts to promote media pluralism and diversity of content, CoE has prepared two reports examining the role of media, the expectations and needs in the communication domain of migrants and refugees themselves, and the responses by community media.

About the portrayal of the refugees in the media, Grundmann noted that descriptions of migrants and refugees were highly limited in the European media. Women were rarely quoted and men and children dominated the narrative. In line with previous interventions, she also supported that media coverage is dominated by sensationalism and prejudices.

As for possible tools to improve media coverage, her intervention had, mainly, optimistic nuances. For example, she gave a positive reading of the role of community media, capable of giving voice to refugees, and of the possibilities of media literacy and journalists training. A tool that, she said, also "can serve to resist the speed of digital".

She thought that there is a need of rethinking regulation and the role of regulation and above all, to support ethic journalism, and this is mainly a political question. Policymakers should examine how they can fund and support better journalism without compromising the editorial independence of media. It is necessary also to promote synergies between international, national and local authorities to play a more active role in creating spaces of tolerance and dialogue in public discussion on migration. Migration has become a global issue that requires collective responses.

Driss-el-Yazami, President of the Moroccan National Council of Human Rights, made an intervention focused on the radical transformation of migratory flows due to the feminization of the process and the diversification of the countries of origin of the migratory. In a very enlightening way, he pointed out that there are different types of migratory flows, for instance, there are daily business journeys between France and Morocco, but media only portray a partial view of migration.

As a result, much of the media coverage of migration is superficial and often ill-informed. Stereotypes and simplification tend to domination media coverage. Migrants and often associated with poor, Muslim people. In some cases, even with terrorists. Woman are completely absent of the narratives.

In his view, there are two fields for further activities for the promotion of fair reporting:

- First, there is an urgent need for new initiatives to improve journalists' training to help them to better explain migration and its contribution to regional and national development.
- The accurate representation of social groups misrepresented in the media, such as migrants and refugees, should be encouraged. Diversity is the right word.

The session was closed by Frédéric Bokobza, of the Conseil Supérieur de l'Audiovisuel (CSA), (France). Bokobza presented the approach of the French media regulator to the topic. CSA is currently developing a study on the representation of migrants and refugees in the 10 most viewed French TV channels. Bokobza advanced some preliminary conclusions of the analysis.

The approach in many media is often narrowly focused on the problems associated with migration. The global aspect of migration is barely treated. Few media present the information within its context. Most notably, refugees are described without individual characteristics. They are portrayed as an anonymous and uniform group (the “Africans”). Only in few cases, refugees are described as nationals of a certain country.

Refugee voices remained in minority across the sample. Neither migrants nor refugees usually speak for themselves in the news. Once again, women are particularly absent from the narratives. Around 90% of the news on migration refer to men.

In his view, the main challenge for media regulators lie with the difficulty of achieving balance between the right to freedom of expression and the audience’s right to receive information and ideas, on the one hand, and with potential cases of breaches of relevant rules dealing with human dignity, social cohesion and discrimination, on the other.

In that respect, Bokobza pointed out that these issues have to be considered on case-by-case basis. But, one should not stop there. He insisted that further efforts should be made to enhance a plural and objective view on migration and refugees:

- Constant dialogue with broadcasters is necessary, -and not only on national level-, to promote more nuanced media narratives.
- Media literacy should be promoted to increase citizens’ awareness to distinguish advertising from information and information from political communication. Citizens should be able to evaluate and verify the information received.

From the floor, Mr. Hassan Hamade from the Lebanon Audiovisual Regulator (CNA) underlined the idea that media coverage of the phenomenon was often asymmetric. In this sense, he stressed that media had paid great attention to the entry of refugees, coming from Syria, to Lebanon, and the comparatively lack of coverage when they return to their origin countries, once the conflict ceased.

M. Carme Figueras, from the Catalanian Audiovisual Council (CAC), supported the need for collective responses between all the actors involved in the migration phenomenon: media, public authorities, international organizations and public society.

She insisted on the role of media authorities to promote quality reporting. This could be done through the elaboration of guidelines, encouraging co-regulation, promoting media literacy or supporting training to enhance journalists’ skills and knowledge.

In line with other interventions, M. Figueras also recalled the need that news media take urgent action to develop positive narratives and give minorities and vulnerable people the opportunity to be heard. Messages from migrants and refugees should be empowered and massively spread in the media, and online. Existing alternative and positive messages should receive more visibility.

8 Session 3. The role of media authorities in the defense of fundamental rights

In this session, regulators presented their views about the representation of migrants and refugees on the media. The aim of the panel was threefold: (i) to get the opinion of regulators about how audiovisual media on both sides of the Mediterranean Sea portray migrants and refugees, (ii) to present cases handled by regulators dealing with media coverage of migrants and refugees and, (iii) to explore cooperative responses between Mediterranean regulators to promote diversity and inclusiveness.

Representatives from the media regulators of Morocco, Italy, Greece and Spain participated as speakers. Mr. Josep M^a Guinart, Vice-Chair of MNRA and Member of the Board of CNMC, was the moderator of the session.

M. Julia López de Sa, Deputy Director of Audiovisual at the CNMC underlined the need to find the right balance between freedom of expression and information and the respect human dignity. In order to do so, she made several suggestions such as the need to avoid the construction of stereotypes, to protect the image of minors and to avoid sensationalism.

López de Sa concluded indicating that, from time to time, good news appear in the media, but at the same time it is clear that more positive perspectives towards migration and refugees are needed. The development of recommendations and the exchange of good practices are both advisable tools to enhance media and journalists' skills on migration and refugees.

M. Rabha Zeidguy, Member of the Council of the High Authority of Audiovisual Communication of Morocco (HACA), indicated that migration and refugees are an invisible subject for Moroccan media. Only few media report on irregular migration or notice the numerous refugees and asylum-seekers residing in the country. The interest in migration reporting is sporadic and heavily dependent on the events and campaigns organised by authorities or international organisations.

M. Zeidguy underlined the evolution of media coverage in Moroccan media. According to a study carried out by HACA, from 2002 to 2005, refugees were treated from a perspective of compassion and sensationalism; from 2006 to 2013, refugees were often referred to on the media as "the black danger"; and finally, from 2014 to 2017, the phenomenon was occasionally covered by the media. In general, she pointed out the lack of training of journalists on human

rights, but in her view, also politician and administrations' actions should be changed in order to switch public attitudes towards migration.

According to Zeidguy, the role of the media regulators is to enforce the law, but above all to support an accurate, objective and balance reporting. She pointed out that media should pay special attention when broadcasting news about women or children refugees, as these sensitive groups are more likely to suffer discrimination.

Athanasios Koutromanos, President of the Greek National Radio and Television Council (NCRTV), indicated the need to avoid urgency and sensationalism when reporting about migrants and refugees. Media has fell into these routines, and that has to change, he argued. One of the main challenges for the media is to achieve neutrality, finding the right balance between editorial freedom and editorial responsibility.

In relation to this, Koutromanos insisted on the need of professional journalism and the promotion of media literacy. He particularly defended that migrants and refugees should be given the chance to explain their personal situation directly. Mr Koutromanos also stressed that the media should be precautious when informing the citizens, in order not to lead the public to a distortion of the presumption of innocence of migrants and refugees.

Finally, Rosa Cavallaro, of the Italian Autorità per le Garanzie nelle Comunicazioni (AGCOM) stressed the need to protect pluralism and accurate reporting. She mentioned the importance of the language, indicating that in Italy it seems that the term "clandestine" is now gaining weight. She underlined as well the fact that in some cases, the treatment and the information given on the media about refugees and migrants is influenced by political and electoral interests.

Besides, in her view, the lack of sanctioning power of some NRAs can be replaced by the adoption of codes that serve as a guide for the media in coverage of these and other phenomena. In line with López de Sa, Cavallaro specifically stressed the need to developed principles and guidelines to help journalists report on children's issues in a way that enables them to serve the public interest without compromising the rights of migrant children.

9 Conclusions and recommendations

During the course of the workshop, there were several interesting points raised. Some issues could lead to further exploration or other possible follow-up actions. At the end of the day, Mr. Josep Maria Guinart i Solà, Vice-Chair of MNRA and Member of the Board of CNMC, summed up the main findings and conclusions raised during the event.

Migration and refugees are not adequately portrayed on audiovisual media

- Migration is a multi-faceted global phenomenon with a variety of challenges and opportunities. It requires both global awareness and local mobilization. However, media coverage frequently focuses on negative aspects. Much of the media coverage of migration reflects political bias, it is superficial, simplistic and not based in facts.
- Migrants and refugees are low represented in relevant stories. The limited portrayal of women is particularly concerning. This low representation is symptomatic of the invisibility of certain groups.
- Migration and refugees is being predominantly reported as a synonym for illegal migration and invasion. The use of appropriate terminology might be the biggest challenge when it comes to working towards more balanced reporting.
- European media frequently portrait migration from a narrow and negative perspective. South-Mediterranean media tend to repeat narratives of the European media. Media from both shores of the Mediterranean Sea need to build narratives to report on migration from a Mediterranean perspective.

Better and ethical journalism should be promoted

- The core values of ***ethical journalism*** are more important than ever. It is necessary to promote an ethical journalism based on the following principles:
 - o based on facts and not on emotions;
 - o including contrasted information;
 - o putting the story in context;
 - o giving visibility to women and minorities;
 - o avoiding generalizations, stereotypes and sensationalism;
 - o showing humanity and respect;
 - o and giving the voices to migrants and refugees.

Collective responses to improve inclusiveness

- Migration is a global phenomenon that requires both global awareness and local mobilization. Everyone has a role to play here, including journalists, individuals, policy makers, regulators and civil society. Inclusiveness has to be developed and implemented through strengthened partnerships, in particular between media, public administrations (including regulatory authorities) and civil society.

Regulators must be part of the solution

- Regulators must be part of these collective responses due to their fundamental responsibility in the protection of certain public interests that constitutes any democratic society, in particular, the protection of the freedom of information and expression. But also the promotion of pluralism, the protection of minors and human dignity.
- Regulators cannot intervene in the editorial line of the media, but they can support their work with other tools, such as the elaboration of guidelines, the promotion of media literacy or the cooperation between regulators.
- Cooperation between regulatory authorities is needed to set up a framework for discussion and share information, and best practices to encourage quality reporting on migrants and refugees, and to protect diversity. MNRA is well placed to provide a space of dialogue to the independent Mediterranean regulatory authorities to exchange experiences about this common challenge.

Education and media literacy are keys to promote a better understanding

- Media literacy reduce negative narratives by eliciting critical thinking and helping people to exercise their judgment rather than just being passive receivers so they can build counter narratives. Educating journalists and editors about the multiple facets of migration is also key to contribute to a more balanced reporting about such a complex phenomenon.