Dear Planeteers,

Thank you for being part of the Planet Reuse community. To ensure the best possible experience for every member, we have established community guidelines.

By joining the platform, you agree that you have read and will follow these community guidelines.

In order to preserve a climate that encourages both civil and fruitful dialogue, we reserve the right to suspend or terminate access to this community for anyone who violates these rules.

Any opinions, findings, conclusions, or recommendations presented on the platform are only those of the author and do not necessarily reflect the views of Planet Reuse.

Thank you,

Planet Reuse team.

General guidelines

- You agree that you are fully responsible for the content that you submit or share.
- You agree that content containing personal data is subject to Innoloft's Privacy Policy.
- Planet Reuse will moderate comments and may at its discretion remove any deemed to be in violation of these guidelines.
- Stay respectful even if you might not agree or want to correct someone. The discussions and comments are meant to stimulate conversation not to create contention.
- Questions related to this online community in general should be directed to info@planetreuse.eu

Members/ Organizations

- Your organization, reuse solution, products or services should be related to reusable packaging.
- To create or modify your profile, go under the 'Members' module and click on the button "My profile" on top right or click on your icon profile at the top navigation bar and go under "my profile".
- When creating your personal profile make sure to assign yourself to the company you are affiliated with.
- To create or modify your company profile, go under "My profile" and scroll down until the organization section. Then click on the button "change organization".
- When creating your personal and company profiles, in order to get more visibility, include the right hashtags and keywords in the offer description.
- When looking for other members' profiles, use the different filters to facilitate your research. You can search by:
    - Categories e.g Applications for reusable packaging, technologies for operating reusable packaging etc.
    - Organizations type e.g Startup, corporate, investor etc.
    - Entering a keyword

- When looking for other organizations' profiles, use the different filters to facilitate your research. You can search by:
    - Countries/Cities
    - Organizations type e.g Startup, corporate, investor etc.
    - Entering a keyword

Marketplace: Reuse Solutions/ Supplies & Services/ Requests

- As an organization, you can create an offer to showcase your solution and/or products under 'Reuse solutions' and/or 'Supplies and services'.
    - Click on the button "My offers" on top right
    - Click on the button "+ Entry"
    - For supplies and services: select if it is a "service", "software", "hardware/ machinery"
    - Upload a picture in PNG, JPG up to 5 MB
    - Choose the right title
    - Add a description text
    - Add a youtube or vimeo link
    - Check the boxes for your offer attributes
    - Add a reference. References help to prove that the offer already brought value to other customers.
    - Click on "Save Offer"
    - Add additional documents.Documents can only be attached to the offer after it is saved.
- As an organization, you can create a request addressed to other members of the platform.
- Go under the 'Requests" module and click on the button "My requests" on top right. Then click on the button "+entry" and select the type of your request:
    - Investment case request
    - Funding request
    - Solution request (RFP)
    - Partner request
    - Project request
    - Other request
- You can decide to make your request and your name visible to other users of the platform or to decide to make it invisible and to be contacted only via the platform matching system. You can also choose to post your request anonymously.
- When posting the request, state concisely and clearly the topic of your request in the subject line. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Requests should be referring to partners, solutions, funding, services etc in the reusable packaging sector.
- Requests can also be posted under the 'News' section in the home feed in order to get more visibility among the members of the platform.

Hubs/ Forum

- You must be registered as a Planet Reuse member to apply to "Hubs" and "Forum" modules.
- "Hubs" is composed of national hubs open to all members of the platform and closed communities (subject to the administrator's approval).
- 'Forum' is composed of several groups dealing with different topics on reusable packaging e.g e-commerce, legislation etc and open to all the members of the platform.
- When posting in a "group" under "Hubs" and "Forum", your name will appear with your post.
- Any piece of knowledge posted in a "group" under "Hubs" and "Forum" must add to the body of knowledge of the topic of the group . We reserve the right to remove any content if this is not the case.
- Under "Forum", you may have access to a "general chat room". Only send a message to the "general chat room" when it contains information that everyone should benefit from.
- Do not post commercial messages in the "group" under "Hubs" and "Forum" or "general chat".
- Post your message and/or documents in the most appropriate "group". Do not spam several "groups" with the same message.
- Be aware when discussing topics, information posted in the group will be available for all the group members (incl. future ones) to see.

Events
- You must be registered as a Planet Reuse member to apply to the "Events" module.
- In the event section, you can access internal events from Planet Reuse e.g webinars,workshops or external events (posted by the members).
- As a member of the platform, you can also create your own event or post events from other organizations.
- Events mode is hybrid, online or physical.
- Every event posted in the "Events" section must add to the body of knowledge of the platform. We reserve the right to remove any content if this is not the case.
- To add a new event or create your own event on the platform:
    - Click on the button "My events" on top right
    - Click on "add new event"
    - Choose if you want to use the integrated event tool or an external event tool e.g zoom link
    - Upload a picture in PNG, JPG up to 5 MB
    - Choose the right title
    - Add a date and the event mode
    - Add a description text
    - Add an external link if you chose the external event tool
    - Save and publish your event
- Avoid posting events that have already been submitted by another user.

Knowledge Space/News

- Any piece of knowledge/news posted on the platform must add to the body of knowledge in the reusable packaging sector. We reserve the right to reject or remove any content if we believe this is not the case.
- Reports, guides, studies etc. should be posted under the "Knowledge space".
- Weekly news e.g announcements, should be posted under "News - Home feed".
- When posting your content under the "Knowledge space", make sure to upload your documents within the most appropriate format:
    - Choose the right title and subtitle
    - Upload a picture in PNG, JPG up to 5 MB
    - Use the right tags and hashtags
    - Add the label "language" if the content is not in english
- Do not post commercial messages in the knowledge resources library. Advertising your own products and services is only allowed in the databases "reuse solutions", "supplies and services" and "product catalog".
- Avoid posting content that has already been submitted by another user, i.e. reposts.

Personal settings

- Do not send administrative messages in the general group chat, such as "remove me from the list". Instead, please try to use the web interface to change your settings or to remove yourself from a list and only contact us or Innoloft if you have problems.

Messaging other users

- Please do not offer your services and products unsolicited to other users. A user can notify us if he/she feels bothered by being contacted (multiple times) by you. In this case, we will issue a warning. If other users feel repeatedly bothered, we have the right to remove and block you from the platform.

Newsletter
- Planet Reuse's monthly newsletter is sent every month to all the members of the platform.
- The newsletter shares content, events and news from the platform and is meant to regularly collect topics and feedback from the members via a call to action button.
- When registering for the first time you had the choice to subscribe or not to the newsletter
- If you would like to join the newsletter or cancel your subscription, please contact info@planetreuse.eu.