

Triologue offers CSI strategy refresh support in response to Covid-19

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As companies find ways to respond to new and growing societal need in the wake of the Covid-19 pandemic, many are reviewing their existing corporate social investment (CSI) strategies. Budget constraints and an increased demand for resources mean they must make adjustments, responding to the crisis with short-term assistance while also developing a broader long-term strategy.

With more than 20 years' experience in CSI, consultancy Triologue – a Level 2 BEE company – can assist your company to emerge stronger once the crisis has passed. In response to the pandemic, Triologue has adapted its CSI strategy framework to facilitate quick support for strategy reviews, with three types of support offered:



- Free 45-minute high-level presentations to foundation boards, company CSI committees or executives. These will not be tailored to the specific company but will provide some context and strategic decision points for leaders to consider.
- Light strategy review processes, facilitated by Triologue, with a Covid-19 lens. These will entail collecting data on your company's CSI programme through questionnaires and data templates; conducting a desktop review of the information; and a Triologue-facilitated three-hour workshop with relevant CSI representatives to go through key decision points, including available resources, key programmatic shifts and internal changes required. The outcome will be a set of agreed CSI strategy shifts required in the short and longer terms.
- Assistance with implementing strategic shifts in CSI. This could involve support with updating existing strategy or policy documentation, exiting programmes, identifying new programmes, adjusting programmes, or setting up monitoring and evaluation frameworks and reviewing projects.

Triologue, which has offices in both Cape Town and Johannesburg, is the South African partner of the CECP Global Exchange, a coalition uniting country-based, mission-driven corporate societal engagement organisations to advance the corporate sector as a force for good around the world.

Contact [Nick Rockey](#) or [Cathy Duff](#) to discuss your needs.

Triologue's COVID-19 decision matrix

| | PHASE 1 REACT (short term) | PHASE 2 ADAPT (medium term) | PHASE 3 BUILD (longer term) |
|---------------------------------|--|---|---|
| RESOURCES | <ul style="list-style-type: none"> Determine resource needs and availability: financial; non-financial | <ul style="list-style-type: none"> Determine resource needs and availability Longer-term planning | <ul style="list-style-type: none"> Annual budgeting (financial and non-financial) |
| PROGRAMMES | <ul style="list-style-type: none"> Consult existing partners Adjust for COVID-19 Identify new partners/projects | <ul style="list-style-type: none"> Adjust programming Determine support required Continue/exit decision | <ul style="list-style-type: none"> Maintain/roll out/grow/scale/exit Shift to developmental |
| COMMUNICATION | <ul style="list-style-type: none"> Consult stakeholders COVID-19 awareness Inform stakeholders of response | <ul style="list-style-type: none"> Ongoing stakeholder consultation Share knowledge | <ul style="list-style-type: none"> Regular reporting Share learnings |
| GOVERNANCE AND STRUCTURE | <ul style="list-style-type: none"> Cross-functional response teams Quick decision-making | <ul style="list-style-type: none"> Revise policy/strategy Restructure team based on revised strategy and programmes | <ul style="list-style-type: none"> Annual planning |

Triologue's Covid-19 decision matrix

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Triologue



Triologue is one of only a few consultancies in South Africa that focus exclusively on corporate responsibility issues. Over 25 years of experience puts us at the forefront of new developments in sustainability and corporate social investment (CSI).

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