



Committed to Good



Sustainability Report 2024

Advancing Impact Through People and Purpose

Foreword

CTG’s mission in response to geopolitical crises is to enable social impact by connecting people to purpose in regions that need it most. We do this by recruiting, deploying and managing the right people with the right skills into humanitarian and development projects in environments affected by conflict and histories of being underserved.

We believe that driving gender equality and providing decent, dignified work opportunities for local people in fragile communities will have a powerful ripple effect. We hold ourselves accountable to stringent standards and provide Duty of Care to all those we’re charged with servicing, because we know there’s no social impact without true ethical practices.

Every person who joins our talent pool – whether they’re a Child Protection Officer in South Sudan or a Truck Driver delivering aid in Ukraine, a Field Monitor supporting migrants in Afghanistan or a Demining Team Leader in Iraq – brings us closer to achieving our goals for today and into the future.

Thank you to our remarkable staff, clients and partners for advancing ethical and sustainable business in 2024.



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About this Report

This 2024 Sustainability Report is CTG’s eighth annual report to deliver a transparent account of our performance and management of the material environmental, social and governance issues that are important to our company and stakeholders. It reflects our continued commitment to integrating sustainable business practices into the core of our operations. This commitment is rooted in our desire to earn the long-term trust of our stakeholders and to make substantial contributions to global sustainable development, particularly within the countries where we operate.

Except as otherwise noted, this report covers the global operations of CTG (Committed to Good) for the year 2024.

For detailed information on the scope of this report, please see [Scope of this Report](#)



CEO's Message

CTG has supported the humanitarian and development community with the provision of specialised Human Resources and people management services for nearly two decades. From recruitment to Duty of Care, our services and staff play a fundamental role in ensuring the successful delivery of aid and assistance in some of the world's most complex locations.

As we enter a period of considerable uncertainty for the humanitarian and development sector, we recognise the importance of CTG's role in easing administrative pressures for our clients. We do this by providing the most seamless, time- and cost-efficient Human Resources and people services possible, in addition to a wide range of other value-add services that are lauded by our clients. A major focus for CTG in 2024 was the decentralisation of some of our critical operational functions from headquarters to country-level. This move further enhances our in-country responsiveness, builds more localised solutions and strengthens innovation across our global operations. Not only will this allow our clients to focus their time and resources on more pressing challenges, but it will also benefit CTG and the positive impact we have in our local communities.

For CTG, 2024 was another year marked by growth and expansion. The number of staff we manage has continued to increase and now exceeds 11,500. Our expansion into new territories across West Africa, the Middle East and Asia, brings our operational presence and experience up to 35 countries. This growth serves as a testament to the trust our clients place in us to deliver quality services that have become integral to the delivery of programmes across the world.

Another major point of growth for CTG was the addition of Charlotte Ravoet to CTG's Leadership Team. Joining as Chief People Officer, she will play a fundamental role in driving CTG's global People Strategy forward. From HR and Recruitment to Customer Service and Client Contract Delivery – and everything in between – Charlotte is already hard at work optimising our business to serve the needs of our clients and thousands of staff across the world. People are, and always will be, at the heart of CTG and we look forward to leveraging Charlotte's expertise to further strengthen our business and support the staff that make it possible.

Duty of Care is paramount for ensuring the safety and security of our staff who work in high-risk locations. Bolstered by the services provided by [Assist360](#), a CTG-owned crisis response and medical assistance company, our robust systems mitigate risk and provide emergency response capabilities at speed. Assist360 has also gone from strength to strength, now serving over 18,000 members in 69 countries, with further expansion across new African regions already underway.

Tayo, our in-house Human Resources management system, also continues to

revolutionise CTG's operations, safety and efficiency across all our regions. From a surge in SafeTrip utilisation, which ensures our staff travel safely while on mission, to automated workflows that streamline timesheets and contracts, to finance integration – Tayo is not only empowering our field-support and project-related staff, but also our clients.

CTG welcomed the invitation from [UN Women to join the Women, Peace, Security and Humanitarian Action \(WPS-HA\) Compact](#) last year. As a company that supports peacebuilding operations in 35 conflict-affected countries, joining the Compact was a natural next step in our journey. In joining we have made several commitments centred on strengthening women's full, equal and meaningful participation in peacebuilding processes, representing our continued ambitions to empower women in our local communities. These commitments have also informed our priorities for the year ahead: we will continue to drive efforts to prevent sexual exploitation, abuse and harassment, and improve women's equitable access to decent work through our flagship initiative, [Female First](#).

In 2022, we exceeded our Female First goal to reach 30% female representation across our project-related roles by 2030. While the numbers of women in our workforce have remained consistent, due to the short-term nature of humanitarian programming, fluctuations in our overall percentage are normal and we have seen a decrease in 2024. This can also be attributed to CTG assuming people-management responsibilities from prior incumbents of existing projects. Despite this, we have exceeded 50% representation in a handful of our new countries, including Sierra Leone, Ghana and the Philippines. Challenges serve as crucial opportunities to reinvigorate efforts, and with the decentralisation of our Shared Value activities to our country-teams, we will be curating more localised, effective and impactful strategies for strengthening the diversity of our workforce.

Multilateralism will be pivotal not only in helping us address the challenges faced by the humanitarian and development sector today, but also in allowing us to collectively accelerate development progress. CTG's mission is to leave a lasting positive impact in the communities we serve, and we invite you to join us in making this a reality on a much larger scale.

These remarks offer just a glimpse of CTG's progress in 2024. Read on to discover more about our successes and our ambitions for the future.

Alice Laughler, CEO



11,301 project-related staff delivering humanitarian and development services globally



93.4% of project-related staff are nationals of our countries of operation



184 CORPORATE STAFF



Supporting humanitarian and development operations in **35 countries**

Humanitarian enablers, committed to good



397,746 candidates represented on our database

5

INTERNS HOSTED ACROSS 4 COUNTRIES

Our 2024 Highlights

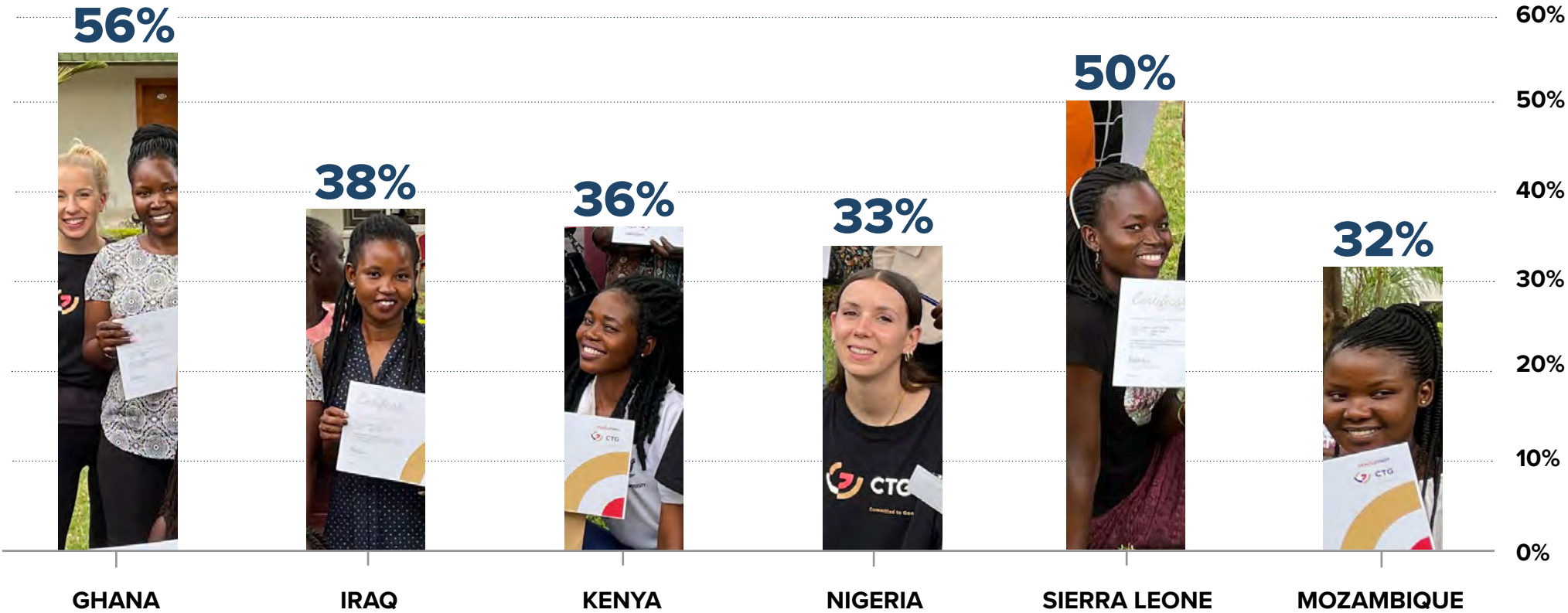


"Last year I was part of an emergency response attending a house that had been washed out by a sudden flood. Five members of a family died, and the father survived. When we arrived the father was in shock at what had happened, but he also had a smile on his face because he was so grateful that we had come to help them from hundreds of miles away. As an emergency helper I was extremely sad about his loss but at the same time I was happy knowing that the work I do was the reason for his sorrowful smile. That was one of the experiences that I will never forget."
Sayeed Nasim Radmanish, Project Clerk, Afghanistan. [Read his story here](#)

Gender Equality in Progress: Women’s Representation



WOMEN MAKE UP **50%** OR MORE OF THE WORKFORCE IN 3 OPERATIONAL COUNTRIES.



Advancing private sector action on Women, Peace and Security



We are delighted to share that CTG has joined the Women, Peace, Security and Humanitarian Action (WPS-HA) Compact. Launched by UN Women at the Generation Equality Forum in 2021, the WPSHA Compact is dedicated to putting women at the heart of peace, security and humanitarian action. This marks the next phase of our journey to empower women in fragile and conflict-affected countries, and we look forward to the opportunities ahead to scale our impact and further enhance the meaningful participation of women in peacebuilding and humanitarian efforts. To learn more about what joining this compact means for CTG, visit the [Our Communities section of this report](#).



“I am passionate about what I do because I was displaced once too. Working to support IDPs and especially persons with special needs has helped me to appreciate life in general and has taught me to be grateful.”
Wasini Toma, Site Assistant, Nigeria. [Read her story here](#)

Building future-fit leaders with Leadership Trust

For many years, CTG has been sending our teams to the [The Leadership Trust](#) for purpose-driven leadership training. This year, six of our team members had the opportunity to participate in Leadership in Management, an in-depth development programme with a residential component hosted at [Chelsea Parkfields](#). By investing in the development of our teams, we are not only building future-fit leaders, but we’re also fostering a culture of continuous learning and growth.

LeadershipTrust

Advocacy: dialogue for difference

CTG at UNGA

Last year, CTG’s CEO Alice Laughler joined the global stage at the UN General Assembly, engaging in a series of dynamic panel discussions including one hosted by Forbes and the Permanent Mission of the Republic of Sierra Leone. From gender equality and Women, Peace and Security, to youth empowerment and thinking bigger about what’s possible, Alice’s perspectives and insights were shared on critical issues impacting some of the world’s most fragile contexts. By contributing to these dialogues, we are helping to amplify not only the needs of vulnerable communities, but also the opportunities that exist to enact lasting change.



Growth for impact

This year has seen CTG expand into 11 new territories, increasing our global presence to 35 operational countries. With new territories come new opportunities to empower local communities and provide unrivalled support for humanitarian and development efforts in some of the most challenging locations.



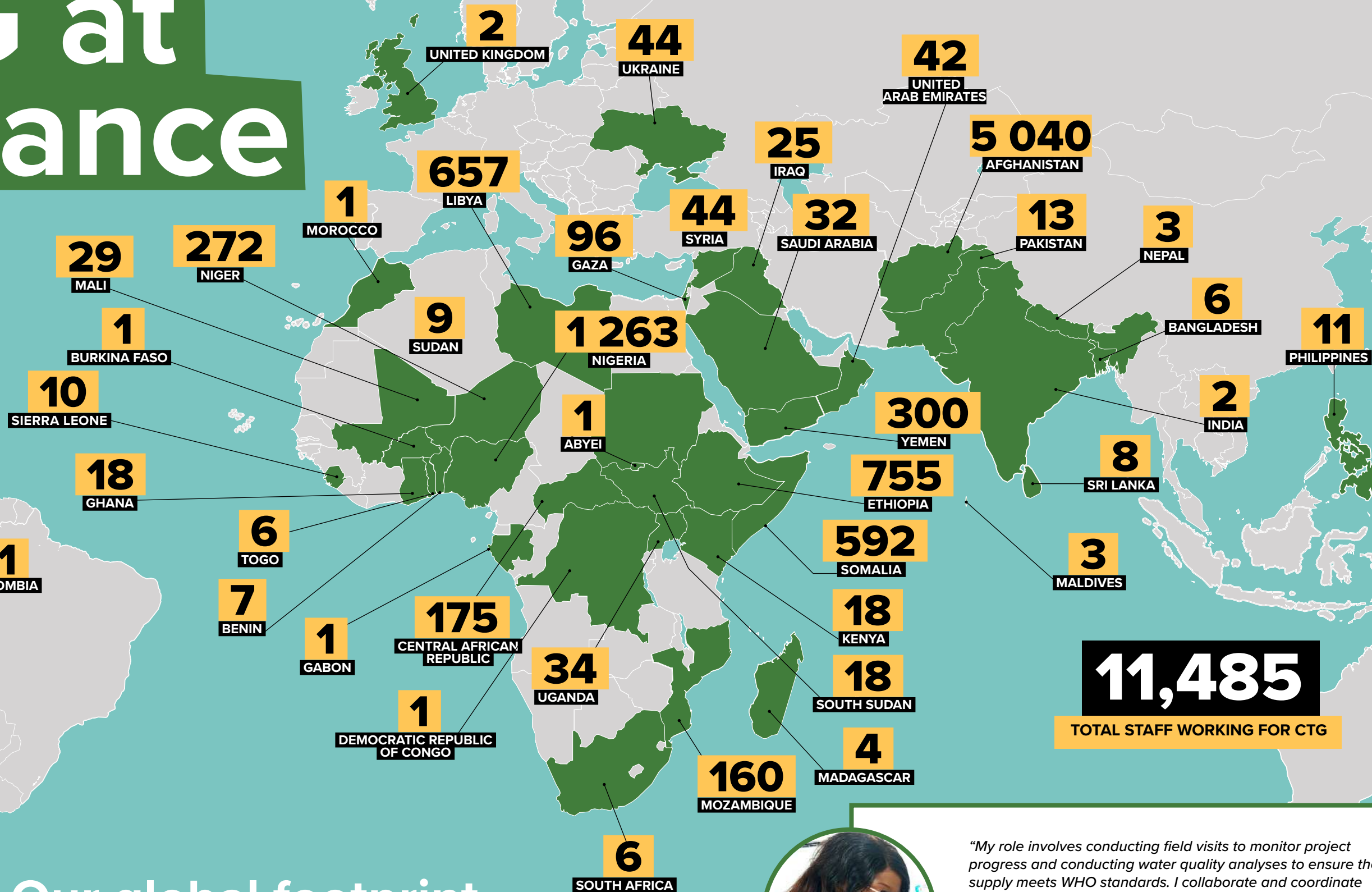
CTG at AidEx

In 2024, CTG exhibited at AidEx, the world’s leading humanitarian and disaster relief event, for the second time. During the conference, CTG’s Sustainability Manager, Mia Zickerman-White, hosted a panel discussion on empowering women in conflict-affected areas. Despite 2024 marking 24 years of the Women, Peace and Security Agenda, challenges to women’s participation and leadership in peace and security processes persist. Bringing together a diverse panel with a wealth of expertise, this conversation dove into tangible solutions, such as how to empower women economically and the importance of providing access to funding and resources.



“I visit communities, schools and homes to assess children’s safety and wellbeing, and meet with children, caregivers, and community leaders to identify risks and provide support. I also coordinate with local authorities and social workers, offer counselling and follow up on cases to ensure children are safe and receiving the care they need. Contributing to the wellbeing and dignity of others, creating positive change, and witnessing community resilience fuels my ongoing dedication.”
Alfred John, Child Protection Officer, South Sudan. [Read his story here](#)

CTG at a Glance



11,485
TOTAL STAFF WORKING FOR CTG

Our global footprint

CTG is a privately held company owned by the Chelsea Group. Established in Afghanistan in 2006, CTG has since grown to have operational presence and experience across 35 countries. Today, our headquarters are located in Dubai, UAE.



"My role involves conducting field visits to monitor project progress and conducting water quality analyses to ensure the supply meets WHO standards. I collaborate and coordinate with local government officials, stakeholders and other partners to align WASH efforts, and facilitate risk communication and community engagement activities. But it's not just about basic sanitation and hygiene needs. It's about dignity and resilience"
Joan Jonathan, Hygiene Promotion and Community Engagement Facilitator, Nigeria. [Read her story here](#)

Helping power humanitarian missions

Our solutions and services

CTG offers a range of staffing solutions and Human Resources management services, supporting clients in the humanitarian and development sectors in fragile and conflict-affected countries. From Field Monitors supporting migrants in Afghanistan to Airdrop Coordinators delivering food in South Sudan – CTG’s services enable the implementation of critical programmes in some of the world’s most complex environments. We take pride in being a global company with local networks and expertise that delivers people solutions at speed.



STAFFING SOLUTIONS AND HR MANAGEMENT SERVICES



Recruitment



Vetting



Payroll services



Personnel management



Administration



Deployment



Contract management



Automated HR



THIRD PARTY MONITORING (TPM)



IT PROFESSIONAL SERVICES



FLEET MANAGEMENT & LOGISTICS



MEDICAL ASSISTANCE



ELECTION MONITORING AND OBSERVATION



MARKETING AND COMMUNICATIONS SERVICES



A connected network for a complex world

Our supply chain is diverse, offering key support across all our countries of operation. Our partners range from third-party security providers and transport services to office facilities and many more. In 2024, there were no significant changes to our partners or the structure of our supply chain. To read more about how we promote good business practices throughout our supply chain, please refer to the [Human Rights section of this report](#).

Creating Shared Value

Our approach

As a business that operates in fragile and conflict-affected regions, we recognise our duty to leave a lasting positive impact. Our Shared Value approach centres this commitment as the guiding principle for how we do business. By solving pressing social challenges with business solutions, this strategy not only creates value for our business, but also benefits the communities we serve. Continuous engagement with our stakeholders also ensures that our initiatives are impactful and aligned with their needs and interests. To learn more about how we create Shared Value, please visit the [Our Communities section in this report](#).

Shared value guided by the Sustainable Development Goals (SDGs)

Our commitment to the SDGs guides our Shared Value strategy. Leveraging our experience and capabilities, CTG has aligned its priorities with four SDGs where we can prevent negative impacts and promote positive change through our business operations: **SDG 5 Gender Equality**, **SDG 8 Decent Work and Economic Growth**, **SDG 16 Peace, Justice and Strong Institutions** and **SDG 17 Partnerships for the Goals**.



Solving social challenges with business solutions



The issues that matter most to our business and stakeholders

Stakeholder engagement through materiality

Materiality and the subsequent stakeholder engagement process helps CTG identify priority sustainability issues across our value chain. We aim to ensure meaningful engagement by inviting voluntary participation from all our staff, clients and key partners. This process informs the development of our Shared Value strategy and sustainability priorities, while also helping ensure that we report on the issues that matter most to our business and our stakeholders. Explanations for our approach to each material topic can be found in the respective sections of this report.

Our materiality process

Materiality and the subsequent stakeholder engagement process helps CTG identify priority sustainability issues across our value chain. We aim to ensure meaningful engagement by inviting voluntary participation from all our staff, clients and key partners. This process informs the development of our Shared Value strategy and sustainability priorities, while also helping ensure that we report on the issues that matter most to our business and our stakeholders. Explanations for our approach to each material topic can be found in the respective sections of this report.



1. ISSUE IDENTIFICATION
CTG performed a review of sustainability trends, risks and opportunities shaping our operating environment. This incorporated insights from both internal and external sources, including topics referenced within global disclosure standards and frameworks. The result was a comprehensive list of potential material topics.



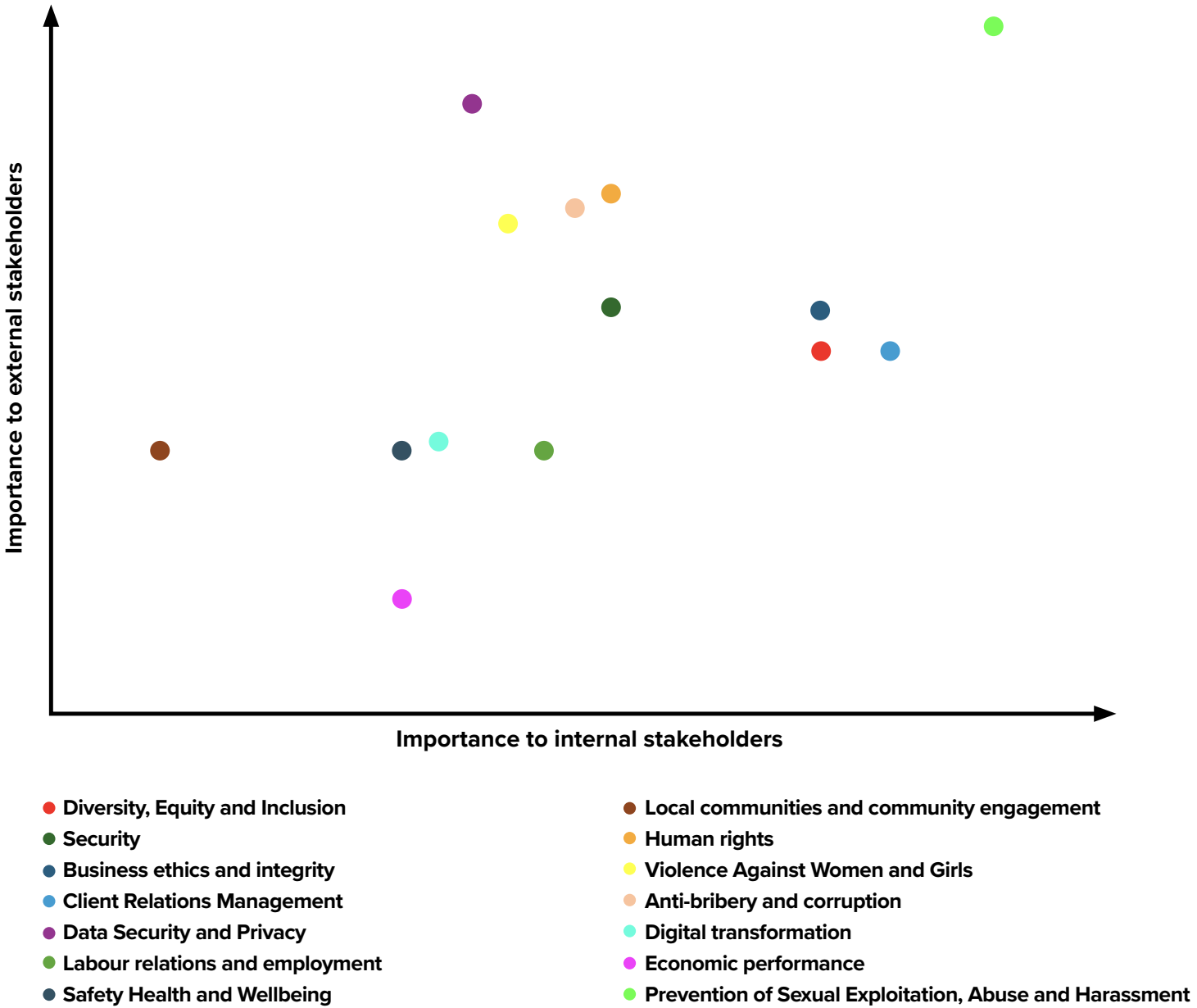
2. INTERNAL STAKEHOLDER PRIORITISATION AND REVIEW
The topics were categorised and shared with internal stakeholders representing every business segment and corporate function across all our geographic regions. These individuals prioritised the topics from 1 to 5 (5 being the highest priority) to determine their importance to CTG. 14 material topics ranked highly and were identified as our current material topics.



3. EXTERNAL STAKEHOLDER ENGAGEMENT
CTG is driven from the field up and we strive to involve key stakeholders at a local and global level within our materiality assessment process. Our staff, clients and key partners were all engaged through an online survey to help us understand how they perceive the importance of our material issues. Through this survey, we also provide our external stakeholders with the opportunity to offer additional insights into their understanding of those topics. Their responses are used to further guide our reporting and strategy development.



4. EVALUATION AND ANALYSIS
The results from the internal and external stakeholder engagement segments are mapped according to importance. The following matrix shows the results.



CHANGES TO OUR MATERIAL TOPICS

This year, CTG updated the titles of some of our material topics to better align with our strategic direction and priorities as well as the evolving interests of our stakeholders. These changes include:
Gender Equality ➔ **Diversity, Equity and Inclusion**: to cover a broader scope of underrepresented groups and ensure a more comprehensive focus on creating inclusive environments for all.
Digitalisation ➔ **Digital Transformation**: to highlight CTG's shift towards evolving and innovating our existing digital systems, with a focus on improving their effectiveness rather than just adopting digital technologies.



Good Governance

Integrity in action

CTG’s Governance principles, policies, and practices have been designed to ensure effective leadership that promotes the company’s long-term sustainability and delivers value for all stakeholders. Consistently maintaining the highest operational standards is fundamental to achieving this. CTG conducts business that adheres to relevant laws, regulations and our Code of Conduct, and we expect all our staff to do the same. Our governance bodies guide this commitment, and it is reflected in our professional standards, internal systems and practices.

Setting the standard: Code of Conduct

Our Code of Conduct is the cornerstone of our governance system, detailing our commitment to the highest standards of behaviour and conduct. It guides our interactions and requires staff to always act with integrity and uphold ethical principles. This includes respecting human rights, particularly for vulnerable groups, and addressing issues such as discrimination and child labour.

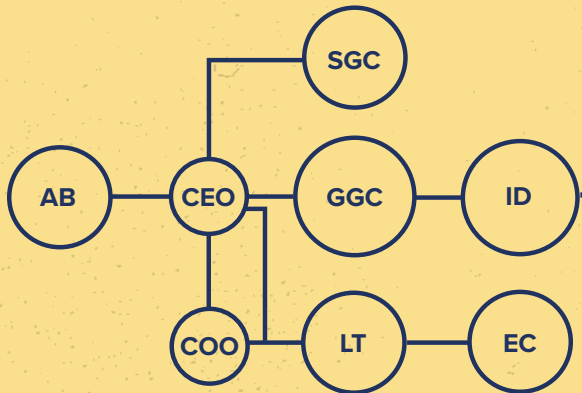
All staff at CTG are introduced to our Code of Conduct and its supporting policies through a mandatory training module and inductions during the onboarding process. This ensures that everyone understands and commits to our high standards from day one. To maintain their relevance and effectiveness, the Code and additional policies are reviewed and updated annually with approval from our Good Governance Committee. All policy commitments are integrated throughout associated corporate procedures and each respective department maintains responsibility for integration.

For a comprehensive overview of our Code of Conduct and policies, please visit our [website](#) or read on to learn more about our commitment to ethics and integrity at CTG.

Setting high standards for long-term value creation

Governance bodies and management

GOVERNANCE STRUCTURE KEY



6

MEMBERS OF THE ADVISORY BOARD

50%

WOMEN'S REPRESENTATION ON THE ADVISORY BOARD



Advisory Board

Our Advisory Board, comprised of industry experts, convenes bi-annually to guide CTG's corporate governance. Their role is crucial in enhancing our financial performance and ensuring our operations uphold our commitment to ethical business practices and sustainability. The board actively participates in the development and approval of policies, strategies, and activities that drive our commitment to shared value creation. Updates on CTG's Shared Value progress are presented annually.



Good Governance Committee

Chaired by CTG's CEO, the Good Governance Committee meets quarterly to oversee and ensure the effective implementation of CTG's Shared Value strategy. This committee plays a key role in assessing risks and tracking performance, ensuring our operations minimise negative impacts and uphold ethical standards. This includes assessing and tracking critical concerns and impacts, such as those related to corruption, and communicating them to the Advisory Board. In 2024, there were no substantiated incidents of corruption identified across CTG's operations, reflecting our strong compliance framework.



Investigations Division

The Investigations Division is vital in maintaining the company's commitment to ethical behaviour and effective operations. With the authority to conduct administrative investigations into allegations of serious misconduct, the division ensures compliance with both contractual obligations to clients and the company's ethical responsibilities. This includes investigating serious violations such as Sexual Exploitation, Abuse and Harassment (SEAH), fraud, corruption, discrimination, conflicts of interest, and misuse of company or client resources. By addressing issues throughout our global operations, the Investigations Division helps ensure integrity, accountability and trust.

ID
INVESTIGATIONS
DIVISION

Ethics Committee

The Ethics Committee ensures that integrity is instilled in CTG's culture beyond compliance. It is chaired by CTG's Ethic's Manager and is responsible for initiating and overseeing best practice in ethical behaviour. This includes managing our Whistleblowing procedure and investigating any ethical issues, from corruption to discrimination, in an impartial, confidential and swift manner. The committee is also responsible for issuing frequent communications and reminders on pressing ethics issues with all staff.

In 2024, CTG adopted a new rotational membership model for its ethics committee. While the Ethics Manager remains chair of the committee, wider membership is now reviewed on an annual basis. The purpose of this is to ensure a membership that reflects a broader range of corporate functions over time and to ensure diversity of perspectives and insights.

EC
ETHICS
COMMITTEE

How we ensure ethics and integrity



Whistleblowing

We uphold a firm commitment to addressing and remediating any adverse impacts we might cause or contribute to. We empower all CTG stakeholders – including staff, clients, and third parties – to seek advice and report any unethical behaviour, malpractice, or conflicts of interest through our confidential Whistleblowing procedure. Each report is thoroughly investigated and, when necessary, escalated to independent external investigators. Substantiated allegations lead to appropriate disciplinary action to ensure accountability and resolution of issues.

Following a thorough review of our existing whistleblowing channels, CTG enhanced its system in 2024 by adding a dedicated mobile WhatsApp number. This channel now provides our stakeholders with an additional option for the convenient reporting of concerns to our Ethics Committee.



Anti-corruption

Aligned with the UNGC's 10th principle, CTG firmly opposes all forms of bribery and corruption. We rigorously adhere to the anti-corruption laws of each jurisdiction in which we operate, conduct detailed internal audits, and enforce a zero-tolerance policy as outlined in our Anti-bribery and Corruption Policy, Code of Conduct, and Supplier Code of Conduct. Our comprehensive anti-corruption efforts are managed by our Ethics Committee and closely monitored by our Good Governance Committee to ensure integrity across our operations.



Quality management

Good governance depends on effective quality management and quality control is an important part of our service delivery – it ensures our clients trust us to consistently provide services that enhance their satisfaction and meet applicable statutory and regulatory requirements. CTG is certified according to ISO 9001:2015, a globally recognised Quality Management standard. Our Quality Management Policy sets out our commitment to quality and customer satisfaction and defines our Quality Management System, which incorporates the below:

- **Document control system:** manages and controls all documents and records in relation to Quality.
- **Internal controls:** encompasses quality reviews and internal and external audits to evaluate our business processes and control systems.
- **Corrective actions:** our process for identifying and addressing non-conformities to prevent reoccurrence.



Risk management

Effective risk management enables better commercial decisions and promotes CTG's resilience and long-term sustainability. We aim to identify material risks across all our global operations and develop appropriate mitigation controls to limit the impact of these risks on our future performance. Risk is reviewed continuously by the Leadership Team and as part of our operations and Duty of Care management. This covers all geographical operations and all Environmental, Social and Governance (ESG) risks, Commercial risks, and Security and Safety risks. Assessments are reviewed and approved by the Board.



Compliance with local laws

Our ongoing research and close collaboration with our field teams, local partners and in-country legal advisers helps us to understand the operational landscape in our countries of operation and ensures continued compliance with local laws and regulations. Regarding local labour law, a key focus for CTG is determining the best type of benefits and entitlements for our staff so that they have optimal contracts and a positive experience when working with CTG.



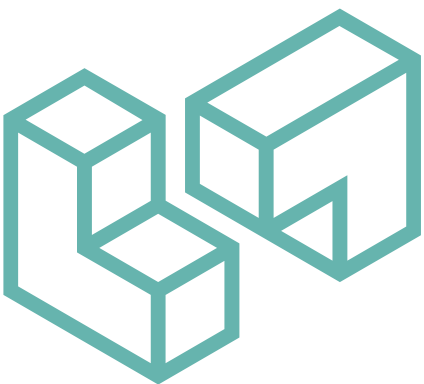
Sustainability governance

Over the last year, CTG has begun the process of decentralising ownership of and accountability for our Shared Value initiatives from our headquarters to our in-country offices. Our CEO maintains ultimate responsibility, but we are empowering our Regional Directors and teams on the ground to take the lead on strategic implementation. By doing this, we are not only enhancing their engagement with shared value programmes but also ensuring that our efforts are more closely aligned with the unique needs and opportunities of our differing operational contexts. In doing so, our ambition is to continue scaling the positive impact we have in local communities.

Our EPIC Values

At the heart of every mission: our EPIC team

People are our business. Sourcing the right people for the right jobs in humanitarian operations and looking after them throughout their assignments is what we do. At CTG, we hire EPIC individuals to not only execute vital humanitarian and development programmes, but also to provide critical support behind the scenes.



ENGAGE

To participate or get involved in

We all play our part so we can get the job done well

Commitment is in our name, setting a strong foundation for our dedication to our work. At CTG, we all get involved and actively engage with our stakeholders and local communities. We understand that by supporting humanitarian or development programmes, what we do contributes to a bigger picture – the part we play, and doing it well, improves lives. It's what we call the ripple effect.

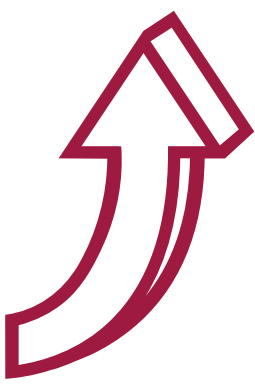


PIONEER

To take part in the development of something, to be the first to do so

We lead with courage and conviction to drive ourselves and CTG forward.

CTG was created to be an implementation partner to the humanitarian community. As pioneers in what we do, we strive to be groundbreaking and original. We take initiative and own our actions but recognise that we cannot accomplish anything in silo. We are guided by integrity and honesty and strive to always do the right thing.



IMPROVE

To make something better

We take on the challenge to better ourselves, the work we do and ultimately our business.

Growth and seeking to continuously improve service delivery is important for any organisation, but at CTG, our growth and improvement means our positive ripple effect spreads wider. For CTG to enable the delivery of extraordinary programmes, each member of CTG must be extraordinary. This requires continuously building our skills and knowledge and embracing new ways of working. Our curiosity is what unearths our greatest discoveries.



CARE

To feel concern, attach importance to, and provide for the needs of

We're "people" people – what motivates us is a genuine regard for everyone we work with and come across.

People are at the heart of CTG and always come first. We care about and look after ourselves and others. Being a humanitarian is a core part of our identity: we always prioritise the quality and impact of our work, knowing that what we do is making the world a better place.

Our 2024 EPIC Ambassadors

Our EPIC Ambassadors are nominated by their peers and recognised every year for bringing the EPIC values to life. They embody the qualities, behaviours and attributes that underpin our values and serve as role models for their peers. This year, Somalia was the first country to engage and we had an overwhelming number of peer nominations. We look forward to our other countries of operation participating with the same engagement in the years to come. Visit our website to learn more about #TeamEPIC!



Abdiwali Aden, Health and Nutrition Officer

Abdiwali has dedicated his career to improving the lives of vulnerable populations in the East and Horn of Africa. Through his work, he is helping to pave the way for development in these regions with pioneering nutrition programmes. [Read his story here](#)



Abdirahman Aden, Field Monitor

Abdirahman Aden has worked with CTG as a Field Monitor for 8 years and is a seasoned humanitarian. He was nominated by his peers for his efforts in fostering open communication to drive positive outcomes in Somalia. [Read his story here](#)



Idiris Abdi, Senior Protection Assistant

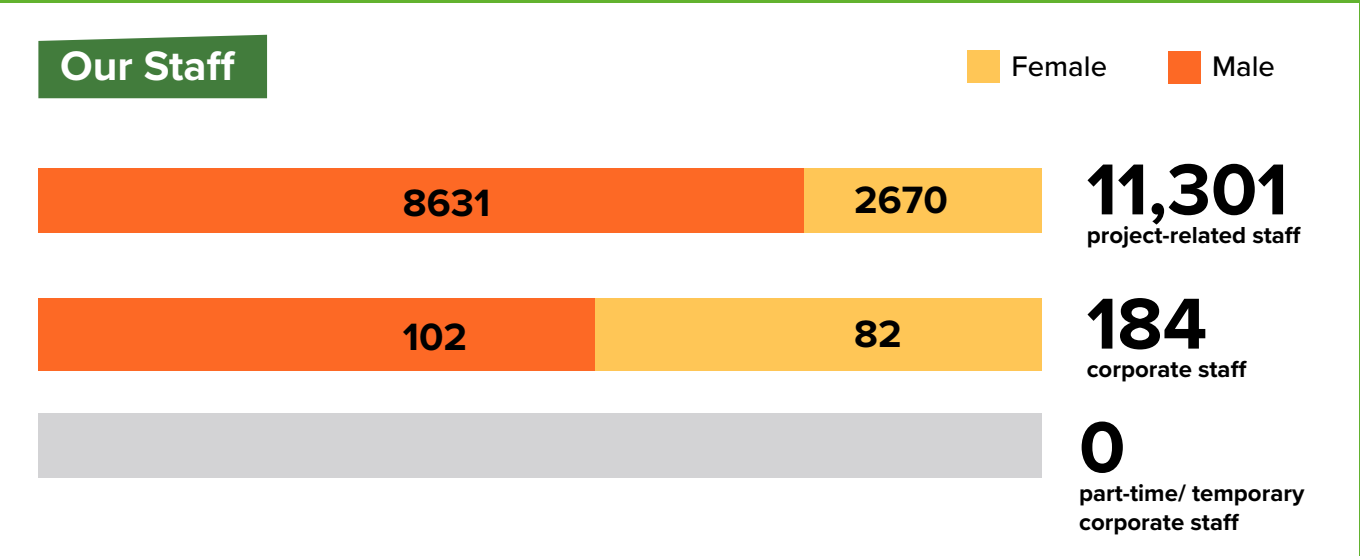
Idiris has been recognised by his peers for his devotion to supporting vulnerable populations, including Internally Displaced Persons (IDPs) and returnees. His passion for helping others has made him a beacon of hope and compassion in his community. [Read his story here](#)

Meet more of our EPIC Ambassadors from across CTG's regions [here](#).

Our People

CTG’s people solutions and operational support services enable the implementation of humanitarian and development projects in fragile and conflict-affected countries. Humanitarian and development professionals are at the heart of what we do – their passion, skills and commitment drive meaningful progress towards building a better world for all.

CTG respects the International Declaration on the Fundamental Principles and Rights at Work as a minimum standard for all our staff. We respect each country’s labour laws as a minimum standard, but we strive to go beyond fundamental rights by developing opportunities, engagement, and fair practices where feasible.¹ We conduct regular reviews on local labour laws and legislation, work closely with our clients, and retain local legal advisors to ensure understanding of and continued compliance with these laws.





“As a facilitator, my experience has been beautiful because I work directly with the community to bring about positive behaviour change. I get to hear real life stories, which guides my communication strategies to address the challenges I come across.”

Ochuole Barka, CTG Social and Behaviour Change Communication State Facilitator, Nigeria. [Read her story here](#)

¹ As stated in our Code of Conduct, CTG recognises and respects the right of staff to freely associate, organise and bargain collectively in accordance with the laws of the countries in which they are employed



“It fills me with pride working to alleviate food insecurity and improve the lives of those in need... Being a humanitarian provides me with the opportunity to apply both physical and intellectual efforts to save lives and offer hope to disaster-affected populations. I am particularly driven by the plight of vulnerable families in my region, which motivates me to continue my work.”

Shouib Jehish, CTG Monitoring and Evaluation Officer, Afghanistan.

[Read his story here](#)

Putting people first

Operating in challenging environments compels us to go beyond conventional measures to ensure our staff are supported by our exceptional Duty of Care standards and employee benefits, regardless of their location.



Extensive Duty of Care package including world class insurance and medical assistance



Allowances and leave entitlement in line with local labour law



Professional development and training opportunities for corporate & field staff



Access to CTG Wellbeing, a counselling support network



Access to hundreds of online courses via CTG Learning



Automated administrative processes through Tayo, our HR Management platform



Access to a dedicated in-country Account Manager for 24/7 support

Visit the [Duty of Care section](#) of this report for more information on how we look after our staff.



Meet our new Chief People Officer

Starting in November of 2024, Charlotte Ravoet brought with her a wealth of expertise in HR leadership. Over the years, she has lived across diverse regions, including Europe, the Middle East and East Africa, and worked with organisations such as the World Food Programme (WFP) and Google. With extensive experience in talent acquisition, staffing solutions and organisational development, Charlotte is the perfect fit to drive CTG’s People Strategy forward. As CPO, Charlotte not only oversees HR, but also our support services, including our Rapid Recruitment and Deployment team, Technology and Innovation, Investigations, Quality Management, Customer Service and Client Contract Delivery.

“When I joined CTG, I made it a priority to visit our country teams worldwide and I have met more than 100 colleagues face-to-face. I have been deeply impressed by the calibre of CTG’s talent, the organisation’s caring and dedicated work culture, and our remarkable growth over recent years. In the coming months, my focus will be on investing in technology and innovation, empowering our field teams and leveraging and implementing best practices across our global operations. I am so excited by the potential CTG holds to support clients in hard-to-reach locations, providing agile and efficient solutions that leverage cutting-edge staff management technology.”
Charlotte Ravoet, Chief People Officer

Nurturing future-fit leaders

For years, CTG has been using Leadership Trust to provide our teams with purpose-driven leadership development. Part of CTG’s culture of continuous learning, these opportunities build future-fit and confident leaders who drive tangible business growth, creating a win-win for both our people and our business success. In 2024, six people from across CTG’s operations participated in Leadership Trust’s Leadership in Management programme, bringing the total number of CTG delegates who have participated up to 33.



“The Leadership in Management residential experience was truly eye-opening. There were so many “Aha!” moments. Working with leaders from different industries challenged my thinking and gave me fresh perspectives, and the hands-on approach made the learning experience even more powerful. One of the most unexpected yet valuable takeaways from the course was the power of self-reflection. The programme really made me pause and look inward, helping me understand my leadership style and where I could improve. It wasn’t just about leading a team – it was about knowing myself first.”
Algene Suria, Director of Support Services.

Staff recognition

We understand that when staff feel valued, morale is higher, and teams feel more motivated and productive. Our staff work tirelessly to support critical humanitarian and development operations across the world, so we have introduced two recognition schemes to spotlight their dedication and achievements:

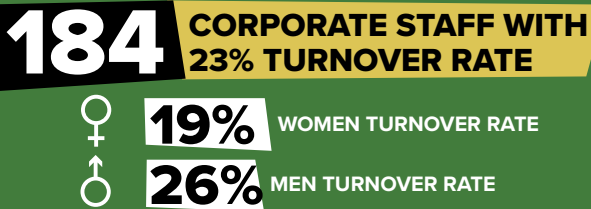
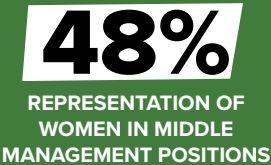
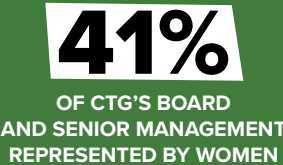
TONY AWARD: Recognises exceptional operational field management within CTG in honour of our late colleague Tony Chessell. Awardees demonstrate outstanding commitment in their roles, successfully tackle challenges head on and consistently deliver excellence.

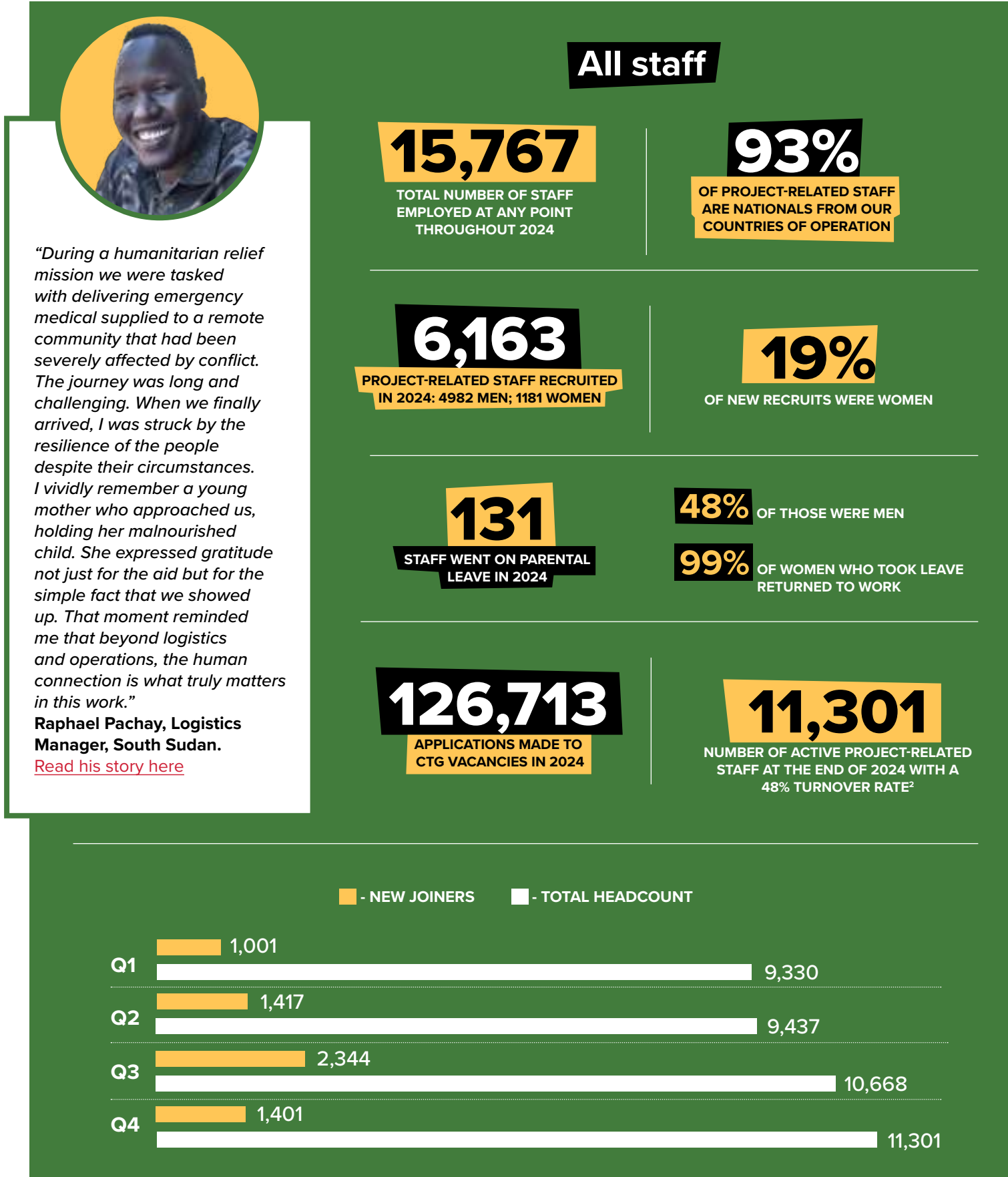
EPIC AMBASSADORS: Recognises individuals who bring our EPIC values to life. They are role models, problem-solvers, team players and innovators who inspire others and help drive CTG’s success. To learn more about our EPIC Values, [visit the ‘Our EPIC Values’ section](#) of this report.



“The Tony award is Tony Chessell’s legacy. Tony was a symbol of diligence, resilience and commitment. He believed in CTG values, hence the award is the highlight of my career at CTG. As humanitarian enablers, we play a crucial role in transforming lives and strengthening communities in remote locations. We empower communities to create sustainable change and build resilience by hiring the right skilled professionals.”
Mary Chege, Client Service Reporting Officer

Corporate staff





² CTG's turnover is calculated using the average number of consultants across the year. CTG expects to have a high turnover rate given that staff work on project-based humanitarian and development initiatives that typically offer short-term contracts and opportunities rather than permanent positions.



“Working for CTG, I feel like I am making a positive change in the lives of vulnerable communities. It has also opened my eyes to new experiences and lessons both in a personal and professional capacity. Seeing beneficiaries appreciative and grateful for our work makes me forget about the stress and challenges we face in this job.”

Zamia, CTG Team Leader, Somalia. [Read her story here](#)

Recruiting local talent

Our aim is to help transform the local communities where we operate by building national capacity and stimulating economic growth. We take pride in employing local talent: 93% of our project-related roles and 38% of our middle management positions are held by nationals from the countries where we operate. By shifting management from headquarters to the field, we now provide better and more localised support to our staff and clients in high-risk areas. This also strengthens local employment opportunities and ensures a substantial portion of our revenue is reinvested into local economies, enhancing the impact of foreign aid revenues and development projects.

Driving local growth and capacity



“Since joining CTG six years ago, I have progressed from Account Manager to Deputy Country Manager. CTG has been incredibly supportive, providing mentoring from leadership, exposure to leadership decision-making, and opportunities to collaborate across different departments like finance, legal, and HR. The trust and autonomy I have been given, especially in managing sensitive matters have been invaluable. For me, having the opportunity to take on new challenges and broaden my skills has been both rewarding and necessary for my growth. As the Somali saying goes, “Xil kasta xil buu dhalaa” every responsibility leads to another. With each new challenge comes an opportunity to learn, adapt, and develop new skills. When employees are given room to grow they feel valued and more invested in their work, ultimately benefitting both the individual and the organisation.”

Abdirahman Rashid Hassan, Deputy/ Acting Country Manager, Somalia

Engaging with our people

We maintain open communication with our staff, ensuring their needs and expectations are met, and keeping them informed about operational changes. Our twice-yearly consultant feedback survey, which is distributed to all staff across our global operations, helps us gauge our effectiveness across all aspects of labour management relations. In 2024 we updated our consultant feedback survey to include more direct questions and improve accessibility by offering it in additional languages. Our survey is now available in six languages – English, Dari, Pashto, Amharic, Portuguese and Arabic. Following these changes, we had 2571 respondents to the survey, which represents an increase of 31% compared to the last survey. In 2024, our staff reported 3.76 out of 5 for overall satisfaction with the company. Due to the updates made to the survey, this is a new metric and comparability on CTG's performance will be made once the next survey has been issued.



Our Duty of Care

Working in a healthy and safe environment is a human right recognised globally by the International Labour Organisation, the Organisation for Economic Co-Operation and Development (OECD) and the World Health Organisation (WHO). By nature of our business, most of our staff work in high-risk environments. Because of this, we prioritise their security, safety, and wellbeing as a core part of our operations and service delivery. Maintaining a full commitment to Duty of Care not only protects our team, but also bolsters their confidence and alleviates the stress often associated with working in fragile conditions.

Risk management

CTG’s Risk Management Committee oversees the integrated and comprehensive Duty of Care risk management system. Our system meets all legal and regulatory requirements at a minimum standard and aims to prevent incidents by proactively identifying, managing and responding to risks to staff and reputation. The Risk Management Committee also ensures that CTG continuously improves the organisation’s security practices.

Security

Security is paramount to our business. We achieve our three-pronged approach to Duty of Care – inform, respond and prevent – through multiple layers of planning, information and response capability. This allows us to understand and assess potential threats to CTG staff and mitigate the risk of intended harm and violence, helping to strengthen the protection of all our staff. To learn more about Duty of Care, visit our website [here](#).

Introducing our new Family Liaison Officers

Working in high-risk locations means that crises can be an unfortunate reality. Death, abduction, illness, injury or mugging don’t just affect the individual involved – it can also have a profound impact on their colleagues, friends and family. Our 12 new Family Liaison Officers have undergone a comprehensive training programme in Family Liaison in Crisis (FLIC) to ensure they can provide the necessary support to the families and loved ones of staff affected by incidents. These Officers liaise between the responding agencies and the next of kin, ensuring they are always kept up to date on essential information and plans.



“Being a Family Liaison Officer at CTG means a lot to me, and it aligns very well with my current role as a Field Safety Officer. It is a really important avenue for not only providing reassurance to families and loved ones, but also in helping them navigate very difficult times. The training programme we went through was extensive and scenario-based, ensuring we are as equipped as possible to ease uncertainty and minimise risks of additional trauma for the family.”
John Madu, Family Liaison Officer and Field Safety Officer, Nigeria

12

FAMILY LIAISON OFFICERS SUPPORTING FAMILIES AND NEXT OF KIN THROUGH DIFFICULT SITUATIONS.

24,309

SAFETRIPS SUBMITTED. SAFETRIP IS CTG’S MOVEMENT MONITORING SYSTEM TO REDUCE RISKS TO OUR STAFF WHO ARE TRAVELLING.



51

INJURIES OR INCIDENTS

This figure is based on available data. CTG does not distinguish between work-related accidents or injuries and those that occur outside of the workplace, nor does it collect information on the type of injury apart from road traffic accidents.



3

SIGNIFICANT INCIDENTS

Tragically, one of these incidents occurred as a result of impact from active conflict in the location where the staff member was working. The second two were vehicle-related, and as a result, CTG will be bolstering its ‘Every Trip, Every Time’ safe driving campaign to promote safe driving practices across

Health, safety and wellbeing

We are committed to actively responding to and fulfilling the health, safety, and wellbeing needs of our staff. Our annual review of incidents and outcomes allows us to assess and continuously enhance the effectiveness of our safety systems. Our Health and Safety Policy defines the standards, response protocols, and risk management approaches that our staff must follow. Internally, this dedication to safety is reinforced by our training and induction programmes delivered during the staff onboarding process. Externally, our Supplier Code of Conduct mandates that our business partners adhere to equally stringent Health and Safety standards to prevent additional risks. This integrated approach ensures safety is a priority across all our operations and collaborative endeavours.



CTG WELLBEING

Staff wellbeing is an integral component of our Duty of Care. CTG Wellbeing is a counselling support network available to CTG staff experiencing times of anxiety or high stress. Each year, staff are entitled to six one-hour remote counselling sessions at any time and for any reason. CTG staff are also eligible for six additional one-hour remote sessions in the event of a critical incident.

31 CTG WELLBEING SESSIONS DELIVERED TO CTG STAFF IN 2024

25 STAFF WHO HAVE USED THE CTG WELLBEING SERVICE IN 2024

100% OF CTG STAFF ARE ELIGIBLE TO USE CTG WELLBEING

6 WELLBEING FIRST AIDERS



Photographer: Anthony Jouannic

24/7
AVAILABILITY

10K
GLOBAL MEMBERS

LEVERAGING
CTG'S 20+ YEARS EXPERIENCE
OPERATING IN HIGH-RISK CONTEXTS

LLOYD'S
DELEGATED CLAIMS ADMINISTRATOR

Assist360 is CTG’s specialised medical emergency and crisis response company. Leveraging close to 20 years of Duty of Care expertise, Assist360 handles the complex challenges faced by our staff in high-risk areas globally. Our deep-rooted networks and thorough understanding of local systems, cultures, and geographies allow Assist360 to deliver swift, effective solutions during time-critical incidents – not just for CTG’s team, but for others in need as well.

Assist360 operates around the clock with a 24/7 Global Response Centre, which is bolstered by our dedicated in-house medical professionals who ensure our staff receive the best possible care during medical or security emergencies.
www.assist360.org



Services:



MEDICAL ASSISTANCE AND RESPONSE



MEDICAL CLAIMS MANAGEMENT



TRAVEL RISK MANAGEMENT

Meet our doctors

DR SEAN GOTTSCHALK

Emergency Medicine Specialist and Assist360
Chief Medical Officer

Dr Sean Gottschalk is an emergency medicine specialist physician with over 20 years of experience. He has led hospital emergency centres across South Africa, as well as overseeing medical teams for large scale events. Dr Gottschalk has worked extensively with extreme athletes and global expeditions of ice swimmers in the Himalayas, Andes, and Antarctica. His vast clinical and remote location experience ensures we deliver evidence-based, best practice medical assistance and emergency response to our members.



DR FRANCESCA HARPER

Assist360 Senior Medical Doctor

Francesca has a background in emergency and general medicine. She advises and provides best practice management of all medical cases as well as building Assist360's global medical network.



“People working in complex environments often have limited access to quality healthcare. We aim to bridge that gap by providing medical advisory services, case management, referrals and evacuations to the best available healthcare providers. Our main priority is always to provide high quality, seamless medical support in the safest and most efficient way possible, and our deep regional expertise, on-the-ground teams and holistic approach to risk mitigation enable us to do this regardless of the location or the crisis our members face.”
Francesca Harper, Assist360 Medical Doctor



Assist360 in action

Rapid response in remote regions

When a consultant in the Central African Republic developed sudden neurological symptoms at a remote outpost where local facilities couldn't provide the needed care, Assist360 sprang into action. They made immediate contact with a UN medical team, coordinating rapid doctor-to-doctor communication, and obtained the necessary authorisation from the insurer to secure a swift evacuation. The patient was evacuated to the capital soon after, where they were stabilised and treated by the UN medical team. Assist360 went on to ensure seamless follow-up, arranging specialist care in the consultant's home country. A few weeks later, they were fully recovered and back at work.



From crisis to comfort

A foreign national suffered a stroke at work in Afghanistan and was rushed to a top medical facility in Kabul. Far from home, the staff member longed for family support during that difficult time, so Assist360 worked with the medical team and insurer to get them home safely as soon as possible. Once stabilised, they were cleared for a medical escort on a commercial flight. Assist360 handled every detail – fit-to-fly clearance, airline approval, and seamless transfers. After a 20-hour journey, they arrived safely back in their home country, where their family was waiting to welcome them home.



Our Communities

Social impact and community engagement

CTG is guided by our purpose to leave a lasting impact in the countries and communities where we operate. Underpinned by our commitment to the SDGs, our social impact extends from local employment to community engagement initiatives.

We support local growth by offering decent work opportunities to nationals of our countries of operation, and empowering community members through programmes like our Job-Readiness Workshops and Women in Aid Internship Programme. Our advocacy efforts focus on promoting gender equality, human rights, anti-corruption, and a broader awareness of the SDGs, all aimed at fostering positive change.

Advancing private sector action on Women, Peace and Security

CTG is delighted to have joined the [Women, Peace, Security and Humanitarian Action \(WPS-HA\) Compact](#). Launched by UN Women at the Generation Equality Forum in 2021, the WPSHA Compact is dedicated to putting women at the centre of peace, security and humanitarian action. This signatory marks the next phase in our commitment to social impact and we look forward to the opportunities this presents for us to continue scaling our efforts to empower women in conflict settings.

All signatories commit to driving actions across four focus areas – finance, advocacy, policy and programmes – and pledge to report on the progress they make over a five-year period. In joining, CTG has made four commitments.

Our commitments



Champion women's economic security



Protect women's human rights, including eliminating all forms of sexual violence in conflict



Enable women's agency and leadership



Activate meaningful projects that directly support women, on-the-ground, at the grass-roots level

Our 2025 priorities

These commitments have informed our two major Shared Value priorities for the year ahead and serve to directly align our priorities with the Women, Peace and Security Agenda.



1. Continue to improve women's access to decent work opportunities in fragile and conflict-affected countries.



2. Drive concerted action on the prevention of sexual exploitation, abuse and harassment.

Diversity, equity and inclusion: progress towards gender parity

We recognise that the rights to equality and non-discrimination are core principles enshrined in the Universal Declaration of Human Rights, which makes our commitment to Diversity, Equity and Inclusion both a business and moral imperative.

A diverse workforce is important in any sector, but especially within the humanitarian and development sector. Diversity in perspectives helps ensure that programming meets the needs and interests of those they support, leading to stronger and more positive outcomes.



FEMALE FIRST

Since its inception in 2017, our [Female First](#) initiative has brought to life our dedication to building more inclusive economies. Female First is guided by the pledge to improve women’s access to decent work opportunities in conflict-affected regions, and underpinned by our goal to have women represent 30% of our workforce. We surpassed this target in 2022, 8 years ahead of our target deadline of 2030.

Advancing gender equality

The project-based nature of the humanitarian and development roles that CTG recruits for means that fluctuations in the overall percentage of women’s representation across CTG’s workforce are normal. Over the last two years, CTG has onboarded many staff from prior incumbents of existing humanitarian and development programmes. This includes in countries such as Ethiopia, where we took over management of over 700 staff, and women only represented 4%. While these onboardings have had a knock-on effect on our overall percentage, the number of women in our workforce has remained consistent. In several of our new countries of operation we are also pleased to share that we have reached equal representation.

In recognition of our need to continue improving our diversity across several of our key countries of operation, we are taking a new approach. Where Female First has previously been managed at a global level, we are decentralising the programme and empowering our in-country teams to take the lead on strategic implementation. We see this as an opportunity for reinvigorated commitment. In decentralising, we can ensure that CTG’s actions are more effectively tailored to the unique needs and opportunities of our countries of operation.

24%
OF PROJECT-RELATED
ROLES ARE REPRESENTED
BY WOMEN

NEW PROJECT HIRES IN 2024
**1,181 Women;
4,982 Men**

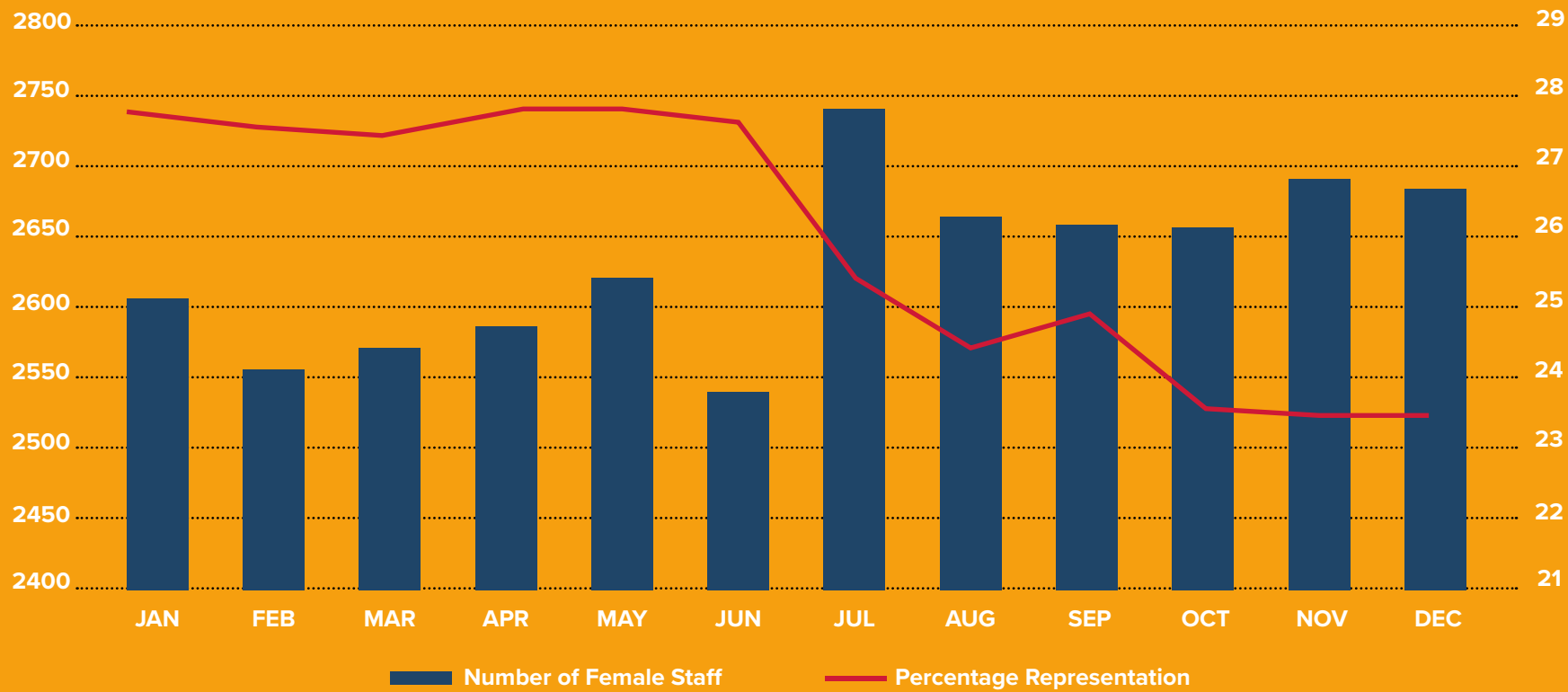
15,576
APPLICATIONS MADE TO CTG
VACANCIES BY WOMEN IN 2024 >
INCREASE OF 8% COMPARED TO 2023

WOMEN MAKE UP
50%
OR MORE OF THE WORKFORCE
IN 3 OPERATIONAL COUNTRIES.

0
SUBSTANTIATED INCIDENTS OF
DISCRIMINATION

48,850
WOMEN CANDIDATES ON CTG’S DATABASE
> 19% INCREASE COMPARED TO 2023

Number Versus Percentage of Female Staff



Women in Aid Internship Programme

CTG's Women in Aid Internship Programme forms part of Female First. This programme offers tangible work experience to young women to help them kickstart successful careers in the aid and development sectors, and beyond. While opportunities are also open to young men, CTG strives to ensure that at least 50% of interns are represented by young women.

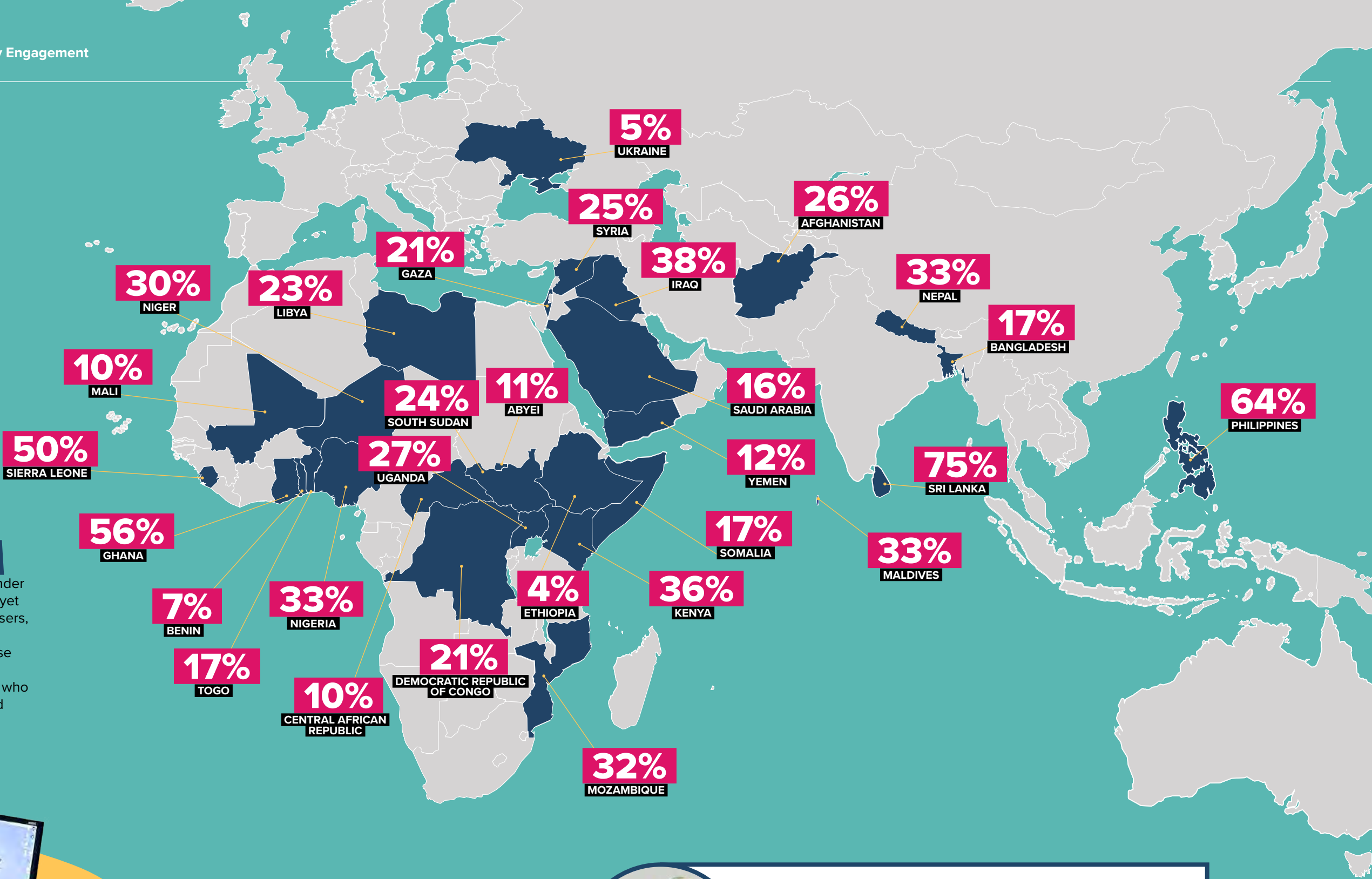
5 Interns
HOSTED ACROSS 4 COUNTRIES:
4 WOMEN, 1 MAN

Celebrating women in tech

Technology is recognised as a key driver for gender equality in the Sustainable Development Goals, yet women continue to face significant barriers as users, creators and decision-makers in the technology field. Last year, as part of CTG's efforts to mobilise women into diverse professions, CTG took the opportunity to celebrate its hundreds of women who work in technology roles around the world. Read their stories [here](#).



"I believe that working as a woman in tech leads to better problem-solving skills, and collaborating with individuals of different genders, sexual orientations, ethnicities, and race leads to increased innovation."
Edwina Williams, Systems Analyst, Central African Republic



"I aspire to see a more inclusive and diverse tech industry where women and marginalised groups are actively represented. I believe that technology should be a tool for empowerment, and I hope to contribute to creating platforms that amplify diverse voices and narratives."
Uchechukwu Patricia Emodi, ICT Support, Uganda



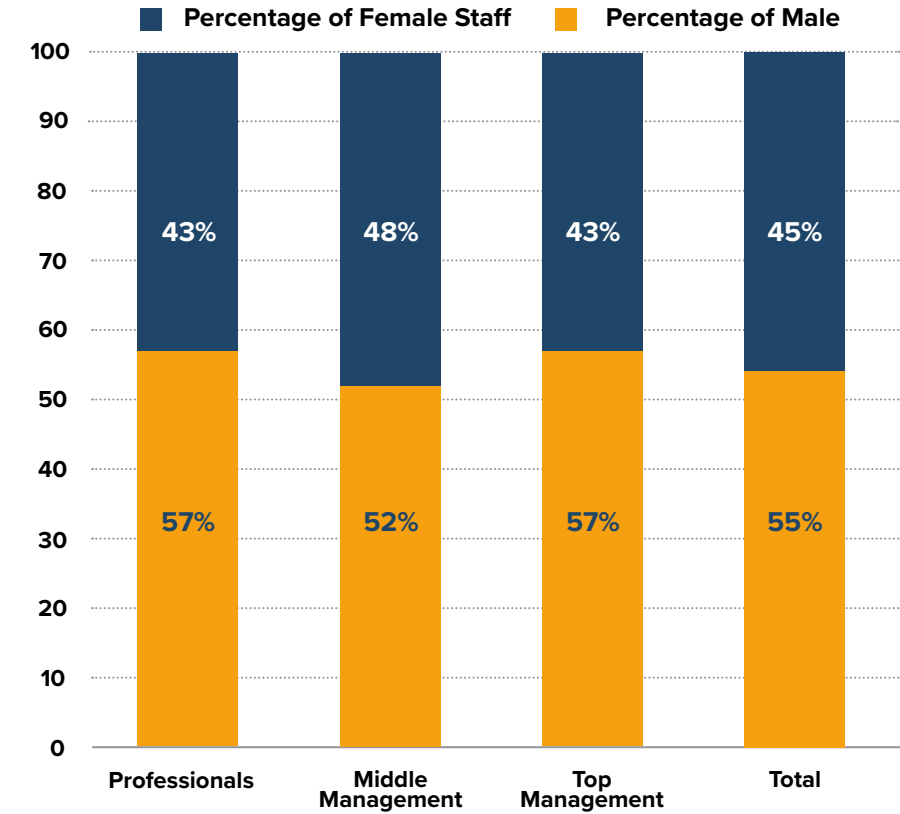
In 2023, CTG joined the UNGC’s Forward Faster initiative and made two commitments to help accelerate progress towards Sustainable Development Goal 5: Gender Equality. This initiative calls on companies to publicly declare their commitments and highlight the actions they aim to take to meet the targets they committed to.



Our Commitments

Equal representation, participation and leadership across all levels of management by 2030

As a company that has integrated a commitment to gender equality and women’s empowerment into how we do business, we are proud to be extremely close to achieving equal representation across all levels of our corporate management.



Equal pay for work of equal value by 2030

CTG has always understood the crucial importance of equal pay for work of equal value and building a workplace where all employees are compensated fairly. Our approach is upheld by our banding structure, which defines compensation according to roles, responsibilities, qualifications and experience. We are currently in the process of updating our global compensation and banding structure to better reflect the growth of our company over the last few years and current market conditions, as well as to offer more competitive salary rates and more structured career progression opportunities. As a result, we are diligently working to complete this process so that we can share information on our gender pay gap ahead of the next reporting cycle.

Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH)

In conflict-affected countries, sexual exploitation, abuse and harassment (SEAH) risks multiply and have significant consequences for some of the world’s most vulnerable individuals. CTG is fully committed to ensuring that neither we, nor any of our staff, harm any beneficiary or community. Accusations of SEAH can have severe implications for survivors and those accused and threatens the integrity of humanitarian and development programming.

CTG’s Safeguarding Think Tank, made up of key internal stakeholders with extensive experience in PSEAH, oversees CTG’s strategy to minimise SEAH risks across our global operations. This strategy focuses on the four key areas of awareness, prevention, reporting and response, and integrates mechanisms to prevent SEAH across our operational processes and the whole staff lifecycle.

Our approach



AWARENESS & PREVENTION:
Ensuring that all staff are aware of CTG’s expectations for high standards of behaviour and conduct, and that they consistently strive to minimise SEAH risks.



REPORTING & RESPONSE:
Ensuring that all staff know and understand their reporting responsibilities, the steps to take and who to contact when PSEAH concerns arise.

4,529
TRAININGS ON PSEAH ROLLED OUT TO STAFF WORKING ON HIGH-RISK PROGRAMMES

As part of CTG’s onboarding process, all staff are required to complete a mandatory PSEAH training. To ensure this training is accessible and meaningful for our diverse global workforce, CTG enhances online learning with tailored in-person sessions delivered in local languages. We also reinforce key information and staff obligations through consistent communication, and by ensuring that staff formally acknowledge and commit to our standards.

For staff working on high-risk programmes, CTG provides additional targeted training including mandatory refresher trainings to maintain the highest standards of safeguarding and accountability.

Upholding human rights at CTG

Because we operate in conflict-settings, our commitment to human rights is fundamental to our business practices. We recognise our responsibility for the impact our operations have on our staff and other stakeholders within our local communities. CTG respects all applicable human rights laws and embraces international human rights standards in accordance with our commitment to the UNGC, the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

We are dedicated to creating safe environments for all and have a zero-tolerance approach to abuse, bullying, exploitation, discrimination and harassment. We take allegations of human rights violations seriously, and all CTG staff are expected to report any misconduct or wrongdoing to the Ethics Committee as soon as possible. CTG’s commitment to human rights and how we understand our responsibility to protect them is outlined in our [Code of Conduct](#) and [Human Rights Policy](#). Beyond this, our commitment to protecting and promoting human rights forms the foundation upon which our Shared Value approach is built.

All staff are required to undergo compulsory trainings on their obligations under our Code of Conduct and other key human rights-related topics.

MANDATORY HUMAN RIGHTS-RELATED TRAINING

- ▶ Code of Conduct
- ▶ Prevention of Sexual Exploitation and Abuse (PSEA)
- ▶ Prevention of Sexual Harassment and Abuse of Authority (UNICEF)
- ▶ Safeguarding Essentials
- ▶ Equality, Diversity and Inclusion

Human rights in practice: our supply chain

Beyond our business, human rights risks can arise in our supply chain. Our due diligence process and Supplier Code of Conduct helps us manage these risks by setting out the minimum social, ethical and environmental standards that we expect our suppliers to comply with. CTG’s Due Diligence process includes several disclosures aligned with international frameworks and standards, including the UN Guiding Principles on Business and Human Rights (UNGPs). These disclosures cover key topics from labour rights and gender equality to child labour and protection. We also advocate for our suppliers to commit to the UNGC’s Ten Principles and Women’s Empowerment Principles. By integrating human rights considerations into our procurement process, we aim to raise awareness of the importance of human rights and to identify opportunities for us to work with our partners to improve their performance.

Our Planet

Threats to our environment are becoming increasingly urgent, and the risks and impacts of climate change are heightened in the fragile contexts where we operate. Climate change exacerbates existing vulnerabilities and threatens to derail or hinder the effectiveness of recovery and response efforts. Our Environmental Sustainability policy guides our approach to protecting the environment and sets out the practices we have adopted across our business to minimise our environmental risk.

CTG HEAD QUARTERS’ ENERGY AND WATER PERFORMANCE

INDICATOR		2020 ³	2021 ⁴	2022 ⁵	2023 ⁶	2024 ⁷
ENERGY	Usage (GJ) ⁸	617.68	213.29	440.26	457.70	476.4
	CO ₂ Emissions	72.28 TCO ₂ E	23.87 TCO ₂ e	49.04 TCO ₂ e	51.30 TCO ₂ e	52.7 TCO ₂ e
WATER	Consumption (M ³) ⁹	139.56	172.02	162.02	178.02	177.02
	CO ₂ Emissions	1.24 TCO ₂ e	1.52TCO ₂ e	2.12TCO ₂ e	2.39 TCO ₂ e	1.58 TCO ₂ e

³ CO₂ emissions were calculated using DEWA's 2019 grid emission factor for electricity 0.4178 tCO₂e/MWh and Abu Dhabi Environment Agency emission factor for Water 8.878 kg CO₂eq/m³
⁴ CO₂ emissions were calculated using DEWA's 2020 grid emission factor for electricity 0.4041 tCO₂e/MWh and Abu Dhabi Environment Agency emission factor for Water 8.878 kg CO₂eq/m³.
⁵ CO₂ emissions were calculated using DEWA's 2021 grid emission factor for electricity 0.4010 tCO₂e/MWh and Abu Dhabi Environment Agency emission factor for Water 13.096 kg CO₂eq/m³.
⁶ CO₂ emissions were calculated using DEWA's 2022 grid emission factor for electricity 0.4035 tCO₂e/MWh and Abu Dhabi Environment Agency emission factor for Water 13.4 kg CO₂eq/m³.
⁷ CO₂ emissions were calculated using DEWA's 2023 grid emission factor for electricity 0.3979 tCO₂e/MWh and Emirates Water and Electricity Company 2023 Emission Factor for Water 8.9 kg CO₂eq/m³.
⁸ Energy usage has been calculated using standard conversion factor of kWh/0.0036 GJ. Consumption includes electricity and cooling
⁹ Water consumption has been calculated using standard conversion factor of IG/0.00454609 m³.



CTG attends COP16 in Riyadh

In 2024, CTG’s Regional Director for the Middle East, North Africa and Europe, Iman Shawwa, attended the UN’s 16th Conference of the Parties to the United Nations Convention to Combat Desertification (UNCCD). This was the first time a major UN land-focused conference was held in the Middle East and marked the largest ever gathering under the UNCCD. The theme, ‘Our land. Our future’, emphasised global collaboration to restore degraded land, combat desertification, and enhance resilience against droughts. Desertification impacts many fragile and conflict-affected countries across the Middle East, Africa and Central Asia, and poses consequences for people and our planet.

“COP16 deepened my understanding of the complexities of drought and desertification. It was enlightening to witness the urgency of coordinated international action, the innovative approaches being implemented, and the importance of building resilient, sustainable systems to secure our planet’s future. The world faces profound challenges in managing its natural resources and it is so vital to adopt integrated approaches to safeguard the environment and the livelihoods of those affected by these crises.”
Iman Shawwa, Regional Director of the Middle East, North Africa and Europe

Our Performance and Operations

Driving economic performance through quality assurance, control and reporting

Our economic performance facilitates our growth, which in turn enhances our ability to create Shared Value for our local communities, partners and staff. CTG's economic performance is monitored and managed by the Advisory Board and Leadership Team. Consistently delivering high quality services and reporting on our progress to our clients is central to how we drive our economic performance.

Ensuring excellence in client service

CTG's ability to maintain our reputation and exceed our clients' expectations is integral to our ongoing operations, business strategy and financial sustainability. Our approach to Client Relations Management is also key to ensuring the efficient implementation of aid and development projects in challenging locations. By offering a seamless client experience and steadfast on-the-ground support to all those in the field, we enable our clients to focus on their important tasks at hand. Client Relations considerations are integrated into our business strategy and are supported by multiple mechanisms to ensure continued effectiveness.

Quality control and quality assurance for our clients is of paramount importance. Our Global Account Director, supported by a team of professionals integrated across our corporate functions, oversees CTG's approach to Client Relations Management. This team manages oversight of CTG's performance against contractual commitments and KPIs and drives consistency in service delivery, complementing the activities of our operational management teams on the ground. In addition, this team shares comprehensive and tailored monthly reports with our clients to keep them updated and informed.

CTG formally requests feedback from our clients every six months, which offers regular and open dialogue with our clients so that we can continuously improve. In our last Client Feedback Survey, our formal feedback mechanism, 94% of clients responded saying they were satisfied or very satisfied with our service. This is an increase of 10% compared to 2023, and serves as a testament to CTG's ability to consistently meet and exceed our client's expectations.



Harnessing the power of changing technologies


Digital transformation

Digital transformation is key to staying competitive in an ever-changing world, and it has come to play a central role in how we operate. Tayo, our bespoke HR Management system, is the digital backbone of our operations: from recruitment to staff management and keeping our teams safe, it has transformed how we do business.


CTG proactively seeks opportunities to leverage new digital tools and improve our current systems to optimise our processes, improve productivity and enhance the accuracy of our data. For example, with the rise of Artificial Intelligence (AI), CTG will be exploring how we can leverage this technology over the next year to further improve our operations and the digital experiences and services we provide to our clients and staff in the field.

OVER
90
ENHANCEMENTS MADE
TO TAYO IN 2024


2024 DIGITAL DEVELOPMENTS




AUTOMATED PAYROLL PROCESSING
AND TIMESHEET GENERATION




MASS ONBOARDING




CONTRACT AUTOMATION



2025 PLANNED DEVELOPMENTS



SAGE INTEGRATION



SPEED OPTIMISATION

“Digital transformation is essential for our operations because it allows us to navigate the complexities of working in fragile and conflict-affected countries with ease. Continually streamlining our digital systems improves efficiency and transparency, minimises human error and reduces administrative burdens for our staff and clients, ensuring that those who need to can focus their time on delivering humanitarian missions.”
Tehmeem Taseen,
Programme Manager

All our staff have access to [CTG Learning](#), an online learning portal launched to keep our teams informed and inspired. CTG Learning is part of the e-learning platform Kaya, developed by the Humanitarian Leadership Academy. This platform hosts the CTG Onboarding Pass, which covers key onboarding information and mandatory pre-deployment training modules. It also provides CTG staff with easy access to the wider Kaya platform, which holds a catalogue of over 500 free courses designed for staff working in the humanitarian and development sectors.

CTG Onboarding Pass Mandatory Courses

- ▶ Policies for your Protection
- ▶ Safeguarding Essentials
- ▶ Prevention of Sexual Exploitation and Abuse
- ▶ Equality, Diversity and Inclusion
- ▶ BSAFE

Data privacy and security

As an HR management company operating in fragile and conflict-affected countries, storing data on our staff and prospective staff is a necessary part of our operations. CTG recognises its legal and ethical responsibilities with respect to privacy and security of personal business data for our staff, clients and global operations, which is why we are committed to the protection of all data that is handled by us or on our behalf. Our Legal Department maintains oversight of data privacy and security.

Policies for protection

Our approach to data privacy and security is set out in our Code of Conduct and Privacy Policy, which all our staff are required to adhere to. We also include confidentiality provisions in all our agreements with suppliers or third-party contractors, and our Supplier Code of Conduct also includes a data privacy section. CTG expects all stakeholders to ensure they are aware of and comply with our Code of Conduct, Privacy Policy and relevant confidentiality agreements, as well as all applicable laws regarding data protection and privacy, such as the EU’s General Data Protection Regulation of 2018. Where there are no applicable laws in place or where those laws are basic or out of date, all stakeholders are expected to conform to the United Nations Global Pulse’s Privacy and Data Protection Principles.

In 2024, CTG received no identified substantiated complaints concerning breaches of customer privacy.

Securing personnel access

All personnel information is kept in CTG’s secure and auditable HR system, Tayo. Each staff member is provided with their own secure access to the system, and we ensure that users’ permission rights are in place to control user access and maintain data privacy and security of all information.

Building a culture of responsibility

Throughout 2024, CTG has focused on building our team’s knowledge and understanding of our Data Privacy mechanisms and obligations. With the rise of Artificial Intelligence (AI) and its use within business contexts, this also includes strengthening understanding of how to use such tools safely and in accordance with our Data Privacy practices and standards. Our legal team conducts monthly trainings with our staff both in-country and virtually on Data Protection and Privacy, and will supplement this with tailored reference guides for each jurisdiction in 2025.

CTG Sustainability report 2024

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Reporting Appendix

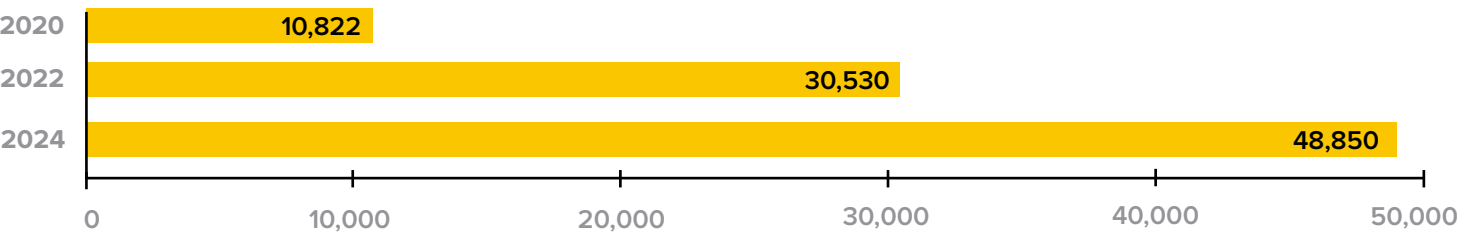
Our 2025 priorities

- 1. Continue improving women’s access to decent work opportunities in fragile and conflict-affected countries.
- 2. Drive concerted action on the prevention of sexual exploitation, abuse and harassment.

Sustainable Development Goals

Our commitment to the SDGs is both a moral and business imperative, as we recognise that our business success is interconnected with the prosperity of the communities where we operate. We monitor our contributions towards the SDGs by setting goals that align with specific targets under our priority SDGs.

Strengthen women’s access to CTG’s job vacancies by increasing the number of woman candidates on the CTG database.



Offer tangible work experience opportunities to young women as part of our Women in Aid internship programme to help them establish strong careers in the aid and development sectors and beyond.



UN SDG ALIGNMENT



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



8.5 Achieve full and productive employment and decent work for all women and men, including for young people and people with disabilities, and equal pay for work of equal value.

Improve access to decent work in countries affected by conflict by ensuring a significant portion of our positions are offered to nationals of our countries of operation.

93%

UN SDG ALIGNMENT



8.5 Achieve full and productive employment and decent work for all women and men, including for young people and people with disabilities, and equal pay for work of equal value.



Scope of this report

Contents overview

The contents of this report are guided by a materiality assessment. This process enables the identification of social, economic and governance issues deemed significant to CTG’s business and the wider communities in which we operate. CTG not only reports on the resulting material topics within this report but also uses them to guide the development of our Shared Value strategy. A comprehensive materiality process is conducted every two years, whereby CTG engages external and internal stakeholders to ensure a diverse range of perspectives are included. Within this period, CTG also conducts an annual review of its material topics to ensure they remain consistent with operational and stakeholder priorities. This year’s materiality assessment resulted in 14 topics that CTG deems material to the business and that reflect CTG’s economic, social and environmental impacts. These topics remain consistent with the previous materiality assessment, making

comparability possible. These topics have shaped the contents of this report and are listed in the Materiality section of this report. Comprehensive descriptions on each topic, including our management approach and corresponding initiatives that aim to support business progress towards the topic, can be found throughout this report. This information is supported by data and testimonials that offer stakeholder insights.

United Nations Global Compact (UNGC)

The UNGC is the world’s largest corporate sustainability initiative. CTG has been a signatory of the UNGC since 2014, a membership that reflects CTG’s continued dedication to sustainability and social responsibility. As part of this commitment, CTG upholds the UNGC’s Ten Principles, which are derived from four international frameworks:

- The Universal Declaration of Human Rights,
- The International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work,
- The Rio Declaration on Environment and Development,
- Anti-Corruption Based on the United Nations Convention Against Corruption.

This report supports the new United Nations Global Compact Communication on Progress submission and this is the eighth year we are publishing a report as part of our membership. Our submission will also be supplemented by the UNGC’s Communication in Progress questionnaire. This report outlines the extent to which each of the UNGC’s Ten Principles have been addressed during 2024 and actions taken to expand on them from previous years.

Global Reporting Initiative (GRI)

CTG reported in accordance with the GRI Standards from 1 January 2024 to 31 December 2024. GRI provides the world’s most widely used global sustainability reporting framework and this is the seventh consecutive year in which CTG has used this framework to disclose its sustainability performance. By reporting against the latest versions of the GRI standards, CTG ensures that it is meeting global standards of good reporting practice across the range of economic, social and environmental issues included within the standards. Beyond reporting on performance indicators as required by GRI, CTG reports on additional indicators that reflect progress against topics deemed material to our business and our stakeholders. The GRI Content Index can be found at the end of the report and lists all references to GRI Standards in the report and their corresponding page numbers. No third-party external assurance was applied to the process, and all information for material topics has been collected internally and consolidated to provide accurate content. This report does not include any restatements of information from previous years.

Sustainable Development Goals

CTG is a strong believer in the role the private sector can play in advancing global development, especially in fragile and conflict-affected contexts. This includes being a key contributor to advancing the United Nations’ Sustainable Development Goals (SDGs). CTG has identified three SDGs where we can have the biggest impact: Gender Equality (SDG 5), Decent Work and Economic Growth (SDG 8) and Peace, Justice and Strong Institutions (SDG 16). In addition to this, we also recognise the importance of Partnership for the Goals (SDG 17) and are striving to foster new partnerships in our countries of operations to strengthen progress towards the SDGs. CTG has developed indicators and goals that align with the SDG targets.

Women’s Empowerment Principles

CTG signed its commitment to the WEPs in 2017, and in 2018 CTG’s CEO Alice Laugher co-founded and became Chair of the UAE WEPs Taskforce. The seven principles offer guidance on how businesses can empower women and promote gender equality in the workplace, marketplace and community. Established as a joint initiative by the UNGC and UN Women, they are informed by international labour and human rights standards. CTG’s primary gender equality objective is to strengthen women’s economic empowerment in the workplace, marketplace and community through its flagship programme, Female First. In accordance with the principles, Female First aims to foster equality and inclusivity across the humanitarian and development sectors through a range of community initiatives and advocacy that improve women’s access to decent work opportunities.

Internally, CTG continues to review its WEPs implementation performance through the Gender Gap Analysis Tool and has achieved 94% implementation, which corresponds to ‘Leader’ status. More information on our efforts to implement the WEPs can be found in the [Our Communities](#) section of this report. This report observes WEPs Principle 7, ‘Measure and publicly report on progress to achieve gender equality’.

Your input is invaluable to us! We are keen to hear from stakeholders interested in advancing sustainability efforts. If you have feedback, questions, **or you’re interested in discussing potential partnerships, please contact our Sustainability Manager at mia@ctg.org**. Let’s make an impact together.

GRI Content Index

STATEMENT OF USE	CTG (Committed to Good) has reported in accordance with the GRI Standards for the period 1 Jan 2024 – 31 December 2024.
GRI 1 USED	GRI 1: Foundation 2021
APPLICABLE GRI SECTOR STANDARDS	None

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO	SDG ALIGNMENT	UNGC PRINCIPLE	WEPS PRINCIPLE
			REQUIREMENTS OMMITTED	REASON	EXPLANATION				
GRI 2: GENERAL DISCLOSURES 2021									
GRI 2: General Disclosures 2021	2-1 Organizational details	CTG at a Glance (p. 9)							
	2-2 Entities included in the organization's sustainability reporting	About this Report (p. 4)							
	2-3 Reporting period, frequency and contact point	Scope of this Report (p. 32)							
	2-4 Restatements of information	Scope of this Report (p. 32)							
	2-5 External assurance	Scope of this Report (p. 32)							
	2-6 Activities, value chain and other business relationships	CTG at a Glance (p. 10)							
	2-7 Employees	CTG at a Glance (p. 10); Our People (p. 18-20); Diversity, Equity & Inclusion (p. 25)					8		
	2-8 Workers who are not employees	Our People (p. 18)					8		
	2-9 Governance structure and composition	Governance at CTG (p. 14)							
	2-10 Nomination and selection of the highest governance body	Governance at CTG (p. 14)							
	2-11 Chair of the highest governance body	Governance at CTG (p. 14)							

GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Governance at CTG (p. 14)							
	2-13 Delegation of responsibility for managing impacts	Governance at CTG (p. 14)							
	2-14 Role of the highest governance body in sustainability reporting	Creating Shared Value (p. 12)							
	2-15 Conflicts of interest	Governance at CTG (p. 15)							
	2-16 Communication of critical concerns	Governance at CTG (p. 14)							
	2-17 Collective knowledge of the highest governance body	Governance at CTG (p. 14)							
	2-18 Evaluation of the performance of the highest governance body		OMITTED	Information incomplete	Policy and process undergoing review.				
	2-19 Remuneration policies		OMITTED	Confidentiality constraints	CTG is a privately-owned company and does not disclose this information.				
	2-20 Process to determine remuneration		OMITTED	Confidentiality constraints	CTG is a privately-owned company and does not disclose this information.				
	2-21 Annual total compensation ratio		OMITTED	Confidentiality constraints	CTG is a privately-owned company and does not disclose this information.				
	2-22 Statement on sustainable development strategy	CEO's Message (p. 5)							
	2-23 Policy commitments	Governance at CTG (p. 13-15)							
	2-24 Embedding policy commitments	Governance at CTG (p. 13-15)							
	2-25 Processes to remediate negative impacts	Governance at CTG (p. 15)							
	2-26 Mechanisms for seeking advice and raising concerns	Governance at CTG (p. 15)							
	2-27 Compliance with laws and regulations	Our People (p. 18); Governance at CTG (p. 13-15)							

	2-28 Membership associations	Scope of this Report (p. 32)							
	2-29 Approach to stakeholder engagement	Creating Shared Value (p. 12)							
	2-30 Collective bargaining agreements	Our People (p. 18)					3		
MATERIAL TOPICS									
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Creating Shared Value (p. 12)							
	3-2 List of material topics	Creating Shared Value (p. 12)							
ECONOMIC PERFORMANCE									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Performance and Operations (p. 29)							
GRI 3: Material Topics 2021	201-1 Direct economic value generated and distributed	Our Performance and Operations (p. 29)					8		
	201-2 Financial implications and other risks and opportunities due to climate change		OMITTED	Information unavailable	CTG does not have a system in place to measure the financial implications of climate change.				
	201-3 Defined benefit plan obligations and other retirement plans	.	OMITTED	Confidentiality constraints	CTG does not publicly disclose this information.				
	201-4 Financial assistance received from government		OMITTED	Not applicable	CTG is a privately-owned company and has not received any governmental financial assistance				
MARKET PRESENCE									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our People (p. 9)							
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		OMITTED	Information unavailable	CTG complies with all local legislation in relation to minimum wages, however does not collect information on this at a global level.				
	202-2 Proportion of senior management hired from the local community	Our People (p. 9)					8		

ANTI-CORRUPTION									
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance at CTG (p. 13-15)							
	205-1 Operations assessed for risks related to corruption	Governance at CTG (p. 15)					16	10	
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Governance at CTG (p. 13, p. 15)					16	10	
	205-3 Confirmed incidents of corruption and actions taken	Governance at CTG (p. 14)					16	10	
EMPLOYMENT									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our People (p. 18)							
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our People (p. 20)					8		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our People (p. 18)					8		
	401-3 Parental leave	Our People (p. 18)					5 & 8		
LABOUR/MANAGEMENT RELATIONS									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our People (p. 18)							
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Our People (p. 18)					8		
OCCUPATIONAL HEALTH AND SAFETY									
GRI 3: Material Topics 2021	3-3 Management of material topics	Duty of Care (p. 21-23)							
GRI 402: Labor/ Management Relations 2016	403-1 Occupational health and safety management system	Duty of Care (p. 21-23)					3, 8 & 16		
	403-2 Hazard identification, risk assessment, and incident investigation	Duty of Care (p. 21-23)							
	403-3 Occupational health services	Duty of Care (p. 22)					3 & 8		

GRI 402: Labor/ Management Relations 2016	403-4 Worker participation, consultation, and communication on occupational health and safety	Duty of Care (p. 21)					3 & 8		
	403-5 Worker training on occupational health and safety	Duty of Care (p. 21)					3 & 8		
	403-6 Promotion of worker health	Duty of Care (p. 21)					3 & 8		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Duty of Care (p. 21)					3 & 8		
	403-8 Workers covered by an occupational health and safety management system	Duty of Care (p. 21)					3 & 8		
	403-9 Work-related injuries	Duty of Care (p. 21)					3 & 8		
	403-10 Work-related ill health		OMITTED	Information unavailable	CTG does not differentiate between worker-related ill health and injuries so is unable to provide				
DIVERSITY AND EQUAL OPPORTUNITY									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Communities (p. 25)							
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance at CTG (p. 14); Our People (p. 18-20); Diversity, Equity and Inclusion (p. 25-26)					5	6	2
	405-2 Ratio of basic salary and remuneration of women to men		OMITTED	Information unavailable	CTG complies with all local legislation in relation to minimum wages, however does not collect information on this at a global level.				
NON-DISCRIMINATION									
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance at CTG (p.14-15), Social Impact and Community Engagement (p.24), Diversity, Equity and Inclusion (p.25-26)					5		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity, Equity and Inclusion (p.25)					5	6	2

SECURITY PRACTICES									
GRI 3: Material Topics 2021	3-3 Management of material topics	Duty of Care (p. 21)							
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Governance at CTG (p. 21)					16	1	
LOCAL COMMUNITIES									
GRI 3: Material Topics 2021	3-3 Management of material topics	Social Impact and Community Engagement (p. 24)							
GRI 3: Material Topics 2021	413-1 Operations with local community engagement, impact assessments, and development programs	Social Impact and Community Engagement (p. 25-27)					5	1	5
	413-2 Operations with significant actual and potential negative impacts on local communities	Human Rights (p. 27)						2	5
SUPPLIER SOCIAL ASSESSMENT									
GRI 3: Material Topics 2021	3-3 Management of material topics	Human Rights (p. 27)							
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Human Rights (p. 27)					5	1	5
	414-2 Negative social impacts in the supply chain and actions taken	Human Rights (p. 27)						2	5
CUSTOMER PRIVACY									
GRI 3: Material Topics 2021	3-3 Management of material topics	Data Privacy and Security (p. 30)							
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Security (p. 30)					8		
ORGANISATION SPECIFIC MATERIAL TOPIC									
GENDER EQUALITY									
GRI 3: Material Topics 2021	3-3 Management of material topics	Diversity, Equity & Inclusion (p. 25-26)							

Gender Equality	Percentage of women employed	Diversity, Equity & Inclusion (p. 25-26)					5	6	2
	Programs supporting Global Goal 5	Social Impact and Community Engagement (p. 24); Diversity, Equity & Inclusion (p. 25-26)					1, 5, 8, 11, 16 & 17	6	6
BUSINESS ETHICS									
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance at CTG (p. 13-15)							
Business Ethics	Code of Conduct Commitment	Governance at CTG (p.13)					11		
DIGITALISATION									
GRI 3: Material Topics 2021	3-3 Management of material topics	Digital Transformation (p.30)							
Digitalisation	Description of digital platforms or initiatives	Digital Transformation (p.30)					12, 13 & 16		
CUSTOMER RELATIONS AND MANAGEMENT									
GRI 3: Material Topics 2021	3-3 Management of material topics	Client Relations Management (p.29)							
Customer Relations and Management	Client Satisfaction	Client Relations Management (p.29)							
SAFEGUARDING AND THE PREVENTION OF SEXUAL EXPLOITATION AND ABUSE									
GRI 3: Material Topics 2021	3-3 Management of material topics	Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) (p.27)							
Safeguarding and the Prevention of Sexual Exploitation and Abuse	Staff training on the Prevention of Sexual Exploitation and Abuse	Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) (p.27)					5 & 16		
ENDING VIOLENCE AGAINST WOMEN AND GIRLS									
GRI 3: Material Topics 2021	3-3 Management of material topics	Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) (p.27)							
Ending Violence Against Women and Girls	Activities to support the elimination of violence against women and girls	Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) (p.27)					1, 5 & 16		



Committed to Good

**Connect with us to
drive social impact**

Thank you for reviewing our 2024 Sustainability Report. Should you wish to engage with us or learn more about our initiatives designed to deliver social impact in fragile and conflict-affected environments, please contact our Sustainability Manager at mia@ctg.org.