



TRANSPARENCY
MATRIX

READING
MANUAL

CSRR-QS TRANSPARENCY MATRIX READING GUIDELINES

Objectives of the CSRR-TM

The Transparency Matrix (TM) is being developed both as an instrument of **transparency** and as a proof of **conformity** with the Corporate Sustainability and Responsibility Research Quality Standard, CSRR-QS 2.1[®].

CSRR-QS 2.1[®] is a process standard, based on a number of principles and requirements for CSRR quality management systems, but it is sufficiently general to allow diversity, without affecting its validity as a standard.

The Transparency Matrix CSRR-TM 2.1[®]:

- Shows the specificities, specialties and diversities of one **methodology of one CSRR Group**, emphasising the key elements of the quality management systems in a 'calibrated' way that can easily be understood and compared by customers and stakeholders.
- Refers to the **methodology applied by the CSRR Group at the moment when it fills the TM in**. It is not forward looking. It contains facts, and no projections (all data refer to recent past, and not to near future).
- Is **NOT rating the methodologies** and is NOT considering that specific processes are better than others.
- NO statement of the Transparency Matrix should be read as if it would identify 'good' or 'bad' approaches.

A **verification process** supports the standard, in order to prove compliance with the quality requirements. An independent certification body did audit and each and every line within the Transparency Matrix, which is being certified by the Certification Council.

Some Transparency Matrix Rules

CSRR Groups volunteering to fill in the Transparency Matrix express a commitment to transparency, and therefore commit **to fill in the whole of the Transparency Matrix, completely and honestly**. It is possible that under specific circumstances a group might choose not to answer to some specific question. It shall clearly indicate when and why this is the case.

There are several types of questions.

Some questions can be answered by YES/NO. Others must be answered by a preformatted symbol. Some questions are open and can be freely supplemented with comments. Some questions relate to requirements of the Quality Standard. Each type of obligation has a specific colour (see below).

	Closed questions: grey box can only be answered by YES, NO or NR (Not Relevant)
	Open questions: yellow should <i>always</i> be filled in except if non-relevant
	Optional open comments: green box to <i>freely</i> add comments
	Required compliance with the standard: this line corresponds with <i>mandatory</i> requirements of the QS

Content of the Transparency Matrix + key to the symbols

A. GENERAL INFORMATION

RESEARCH METHODOLOGY
 DETAILS OF CSRR GROUP
 KEY CONTACTS
 STRUCTURAL, OPERATIONAL OR STRATEGIC LINKS, ALLIANCES, MEMBERSHIPS
 WORKFORCE
 GENERAL PROFILE

B. RESEARCH METHODOLOGY

UNDERLYING CONCEPTS & APPROACH
 SCOPE
 OWNERSHIP
 DEVELOPMENT AND REVIEWS OF METHODOLOGY

1 = key input	2 = input	3 = limited input	4 = no input
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1 = once a year	2 = twice a year	0.5 = once in 2 years	0.33 = once in 3 years
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METH = Methodology
CRIT= Criteria

INCLUSION OF STAKEHOLDER ISSUES INTO METHODOLOGY
 OPEN QUESTIONS

C. RESEARCH FRAMEWORK

ELEMENTS OF THE FRAMEWORK
 OVERALL FRAMEWORK

POL = Strategy/policy indicators
MANA = Management indicators
PERF = Performance indicators
REP = Disclosure indicators

FRAMEWORK IN FURTHER DETAIL
 SPECIFICITIES

D. RESEARCH PROCESS

DATA COLLECTING AND DATA PROCESSING
 SOURCES OF INFORMATION

USE = Use
TARG = Target
PERF = Performance
PLAN = Plan

SOURCES OF INFORMATION: ACTIVE STAKEHOLDER INPUT
 SCOPE: INDIVIDUAL COMPANIES
 SCOPE: UNIVERSE OF COMPANIES
 MONITORING AND UPDATING
 TEAMWORK
 RECORDS
 COMPANY CONTACT PROTOCOLS AND FEEDBACK

1 = Once a year	2 = twice a year	0.5 = once in 2 years	0.33 = once in 3 years
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SUBCONTRACTING

ROUT = permanent/routine
ADDI = additional

LIABILITY
OPEN QUESTIONS

E. ASSESSMENT PROCESS

IDENTIFICATION OF RESPONSIBILITY
ASSESSMENT PRINCIPLES
ASSESSMENT PROCEDURES
OPEN QUESTIONS

F. STAKEHOLDER INVOLVEMENT

STAKEHOLDER DIALOGUE
ACCOUNTABILITY OF STAKEHOLDER MANAGEMENT
STAKEHOLDER GROUPS

METH = Methodological developments
DATA = Data collecting
ASSE = Assessment processes

OPEN QUESTIONS

G. PRODUCTS AND SERVICES

PRODUCTS WITHOUT ANALYSIS AND ASSESSMENT

STAN = Standard
SECO = Secondary
STAN = Standard
TARG = Target
PERF = Performance
TIME = Time
PROG = Program

PRODUCTS AFTER ASSESSMENT
PRE-SELECTION
OTHER RESEARCH DOMAINS AND PRODUCTS
OPEN QUESTIONS

H. INTEGRITY AND PROFESSIONALISM

INTEGRITY PRINCIPLES AND ETHICAL COMMITMENTS (GROUP)
INDEPENDENCE + CONFLICTS OF INTEREST (GROUP)
INTEGRITY AND CONFLICTS OF INTEREST (STAFF)
CONFIDENTIALITY
CSRR GROUP'S SERVICES AND METHODOLOGIES

I. QUALITY MANAGEMENT SYSTEMS

STAFF
ORGANISATION
QUALITY MANAGEMENT SYSTEMS
QUALITY IMPROVEMENT

TARG = Target
PERF = Performance
TIME = Time
PROG = Program

DIALOGUE WITH COMPANIES
STAFF
VERIFICATION OR OTHER ASSURANCE PROCESSES

J. DISCLOSURE AND COMMUNICATION

AVAILABILITY OF DOCUMENTS

AVAI = available
PUBL = public
CUST= customers
COMP = companies
EXP = explain any limitations
CHAN = information channel

PUBLIC INQUIRIES AND FEEDBACK

Questions or suggestions?

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