Open Supply Hub Policy: Marking facilities as closed

Board voted and approved on September 2, 2020

Updated February 6, 2021 to include additional technical specification

Updated January 17, 2022 to include minor operational process updates

Updated October 24, 2022 as the Open Apparel Registry expanded to Open Supply Hub

Context

Open Supply Hub's team strives to keep the data in the OS Hub platform as current and accurate as possible, which necessarily includes a mechanism for marking facilities as closed.

In today's globalized society, contexts change rapidly and influence large swathes of supply chain data. As data needs to be amendable, OS Hub created a policy and mechanism for how to mark facilities as closed.

A closed facility is:

1. A facility that has gone out of business, or been closed by local authorities
2. A facility that has moved to a different address. The old address is marked as a closed facility and a link is provided to the new facility profile and new OS ID

A closed facility is not:

1. A facility that hasn't moved but a street name has changed (a change in street name would be listed under the "alternative address" section of a facility profile)
2. A facility that has been temporarily closed e.g. due to COVID-19
3. An existing facility where another new facility has appeared at the same address e.g. a new facility, run by separate management, opening on the same floor as

another facility in a tower block (the new facility would be created as a new entity in OS Hub, with its own OS ID)

Closed facilities will not be deleted from the OS Hub database. Facilities marked as closed will remain in OS Hub, firstly, to alert all users of the closure and, secondly, for historical and / or trend analysis by various stakeholder groups, including civil society, researchers and academia. This is consistent with OS Hub's general policy not to delete data from the tool unless it is factually inaccurate or was entered erroneously.

Process

1. Facility is flagged as closed
   a. OS Hub team begins process to verify depending on user status as verified source (or not)
   b. Facility is marked "REPORTED AS CLOSED". The facility is tagged with "Reported closed by [user name*] on [date]."

2. Once a facility has been verified as closed with evidence, facility is marked as "VERIFIED AS CLOSED by [User name*] on [date]" and in the case of a moved facility, the new facility profile and OS ID is listed alongside as "MOVED TO {OS ID}"

WHO CAN REPORT CLOSED OR MOVED FACILITIES TO OS Hub
1. REPORT FROM OS HUB USERS: in theory, any user can contact the OS Hub team to report a facility as closed

a. If the user is not a verified source, a notification is sent to all users connected to the facility asking for confirmation (or not) of the closure. Deadline for responses: 2 weeks.

i. Evidence must be provided (e.g. email notification from facility of closure, confirmation from industry body, link to Government dataset, article(s) from trusted news sources etc). Once evidence is provided and verified by OS Hub's team, the facility is verified as closed

2. VERIFIED SOURCES: see verified sources policy

a. Verified source must provide evidence to substantiate closure status (as above) and as required by verified sources policy

i. Once evidence is provided and verified by the OS Hub team, the facility is verified as closed

*In instances where the exact disclosure of a source could pose risk to the organization, the precise details of the organization disclosing the information will not be made public. Instead, a generic disclosure will be made, e.g. "verification received from a local trade union", or "verification received from an investigative human rights association."