



Open Supply Hub Policy: Free/Discounted Access to Premium Features

Active as of July 2nd, 2025

Context

Open Supply Hub (OS Hub) is a digital public good and open platform designed to improve transparency and collaboration in global supply chains. There are two levels of access available:

- **Free Access:** Core supply chain data and basic web application tools (sharing, searching and downloading information) are freely available to all as a public good.
- **Upgraded Access:** Premium features to enhance use of the public good—such as API integrations, customized maps to embed on external websites, and bulk or custom data downloads—are fee-based to support the platform’s ongoing development and sustainability.

Many of OS Hub’s most valuable users are civil society organizations (CSOs), academic institutions, and grassroots groups advancing labor rights, environmental justice, and supply chain accountability. However, limited financial capacity would prevent these mission-driven organizations from fully leveraging OS Hub’s premium tools.

To address this barrier and promote equitable access, OS Hub has established this policy to guide the provision of free or discounted access to premium features for eligible non-commercial users working to advance social, environmental, and human rights goals.

Criteria

Automatic 50% Discount for Qualifying Organizations

Not-for-profit organizations are automatically eligible for a 50% discount on premium feature subscriptions and one-time purchases. To obtain a discount code, organizations should email support@opensupplyhub.org with their EIN number (for U.S.-based entities) or documentation verifying their nonprofit/NGO status. Upon verification, the organization will receive a discount code to apply at checkout.



Application Process for 100% Free Access

To be eligible for free use of OS Hub's premium features, the organization must meet the following criteria:

A. Organizational Requirements

- The organization must hold a nonprofit, academic or research designation and be working towards a mission that seeks to address social, humanitarian, or environmental challenges.

B. Purpose of Use

- Use of OS Hub Premium Features must be focused on advancing efforts to make supply chains safer and/or more sustainable.

C. Demonstrated Need

- The organization must show financial or operational need, including:
 - The organization operates on a restricted budget and/or relies mainly on grant funding.
 - The organization does not have sufficient funds to pay for access to premium features.
 - The organization has clear needs for OS Hub data and premium features to enable them to conduct their work more effectively, to meet the needs set out above.

D. Terms & Conditions

- The organization must agree to abide by Open Supply Hub's [Terms of Service](#).
- Data gathered from OS Hub must not be used for commercial profits.
- Upon OS Hub's written request from time to time, the organization shall provide a description of:
 - (a) how they are using the data, premium feature or derivative works thereof; and



(b) any derivative works developed or created by or on behalf of the Organization.

- The organization is expected to share outcomes and impact with OS Hub, and, where relevant, the OS Hub community*. This includes the following:
 - Completing the Open Supply Hub annual survey.
 - Participating in an interview with the OS Hub team and/or external evaluators to support the development of a public case study.

**In cases where safety, confidentiality, or privacy may be at risk, we are prepared to explore alternative methods of information sharing that maintain necessary protections.*

Process

1. **Submission:** The organization must submit an application [through this form](#) directly to the OS Hub team. The submission must include:
 - a. Proof of non-profit, academic or research designation.
 - b. What premium feature(s) they would like to access.
 - c. Planned use of the premium feature(s) and expected impact.
 - d. Documentation or information demonstrating financial or operational need for free access.
 - e. Consent to the Terms & Conditions outlined in the previous paragraph.
2. **Review:** The OS Hub team will review each application within two weeks of the submission, making a decision based on the criteria set out in this policy:
 - a. If the OS Hub team is uncertain on whether or not to grant free use of premium features, a committee comprised of members of the [OS Hub Board](#) is asked to review the application.
3. **Approval:** The application is Approved / Not approved.
4. **Onboarding:** The organization is onboarded to the premium feature(s).



ACCESS REVOCATION:

Use of the premium feature must begin within 6 months of the free access being granted, otherwise the free access will be revoked

Instances relating to board member requests for free/discounted access to premium features

OS Hub has a multi-stakeholder Board of Directors, including representatives from civil society organizations. The current list of board members can be found [here](#).

In anticipation that free / discounted access to OS Hub may be requested by any of the civil society organizations represented on the OS Hub Board of Directors, the OS Hub team must request approval of the application from two members of the Board of Directors who are not representatives from these organizations.