

# FAQ ClimateHIVE

## FAQ for Community Members joining ClimateHIVE

March 2022

### Before you join

#### 1. What is the climate HIVE?

**ClimateHIVE** is a dedicated platform for members of the EIT Climate-KIC Community to explore what is happening across the ecosystem, connect with each other and find opportunities for collaboration.

We hope our community enables members to work together and learn from each other, strengthening capabilities and adaptiveness to the challenges that lie ahead. As a whole, the community is a transformational force to support the most ambitious climate leaders to create change. It is rooted in the **principle of reciprocity and a shared commitment to systems transformation**.

#### 2. Why should I join the climate HIVE?

We have designed a suite of new Community benefits and services for members based on Community consultation and feedback gathered over the past 2 years. These **new benefits and services** have begun to be rolled out from the beginning of the year, as part of the new Community Model.

The benefits and services are structured around **4 elements: Connection & Orchestration, Insights & Learning, Funding and Policy**. We truly believe the restructuring of our community is a fundamental part of our strategy to catalyse systemic change for climate action.

You can find out more about the various Community benefits and services provided to each membership type in the Community brochure, available on our website here:

<https://www.climate-kic.org/jointhecommunity/>

#### 3. What kind of memberships can I choose from?

ClimateHIVE currently offers three types of membership: **Drive, Explore** and **Learn**. The type of membership is based on what the community member wants to do in the EIT Climate-KIC ecosystem, and the level of engagement and types of benefits and services they want to receive.

- **Drive Membership** is suitable for organisations who have a high commitment to system transformation and are already engaged in climate innovation activities. Drive Members are motivated **by taking an active role in the Community**, in orchestration of systemic approaches in local and pan-European contexts and in collaborative innovation, sharing and learning with and

from other members. Drive members are automatically members of Association Climate-KIC and receive full relationship management support from the Community Team.

- **Learn Membership** is suitable for organisations who want to increase their understanding about systems transformation, regeneration, decarbonisation and climate resilience. Learn Members are motivated by **sharing insights with and learning from others**.
- **Explore Membership** is suitable for organisations who are new to the topic of system transformation, regeneration, decarbonisation, climate resilience or starting their community-based innovation journey. Explore Members are motivated **to self-explore the Community ecosystem**

You can find more information about the different kinds of membership in [our Community Brochure](#), which you can always find in our webpage.

You can upgrade or downgrade your membership at any time by contacting the [Community Desk](#).

#### 4. Does my type of membership affect my ability to be eligible for EIT funding?

Climate-KIC and EIT are two separate entities. Therefore, the community membership model you chose will be not affect your ability to receive EIT funding. However, one of the extra services and benefits you receive when opting for the Drive membership is extra support from Climate-KIC in parallel to your EIT funding.

#### 5. I am unsure of which package applies to my organisation. What can I do?

If you are unsure of what membership type or membership fee to select, please write to us at [community@climate-kic.org](mailto:community@climate-kic.org). We will do our best to find the membership type that best matches your organisation based of its type and size.

## If you are an EIT Climate-KIC partner

#### 6. Who can join the ClimateHIVE?

For our launch, we have begun to onboard organizations which were already part of the EIT Climate-KIC community. Previous community partners are invited to join the **Drive** membership, which will officially begin throughout April/May. This will allow members to continue their high level of engagement and enjoy the full package of Community benefits and services. ClimateHIVE memberships (**Learn, Explore, Drive**) will be re-open for new members and other relations, throughout the year (TBA). If you are interested in joining the ClimateHIVE, you can reach out to the [Community Desk](#). We will make sure to be in contact as soon as we open the platform for new members.

#### 7. What does this mean for the Association Climate-KIC?

Community Members under the Drive membership are invited to engage with the **Association Climate-KIC**. The Association allows for Drive Community Members who aspire to lead the Community to have the opportunity to represent the Community as a whole via the Governing Board of the Association in key strategic matters, through nomination and eventual selection to the Association Governing Board.

## 8. I don't think I want to be a part of the ClimateHIVE, can I still be EIT Climate-KIC's partner?

With the changes in our community model, **our previous partner model will cease to exist**, giving space to a community that is based on collaborative work and active engagement from members. Every previous member of the community was invited to transition to the new Community Model as Drive member. You can downgrade your membership, but withdrawing it means the end of your position as a EIT Climate-KIC partner (in regards to funding, please check number 4.). Please note that after you sign your Community Agreement, you can only upgrade or downgrade your membership level on a yearly basis. Before downgrading or withdrawing your membership we advise you to careful review our [brochure](#) to understand which type of membership is fitting with the level of engagement you seek to have, what level of relationship management you require from EIT Climate-KIC, and which Community benefits and services you will lose access to, should you opt out of Drive membership or ClimateHIVE.

## 9. What will happen to my membership at the end of the trial period?

Every member of the EIT Climate-KIC community was given free limited access to a Drive membership for a **trial period** that will run until the end of May. When the trial period is over and unless otherwise requested, members will receive their Community agreement and Community membership terms, as well as their billing for the Drive membership. Upon signing, your membership will begin for the normal period of one year.

If you are choosing to withdraw or change your membership at this point, please write the [Community Desk](#).

## 10. Why do I have to sign a new Community Agreement?

The new Community Agreement is meant to reflect our new membership model, the new services and benefits the platform will provide and the obligations of both EIT Climate-KIC and our members. Signing the new Agreement means your previous community, partnership, collaboration or cooperation agreements **will automatically terminate**.

## 11. How long will my membership last for?

Membership to the ClimateHIVE is valid **from the date you have signed your community agreement, for one year**. At the end of this year, memberships will **automatically and indefinitely renew** on the anniversary of the beginning of your membership, unless the membership is withdrawn or downgraded (please be mindful of the timeframes to make changes to your membership, found in your community agreement).

## 12. How do I sign off the ClimateHIVE?

We are sorry to hear you have chosen to move on from the community.

You can terminate your membership (or downgrade it to Learn or Explore) at any point, by contacting the [community desk](#). We will guide you through the off-boarding process and make sure everything is settled on all fronts.

## As a member

### 13. How does the ClimateHIVE protect my data?

The ClimateHive and EIT Climate-KIC are bound by, and in compliance of applicable “Data Protection Laws”. Our data protection and privacy policies are described in further detail in our [privacy policy](#).

In addition, each member of the community is further bound by the terms signed in the Community Agreement regarding confidentiality and third-party data.

If you have any questions or concerns regarding this topic, please contact the [Community Desk](#).

### 14. Who has access to the content posted on the platform?

The ClimateHIVE is a **closed platform** with limited membership that is pendant on the Community Team approval. This means that any content posted to the platform is private, and only visible to EIT Climate-KIC staff and other community members.

In addition, the content shared in features that are exclusive to Drive membership, is only visible for holders of a Drive membership.

### 15. When will I be invoiced?

Invoices for ClimateHIVE are **issued annually**, upon signing of your Community Agreement, and subsequently on the anniversary in which your membership began. If you have any question regarding billing, please contact our [Finance department](#).

### 16. I have become a member of the ClimateHive. How do I begin exploring?

If your membership or trial period are set up and you are ready to begin exploring, you can follow a [step-by-step guide](#) to register, as well as a short introduction to different functionalities.

### 17. I would like to end my membership. What can I do?

We are sorry to hear you have chosen to depart from the EIT Climate-KIC membership and community platform. You can withdraw from the community platform following the procedure written in the Community Agreement. Please note your membership fees are non-refundable.

### 18. I have a question about the community/my membership. Who can I contact?

For any question regarding your membership, or the community, **you can contact the Community Team** at [community@climate-kic.org](mailto:community@climate-kic.org). We will do our best to give you an answer at the earliest convenience or forward you to the colleagues that can resolve your issue.