



**CTG**

Committed to Good



**HUMANITARIAN  
ENABLERS**

Nasra Mohamed Ahmed, Monitoring & Evaluation Consultant,  
across Galgadud, Mudug and Hiraan, Somalia

# PEOPLE SOLUTIONS, ENABLING CHANGE

## ABOUT US

Committed to Good (CTG) is a specialised People Solutions provider offering a rapid and cost-effective service for development and humanitarian missions. A pioneering private sector company set up in 2006 specifically to staff humanitarian and development projects, CTG has worked in more than 30 fragile and conflict-affected countries and has placed more than 40,000 staff all over the world.

## WHAT WE DO

CTG recruits, deploys and manages the right people with the right skills to implement humanitarian and development projects, from cleaners to obstetricians, mechanics to infection specialists, and field co-ordinators to civil engineers. Key to successful project delivery is the ability to mobilise at speed; CTG can source and deploy anyone, anywhere, in less than 2 weeks and has done so in 48 hours on a number of occasions.

## WHY CTG?

Through our efficient and agile HR, logistics services and operational services, CTG saves multilateral organisations time and money. We handle all our clients' HR-related issues, so they are free to focus on their core services.

# 40K

VETTED  
HUMANITARIANS IN  
CTG DATABASE IN 159  
COUNTRIES

OUR **DUTY OF CARE**  
**POLICY TRANSFERS**  
**YOUR LIABILITY TO**  
US AND ENSURES  
THAT TEAM SAFETY  
IS ALWAYS OUR TOP  
PRIORITY.

OUR ACTIVE **LOCAL**  
**NETWORKS – BUILT**  
**OVER 17 YEARS –**  
SUPPORT **LOCAL**  
**RECRUITMENT AND**  
**DUTY OF CARE TO**  
STAFF. THE NETWORKS  
HELP US ACT QUICKLY  
IN THE EVENT OF AN  
EMERGENCY IN HARD  
TO REACH LOCATIONS,  
PROVIDING EFFECTIVE  
SUPPORT ON THE  
GROUND.

# 40k

HUMANITARIANS  
DEPLOYED BY CTG  
ACROSS AFRICA, THE  
MIDDLE EAST AND  
CENTRAL ASIA



# 24

CURRENT COUNTRIES  
OF OPERATION

# 30



COUNTRIES WE  
HAVE PREVIOUSLY  
OPERATED IN

# 93%

OF CTG STAFF  
ARE LOCAL





 CTG OFFICES  
 OPERATIONAL JURISDICTIONS

CTG DELIVERS A LOCALLY BASED HANDS-ON OPERATION. WE HAVE CTG TEAMS IN COUNTRIES INCLUDING AFGHANISTAN, NIGERIA, MALI, SOMALIA, SOUTH SUDAN, LIBYA AND YEMEN.

# OUR SERVICES

## PEOPLE SOLUTIONS

Recruiting, headhunting and presenting best-fit candidates to our clients. Personnel management, including performance issues, role changes, terminations and legal matters.



### RECRUITMENT

Sourcing, headhunting, vetting and presenting best-fit candidates to our clients



### DEPLOYMENT

Arrangement of all travel logistics from visas to flights to airport pickups and transit



### VETTING

Screening for education, qualification, work experience and any known watch lists



### CONTRACT MANAGEMENT

Providing compliant legal agreements which protect staff whilst providing flexible solutions



### ADMINISTRATION

Ensuring the correct approvals, records and documents are in place and regularly audited



### DUTY OF CARE

Taking on the wellbeing, security and safety of our in-country teams



### PERSONNEL MANAGEMENT

Handling of performance issues, terminations, role changes and all legal matters



### QUALITY, COMPLIANCE & INVESTIGATIONS

Managing disputes and ensuring compliance with local labour laws



### PAYROLL SERVICE

Preparation and payment of salaries and fees through multiple channels; handling of complex banking and money-transfer relationships



### TAYO: AUTOMATED HR

HR software designed for teams operating in fragile and developing countries. It's how we support and protect our staff in the field.



Aishatu, CTG Site Assistant based in Nigeria. Aishatu works to improve the living conditions of displaced people and advocates for durable solutions to end camp life.





CTG Consultants in Mali make site visits to Waste Water Management project's across the country.



Samia, Project Engineer, Somalia



Akandiya, CTG Nutrition Officer driving efforts to eradicate malnutrition in Nigeria.

## ASSOCIATED SERVICES

CTG provides staff for any humanitarian and development programme. Our further areas of expertise include solutions for:

### FACILITIES MANAGEMENT

Recruitment, payroll, management and quality control of facilities servicing staff from cleaning and vermin control to water production and IT installation. In-depth knowledge of the management and implementation of such services in camps operating within complex environments.

### AVIATION SERVICES

Recruitment and HR management of aviation staff as well as management and operational oversight of airfields, in full compliance with regulatory frameworks ensuring quality of services, security, safety and integrity of operations.

### ELECTION SUPPORT

Recruitment drives, HR management, programme management, implementation support, logistics and procurement are all ways that CTG has contributed to smooth-running election processes in complex environments over the years.

### MONITORING & EVALUATION

Supporting clients since 2007 through provision and management of male and female Third Party Monitors across insecure, difficult-to-access areas, monitoring a range of activities from emergency food assistance to activities supporting school attendance. Rapid intervention capabilities include recruitment, data collection, final analysis and report writing.

### FLEET MANAGEMENT

Overseeing all fleet maintenance activities including safe delivery and monitoring of fuel consumption.

### PROCUREMENT & LOGISTICS

CTG delivers agile, scalable and cost-effective logistics and supply chain services to support our clients in their work.

# PROTECTING OUR STAFF AND CLIENTS

With a zero tolerance approach to abuse, bullying, violence, exploitation, discrimination, harassment and corruption, our expectation is for all staff to uphold both our reputation and that of our clients as stated in our Code of Conduct. Ensuring a safe and empowering workplace for all is a priority, which is why CTG has a confidential Whistleblowing mechanism.

## COMMITMENT TO DUTY OF CARE



High-risk insurance



A 24/7 on-the-ground medical and emergency response capability run by our crisis management team



CTG in-country teams routinely visit field locations to conduct assessments and ensure staff safety and wellbeing



Compulsory training includes UNDSS BSAFE



Security is provided where necessary and CTG can offer secure living and working



Staff adhere to CTG's movement approval system Safetrip



Features on HR Software Tayo: panic button, movement tracking, geolocation technology



Ethics Committee & Confidential Whistleblowing Mechanism



Aladdin Saad, Case Worker, Libya

We are dedicated to a quality service delivery. Our internationally recognised ISO9001 certification is testament to this – another reason why CTG is a trusted partner for humanitarian projects

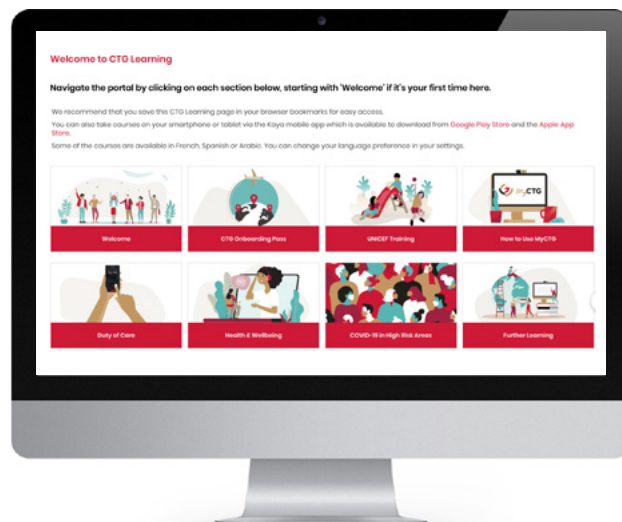






Awareness, safeguarding and other prevention trainings are mandatory for all staff through CTG Learning, which is hosted on Kaya, the humanitarian e-learning portal by Save the Children and the Humanitarian Leadership Academy. Available in numerous languages and accessible through an app for on-and off-line completion, the CTG Onboarding Pass is an essential step in the onboarding process, including the following courses and more:

- Prevention of Sexual Exploitation and Abuse
- Safeguarding Essentials
- Equality, Diversion & Inclusion
- UNDSS BSAFE



Mohammed Al-Asbahi,  
WASH Facilitator, Yemen



Isack, Monitoring & Evaluation  
Consultant, Somalia



CTG hosted mandatory Enhancing  
Community Resilience Project (ECRP)  
training for 40 CTG Community Outreach  
Consultants in South Sudan.

## CTG WELLBEING

Confidential online counselling support is available to all CTG staff; the independent counselling team have backgrounds within the humanitarian and development sectors.

CTG Wellbeing is in partnership with Open Briefing, a non-profit that provides duty of care support and training to humanitarians worldwide.

6

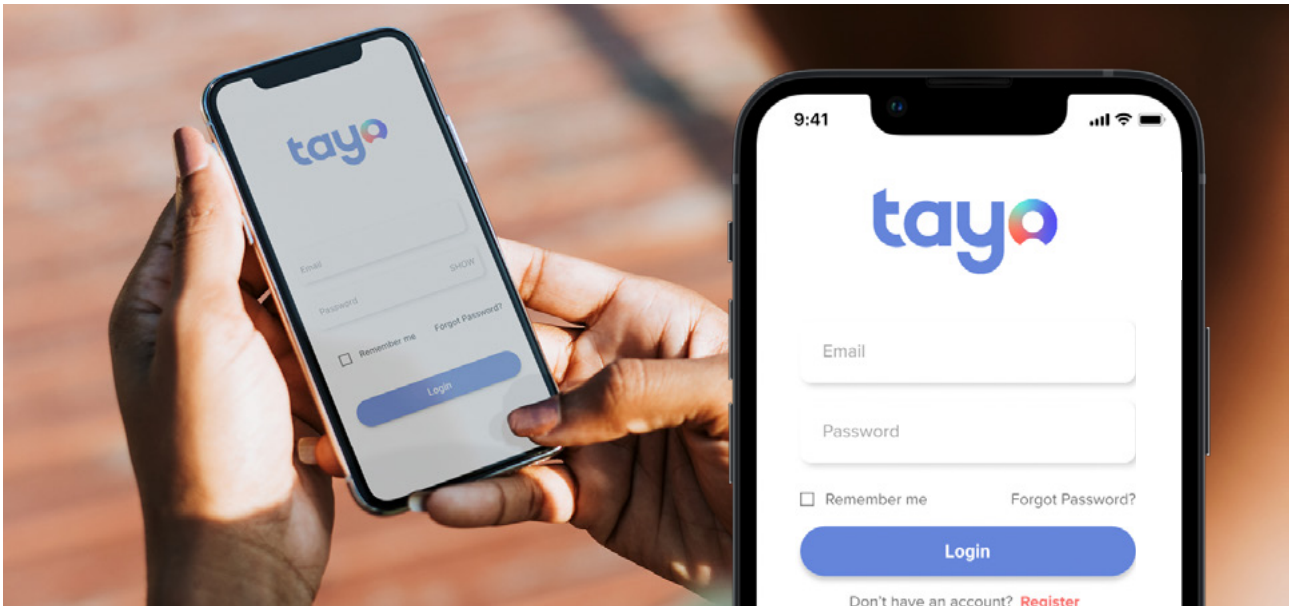
THE NUMBER OF FREE  
SESSIONS PER YEAR.

+6

ADDITIONAL SESSIONS  
AVAILABLE FOLLOWING  
CRITICAL INCIDENTS.

4

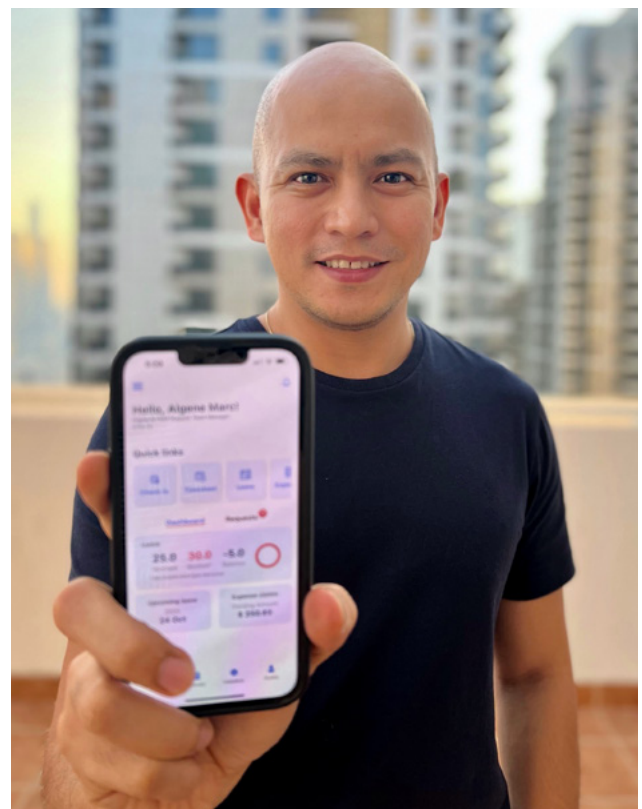
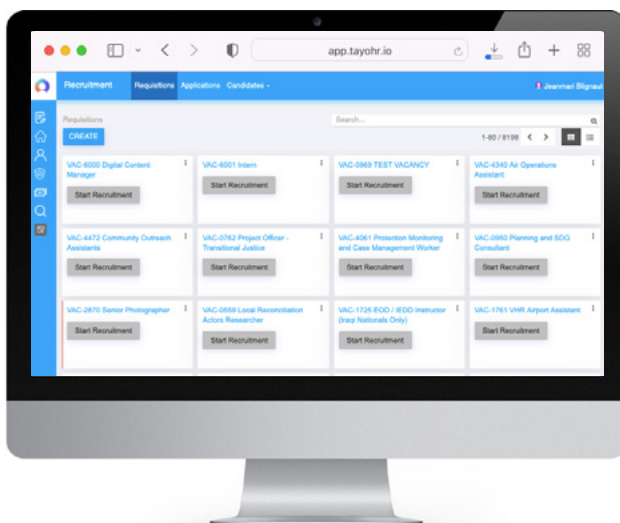
THE NUMBER OF  
LANGUAGES AVAILABLE.



CTG translated its HR expertise into Tayo, a software designed specifically for the management of staff in complex environments. Tayo is used to streamline the full work cycle of a staff member from onboarding to contract end. Some key functionalities include:

- Submitting timesheets, leave and expenses
- Contract management & performance review
- Check-in functionality
- Duty of care: security alerts, medical claim processing, crisis response, movement planning and geolocation tracking

Tayo, meaning 'together', is available as both a mobile and web application.





# HOW WE CREATE IMPACT

CTG has made striving for gender equality and women's empowerment a core mandate for how we do business. This commitment ignited with the launch of Female First in 2017, a gender parity recruitment programme that aims to improve women's access to decent work opportunities. This programme was underpinned by the goal to achieve 30% female representation across our humanitarian workforce - a goal that we were proud to not only have reached, but exceeded in 2022.

GOAL:  
TO HIRE AT LEAST  
**30%**  
WOMEN BY 2030







CTG was delighted to host 38 participants during its job-readiness workshop in South Sudan. Image shows CEO Alice Laughler with workshop participants, and facilitators Mia and Coline.

## STRENGTHENING ACCESS TO DECENT WORK

CTG has hosted a number of job-readiness workshops for a total of 289 individuals across Gaza, Somalia and South Sudan. These workshops aim to equip young women with the knowledge and skills they need to ease their access to the formal labour market. In doing so, CTG aims to support them in strengthening their long-term economic empowerment and prospects. These workshops are delivered using the Committed to Good Curriculum, a bespoke and interactive training programme addressing essential job skills.



## ADVANCING THE WOMEN, PEACE AND SECURITY AGENDA

CTG is a strong believer in the role the private sector can play in advancing global sustainable development. This is especially true for issues such as gender equality, access to decent work, and peace and security. As a result, we are committed to raising awareness of the many opportunities that exist for businesses to make informed and productive contributions to some of the world's most pressing challenges. We do this by engaging in public discussions with other sustainability leaders and by sharing our expertise in thought-leadership pieces. This includes the paper Addressing CRSV: Private Sector Opportunities for Engagement, produced in collaboration with UN Action and that was launched at UNGA 77.







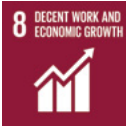
Alice Laughher, CTG's CEO, sharing insights during a panel at the UNGA 78 Private Sector Forum



CTG is committed to advancing the Sustainable Development Goals (SDGs), and has integrated SDGs 5 Gender Equality, 8 Decent Work and 16 Peace, Justice and Strong Institutions into the core of our business operations.

# FEMALEFIRST

## AWARDS AND RECOGNITION



SUSTAINABLE DEVELOPMENT GOALS

For more information on our recent impact and progress, please see our Sustainability Report which can be found in the resources section of our website.



**LUCY HOLLIDAY**  
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