

## Supplementary materials

COREQ Framework Assessment

Interview Guide

<b>COREQ Framework Assessment</b>		
<b>No</b>	<b>Item</b>	<b>Guide questions/description</b>
<b>Domain 1: Research team and reflexivity</b>		
<b>Personal Characteristics</b>		
1	Interviewer/facilitator	The authors
2	Credentials	Author 1: PhD Candidate. Author 2: JD.
3	Occupation	Author 1: Doctoral Research Fellow. Author 2: Professor
4	Gender	Author 1: Female Author 2: Male
5	Experience and training	Author 1: 12 years of extensive field experience in conflict and crisis regions, specifically conducting qualitative interviews with vulnerable communities. Author 2: 30+ years of extensive field experience in conflict and crisis regions, specifically conducting qualitative interviews with vulnerable communities.
<b>Relationship with participants</b>		
6	Relationship established	Author 1: Lived in the community for a in 2006. Author 2: Lives in Cape Town has previously conducted field work in the community and knows several of the participants. These relationships provided entry to the community and supported researchers with greater insight into the phenomena
7	Participant knowledge of the interviewer	Each interviewee was given a brief introduction of the affiliation of the interviewers as well as a background of the experiences the researchers have had with the community, description of the project and its aims, assurances that interview data and responses would be kept anonymous, and opportunity to withdraw at any time.
8	Interviewer characteristics	See No. 7 and "alternative explanations" in Methodology section.
<b>Domain 2: study design</b>		
<b>Theoretical framework</b>		
9	Methodological orientation and Theory	Qualitative methodology was used, specifically a perspectives case study method which applies grounded theory and ethnography and uses content/contextual analysis. Additionally, researchers used a conflict systems modelling approach. See Methodology section for more.
<b>Participant selection</b>		

10	Sampling	The community was selected based on location, size, and concrete boundaries and participants represent those living in all areas of the community. Individual participants were selected on the basis of snowball technique.
11	Method of approach	106 interviews were conducted face-to-face. 19 were conducted remotely using Zoom or WhatsApp. The remote interviews were represent context experts and some of the SBA members
12	Sample size	125
13	Non-participation	3 people were asked for interviews and declined or did not respond due to lack of interest.
<b>Setting</b>		
14	Setting of data collection	81 interviewees are located in Langa, a township in the Cape Town Metropolitan area. Interviews were convened in people's houses, cafes, restaurants, art galleries, community spaces, offices, and other places where applicable. 25 interviews were conducted with other people in Cape Town in restaurants, offices, and cafes. 19 Interviews were conducted remotely on Zoom and WhatsApp.
15	Presence of non-participants	No one else was present during interviews. When interviews were conducted in public spaces, occasionally other residents or citizens would be present. Findings reflected minimal difference between interviews in which said nonparticipants were present and those in which they were not present.
16	Description of sample	41 business owners, 15 representatives of NGOs, 7 outside experts, 37 residents, and 10 members of the SBA were interviewed as noted in "Method" section. Balanced male/female ratio; and most respondents were between 20 and 50 years of age.
<b>Data collection</b>		
17	Interview guide	Questions were provided by the authors upon request. Stage one of the research was used to refine the questions. Otherwise, no prompting or guides were used given the iterative methodology used (see Methodology section). See Appendix A for lines of inquiry.
18	Repeat interviews	8 interviews were conducted twice. These were not counted twice. But, the first interview occurred remotely and the second interview was conducted face-to-face.
19	Audio/visual recording	No A/V recording was done, as is typical for sensitive issues such as peace, conflict, and violence research.

20	Field notes	Field notes were taken during every interview and typed up following the meeting.
21	Duration	Interviews were approximately 1 hour - 1.5 hours.
22	Data saturation	Partial saturation. Many interviews began to overlap, but given the personal nature of conflict dynamics, the saturation point can be difficult to definitively measure.
23	Transcripts returned	Transcripts were not returned to participants for correction due both to time and literacy issues. During interviews, responses of particular import were often asked twice to confirm responses.
<b>Domain 3: analysis and findings</b>		
<b>Data analysis</b>		
24	Number of data coders	Author 1 and Author 2 jointly processed the data.
25	Description of the coding tree	N/A per the Methodology
26	Derivation of themes	Themes were collated in advance from literature about violence in South African townships as well as the role and actions for businesses from the business and peace literature. These themes were then derived from data for presentation and discussion. Open iterative coding process was applied to the qualitative data collected this used a thematic coding approach to disaggregate causal dynamics among factors driving conflict in the context. Once grouped as factors working for and factors working against positive transformation, an axial coding approach was used in order to see cause and effect patterns among the factors identified in the thematic analysis.
27	Software	N/A
28	Participant checking	About 15 participants provided feedback on the findings
<b>Reporting</b>		
29	Quotations presented	Participant quotations are presented to illustrate themes and findings. Each quotation was identified after being made anonymous.
30	Data and findings consistent	There was a strong correlation between the data and findings, and potential alternative explanations for such were studied.
31	Clarity of major themes	Major themes were developed from interviews, and are discussed more extensively in the last two sections of the article.
32	Clarity of minor themes	Minor themes emerged and these are discussed more extensively in the last two sections of the article.

### Interview Guide for Research

	Category	Question(s)	Details
1.	Background	What type of business do you have? Where is it located? How long have you been in business? What has been your experience in growing your business?	Background on Business
		What motivated you to this discussion? What is your experience with violence? Is it common in your neighborhood? Have you directly experienced it? What factors are creating violence in your community? How do you know?	Background on business and violence?
2	Context	Based on your experience, what are the factors that are creating or driving violence in your community? Why do these features exist?	Factors of violence
3	Business & Violence	Has the violence in your neighborhood impacted your business? How/in what ways? What does this mean more generally for small business owners to work effectively in your community? Are there particular ways of working that help businesses survive? What are they?	Impacts & agency of business
4	Overcome Violence	What are things that can be done to address issues of violence in the community? Would these strategies work? Why?	Addressing KDFs
5	Role of Business	Is there a specific role that businesses can play in addressing issues of violence and conflict? What are they? Why do you think businesses are well suited for these initiatives? Are there special aspects of businesses that allow them to play certain roles? What are these features? Who else needs to play a role? Why?	Business impacts
6	Positive Examples	Do you have any examples of businesses supporting strategies for violence reduction or peace? What were they? Were they successful? Why or why not?	
7	Negative Examples	Have you seen companies' efforts worsen violence or contribute to negative outcomes in your community? What happened? Why do you think this happened?	

**Closing:** Each interview will end with the following:

- Ask if they have any questions for me, and answer questions accordingly.
- Remind them how / when / what ways the information might be used.
- Ask who else might be interested in speaking about the research (snowball sampling) and asked to be put in touch.
- Ask if it is alright to follow-up with any further questions, points of clarification, and additional engagement throughout the research project.
- Thank them for their time, energy, and insights!