

Google and YouTube moderators speak out on the work that's giving them PTSD | The Verge

By Casey Newton

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Google and YouTube approach content moderation the same way all of the other tech giants do: paying a handful of other companies to do most of the work. One of those companies, Accenture, operates Google's largest content moderation site in the United States: an office in Austin, Texas, where content moderators work around the clock cleaning up YouTube.

Peter is one of hundreds of moderators at the Austin site. YouTube sorts the work for him and his colleagues into various queues, which the company says allows moderators to build expertise around its policies. There's a copyright queue, a hate and harassment queue, and an "adult" queue for porn.

Peter works what is known internally as the "VE queue," which stands for violent extremism. It is some of the grimmest work to be done at Alphabet. And like all content moderation jobs that involve daily exposure to violence and abuse, it has had serious and long-lasting consequences for the people doing the work.

[...]

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