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It is my pleasure to introduce this 14th edition of *The CSI Handbook*.

OVER THE YEARS THAT WE HAVE BEEN researching this topic and publishing this book, much has changed. The CSI sector is more formally established, departments managing CSI have grown, communication of corporate CSI activity is far more prevalent and there is ongoing migration to what is considered leading practice. Yet there is a great deal that remains the same. The inequity of our society and demand for social upliftment is as pressing as ever, as is the unrelenting effort of NPOs working with minimal resources to improve conditions on the ground. The work of social development is never done. And regardless of whether one is working at a strategic level or offering symptomatic support to just a few, the value and importance of your effort cannot be understated.

More than a decade ago, Triologue recognised how precious social contributions are. Through this publication, our conference, our training programme, consulting processes and our efforts to map social development, we aim to provide information and insights that will improve the impact of CSI. We cannot presume to be foremost authorities in this field, but rather offer platforms where the collective effort of practitioners can be gathered and experiences shared. There is good work being done and it is for all in the sector to uncover these good practices, learn from them and apply them.

The CSI Handbook provides a benchmark of current practice and trends and serves as a useful reference source for those formulating their own policies and strategy. It is complemented by our Making CSI Matter conference, which provides a forum for engagement with industry peers and showcases new developmental concepts and case studies. This year we launched a Making CSI Matter website along with the conference, with copies of presentations and notes from breakaway sessions, to share the knowledge exchanged between delegates more widely. In time, our wish is that www.makingcsimatter.co.za will be used more interactively for sharing information about collaboration in the broader social development sector.

Our approach to producing this publication has changed from previous years. We are now working in a more integrated manner, with our broader consulting team contributing to the content of this publication. This way we can ensure the lessons learned from all our initiatives and engagements are drawn on. My thanks go to the Triologue team for their hard work in helping to produce this edition of *The CSI Handbook*. Thank you also to our corporate sponsors, who have supported this publication and shared the lessons they've learned in CSI practice. To you, the reader, we hope that this publication provides you with the insight and renewed vigour to continue with your good work. ■