

GUIDE

Document Master List

Controlled list of every document supplied in the ISO 26000:2010 kit, with its revision status and owner.

Document control

Document number	GDE-02	Revision	0
Document title	Document Master List	Issue date	[Date]
Document owner	Management Representative	Next review	[Date]
Management system	Social Responsibility Framework	Classification	Internal
Standard clauses	7.5	Status	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

Before you issue this document

Replace every highlighted placeholder such as [Organisation Name] with your own details, delete any clause that does not apply to your scope, and have the document approved by the roles named above. Record the approval in the revision history — an auditor will ask who approved it and when.

This master list records every document in the ISO 26000:2010 Complete Documentation Kit. It is the register required by the standard's documented-information clause: when [Organisation Name] adopts the kit, update the revision and issue-date columns as each document is approved, and add any document created locally.

How to use this list

Keep one controlled copy. Every time a document is revised, raise its revision number here and on the document's own cover page. An auditor will normally ask for this list first and sample from it.

Doc. No	Document title	Clause(s)	Owner
00 Read Me First			
GDE-01	Kit Guide and Implementation Roadmap	1, 7.2, 6.2, 7.3, 7.6, 7.7, 7.7.5	Group Head of Social Responsibility
01 Manual			
MAN-01	Social Responsibility Framework Manual	7.2, 5.3, 5.2.3, 7.4, 6.2, 7.4.2, 6.2.3, 7.3.1, 7.3.4, 7.4.3, 6.4.7, 7.4.1, 7.5, 7.7.4, 6.1, 7.7.2, 7.6.2, 7.7.3, 7.7.5	Group Head of Social Responsibility
MAN-02	Social Responsibility Governance Charter and Committee Terms of Reference	6.2, 6.2.2, 6.2.3, 7.4.2, 7.4.3	Governing Body
MAN-03	Scope and Boundaries of the Social Responsibility Framework	7.2, 5.2.2, 5.2.3	Group Head of Social Responsibility
MAN-04	ISO 26000 Use, Conformity Route and Self-Declared Statement of Use	1, 7.5.3, 7.6.1, 7.6.2, 7.8.2, 7.8.3, 7.8.4	Governing Body
02 Policies			
POL-01	Social Responsibility Framework Policy	4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 7.3.1, 7.4.2	Governing Body
POL-02	Human Rights Policy and Complicity Avoidance Standard	4.7, 4.8, 6.3, 6.3.3, 6.3.4, 6.3.5, 6.3.5.1, 6.3.6, 6.3.7, 6.3.8, 6.3.9, 6.3.10	Governing Body
03 Procedures			
PRO-01	Organisational Characteristics and Proportionality Procedure	7.2, 3.3.4, 5.2.1	Group Head of Social Responsibility
PRO-02	Recognising Social Responsibility: Core Subject and Issue Screening Procedure	5.2.1, 5.2.2, 6.1, 7.3.2, 7.3.2.1, 7.3.2.2	Group Head of Social Responsibility
PRO-03	Due Diligence Procedure	2.4, 5.2.2, 6.3.3, 6.3.4, 7.3.1	Group Head of Social Responsibility

Doc. No	Document title	Clause(s)	Owner
PRO-04	Stakeholder Identification and Engagement Procedure	5.3.1, 5.3.2, 5.3.3, 7.5.4	Group Head of Social Responsibility
PRO-05	Priority Setting and Objectives Procedure	7.3.2.2, 7.3.4, 7.4.2, 7.4.3	Group Head of Social Responsibility
PRO-06	Raising Awareness and Building Competency Procedure	6.4.7, 7.4.1, 7.4.3	Group HR Director
PRO-07	Communication on Social Responsibility Procedure	7.5.1, 7.5.2, 7.5.3, 7.5.4	Group Head of Social Responsibility
PRO-08	Document and Record Control Procedure	7.6.2, 7.7.4	Group Head of Social Responsibility
PRO-09	Integrating Social Responsibility into Governance, Systems and Procedures	6.2.3, 6.6.6, 7.4.2, 7.4.3	Group Head of Social Responsibility
PRO-10	Labour Practices and Social Dialogue Procedure	6.4.3, 6.4.4, 6.4.5, 6.4.6, 6.4.7	Group HR Director
PRO-11	Environmental Responsibility and Climate Action Procedure	6.5.3, 6.5.4, 6.5.5, 6.5.5.2.1, 6.5.5.2.2, 6.5.6	Environment Manager
PRO-12	Fair Operating Practices Procedure	6.6.3, 6.6.4, 6.6.5, 6.6.7	Group Head of Social Responsibility
PRO-13	Responsible Procurement and Value Chain Social Responsibility Procedure	2.19, 5.2.3, 6.6.6, 7.3.3.1, 7.3.3.2	Group Procurement Director
PRO-14	Consumer Issues Procedure	2.2, 2.3, 2.15, 6.7.3, 6.7.4, 6.7.5, 6.7.6, 6.7.7, 6.7.8, 6.7.9	Consumer Care Manager
PRO-15	Grievance, Complaint and Dispute Resolution Procedure	6.3.6, 6.7.6, 7.6.3	Grievance Officer
PRO-16	Monitoring Activities on Social Responsibility Procedure	7.7.1, 7.7.2, 7.7.4	Group Head of Social Responsibility
PRO-17	Claims Substantiation, Verification and Data Reliability Procedure	7.5.2, 7.6.1, 7.6.2, 7.7.4	Group Head of Social Responsibility
PRO-18	Legal Compliance and International Norms Evaluation Procedure	4.6, 4.7	Group Head of Social Responsibility
PRO-19	Management Review of Social Responsibility Progress and Performance	7.7.2, 7.7.3, 7.7.5	Governing Body
PRO-20	Self-Assessment, Independent Review and Improvement Procedure	7.6.1, 7.6.2, 7.7.1, 7.7.3, 7.7.5	Internal Reviewer

Doc. No	Document title	Clause(s)	Owner
04 Forms, Registers & Templates			
FRM-01	Organisational Characteristics and Proportionality Record	7.2, 3.3.4	Group Head of Social Responsibility
FRM-02	Roles, Responsibilities and Authorities Matrix	6.2, 6.2.3, 7.4.2, 7.4.3	Governing Body
FRM-03	Sphere of Influence Map and Leverage Plan	2.19, 5.2.3, 7.3.3, 7.3.3.1, 7.3.3.2	Group Head of Social Responsibility
FRM-04	Competence Matrix and Training Record	6.4.7, 7.4.1	Group HR Director
FRM-05	Communication Log and Suggestion Form	7.5.2, 7.5.3	Group Head of Social Responsibility
FRM-06	Stakeholder Engagement Plan and Engagement Record	5.3.3, 7.5.4, 7.7.2	Group Head of Social Responsibility
FRM-07	Change Screening Request for Social Responsibility Impact	5.2.2, 6.3.4, 7.3.1, 7.4.3	Group Technical Director
FRM-08	Supplier Social Responsibility Code and Assessment Questionnaire	6.6.6	Group Procurement Director
FRM-09	Management Review Minutes and Actions	7.7.3, 7.7.5	Governing Body
FRM-10	Social Responsibility Report Template	7.5.1, 7.5.2, 7.5.3, 7.6.2	Group Head of Social Responsibility
FRM-11	Document Change Request	7.7.4	Group Head of Social Responsibility
04 Forms, Registers & Templates			
REG-01	Core Subject and Issue Relevance, Significance and Priority Register	5.2.2, 6.1, 6.2.3, 7.3.2, 7.3.2.1, 7.3.2.2, 7.3.4	Group Head of Social Responsibility
REG-02	Social Responsibility Impacts Register	2.9, 5.2.1, 7.3.1	Group Head of Social Responsibility
REG-03	Legal and Other Requirements Register	4.6, 4.7	Group Head of Social Responsibility
REG-04	Stakeholder Register	5.3.1, 5.3.2, 6.3.7	Group Head of Social Responsibility

Doc. No	Document title	Clause(s)	Owner
REG-05	Priorities, Objectives and Action Plan Tracker	7.3.4, 7.4.2	Group Head of Social Responsibility
REG-06	Social Responsibility Indicator Set and Performance Dashboard	7.7.2, 7.7.4	Group Head of Social Responsibility
05 Plans & Programmes			
PLN-01	Competence and Training Plan	6.4.7, 7.4.1	Group HR Director
PLN-02	Social Responsibility Implementation and Self-Declaration Roadmap	3.3.4, 7.1, 7.2, 7.3, 7.4, 7.6, 7.7	Group Head of Social Responsibility
PLN-03	Communication Plan	7.5.1, 7.5.2, 7.5.3, 7.5.4	Group Head of Social Responsibility
PLN-04	Community Involvement, Development and Social Investment Plan	3.3.4, 6.8.1, 6.8.3, 6.8.4, 6.8.5, 6.8.6, 6.8.7, 6.8.8, 6.8.9	Group Head of Social Responsibility
06 Checklists			
CHK-01	ISO 26000 Self-Assessment, Gap and Self-Declaration Readiness Checklist	4, 5, 6, 7	Group Head of Social Responsibility
07 Internal Auditor Training Pack			
TRN-01	Internal Reviewer Participant Handbook	4, 5, 6, 7, 7.6.2	Group Head of Social Responsibility
TRN-02	Trainer's Guide	7.6.2, 7.7	Group Head of Social Responsibility
TRN-03	Presentation Slides Outline	7.6.2, 7.7	Group Head of Social Responsibility
TRN-04	Exercises and Case Studies	7.6.2, 7.7	Group Head of Social Responsibility
TRN-05	Examination	7.6.2, 7.7	Group Head of Social Responsibility
TRN-06	Examination Answer Key and Marking Scheme	7.6.2, 7.7	Group Head of Social Responsibility
TRN-07	Course Forms	7.6.2, 7.7	Group Head of Social Responsibility

Doc. No	Document title	Clause(s)	Owner
TRN-08	Certificate of Training Template	7.6.2, 7.7	Group Head of Social Responsibility

Revision status

Record the approved revision of each document as it is issued. Rows are pre-filled at revision 0 (first issue).

Doc. No	Rev.	Issue date	Approved by	Next review
GDE-01	0	[Date]	[Name]	[Date]
MAN-01	0	[Date]	[Name]	[Date]
MAN-02	0	[Date]	[Name]	[Date]
MAN-03	0	[Date]	[Name]	[Date]
MAN-04	0	[Date]	[Name]	[Date]
POL-01	0	[Date]	[Name]	[Date]
POL-02	0	[Date]	[Name]	[Date]
PRO-01	0	[Date]	[Name]	[Date]
PRO-02	0	[Date]	[Name]	[Date]
PRO-03	0	[Date]	[Name]	[Date]
PRO-04	0	[Date]	[Name]	[Date]
PRO-05	0	[Date]	[Name]	[Date]
PRO-06	0	[Date]	[Name]	[Date]
PRO-07	0	[Date]	[Name]	[Date]
PRO-08	0	[Date]	[Name]	[Date]
PRO-09	0	[Date]	[Name]	[Date]
PRO-10	0	[Date]	[Name]	[Date]
PRO-11	0	[Date]	[Name]	[Date]
PRO-12	0	[Date]	[Name]	[Date]
PRO-13	0	[Date]	[Name]	[Date]
PRO-14	0	[Date]	[Name]	[Date]
PRO-15	0	[Date]	[Name]	[Date]
PRO-16	0	[Date]	[Name]	[Date]
PRO-17	0	[Date]	[Name]	[Date]
PRO-18	0	[Date]	[Name]	[Date]
PRO-19	0	[Date]	[Name]	[Date]
PRO-20	0	[Date]	[Name]	[Date]
FRM-01	0	[Date]	[Name]	[Date]

Doc. No	Rev.	Issue date	Approved by	Next review
REG-01	0	[Date]	[Name]	[Date]
REG-02	0	[Date]	[Name]	[Date]
REG-03	0	[Date]	[Name]	[Date]
REG-04	0	[Date]	[Name]	[Date]
FRM-02	0	[Date]	[Name]	[Date]
FRM-03	0	[Date]	[Name]	[Date]
REG-05	0	[Date]	[Name]	[Date]
REG-06	0	[Date]	[Name]	[Date]
FRM-04	0	[Date]	[Name]	[Date]
FRM-05	0	[Date]	[Name]	[Date]
FRM-06	0	[Date]	[Name]	[Date]
FRM-07	0	[Date]	[Name]	[Date]
FRM-08	0	[Date]	[Name]	[Date]
FRM-09	0	[Date]	[Name]	[Date]
FRM-10	0	[Date]	[Name]	[Date]
FRM-11	0	[Date]	[Name]	[Date]
PLN-01	0	[Date]	[Name]	[Date]
PLN-02	0	[Date]	[Name]	[Date]
PLN-03	0	[Date]	[Name]	[Date]
PLN-04	0	[Date]	[Name]	[Date]
CHK-01	0	[Date]	[Name]	[Date]
TRN-01	0	[Date]	[Name]	[Date]
TRN-02	0	[Date]	[Name]	[Date]
TRN-03	0	[Date]	[Name]	[Date]
TRN-04	0	[Date]	[Name]	[Date]
TRN-05	0	[Date]	[Name]	[Date]
TRN-06	0	[Date]	[Name]	[Date]
TRN-07	0	[Date]	[Name]	[Date]
TRN-08	0	[Date]	[Name]	[Date]

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GUIDE

Clause Cross-Reference Matrix

Shows which kit document answers each clause of ISO 26000:2010 — the table certification bodies ask for at stage 1.

Document control

Document number	GDE-03	Revision	0
Document title	Clause Cross-Reference Matrix	Issue date	[Date]
Document owner	Management Representative	Next review	[Date]
Management system	Social Responsibility Framework	Classification	Internal
Standard clauses	—	Status	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

Before you issue this document

Replace every highlighted placeholder such as [Organisation Name] with your own details, delete any clause that does not apply to your scope, and have the document approved by the roles named above. Record the approval in the revision history — an auditor will ask who approved it and when.

Use this matrix to demonstrate that every requirement of ISO 26000:2010 is addressed by documented information. Complete the final column with the evidence or record that proves the requirement is being met in practice, and take it to the stage 1 audit.

Good practice

Auditors use a matrix like this to plan their sample. A complete, honest matrix shortens stage 1 considerably; an aspirational one invites a deeper audit.

Clause	Kit document(s)	Evidence / records in use
1	GDE-01, MAN-04	
2.2	PRO-14	
2.3	PRO-14	
2.4	PRO-03	
2.9	REG-02	
2.15	PRO-14	
2.19	FRM-03, PRO-13	
3.3.4	FRM-01, PLN-02, PLN-04, PRO-01	
4	CHK-01, TRN-01	
4.2	POL-01	
4.3	POL-01	
4.4	POL-01	
4.5	POL-01	
4.6	POL-01, PRO-18, REG-03	
4.7	POL-01, POL-02, PRO-18, REG-03	
4.8	POL-01, POL-02	
5	CHK-01, TRN-01	
5.2.1	PRO-01, PRO-02, REG-02	
5.2.2	FRM-07, MAN-03, PRO-02, PRO-03, REG-01	
5.2.3	FRM-03, MAN-01, MAN-03, PRO-13	
5.3	MAN-01	
5.3.1	PRO-04, REG-04	
5.3.2	PRO-04, REG-04	
5.3.3	FRM-06, PRO-04	
6	CHK-01, TRN-01	
6.1	MAN-01, PRO-02, REG-01	
6.2	FRM-02, GDE-01, MAN-01, MAN-02	
6.2.2	MAN-02	

Clause	Kit document(s)	Evidence / records in use
6.2.3	FRM-02, MAN-01, MAN-02, PRO-09, REG-01	
6.3	POL-02	
6.3.3	POL-02, PRO-03	
6.3.4	FRM-07, POL-02, PRO-03	
6.3.5	POL-02	
6.3.5.1	POL-02	
6.3.6	POL-02, PRO-15	
6.3.7	POL-02, REG-04	
6.3.8	POL-02	
6.3.9	POL-02	
6.3.10	POL-02	
6.4.3	PRO-10	
6.4.4	PRO-10	
6.4.5	PRO-10	
6.4.6	PRO-10	
6.4.7	FRM-04, MAN-01, PLN-01, PRO-06, PRO-10	
6.5.3	PRO-11	
6.5.4	PRO-11	
6.5.5	PRO-11	
6.5.5.2.1	PRO-11	
6.5.5.2.2	PRO-11	
6.5.6	PRO-11	
6.6.3	PRO-12	
6.6.4	PRO-12	
6.6.5	PRO-12	
6.6.6	FRM-08, PRO-09, PRO-13	
6.6.7	PRO-12	
6.7.3	PRO-14	
6.7.4	PRO-14	
6.7.5	PRO-14	
6.7.6	PRO-14, PRO-15	
6.7.7	PRO-14	
6.7.8	PRO-14	
6.7.9	PRO-14	
6.8.1	PLN-04	

Clause	Kit document(s)	Evidence / records in use
6.8.3	PLN-04	
6.8.4	PLN-04	
6.8.5	PLN-04	
6.8.6	PLN-04	
6.8.7	PLN-04	
6.8.8	PLN-04	
6.8.9	PLN-04	
7	CHK-01, TRN-01	
7.1	PLN-02	
7.2	FRM-01, GDE-01, MAN-01, MAN-03, PLN-02, PRO-01	
7.3	GDE-01, PLN-02	
7.3.1	FRM-07, MAN-01, POL-01, PRO-03, REG-02	
7.3.2	PRO-02, REG-01	
7.3.2.1	PRO-02, REG-01	
7.3.2.2	PRO-02, PRO-05, REG-01	
7.3.3	FRM-03	
7.3.3.1	FRM-03, PRO-13	
7.3.3.2	FRM-03, PRO-13	
7.3.4	MAN-01, PRO-05, REG-01, REG-05	
7.4	MAN-01, PLN-02	
7.4.1	FRM-04, MAN-01, PLN-01, PRO-06	
7.4.2	FRM-02, MAN-01, MAN-02, POL-01, PRO-05, PRO-09, REG-05	
7.4.3	FRM-02, FRM-07, MAN-01, MAN-02, PRO-05, PRO-06, PRO-09	
7.5	MAN-01	
7.5.1	FRM-10, PLN-03, PRO-07	
7.5.2	FRM-05, FRM-10, PLN-03, PRO-07, PRO-17	
7.5.3	FRM-05, FRM-10, MAN-04, PLN-03, PRO-07	
7.5.4	FRM-06, PLN-03, PRO-04, PRO-07	
7.6	GDE-01, PLN-02	
7.6.1	MAN-04, PRO-17, PRO-20	
7.6.2	FRM-10, MAN-01, MAN-04, PRO-08, PRO-17, PRO-20, TRN-01, TRN-02, TRN-03, TRN-04, TRN-05, TRN-06, TRN-07, TRN-08	
7.6.3	PRO-15	

Clause	Kit document(s)	Evidence / records in use
7.7	GDE-01, PLN-02, TRN-02, TRN-03, TRN-04, TRN-05, TRN-06, TRN-07, TRN-08	
7.7.1	PRO-16, PRO-20	
7.7.2	FRM-06, MAN-01, PRO-16, PRO-19, REG-06	
7.7.3	FRM-09, MAN-01, PRO-19, PRO-20	
7.7.4	FRM-11, MAN-01, PRO-08, PRO-16, PRO-17, REG-06	
7.7.5	FRM-09, GDE-01, MAN-01, PRO-19, PRO-20	
7.8.2	MAN-04	
7.8.3	MAN-04	
7.8.4	MAN-04	

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