

# Monthly Exit Interviews Report

August 2025



Video Tour



Total Left  
Employees

44

Interviews  
Conducted

23

Branch  
Breakdown

Branch	Emps	Branch	Emps
I-8	5	Saddar	1
Wah Cantt	3	Scheme 3	1
Golra Mor	3	F-7 Old	1
F-7 New	3	G-9	1
F-11	2	Kalma Chowk	1
Giga Mall	2		

## Disclaimer

The information presented in this report is based on the responses received from participating employees and is intended for internal use only. The report can be verified via [Company's HRDD Dashboard](#). Unauthorized distribution or reproduction of this report is strictly prohibited.

# Fruit of Sustainability

## Unconducted Exit Interviews

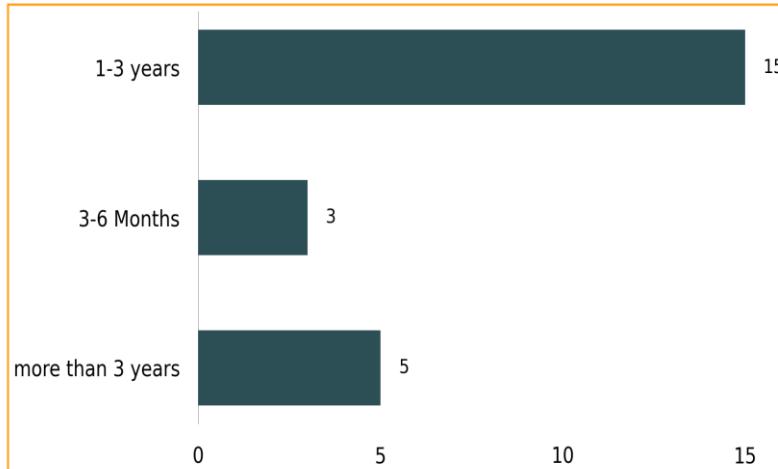
After four rounds of calls, the FOS team was able to collect 23 responses. The reasons and status of the remaining 21 employees, whose exit interviews were not conducted, have been shared in the table.

NAME	DEPARTMENT/BRANCH	STATUS
AFTAB ALAM	G-9	WRONG NO
HAROON NISAR	BAHRIA PHASE 7	RINGING
GHULAM SHAHADAT	F-11	RINGING
SHAMRAIZ MASEEH	PWD	RINGING
ZEESHAN ABBAS	SCHEME 3	RINGING
WASEEM JAVED	COMMERCIAL	RINGING
ZAIN UL ABDIN	WAH CANTT	RINGING
MUHAMMAD AQEEL	F7 NEW	REPEATED
ZAIN UL ABDIN	WAH CANTT	REPEATED
ASAD SHAH	G-13	POWERED OFF
MUHAMMAD ARSLAN	ADYALA	FATHER RECEIVED
MUHAMMAD IBRAHIM	ADYALA	CUT THE CALL
SHEHRYAR SALEEM	TARAMRI	COULD NOT BE REACHED
ABDUL HASEEB RAZA	F-11	COULD NOT BE REACHED
USAMA ZAHEER KHAN	FOOD SAFETY	COULD NOT BE REACHED
USMAN KHAN	SADDAR	COULD NOT BE REACHED
HASSAN RAZA	I-8	COULD NOT BE REACHED
MURAD ALI	COMMERCIAL	COULD NOT BE REACHED
NABEEL AHMED	GOLRA	BUSY
MUHAMMAD DANISH	E-11	BUSY
KHURRAM ZAMIR	BAHRIA PHASE 7	BUSY

Sample

## Demographics

### Time Spent with Company



### Designations

Rider x 8	Kitchen Assistant x5
Dispatcher x1	GSR x 2
Cleaner x 2	Server x 3
Guest Coordinator x1	Assistant MGR x 1

### What Did You Enjoy Most About Your Time Working Here?



#### Respondent from Giga Mall

- My experience at Cheezius Giga Mall was positive; I especially appreciated the well-defined rules and regulations and the strong teamwork.

#### Respondent from Saddar

- The best aspect of my time at Cheezius Saddar was the excellent teamwork and collaborative environment among colleagues.

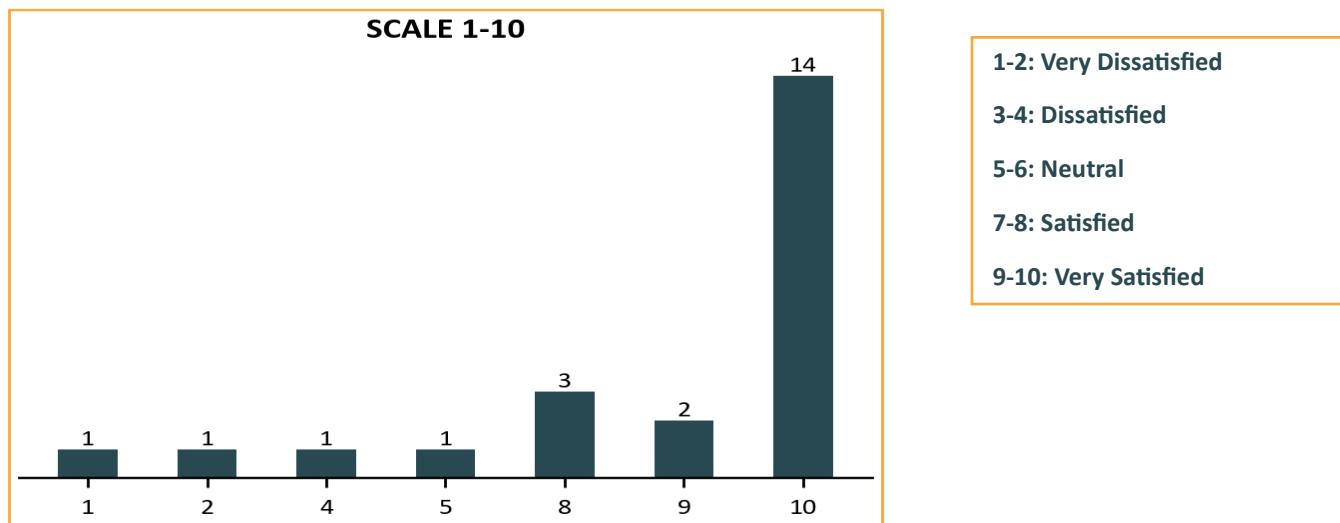
# Fruit of Sustainability

## Why Exactly Are You Deciding to Move on From Our Team?



*Full Scenarios are Annexed at the End of this Document*

## On a Scale of 1-10 How Likely Are You to Recommend Cheezius as a Working Place to Your Friends and Family?



## How is The Behavior of Management at Your Branch?

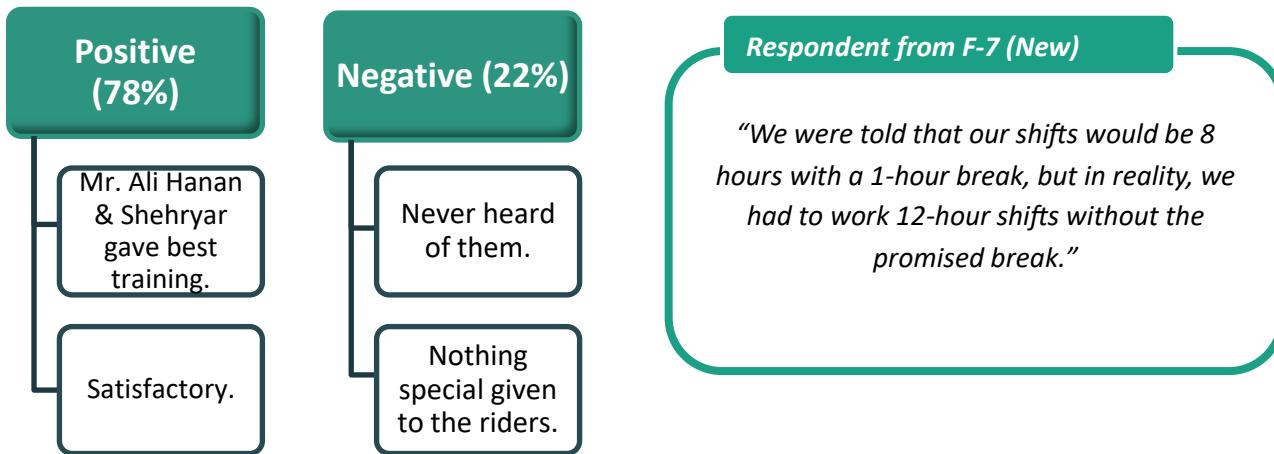
Positive (56.5%)	Negative (43.5%)	Respondent from I-8
<ul style="list-style-type: none"> <li>• Good &amp; supportive management.</li> <li>• Overall behavior was okay.</li> <li>• Training improved management conduct.</li> </ul>	<ul style="list-style-type: none"> <li>• Rude &amp; disrespectful behavior.</li> <li>• Favoritism</li> <li>• Unresponsive to concerns.</li> </ul>	<p><i>"Management supports people like Mr. Haseeb &amp; Mr. Abdullah. After 7–8 employees were terminated in a theft case, all of us at the I-8 branch were treated as if we were guilty, which forced many to resign. RM Bilal doesn't listen to our concerns, and truly, where there is no respect, people cannot stay."</i></p>

## Multiple Responses Regarding Management's Behavior

I-8	The managers acted superior and rude, pressurizing and insulting us as riders. <b>Mr. Abdullah</b> and <b>Mr. Haseeb</b> , though not official delivery leads, behaved like they were, even wearing the shirts, and showed excessive rudeness. <b>ARL Mr. Sajid</b> ignored our concerns, and management made us look bad in front of him.
Scheme 3	Things improved after training, but before that the management was not good.
F-7 Old	I felt the management was just okay.
G-9	The management disturbed us. <b>RM Mr. Zain</b> never listened, but the new RM Mr. Imtiaz was better and knew how to handle the team fairly.
F-7 New	Middle management, including the SMs and even GSRs acting like SMs, were very rude. The management treated us as if we were their workers and not Mr. Faheem's.
Golra Mor	I felt there is no promotion, and Mr. Qadir's opinions were valued more than Mr. Faheem's.
Kalma Chowk	The management needs improvement and to treat employees more humanely.
Wah Cantt	I felt the management was not very good and just okay.

# Fruit of Sustainability

## Were You Satisfied with the Training and Development Opportunities Provided at Cheezius?



## Were you satisfied with your assigned duties and responsibilities related to your designation and department?

- Yes (83%) {

  - Guidance from supportive managers.
  - Dedicated to fulfilling responsibilities.

- No (17%) {

  - Forced to work extra hours.
  - Riders unfairly blamed for delays.

### Respondent from I-8

"Our official duty hours were 9, but we were forced to work 12 hours without any overtime pay. Once, after I had an accident, I requested RM Mr. Irfan to assign me a morning shift, but he replied, 'konsa koyi tang tooti ha?'

## Were You Satisfied with Your Compensation and Benefits in Company?

Response	Percentage	Comments
Yes (91%)		<ul style="list-style-type: none"> <li>• Fair compensation provided.</li> <li>• Supportive allowances available.</li> </ul>
No (9%)		<ul style="list-style-type: none"> <li>• Benefits not approved.</li> <li>• Limited support provided.</li> </ul>

### Respondent from University Road

*"We have given a lot to the company: our Eids, weekends, even during Muharram. I was on duty even when my mother was undergoing surgery. Riders know they can find good jobs outside Cheezius, but since so much has been invested in us, the company should focus on retaining its employees. 'Cheezius ko beragrakh karny mai management ka hath ha.'"*

## Do You Want to Rejoin Cheezius in Future?

Yes (95.6%)	No (4.4%)
<ul style="list-style-type: none"> <li>Would wish to join cheezius again.</li> </ul>	<ul style="list-style-type: none"> <li>Do not want to work here again.</li> </ul>

## What Could We Have Done Better to Retain You?

*"Duty hours should have been followed properly. Riders were not given food and had to wait until 3–4 a.m., and when complained their responses are demeaning"*

(I-8)

*"The company should have focused on advertising; it is not the rider's job to bring in orders."*

(F-7 New)

*"The order targets were too high, which pressured us to speed deliveries and caused accidents. Targets should have been realistic."*

(F-7 New)

*"Promotions helped, continuing to recognize and promote employees would retain them."*

(Golra Mor)

*"Management needs to actively listen to employee feedback and address concerns promptly to improve morale." (F-11)*

## Feedback/Suggestions

Gratuity payments are delayed beyond the promised timeframe. (Saddar)

The company is praised for its positive brand image and rapid growth. (Giga Mall)

Employee concerns regarding inadequate leave policies and unsatisfactory staff meals. (Scheme 3)

Concerns regarding a lack of transparency and fairness in disciplinary actions. (F-7 New)

Management needs better training in employee relations and respect. (I-8)

Rider employees request increased respect and recognition for their contributions. (I-8)

Delayed clearance of documents and requests for improved employee support. (G-9)

A request for re-hiring after unexpected termination without prior warning. (Wah Cantt)

Concerns raised about favoritism and the lack of warning before termination. (Wah Cantt)

## Annex 1

Sr. No	Scenario
	<b>I-8</b>
<b>1</b>	<i>I had to return to my hometown, Okara, due to my father's illness. Unfortunately, he later passed away.</i>
<b>2</b>	<i>I resigned because I am moving abroad.</i>
<b>3</b>	<i>Since my home is in Lahore, I requested a transfer there. However, I was told I would need to resign and reapply in Lahore, which is why I left.</i>
<b>4</b>	<i>I decided to leave because I started my own business.</i>
<b>5</b>	<i>There was no respect for staff, and many employees were resigning because of this. I tried my best to continue with the company, but due to constant disappointment, I had to leave. There was no discipline, and employees' concerns were not heard.</i>
	<b>Wah Cantt</b>
<b>6</b>	<i>I was terminated due to underperformance.</i>
<b>7</b>	<i>The RM had stated that termination would only occur in cases of harassment, theft, or formal complaints. However, I was terminated on the basis of non-performance. Both the dispatcher and RM were aware of my family issues, as my wife was unwell, which affected me mentally, but I was still terminated.</i>
<b>8</b>	<i>I was terminated due to underperformance and two accidents that occurred during my duties.</i>
	<b>Golra Mor</b>
<b>9</b>	<i>I am moving abroad.</i>
<b>10</b>	<i>I am moving abroad.</i>
<b>11</b>	<i>I was initially hired as an RM, but later interviewed again and worked as an AM. Despite my extensive experience with various brands, I spent two years in the same designation without any promotion. Recently, an interview was conducted, but we were not informed. When I asked Mr. Saqib, he said they were gathering for food, and I was not mentally prepared. At that time, my father suffered a health attack. Later, Mr. Amir Zaib mentioned I could have requested a delay, but I was never informed about the interview. Only some people were informed, including Amir Zaib's nephew, who was promoted after six months. Meanwhile, I had not committed any SOP violations, yet I was not promoted. I also did not raise this issue in the middle management FOS session because Shoaib was present, and many people in the North region are expected to resign due to such practices.</i>
	<b>F-7 New</b>
<b>12</b>	<i>I am moving abroad.</i>

<b>13</b>	<i>I got job somewhere else</i>
<b>14</b>	<i>I was considered underperforming because we were delivering in only two sectors and the order ratio was low during Ramzan. However, recently, my average orders increased to 11–12.</i>
<b>F-11</b>	
<b>15</b>	<i>I am moving abroad.</i>
<b>16</b>	<i>I had personal issues.</i>
<b>Giga Mall</b>	
<b>17</b>	<i>I had a personal matter and was helpless due to it.</i>
<b>18</b>	<i>I am moving abroad.</i>
<b>Saddar</b>	
<b>19</b>	<i>I was continuing my studies, and there was no Cheezious branch available in my area at that time.</i>
<b>Scheme 3</b>	
<b>20</b>	<i>I am moving abroad.</i>
<b>F-7 Old</b>	
<b>21</b>	<i>I was considered underperforming, even though no clear instructions were provided. I had undergone an operation and needed time to recover. Recently, my average performance increased to 12.</i>
<b>G-9</b>	
<b>22</b>	<i>I was pursuing an MBA and could not continue working due to my studies.</i>
<b>Kalma Chowk</b>	
<b>23</b>	<i>I have family issues, which I would not like to discuss.</i>