# Standard Operating Procedure (SOP)

## Document Classification and Categorization Procedures

**Purpose:**

This SOP details the **document classification and categorization procedures**, including the systematic process for identifying, labeling, and organizing documents based on content type, sensitivity, and access levels. It covers guidelines for consistent categorization to enhance document retrieval, maintain compliance, ensure data security, and support effective information management. The objective is to establish a clear framework for managing documents throughout their lifecycle, promoting efficiency and minimizing risks related to misclassification.

**Scope:**

This procedure applies to all employees, contractors, and third parties handling organizational documents, both physical and electronic, across all business units.

**Responsibilities:**
- **Document Owner:** Initiate classification and maintain accuracy throughout the document lifecycle.
- **Information Security Team:** Oversee compliance with classification standards and review categorizations.
- **All Employees:** Adhere to classification procedures when creating, sharing, or storing documents.

**Definitions:**

| Term | Definition |
|---|---|
| Classification | Assigning a sensitivity level to a document based on its content, confidentiality, and access requirements. |
| Categorization | Organizing documents into logical groups by type, function, or other criteria to improve manageability and retrieval. |
| Access Level | Permission granted for document viewing, editing, or sharing, based on user role and document classification. |

**Procedure:**
1. **Document Identification**
   - Determine if content is a document subject to classification (e.g., reports, emails, contracts, forms).
2. **Classification**
   - Review the document content and assign a classification based on sensitivity. Use the following levels:
     - **Public:** No restrictions, available to all.
     - **Internal:** For internal use only.
     - **Confidential:** Restricted access, potentially impacting organization if disclosed.
     - **Restricted/Highly Confidential:** Critical, strictly controlled with access on a need-to-know basis.
   - Indicate the classification prominently on the document (header/footer, metadata, or title).
3. **Categorization**
   - Assign a category based on document type/function, such as:
     - Legal, Financial, HR, Operations, Technical, Marketing, etc.
4. **Labeling**
   - Apply classification and category labels using organization-approved templates, stamps, or digital tags.
5. **Access and Storage**
   - Store documents in systems/repositories matching their classification and access level (e.g., restricted files stored in encrypted drives).
6. **Review and Audit**
   - Periodically review classifications and categorizations for accuracy and compliance.
   - Update or reclassify documents as necessary, especially after content or access changes.

**Compliance and Enforcement:**
- Non-compliance with this SOP may result in disciplinary action, data breaches, or regulatory penalties.
- All document users are responsible for reporting suspected misclassification or categorization errors.

**Revision History:**

| Version | Date | Description | Author |
|---|---|---|---|
| 1.0 | 2024-06-20 | Initial SOP issued | Document Control Team |