

# Science Diplomacy Hub

## Membership and Content Validation Procedure



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## Purpose and scope

This internal procedure defines how new memberships, profile completeness of the CUSP Science Diplomacy Hub (the Hub). It complements, and does not replace, the public Science Diplomacy Hub Guidelines. Its purpose is to keep the Hub relevant, professional and safe while ensuring that decisions are consistent, proportionate and transparent.

The procedure applies to Science Diplomacy Hub community-level operations. Selection for CUSP Working Groups and other application-based groups continues to follow the relevant approved selection process. A decision to decline, suspend or remove Science Diplomacy Hub membership concerns that community membership; it does not automatically delete a person's wider CONNECT Hub account.

This document also contains the Content Validation Mechanism.

| Document control         | Details                                        |
|--------------------------|------------------------------------------------|
| Status                   | Approved                                       |
| Version and date         | Version 2.0   24 September 2026                |
| Operational owner        | ENRICH GLOBAL on behalf of the CUSP consortium |
| Policy approval          | CUSP Hub Coordination at ZSI                   |
| Named escalation contact | Elke Dall at ZSI, or a designated ZSI person   |

## Operating principles

- **Human oversight.** Every new user registration is subject to manual approval.
- **Relevance and inclusion.** The Hub is open to the science diplomacy community in Europe and beyond.
- **Neutrality.** Moderation concerns compliance with the Hub rules, not agreement with a contributor's views or scientific position.
- **Proportionality.** Once the membership is validated, in case of misconduct or the Hub rules breach, clarification, correction or a warning email should be sent to the member by the community moderator as a first measure; serious or repeated breaches may justify immediate 'rejection of membership'.
- **Transparency and privacy.** Decisions are explained to affected users in the rejection notification.
- **Conflicts of interests.** A moderator who is personally involved in a case, should refer it to another moderator or the escalation contact.

## Responsibilities and service standards

| Role                                | Primary responsibility                                                                                                     | Escalation or backup                                                            |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>EG community moderator</b>       | First-line review of membership requests, profile completeness and community-level content; notifications; moderation log. | Refers doubtful, sensitive, repeated or severe cases to ZSI.                    |
| <b>EG technical administrator</b>   | Email verification, bot and duplicate safeguards; implements approved access restrictions and resolves technical issues.   | Platform-wide automated technical security action follows CONNECT Hub rules.    |
| <b>Group moderator</b>              | Reviews requests and content for the group for which they are designated, using the group's eligibility rules.             | Refers unclear eligibility or contested decisions to the CUSP Hub Coordination. |
| <b>CUSP Hub Coordination at ZSI</b> | Owns policy interpretation and confirms permanent removal and appeals.                                                     | Elke Dall is the named contact; ZSI designates a replacement during absence.    |

- During the restricted onboarding period before the public launch, only expected CUSP project partners are approved unless ZSI confirms an exception.
- During the public launch week and the week after of 21 September to 2 October 2026, membership and content queues are checked each working day. Thereafter, the queues are checked at least three times per week, with a target decision within two working days for memberships and usually within one working day for community-level content.
- Profile completeness is reviewed weekly by the EG community moderator. Group requests should normally be decided within five working days. When a moderator plans to be absent a named backup person must be arranged beforehand.

## Membership validation

### Automated entry controls

Only registrations that pass the basic technical controls enter the manual validation queue. The platform applies the following controls:

- An automatic check to confirm the registration has not been done by a bot.
- Email verification through an activation link. Unconfirmed accounts get reminders at D+3 and D+7 and are deleted after 15 days.
- A mandatory checkbox confirming acceptance of the applicable privacy notice, platform terms and Hub community rules.

- Pending validations of more than 3 days are to be considered as ‘flagged registrations’ so that the CUSP Hub Coordination can review them before approval.
- If a registration has been rejected, the user can't no longer register.

## Initial manual review

The EG community moderator checks the following information available at registration:

- The email address has been verified, and the name does not appear to be a placeholder, impersonation or automated entry.
- The stated affiliation or professional role is coherent. If there is reasonable doubt, it may be checked against an official organisational webpage or another reliable public source.
- There is no obvious duplicate account and no known previous suspension or removal that the applicant is attempting to evade.
- There is no clear indication that the request is fraudulent, abusive, purely commercial or unrelated to the purpose of the Hub.

Because professional interests are normally completed after initial approval, a credible registration may be approved subject to **the second-stage profile review** below. The moderator does not investigate personal characteristics or information unrelated to Hub eligibility.

| Outcome                 | When it applies                                                                                                                                                                             | Action                                                                                                                                                                                                                                 |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Approve</b>          | The registration is coherent and no exclusion ground is identified.                                                                                                                         | Approve (validate), and an automated welcome message sent.                                                                                                                                                                             |
| <b>Hold and clarify</b> | The identity, affiliation, duplicate status or relevance is unclear but may be resolved.                                                                                                    | 1 <sup>st</sup> Request specific information by email, 2 <sup>nd</sup> consult with the Hub coordinator and 3 <sup>rd</sup> hold the request for up to fifteen days or until the information is provided by the user and lifts doubts. |
| <b>Decline</b>          | The request is evidently automated or false, clearly outside scope, abusive, purely promotional, or evades a prior restriction; or the applicant does not answer the clarification request. | 1 <sup>st</sup> Decline (reject validation) - the Hub membership request is rejected; an automated notification is sent to the applicant. 2 <sup>nd</sup> Record a brief reason in the Comments field for internal reference.          |
| <b>Escalate</b>         | The case is borderline, politically sensitive, contested, involves a conflict of interest, or may have wider legal, safeguarding or reputational implications.                              | 1 <sup>st</sup> Keep the request on hold and 2 <sup>nd</sup> refer it to Elke Dall or the designated ZSI replacement.                                                                                                                  |

## Profile completeness and second-stage review

The platform profile-completeness indicator is used as the operational measure. A profile photo is optional and must not determine approval. The minimum profile consists of the

member's full name, current role or affiliation, country or region, and a short description of relevant interests or expertise.

- 1. Weekly check.** The EG community moderator reviews newly approved profiles once per week.
- 2. First reminder.** If the profile remains below 40 per cent more than for a week after approval, the EG community moderator sends a reminder explaining which fields should be completed and why this supports meaningful connections. [customised text is needed]
- 3. Final reminder.** If the profile remains below 40 per cent during a month, the member receives regular automated monthly reminders stating that Hub access may be paused.

## Misconduct and account measures

Misconduct is behaviour that breaches the Hub Guidelines or materially undermines the safety, integrity or operation of the community. It includes:

- harassment, threats, personal attacks, discriminatory, hateful or abusive conduct;
- impersonation, deliberate misrepresentation or use of false identity information;
- spam, automated posting, repeated unsolicited commercial promotion or deceptive links;
- knowingly deceptive content, repeated refusal to distinguish fact from opinion after a moderator request, or manipulation intended to mislead members;
- sharing personal, confidential or copyrighted material without the necessary permission;
- malware, scraping, credential sharing, attempted unauthorised access or other misuse of platform functions;
- deliberate disruption, repeated off-topic posting, or attempts to circumvent moderation, group restrictions or a previous suspension; and
- repeated non-compliance after a warning or refusal to follow reasonable moderator instructions linked to the published rules.

Respectful disagreement, criticism, academic debate and good-faith corrections are not misconduct simply because they are robust or unpopular.

| Measure                              | Typical Use                                                                                               | Decision                                                        |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>Correction or content removal</b> | A correctable or isolated content issue.                                                                  | EG moderator; author is informed.                               |
| <b>Written warning</b>               | A first breach or repeated minor breaches.                                                                | EG moderator; recorded in the moderation log.                   |
| <b>Cancelled validation</b>          | Repeated misconduct, unresolved profile or identity concern, or a credible immediate risk while reviewed. | EG moderator may cancel validation, beforehand approved by ZSI. |

Membership can later be re-validated.

|                                       |                                                                                                           |                                                            |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| <b>Permanent removal from the Hub</b> | Severe misconduct, repeated breach after warning, impersonation, security abuse or evasion of suspension. | Joint confirmation by EG and CUSP Hub Coordination at ZSI. |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------|

Measures are progressive where appropriate. Immediate cancelation of validation may be used for threats, hate or discriminatory abuse, disclosure of personal or confidential information, malware or security abuse, impersonation, account compromise, or evasion of an existing restriction. Platform-wide account action, if required, is handled separately by EG under the CONNECT Hub rules.

## Notifications records and review

### Notification requirements

Every notification concerning a cancelled validation, rejection, content return, or warning should state:

- the decision and the date;
- the relevant criterion and a concise factual reason;
- what the person can do next and any deadline;
- the contact point for questions; and
- the right to request review, where applicable.

An affected person may request review within ten working days. Where feasible, the review is carried out by someone other than the original decision-maker. ZSI confirms the outcome, normally within ten further working days. The original measure remains in place while an urgent safeguarding or security concern is reviewed.

### Moderation record

EG maintains a restricted moderation log containing only the information needed for consistent follow-up: date received, account or content reference, reviewer, outcome, reason category, notification date, escalation and final decision. Sensitive narrative and copies of identity documents should not be recorded unless strictly necessary. Records are retained only as long as operationally necessary and in accordance with CUSP data-protection arrangements.

## Procedure review

EG and ZSI review this procedure after the public launch, after any material incident or platform change, and at least every six months during the project. Changes to eligibility, applied measures or review rights require agreement by CUSP Hub Coordination and must be reflected in the public Guidelines or joining information where relevant.

# Standard notification wording

## Membership non-approval

**Subject:** Membership request refused

Hello,

Your request to join the ' Science Diplomacy Hub' community has been refused.

**Reason:**

[..]

## Profile completion reminder

Dear firstname,

Thank you very much for being a member of the Science Diplomacy Hub.

Our platform is designed to increase the visibility of its members within an international community and to facilitate communication and connections across the science diplomacy community.

A complete professional profile is an important prerequisite for the Hub to fulfil this purpose, enabling members to identify relevant expertise, connect with one another, and build meaningful professional relationships. We have noticed that some information is currently missing from your profile.

.

[DETAILS\\_ON\\_MISSING\\_INFOS](#)

We appreciate your participation in the Science Diplomacy Hub and we would be happy if you could provide more information about you at your earliest convenience.

Kind regards,

On behalf of CONNECT HUB team.

# Content Validation Criteria

Content submitted to the Science Diplomacy Community Hub is reviewed before publication to ensure that it is relevant, respectful and aligned with the purpose of the community. Validation is not intended to assess opinions or scientific positions, but to ensure that contributions meet the following criteria.

## 1. Relevance

The content should be directly relevant to one or more of the following:

- Science diplomacy
- Science-policy interfaces
- International research and innovation cooperation
- Research security and research integrity
- Science advice
- Academic freedom
- Global challenges and international collaboration
- Closely related disciplines or policy fields

## 2. Community Value

The contribution should provide value to the community by, for example:

- sharing knowledge or resources
- announcing relevant events
- inviting participation in consultations or initiatives
- presenting publications or project results
- asking substantive questions
- fostering discussion among members

## 3. Professional Standards

Content should:

- be respectful and constructive
- avoid personal attacks or discriminatory language
- be written in a professional manner
- not contain offensive or abusive material

## **4. Accuracy and Transparency**

Where appropriate, contributors should:

- identify the source of information
- distinguish clearly between facts, opinions and personal views
- avoid knowingly sharing misleading or false information

## **5. No Commercial Promotion**

The Hub is not intended for advertising.

Content whose primary purpose is to:

- promote commercial products or services
- generate sales or marketing leads
- recruit for commercial purposes

will normally not be approved.

Exceptions may include announcements of research services, training opportunities or events that are directly relevant to the science diplomacy community.

## **6. Respect for Legal and Ethical Standards**

Content must:

- respect copyright and intellectual property rights
- comply with applicable data protection legislation
- not disclose confidential information without permission

## **7. Political Neutrality**

The Hub welcomes discussion on science diplomacy, policy and international cooperation.

However, content whose primary purpose is:

- party-political campaigning
- lobbying for electoral purposes

- ideological or extremist advocacy
- inflammatory political messaging

will not be approved.

## **8. Duplicates and Spam**

The following may be declined:

- duplicate posts
- repetitive announcements
- automated or spam content
- excessive cross-posting

## **9. Editorial Review**

Moderators may make minor editorial changes (e.g. formatting, titles, tags or categorisation) to improve readability or consistency without altering the meaning of the content.

## **10. Right to Decline**

Moderators reserve the right not to publish content that does not meet these criteria or that is clearly inconsistent with the purpose and values of the Community Hub.