

# Monthly Employee Well-Being Survey Report

July 2024



**Video Tour**



Verify this Report



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The information contained in this survey report is based on a random sample of employees and is intended for informational purposes only. The survey was conducted by FOS's internal team, which formulated a list of questions to gather insights into the industry.

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Our

# Commitment

At Fruit of Sustainability (FOS), our commitment to fostering a safe and secure workplace environment is unwavering. We prioritize the well-being and betterment of employees above all else. Through comprehensive digital technology, onsite training programs, and proactive measures, FOS Team strive to create an atmosphere where every individual feels valued, respected, and protected. Our dedication to employee welfare extends beyond mere compliance with regulations; it is a fundamental aspect of any corporate culture. By promoting a culture of inclusivity, transparency, and accountability, we aim to empower the workforce and foster a sense of belonging.

On-Demand Survey topics:



Employee Engagement



Workplace Dynamics

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Survey Details

Employee  
Engagement

Workplace Dynamics

Employee Suggestions  
to Management

Wrong Phone  
Numbers

## Social Compliance

# Survey Details

FOS team creates a random sample of employees to conduct survey aiming to assess various aspects such as the working environment, employee well-being, forced labor and compensation packages. Additionally, Brands/Factories can specify their own parameters for customized surveys tailored to their specific requirements.

FOS

### Complaint Timeline Elements

Header

- Present ticket no., Date/time, Factory/unit

In-Process Container

- Contain complaint content along with evidences

RCA Container

- To identify the underlying reasons for complaints.

CAPA Container

- To address and prevent future occurrences of similar complaints.

Feedback Bar

- To evaluate employee satisfaction level after complaint resolution.

Survey

### Sample Size

**100**

Total Employees

Locations Included

Corporate Office Raya (9)

QAIE (13)

Muridke Plant (12)

Kamahan (27)

Bread & Beyond Outlet (7)

Manga Plant (12)

Others (20)

**15**

Wrong Phone Numbers

*Details are provided at the end of report*

## Employee

# Engagement

### DO YOU THINK DAWN FOODS IS A GOOD PLACE TO WORK?

This question aimed to gather employees' overall opinions and satisfaction with their workplace environment, management, and workload at Dawn Foods.



#### A Security Guard at Kamahan Plant

- As we work under direct sunlight, company is requested to provide shade above table chair, A fan and lemon water to prevent dehydration.

#### A senior officer at DHA Raya

- Yes, We enjoy easy communication access to management and collaborative problem-solving is encouraged here. Especially, we ensure that everyone is included in the decision-making process.

### Multiple Responses

- In terms of ambiance, the workplace is 6 out of 10.
- Average environment with no additional facilities.
- Uniform in the production department is of winter season that causes skin allergies and issues.
- DAWN Foods is demanding company in terms of work and to meet customer needs.
- Mutual decision-making is a positive aspect of the company.

### Suggestions for Improvement

Please take action regarding our Sunday offs or ensure that our wages are compensated.

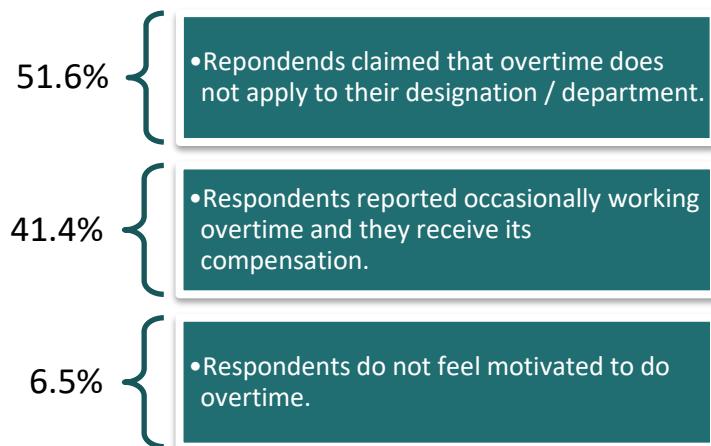
When we submit application to request tools, there are delays in application processing. Management provide the tools very late.

The company should at least provide or extend a medical facility for our family members and illness.

Replacing labor is difficult because new workers need extensive training, causing company losses. It's suggested to conduct an exit interview with higher authorities before removing anyone, as they might not be at fault.

## HOW MOTIVATED ARE YOU TO DO EXTRA WORK BEYOND WHAT IS REQUIRED?

Understanding the level of motivation for extra work provide valuable insights into employee engagement, job satisfaction, and overall commitment to the organization.



### What demotivates them

#### A sales officer

- The promised 3% share of sales profit has not been provided, which has not benefited me as expected.

#### A survey Responded

- The respondent expressed dissatisfaction with being forced to work on Sundays without receiving additional compensation. They also highlighted their unhappiness with the current overtime policy.

#### A survey Responded

- No training sessions have been provided to employees for their betterment or to support and motivate them.

## HOW MUCH TIME HAVE YOU SPENT HERE, AND WHAT HAVE YOU LEARNED FROM THE ORGANIZATION DURING YOUR EXPERIENCE?

Following are the few responses across multiple departments & designations.

11 Years: Learned to operate new software with comprehensive training from seniors.

35 Years: Received respect and care from the organization, highlighting a long-standing positive relationship.

3 Years: Gained expertise in handling all electrical technical issues and problems.

6 Years: Acquired skills in various tasks from coordination to procurement and customer service, achieving full sales chain experience.

6 Years: Developed significant knowledge in production, time management, and system handling.

7 Years: Gained substantial experience in production.

8 Months: Learned extensively from the food department.

3.5 Years: Acquired knowledge in administration and team collaboration.

6.5 Years: Gained valuable insights with new additions and developments in the company.

## Workplace

# Dynamics

### IN YOUR OPINION, DOES THE COMPANY MEET YOUR SUPPORT AND NEEDS EFFECTIVELY?



### Financial Support:

- No gratuity or loan provided even after 2.5 years.
- No advance or loan available.

### Benefits:

- No medical benefits or facilities.
- No bonuses, incentives.
- No benefits like offsite tours or sports events.

### Interesting Information

The FOS team received multiple responses of receiving FOS Cards from during the survey, indicating that all locations except the QAIE plant have received their FOS cards.

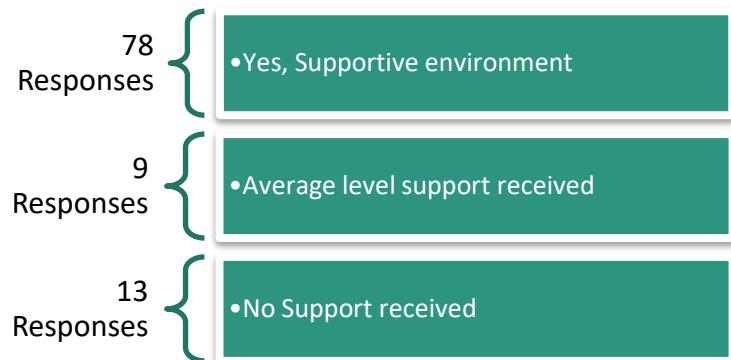
### DO YOU RECEIVE HIGH QUALITY SUPPORT FROM OTHER TEAMS?

#### A Sales Manager response

- There's no workshop or training for the sales department which is a major issue. There should be specialized training from independent trainers, and it should include certification for the trainees.

#### A survey Respondent from Faisalabad

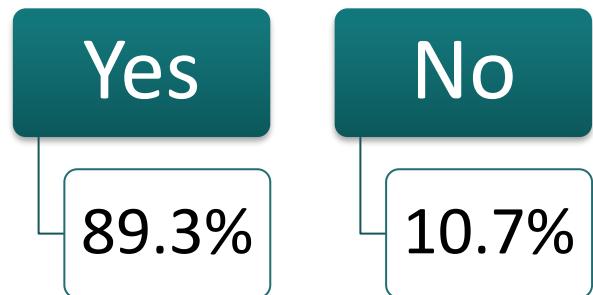
- Mr. Idrees provided hands-on guidance and support for the first week. After this initial period, I managed the tasks independently, I applied the skills and knowledge gained during the training.



### **Departments Excluded**

IT & Technology department don't need extra support from other departments. We are managing their work well with the current resources and team.

### **ARE HEALTH AND SAFETY REGULATIONS FOLLOWED BY THE COMPANY DURING TIGHT DEADLINES?**

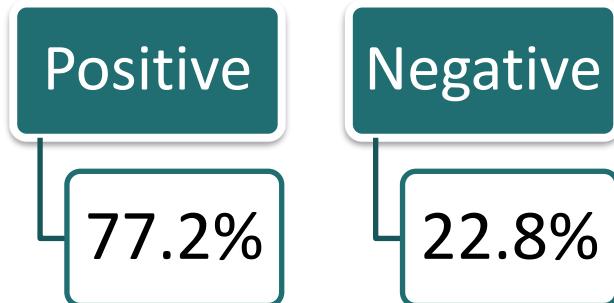


### **Incidents Reported**

A robbery incident was reported in the accounts office of Islamabad office.

Safety concerns in the packing and technical department of Kamhan Plant were shared by survey participants.

### **DO YOU FIND THE MANAGEMENT'S BEHAVIOR SATISFACTORY OR UNSATISFACTORY??**



### **Behaviour Issues Reported**

- Sales officer Mr. Hassan Shamim. He is just Okay, average (he resisted to explain)
- Mr. Irfan, the manager, behaves well. However, my salary is inconsistent; sometimes I receive the full amount, and other times only half. when I asked about half payment the manager responded that company give you only this.
- Manager Mr. Usman, from supply chain, behavior is rude, he deducted our salary while Sunday's on.
- Manager Mr. Inaam in the operational department has a self-grudge with me. According to my experience, he didn't behave me well.

Employee

# Suggestion to Management

Recognize and reward employees based on their experience and service duration. Avoid equal treatment of junior and senior staff without considering their tenure.

Improve the work environment and reduce employee burden. Address issues related to poor company culture and provide a supportive work environment.

Provide education assistance to encourage professional development. Offer field-wise and periodic training sessions for employees.

Replace outdated equipment, improve ventilation, and address environmental issues in the workplace.

Provide bikes or cars to sales executives, with cost deducted from salaries if necessary.

Conduct exit interviews before terminating employees to understand their concerns.

## Wrong Phone Numbers

employee_id	employee_name	department	designation	mobile_number	gender	cnic_no	Location
861148	SYED MUHAMMED RAZA SHAH	Finance	Regional Accounts Executive	923348444698	Male	1210306521351	Faisalabad
861599	HAFIZ MUHAMMAD TALHA	Marketing	Brand Manager	3344226619	Male	3120253041083	Corporate Office Raya
861781	MUHAMMAD FAYYAZ	Production	Baqar Khani Helper	923075227376	Male	3530114043949	Manga Plant
863562	WAQAR SHAHID	Sales (Retail)	Sales Officer	923422301578	Male	4220165398295	Karachi
865298	SHUJJAT HUSSAIN	Sales (Retail)	Sales officer	923123628743	Male	43203-1018294-9	Karachi
869187	MUZAMIL AHMAD	Production	Operator	97924412	Male	35102-6575962-1	Manga Plant
871022	RIZWAN BASHIR	Admin & Security	Office Boy	923487808075	Male	3540503461037	Kamahan
871477	MUHAMMAD ASLAM	Inbound	Manager Purchase	3012276868	Male	3520253253271	Kamahan
871483	MUHAMMAD IMRAN	Quality Control	Assistant Manager	3078792455	Male	3510206623233	Kamahan
878198	MUHAMMAD HAMZA RASHEED	Quality Control	Process Supervisor	92302196150	Male	3650212136757	Kamahan
882106	Ghulam murtaza	Supply Chain	Dispatch Helper	3442213095	Male	3530314711441	NULL
883362	SIKANDAR MASIHK	Customer Services	Dispatch Helper	923040856683	Male	3520294648271	Harbanspura U2
883478	ABU BAKAR	Finance	Cashier	923316244737	Male	3410113836979	Gujranwala
883484	AFZAAL UMAR KHAN SHARWANI	Production	Divider Operator	923306997973	Male	3520276780369	Muridke Plant
889079	FAIZ SHAHID	LHR 1	Sales Officer	923248496208	Male	3520280736159	(QAIE) Plant

## FOS Quality Control Mechanisms

The FOS Data Analytics team implements an internal quality control mechanism to ensure the accuracy and reliability of the report content. This process involves multiple steps, starting with the thorough review of survey Questionnaire and responses. Once recordings are collected, it undergoes validation procedures to identify and rectify any inconsistencies or errors. Additionally, the report content is subjected to peer review by CEO & Founder, **Mr. Sarim Mehmood** to assess its coherence, relevance, and adherence to established criteria. Any discrepancies or discrepancies are addressed promptly to uphold the credibility of the findings. Through this meticulous quality control process, the FOS Data Analytics team upholds its commitment to delivering accurate, actionable insights that empower informed decision-making.



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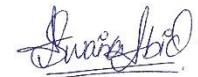
**Sarim Mehmood**  
CEO & Founder



M  
Miqdam  
Junaid

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**Miqdam Junaid**  
Chief Technology Officer



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**Swaira Abid**  
Grievance Management Executive



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