



SETTING THE SCENE

Using The CSI Toolkit

This Toolkit is a practical guide to assist CSI practitioners to plan, manage and report on their projects. It is a collection of information gathered from various sources including desk-top research, site visits and interviews with companies and NGOs. Its purpose is to encourage thinking, discourse and debate within the industry. While all effort was made to be as comprehensive as possible without being daunting or overwhelming, the process of scoping the CSI practitioner's entire role is by no means complete – and this Toolkit is but the start of our engagement with you and the industry.

We are well aware that there are NGOs who have capacity and resources and are efficient in their roll-out and management. We also realise that there are a number of companies that are running excellent programmes and making a significant impact. In its generalisation, this Toolkit does not refer to any particular organisations, unless named.

In **Section 1**, it is important to note that chapters need to be read within the context of the complete Toolkit and may lose meaning and impact if examined in isolation. During the course of the book we refer to relevant chapters to make the process more helpful. To make the Toolkit most effective, you may need to adapt the information provided to suit the context and structure in which you work.

The order of the chapters is intended to guide you through the process. The first four provide information that will contribute to and inform your decisions for the following six. Chapters 5 to 10 set out the progression of the implementation from developing a strategy to exiting. The final chapters provide further information that will add value to the outcomes of your initiatives and your understanding of the process and CSI as a whole, but do not necessarily dictate the formulation of the strategy.

Section 2 is an overview of the Development Sectors in the form of concept mapping. This section is intended to illustrate and give broad guidelines on the scope of opportunities available that may not have previously been considered. We have included the more popular or better-supported areas of involvement, but the options are vast and adaptable.

Section 3 provides useful resources that can aid CSI practitioners in their work. Interesting websites, courses and publications all contain material that can inform and add value to the CSI role. We would encourage you to investigate this wealth of information.

We welcome and encourage feedback, suggestions and comments related to the content.