

# Monthly Employee Well-Being Survey Report

Oct 25



Verify this Report

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FOS APP



Complaint Form

Verified

## Disclaimer

Fruit of Sustainability (SMC-Private) Limited ("FOS") is a technology startup registered under the Companies Act, 2017 at SECP-Securities and Exchange Commission of Pakistan, and approved by the Pakistan Software Export Board. FOS specializes in providing innovative services through its Independent AI-Enabled Digital HRDD and Grievance Management Platform, aimed at promoting sustainability and inclusivity in various sectors, including the textile and apparel industries.

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.

All call recordings associated with the survey are considered the intellectual property of FOS and are protected under applicable laws and regulations. Any unauthorized use, reproduction, or distribution of these recordings is strictly prohibited.

While every effort has been made to ensure the accuracy and reliability of the information presented in this report, However, any reliance you place on such information is therefore strictly at your own risk.

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FOS does not endorse or validate any opinions or viewpoints expressed by individuals surveyed during the course of this study.

This report does not constitute legal, financial, or professional advice. Readers are advised to consult with appropriate professionals for specific advice tailored to their individual circumstances.

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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, we strive to create an atmosphere where every individual feel 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.

This survey covers the following Indicators:



Workplace Health, Safety  
and Environment



Wages & Benefits



Workplace Discipline



Harassment

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Grievance Summary

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Unit wise Breakdown of  
Complaints

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Social Compliance  
Survey Details

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WorkPlace  
Health, Safety &  
Environment

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Wages & Benefits

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Harrasment & Workplace  
Discipline

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WorkPlace Culture  
Harrasment

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Workload & Job  
Satisfaction

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Employee Suggestions to  
KG Management

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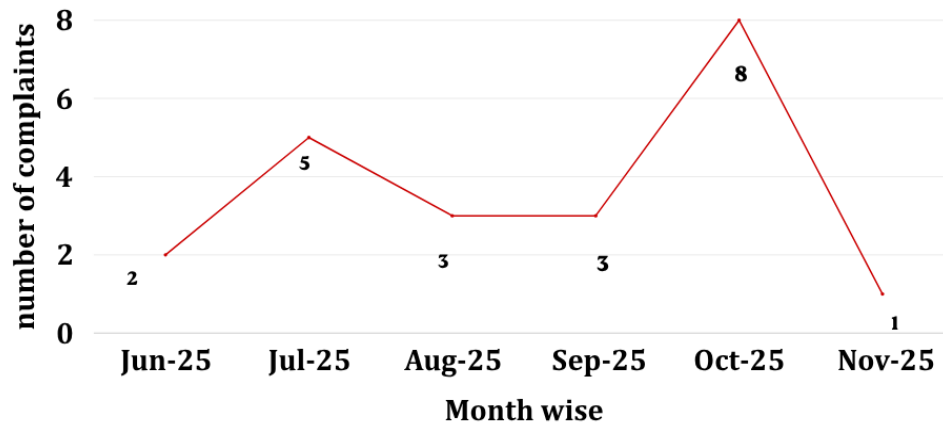
## Grievance Summary

Below is a brief overview of the grievance management system at Knitix Garments, which ensures that employee concerns are properly recorded, fairly reviewed, and resolved through a transparent and policy-based process.

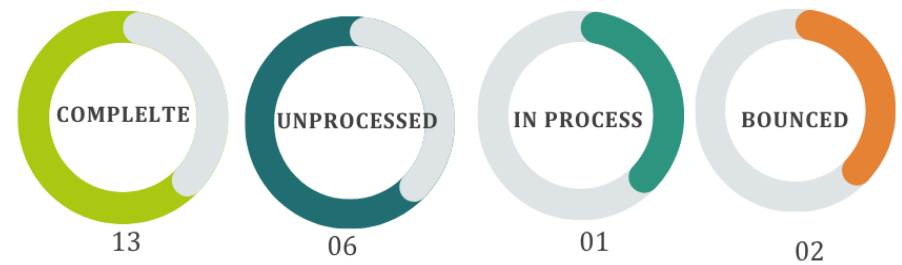
### TOTAL COMPLAINTS

JUNE TO NOV = 22

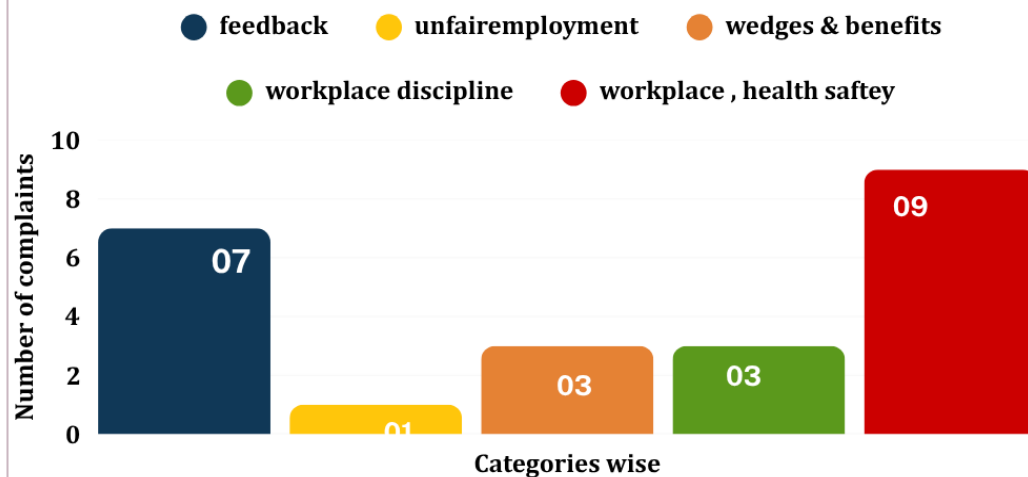
### COMPLAINTS



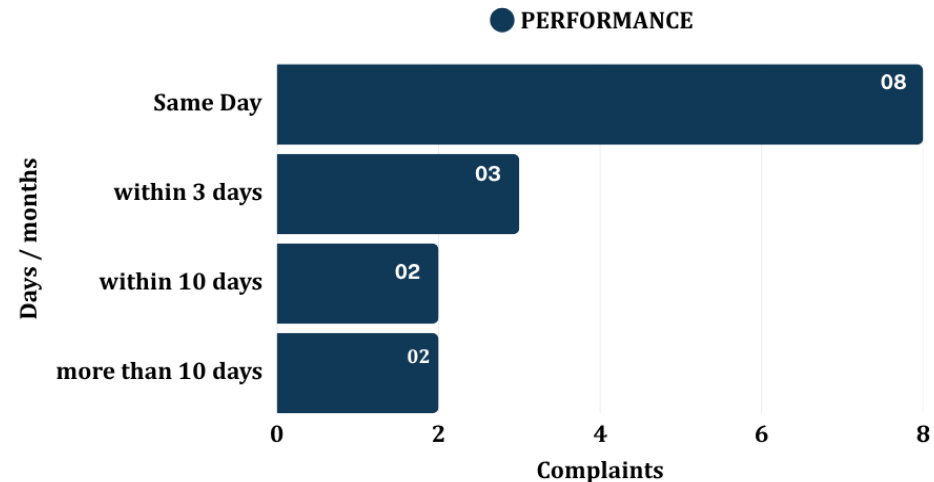
### RESOLUTION STATUS



### CATEGORIES WISE



### IO'S Performance

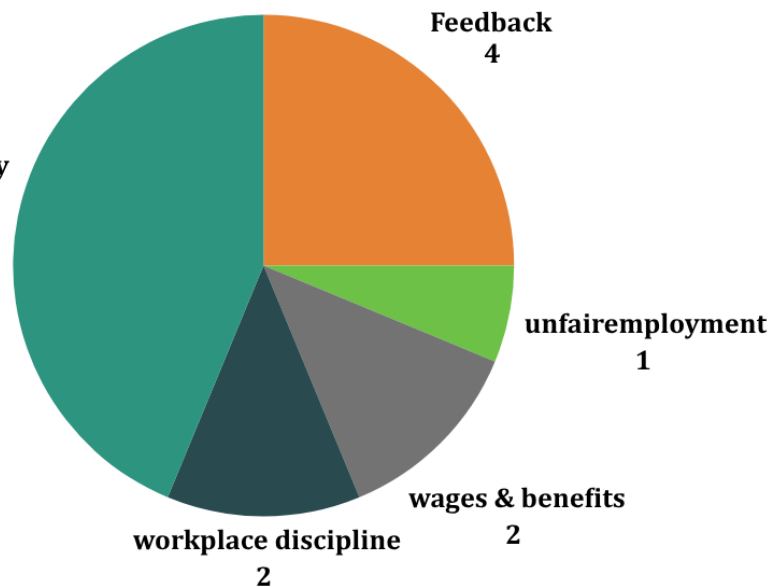


## UNIT WISE BREAK DOWN OF COMPLAINTS

### Unit 1

Complaints = 16

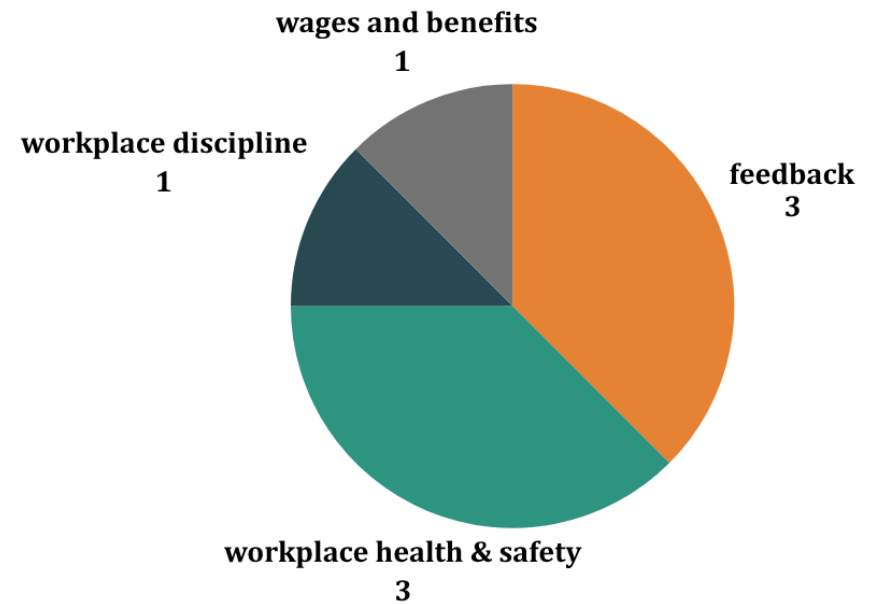
- Feedback
- unfairemployment
- wages & benefits
- workplace discipline
- workplace, health saftey



### Unit 2

Complaints = 07

- feedback
- workplace health & safe...
- workplace discipline
- wages and benefits



## 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/Retailers/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

(120 Employees)

53

Total Responses

## Departments Included

07

Administration

12 Cutting

11 Finishing

09 Stitching

02 Sampling

01 IT Dept

02 Planning

09

Quality Assurance

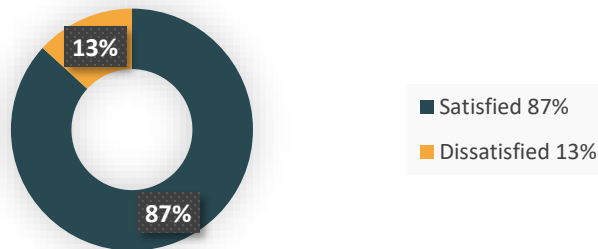
## Workplace

# Health Safety & Environment

The survey started with the FOS team delving into the critical domain of Workplace Health, Safety & Environment. Here, the team assessed various aspects related to the well-being of employees within their work environment, ensured compliance with safety standards, and healthy workplace culture.

### ARE YOU SATISFIED WITH THE CLEANLINESS AND HYGIENE OF THE WORKPLACE?

#### Employee Satisfaction



#### Concerns from Finishing Department

Washrooms are insufficient; employees have to go **four floors up** to use the restroom. (Finishing)

A **compressor machine outside the finishing department** creates excessive noise, causing disturbance during work hours. (Finishing)

### ARE MEDICAL FACILITIES OR FIRST-AID KITS AVAILABLE INSIDE THE FACTORY?

85%

- **Available** (Planning, finishing, Quality Assurance and IT)

15%

- **Not Available** (Cutting & stitching)

### SERVICES PROVIDED

PANADOL

FIRST AID BOXES

#### Employee from Stitching department

Currently, there is no proper medical care available within the department. Employees often experience minor injuries, such as **needle** pricks, but are left to manage these on their own by covering the wound with cloth, as no immediate assistance is provided. The first aid box, where available, contains only basic medicine like Panadol and lacks essential supplies such as bandages and disinfectants. Establishing a properly equipped first aid facility is crucial to ensure workers' health and safety.

# Wages & Benefits

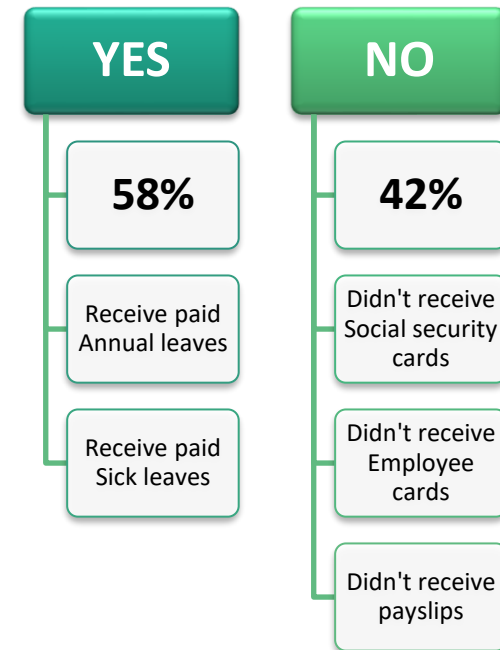
The survey next addressed Compensation and Timely Payments, assessing whether salaries are paid before the 10th and if employees are satisfied with their salary, overtime, and benefits.

## DO YOU RECEIVE SALARY ON TIME EVERY MONTH?



20 Survey respondents expressed serious concerns regarding salary delays. They mentioned that salaries are often received between the 10th and 15th of each month, which causes significant inconvenience. Some highlighted that even salary advances are delayed, adding to their financial stress.  
(Cutting, finishing & Quality Assurance)

## EMPLOYEE BENEFITS AND ENTITLEMENTS?



This issue was also highlighted in the previous report, and multiple complaints have again been recorded in the system regarding the unavailability of **Employee ID cards**. Despite repeated follow-ups, many employees have still not received their cards, which continues to cause inconvenience and should be addressed on priority.

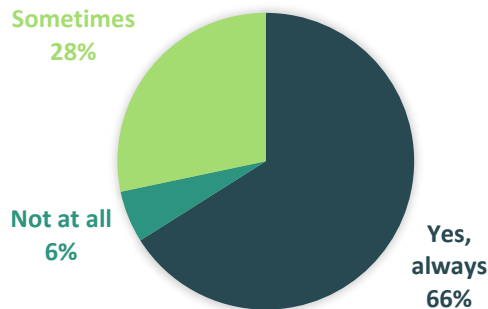


# HARASSMENT & Workplace Discipline

The survey focused on assessing management behaviour and workplace discipline, aiming to identify any concerns regarding rules enforcement, fairness, and professional conduct, in order to understand the overall work environment and ensure a respectful and well-managed workplace.

## Management Communication and Feedback Culture

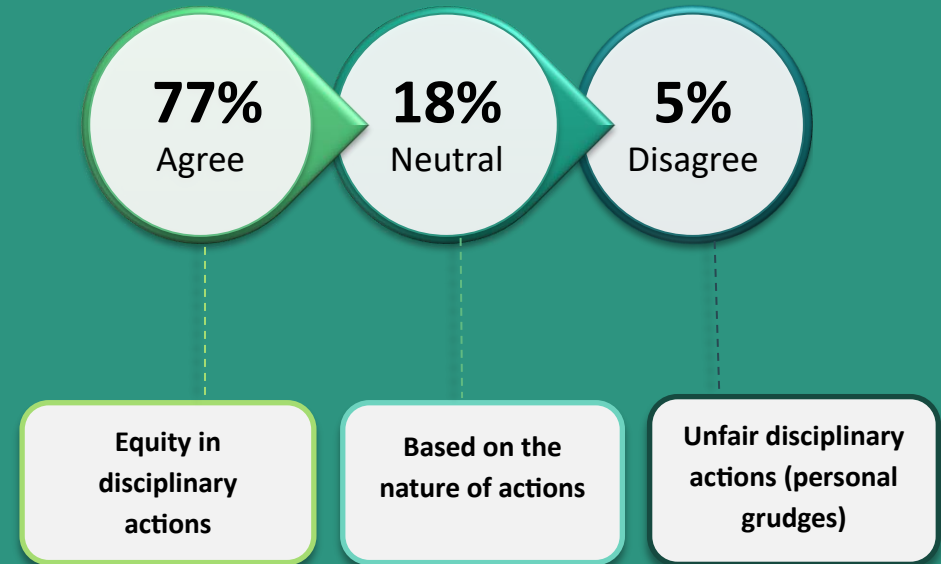
### EMPLOYEE SATISFACTION



#### *Employee from cutting department*

Our line supervisor, **Mr. Mukhtar**, communicates with us politely and respectfully. He listens attentively to our concerns, addresses issues effectively, and ensures that we are satisfied with the resolutions. Working under his supervision is a positive and supportive experience.

## Equity in Disciplinary Actions



## Harassment

Employees were asked whether they had seen or experienced any form of workplace harassment, including physical, verbal, or psychological. The majority reported no such incidents, reflecting a positive and respectful work environment. A few respondents mentioned minor disagreements, suggesting the need for continued attention to maintain a safe and supportive atmosphere.

**97%**

(no harassment)

**3%**

(minor disagreements)

# Workload & Job Satisfaction

The survey aimed to assess employees' perceptions of their working hours, workload, and schedule management, with the goal of understanding overall work-life balance, ensuring fair distribution of tasks, and promoting employee well-being and productivity.

## Challenges Faced in Daily Work Activities

### Operational Challenges

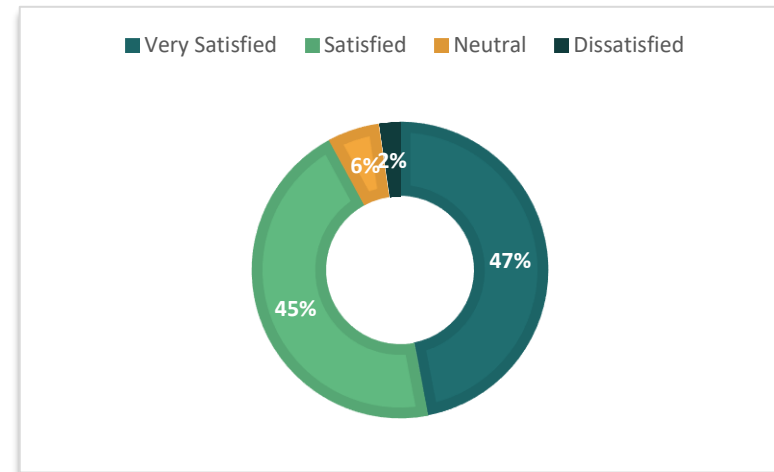
Issues include, noise from machinery, material delays causing overtime and water unavailability during prayer time.

### Salary and Benefits

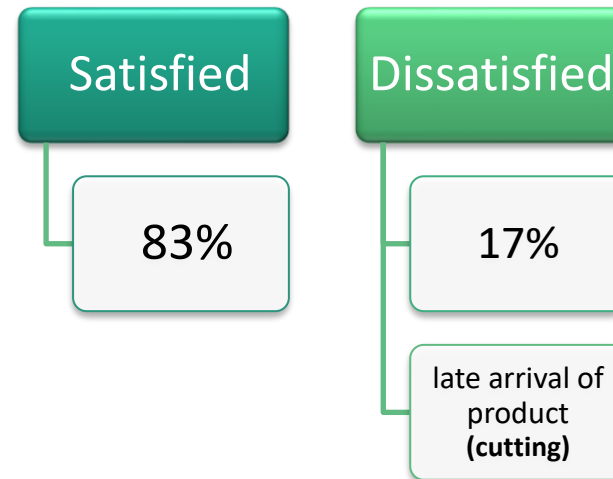
Employees reported lack of benefits such as social security cards, EOBI and employee ID cards.

Employees reported lower salaries.

## Employee Satisfaction with Roles and Responsibilities



## Are the deadlines and expectations reasonable?



## Awareness About the FOS Digital Grievance System

**50%** Respondents were aware.

**50%** Respondents were either unaware.

## Issues Highlighted

### Cutting Department

Employees reported that; sometimes the material (fabric) arrives late and they are made to do the overtime work.

### Stitching Department

Employees reported that there is no availability proper medical care in case of needle pricks such as bandages, antiseptics or disinfectants.

## Employee Feedback & Suggestions

The company should issue **employee ID cards** to all staff as proof of employment.

**Loan** approvals, **gratuity** and other employee benefits should be introduced.

**Leaves deductions** should be fair, if late, only hours deductions must be applied instead of a full day's payment.

**Salaries should be disbursed before the 5th of each month**, as employees need to manage essential expenses and bills on time.

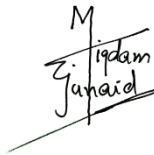
### FOS Quality Control Mechanisms

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



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**Miqdam Junaid**  
Chief Technology Officer



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**Swaira Abid**  
Assistant Manager HRDD Operations



**FRUIT OF  
SUSTAINABILITY**  
YOUR PARTNER IN GRIEVANCE MANAGEMENT

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