



CTG

Committed to Good



STAKEHOLDER
ENGAGEMENT
THROUGH
MATERIALITY

Cover Image: Community in Sierra Leone
Photographer: Annie Pratt

CTG'S MATERIALITY ASSESSMENT

CTG's four-pronged approach to strategy development highlights stakeholder engagement as a critical element of the process.

In line with best practice, CTG conducted a materiality assessment to ascertain stakeholder consensus on priority sustainability topics based on where:

- 1. CTG CAN HAVE THE MOST IMPACT GIVEN OUR CORE COMPETENCIES AND GEOGRAPHICAL REACH
- 2. CTG HAS DIRECTED PAST SUSTAINABILITY EFFORTS
- 3. CTG HAS INFLUENCE
- 4. CTG HAS ACHIEVED HIGH SUCCESS RATES AND RECOGNITION

The assessment was supplemented with qualitative interviews, desktop research and competitive mapping.

METHODOLOGY

The materiality assessment follows a five-step process:

1

ISSUE IDENTIFICATION:

In consideration of CTG's multi-dimensional operational activities, a horizon scanning exercise was conducted with 100+ topics. These topics were categorically selected from international standards including but not limited to:

- GLOBAL REPORTING INDEX
- DOW JONES SUSTAINABILITY INDEX
- THE UNITED NATIONS GLOBAL COMPACT
- UN SUSTAINABLE DEVELOPMENT GOALS
- THE CARBON DISCLOSURE PROJECT

These topics were then condensed and provided to select stakeholders to prioritise.

2

STAKEHOLDER & INTERNAL ISSUE PRIORITISATION:

The condensed list of material topics was shared with a selection of managers representing various departments amongst which included Legal, Communications, C-level executives and advisors. These individuals were then requested to rank each topic from the list between one to five, with five being the highest priority. Ten topics were ranked highly (between four and five) and therefore, identified as CTG's sustainability priorities or material topics.

3

INTERNAL STAKEHOLDER REVIEW:

The 10 material topics were submitted to CTG senior executives to receive validation and seek further insight into how each topic will be managed.

4

EXTERNAL STAKEHOLDER ENGAGEMENT:

Based on the 10 material topics, a Likert survey was developed and then distributed to our key clients and partners. The results of the survey were mapped onto a matrix.

5

MATRIX FINALISATION:

The top ten sustainability topics were visualised by contrasting two dimensions: one is the importance of the issue to CTG and our internal stakeholders, and the second is the importance of the topics to our external stakeholders.

CTG MATERIALITY MATRIX

The matrix is a scatter plot with 'INCREASING IMPORTANCE TO EXTERNAL STAKEHOLDERS' on the y-axis and 'INCREASING IMPORTANCE TO CTG' on the x-axis. The x-axis is labeled 'LOW' on the left and 'HIGH' on the right. The y-axis is labeled 'INCREASING IMPORTANCE TO EXTERNAL STAKEHOLDERS'. Ten data points are plotted, each representing a sustainability topic. The points are colored according to the legend below. The topics are distributed across the matrix, with some showing high importance to both CTG and external stakeholders, and others showing lower importance to one or both.

● Labour Relations & Employment	● Business Ethics	● Health & Safety
● Diversity and Inclusion & Gender Equality	● Anti-Corruption	● Economic Performance & Market Place
	● Local Communities & Infrastructure	● Human Rights
	● Security	● Digitalisation

CTG'S APPROACH TO SUSTAINABILITY MATERIAL TOPICS

1. LABOUR RELATIONS & EMPLOYMENT:

CTG respects the International Declaration on the Fundamental Principles and the Rights at Work, as a bare minimum standard for all our staff. Upholding these fundamental rights can be challenging in the complex environments in which CTG works, but CTG will not compromise on this topic. Simultaneously, CTG respects each country's local laws. The company is committed to going beyond fundamental rights and continuously looks to enhance staff opportunities, engagement and fair practices.

2. DIVERSITY AND INCLUSION & GENDER EQUALITY:

CTG has made the empowerment of women a central business goal and is committed to creating economic opportunities for women within the aid and development sector, in the conflict-affected regions where CTG operates, under our flagship programme Female First.

3. BUSINESS ETHICS:

At CTG, we hold ourselves to the highest ethical standards by being transparent, accountable and communicative. Our governance team is engaged with the various laws, regulations and sustainability topics being revised and launched in all the countries where we operate.

4. ANTI-CORRUPTION:

In line with our commitment to the UNGC, CTG addresses the tenth principle on anti-corruption with a zero-tolerance approach to fraudulent behaviour.

5. LOCAL COMMUNITIES:

We bring our shared value strategy to life by investing in the local economy and empowering communities in which we operate through capacity building, employment, advocacy and partnerships.

6. SECURITY:

Security is intrinsic to CTG's corporate culture, given the high-risk areas in which CTG operates. Security efforts are made to protect staff from intended harm, for instance, in cases of terrorist attacks or kidnappings. The company's Duty of Care programme takes a multi-pronged approach to security, including an on-hand crisis management team, the provision of a mobile app, capacity building and location monitoring.

7. HEALTH & SAFETY:

Health and safety efforts protect staff from unintended harm. We continuously improve our by-laws, standards, and programmes for the well-being of our workforce.

8. ECONOMIC PERFORMANCE:

CTG recognises that our financial health will facilitate our growth and in turn enhance our ability to create real impact world over. CTG invests 100% of its profits into research and development, acknowledging it as a critical driver to innovation. Aligned with our Shared Value strategy, CTG views innovation as a conduit to addressing the world's most significant challenges.

9. HUMAN RIGHTS:

In line with our commitment to the UNGC, CTG embraces human rights as a fundamental principle of operating as a responsible business. CTG, in the past, has developed staff capacity on this important topic through a business and human rights tool kit. We will be looking more closely at our supply chain with a human rights lens moving forward and will be releasing a human rights policy in 2020.

10. DIGITALISATION:

Disruptive technologies have become society's most critical tool for change. CTG fully embraces this reality and continuously adopts and develops transformative technologies for operational efficiency to better serve our clients and end users.



Veronica Mutakyala, Workshop Supervisor, South Sudan. Veronica leads Traffic Monitoring Assistant Workshops and organises the spare parts supply chain. To read her story press [here](#).

Photographer: Anthony Jouannic, Deputy Country Manager, South Sudan, CTG

SDG TARGETS

CTG is passionate about driving forward the SDG agenda focusing on SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth) and SDG 16 (Peace, Justice and Strong Institutions). Targets under each goal have been selected to navigate programme development and efforts. This year, we deepened our analysis and mapped relevant targets against our material topics.

SDG MAPPING

LABOUR RELATIONS & EMPLOYMENT

TARGET: 8.8 **APPROACH:** CTG is committed to the safety of our staff through our Duty of Care programme, this includes both full time staff and consultants. CTG ensures that they respect labour laws in all countries of operation and are committed to upholding UN Global Compact’s principles on labour rights.

SECURITY, HEALTH & SAFETY

TARGETS: 8.8 | 16.1 **APPROACH:** CTG aligns with Business for Peace guidance on responsible business in conflict-affected areas. We prioritises SDG 16 and hence encourages all staff to download the Duty of Care app, so that they may reach out for help 24/7 and avoid life threatening circumstances in conflict-affected areas where CTG is operating. CTG monitors countries of operation closely so that appropriate evacuation measures can always be implemented.

HUMAN RIGHTS

TARGETS: 5.1 | 8.5 | 8.8 | 16.1 **APPROACH:** Respect for human rights goes beyond CTG’s operations and procedures, residing at the centre of our value system. The International Declaration of Human Rights establishes the foundation for CTG’s human rights policies and procedures, while targets under SDG 5, SDG 8 and SDG 16 have been identified as the north star.

ECONOMIC PERFORMANCE

TARGET: 8.5 **APPROACH:** Through project expansion, CTG strives to employ more local community members resulting in increased employment within the countries in which it operates. CTG operates based on best practices and therefore individuals employed by the organisation can depend on decent work and fair pay.

DIVERSITY & INCLUSION, AND GENDER EQUALITY

TARGETS: 1.1 | 4.4 | 5.1 | 8.5 **APPROACH:** SDG 5 is core to CTG’s business strategy. CTG has initiated the Female First programme with the aim of balancing the gender scales in humanitarian and development employment, pledging to create job opportunities for women in fragile and conflict-affected countries.

LOCAL COMMUNITIES

TARGETS: 1.1 | 4.1 | 5.1 **APPROACH:** CTG Giving aims to create resilient communities by empowering women through workforce education and employability skills. By engaging more women in the workforce, communities can be lifted out of poverty.

ANTI-CORRUPTION & BUSINESS ETHICS

TARGETS: 12.6 | 16.5 | 16.6 **APPROACH:** CTG holds the best interests of their stakeholders at the heart of decision making. Therefore, we have identified transparency and governance as the second pillar of our shared value strategy. We have aligned ourselves with international frameworks like the United Nations Global Compact, the WEPs and Business for Peace initiatives to guide policies and procedures to ensure the highest levels of ethical management. Aligned with SDG 16, CTG annually releases a report demonstrating our progress on sustainability practices.

DIGITALISATION

TARGETS: 12.6 | 13.2 | 16.6 **APPROACH:** Targets under SDG 12 and SDG 13 have guided CTG’s digitalisation efforts. CTG uses an impact measurement platform to capture data on our environmental performance and report on our sustainability performance. Through digitalisation, we will track all the SDG targets we have committed to.

SDG TARGETS

1 NO POVERTY



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than USD 1.25 a day

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, women migrants and those in precarious employment

4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes

12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

13.2 Integrate climate change measures into national policies, strategies and planning

5.1 End all forms of discrimination against all women and girls everywhere

16.1 Significantly reduce all forms of violence and related death rates everywhere

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities and equal pay for equal value

16.5 Substantially reduce corruption and bribery in all their forms

16.6 Develop effective, accountable and transparent institutions at all levels

