

# Frequently Asked Questions

The Global Hub

# The Global Hub

## Overview

The Out & Equal Global Hub is a “one-stop-shop” virtual education and engagement center for organizations, teams, D&I practitioners, ERGs, leaders and other professionals, working for LGBTQ workplace inclusion.

The Hub aims to be the revolutionary resource every organization needs to create cultures of workplace equality and belonging at a global scale. This unprecedented online community is a collaborative project between Out & Equal and JP Morgan Chase’s Force for Good philanthropy program for Non-Profit organizations.

# What features are available in The Global Hub?

## The Resource Library

An unprecedented, centralized repository of cutting-edge best practices for global workplace equality. It features a robust and searchable set of tools, presentations, webinars, workshops, research, and much more.

- Upload, edit, tag, manage resources
- Download, comment, endorse
- Navigate and search hundreds of leading-edge LGBTQ resources from across the globe

# What features are available in The Global Hub?

## Community Message Board

The O&E Community Message Board provides a platform for users to connect with workplace experts and peers around the world to co-create solutions to the most pressing D&I issues and to engage in dialogue about the advancement of LGBTQ equality

- Create new discussions
- Reply to, follow, search, and filter existing threads
- Ask Questions to the "Community"
- Join private spaces of discussion
- Message other users
- Engage in the Leader Board

# What features are available in The Global Hub?

## Events

Through the Global Hub, users are connected to programming and events all over the world through an open sourced calendar. The Hub calendar will serve as an essential resource for those looking to get more deeply engaged in both in-person and virtual events throughout the stratosphere of LGBTQ diversity and inclusion.

- Create events
- Add location, tag, upload attachments
- RSVPs
- Upload attachments
- Comment
- Search and filter

# What features are available in The Global Hub?

## ERG Registry

The Out & Equal ERG Registry is a geographical representation of ERGs from across the world. It transforms the face of the workplace equality movement by allowing local ERGs to find one another, connect, and mobilize around the issues that matter most.

- Search ERGs on a Google Maps privately hosted on The Global Hub
- Register your ERG
- Invite members
- Build ERG profiles
- Connect directly with ERGs from across the world

# When will The Global Hub officially launch?

The Global Hub (Beta) will launch this summer – June 2020.

# How long do companies retain access to The Global Hub?

Access to The Hub is renewed yearly in tandem with a company's Out & Equal partnership.

# Who has access to The Global Hub? How much does it cost?

All Out & Equal partners will have access to The Global Hub. Access is included as a part of the suite of the services included in sponsorship.

# Are there different permissions within The Global Hub? Who can upload our company's resources?

There are three different levels of permission within in The Global Hub: company administrators, contributors, and participants. Each level can engage in all four features housed within the site. However, each level has the following distinct permissions:

- **Participants:** access and download resources, post comments, and participate in the Community Message Board, Calendar, and ERG Registry features.
- **Contributors:** access, download, upload resources, post comments and participate in the Community Message Board, Calendar, and ERG Registry features.
- **Company Administrators:** access, download, and upload resources, post comments, and participate in the Community Message Board, Calendar, and ERG Registry features. A company's representative within The Hub who is responsible for user engagement and company content. Permissions to onboard, manage, and remove users within their company, as well as moderate content.

# How many memberships does each company receive?

**Company Administrators:** Each company must designate at least one company administrator to manage their engagement in The Hub. Out & Equal also recommends selecting a secondary company administrator to ensure continuity in engagement. Depending on the sponsorship level and nature of the inquiry, a company may request to have additional company administrators to manage their company's engagement in The Global Hub.

**Contributors:** Each company may have two contributors. Like the company administrator, a company may request to have additional contributors to upload materials into the Hub.

**Participants:** Initially, each company will be allowed 10 participant users within The Global Hub. However, Out & Equal is committed to ensuring companies receive access at a level that works for their unique D&I and ERG structure. To request additional users, contact [globalhubsupport@outandequal.org](mailto:globalhubsupport@outandequal.org).

# If my company needs to remove a user, what happens to their content?

A user's content will remain in The Hub platform after they are removed. However, the username associated with the content will be deleted. If contributors are deleted, Company Administrators can still modify and delete the remaining resources in the Resource Library after a contributor no longer has access.

# How does Out & Equal handle the intellectual property housed within The Global Hub?

Companies retain ownership of all intellectual property rights in any company content created, posted, or shared by a company, on or through The Hub. O&E and other Hub users will be free to use, modify, reproduce and distribute it for any purpose without compensation to company.

For additional details, review *The Global Hub Terms of Service*.

# How does Out & Equal handle inappropriate content and posts?

Out & Equal receives initial flags about reported inappropriate content. Depending on the nature of the reported content, O&E may choose to address this content independently or reach out to Company Administrators for intervention with their company's users.

For example, if a comment is reported for inappropriate content, Out & Equal will reach out to a Company Administrator regarding reported content and the steps necessary to address it.

# Which of our company D&I resources should we upload in the Resource Library?

Out & Equal has developed a useful guide to help companies answer this question. Please refer to our Resource Submission Guide [here](#).

# Who registers an ERG chapter within the ERG Registry?

Only national and local ERG leads can register their ERG chapters in the ERG registry. However, if an individual possesses permission from national and local ERG leads to register, they may do so.

# Connect with us.

Out & Equal is committed to ensuring The Global Hub effectively serves its users. If you have additional questions, suggestions, comments, or concerns, let us know.

Contact Madelyn Gelpi, Senior Manager of Stakeholder Engagement, at [mgelpi@outandequal.org](mailto:mgelpi@outandequal.org)