

Sustainability Report 2025

Sustaining Impact in Times of Change



Foreword

CTG's mission is to enable social impact by connecting people to purpose in complex environments.

We are Committed to Good – our purpose is embedded in our name. We exist to create lasting impact by connecting people to opportunities that help drive change, strengthen communities and contribute to a more sustainable future. Our approach is guided by globally recognised frameworks that challenge organisations to lead with integrity: the UN Sustainable Development Goals, the UN Guiding Principles on Business and Human Rights, the UN Global Compact (UNGC) 10 Principles and the Women's Empowerment Principles. Our EPIC values – Engage, Pioneer, Improve and Care – bring our commitments to life in how we think, act and make decisions every day. Being 'Committed to Good' means holding ourselves to the highest standards, operating in a way that creates consistent value responsibly and with purpose, and leaving a positive impact wherever we work.

To our staff, clients and partners: thank you for your continued partnership, your commitment to your work and for the trust you place in us.

We are Committed to Good



Contents

04

About this Report

CEO's Message **5**
Our 2025 Highlights **6**
CTG at a Glance **8**

18

Our People

Staff Recognition **19**
Duty of Care **21**

28

Our Performance and Operations

Harnessing the Power of Technologies **29**

10

Creating Shared Value

Our Material Topics **11**

24

Our Communities

Diversity, Equity and Inclusion **25**
Advancing Gender Equality **26**
Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) **27**

30

Reporting Appendix

Scope of This Report **30**
GRI Content Index **31**

12

Our Governance

How We Ensure Ethics and Integrity **13**
Oversight That Drives Accountability **14**
Sustaining Our Standards **15**
Our EPIC Values **16**

28

Our Planet



About This Report



This 2025 Sustainability Report is CTG's ninth 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 2025. For detailed information on the scope of this report, please see Scope of This Report.



CEO's Message

We are living through one of the most consequential periods in the history of humanitarian and development work. Long-standing UN agencies and multilateral partners we have supported for over two decades, and who sustain meaningful employment for our staff, are under growing pressure. As funding tightens, reform reshapes the sector and crises escalate, humanitarian need has reached unprecedented levels. This Sustainability Report sits within that context and reflects Shared Value in practice: how we are responding by strengthening local capacity, delivering responsibly and ensuring that we create impact for our clients, staff and local communities.

In 2025, we employed 9,138 staff across 39 countries, with 93% of our project-related workforce comprised of nationals from the countries where we operate. This includes 1,284 staff deployed last year across Afghanistan to provide health, hygiene and polio eradication services; 215 staff in Gaza delivering critical food assistance, logistics support, child protection and WASH; and 751 in South Sudan supporting a broad range of operations from ICT to camp coordination – among many hundreds of other staff delivering essential services worldwide. Our commitment to dignified, meaningful employment is the foundation of everything we do, and each of these roles contributes to SDG 8: Decent Work and Economic Growth. We take pride in enabling impact for our clients by identifying, deploying and managing skilled professionals who deliver results for their programmes and meaningful change for communities.

We remain aligned to our clients' priorities, diversifying our services in response to their evolving needs. Our new Restructuring function helps clients optimise workforce structures for greater efficiency, while Executive Search enables us to identify high-calibre leaders, technical specialists and advisors to meet changing demand. We also use Executive Search to support greater diversity at senior levels, aiming to exceed market-average benchmarks and improve access for women and professionals from the Global South into leadership roles that influence policy and programme delivery.

But our ambition extends beyond recruitment. This year, we launched the CTG Academy, a structured programme designed to strengthen the leadership potential of our Account Managers who support our clients and project-related staff. We also delivered a 6-month blended learning training programme for Deputy Country Managers, with 50% of participants subsequently promoted. That is Shared Value – when our people grow, so does the impact we create.

We have also strengthened workforce development and inclusion by aligning our internship programme with the 70:20:10 learning model and improving access pathways for diverse graduates. Additionally, our new Diversity, Equity and Inclusion Framework provides a more structured and measurable approach to inclusion, with pillars that strengthen accountability and drive continuous improvement. Our dedication is reflected in our corporate and field-support workforce composition: women represent an average of 49% across all levels, including board and senior management, while 37% of middle and senior management roles are held by nationals from our countries of operation. We are serious about our commitment to equality and diversity, and our results are a strong demonstration of that.

Compliance, ethics and Duty of Care are central to our credibility as a company operating in complex environments. Our ethics awareness campaigns reached staff in 10 languages with an 89% view rate, and 5,000 staff completed enhanced Code of Conduct training – reinforcing our standards of conduct even in the most remote locations. At the same time, when risks to humanitarian professionals have never been greater, our Duty of Care protocols continue to protect staff working in the world's highest-risk environments. Safety and wellbeing are fundamental to the work we do, and those risking their lives to deliver assistance must be protected while doing it.

Our partners, including UN agencies and multilateral institutions, are undergoing major structural reform, amid significant funding cuts with visible human cost on the ground. In this context, CTG's role as a reliable, cost-efficient, agile and values-aligned partner is more important than ever.

The organisations that stay true to their values in difficult times, that invest in their people, strengthen governance and create shared value, will be best placed to endure and help shape what comes next. CTG intends to be one of them.

*Alice
Laughter*

CEO, Committed to Good (CTG)

Our 2025 Highlights

429k
candidates registered
on CTG's database

9,138
total staff
93%
of CTG staff are nationals of
our countries of operation

Unlocking leadership potential with CTG Academy
CTG Academy is our in-house training hub, created to pool our expertise and support continuous learning. In 2025, we launched Spark – a guided learning module combining training, coaching and mentoring to develop Account Managers into confident leaders. Through this Academy, we're not only strengthening the quality of service we deliver to our clients, but also creating pathways for growth and progression in the countries where we operate.

12
subject-matter
experts delivered
training

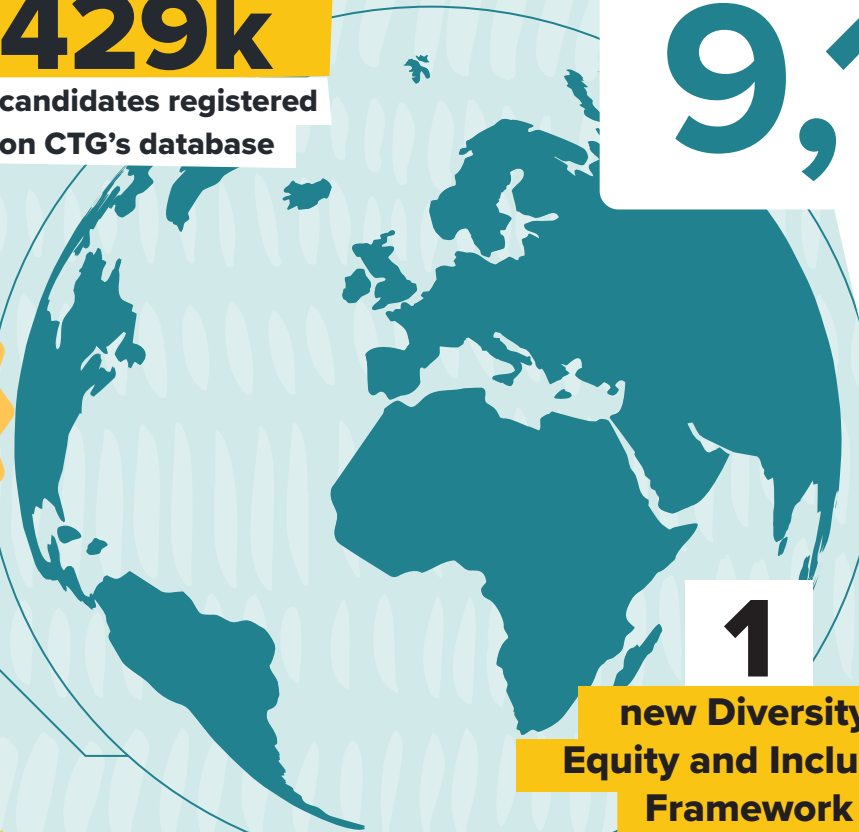
24
participants across
13 countries

48%
Women



"This experience has been an enriching learning journey so far. The CTG Academy Spark wasn't just a training module; it was a structured, in-depth exploration of the foundations that make CTG's work effective, ethical and impactful."
Nancy Ukpabi, Regional HR Manager and CTG Academy Participant

Operational presence and experience in
48
countries



1
new Diversity,
Equity and Inclusion
Framework

5,038
staff completed enhanced
Code of Conduct training
sessions

1,752
additional context-specific
trainings delivered
to keep staff safe and informed in the field



Our 2025 Highlights

33%

of new project-related recruits were women

49.4%

women's representation across our corporate and field-support workforce

3

strategic awareness campaigns covering PSEAH, Code of Conduct and staff wellbeing delivered with an 89% view rate

90%

staff confirmed they had seen the campaign

2

new services launched – Executive Search and Organisational Restructuring

Our new Diversity, Equity and Inclusion (DEI) Framework

In 2025, we strengthened our commitment to DEI by creating a new framework that unifies our ongoing efforts into a simpler but more structured approach. Built around four pillars, it sets out how we embed our principles across the staff lifecycle, creating measurable impact and expanding access to opportunities in our countries of operation. Visit the [DEI section on page 25 of this report](#) to learn more.

Nurturing the next generation of professionals

In 2025, we realigned our internship programme with our strategic priorities and new DEI framework. Now following the 70:20:10 learning model, it creates meaningful development opportunities through hands-on work, mentorship and guided learning. We've also expanded access for young professionals from diverse backgrounds, creating entry points to careers within our sector for talent who might otherwise have been excluded.

Driving ethical standards with strategic campaigns

Safeguarding our local communities is central to protecting the integrity and impact of the programming our staff deliver. This year, CTG deployed a range of mobile awareness campaigns in 10 languages using platforms such as WhatsApp and Telegram. Covering PSEAH and our updated Code of Conduct, these campaigns reinforced CTG's standards of behaviour and ethics. By setting clear expectations, we ensure that the professionals we deploy work ethically, earn the trust of the communities around them and deliver meaningful outcomes for the programmes they support.

1000+

staff interactions recorded within 48 hours

CTG at a Glance

Our solutions and services

We recruit, deploy and manage high-calibre professionals with the skills and expertise to deliver results for high-stakes projects across the world. Impact in complex environments depends on their ability to access opportunities, lead and thrive in their work. Our job is to support them through solutions that go beyond recruitment.

We champion gender equality and diversity, nurture local leadership at all levels, and invest in learning and development to create pathways for growth in the communities where we operate. We embed ethical decision-making and provide Duty of Care without compromise, recognising these as essential to better outcomes for staff, clients and communities. This is how we create real change in the most complex environments – it's what we call the ripple effect.

CTG is a privately held company owned by the Chelsea Group. Established in Afghanistan in 2006, CTG is headquartered in Dubai, UAE, and has operational presence and experience across 48 countries. In 2025, we were active in 39 countries worldwide.

We take pride in being a global company with local networks and expertise that delivers solutions at speed. CTG's services span multiple technical and operational domains, essential for operational success in complex environments.

HR and Project Management

CTG manages the people and systems that enable programme delivery. We run HR and project oversight, managing contracts, performance, compliance, payroll, Duty of Care and reporting. Our model creates consistent governance, clear records and standards that hold under pressure.

Recruitment and Executive Search

We find the experts who deliver. Combining global talent rosters built over decades with a consultancy-led selection method, CTG provides vetted talent across industries and specialities. From senior leadership and supporting roles to specialist and hard-to-fill positions, we tailor the search method to the context and provide clear criteria and selection rationale to support accountable appointments. For senior, niche and leadership roles, our Executive Search uses targeted headhunting techniques. We bring judgement, reach and rationale to critical appointments.

Organisational Restructuring

We help organisations navigate complex, high-stakes restructuring without disrupting their mission. Our approach mitigates risk by prioritising transparency, objectivity and compliance, allowing clients to focus on operations while we manage the transition.

Technical Advisory

CTG provides specialist technical advisors who can operate within government, institutional and corporate settings. We match expertise to mandate, support knowledge transfer where needed, and strengthen accountable delivery through clear governance and reporting.

Third Party Monitoring

CTG delivers reliable field monitoring, system design and adaptive programming in locations where access is limited and accountability is essential. We deploy trained monitors to gather reliable, on-the-ground data for programme oversight, ESG verification and impact assessment, providing clear reporting with actionable insights for decisions and course correction.

Data and Information Management

CTG collects data and manages information systems that help clients see what is happening, prove progress and make better decisions. Using big data analytics, GIS expertise, remote sensing, IT development and AI capabilities, we empower digital transformation, meet regulatory requirements and support evidence-based operations.

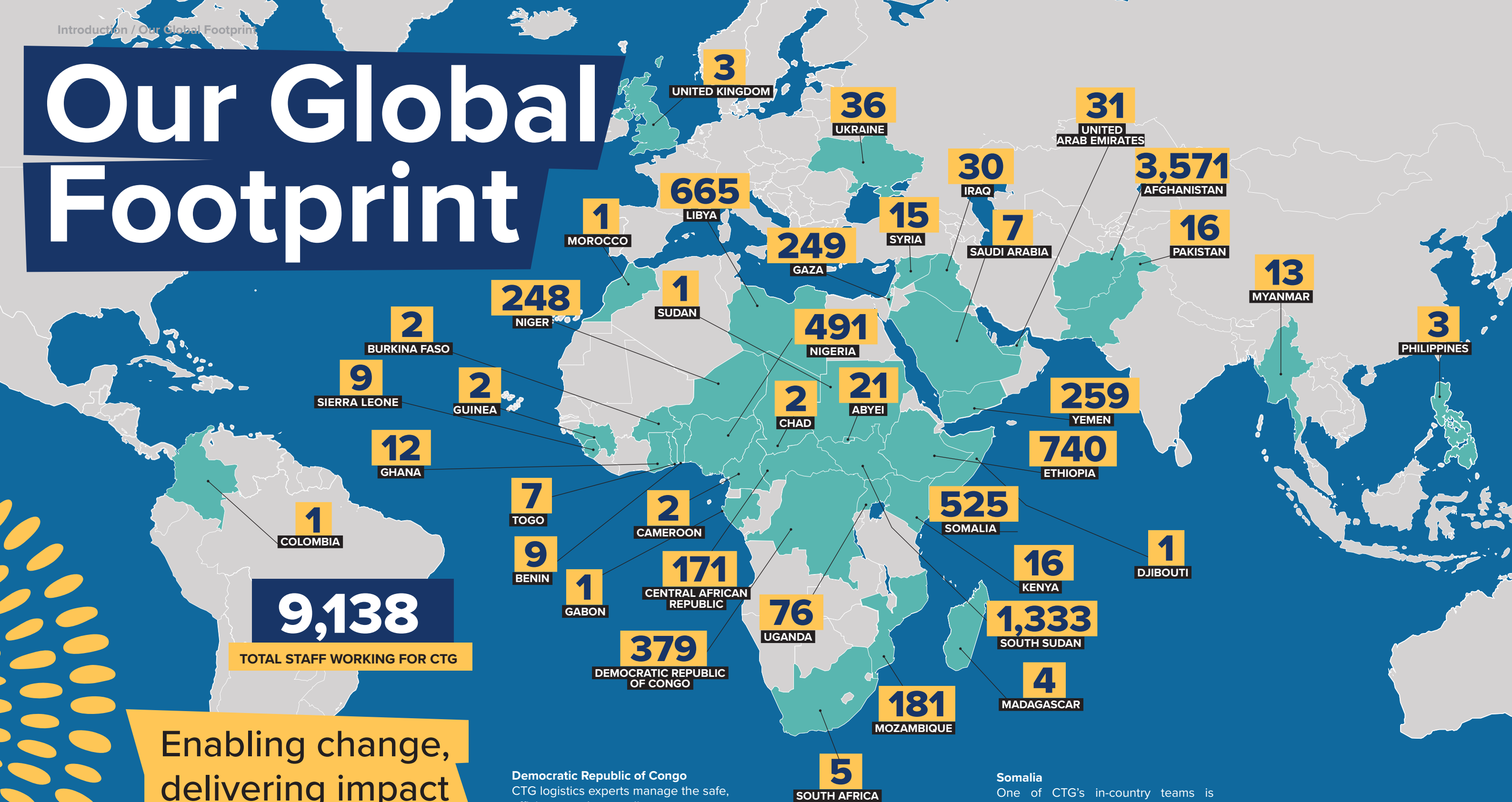
Fleet Management

CTG manages the vehicles, people and systems that keep field operations moving. Our fleet management services cover vehicle operations, maintenance, logistics and oversight, helping clients protect assets, support drivers and maintain reliable mobility in challenging environments.

Duty of Care and Medical Assistance

CTG manages the Duty of Care, insurance and medical assistance infrastructure behind responsible deployment in high-risk environments. Through intelligence-led security protocols and responses, and Assist360's medical assistance, travel risk management and claims management, we keep deployed teams covered, supported and focused on delivery.

Our Global Footprint



Enabling change, delivering impact

Afghanistan

In 2025, CTG identified and deployed 1,284 staff for UNICEF to deliver critical health, hygiene and polio eradication services across the country, reaching some of the most remote communities. This included 596 women engaged to deliver vaccinations, alongside doctors, nurses and midwives working to prevent maternal and newborn deaths and strengthen essential healthcare delivery nationwide.

Democratic Republic of Congo

CTG logistics experts manage the safe, efficient and compliant movement of personnel, equipment and cargo across the country, enabling effective and reliable operations that help drive our clients' mission.

Gaza

We hired 215 staff to deliver a range of critical services covering food assistance, logistics, child protection and WASH, supporting WFP, UNOPS and UNICEF's urgent humanitarian response efforts.

Mozambique

Among many other assignments, CTG's on the ground teams have supported our client's response to flooding by collecting displacement data, dealing with sanitation and ensuring access to clean water, setting up temporary housing for displaced people, and delivering food and medical assistance to those in need.

Somalia

One of CTG's in-country teams is supporting a client with on-site construction supervision, ensuring contract compliance, monitoring quality and building long-term municipal capacity so skills stay local.

South Sudan

In 2025, we deployed 738 staff across the country to enable critical operations for organisations including IOM, FAO, UNICEF and UNMISS – from ICT systems support and camp coordination to workshop management, aid distribution and much more.

A connected network for a complex world

Throughout our countries of operation, our supply chain boasts diverse partners ranging from third-party security providers to transport services to office facilities. There were no significant changes to our partners or the structure of our supply chain in 2025. You can read more about how we promote good business practices through our supply chain in the in the human rights section on page 27 of this report.

Creating Shared Value



Turning business capability into social impact

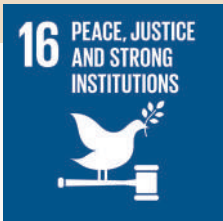
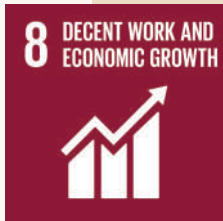
Our approach

As a business that operates in complex environments, we recognise our duty to leave a lasting positive impact. This commitment lies at the heart of how we operate and guides our business strategy. By applying business solutions to pressing social challenges, we create value not only for our stakeholders, but also for the communities we serve. Continuous engagement ensures that our initiatives are impactful and aligned with their needs and interests.

Learn more about how we create Shared Value in the [‘Our Communities’ section on page 24](#) of this report.

Guided by the Sustainable Development Goals (SDGs)

We believe in the power of SDGs to lay a path to a better world. Leveraging our experience and capabilities, CTG aligns its priorities with four SDGs where our business operations can prevent negative impacts and promote positive change.



The issues that matter most to our business and stakeholders

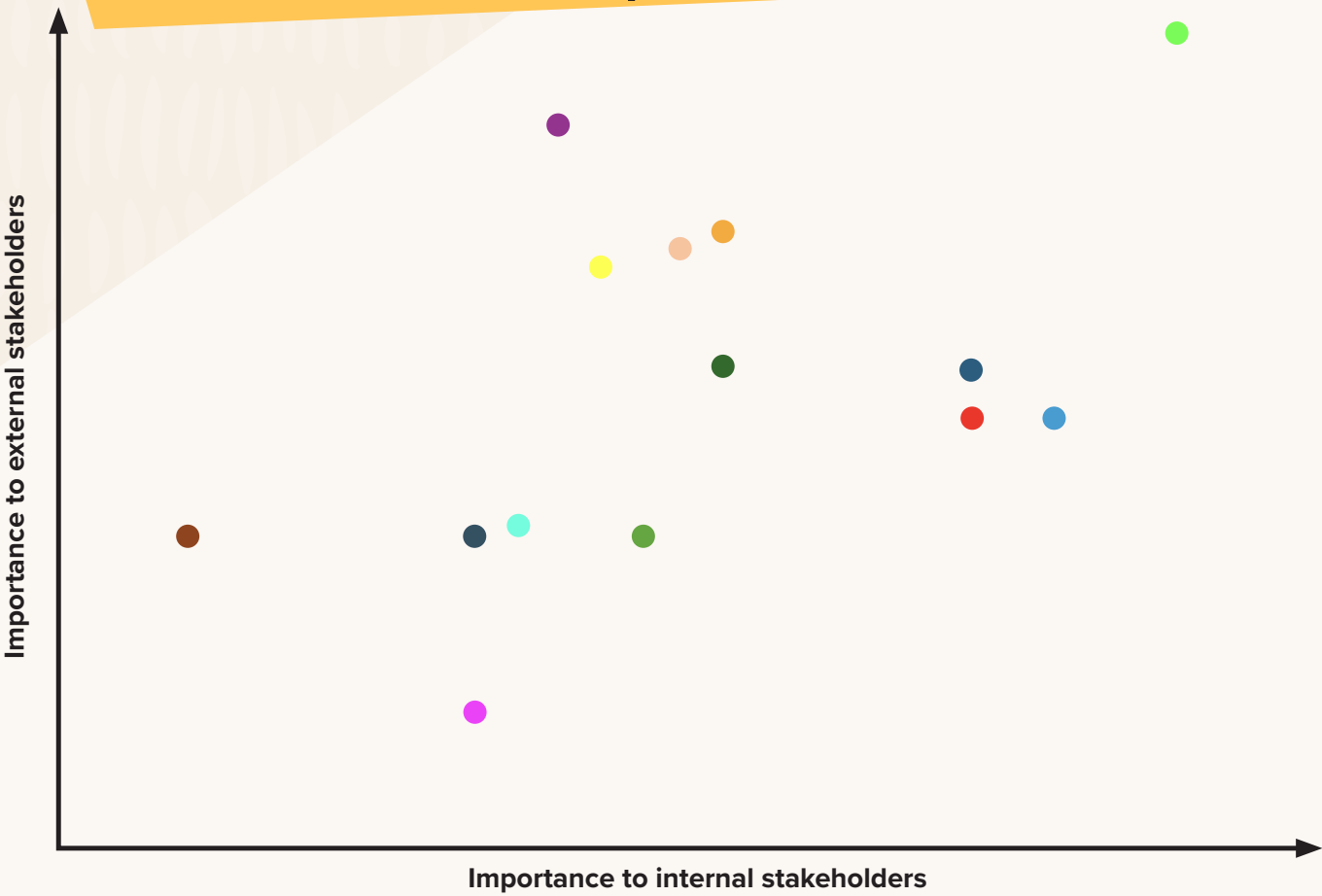
Stakeholder engagement through materiality

Materiality and the stakeholder engagement process help 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. CTG conducts this process every two years to inform our Shared Value strategy, align our sustainability priorities and help ensure we report on the issues that matter most to our business and our stakeholders.

Find explanations of our approach to each material topic in the respective sections of this report. For more information on our most recent materiality process, please refer to our 2024 Sustainability Report [here](#).



Our material topics



- Diversity, Equity and Inclusion
- Security
- Business Ethics and Integrity
- Client Relations Management
- Data Security and Privacy
- Labour Relations and Employment
- Safety, Health and Wellbeing
- Local Communities and Community Engagement
- Human Rights
- Violence Against Women and Girls
- Anti-bribery and Corruption
- Digital Transformation
- Economic Performance
- Prevention of Sexual Exploitation, Abuse and Harassment



Our Governance

Governance as a foundation for impact

Strong governance enables lasting impact. Our approach to governance reflects our commitment to operating with integrity in complex environments. We do this through the ethical standards we set and reinforce, the accountability mechanisms we maintain and our continuous drive to strengthen how we work. In practice, this means our staff work within clear ethical frameworks, our clients trust our delivery and the communities we serve can depend on our integrity. CTG conducts business in line with relevant laws, regulations and our Code of Conduct, and we expect the same of all staff. Embedded throughout our systems, behaviours and everyday practices, our commitment to standards shapes how we deliver positive impact.

Setting standards
that enable positive
impact

Our Code of Conduct

A clear and consistently reinforced **Code of Conduct** is the cornerstone of our governance system. It sets out our commitment to the highest standards of behaviour and conduct, guides our interactions and requires staff to always act with integrity and uphold ethical principles.

Our Code of Conduct is non-negotiable. It establishes our commitment to respect human rights, particularly for vulnerable groups, and to address critical issues including sexual exploitation, abuse and harassment (SEAH), discrimination, child labour and corruption. The Code reflects our values and expectations and applies equally to all staff. It is underpinned by a suite of supporting policies that provide further guidance and operational detail across key areas of risk and compliance. To ensure the Code of Conduct remains fit for purpose, we review and update it annually with approval from our Good Governance Committee, incorporating evolving regulatory requirements and emerging risks. All policy commitments are integrated throughout our corporate procedures, with each department maintaining responsibility for implementation in their operations.

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

Embedding our standards in everyday action

A Code of Conduct is only as effective as its adoption. We employ a multi-layered, continuous reinforcement approach to ensure every team member understands our standards and can apply them in their everyday work.

Equipping teams from day one

All new staff are introduced to our Code of Conduct and its supporting policies through a mandatory training module and inductions during the Onboarding Process. 100% of staff are required to formally acknowledge compliance through Tayo, our HR Management Platform, creating a clear and auditable record of acceptance and accountability. This ensures that everyone understands and commits to our high standards from day one.

Strengthening awareness and understanding of CTG's Code of Conduct

To reinforce our standards in practice, we deliver impactful in-person refresher trainings on the Code of Conduct and its key topics to staff, including those in remote regions. In 2025, we introduced an enhanced in-person training programme aligned with our updated Code of Conduct to deepen awareness and understanding. These sessions created space for open discussion, allowing staff to test their knowledge, explore complex scenarios and build confidence in applying CTG's values, expectations and standards of behaviour consistently in their work.





Driving ethical standards with strategic campaigns

In 2025, CTG deployed a range of accessible, multilingual awareness campaigns tailored to low-bandwidth contexts. We delivered these campaigns in 10 languages via email and mobile platforms such as WhatsApp and Telegram using GIFs paired with short, engaging Code of Conduct and PSEAH content. This approach drove rapid, consistent reinforcement of ethical expectations across our dispersed workforce, strengthening accountability and real-time monitoring of staff awareness and understanding. Over 1,000 staff interactions were recorded within 48 hours of the first campaign cycle and 90% of staff confirmed they had seen the campaign – demonstrating the effectiveness of accessible, mobile-first communication.



1000+

staff interactions with our strategic campaigns recorded within 48 hours

How we ensure ethics and integrity

Robust accountability mechanisms are essential for upholding standards and preventing harm when operating in complex environments. We uphold a firm commitment to addressing and remediating any adverse impacts we might cause or contribute to.

Whistleblowing

Our confidential Whistleblowing Procedure empowers all CTG stakeholders – including staff, clients and third parties – to seek advice and report any unethical behaviour, malpractice or conflicts of interest. This procedure ensures that each report is thoroughly investigated and, when necessary, escalated to independent external investigators. Our 4.16 out of 5 project-related staff confidence score derived from our feedback survey is consistent with 2024 and reflects trust in the mechanism across our global workforce. The Ethics Committee, chaired by CTG's Compliance Director, manages our Whistleblowing Procedure and ensures ethical concerns are referred to the Investigations Division for prompt, impartial and confidential investigation. Substantiated allegations lead to appropriate disciplinary action to ensure accountability and resolution of issues.

Anti-corruption

Corruption undermines development outcomes and erodes trust in organisations operating in fragile contexts. That is why, in alignment 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 where 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 Ethics Committee manages our comprehensive anti-corruption efforts, which are also closely monitored by our Good Governance Committee, to ensure integrity across our operations. In 2026, CTG will launch a comprehensive training programme to all staff covering fraud, theft and corruption to reinforce consistent adherence to our integrity and compliance standards.

Preventing fraud in high-risk processes

In 2025, the Investigations Division implemented targeted capacity-building training for key internal stakeholders in high-risk functions such as recruitment, disciplinary management and medical claims handling. Focusing on fraud awareness and early detection indicators, the training strengthened teams' ability to identify and challenge fraudulent submissions at an early stage. These efforts significantly improved early-stage document verification, and informed the implementation of strengthened controls and mitigation measures – ensuring that all deployed staff uphold the credentials and claims they present, ultimately strengthening confidence in the reliability of our service.

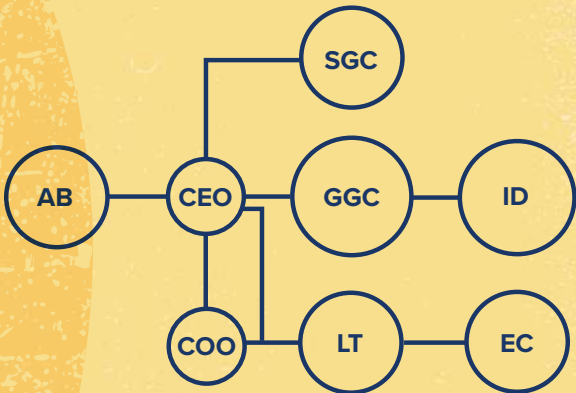


Oversight that drives accountability

Governance bodies and management

Our governance framework is supported by dedicated bodies with clear mandates, expertise and accountability. These bodies work to ensure consistent oversight, strategic direction and alignment with our ethical commitments.

GOVERNANCE STRUCTURE KEY



6

MEMBERS OF THE ADVISORY BOARD

50%

WOMEN'S REPRESENTATION ON THE ADVISORY BOARD



Advisory Board
Comprised of industry experts, our Advisory Board convenes biannually to guide CTG's corporate governance. Board members leverage their expertise to enhance our financial performance and ensure our operations uphold our commitment to sustainability and ethical business practices. The board actively participates in developing and reviewing the policies, strategies, and activities that drive our commitment to shared value creation in their annual review of CTG's Shared Value progress.



Good Governance Committee (GGC)
Chaired by CTG's CEO, the GGC meets regularly throughout the year to oversee and strengthen governance across the organisation. The GGC monitors CTG's governance framework, including policies, guidelines, risks and practices, against developments in compliance and regulatory requirements, as well as changes in the scope and context of CTG operations.



Investigations Division

With the authority to conduct administrative investigations into allegations of serious misconduct, the Investigations 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 investigating and addressing issues throughout our global operations, the division protects integrity, accountability and trust.

ID
INVESTIGATIONS
DIVISION

EC
ETHICS
COMMITTEE

Ethics Committee

The Ethics Committee instils integrity in CTG's culture beyond compliance. Chaired by CTG's Compliance Director, the committee initiates and oversees best practice in ethical behaviour.

This includes:

- Managing our Whistleblowing Procedure and ensuring ethical concerns are referred to the Investigations Division for prompt, impartial and confidential investigation.
- Distributing a monthly Ethics Mailer to all staff, reinforcing our Code of Conduct and policies.
- Assessing risks and tracking performance to ensure our operations minimise negative impacts and uphold ethical standards.

The committee further tracks and assesses critical concerns and impacts, such as those related to corruption, and communicates them to the Advisory Board. In 2025, there were no substantiated incidents of corruption identified across CTG's operations, reflecting the strength of our compliance framework.

Sustaining our standards



Risk management

Risk is continuously reviewed by the Leadership Team and as part of our operations and Duty of Care management. We aim to identify material risks across our global operations to develop appropriate mitigation controls and limit the impact of these risks on our future performance. 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 Advisory Board.



Compliance with local laws

Ongoing research and close collaboration with our field teams, local partners and in-country legal advisors help us to understand the operational landscape where we work to ensure continued compliance with local laws and regulations. In line with our commitment to SDG 8, our priority is to ensure locally compliant benefits for our local staff so that they have optimal contracts and a positive CTG experience.



Quality management and continuous improvement

While good governance sets the standard, effective quality management upholds it. CTG has embedded quality control across every layer of our service delivery to safeguard client trust and ensure highest standards of applicable statutory and regulatory requirements are consistently upheld.

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:

- **Document control system:** managing and controlling all quality-related documents and records.
- **Reviews and audits system:** evaluating our business processes and control systems through quality reviews and both internal and external audits.
- **Corrective actions:** identifying and addressing non-conformities to prevent reoccurrence.

To learn more about how we implement quality and continuous improvement through three lines of defence, visit page 28 of this report.



Our EPIC Values

At the heart of every mission: our EPIC team

We know people, and we know what it takes to get the job done. At CTG, we hire EPIC individuals to deliver vital programmes across diverse sectors and drive meaningful impact across our local communities.



Gender Equality Now



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, development and other 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 organisations that change the world. 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 always strive to 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 ripple effect goes further. 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.



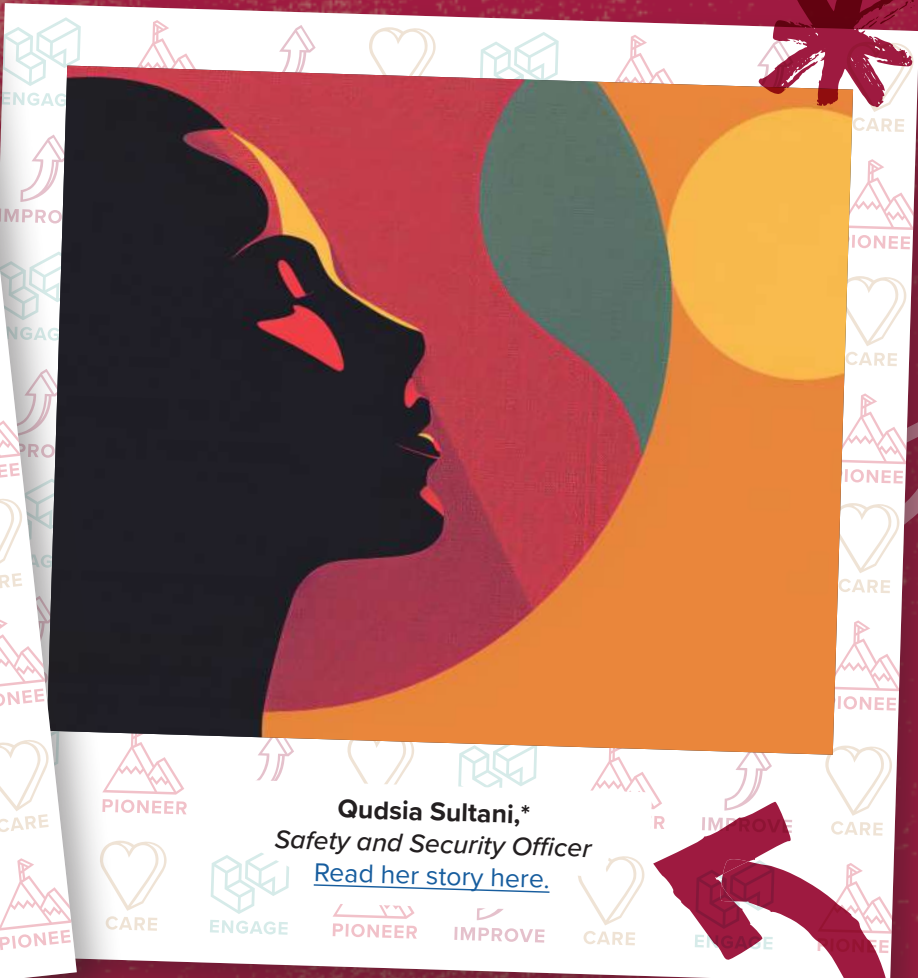
CARE

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

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 2025 EPIC Ambassadors



*Qudsia lives and works in a complex environment. To protect her identity and safety, we have withheld personal images and identifying visuals.



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

Our People

People are our purpose: we staff programmes across the world with passionate, skilled professionals who drive real lasting change for all. In line with SDG 8, we're committed to upholding dignified work for every person we deploy, no matter where they are.

We respect the International Declaration on the Fundamental Principles and Rights at Work and each country's labour laws as minimum standard. Beyond fundamental rights, we strive to continuously develop opportunities, engagement and fair practices.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.

“Seeing families gain access to essential services, children attending school and communities becoming more resilient, gives me a deep sense of purpose... Knowing that my efforts help empower communities and improve their quality of life keeps me committed and driven every day.”
Yohana Konyi, CTG Community Outreach Assistant, South Sudan



“In the field I follow up on cases of children at risk and ensure that the interventions provided align with the case plan, whether psychosocial support, educational services or referral services. I verify the quality of services, monitor challenges or gaps faced by beneficiaries or service providers, and record observations accurately. Seeing the positive impact of our interventions, and the smile of a child who feels safe after hardship, gives me indescribable motivation to keep going.”

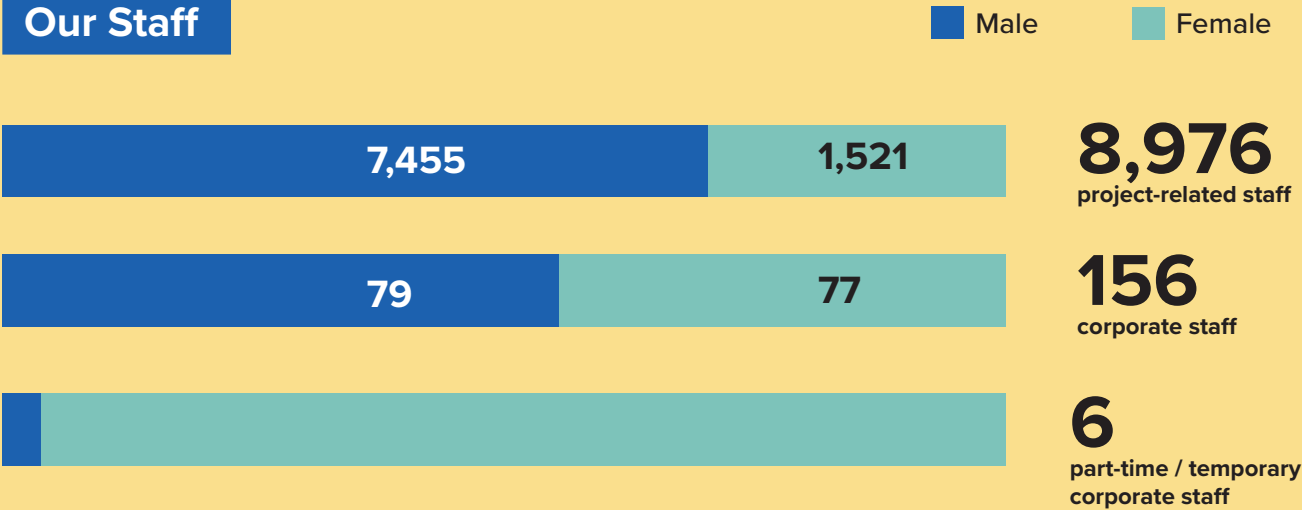
Basheer Al-Samei, CTG Child Protection Assistant, Yemen



“A typical day in the field for me means pursuing the truth among the people, hearing their voices in silence and documenting the realities of women's lives. My deep love for my work and my belief in its impact on people's lives keeps me going. When I see that the voice of a marginalised person is being heard, all the hardships become bearable.”

Raqiba, CTG Journalist, Afghanistan

Our Staff



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.

Putting people first

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

- Extensive Duty of Care package including world-class insurance and medical assistance
- Access to hundreds of online courses via CTG Learning
- Automated administrative processes through Tayo, our HR Management platform
- Allowances and leave entitlement in line with local labour laws
- Professional development and training opportunities for corporate and field staff
- Access to a dedicated in-country Account Manager for 24/7 support
- Access to CTG Wellbeing, a counselling support network

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

Staff recognition

Our people do amazing work, often in challenging circumstances. Our two recognition schemes spotlight their dedication and achievements:

Tony Award: Recognises exceptional operational 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're role models, problem-solvers, team players and innovators who inspire others and help drive CTG's success. Learn more about our values in the 'Our EPIC Values' section of this report.

All staff

15,234

TOTAL NUMBER OF STAFF EMPLOYED AT ANY POINT THROUGHOUT 2025

1.7%

CORPORATE AND FIELD-SUPPORT STAFF

93%

OF PROJECT-RELATED STAFF ARE NATIONALS FROM OUR COUNTRIES OF OPERATION

4,370

PROJECT-RELATED STAFF RECRUITED IN 2025: 2,926 MEN; 1,444 WOMEN

33%

OF NEW RECRUITS WERE WOMEN

100

STAFF WENT ON PARENTAL LEAVE IN 2025

48%

OF THOSE WERE MEN

100%

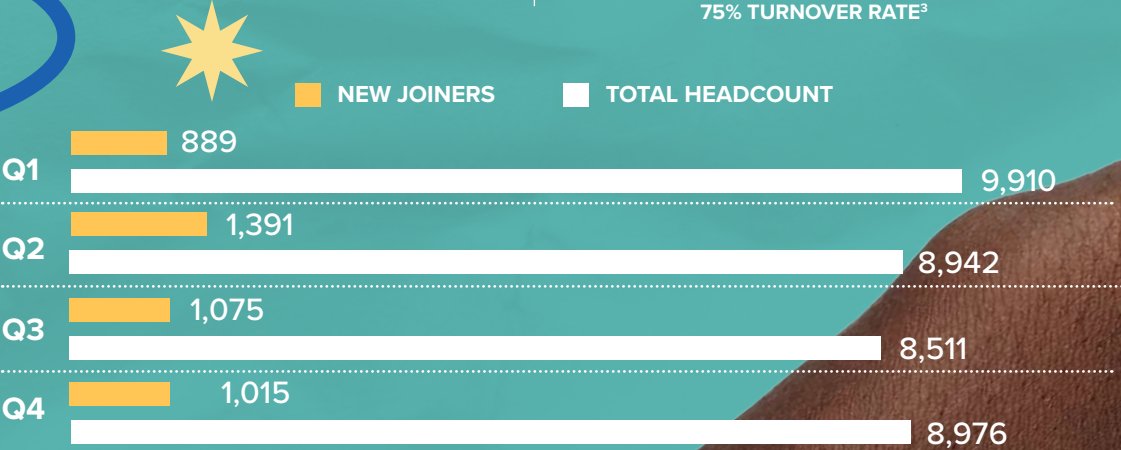
OF WOMEN WHO TOOK LEAVE RETURNED TO WORK²

90,934

APPLICATIONS MADE TO CTG VACANCIES IN 2025

8,976

NUMBER OF ACTIVE PROJECT-RELATED STAFF AT THE END OF 2025 WITH A 75% TURNOVER RATE³



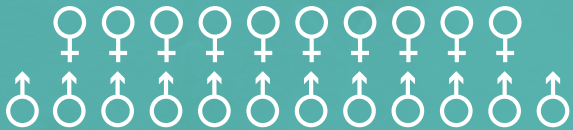
² This percentage does not include staff whose fixed-term contract ended during their leave period.

³ 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 fixed-term contracts rather than permanent positions.

Corporate and field-support staff

22

FULL TIME EMPLOYEES RECRUITED IN 2025



50%

OF CTG'S BOARD AND SENIOR MANAGEMENT REPRESENTED BY WOMEN

49.4%

WOMEN'S REPRESENTATION IN OUR HEADQUARTERS AND FIELD MANAGEMENT OFFICES

48.4%

WOMEN REPRESENTATION IN MIDDLE MANAGEMENT POSITIONS

156

CORPORATE STAFF WITH 32.3% TURNOVER RATE



22.1%

WOMEN'S TURNOVER

40.7%

MEN'S TURNOVER

37%

OF MIDDLE AND SENIOR MANAGEMENT

REPRESENTED BY NATIONALS OF OUR COUNTRIES OF OPERATION

Our people do amazing work, often in challenging circumstances

Listening our way to decent work

We maintain open communication with our staff to ensure their needs and expectations are met and keep them informed about operational changes. Twice a year, we run a consultant feedback survey in seven languages to help us gauge our effectiveness across all aspects of labour management relations. In 2025, we had 2,577 respondents at a 32% response rate and our staff reported 3.88 out of 5 for overall satisfaction with the company. This represents an increase of 3% in overall satisfaction compared to 2024. Through our Quality Management System, we are building a structured approach to responding to staff concerns and implementing corrective actions. This systematic methodology will strengthen accountability and create measurable improvements in the working experience – embedding continuous labour practice enhancements into our daily operations.

The missing ingredient in most local response isn't talent. It's the infrastructure to support it.

Strengthening delivery and impact by recruiting local

Part of our commitment to development is to help transform the communities where we operate. Our recruitment and retention strategies work to build national capacity and stimulate economic growth by employing local talent. In 2025, 93% of our project-related roles and 37% of our middle and senior management positions were held by nationals from the countries where we operate. Our new Executive Search service also specialises in sourcing niche senior talent, senior talent from local pools, reducing the need to source international expertise where national capacity already exists. With our local-focused recruitment strategies, we ensure a substantial portion of our revenue is reinvested into local economies, enhancing the impact of funding and revenue streams.

Effective training is never generic – it's built for the moment and the people in it.



Creating training that meets the moment

Our clients' programmes face unique challenges and risks. When needs arise, CTG facilitates bespoke training opportunities to mitigate these risks and ensure our staff can deliver their services safely and effectively in the field. In 2025, CTG delivered a vast range of trainings, including:

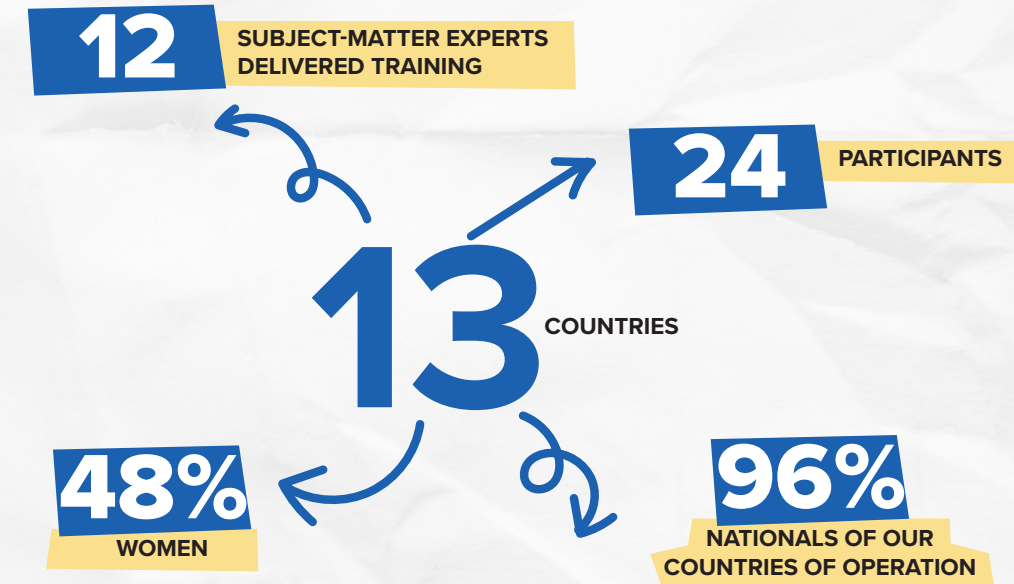
- ▶ Defensive Driving
- ▶ Road Safety, Fire Safety and First Aid
- ▶ Prevention of Sexual Exploitation, Abuse and Harassment



Our new CTG Academy

CTG Academy is our investment in the people shaping the future of our organisation and the communities we serve. Built around the diverse expertise already in CTG, the Academy brings subject-matter experts and emerging leaders together in a structured environment designed for real professional growth.

We started with Spark, a programme aimed at developing staff in Account Management roles into confident leaders who guide, support and care for our people deployed in the field. The initiative brought together participants from 13 countries across Africa, the Middle East and Central Asia, including Afghanistan, Somalia and Yemen. In accordance with our commitment to equal access to opportunity, women represented 48% of the participant cohort, and 96% were nationals of our countries of operation. Subject-matter experts delivered in-depth sessions across 12 core areas including Finance, Legal, Innovation and Shared Value. The Academy develops our people through a sustained cycle of learning, coaching and mentoring. Through this initiative, we're not only ensuring that the quality and values driving CTG are embedded in our operations for years to come, but also that we're creating pathways for leadership and career progression in the countries where we operate. In alignment with our commitment to going beyond recruitment, our long-term vision is to expand the CTG Academy to our project-related staff, providing them with further learning opportunities and enhancing the impact they deliver across their communities.



"This academy isn't just about the 'how' – it's about sharing the 'why' that motivates us, recognising the real impact of our work and reflecting on the values that bring us together. For me, it's about making sure everyone feels informed, motivated and part of something meaningful from the start, because that foundation shapes everything that comes next."

Kim Maalouf, Quality Associate (Quality SME) and CTG Academy Facilitator

Duty of Care

Working in a healthy and safe environment is a human right recognised by the International Labour Organization, the Organisation for Economic Co-operation and Development (OECD), the World Health Organization (WHO) and CTG. But how may a company safeguard the security and wellbeing of staff who work at the frontline of some of the most pressing humanitarian and development challenges, where risk is an ever-present reality? At CTG, we make security, safety and wellbeing our number one priority by dedicating extensive resources to Duty of Care.

Our system is built on proactive planning, clear operational procedures, technological solutions and rapid response capabilities. We manage and mitigate risk by limiting staff exposure to threats while ensuring consistent support across all areas of deployment. We keep staff informed, monitor their safety and adapt to conditions on the ground in real time.

To learn more about Duty of Care, visit our website [here](#) or read our latest brochure [here](#).



“Duty of Care is our obligation to equip staff with the preparation and protection needed when working in high-risk environments. For us, it’s more than compliance – it’s actually taking care of our staff. From insurance, training and psychosocial support to optimising and simplifying procedures, we ensure we have an architecture in place that is agile and able to absorb any shocks. We’re happy to own this liability because we can honour it – we have been doing this for years. We owe it to our staff to keep them safe and for me that responsibility is personal.”

- Rania Guindy, CTG Global Risk Director



Risk management

CTG’s Risk Management Committee oversees the integrated and comprehensive Duty of Care system we built to exceed legal and regulatory requirements. Our approach focuses on identifying, managing and responding to risks before they escalate, safeguarding both the wellbeing of our people and the integrity of our operations. The Risk Management Committee also ensures that CTG continuously updates and improves the organisation’s security practices.

Security

Real-time security intelligence, robust Standard Operating Procedures and on-and-offline monitoring capabilities ensure our staff are supported through crises and threats. Multiple layers of planning, information and response readiness allow our security specialists to understand and assess potential threats to CTG staff and mitigate the risk of harm and violence.

Safety in numbers

9

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

20,955

SAFETRIPS SUBMITTED. SAFETRIP IS CTG’S MOVEMENT MONITORING SYSTEM THAT HELPS REDUCE RISKS TO TRAVELLING STAFF.



61

NUMBER OF 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.



0

SIGNIFICANT INCIDENTS

Building a consistent culture of health, safety and wellbeing

We regularly assess incidents and outcomes to continuously enhance the effectiveness of our safety systems and keep them up to date and responsive to evolving challenges. Our Health and Safety Policy defines the standards, response protocols and risk management approaches that all staff must follow. Internally, our dedication to safety is reinforced through induction programmes during the staff onboarding process and needs-based training. Externally, our Supplier Code of Conduct mandates that business partners adhere to equally stringent health and safety standards to prevent additional risks. This integrated approach embeds safety as a priority across our operations and partnerships.





CTG WELLBEING

Beyond physical safety, CTG prioritises mental health support in our Duty of Care approach. CTG Wellbeing is a counselling support network available to all CTG staff. 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.

99 SESSIONS DELIVERED TO CTG STAFF IN 2025

29 STAFF USED THE CTG WELLBEING SERVICE IN 2025

100% OF CTG STAFF HAVE ACCESS TO CTG WELLBEING SERVICES

5 LANGUAGES THAT ARE SUPPORTED

Challenging stigma to promote support

In many of our areas of operation, deep-rooted stigma still discourages staff from seeking mental health support. In July 2025, we launched our Break the Silence campaign across our West Africa region to challenge that stigma, encourage more open conversation and reinforce that seeking support should carry no shame. Through WhatsApp, posters and GIFs, we reminded our staff that it is okay to not be okay and promoted CTG Wellbeing as a safe, confidential and beneficial service for anyone experiencing heightened stress or anxiety.



IAG
CORE PARTNER
FOR NIGERIA

10K
GLOBAL
MEMBERS

LLOYD'S
OF LONDON
DELEGATED CLAIMS
ADMINISTRATOR

24/7
AVAILABILITY

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

ASSIST360

Assist360 is CTG's specialised medical and security assistance provider built to deliver calm, coordinated support to staff working in complex or unfamiliar environments. Assist360's trusted global networks and deep understanding of local systems, cultures and geographies allow them to deliver swift, expert-led and cost-effective solutions – not just for CTG's team, but for other clients as well.

Assist360 operates around the clock with a 24/7/365 Global Response Centre, where dedicated in-house medical professionals work closely with operations and insurance experts to keep patient outcome, risk and cost aligned.

Assist360's industry excellence is recognised in its status as a Lloyd's of London Delegated Claims Administrator and Core Partner in Nigeria to the International Assistance Group, the largest independent assistance alliance in the world.

Assist360 in action

Rapid response under critical conditions

After a road traffic accident in Somalia, a staff member's traumatic head injury presented rapidly worsening symptoms. With no access to the imaging or neurosurgical care needed, Assist360 arranged a cross-border air ambulance evacuation within 24 hours. Assist360 managed clearances and sourced and coordinated the treating team, local agents and the specialist escort. The patient was admitted to ICU and neurosurgical care at a preferred partner facility, made a full recovery and returned to work.

Managing severe trauma where care capacity was limited

While walking, a staff member was hit by a motorbike in South Sudan. They suffered severe polytrauma, including complex open fractures to both lower limbs. With infection risk high and specialist surgical capacity limited in-country, Assist360 intervened quickly to secure care at a trusted partner facility for stabilisation, investigation and ongoing wound care. The team coordinated specialist orthopaedic treatment across facilities, overseeing multiple staged surgeries over two months to protect continuity of care and support a positive outcome.

ASSIST360
Services:

**MEDICAL ASSISTANCE
AND RESPONSE**

**PRIVATE
CHARTER**

**MEDICAL CLAIMS
MANAGEMENT**

**TRAVEL RISK
MANAGEMENT**

Our Communities

The countries where we operate face some of the world's most complex socio-economic challenges – fragility, conflict, poverty and systemic inequality create profound barriers to economic participation. As a business embedded within these communities, we recognise our responsibility to help address these challenges.

Our approach is straightforward: we leverage our core expertise in employment to create pathways to opportunity. By improving access to decent work, championing gender equality and diversity, and prioritising learning and development, we're working to create lasting, meaningful change.

Guided by our commitment to the SDGs, CTG's impact takes practical form. We implement inclusive hiring practices that improve access to decent work for nationals in our countries of operation. And, through initiatives like our Internship Programme and Job-readiness Workshops, we equip people with the knowledge and skills that enable them to succeed in competitive job markets. But we also know skills and employment alone aren't enough, so we supplement action with advocacy to raise awareness of the importance of gender equality, human rights and anti-corruption – issues that are all central to the inclusive communities we want to build.



Diversity, Equity and Inclusion: putting principles into practice

During a year when many organisations contracted their DEI commitments, we looked for ways to expand and enhance our approach. DEI is not only a moral imperative, but a business driver. Cultivating a diverse workforce is important in any sector, but in the countries where we work, it is a critical operational need. Diversity in perspectives helps ensure that our teams deliver work that is responsive to the needs and realities of those they support, leading to stronger and more positive outcomes.

Our new DEI Framework

As an employer and people solutions provider, we have a responsibility to enact and promote more inclusive and equitable hiring practices – within our own business and across the organisations we serve. In 2025, we created a new DEI Framework that unifies our ongoing efforts into a more structured approach. Built around four pillars, it sets out how we embed DEI across the entire staff lifecycle and wider operations, while providing scope to broaden our existing inclusion initiatives to additional groups.

For clients, the Framework strengthens our ability to present more diverse, high-quality candidate pools that actively support gender-balanced and inclusive recruitment outcomes. For us, it creates a more measurable process, where stronger data collection, clearer goals and key performance indicators will help us track progress and drive engagement and accountability across the company.

Our framework pillars

ATTRACTION

Apply inclusive recruitment practices to attract top talent.

PROGRESSION

Eliminate barriers that hinder career advancement, and create equitable access to opportunities for learning, development and career progression.

RETENTION

Build and sustain systems and standards that create a workplace where people thrive and choose to stay.

ENGAGEMENT

Foster an inclusive culture where our people feel safe, valued and empowered to contribute to advancing our DEI commitments.



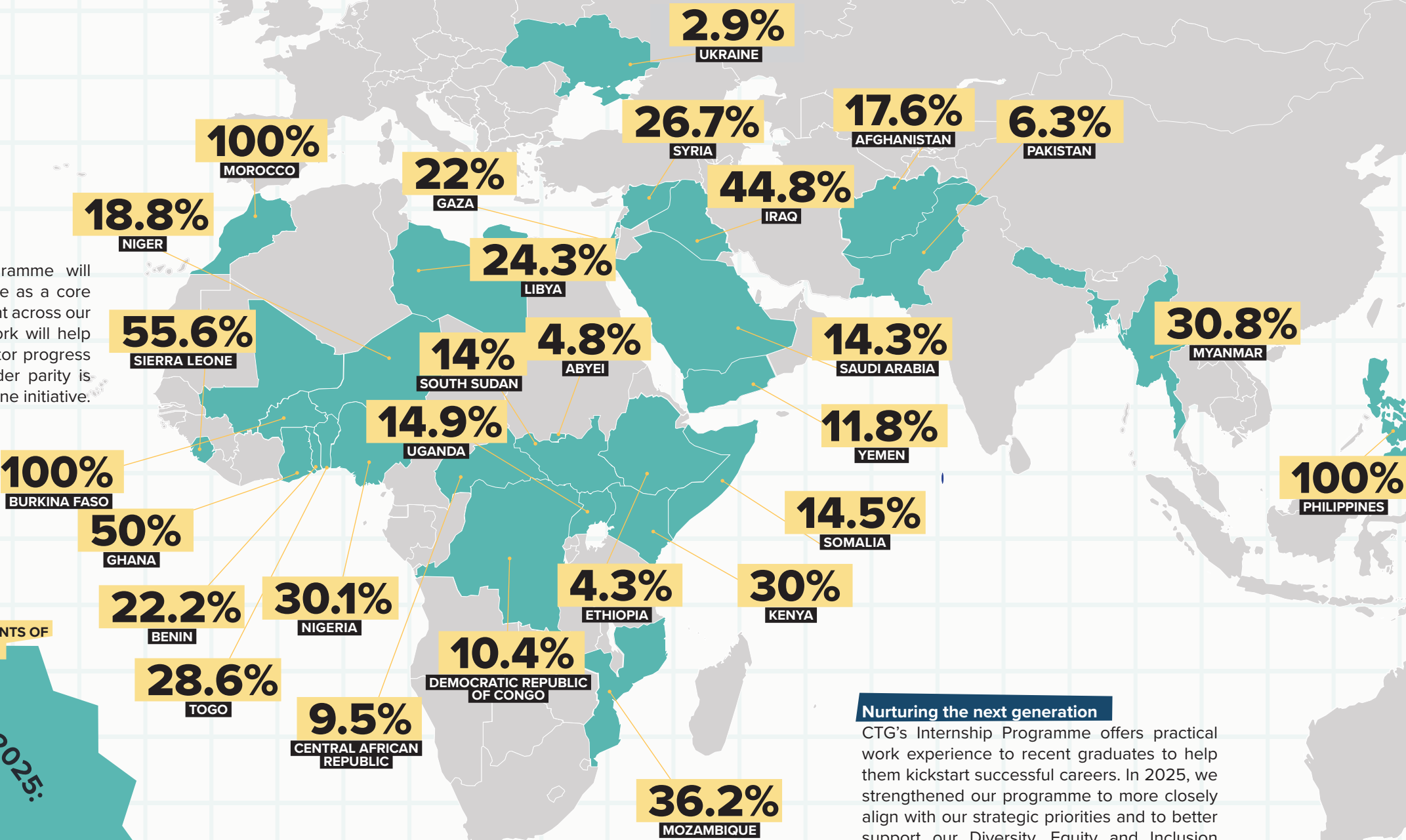
Minimising bias in hiring decisions

In 2025, CTG made training on structured and competency-based interview methodologies mandatory for all staff involved in recruitment. Combined with guidance on the use of gender-neutral and inclusive language, both in interviews and the wider talent sourcing process, the training is helping to bring greater consistency to assessments, reduce bias at key decision points and support fairer hiring outcomes.

Advancing gender equality

Female First

Launched in 2017, our flagship gender parity recruitment programme will be enhanced by our new DEI Framework and will continue to serve as a core mechanism for advancing gender equality and women’s empowerment across our operations. Working in tandem with Female First, our DEI Framework will help enhance its structure, visibility and consistency, allowing us to monitor progress and strengthen our impact over time. It will also ensure that gender parity is approached as a long-term operational priority, rather than a standalone initiative.



Nurturing the next generation

CTG’s Internship Programme offers practical work experience to recent graduates to help them kickstart successful careers. In 2025, we strengthened our programme to more closely align with our strategic priorities and to better support our Diversity, Equity and Inclusion goals. The programme has been expanded to formally welcome a more diverse cohort of young talent, while maintaining representation targets to reflect our commitment to equity.

70:20:10

Using the 70:20:10 learning model, CTG’s Internship Programmes are introducing more structure to the experience, providing meaningful practical exposure, mentorship and development opportunities across our functions and operations. Interns gain hands-on experience, contribute to impactful projects and build the skills and confidence they need to succeed in a professional working environment.

17%
OF PROJECT-RELATED
ROLES ARE REPRESENTED
BY WOMEN

0
SUBSTANTIATED INCIDENTS OF
DISCRIMINATION

NEW PROJECT HIRES IN 2025:

1,444 | **2,926**
Women | Men

14,537

APPLICATIONS MADE TO CTG
VACANCIES BY WOMEN IN 2025

33%
Women

56,684

WOMEN CANDIDATES ON CTG’S DATABASE >
16% INCREASE COMPARED TO 2024

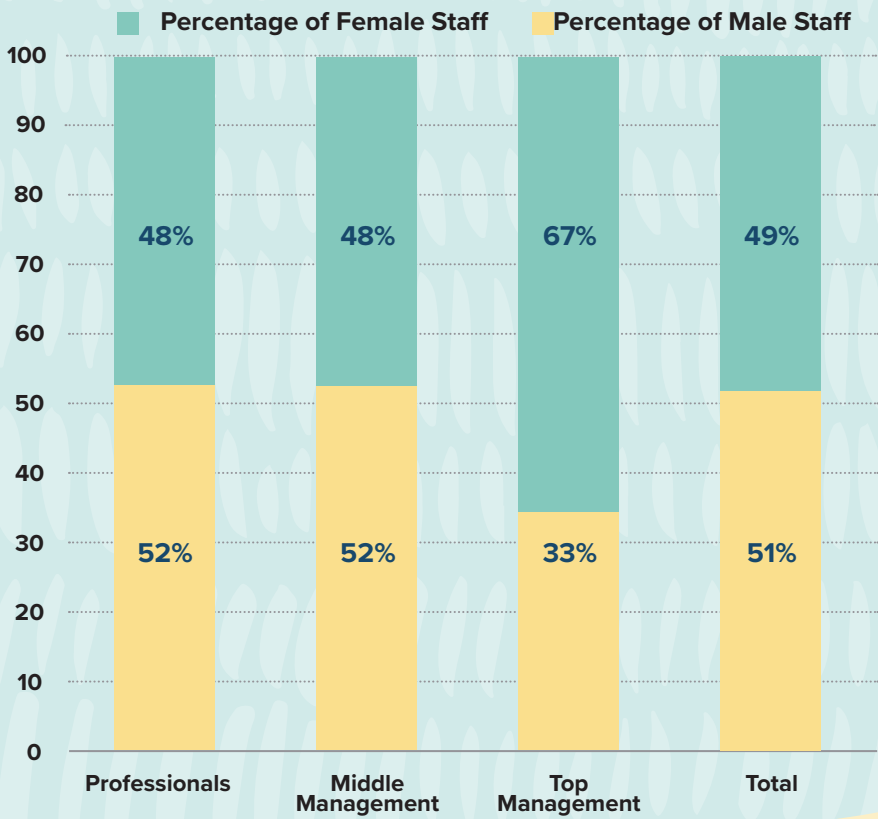
Forward Faster

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 set out the actions they will take to meet them.

CTG’s Forward Faster commitments

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

We are proud to be extremely close to reaching equal representation across all levels of our corporate management, achieved through our commitment to ethical and merit-based hiring.



Equal pay for work of equal value by 2030

Our approach to equal pay is supported by our banding structure, which defines compensation based on roles, responsibilities, qualifications and experience, and is regularly reviewed in line with country standards. We are currently updating our global compensation and banding structure to better reflect our growth, current market conditions, more competitive salary benchmarking and more structured career progression opportunities. This will give us a clearer basis for assessing pay fairness across the business, identifying any gender pay gaps and taking a more structured approach to career progression and remuneration. Once complete, it will also enable us to share gender pay gap information with greater accuracy.

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 Ethics Committee oversees our strategy to minimise SEAH risks across our global operations. This strategy focuses on the key areas of awareness, prevention, reporting and response, and integrates mechanisms to prevent SEAH across operational processes and the whole staff lifecycle.

Our approach

AWARENESS AND PREVENTION

Induction, refresher training and consistent communications ensure that all staff are aware of CTG’s expectations for high standards of behaviour and conduct, consistently strive to minimise SEAH risks and can recognise vulnerabilities and warning signs.

REPORTING & RESPONSE

CTG ensures that all staff know and understand their reporting responsibilities, the steps to take and who to contact when PSEAH concerns arise.

1,105

STAFF COMPLETED ADDITIONAL
CONTEXT-SPECIFIC PSEAH
TRAINING IN AFGHANISTAN

1

NEW INTEGRATED SEAH
RISK ASSESSMENT

Consistently driving awareness

During onboarding, all staff are required to complete 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. Consistent communication reinforces key information and staff obligations and we require that staff formally acknowledge and commit to our standards. In 2025, this included a dedicated mobile awareness campaign run throughout the year to make key information accessible. It shared simple, impactful messages and engaging GIFs via WhatsApp and Telegram.

Putting prevention first

Throughout 2025, CTG designed and introduced an SEAH risk assessment to systematically identify, evaluate and manage potential risks across our operations. The assessment determines the level of risk mitigation measures required, ensuring that proportionate and context-specific protocols are put in place to safeguard vulnerable individuals. In 2026, this will be fully integrated as a core component of our project mobilisation procedure, further strengthening our preventative approach and ensuring a consistent standard for upholding our zero-tolerance commitment.

Upholding human rights at CTG

We operate primarily in conflict-affected settings, where human rights risks are heightened. We recognise our role in shaping the impact our operations have on our staff and other stakeholders within our local communities. We respect all applicable human rights laws and embrace international human rights standards. This core commitment is enshrined in our name, and our formal adherence to the UNGC, the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work, and our own Code of Conduct and Human Rights Policy.

To create safe environments for all, CTG maintains 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. 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 training on their obligations under our Code of Conduct, Human Rights Policy 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

How human rights shape our supplier due diligence

Procurement is one of the ways CTG puts its commitment to human rights into practice. Our due diligence process and Supplier Code of Conduct set the minimum social, ethical and environmental standards that we expect our suppliers to meet. CTG’s due diligence process includes several disclosures aligned with international frameworks and standards, including the UN Guiding Principles on Business and Human Rights. They 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 10 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 to work with our partners to improve their performance.

Our Planet



2025 marked the year when the world reached the first climate tipping point. In this new reality where global warming is set to exceed 1.5°C, the threat climate change poses to fragile contexts cannot be underestimated.

As an HR business, our primary environmental impact comes from our office energy and water consumption across our global operations. While we disclose data on this for our Dubai HQ, our other offices are located in countries where infrastructure to measure and report on broader consumption and impacts remains limited. Despite this, we remain committed to our Environmental Sustainability Policy, which guides our approach to protecting the environment and sets out the practices we have adopted across our business to minimise our environmental risk.

CTG HQ's Energy and Water Performance

INDICATOR		2022 ⁴	2023 ⁵	2024 ⁶	2025 ⁷
ENERGY	Usage (GJ) ⁸	440.26	457.70	476.40	751.00
	CO ₂ Emissions	49.04 TCO ₂ e	51.30 TCO ₂ e	52.7 TCO ₂ e	84.17 TCO ₂ e
WATER	Consumption (M ³) ⁹	162.02	178.02	177.02	163.52
	CO ₂ Emissions	2.12 TCO ₂ e	2.39 TCO ₂ e	1.58 TCO ₂ e	1.05 TCO ₂ e

⁴CO₂ 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 CO₂e/m³.
⁵CO₂ 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 CO₂e/m³.
⁶CO₂ 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 CO₂e/m³.
⁷CO₂ emissions were calculated using DEWA's 2024 grid emission factor for electricity 0.4045 tCO₂e/MWh and Emirates Water and Electricity Company 2024 emission factor for water 6.4 kg CO₂e/m³. The increase in energy consumption in 2025 is a result of a previously unused office unit being activated for operational use.
⁸Energy usage has been calculated using standard conversion factor of kWh/0.0036 GJ. Consumption includes electricity and cooling.
⁹Water consumption has been calculated using standard conversion factor of lG/0.00454609 m³.

Our Performance and Operations

Driving economic performance through quality and accountability

CTG's economic performance is shaped by disciplined oversight, high-quality delivery and clear reporting. The Advisory Board and Leadership Team monitor and manage performance closely to support accountability, resilience and sustainable growth. Consistently delivering high-quality services and reporting on our progress to our clients is central to how we drive our economic performance and strengthen the Shared Value we create for communities, partners and staff.

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 are of paramount importance. Our Global Business Development Officer, 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.

Our client feedback and engagement activities provide valuable insights into areas for improvement, including communication, process efficiency, technology and consultant support. We gather feedback via client feedback surveys as well as through ongoing engagement with our clients. This feedback informs ongoing improvements, and we work closely with our clients and staff to promptly address concerns and strengthen our service delivery.

Three lines of defence for reliable operations

CTG's three lines of defence model ensures our operations are reliable, transparent and continuously improving. Each line of defence has concrete responsibilities and actions.

First Line of Defence: Field Operations

Operations Managers and (Senior) Account Managers ensure work is done right the first time. They oversee daily operations, follow procedures and contractual requirements, use CTG systems and SharePoint to track documentation and approvals, spot-check work in the field, correct issues quickly and escalate any legal, compliance or complex operational risks to HQ.

Second Line of Defence: Centre of Excellence (CoE)

The CoE sets standards and best practices and keeps operations aligned with CTG requirements. It develops and rolls out tools, templates, SOPs and

digital processes, trains field teams and monitors compliance through reviews and reporting. When gaps are identified, the CoE provides guidance, flags risks and proposes process improvements to ensure consistency and quality.

Third Line of Defence: Quality Management (Internal Audit)

The Quality Management Team provides assurance through internal audits. They verify compliance with CTG standards, review documentation and systems and report findings with recommendations for improvement.

Together, these three lines of defence prevent errors, ensure compliance and quality and drive continuous improvement across CTG.



Harnessing the power of technologies

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, forms the digital backbone of our operations: from recruitment to staff management and keeping our teams safe, it has fundamentally transformed how we work.



Throughout 2025, we focused on strengthening Tayo to better support growing operational demands and enhance usability for our teams and clients. We delivered a wide range of feature enhancements, including:

- ▶ Staff and HR management made possible at scale
- ▶ Clearer approval and delegation structures established
- ▶ Enhanced safety and security notifications implemented
- ▶ System performance and stability strengthened

In 2026, Tayo will continue to evolve, empowering our teams and projects of every size with greater efficiency and confidence.



“Tayo is more than just a system because it brings clarity and structure to how we work. By standardising workflows and approvals, it reduces ambiguity, improves compliance and makes roles and responsibilities clearer. It also gives clients better visibility into their consultants’ timesheets, performance and leave, allowing both teams and clients to make informed and timely decisions and strengthening overall service delivery.”

Richa Kumari, CTG System Implementation Lead

Leveraging AI solutions for smart operations

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. Over 2025’ CTG integrated AI across multiple functions and use cases, using the technology in targeted ways to improve operational efficiency. This includes its use in recruitment where AI now provides structured and objective applicant screening, while advanced AI proctoring supports fair and secure skills-based candidate assessments. We will continue building on this progress by identifying and adopting innovations that enhance our operations as well as the digital experiences and services we provide to our clients and staff in the field.

“AI allows us to operate leaner while delivering higher quality outcomes. It reduces manual workload, shortens hiring cycles, strengthens candidate matching and improves transparency – all while enabling our teams to focus on strategic engagement and relationship building. Without a doubt, our new AI tools will add value not just for CTG, but also to our partners and those we serve.”

Ajit Alex, Rapid Recruitment and Deployment Team Lead



Tayo is purpose-built for high-stakes, field-driven operations:

- ▶ Built for real-world field operations
- ▶ Real-time, transparent visibility
- ▶ Integrated Duty of Care
- ▶ Streamlined approvals and operations
- ▶ Data-driven performance and compliance
- ▶ End-to-end workforce management
- ▶ Security and compliance as standard



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 personal data of our staff and prospective staff is a necessary part of our operations and must be managed in line with international best practices. 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 personal and sensitive data that is handled by us or on our behalf.

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 staff, suppliers and 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 2016. 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 2025, CTG received no substantiated complaints concerning breaches of customer privacy.

Building a culture of responsibility

Throughout 2025, CTG focused on building our team’s knowledge and understanding of our data privacy mechanisms and obligations. With the rise of 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 regular 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 2026.

Reporting Appendix

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. The last comprehensive assessment was conducted in 2025 and reflected 14 topics that CTG deems material to the business

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 10 Principles, which are derived from four international frameworks:

- ▶ The Universal Declaration of Human Rights
- ▶ The International Labour Organization'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 United Nations Global Compact Communication on Progress submission and this is the ninth 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 10 Principles have been addressed during 2025 and actions taken to expand on them from previous years.

and that reflect CTG's economic, social and environmental impacts. The 2025 annual review reaffirmed the relevance of the 14 topics identified in 2024, making comparability possible. These topics have shaped the contents of this report and are listed in the Materiality section. 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.

Global Reporting Initiative

CTG reported in accordance with the GRI Standards from 1 January 2025 to 31 December 2025. GRI provides the world's most widely used global sustainability reporting framework and this is the eighth 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 the 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 the 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 (SDGs)

CTG is a strong believer in the role the private sector can play in advancing global development, especially in the communities where we operate. 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. These SDGs inform our Shared Value approach, guide our priorities and are upheld by key performance indicators and clearly defined goals.

Women's Empowerment Principles

CTG signed its commitment to the WEPs in 2017, and in 2018 CTG's CEO Alice Laughner 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, the WEPs 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. This objective is driven by Female First, a programme dedicated to improving women's access to decent work opportunities that is integrated in our Diversity, Equity and Inclusion Framework. 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](#) on page 24 of this report. This report observes WEPs Principle 7, 'Measure and publicly report on progress to achieve gender equality'.

Women, Peace, Security and Humanitarian Action (WPS-HA) Compact

CTG has been a proud member of the WPS-HA Compact since 2024. This Compact is a global multi-stakeholder initiative that aims to accelerate the WPS Agenda by driving tangible action through closer collaboration, monitoring progress and meaningfully including women and girls in WPS and humanitarian processes. By aligning our initiatives with the compact's objectives, CTG is reinforcing its role as a catalyst for gender equality and women's empowerment within the communities we serve.

Your input is invaluable to us!

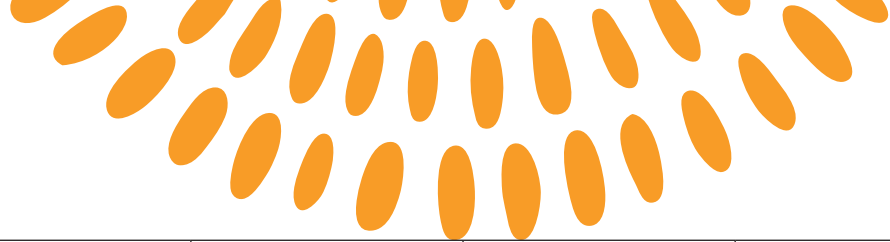
We are keen to hear from stakeholders interested in advancing sustainability efforts. If you have feedback or questions, or if you're interested in discussing potential partnerships, please contact our **Sustainability Manager at mia@ctg.org**. Let's make an impact



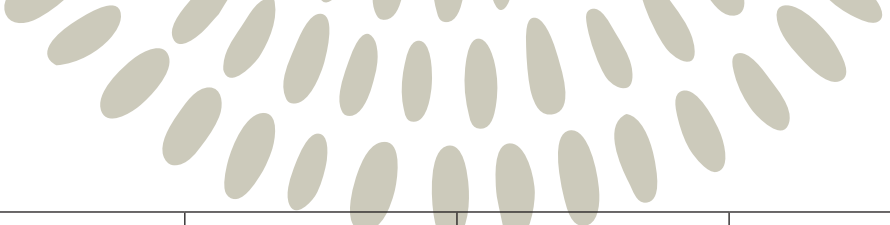
GRI Content Index

STATEMENT OF USE	CTG (Committed to Good) has reported in accordance with the GRI Standards for the period 1 Jan 2024 – 31 December 2025.
GRI 1 USED	GRI 1: Foundation 2021
APPLICABLE GRI SECTOR STANDARDS	None

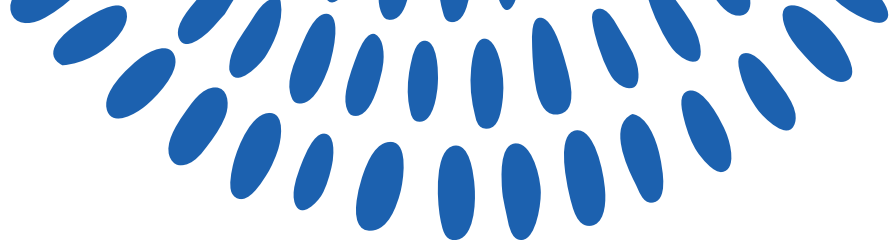
GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO	SDG ALIGNMENT	UNGC PRINCIPLE	WEPS PRINCIPLE
			REQUIREMENTS OMMITTED	REASON	EXPLANATION				
GRI 2: GENERAL DISCLOSURES 2021									
GRI 2: General Disclosures 2021	2-1 Organizational details	CTG at a Glance (p. 8)							
	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. 30)							
	2-4 Restatements of information	Scope of This Report (p. 30)							
	2-5 External assurance	Scope of This Report (p. 30)							
	2-6 Activities, value chain and other business relationships	CTG at a Glance (p. 8)							
	2-7 Employees	Our Global Footprint (p .9); Our People (p. 18-19); Advanc- ing Gender Equality (p. 26); Forward Faster (p. 27)					8		
	2-8 Workers who are not employees	Our People (p. 19)					8		
	2-9 Governance structure and composition	Governance at CTG (p. 14-15)							
	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. 11)							
	2-15 Conflicts of interest	Governance at CTG (p. 13)							
	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. 12-13)							
	2-24 Embedding policy commitments	Governance at CTG (p. 12-13)							
	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. 12)							



	2-28 Membership associations	Scope of this Report (p. 30)							
	2-29 Approach to stakeholder engagement	Creating Shared Value (p. 11)							
	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. 10-11)							
	3-2 List of material topics	Creating Shared Value (p. 10-11)							
ECONOMIC PERFORMANCE									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Performance and Operations (p. 28)							
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Our People (p. 20)					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. 18)							
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. 19)					8		



ANTI-CORRUPTION									
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance at CTG (p. 12-15)							
	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. 12, 13 & 15)					16	10	
	205-3 Confirmed incidents of corruption and actions taken	Governance at CTG (p. 15)					16	10	
EMPLOYMENT									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our People (p. 18-20)							
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Our People (p. 19)					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. 19)					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. 20)					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. 23)					3 & 8		



GRI 402: Labor/ Management Relations 2016	403-4 Worker participation, consultation, and communication on occupational health and safety	Duty of Care (p. 22)					3 & 8		
	403-5 Worker training on occupational health and safety	Duty of Care (p. 22-23)					3 & 8		
	403-6 Promotion of worker health	Duty of Care (p. 22)					3 & 8		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Duty of Care (p. 22)					3 & 8		
	403-8 Workers covered by an occupational health and safety management system	Duty of Care (p. 22)					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. 25-27)							
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Governance at CTG (p. 14); Our People (p. 18-19); Diversity, Equity and Inclusion (p. 26-27)					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. 12-15), Our Communities (p. 25-27)					5		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Advancing Gender Equality (p. 26)					5	6	2



SECURITY PRACTICES									
GRI 3: Material Topics 2021	3-3 Management of material topics	Duty of Care (p. 21-23)							
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Governance at CTG (p. 12)					16	1	
LOCAL COMMUNITIES									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Communities (p. 24-27)							
GRI 3: Material Topics 2021	413-1 Operations with local community engagement, impact assessments, and development programs	Our Communities (p. 24-27)					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. 29)							
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Security (p. 29)					8		
ORGANISATION SPECIFIC MATERIAL TOPIC									
GENDER EQUALITY									
GRI 3: Material Topics 2021	3-3 Management of material topics	Diversity, Equity and Inclusion (p. 25-27)							



Gender Equality	Percentage of women employed	Diversity, Equity and Inclusion (p. 25-27)					5	6	2
	Programs supporting Global Goal 5	Our Communities (p. 24-27)					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. 12-15)							
Business Ethics	Code of Conduct Commitment	Governance at CTG (p. 12)					11		
DIGITALISATION									
GRI 3: Material Topics 2021	3-3 Management of material topics	Harnessing the power of technologies (p. 29)							
Digitalisation	Description of digital platforms or initiatives	Harnessing the power of technologies (p. 29)					12, 13 & 16		
CUSTOMER RELATIONS AND MANAGEMENT									
GRI 3: Material Topics 2021	3-3 Management of material topics	Our Performance and Operations (p. 28)							
Customer Relations and Management	Client Satisfaction	Our Performance and Operations (p. 28)							
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 2025 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.