



Open Supply Hub Moderation Policy:

Names, addresses and GPS coordinates

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Purpose: for public facing policies on merge/unmerge/delete/promote

Context

Users may submit names and addresses to OS Hub which they believe require moderation.

Moderation scenarios:

- **MERGE TWO FACILITIES:** Please email the team with OS IDs of the facilities that you believe should be merged, i.e. where you have identified two or more entries in the database which you believe are the same facility.
- **UNMERGE TWO FACILITIES:** Please email the team with OS IDs of the facilities that you believe should be unmerged, i.e. where two or more names and addresses have been identified as a match, but you believe should be listed as separate facilities.
- **PROMOTE ALIAS NAME OR ADDRESS:** Please email the team with OS ID and the alias name or address that you believe should be promoted to the primary position, i.e. where more complete or accurate address details are available.

MERGE AND UNMERGE:

Under certain circumstances, relating to either user or algorithm error, the OS Hub tool may not match facilities which should be matched or, conversely, it may match facilities which should not be matched. In these situations, the OS Hub team will serve as moderators to correct these errors.



- In cases where two or more names and addresses are obviously the same, the team will merge the facility profiles under one ID and retain all the names and addresses as aliases. In cases where the algorithm has failed to detect a match within its capacity and threshold, this case will be flagged to the OS Hub technical team for algorithm training purposes.
- In cases where two or more facility profiles should not have been matched, the team will unmerge the facility profiles, retaining the names and addresses and assigning a new OS ID to each new facility. In cases where the algorithm has automatically incorrectly matched (i.e. it was not a manual user error during the Confirm / Reject process), this case will be flagged to the OS Hub technical team for algorithm training purposes.
- All actions taken by the OS Hub team to merge and unmerge facilities will be logged by the OS Hub team.

ESCALATE:

In instances where a possible match has been identified and flagged to the OS Hub team and it is not immediately obvious that the sets of data correspond to the same individual facility, the OS Hub team will escalate this case to the **OS Hub Data Moderation Subcommittee of the Board**. This Subcommittee will analyze and determine the case, and record their decision to inform future policy for similar issues. Those individual cases and policies will be recorded [here](#).

Contribution Errors

On the rare occasion that a user has contributed a list in error, or included an incorrect facility name or address, they should email the OS Hub team with the information including the data contributed, the errors contained in that data and their reason for the error. It is not the policy of the OS Hub team to delete a facility based only on a user request. The OS



Hub team will only delete a list or a facility based on a user request and substantiation of the error in that data.

The OS Hub team will not delete a facility because a user wishes not to be affiliated with that facility. Rather a user can "delist" a facility from their list, and remove their affiliation to that facility. All actions taken by the OS Hub team to delete a list or a facility will be logged.

GPS Coordinates

Members of OS Hub's community with local knowledge of facility locations may have access to more accurate GPS coordinates than those assigned to a facility profile by Google's geocoder for OS Hub. While considered best-in-class, Google's geo-coding is not perfect, and so OS Hub's team welcomes the submission of alternative GPS coordinates. While neither name and address details nor GPS coordinates are ever over-written by OS Hub, additional GPS coordinates may be added to a facility's profile, with the caveat that one facility clearly cannot exist in two physical locations.

OS Hub Data Moderation Subcommittee

This Subcommittee is made up of:

- OS Hub Stakeholder Team
- Azavea technical and location experts
- Stuart Cranfield, supply chain expert
- Paul Roeland, Clean Clothes Campaign