

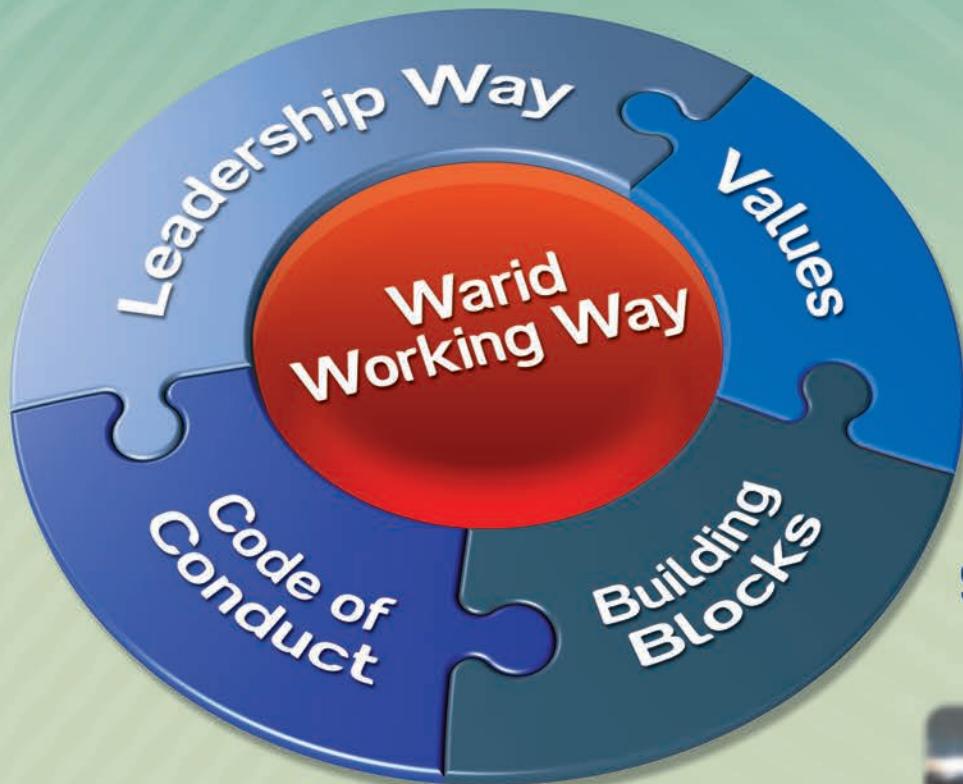


MyWarid

FREEDOM TO CONNECT ANYTIME, ANYWHERE

Living 3W

A peek inside Warid Life



Shaheen 4G LTE

Pg 07

Warid leads
the way with
Bio-Metric
Sim Verification

Pg 11



Norman Zafar opens up about his experience with the Editorial Board

Corporate Magazine Published by People & Culture Division



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Editors Note

Dear Readers,

As you are aware, this is the 2nd edition of 'My Warid' and through tremendous effort we have put together a collection of recent news and happenings in the telecom industry and in specific, Warid Telecom. The Editorial Board has worked tirelessly alongside our many contributors who have taken the time to write to us, sharing their many wonderful stories and funny quips with us. It is predominantly the unwavering support of our contributors which keeps us moving forward. And thus I, once again, find the opportunity to write to you which I find most exciting.

A wise teacher once told me that remaining honest to oneself despite the turbulences in life, its highs and lows is the mark of a courageous person. Regardless of whatever life throws your way, remaining truthful to yourself and others around you will preserve your inner sanctity. More importantly, it will allow you to unflinchingly stare at yourself in the mirror, every day and will guarantee a good night's rest. On a deeper note, honesty is never complete without respecting another person's opinion. Providing an encouraging environment for others to voice their thoughts displays an openness of mind. Through 'My Warid' corporate magazine we intend to do just that.

Our contributors write to us on many topics covering wide aspects of their work and personal lives. We feel a certain pride in sharing their story with you. In this volume we have included a round-up of exciting corporate and employee engagement events, an exclusive interview with Noman Zafar (Sr. Manager, Sales Planning & Distribution) about his journey on Bio-metric Sim Verification project and the launch of Warid Social Club. Keeping up with our tradition we also capture employee anecdotes, poems, photography talents and general articles. We also share employee recognition stories in our special 'Shine to Inspire' section, and encourage you to share your recognition story with us.

I now leave you to enjoy 'My Warid' the fruit of many months of hard work put in by the Editorial Board. We would also like to bid adieu to two of our team members, Masuma Salman and Eimaan Jawwad. And as every end also has a new beginning, we would like to welcome Salahuddin Sarwar, Imran Nasim and Syed Ali Taqi for joining the Editorial Board. We hope that you enjoy the magazine and continue writing to us.

Yours sincerely,
Aaiza Ansari
Editor- 'My Warid'



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The emergence of **3W** Warid Working Way- the journey

*Contributed by:
Organizational Excellence Team*

It has been a long journey which started not with our team (Organizational Excellence team) sitting down with VP People & Culture to devise a new cultural model for the organization- that came later, much later.

Warid Working Way is based on the feedback gathered from the employees of the organization through various means such as one-on-one meeting between VP P&C and various Directors, Have Your Say Sessions and through Employee Engagement Survey. Through the feedback gathered emerged a picture of the strengths and areas of improvement for Warid. Warid Working Way (3W) is based on this collective feedback. Using this feedback our team sat down together with VP P&C (without support from any external consultants) to develop a model to revamp and refresh the culture at Warid.

Months of hard work, tremendous effort and sacrifice from our team culminated in the launch of 3W. The launch event was held in EFU house at Café 321. The event was well attended by the employees where we revealed a motivating video featuring the Senior Management Team of Warid and their take on this cultural shift. Together the senior management team revealed various elements of the model declaring their most favorite Value and Building Block. This was followed by a brief speech from the CEO, Mr. Muneer Farooqui who once again reinforced the importance of Warid Working Way.



MyWarid

The launch of 3W has been so far covered in 51 mediums including, 5 English newspapers, 11 Urdu Newspapers and 35+ online mediums.

Warid Working Way is a comprehensive model covering all dimensions and elements of the organizational culture. These are Warid Values, Warid Building Blocks (which is a unique take on traditional organizational competencies), Warid Leadership Way and Warid Code of Conduct. Together they define the character of the organization and its people. The 3W's are there to guide all employees in making every day decisions and to guide their behavior in all aspects of their lives.

This model is supplemented by the first ever launch of Warid's Purpose, reinforcing Warid's commitment to its customers and to its employees.

In order to ensure that Warid Working Way is reflected in everything that employees do and every interaction they have, interactive sessions have been held by the Organizational Excellence team throughout the organization. Total of 25 (12 for contact center and 13 for the rest of the organization) sessions were held nationwide covering all our employees including full-time employees, contractual staff as well as CSRs. In these sessions through various activities and videos the model was explained in further detail embedding it in the hearts and minds of the employees. The aim of these sessions was to reinforce the desired behaviors. They will be followed by more events and activities throughout the year which will thoroughly inculcate 3W in to the DNA of the organization. Followed in true letter and spirit 3W will have a long term positive impact on Warid's culture and therefore on its performance.



Father

To the one who gave me life,
I can give nothing but love.
To the star so full of light,
to the one sent from up above.

Thank you for the kindness,
for everything you do.
Thank you for the happiness,
thanks for seeing me through.

I love you more than anything,
I'll love you to the end.
You are my mother first,
then my very best friend.

It is unusual what we share,
everything I do you know.
Every beautiful quality,
you have in you, I try to show.



Contributed by:
Ramish Jaffery
(Commercial-South)

Not often enough do I tell you,
how much you mean to me.
Not often enough do I show you,
how your love sets me free.

To live forever and always,
Is what I wish for you.
A long life ever-lasting,
for one so sacred and true.

You are my special angel,
who I always find comfort in.
whether life is in a shambles,
Whether I lose or whether I win.

To the one who gave me life,
I can give nothing but love.
To the one who genuinely is,
sent from heaven above.

With Lots of Love to My Dearest MOM..!!!

SHAHEEN - 4GLTE



Contributed by:
Muhammad Aabid
(Central-Technology)

Once upon a time, nearly two years ago, I was called by the CTO office in urgency (as always!!!) regarding some strategy meeting- the kind of meeting that I try to skip if and whenever I can. So you can very well imagine my psychological condition when I entered the CTO Office!

I just entered and sat with my laptop, hesitantly trying to open it, while checking the reaction of the CTO from the corner of my eye. Meanwhile, I heard some gossiping in the room and overheard the word 'Shaheen' from one of my very respected colleagues in RF Planning and Strategy team, Mr. Aslam Saqib. Had it been Mr. Moneeb talking about some 'Shaheen', I would have very well understood that he would probably be remembering his good old college/ university days. But coming from Saqib, well, hang on. I was totally taken aback. You too Saqib!

Anyways, soon my surprise was over when I was told about the newly code-named Project 'Shaheen', and then I got my breath back. I looked with appreciation at Saqib and patted him on the back, as he really deserved it.

But for the next two years or so, this word Shaheen was unfortunately nothing more than a pat on the back. It was mostly a hush-hush word within a select clique; I felt like I was a small part of some 'Warid Free Masonry Club', talking about a secretive agenda, Shaheen- that too behind closed doors. We were making plans, but those plans didn't materialize or even come close, till Shaheen got a nod from the "Qasr-e-Sultani" i.e. His Highness, last year.

No movie, especially the old Punjabi ones of my dear friend Moneeb's, are finished without having a villain adding a bittersweet twist. Lo and behold, the villain makes the entry and guess who? Our very own vendor whom we were trying to get on our side.

Expecting a Sidney Sheldon style, we in the Technical team were all expecting the vendor to take our side. But our dear vendor took a turn down another pathway and emerged saying 'Yeh Shaadi nahin ho sakti', - Mustafa Qureshi style.

It was like a big hammer crushing all our dreams. 'Sorry guys, we can respect what you had been dreaming for the last two years, but let's face it; your dreams are totally not even close to reality.' I saw Saqib and Moneeb coming out from that session, and they were really furious.

But Alhamdolillah this issue with the vendor was taken care of with the help of the Senior Management Team and the Chief Executive Officer, who were all in favour of this 'bond' (the names Bond, James Bond style), and so finally our dear vendor fell in line with our strategy to go for earliest possible launch of Warid 4G Network nationwide i.e. Shaheen.



Then came the real pain, the project; what we had been dreaming for the last two years. Had it been approved at that time, we wouldn't be in such a hurry. But as with any other Warid project, this was not to be. Now that frequency spectrum had already been auctioned by the PTA, and our subscribers were viewing us with suspicious looks, with some operators going 3G, and some going the 4G route, Warid was like "Achhaa G".

We were not supposed to spill the beans, but at the same time we were eagerly waiting for the equipment that had already been ordered to arrive so we can have our very own 'Unique-kinda G.'

I personally hate Mr Murphy. But unfortunately, he is true most of the time and this time: trust me he was very true. 'Whatever could go wrong, really went wrong' in this project.

Hiccups, issues, pains (everywhere)- whatever you call them, they were there. Delayed (equipment) deliveries, missing deliveries, implementation and quality issues, then more delays, multi-vendor working issues; here it was Huawei Long haul DWDM going down the drain because of a fire eruption at Edgerton Road and our beloved (formerly villainous) vendor informing us of some teeny weeny RUS equipment getting delayed by 'only a few weeks'.

Our good old concerned sister, Wateen, well wo kaisay peechnay reh sakti thhee! Our new found love affair with CISCO/ Wateen was another challenge. But Alhamdolillah, we in the project team, under guidance from the CTO and help from our network planning and operations teams were determined on the conception of this two year old idea by any means possible! And we did not give up, no matter what happened.

Sometimes, when I also went for night visits to sites or some other site visit with the vendor, I would also go back twenty years, when as a fresh engineer I used to visit sites late at night for any O&M or project issues. Now I was re-doing that along with my team. It was sort of nostalgic, but much more challenging!

Finally the day came when our first 4G data call was made in Lahore, Shaheen zindabad! Yes, with the graciousness of Allah SWT, we finally did it. What we did, probably the

outside world especially the world famous Pro-pakistani guys got hold of, before many of us were still ascertaining it and Saqib was still busy putting some disclaimers to the results shown (so our Marketing team and hence the customers don't get overjoyed).

Even when we were ready for the launch, we were told there were some 'petty' regulatory issues that needed to be sorted out. So may be 'by next week' we shall have our launch, 'Or may be by end of the month', 'oh, it is better to do it just after Eid', or 'I guess New Year would be a better option', but the commercial launch date kept slipping due to one reason or another.

The time flew (at a faster speed than Shaheen) and whatever the odds were against us, our Legal, Procurement and Government Relations teams did a wonderful job under guidance from the management finally Warid launched 'Project Shaheen' and Alhamdolillah it flew like anything. Everyone in the industry was still surprised; how did Warid do it, especially without spending a single penny at the Frequency Spectrum Auction!!! We had out-witted everyone.

Whatever we have achieved, even though we are still struggling here and there, could not have been achieved without the support from Saqib, Moneeb and Umar and their respective teams; the patience of NOQ/ NOSS when some unintended outages occurred; the stern warnings on quality issues and rollout delays from Ikrema in the North and the ever-present supportive role of Ashar bhai in South.

On top of it all, this was accomplished not at all in isolation; i.e. as a single project, because other different important projects for coverage sites and Frequency Spectrum Offload Sites, Site Expansions, Equipment dismantling and Swaps were all running in parallel. In fact, most of the time, every individual project had one or more dependency on the successful delivery of the other.

Alhamdolillah, today as I write this, Warid Shaheen is flying with close to 1100 sites in around 20 cities while we have successfully delivered nearly 400 coverage sites (& still counting) and over a 100 capacity sites in parallel.

Personally I want to thank Muneer and Irfan for giving me and my project team, including Syed Moosa, Atif, Imran, Abulaas, Yasser, Kashif, Fahad, Bilal and their respective teams, the opportunity to be part of Warid's history in the making.

Behropia

بھرپیا

کل پھر بھرپیا اک
لفظوں کے پیر پھر سے دغا دے گیا
میں کچھ نابولا بس پنس دیا،
سمجھا کے عظیم اس فن میں وہ بو کیا

یقیناً کرتا بوگا اب اس جیت کا جشن کریں
بمیں تھا فقط کہانی سننے کا شوق
اویس خبر ورنہ جانتے خوب پیں
سچائی کیا فریب کیا



Contributed by:
Muhammad Khalil Nasir
(Commercial-Central)



Contributed by:
Umair Amin
(Finance-Central)

Skydiving!!!!

Ever thought of jumping off a roof top just for the thrill of it or to have a different once in a lifetime experience?! Maybe it's a bit too scary. At least that's exactly how I thought. So everyone has a common phobia of heights, but I planned to overcome mine. And what better way to do it than Skydiving from 15,000 ft in Las Vegas!

Tandanum Skydiving is the easiest, safest and by far the most popular way to make your first skydive. It gives you a complete introduction to skydiving from the ground up. One is attached securely to a highly qualified and licensed tandem instructor via a dual harness system.

Skydive Las Vegas offers state of the art Sigma Parachute Equipment, and all of their instructors are backed with the experience of thousands of jumps under their belts. Each instructor is licensed by the United States Parachute Association. I caught one of their free shuttles from the Las Vegas Strip to the Skydive Las Vegas hanger, where I was trained and outfitted for the jump. We were then flown up to 15,000 feet in Skydive Las Vegas's brand new 2009 PAC 750XL airplane.

During the airplane ride and skydive I had a breath-taking view of Lake Mead, Hoover Dam, Valley of Fire, Colorado River, Lake Mohave, Red Rock Canyon, Mt. Charleston and the entire Las Vegas Strip. Then my instructor and I jumped off the plane freefalling at 190 km/h for approx 60 seconds. The experience was unbelievable, I felt like a bird soaring high in the sky! As we started approaching the ground, the instructor opened up the parachute and it took us almost 5 to 7 minutes to reach the ground for a perfect landing. Could it get any better? I believe not.



Love For Warid

I joined Warid back in February 2005, I have recently celebrated my decade with Warid and have the pleasure of joining Warid before launch. At that time there was a lot of energy and passion among us as we launched the new organization amid excitement and unbridled enthusiasm. My own happiness knew no bounds as Warid launched onto the corporate landscape. The newspapers were filled with Warid advertisements, while the electronic media was flooded with news on the company's launch. I have always started my day over a cup of tea and my daily intake of news. As I flipped through the paper, I would often find Warid related news in both local Urdu and English newspapers. I thought it would be good if I keep all the key news clippings in a folder to maintain the history as how Warid was launched. This soon grew into my passion and a hobby. My small collection soon turned into a whole archive. I have managed to save all major news clippings providing a timeline account of the company's progress.

Warid is a great company, I have learnt a lot and my experience in Warid is the best time of my life. I pray for the prosperity of Warid that may Allah take this company to 'Bam-e-Surriya' which is actually a star high in the sky, I even pray for the company before I pray for my daughters/family. My loyalty and sincerity to Warid has grown over the years as I witnessed it growing, overcoming challenges that came along our way.



Muhammad Baqir Ali Khan

Interviewed by:
Shahzad Ahmad
(Commercial-Central)

0.75	فریڈریک جیلی
1.25	آن بیت (4/درستہ) ۱۷
1.75	آئی سینڈ (بلڈنگ)
2.25	آئی سینڈ (درستہ) ۱۷
	جنی 60 Zem
	مشین ۶۰ زم کے کچھ اسالیے

zem
60
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strengthening the relationship between the two brotherly Muslim nations.

Noman Zafar Aik Din Warid Kay Sath

Interviewed by:
Aaiza Ansari & Asim Pasha
(People & Culture-Central)



1 Share your Warid Journey with us.

I joined Warid in June 2012 as the manager sales planning and stock management. Among the primary roles I was assigned at the time included managing the reporting platform for sales & distribution, stock management and backend interface management including the Electronic Voucher Code (EVC) application, retailer portal and franchise portal. Eventually I ended up designing the UBL online ordering module and the biometric verification solution project. These two projects were key initiatives I started in my three years tenure at Warid. More recently, a third project is in progress-the Electronic Voucher Code (EVC) upgradation project.

2 Tell us a little bit about the Biometric Sim Verification process, what were the reasons leading up to its origination?

The project was initiated on the recommendation of law enforcement agencies to counter the security situation prevalent in our country. Pakistan Telecommunications Authority, which is a regulatory authority, along with consultation with all mobile operators decided that we had to design a process to verify customer credentials before allotting them a SIM. Back in the early days, it was easy to get a sim issued. All you needed to do was provide a CNIC number, be it any number whether yours or anyone else's. It didn't matter if the CNIC was original or fake, or if the CNIC number had full digits.

Basically you could enter any number and get your sim. You never knew how many SIMs were issued on your number. Then came the revolution, the '789 registration process' was introduced in 2009. Now customer credentials had to be verified on the backend at the call center. All operators had to establish a call center. And before any SIM could be activated, there were some credentials that had to be verified. The procedure went something like this: let's suppose if I wanted to activate my SIM, I would dial the call center, and give them my CNIC number. Then against that number there were a few hidden questions that the operator was supposed to ask such as my place of birth, mother's name etc. The SIM was activated if these questions were answered successfully. The call was recorded, so that if we ever needed to tell the agencies how this SIM was issued, we had the information. As no system is without loopholes, this information was leaked from NADRA and ended up in the hands of telecom mafia and lead to a large number of SIMs being activated illegally. Illegally activated SIMs pose a security threat therefore, law enforcement agencies raised a concern regarding the authenticity of SIM issuance process and Pakistan telecommunication authority along with the consultation of cellular mobile companies developed a process whereby customer's Bio metric credentials must be verified before the issuance of New SIMs. Initially there were multiple joint sessions between the 5 operators to evaluate the complete process along with its execution. It was the first time that the Telco's had to plan and pull off a system like this. And so my journey began with Biometric SIM Verification project as I took part in all these meetings with the remaining 4 operators and PTA.

3 What were the challenges associated with the project?

In simple words, the biggest challenge was how will our internal system communicate with NADRA's database and how efficiently will we be able to manage this exchange of information. Basically the thumb scan at our center has to be verified with the thumbprint in NADRA's database. It is however not as simple as it looks and there are multiple levels involved before a SIM can be issued to a user. When a customer walks into our business center and scans his thumb the information is stored in CRM. Before the scan is verified by NADRA, it is sent to PMD which is a joint application supported by all telecom operators. This application checks the total numbers registered against a thumb print. If there are 5 numbers registered on a thumb print then PMD rejects the thumbprint. But if there are less than 5, then it sends the thumb scan to NADRA. NADRA checks the CNIC number and the thumb print and determines if both these things are valid. From here, the final approval of the SIM is granted and the SIM is issued.

The process is fairly straightforward, but the challenge was to manage all this communication with NADRA in real time. There were multiple layers of communication-our own internal communication, and then between CRM, PMD and NADRA. These were the basic challenges.

Initially when we had to roll out the program, we planned on doing it at the franchise and business centers. This was a controlled environment so it was easier to manage communication here, we had internet facilities, AC's and laptops. All we needed was a biometric scanner to be connected to the laptop along with the development of frontend application. There were two types of standardized scanners being used, so it wasn't much of a problem. We bought the scanners, connected them to the laptop and because the internet connectivity was fast, the data was sent through to the other applications quickly. The first phase of the project went quite smooth; we just had to formalize the process.

The second phase of the roll out was to carry out the verification at the retail centers. At the retailer, the environment is altogether different. The first issue at the retailer was that of connectivity. The retailer doesn't have access to the internet. To address this problem, being a telecom we used GPRS connectivity; however the GPRS connectivity has to be consistent. In Lahore, Warid has the strongest GPRS connectivity as compared to other operators. But as you move out into the rural areas it becomes a big challenge. The challenge in the rural areas for us was in the Balochistan belt of Turbat-Gwadar-Panjgur where we have a strong customer base. But our GPRS connectivity here is weak. To counteract this problem, we adopted two different solutions. Apart from Warid owned devices, deployment of shared devices linked to all 5 operators were

introduced. Secondly we signed an agreement with Ufone that helped us to cater for our customer base in weak GPRS coverage areas. To meet the impossible timeline, we had to employ our own solution in parallel to the common solution. After many initial problems in the design we were finally able to roll out our prototype. There were challenges involved in procuring and assembling our prototype. This meant we had to communicate with multiple vendors for assembling our tablet based devices. Vendors were limited; device procurement time was taking up a lot of time. As many as 25000 devices were used out of which 18000 were our unique devices whereas 7000 were common devices.

There was also the issue of retailer understanding especially among the ones based in rural region. This was further aggravated by multiple factors characteristic to a retailer's set-up in the rural. Firstly, there are always multiple people managing the retailer's business working on shift basis. Secondly, the retailers are also old and not well affiliated with technology. To counteract these problems, we had to provide training to nearly 80,000 people including Franchise staff and RSO who trained the retailers. Another challenge faced at retail centers was that the owners would use the free connectivity to browse the Internet, erasing our application. This meant the device would have to be recalled and reset.

Our biggest hurdle came between February and April 2015. That was when the government ordered that we had to re-verify existing SIMs. This meant that we had to develop an application that allowed re-verification of an existing customer. This was the biggest challenge because this could potentially upset the industry statistics. Marketing campaigns from multiple platforms were rolled out to raise customer awareness to urge them to have their SIMs verified biometrically. As a result, not only did we retain our position in the industry, we also had the highest percentage of customer retention. This was mostly because customer loyalty and the fact that we carried out the drive effectively and aggressively. We re-verified around 8 million customers.

4 Who is your role model or inspiration in life and why?

Professionally, I have worked with many great people. Because I was in the head office at Ufone and Warid, I interacted with the top-tier management. The Chief Executive Officer, Ufone Babar Khan had great time management skills. Mubashar Naqvi, Chief Commercial Officer at Ufone had amazing decision making skills. In a short span of time, he would make huge decisions. I would get inspired that if I had these skills, I could also get to a position at the top. Suhail Jan, Chief Commercial Officer, at Warid gave me freedom of work, and I thoroughly enjoyed this working with him during the biometric reverification project.

5 Tell us something about your childhood days and academic background.

My mother was a teacher and wanted me to complete my education and find a respectable job. My father an agriculturalist came from a business background, and so he would always push me towards that. But my mother has more influence on me, plus I was the only son. I studied at a federal school when I was younger. Then I went to Sir Syed College and eventually I completed my B.Com and MBA in Information Technology Management. I got my first big break when I was offered a job at Ufone. During my time at Ufone I did my SAP certification from Siemens Learning Academy, Karachi.

6 Where do you rate luck and smart work in the success of any individual?

60% hard work, 40% luck. Initially in my career I used to think that hard work played a huge role in being successful. But after completing my MBA, it was difficult to find a job without references. This is when my professor told me, 'Paani apna rasta khud banata hai'. So over a period of almost twelve years I have come to realize that luck also is important. But not in the sense that you just sit at home and wait for something to happen. Rather it is about finding your own way without relying on the help of anyone but believing that you will reap what you sow. Accompanied by that belief is your unwavering faith that God will help you along the way.

7 In your opinion, what makes a great organization?

Departments need to be synced to the vision of top management. To provide the best quality to the customer, all departments must facilitate each other. I understand that when departments are synced while being commercially driven, they are the most successful. Biometric was successful because directions were clear from above. There was no confusion as to what the focus of the departments were. We would meet daily, and there was no communication gap. Syncing is key!!

8 What do you enjoy most about working at Warid?

For me, I had a great desire to work with total empowerment and freedom. Warid provided me that opportunity and gave me an environment where I was able to make my own decisions. Another wonderful thing about working at Warid has been the team bonding and homely environment I have found myself in the midst of. There is good communication between teams and whenever you encounter a problem they are always there to help.

9 How do you generally spend your weekend?

I wake up early even over the weekends. If I wake up late I find myself low on energy and less productive. Generally, I go for my walk or gym immediately after waking up. I have two children and I try to spend as much time with them over the weekend as possible. They are both quite young, I take them to parks and play with them. Since my family is based in Islamabad we visit them once a month. I enjoy eating at home but I find Lahore's cuisine most interesting, specially Harissa available over at Nisbet Road.

10 What message do you want to share with young professionals, with a special focus on teamwork?

I joined Ufone and someone casually said to me, 'None of us is as smart as all of us', words which still ring as clear in my ears as though they were spoken in this moment. In my experience I have come to realize that it is not fundamentally possible for anyone of us to be equally capable at every task. That is because no one can possibly have the specialized skill set required to perform all tasks. Hence, one can only attain success by forming an integrated intelligence, sort of like a team where you accomplish a joint goal by drawing on each team member's unique skill set. Another thing I have realized is that you can only lead a team if you know how to work as team player. Finally I would like to tell young professionals that you learn the most in a tough environment, when things are smooth sailing you are unable to learn than when the storm strikes the ship.





Striving for More Greener Life at Warid

In continuation of the Go-Green initiatives embarked upon in Financial Year 2013-14, Technical Site Solutions team kept marching forward and fulfilling the objective of cost effective energy efficient site solutions within limited funds. Budgetary constraints to deploy CAPEX intensive Alternate Energy Solutions such as Solar having long payback periods, Site Solutions team in Warid is expected to find out-of-the-box and innovative solutions to counteract the ever-growing energy challenges. With this approach, Site Solutions are targeted not only to optimize Warid network energy consumption footprint but also contribute significantly to Warid's Corporate Social Responsibility (CSR) towards protecting the environment and human health by reducing greenhouse gas emissions. Warid previously collaborated with GSMA – The GSM Association in pursuit of innovative and greener solutions to conduct one of its kind case-study working with global partners.

The study was published by GSMA, available at

<http://www.gsma.com/publicpolicy/wp-content/uploads/2014/03/Case-study-Case-Study-Mobile-Energy-Efficiency-Optimisationv6.pdf>

After successful trials it is meant to benefit Operators globally.

Warid's endeavor continues and various initiatives are being tried, implemented and optimized as time passes. Every effort to reduce energy OPEX has contributed to Go-Greener and Warid has reduced more than 20,000 Metric Tonnes CO₂ emissions in 2014, 30% more reduction as compared to previous year.

Initiatives taken have reduced Opex, carbon emissions and maintained high levels of Customer satisfaction & Network availability. Some of the prominent initiatives are:

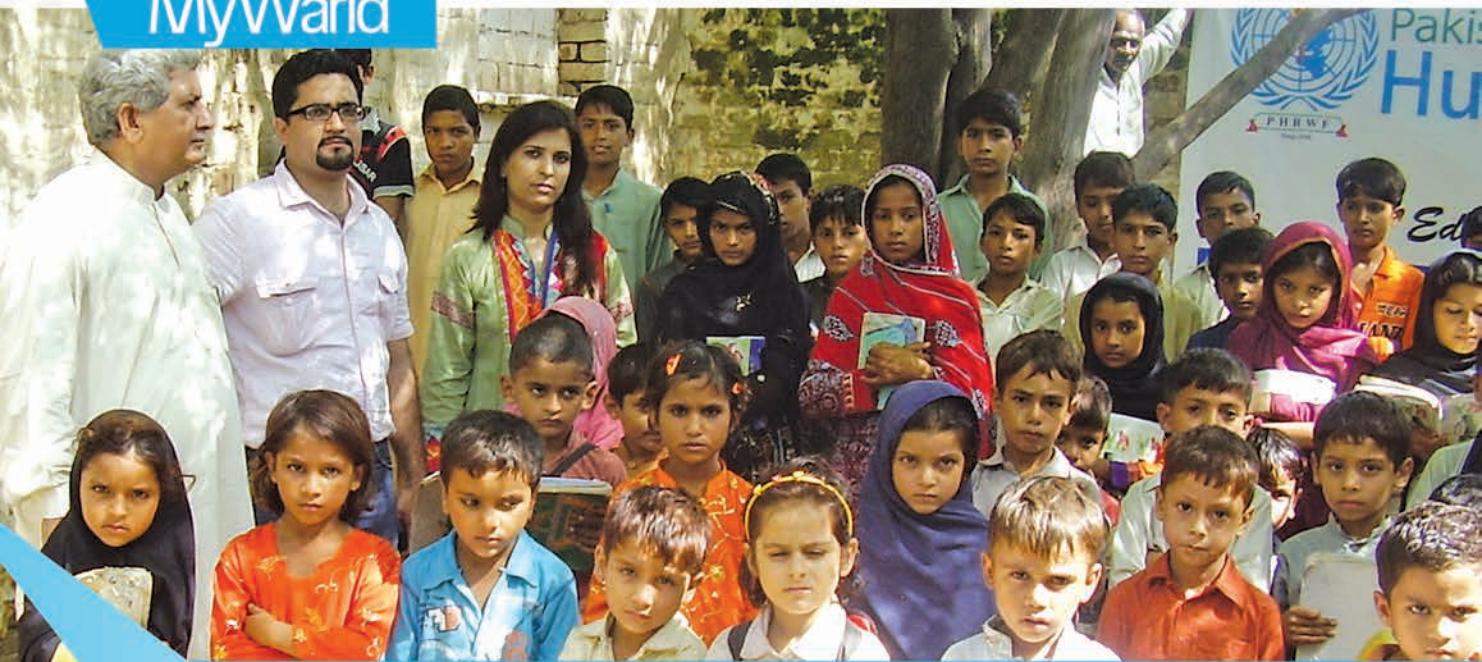
- High Cyclic batteries & GE Durathon based on advanced lead-acid & sodium salt technologies deployed in bulk quantities nationwide. Significant reduction in carbon emissions & fuel Savings achieved.

Contributed by:
Shaheryar Sahibzada
(Technology-Central)

- Deployment of DC Gensets – More energy efficient, less noisy and designed to minimize hours of operation. Pilot batch is under implementation after successful testing. Glad to share that upon Warid's encouragement this has led to partial manufacturing/assembly of foreign product within Pakistan.
- DC Power system with Lithium batteries successfully tried and pilot batch in pipeline for use in rural areas – a unique product/ solution for very high load-shedding in rural areas to decrease genset operation and gas emissions.
- Fuel catalysts for High Capacity Gensets targeted for Main Switching Centers sites with increased engine efficiency and decent fuel savings.
- DC Aircons (inverter based) successfully tried and targeted to replace conventional ACs. This can yield 40 to 50% savings on energy consumption. Further these are also capable to operate on batteries adding to more fuel savings, reducing indoor sites temperature to optimum vis-à-vis reduction in carbon emissions.
- FCUs (Free-cooling Units) deployed in moderate regions giving energy savings by using ambient air for cooling.
- Inverter based HVAC system instead of chiller system deployed in a large Main Switching Center building with significant reduction in CAPEX, OPEX and greenhouse gas emissions.
- Trial with some vendors for less CAPEX intensive Solar-hybrid system is in progress for further reduction in OPEX and carbon emissions.

All these savings & reduction in emissions are only possible with persistent support of Projects & focus by Operations team.





Be a gift to Society because we care ...

Don't have any time? Here are a few community service ideas;

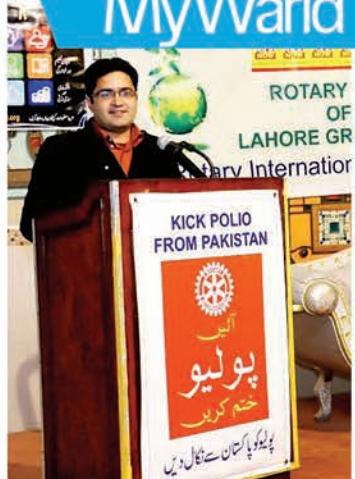
"The Most precious thing which you can give to others is your Time" Usually we are all too busy in our daily routine life. We often neglect the one thing that matters the most, the people around us who deserve our time and our compassion. As a human, our most important purpose in life must be to serve humanity irrespective of caste, class, age, color, creed, gender, race, ethnicity and boundary. We should be committed to uplifting the living standards of deserving and less fortunate people in our communities. In this article, I want to share some ideas regarding social services which you can become a part of and become a force for greater good in your surroundings.

1. Participate in vibrant society campaigns like awareness programs regarding **Peace, Health, Education** etc.
2. Donate useless old clothes or household goods to deserving families.
3. Donate your blood to save someone's life.
4. Give study opportunities to Maid/ Servant's children. You may support the study of 1 child in Government School at a minimal cost.

5. Encourage your children to donate old toys for the children of poor families. You may also give new toys and clothes to a children's hospital.
6. Collect old board games, books, and stationary to encourage education and improve a child's learning experience for disadvantaged or underprivileged children.
7. Use social media, spread the word about a worthy-cause through posts on your own account, or volunteer to set-up a social media account for a local non-profit.
8. Do you love to cook and bake? Invite your friends to participate, and hold a bake sale for your favorite charity.
9. Visit Old age homes and orphan centers; spend your time doing fun activities with the residents who lack immediate family. Volunteer at a homeless shelter.
10. There are multiple different volunteer options, such as preparing and serving food to people in need.

*Contributed by:
Jahanzaib Masood
(Commercial-Central)*





ROTARY CLUB
OF
LAHORE GREEN CITY
Rotary International District 3272



Sab khula hai

Na billi, na Kutta, na road pay rickshaw,
Na Maasi, na Dhobi, na hotel pay roti,
Magar sab khula hay, magar sab khula hay

Na bus hay, na cycle, na petrol, na gas,
Na joota, na chapel, na unda, na burger,
Magar sab khula hay, magar sab khula hay

Na machar, na makhi, na aur koi jhakki,
Na sita, na gita, aur na koi lassi
Magar sab khula hay, magar sab khula hay

Contributed by:
Atif Atiq
(Commercial-South)



Contributed by:
Mohsin Bukhari
(Finance-Central)



Before Technology Took Over



There was an uproar in the street, BHAAGO! This was followed by the sound of a window shattering and the window again was of the house that belonged to the angriest old lady on the street. All the kids vanished in a minute as they ran to find shelter in any of the house, within their reach and no power in the world was going to get them out of that house. None of the children went to claim the ball either as they thought it to be a suicide attempt. After twenty minutes, when the dust settled the kids gathered again and decided to play some other game. They then decided to play Frisbee and kept playing for an hour, till some of the parents started popping their head out of windows and calling them in as it was getting dark.

Within an hour it was load shedding time, which at that time was thirty minutes in the morning and thirty minutes in the evening as per schedule. All the streets were crowded again with kids, taking advantage of the darkness, playing 'chupan chupai' (hide & seek). As soon as the electricity was restored, everyone was back home to see the 8.00 pm PTV drama.

Next morning was a very hot and humid day, the elders of the street gathered and convinced the kids to go and throw a bucket of water on the old angry lady on the street (now the ice bucket challenge). Only two of the most courageous kids took the challenge for a new tennis ball as the prize and went to do the community service (as it was a customary rain 'totka'). As soon as the mission was accomplished and the angry lady was soaking wet, we could hear 'khobsurat galian' ring through the street (like ullo dio pathio, kutyo, tuhada kakh na rawey, etc.). I remember that we would see heavy rain within next 12-24 hours and all the streets flooded with water. Only cycles and tangas were able to steer through the rainy waters flooding the entire area. All the shops selling pakoray, samosay and jalebee were the destination of every kid holding money in his hand.

At that time, kite flying and looting was the hobby of almost every kid, and there was little chance of them complaining about heat. They would collect the kites (looted ones) and will proudly show them to their group of friends. Apart from these there were other games as well being occasionally played, like 'bantay' (marbles now being used as decoration pieces), 'lattu' made of clay and wood (now Beyblade), 'pankhay' (RIP), 'akhroat', 'waghaira' 'waghaira'.

This was a typical kid's day when we were growing up. All the physical activities used to tire us out so much that we went to sleep around 8.30 pm, soon after having dinner and would wake up early.

A typical day of a child today starts with looking at a screen, checking charging status of their phone/tablet, hacking or sharing password of the neighbor's Wi-Fi - especially those not allowed Wi-Fi at home during certain time frames, different models of phones being asked as gifts, etc. And when you ask which game they have played, they will name some video games only.

And when the kids /cousins are together, the sitting area depicts picture of mobile (net) café with all heads anchored in their own screens, asking for Wi-Fi passwords, chargers of their electronic gadgets, etc.

I wish our children, instead of sitting looking at screens all the time, get the taste of playing on the streets. It helps develops social adherence, adaptability, abilities as team player, care and many such skills which are taught through (sometimes paid) management programs only.

Don't compare your life to others you have no idea what their journey is all about.



Contributed by:
Rabia Rafique
(Technology-South)

"She is beautiful, good looking and very sweet," said someone from the crowd. Immediately, all the others started teasing him. "Yes she is, but it doesn't mean I have bad thoughts about her!" he tried to explain. "I am just appreciating her as she is because she deserves to be praised."

"But you know what?? She is an air hostess" one man said it like it's the worst thing a girl could be.

This is a common scenario playing its stretch in a crowd of people whether they have gathered for dinner, a business meeting, convocations, even a family event, where an air hostess is present. Yet no one is willing to find out who she is, what she is suffering, and why she has come out of her home to do the job she is doing.

We are not aware of her family problems, but yes, what we all can do is show a little respect, maybe an act of generosity to her. Remember that she is serving you not because she loves to do this, but because it is her job's mandatory requirement to do so. Be Human, Respect humanity regardless of race/gender/belief, because it is likely she is much more hurt than you can ever be in your whole life with all those negative comments she has received. But even with all that, she greets you with a heartwarming smile when boarding as though she doesn't even know or has no idea if she will come back home (GOD FORBID) alive or not.

There are a few things that we aren't aware of. Let's take a brief look at them. In case of a flight emergency, the air hostess is not allowed to evacuate until all passengers have left the aircraft. During the flight she is not allowed to eat or drink anything until the passengers have been served. After the flight she says goodbye and greets everyone with a pleasant smile to make the passengers feel good, while she happily ignores her own tiredness and fatigue.

My reason for writing this short piece is to raise awareness about the issues women are often left crippled with as they carry on with their work. We all suffer a lot in our lives; good/bad things come to all of us and we decide what we are going to do about that, but the worst thing we can ever do is to judge someone without knowing their problems and even then, it is not our place to judge anyone but ourselves.



A Visit to Warid Office

I loved having my daughter, Aliza visit the Warid office to see the first company in the world to launch LTE from 2G. It made her so proud to see the Warid office and to meet Warid's Project teams working hard over the weekend to achieve project targets. She just walked around saying this is the best experience she has ever had over and over, smiling happily seeing that her father was part of the Warid Family.



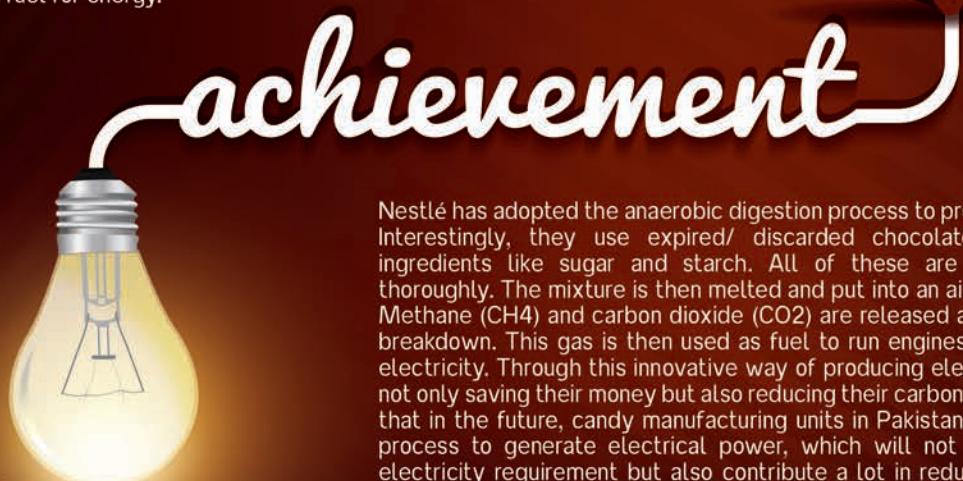


Electrical Power Generation by

Contributed by:
Qamer Khan
(Technology-Central)

choc olate

One of the factories of Nestle in UK which is engaged in candy production has taken the lead to initiate an innovative way of producing electricity- by using chocolate. Currently they are producing 200KW of electricity, which is 8% of the total requirement of electrical power for the factory. The process adopted by Nestle to produce electricity is called anaerobic digestion, the process of breaking down of food into gas in the absence of air. Scientifically speaking, anaerobic digestion is the collection of processes through which microorganism breakdown into bio-gradable material in the absence of oxygen. This process is widely used for industrial/ domestic purposes to manage waste, while generating the much needed fuel for energy.



Nestlé has adopted the anaerobic digestion process to produce electricity. Interestingly, they use expired/ discarded chocolates and leftover ingredients like sugar and starch. All of these are mixed together thoroughly. The mixture is then melted and put into an airtight tank to rot. Methane (CH_4) and carbon dioxide (CO_2) are released as a result of this breakdown. This gas is then used as fuel to run engines which produces electricity. Through this innovative way of producing electricity, Nestlé is not only saving their money but also reducing their carbon emissions! I hope that in the future, candy manufacturing units in Pakistan can explore this process to generate electrical power, which will not only fulfill their electricity requirement but also contribute a lot in reducing air pollution allowing us to enjoy a greener and a safer environment.



Muneeb Khalid You will be remembered

Contributed by:
Technology-North

It was almost 10:30 at night on 1st October, 2015 when I returned home. I had left my phone at my place for charging and went out to attend to a few things. I picked up my phone to catch up and saw a lot of missed calls from my immediate colleagues. It was rare to get so many calls at that time. I thought its some sort of an office emergency. May be the CEO's call got dropped. Before calling back I checked whatsapp messages and read one of my colleagues' message "...car accident....Muneeb Allah ko piyara ho gaya hey". I was shocked. My mind was doing something unusual. It could process what dying means, it could not however process that Muneeb was no more. I realized I had forgotten what being shocked means or perhaps this was my first real shock in a long time.

It is polite and traditional to say good words about the deceased. Death is such a tragic and grieving incident that it puts one's priorities in the right perspective. It awakens the compassion in us, the forgiveness in us and we tend to forget about negative experiences with a particular individual. He is no more, let us all contribute in keeping his memory alive in a positive manner. This is what Islam teaches us. Forgiveness, compassion, patience. In Muneeb's case it is neither about politeness nor tradition. There is nothing to forgive or forget. He was such a wonderful young lad. So full of energy he reminded us all of how it was to be young at his age. He was polite in his social dealings, respectful to the elders and helpful towards the young interns who joined our organization to taste professional work. And he had a hunger to learn. As colleagues we often huddle together to brainstorm on a technical problem, to listen to each other's experiences with their kids or the small problems and excitements of daily lives, to occasionally comment on politics or a cricket match. Muneeb would stand with us

most of the time just quietly. It was obvious he wanted to learn, about anything or perhaps everything which goes on in life. He would also jump in occasionally to express how he felt or what he believed in. We always felt most comfortable with this attitude. He was a good listener but had his own opinions and he was not afraid to express them. It is however his face just before his final journey which I will not forget. I realized you cannot imagine some things no matter how hard you try. You cannot imagine a young soul so full of energy to be lying lifeless soon to be taken to his final abode. Perhaps this is why in the graveyard in his ancestral home I noticed many people crying although not all of them knew him well. Muneeb at this young age was no more with us. Standing there at his grave we remembered how we all have to die one day. "This is the resting place for all of us". One of my colleagues whispered in my ear. In his death Muneeb became our teacher reminding us that death is inevitable for all of us. We must not forget it. We must prepare ourselves for it and the life after death. May Allah have mercy on you our friend and brother, May He forgive you and May you enter His Jannah. To Allah we belong and to Him shall we return.



Birthday Bash

Abeer Fatima

To Abeer Fatima on her first birthday (10 June, 2015) by her proud BABA.

Today is a Very Special day, and not just because it is your Birthday, but because it is the day when I first saw my angel. I love you my sweet princess. Happy First Birthday!

There is this girl who stole my heart and now she calls me BABA.

Contributed by: Muhammad Salman Hashmi
(Technology-South)



Zynah

Zynah Usman celebrates her 2nd Birthday along with her friends and sister, Zymal. Magic Master sure did mesmerize the kids with his performance.

Contributed by:
Usman Tahir
(People & Culture-Central)



Art Of Calligraphy



Contributed by:
Waqas Rafi
(Technology-Central)



Appraisal

Yeh appraisal ka season hay, Ya af wahoon ka season hay,
marketing ho ya logistics, Sab taza khabrain detay hain,

Appraisal ka suntay hi log khushi say jhoom uthtay hain,
Hum apnay ghar main appraisal par thandi aah-hain bhartay
hain,

Kehtay hain appraisal apna, Sab khud say kernay walay hain,
Aur Bahr hon gay woh saray, Jin kay kartoot kaalay hain,

Self-assessment portal dekha, To achay achay ronay lagay,
Building blocks dekh ker, To loog behosh honay lagay,

Woh Objectives jin main hum sara saal phansay rahay,
Jaisay teisay score mila to Relative scoring main dhansay
rahay,

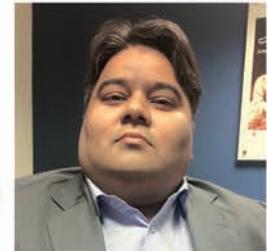
Kuch Dooston nay yeh dekh ker 'Lahool Wallah' ka wird kyea,
Us k baad idhar udhar bhagna bhi khud, Unhi ko para,

Appraisal to tha pechlay saal, jahan, Ik saf main kharay thay
Mehmood o Ayaz,
Is per bhi kuch log royee, K jootay lay ker bhaag gaya faraz,

Thak har ker hum samagh gye, K appraisal hay who achi
khabar,
Jisay soch ker sapnay dekhain, Aur gin ker banda karay
sabar....



“Dialogue”



Contributed by:
Atif Atiq
(Commercial-South)

Send a drop of kindness,
and see a smile of million.

Share a joy of love,
and earn the treasure of trust.

Spread the beauty of hope,
and get an impulse of delight.

Be generous by heart,
you will prosper in every way.



Contributed by:
Seema Ismail
(Commercial-South)



Drop of Kindness

One decade

So, after months of remaining occupied with some unfinished business (that I guess will never finish), I decided to pen down my thoughts instead of the usual routine of smoking them out in my brain.

Today, I have finally completed a decade in this part of the world and to my despair and excitement; I have been through many ups and downs, pain and happiness, good, bad and the ugly experiences as well. However, as they say: learning is a never ending process, and so I am still in the process of learning every passing day.

I hold a really strong belief that we are usually surrounded by fickle situations that we are unaware of and do not know how to respond to. To respond during such situations, I feel that the 90-10% Principle, developed by Stephen Covey (author of *The 7 Habits of Highly Effective People*) holds some merit. This principle basically states that "10% of your life is what happens to you. But 90% of your life depends on how you react." So then according to this principle, you and I enjoy 90% of the luxury to control our lives through our reactions even though the way we respond varies from person to person. Usually this response becomes a chain of mishaps, or results in initiating a butterfly effect. But it is evident that our surroundings and exposures also play a key role in taming our reactions to situations: we are often directly influenced by the political, cultural and intellectual diversity of individuals around us. The 90% control we have over our lives is then not entirely ours because our response is influenced by the more subtle cues from the people around us. And speaking about this part of the world particularly, the individual rarely has total control over his reaction, because true control rests with those that are unknown or hidden...

In this part of the world (Asia), one thing is very interesting and that is that many people around us are somehow affected by 'dementia', which actually refers to an ailment in which people find it really hard to remember things. I'm using the term sarcastically but it really is the only way I can describe the condition where an event happens and the historian records it, but the masses forget and move on.

One after another, day after day you are surrounded by shocking stories, natural disasters, political battles, the ever influencing and controlling power of press and the Illuminati behind it, but you hardly find some time to stand up for a second from this busy schedule to think about it, about how to get out of it.

Inherited family values under the influence of emotional bindings by which people are poignantly motivated to causes and visions they don't even refer or relate to. Problems that actually need solutions like education, power generation, implementation of technology to increase crop production, health care, security, economic activity, all are largely ignored under the said influence. Standing up, and showing unity on or for a national cause only comes about on the premise of some disaster or death, which is often manipulated to extents that ultimately achieve the desires of the rich or the governing Illuminati.

Patriotism awakens inside when one is ripped of the privileges he's been enjoying. In lieu of the command and authority of the designation he's in, be it a position on the top or an entry level post, one starts to differentiate between the good and the bad and ignores the ugly. Hence, a man enables himself to make a strategy, to find another way to lure the masses who already suffer from dementia. I feel no shame in saying that patriotism is really just a treatment similar to the one offered to crowds rather than nations.

The uneven distribution of income and concentration of power within some circles followed by injustice, exploiting people for causes that were meant to bring change: these are some of the major factors restricting a better future for the residents of this country. On the other hand, the nouveau riche, the self-proclaimed

intellectuals and the pseudo intellectuals- who have successfully portrayed themselves as change agents- these people represent the other side. The side which plays with, molds and abuses people's sentiments before discarding them along the side walk like an unwanted, dirty rag.

Balzac said that, "Behind every fortune there is a crime" –and this stands true here vastly. Commit a crime and runaway, and justice will be granted to the poor only when the affected soul would have been departed or apologized otherwise.

Conspiracy factories flourish fast, because when they can't convince they opt to really confuse by portraying the camel's head in the tent or by making a commission. You want to do something individually? Just don't even think of it! Unless, of course, you take all the stake holders onboard from the direct or in-direct environmental, political and regional forces surrounding you by doing out their share before you begin. This is why the production of key commodities (factories) is restricted within such circles with barriers to entry for the new. If you have no reservations about making partners in crime, then you'll be offered what you want.

Segregation in providing services is done on the grounds of financial significance and social status. Every possible measure is taken to put a ceiling on access by putting in hurdles that stand as a sand wall in front of an offered bribe. To prune this there are people who are working and implanting solutions with the help of technology but still there is a long way to go, to educate and to eradicate the existing structure. Tax is paid by the working class, EOBI is also deducted but what does this working class get in return? FDI is at the lowest but FR (foreign remittance) is higher at the other end, but again, what benefits do overseas Pakistanis get in return?

People appear clean outside but inside they are filthy. Everyone has a story to tell and interestingly, to sell. Professionalism, behavioral re-enforcement, honesty, integrity, sexual harassment, professional jealousy, fear of subordinate's growth, compensation & benefits, labor laws & breaching contracts, glass ceiling and de-motivation are the terms written by foreign authors as though they have really worked here (in this region). Making contacts (networking) helps a lot as it disseminates favors in 360 degrees, but again restricting it among some specific circles is bad. You do good work and the next thing you'll be doing is promoting this good work rather than leaving it to the masses to evaluate and appreciate. Self obsession, procrastination, passion and individualism can be channeled in a positive way that foster good results, but the fear of seeing others grow is again inherited and is passed on to generations from generations.

Usually, testimonies comprise of 85% of facts and 15% of forgery and exaggeration, but the facts are classically oversighted and the forgery/exaggeration part is decorated, because it's easy to sell and appears attractive. You will come across people around you who will appear so sophisticated with the work they do, as if it were so inimitable that no other could do because it has been transferred from one generation to another. Bosses, colleagues and the governing Illuminati portray themselves as shock absorbers: absorbing pressures, saving jobs, enhancing life expectancies and living standards. But on the other side, they'll be found busy working on strategies that will be so un-challenging in

terms of competitive advantage, brighter future, and successions.

Impressive, hmm? What I have talked about comes off as a theory but you know it exists out there, and to change it you need to have focus, and you can do it. In fact we all can do it: remember I earlier talked about the 90% in your control? YES! Work towards achieving it and taking control of that 90%. Your mind is an ultimate weapon that doesn't need a holster: so use it. Emerge finicky, speak less and stand up for what disturbs you. Share what you know, but always leave an astounding impression that there is something more you know – some secret ingredient. Keep the people guessing and above all, wanting for more! Stop following what the mob follows: impede and ask about the vision, mission, its worth and the ultimate opportunity leading to betterment that is socially and practically viable. And believe you me, you'll feel the change.

Let me tell you one thing, THERE IS NO SECRET INGREDIENT! It is YOU and only YOU who is the secret ingredient itself. So STOP wandering around looking for others to lead you, believe in yourself and portray yourself better with your actions. Speaking of mob psychology- no one bothers to ask themselves where their passion truly lies. Like sheep flocking behind one another, we blindly follow who leads the way. Scratching others will draw you criticism for the sake of criticism, so avoid it or use it as the last resort. Prefer thought to action, an idea to a transaction and completion to activity (Louis Lambert) while keeping in mind that there is no secret element. Power does not consist in striking with force or frequency; it consists in striking true (Honore de Balzac). Carry positive vigor with you, and be an optimist no matter what circumstance you face, because it is not pragmatically possible for you to be surrounded by people with a positive accepted wisdom all the time. As I said, life puts you through many fickle circumstances. Have a control of you and over you, bring out the passion inside you! Because this is not about pity, it's more about passion.

As pity sees suffering and wants to ease the pain; passion sees injustice and wants to settle the score. Pity implores the powerful to pay attention: passion warns them about what will happen if they don't. The risk of pity is that it kills with kindness: the promise of passion is that it builds on the hope that YOU are fully capable of helping YOURSELF if given the chance. So, whatever you do, or dream you can, BEGIN it, as boldness has genius, power and magic in it (Johann von Goethe)

1, 3 By Honore de Balzac

2 By Louis Lambert (1832), as translated by Clara Bell 4 Johann von Goethe

Contributed by:
Adeel Safdar
(Commercial-Central)



Passive Smoking

H ave you faced a chain smoker at that rare moment when he isn't stuck to his ciggy? That unfortunate moment when you are close enough to get a whiff of the smell from his mouth? We have come to accept this smell without protest. In fact, smokers in our society calmly pull out their packets and start smoking without getting permission from those around them. As information about the harm caused to non-smokers from passive smoking becomes widely known, people and anti-tobacco groups around the country are expressing their right to clean air. Attitudes to smoke and smoking have changed worldwide, but it has taken a long time. Much of the change has been due to the medical evidence about the harmful effects of smoking — on the smoker and those who share his company, willingly or otherwise.

This concrete knowledge cannot be denied easily by the tobacco companies. The 35 million pages of their – until now, secret documents, which were revealed, show that their in-house experts were aware of the dangers posed by smoking and passive smoking. These companies ensured that such findings were kept under wraps. In addition, pharmacologists, pathologists, environmental physiologists and consultants from universities were recruited to produce counter claims about the safety of cigarettes. The documents have revealed that many of the scientists who claimed in the 1990's that unhealthy office workers were the victims of sick building syndrome — allegedly caused by poor ventilation rather than passive smoking — were part of a 'White coat Project' financed by tobacco companies to confuse the victims and legislators. Public relations companies on the payroll of this project planted articles about this syndrome in journals. This once again highlights the need for caution when reading too much into new medical analyses, advertisement and promotions that appear ever so frequently.



Passive smoking, a problem for non-smokers, arises due to the occurrence of a large number of smokers in our society. Government should institute laws to ban all tobacco advertising and sponsorship, which will greatly reduce the number of new smokers who are attracted to cigarettes due to glamorous advertising and sponsorship of sport events. Such a move can be supported for many reasons, but also for purely financial ones. Just consider the excessive health cost incurred in treating diseases connected with tobacco use. This is far higher than the sum of (a) the revenue that the government collects from tobacco companies and (b) the money that they pump into the economy through sponsorship.

The Chief Executive should also enforce a ban on smoking in public and private offices and institutions.

The health advocates need to continually remind the government of its duty to protect the health of its citizens. Human rights activists, NGOs and private sector organizations also play their role against this social evil. They should pursue strategies, including education, legislation, regulation and litigation that would help end the exploitation by the tobacco companies. We continue our effort to protect our society from this evil.



Contributed by:
Amjad Ali
(Technology-North)



Contributed by:
Finance-Division

Rest In Peace Shahid Raza!

Heraclitus - the great Greek philosopher of the sixth century was a loner, and rather a crank. He lived in the town of Ephesus, opposite mainland Greece. He never founded a philosophic school nor did he want followers. He narrated his thoughts in his one book and deposited the scroll in the temple of Artemis, where the general public couldn't get a hold of it. The book itself was eventually lost, and all that survives of it today are about a hundred fragments or so. He said a lot of interesting things, but there is one comment for which Heraclitus is still widely remembered. The full translation is: "You cannot step twice into the same river, for other waters are continually flowing on." To most people it comes across as a nice metaphor, a bit of philosophic poetry. To me it is that and more.

While we are still part of the river, Shahid is not with us anymore. He made a lasting impression in our minds by consistently practicing very simple virtues of honesty, integrity, discipline and hard work. For almost a decade now, we saw him stooped over his desk like a busy bee, keeping to himself, steady for the goal, straight forward with his simple candid approach as he managed his work and life. All the while he would repeatedly say "Allah ka bohat shukar hai".

I remember the day when his kids got excellent results in their class exams. That day he wasn't walking on earth, he wasn't with us, he was somewhere in the clouds. That day I felt his family was his life source, running through his veins, he was meant for them as they are meant for him. He never tired talking about them, almost every sentence ended with "Allah ka bohat shukar hai".

Shahid Raza Sahib, while you did make your presence felt, you made your absence felt much more strongly. We miss you, we adore you, we pray for you and we will keep praying for you.

GOOD BYE Shahid Raza!



Technology Revolution Enters a New Phase



Contributed by:
Asad Naqvi
(People & Culture-South)

The world is changing fast.

No matter where a person goes, his/her office goes with him. Phone calls, documents, emails float into his/her hands demanding attention at all hours of the day. With 4G LTE speeds he/she is connected to conferences as if he is present there in person. Ten years ago, the level of connectivity of today's world was just a prophecy. Cell phones were big and clunky and owned by few people. BlackBerrys were a kind of fruit, not all-purpose remote office devices. And Bluetooth was what kids got after eating blueberry slurp, not the greatest standard for short range wireless technology.

The world has certainly changed, whether it is for better or for worse remains a mystery. The fine line between work and home has eroded a great deal, and there no longer remains a distinction between the two. It is one of the many paradoxes at the heart of our increasingly wireless world but this is always the case with new technology, often the effects are paradoxical. The advent of wireless technology and palm held devices may seem to increase human experience both socially and culturally however they eliminate the time that should be allocated for self-development and progressive contemplation.

Today, the use of wireless devices is widespread in Pakistan, and growing. More and more outlets/restaurants and other public places are offering WIFI hotspot services. More and more products are coming into our world which will enhance every moment of our life. All of these technologies will not only evolve but will be integrated into a powerful source. Let's explore some of the advancements which are ready for integration with the wireless world in our very near future.

NEST Labs and Home Automation

Nest Labs initiated in home automations with self-learning and WIFI enabled thermostats, smoke detectors and other security systems. Special security system protocol naming 'Weave' was developed so that communication between nest devices is secure. Google acquired Nest Labs in January 2014 for 3.2 billion dollars and we'll see more personalized home automation in the very near future.

Eye-Tracking / Voice Commands through wireless integration

Today's eye-tracking technology from companies like Tobii is used heavily in usability research. Where are people looking on a webpage, and how do their eyes move around it? Voice recognition products like Dragon from Nuance¹ are used extensively when transcribing voice to text.

In the future, this technology will be combined with augmented reality (AR) to create a near-invisible and natural user interface for your personal mobile device (PMD). Samsung has taken out products like Samsung Gear that can be used with Galaxy Note4. The object you're viewing and the words you speak will be transmitted to your PMD, which will interpret your intent, find and compute and then transmit the results back to you visually and/or verbally. Look at a restaurant and say, "Do they have good salads there?" A moment later, you will hear the highest-rated salads, communicated via your information glasses/4G LTE services either by visual display or audible voice, depending on what you are doing at that moment, like driving.

Autonomous Cars remotely controlled

Today's cars are packed with a variety of driver assistance aids. You can get almost any car today with GPS, but luxury car makers such as Audi, BMW, Mercedes and Volvo provide a whole lot more. Options now include active cruise control, lane departure warning/intervention, traffic info and blind spot warning. Numerous videos are present on YouTube and for that matter Dailymotion in Pakistan (since YouTube is blocked currently) singing praises of these dynamic features. These cars are so programmed that it can even brake on their own to avoid hitting an obstacle or pedestrian in front of the vehicle.

A few years ago, DARPA ran its Grand Challenge, in which teams competed to race fully autonomous cars that drove themselves. They were tested in off-road, highway and urban settings. Some of these competitors later went to work for Google's autonomous vehicle efforts.

In the future, we will have autonomous cars, where driver control will be optional. Even though the thought might seem scary, the cars will be safer than any car you'd pilot yourself. They will constantly evaluate their current environment with multiple sensors. Best part: they remain focused and attention, undistracted by the constant barrage of text messages!

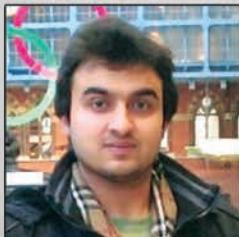
Will they be complex to operate? Not at all. Your PMD will act as a user interface to any device, including your autonomous car. It will know your schedule and address book, so when you get into your car one hour before an appointment, the car's GPS will instantly display the destination address and arrival time. All you have to do is say, "Let's go!"

Due to space constraints, above are some of the technological advancements that we will be inculcating soon in our lives. With freedom comes risk and very soon the main concern will not only be riots, bomb blasts and burglary rather consumers will have to spend to protect themselves from integrated wireless technology security risks.



Quotes

- If you can't succeed, learn how to flatter.
- All problems have solutions, even the longest day comes to an end.
- A Psycho today, a genius tomorrow.
- Look around you and maybe you have million reasons to look up and thank God for His blessings.
- Never say never.
- Strive to be, for what you wish to be.



Contributed by:
Syed Najaf Zaidi
(Commercial-Central)





Digital World Vision Telecom/Computing

10 years is a long time in any industry, but especially in one that moves as fast as the mobile sector. In the last decade, the industry has seen by far its toughest times and still managed to put out truly world-changing products and services. Here we take a look at what we can expect to happen in the ten years that stretch ahead of us.

For 20 years, continuous technical transformation and information waves have driven high growth in the telecom industry. However, an age with saturated telecom penetration is coming, and the telecom industry is facing a brand new situation. Looking to the next decade, how can the telecom industry adapt itself to the requirements of the new age in the altered environment? Though the telecom industry will continue to achieve high growth in the next decade, the year 2000 had been hailed by some as the 'year of mobile data' in what would soon prove to be a hopelessly optimistic assessment. That year's GSM World Congress saw the first prototype GPRS network on display from Ericsson, including a much vaunted prototype handset.

As speakers and delegates contemplated services and business models, they were asking: "What is the consumer ready to pay for? How can every organization in the value chain realize their share of the money?"

Subscriptions versus subscribers: A big difference?

The rapid development of mobile communication and the Internet facilitates the approaching of a 'global village'. In some developed countries and regions, the mobile communication penetration rate has already reached or surpassed 100%. In the coming two years, the number of mobile subscribers will be up to 7 billion, and the network will cover over 80% of the global population.



Contributed by:
Masam Mahmood
(Central-Technology)

Internet of Things

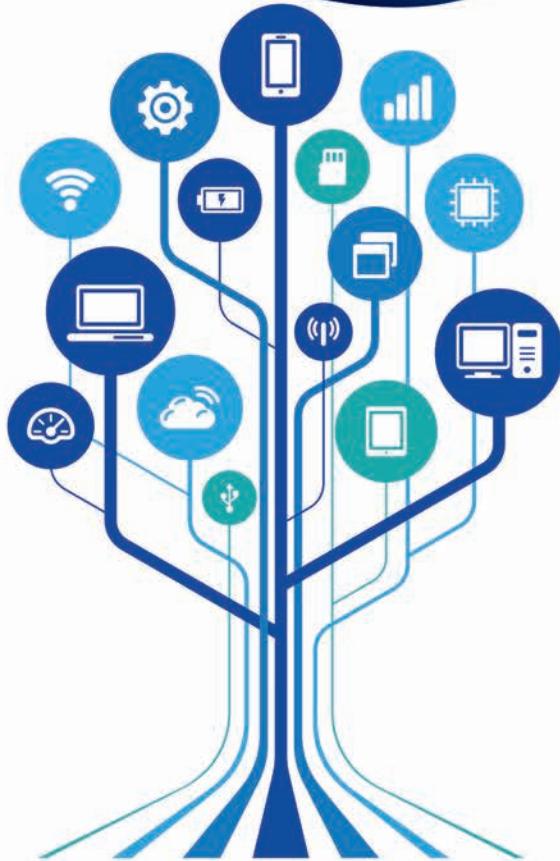
It is estimated that between 20–50 billion 'things' will be connected to the Internet by 2020, including mobile devices, parking meters, thermostats, cardiac monitors, roads, cars, supermarket shelves and many other types of objects and devices. A broad range of applications will be developed for monitoring and managing health and well-being, improving energy efficiency, increasing the quality and reliability of industrial processes, reducing traffic congestion, and enabling the development of new products and services. Technology companies and consulting firms have estimated that technologies could have a significant impact on the global economy amounting to several additional trillions of dollars within a decade. Devices will have the biggest impact where they are used in large, interconnected systems, including smart cities, smart power and water grids. Closer to the individual, 'connected cars' with hundreds of separate sensors will offer safer and more reliable transport. Devices such as insulin pumps and blood-pressure monitor arm cuffs can give warning signs for conditions such as diabetes and heart disease. Another major opportunity ahead, lies in the use of data and Application Programming Interfaces (APIs) in interactions between the Telecom apps and individuals.

Professor Brown's Smart City Examples

- Buildings that save power by adjusting heating and lighting according to the movements of their users and the weather.
- Networked traffic signals that dynamically manage traffic movement across cities in response to measured and predicted changes in congestion and accidents.
- Infrastructure that senses wear-and-tear and issues repair alerts (including bridges, cables and water pipes).
- Road-lighting that dims during low traffic periods.
- Smart electricity and water meters that record real-time data about usage, can interact with other household devices, and provide information to help residents reduce consumption levels at peak demand periods and/or peak rates.

Regulatory implications

Regulatory implications for licensing, spectrum management, standards, competition, security and privacy. Telecom/ICT regulators are very familiar with some of these areas (e.g. competition, privacy and data protection), but may not typically take lead responsibility in them. The regulatory consequences are in some cases obvious — such as the need for a large address space to identify each connected object (as provided by Internet Protocol version 6, IPv6, for example). Privacy and security are two significant (and closely related) issues in large-scale deployment. Without adequate security, intruders can break into systems and networks, accessing potentially sensitive personal information about users, and using vulnerable devices to attack local networks and other devices.



Cloud Computing & Communications:

Surpassing voice communications and developing new services: Mobile broadband contributes to the industry's rapid development. Surpassing the pipeline, and exploring new business models: Cloud computing brings new opportunities. The popularity of broadband provides a basis for cloud computing. Cloud computing appears in the form of an 'information power plant', and is overturning the traditional business mode of software, hardware, and media.

Bengt Nordstrom's prediction for the 2020 Mobile World Congress is that: "China Mobile is the first operator to demonstrate 5G technology, which is capable of delivering data speeds of up to 1Tbps. The first commercial launches are planned for 2021."

The development of cloud computing also brings opportunities for operators. On the one hand, cloud computing has shown the significance of networks and thus promotes network development. On the other hand, cloud computing services rely on 'secure and reliable' service providers, and 'secure and reliable' are exactly advantages of operators.

Final words, The only truly reliable prediction one can make about the state of the mobile industry ten years from now is that there will be elements to it: 4G, LTE-A, 5G, products and services within it—even companies leading it—that, in 2015, do not exist and cannot be imagined.





Importance of Organizational Security



Contributed by:
Usman Tahir
(People & Culture-Central)

Irrespective of the size of an organization, security has been and will continue to be an incredibly important part of the risk management portfolio. Likewise, everyone in an organization can play his/ her role to mitigate adverse implications in case of a security breach. Notwithstanding presence of elaborate security setup supported by high-tec gizmos, every employee is responsible for contributing to overall security of the organization. In plain words, if we assume that Warid Telecom is a big house with employees as inhabitants then security of the house is an individual as well as collective responsibility. Obviously, this does not mean, that the security department can hit the snooze button since every single employee has been assigned the responsibility of upholding security. This in fact means that primary responsibility will always rest with security department but other individuals and departments have to maintain a proactive approach. Returning to the analogy of assuming our organization as a house and if the inmates perceive a threat to the house exceeds their normal handling capacity, professional advice is sought. Security professionals will install CCTV cameras in your house, reinforce existing structures and place armed guards to beef up physical security. Now this security apparatus cannot function in isolation. The most important aspect henceforth will be the timely passage of information between inmates and the security personnel. Similarly, for example, when an employee observes a suspicious activity while leaving the office premises, it must be communicated immediately to concerned quarters before it damages life or property within the organization. This article shall highlight the importance of security through the prism of a Security Head: underlining the vitality of cooperation between various divisions in the organization.



What role does the Security Manager typically execute?

Your HOD Security is not a 'guard on the gate'. He is the security executive responsible for development, implementation and management of the organization's corporate security vision, strategy and programs. Security Manager directs staff in identifying, developing, implementing and maintaining security processes across the organization to reduce risks, respond to incidents, and limit exposure to liability in all areas of financial, physical, and personal risk. He/ she establishes appropriate standards and risk controls associated with intellectual property; and establishes and implements policies and procedures related to data security.

Security means analyzing risk?

Security is not about minimizing risk. Security is not about eliminating risk. Security is about analyzing a situation and determining whether or not any potential associated risk is acceptable to the business. In other words, it's a cost/benefit analysis. If the benefits outweigh the costs to a sufficient degree, then the next step is to determine ways to minimize that potential risk. Hence, like all business procedures, security exists to prevent losses. The form and shape of security related losses prevented by security paraphernalia will differ from standard profits of the organization though these will contribute significantly to overall turn-over of the organization. However, it must be remembered that the Security Professionals cannot eliminate risk. Eliminating risk is not an achievable goal and will do long term damage to the organization. Manager Security can proffer his expert advice on risk assessment based on business-focused decisions. Security related assessments will be driven by amount of fund allocation. Finally, he will promote environment of mutual cooperation in the realm of security.

Suggestions to enhance cooperation between security and other departments

- In today's corporate environment, the impact of the security department is proportionate to its ability to persuade individuals and teams all over the company to collaborate and cooperate. This means that dialogue between security specialists and non-specialists is essential.
- Real strength of the security department is not its knowledge, weapon handling and waving fancy gadgets rather it comes from understanding business needs, interpersonal skills and management prowess. What does this mean??? Most significant role of the security department is to reach out to colleagues across the business to raise awareness on security concerns through their everyday actions and decisions—Everyone may continue performing their job; yet every employee can act as eyes and ears for the security department.

The Rawalpindi Business Center team planned an exciting activity before gastrointestinal lock down as the month of Ramadan approached. The employees were invited to eat the King of Fruit, Mango to their heart's content. After closing hours, a competition was held among the employees to eat the maximum number of mangoes in the shortest time. The competition started with peals of laughter ringing out from amidst the mango frenzy. Within seconds the fruit was all but gone as two champions emerged, Jawad Shah and Ravi Prem. Smiles and happy faces greeted the two winners upon their victory.

The Mango Party which ensued after the competition was a delightful break from the busy schedule and long working hours to the days leading up to Ramadan. The camera lens captured the memorable event as employees continued to enjoy the memories in the days that followed.

- Employees across the business must feel comfortable communicating with security personnel. The security department is in the business of change management rather than enforcement, and works through trusted social networks of influence.
- Security will spearhead new business maneuvers and developments. It is there to help the company to take risks rather than prevent them and should therefore be at the forefront of new business development.
- Change is the only constant phenomena in dynamic organizations like Warid. As the business expands and procedures evolve, security constantly responds to new business concerns and, as such, the portfolio of responsibilities and their relative importance will change over time. Security department cannot afford to be stagnant and out of step with other departments.
- Security is not limited to operational activities, it extends beyond that. Collaborating security at strategic level is need of time. All departments must distinguish between these two layers.

For many years corporate security has been dominated by a 'defensive' approach, focused on protection and loss prevention. Manager Security has been perceived as someone whose actions invariably hinder people from doing their jobs instead of enabling the business to function more effectively. Such perceptions should not find space in our settings. False perceptions hinder progress and bonding in an organization. Security department has to reach out and communicate with every single person from operations to strategic levels. Likewise other departments are expected to remain proactive in their approach towards security. After all, we all put up in this house called Warid and each one of us has the responsibilities towards maintaining fair levels of security for individual and collective good.

Eat Your

Mango Out

Contributed by:
Ambreen Fatima
(Commercial-North)



Strong Signals

Pakistan's telecom industry is poised for further growth.

By Adnan Siddiqi



What has the Warid experience been like in Pakistan?

It has been an exciting journey. Warid launched its service in 28 cities in 2005 and hit a million subscribers within 90 days and positive earnings within 18 months. We led a major network expansion in 2008 and again in 2013 through 2014. We have one of the largest postpaid subscriber bases and are the leading operators of 4GLTE technology in Pakistan.

How does Warid differentiate itself from its rivals?

We provide quality and innovation at affordable prices, catering to all segments. The PTA has consistently ranked our customer service among the best. We always ensure that calls are answered, disputes are resolved and services are provided swiftly. Ericsson, the Swedish multinational that is among the world's communication technology and services leaders, has cited Warid Telecom as a role-model client for its successful evolution from a 2G operator to a 4G LTE provider. Warid has been leading the sector. We were the first to launch data-sharing plans and the balance-share-transfer service.

How difficult was the transition to becoming a 4G LTE operator?

We are the market leaders in this segment. This was made possible because we offer affordable packages and high quality customer service. Improvements in our infrastructure, declining costs of cellphones, and the lifting of the ban on SIM sales through retailers have all helped.

What areas are available to you for further growth?

One of our points of focus is to increase 2G usage in underutilized regions. We aim to run targeted promotional campaigns for voice and data services, location-based charging, and to increase the overall visibility of our brand. We are investing heavily in expanding our network footprint: we added about 500 sites last year. We've also identified areas on our network with high data usage on Edge that we intend to target with our 4G LTE service. Last year, we announced we would invest \$470 million over five years. Most of this has already been invested, including \$100 million on the launch of our 4G LTE service. This investment is going toward expanding and improving our network, making it more efficient and less energy intensive.

As of August, according to the Pakistan Telecommunication Authority (PTA), the country had 118.94 million cellphone users. In the financial year that ended on June 30, the sector accounted for 16.3 percent of \$2.64 billion that came in as foreign direct investment. Telecom companies earned Rs.465.55 billion and paid Rs. 234.53 billion in taxes in the same period. Warid Telecom commenced operations here 10 years ago. Today, it has a subscriber base of 10.16 million, including 139,897 4GLTE subscribers. We spoke with its Chief Financial Officer, Tariq Gulzar, recently about the industry and the challenges and opportunities it faces. Excerpts:

What specific challenges has the telecom sector had to overcome?

There have been a number of challenges over the last six or seven years, in particular the discriminatory taxation system. For telecom companies, Pakistan has among the lowest average revenue per user, but ranks fourth among 110 countries in terms of tax as a percentage of owning a mobile handset. During the last couple of years, frequent regulatory changes, especially changes in the sales-tax regime, have slowed down growth. The devaluation of the Rupee has also significantly increased investment and borrowing costs.

To tackle terrorism, the government required all cellphone subscribers to get biometric verification done to confirm that they are the owners and users of their numbers. Was this a useful exercise for telecom operators? Ensuring that all subscribers in the system are legitimate owners of SIM cards definitely helps with the law and order situation. The problem was that the telecom industry received no financial support from the government to implement the guidelines. The implementation of the biometric-verification system was an extensive and expensive exercise. But this also serves the purposes of telecom companies because it helps improve the quality of our subscribers. Around 30 million SIM cards were blocked because they could not be verified. This has reshaped the industry.

How do you see the future of Pakistan's telecom industry?

Around 35 percent of Pakistan's population is under the age of 14, so there's a large pool of future subscribers. There's healthy competition in the sector, and this trend will persist as Pakistan's economic outlook continues to improve. There's significant growth in data usage and a marked decline in voice calls. This presents an opportunity to innovate and grow. The sector is playing a pivotal part in the country's socioeconomic development. All operators, including Warid, are providing mobile financial services now, allowing more and more people—and especially the unbanked population—to carry out instant financial transactions on their phones. By offering affordable data and Internet services, the telecom industry is providing subscribers with access to global information and contributing to improvements in education and literacy. Telecom operators are continuing to also generate employment opportunities across Pakistan. Warid Telecom alone has some 120,000 people employed as part of its network.

Warid sets excellence benchmarks

Becomes the largest 4G LTE network in the country

With its 10th year in the telecom industry, Warid Telecom has achieved yet another milestone by becoming Pakistan's largest and fastest growing 4G LTE network in less than 6 months. The company's triumphant progress lies in its unflinching devotion and commitment to the provision of advanced services for its valuable customers. Having attained immense popularity, Warid Telecom owes its ground-breaking repute to the numerous services it has brought forth in the last decade which includes many of the industry's first. It has revolutionised technological advancement by introducing one-of-a-kind service; the launch of Pakistan's first 4G LTE network has made Warid Telecom the first operator to directly transform from 2G to 4G LTE technology. The telecom company has the highest number of LTE subscribers in the country, whereby a whopping 85,000 people subscribed to the network in less than 6 months. The company has introduced innovative Data Sharing Plans and 4G LTE MiFi devices.

Commenting on the company's 10 years of service excellence, Muneer Farooqui, the CEO of Warid Telecom, said: "Over the past decade, we, at Warid Telecom, have established ourselves as pioneers amongst innovative cellular service providers. Recently, we expanded into LTE services and became the largest and fastest growing LTE network in less than 6 months.

The foundation of Warid's success lies in the devotion of our employees and the loyalty



Muneer Farooqui, CEO Warid Telecom

Over the past decade, we at Warid Telecom have established ourselves as pioneers amongst innovative cellular service providers. Recently, we expanded into LTE services and became the largest and fastest growing LTE network in less than 6 months: Warid CEO



of our customers. It is their support which has led Warid to become the most trusted brand of Pakistan. I am also thankful to our stakeholders for their trust, to our Chairman, Sheikh Nahayan Mabarak al Nahayan, Board of Directors, and all our business associates involved in making Warid a success."

Warid Telecom has estab-

lished its network in 1200 cities throughout Pakistan, with 4G LTE network now expanded to 12 major cities, and continuing.

The level of comfort that the company has provided for its customers is so high that whilst majority of networks fail to give proper services on the motorway, Warid has the entire motorway service areas covered with its state-

of-the-art 4G LTE network.

The company has a huge list of accomplishments to its credits, which include services such as balance share, whereby balance can be requested for and transferred regardless of the type of connection (prepaid or postpaid). Moreover, brands such as "Glow" enjoy great popularity and esteem amongst the youth of Pakistan.

The provision of such services has brought about an extremely positive change in the economy and the company itself has played a pivotal role in job creation and the subsequent progress of Pakistan.

In order to secure its link to the subscribers and to make life more feasible and economical, the company has also come up with a safe and reliable mobile banking brand, Mobile Paisa. With this, all Warid subscribers have mobile banking readily available at their fingertips on the go.

Constantly providing exceptional services, with customer loyalty and satisfaction being the ultimate priority, Warid Telecom has till date undertaken numerous initiatives to keep its class par excellence. The achievements of the company have transcended far above the conformist ways and established for itself an exceedingly high pedestal of success. The distinguished telecom Company has several reasons to celebrate the decade of its existence.

Warid Telecom has become the most trusted telecom brand in Pakistan, which has set unbeatable standards of service and quality over the past 10 years. It is uncompromising in its customs, a veteran in the provision of remarkable cellular services that is strongly committed to serve its customers by going a step further.



Born to Succeed

Contributed By
Sumbul Naz
(Technology-South)

Each and every person in this world is born for one reason alone; to accomplish something and of course to be successful. But not everybody realizes the value of this goal and their hidden potential at the right time. Various people live their life by letting days pass normally, but very few people realize the value of their time, and even then only at the point in their life when they get affected. These ups and downs go on in people's lives, but it is also a fact that when people talk about success they want to be successful at every step of their life. One thought that clicks in everyone's mind is: "What is the magical way to success and HOW do I become successful?" By the study of thousands of cases, it is explained by learned persons that the magical way to success is by achieving EDUCATION!!! Yes, it is true that to succeed in the 21st century & in today's technological era, people need superior education. In addition to acquiring formal education, they must also know the proper utilization of their education which they obtain from school and university, and at professional levels. If people have education, but they don't have the awareness of its utilization, it means that their education is useless. Currently, people are getting certifications but they don't have the awareness of its judicious utilization. They just get degrees, but are spoiling their education by spending their time in useless activities like social networks and misusing the internet etc. But not all people spoil their time as well as their studies. In my life, I have seen several hardworking persons who got degrees; they are utilizing their education to grow their careers, as well as their personal life. In my opinion, education is the back bone and platform for making one's life meaningful and worthy in society. Now I would like to share some points to depict why education is mandatory for a successful life:

■ Education plays a pivotal role in our career. As our elders say, "To be born in a poor family is not our mistake, but living and ending our life with the same status is our greatest mistake". Creativity is extremely important in all stages of our life, because the input of today's work will be tomorrow's output.

■ It is also true that some people learn something & want to do something for success, but unfortunately the situation around them or their family background forces them to stop dreaming. But people should always remember one thing, "Being poor is not a crime, Aiming high is not a sin." Therefore, they shouldn't leave their dreams. If people are lacking something, they must try to work through and accomplish their dreams.

■ Without education, it's very difficult for people to adopt the numerous technological advancements of the world. Thus, education helps people accept all the global changes around them and it helps make the world safer and more peaceful.

■ An educated person can utilize education instead of a weapon to change the world into a peaceful and cheerful place; this can be achieved by engaging in healthy debates on various topics that aim at building a tolerable and esteemed society. As a rule of thumb, wars are started with weapons but abandoned by using brainpower and through educated peoples' negotiations. Now I would like to share some points to depict why education is mandatory for a successful life:

■ The bright futures of our next generation depend on how well educated they become. Remind them of this, to provide the next generation of this world with extra motivation.

■ It is also right that most people believe only education can bring them out of the darkness and break negative thoughts around them. So it is the responsibility of educated persons to work to change the views of people who do not believe in education.

We conclude that if people keep above points in their mind and work hard, they can always be successful at every step of their life and their goal of born to succeed will be fulfilled. I think that one of life's best mottos regarding education can be “Get educated and be the light to educate others”.



Baby Bonanza



Muhammad Mustafa
S/O - Saima Elli
(Commercial, South)



Syeda Marwa Hussain
D/O - Syed Farhan
(People & Culture - Central)



Abrish Saqib
D/O - Saqib Saeed
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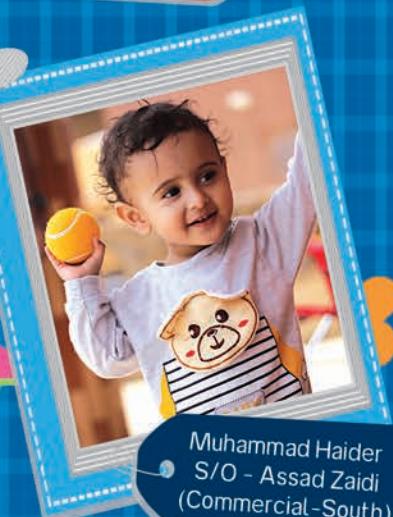
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(Commercial-South)

Team Day Out

Cashing in on the Kashmir and Pakistan day holidays, the BAF (Business Arcade) team dashed off to the sea side twice last spring. The wonderful spring weather provided the perfect opportunity for the team to replenish their energies, and gear up to cater to the increased customer walk-in for biometrics verification. Both the ventures were a breath of fresh air in light of the tough times back at work, with teams displaying extraordinary camaraderie, compassion and enthusiasm.



Mudat Hoe

مدت ہوئی

گزارے ماں سال کا اک وقت پرانا آج یاد آیا
کیسے کیوں وہ بچھڑا پھر آج یاد آیا

بھیگی آنکھوں سے تیرا کہنا، نہ جی سکیں گے تم بن
پھروہ یے رحم لمحہ اور تیرا الوداع کہنا، آج یاد آیا

جانان بُھلاچکے دل کو ہم، کے تھا تقدیر کا ستم
کیوں ربی یے وجہ اداسی اور بوجھل سے قدم، آج یاد آیا

سمجھ ہی جاؤ گے تم، جو چھوڑا حال پہ خلیل
سچ ہی کہا تھا نبیں مرتا فراق میں کوئی، آج یاد آیا



Contributed by:
Muhammad Khalil Nasir
(Commercial-Central)

Celebrity Corner

Iqrar-ul-Hassan Syed @ North Nazimabad

Business Center

It was really great to meet Iqrar-ul-Hassan when he visited our business center. He is a very soft spoken and down to earth individual. Currently working as an investigative journalist on ARY News, he initially joined the television channel as a newscaster. Iqrar also runs his own Television show, 'Sar-e-Aam'. 'Sar-e-Aam' is a reality based television show which seeks to highlight the social evils prevalent in our country.

Sarfraz Ahmed with North Nazimabad Team

Who does not know Sarfraz Ahmed, wicket-keeper/ batsman who plays International Cricket for Pakistan Team. Sarfraz is our regular customer who visits our business center and enjoys the love & respect from our team.



Contributed by:
Kazim Bukhari
(Commercial-South)

Work together, celebrate together



There is a wise saying which goes like this, 'The more you praise and celebrate your life, the more there is in life to celebrate, an idea which steers the employee activities at DHA Business Center- Karachi.

The team at the business center religiously celebrates employee birthdays and all other occasions which brings them together and promotes team cohesiveness. Such activities not only build employee engagement but also generate a feeling of warmth and belongingness. The DHA business center team is a happy family who cares for each of its family members. The team recently celebrated 4 birthdays in April with a grand birthday dinner at Zameer Ansari restaurant, Ocean Mall- Karachi.



Contributed by:
Asma Malik
(Commercial-South)

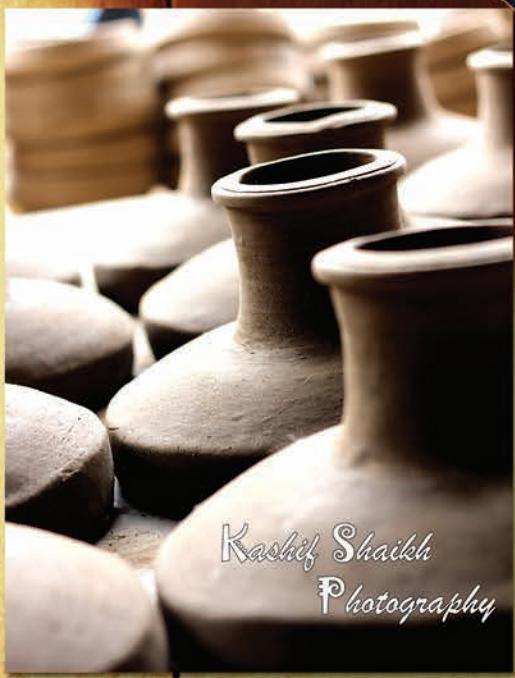




Contributed & photography by:
Kashif Shaikh
(Commercial-South)

Passion Through Lens

Photography has been my hobby for a while, however recently my hobby has transformed into my passion. I learned photography from a Canon Official Trainer in Pakistan. I capture nature and people with my DSLR camera, because pictures speak a thousand words which are otherwise left unsaid.



Beautiful Pakistan



Contributed by:
Saad Munir
(Commercial-South)

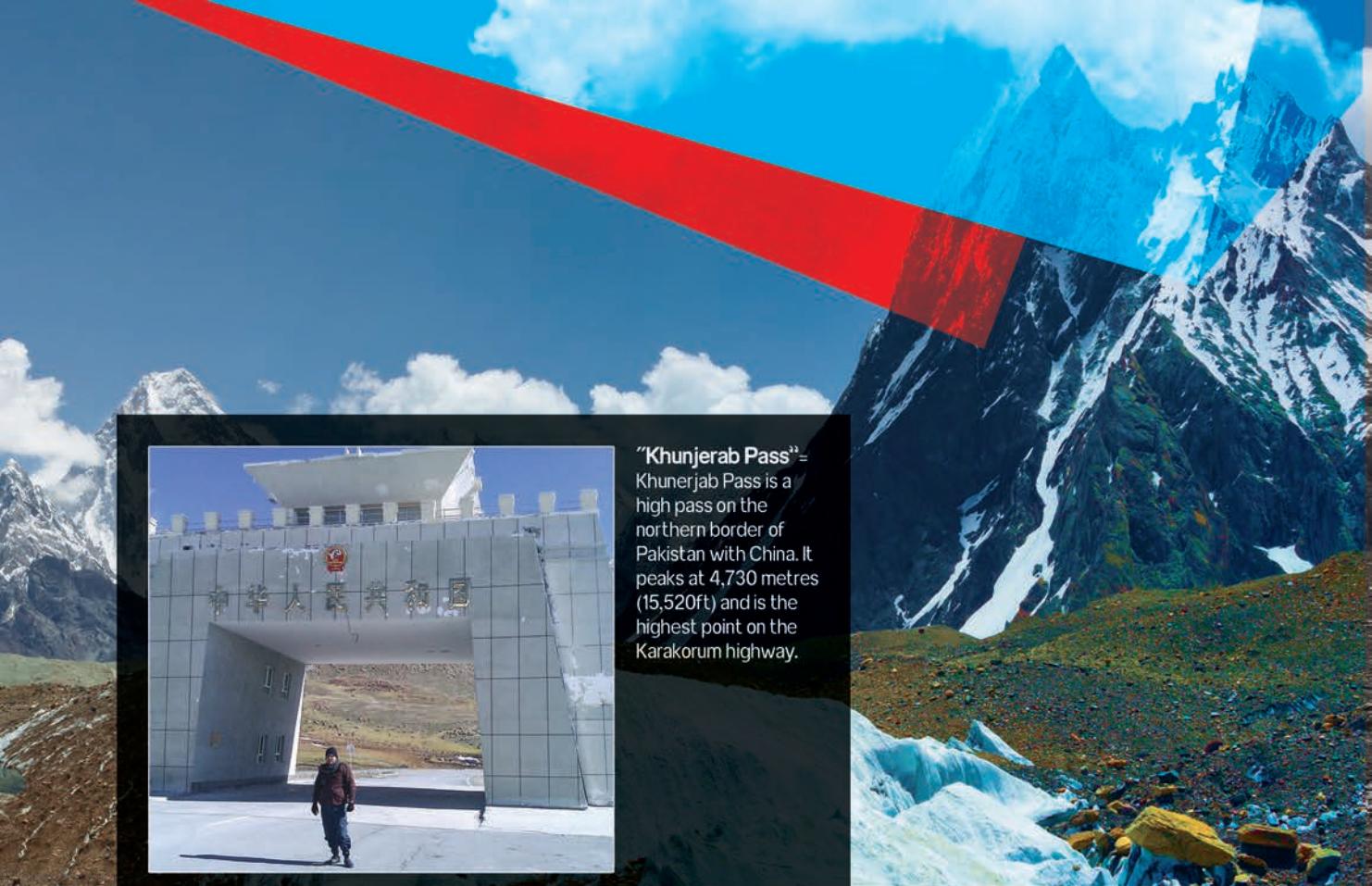
Pakistan is home to some of the world's most exquisite natural treasures. The best among these are especially found in the country's Northern and Kashmir regions.

The northern region with its chest puffed out high, proudly boast of housing 8 of the tallest peaks on the planet. The scenic beauty of Pakistan does not stop there, as lush green valleys, meandering rivers, beautiful lakes, and amazing wildlife add to the tourist attractions.

'Kaghan Valley' or more commonly known as paradise on earth, 'Swat Valley' nick-named as Mini Switzerland and Mountain Kingdom or the 'Hunza valley' are the main tourist attractions in Pakistan. I have been fortunate enough to visit some of these places in 2013 and I would like to sum my experience in one line, that these places really are "heaven on earth".

I started my journey by road from Karachi to Gilgit and Skardu and then went to Khunjerab Pass (China border). This was one of the most adventurous and enjoyable journeys of my life, because departing from Karachi to the China border is a vast journey- almost from one corner to the other corner of the country! It traverses through numerous beautiful places and also some of the most dangerous roads in Khyber Pakhtunkhwa and Gilgit Baltistan region. As I travelled on the Karakoram Highway (KKH) I saw many beautiful places, Mansehra, Abbottabad, Batgram, Chtarplane, Patan and Bisham etc. I also found myself surrounded by stunning natural beauty of Hunza valley, Attabad Lake and Sust border. On my way back, we passed through Naran, Kaghan and Babusar Top.

I will never forget the journey and am be proud of the fact that I have made it through the world's highest road network, KKH (Karakoram Highway) which passes through the three mightiest mountains ranges (Himalayas emerging from India and Nepal, Karakorum from North Pakistan and Hindu Kush from Afghanistan). I also saw the cloud-touching highest mountains of Pakistan like Nanga Parbat (also known as the killer mountain), Rakaposhi , Broad Peak, Passu Sar etc.



"Khunjerab Pass"
Khunjerab Pass is a high pass on the northern border of Pakistan with China. It peaks at 4,730 metres (15,520ft) and is the highest point on the Karakorum highway.



Nanga Parbat is the ninth highest mountain in the world at 8,126 metres (26,660 ft) above sea level. It is the western anchor of the Himalayas around which the Indus River skirts into the plains of Pakistan. It is located in the Gilgit-Baltistan region of Pakistan.



Rakhiot Peak is a peak in the Himalayas range of the Gilgit-Baltistan, Pakistan. It is one of the many subsidiary summits of the Nanga Parbat Massif.



Kunhar River known as Nain-Sukh "eye's repose" is 166 kilometres (103 mi) Long river, located primarily in the Khyber Pakhtunkhwa province, in Naran Valley

Malware Infections and Privacy Issues of Android ARM YOURSELF

Introduction

Do you know that in a couple of minutes, someone can install spy phone software on your mobile phone that may enable them to take full control over your cell phone? Yes, this is a reality and it is independent of the cell phone type and company that you have. One of the most important threats at this time to cell phones is the danger of cell spy software. The ability of these programs is astonishing.

Here are some things you can do to dramatically reduce the risk of malware infections on your Android phone

- Password-protect your cell phone. Easy to do, and it could save you a lot of potential grief in the long run.
- Do not make your device in 'discoverable mode' for Bluetooth devices.
- Along the same lines, don't open attachments from somebody you don't know.
- Do not install pirated software on your mobile. Only install software from reliable resources.
- Do not accept any messages sent over bluetooth from somebody you don't know or if you are not expecting to receive one.
- Provide training to personnel using mobile phones / PDAs. People cannot be held accountable to secure their information if they haven't been told how.
- Patch management for software on mobile devices should not be overlooked and should be patched from authentic source.
- Research apps before downloading and check the publisher and app reviews of the users.
- Never store your passwords in applications

Some applications automatically store your password or prompt to store the password. Knowing that it's annoying to type your passwords again, but it avoids many problems. Do not store your passwords in important apps. You never know when your Smartphone falls into the wrong hands or if it is compromised.

- Add an unlock password/PIN or Pattern

Always protect the phone with the password/PIN or security pattern to more secure the data. To set it up, Settings/Security /Screen Lock. You can also enter letters or can select the security pattern.

- Permissions Assigning to any Application

Permissions are the rights that a specific application has that allow it to perform certain actions on a device. These include taking pictures, using the GPS, reading contacts, or making phone calls. Pay attention to app permissions during the installation and developer for an explanation of any suspicious permissions.



Spy software can give somebody access to all of your text messages, call history, email, GPS location, and to all your personal data

- Audits of your applications

Make a review of the applications you have installed from time to time and, above all, have access to what elements of each smartphone. If you see a permit that does not satisfy you, uninstall the application. You shall have right to install if required.

- Upgrade the software

Upgrade the application if the next version is available or if patch is available related to the OS or application.

- If you feel that some spyware has been installed on your cell phone, it can be removed from your devices by:

a. Format Memory card (MC).

b. Restoration to the factory settings and reloading firmware/OS of the device immediately and uninstall all the irrelevant application.

Signs Your Android Device is infected with Malware Today, the antivirus and security company Bitdefender released a list of five symptoms that might indicate a malware infection. Do any of these sound familiar?

Racked-Up Phone Bills

An outrageous phone bill is definitely indicative of mobile malware, but keeping a close watch on all your bills is a smart idea. "Not all Trojans are so greedy," warns Bitdefender. "They may sometimes send an SMS message once a month to avoid suspicions, or they may uninstall themselves after punching a serious hole in your budget."

Data Plan Spikes

Most malware doesn't want to just sit on your phone, it either wants the data on your phone or it wants to use your phone to transmit information to somewhere else. This activity may come in the form of noticeable spikes on your data plan bill.



Fortunately, Android has some built in tools to help manage your data. From the settings menu, tap Data Usage in the Wireless & Networks section. From here you get an overview of how much data each app is using, and you can set a limit by tapping the "set mobile data limit" box and adjusting the sliders.

Battery Drain

This is one of the harder symptoms to notice, since most mobile users have experienced some kind of battery issue their devices. However, Bitdefender notes that, "Malware can give itself away because batteries drain quicker than usual with such e-threats installed."

This is because malware usually carries on its activities in the background, effectively making your device work double-time. If you notice your battery draining much faster than normal—particularly, with other symptoms listed here—your phone might be carrying on activities without your knowledge.

Performance Bottleneck

"Depending on device hardware specifications, malware infestation may cause serious performance problems as it tries to read, write, or broadcast data. Like battery draining, poor performance can sometimes be difficult to notice, but might indicate that there are things going on behind the scenes."

A good way to check is through the settings menu, tapping on Apps, and swiping over to the 'Running' section. Here, all your running apps are displayed alongside the amount of RAM they are using.

If your device is slowing down just because you've got a few too many apps, widgets, and live desktops running, then maybe you can't blame malware for your troubles.

Dropped Calls and Disruptions

Usually the malware isn't always designed to play nice with the other functions of your phone. "Dropped calls or strange disruptions during a conversation might reveal the existence of mobile malware that's interfering," says Bitdefender.

Of course, many other factors might cause dropped or disrupted calls. Your location, problems with your carrier, and even space weather can affect cell phone calls. It's a good idea to try and narrow down variables and see if the problem is consistent before assuming its malware.

What to Do Next?

If you're seeing all or some of these symptoms on your phone, hopefully human error, the age of the device, or environmental factors can explain them. If not, it's probably time to bite the bullet and download security software.

It's worth noting that many mobile security suites, like Kaspersky mobile security for Android, will actually scan apps as they're downloaded, potentially preventing malware from ever getting onto your device. App reputation services can tell you whether or not an app is safe to install.

You can also head off malware infections by being wary of weird links, unsolicited emails with attachments, and SMS spam.

If you are infected, it's not the end of the world. Most malware can be cleaned up in seconds, and affected user files restored from a backup of your mobile device. That is, of course, assuming you noticed the infection in the first place. To avoid infection risks, Kaspersky Lab's experts recommend that you, first of all, don't jailbreak your iPhone, and secondly constantly update the iOS on your device to the latest version. In addition, running a robust security software on your computer greatly reduces the risk of getting infected.



Android is a very predominant mobile operating system and shall probably be around for many years to come. As mobile devices become more and more advanced, it is important for users to understand the security risks related to platform and required procedures to protect their personal information. Users need to be aware of what applications they are installing to prevent any security breaches or issues. Taking some basic precautions as described above could effectively combat cell phone virus and mobile virus and to protect the user privacy.

iPhone Jailbreak – the iPhone has one easy way to check for spy software. If someone wants to monitor your iPhone – they will need to Jailbreak it first – no Jailbreak = no spying



Contributed by:
M.Taimoor
(Technology-Central)



Contributed by:
Sohail Afzal Tahir
(Technology-Central)

Laptop Security Guidelines

Laptops have become thief magnets, attracting everything from common criminals and dishonest housekeeping employees to sophisticated hi-tech crime rings, and industrial spies. Thousands more are simply misplaced or left in hotel rooms, restaurants, airports, cabs or coffee shops by busy employees rushing around. Protect your company's secrets by following these guidelines to better laptop security.

Laptop loss will mean not only the loss of availability of the device and its data, but may also lead to the disclosure of sensitive information. This loss of confidentiality, and potentially integrity, will often be considered more serious than the loss of the physical asset. The security guideline shall help and understand the common security threats associated with the IT resources.

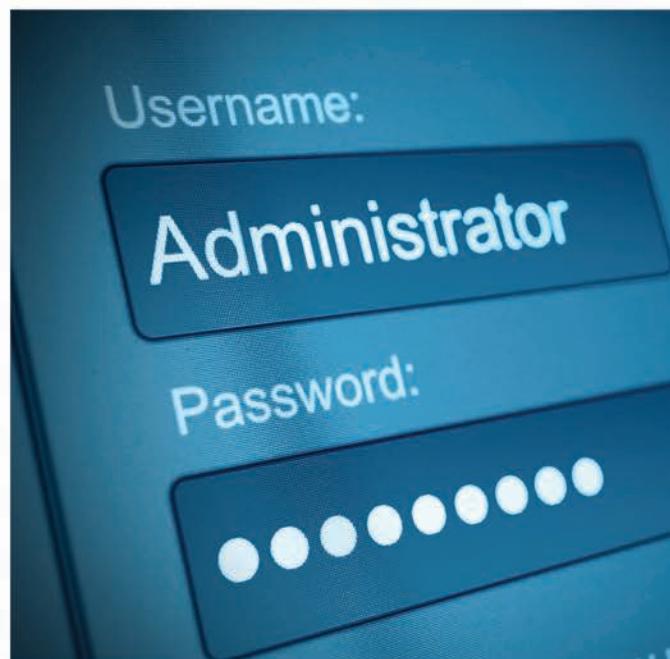
Basic Security Measures

The BIOS and hard drive password is one of the most secure ways of securing the laptop and the data. Please check that to make sure your laptop is enabled with these basic security measures. Each user must have the initial password at the initial booting process. If the BIOS password and Hard Drive encryption is in place, it shall help to protect your information and will prompt for the password before the windows start.

If the BIOS password is enabled and the system is stolen, BIOS and in most cases the motherboard needs to be replaced, indicating that this is one of the best security controls available to avoid data compromise.

Use of Name Tag

Marking (visiting card etc.) on the outer case of your laptop with your name, address, and phone number may greatly increase your odds of getting it returned to you, if you happen to carelessly leave it at some place the person who finds it can contact you.



Your Sensitive Data

Backup your sensitive data before you leave. Many companies have learned the hard way that the data on your computer is more expensive to replace than the hardware. Make your habit to backup your laptop in routine on the departmental network drive and especially before you do any extended traveling that may put your data at risk.

Check with the IT support teams if hard drive encryption is enabled. If the hard drive encryption is enabled and even if the system is stolen, the corresponding data and hard drive shall be unavailable and your data will not be compromised. This control has been implemented to all Laptops.

Preventing Laptop Theft

Keep in mind that no place is safe. Never assume your laptop will be safe. Treat it like cash lying around. Always consider securing your laptop and do not take your eyes off it when you are outside office premises and while travelling.

When Travelling by Air

Take great care when you are at the airport, while in rental car, airport shops and security checkpoints. Whenever you set your laptop bag down for a minute to attend to other things, your laptop is in high risk. Be careful when you are occupied with the security process or occupying a seat in the waiting area.

- Make sure the laptop is packed as close to the middle of your luggage as possible. You should surround it with soft, cushiony clothing to buffer any bumps and collisions it may go through.

To ensure your laptop doesn't 'accidentally fall out' of your luggage, or otherwise find its way out of your luggage, use a luggage lock to secure your suitcase.

- The Laptop needs to be appropriately charged, as it needs to boot at the time of security clearance.
- Perform a backup of all critical or sensitive data before departing. Just in case your laptop is damaged or lost, you don't want to also lose your important files and information.
- All of the hassles and all of the issues that can arise by stowing your laptop as checked luggage, consider whether you really need to take the risk or not.

When Travelling by Car

Never leave it unattended in an unsecure environment. Laptop is at high risk when it's lying in a parked car and is visible from the window. A thief can smash the windows and take the laptop away. If you store your laptop in the vehicle for any period of time, keep in mind that the extreme temperature ranges within the vehicle could create havoc with your laptop. Especially in the summer, the inside of a parked car can reach temperatures that will melt your laptop's components.

- Never leave the laptop or the bag in plain view. Leave it locked in the trunk or hide it inside a locked car. Even if your car is in your driveway or garage.
- Hide the laptop bag by putting the mat or any other things to make it invisible from the window.

While Staying in a Hotel

Business travellers almost always have a few goodies that can be sold for a quick profit. When not in your room, consider locking your laptop up in the safe place, even if you want to leave the room for room cleaning.

When Attending Trainings, Conventions and Conferences

Most conventions only check ID's at the beginning of the morning. By the afternoon when you're tired and have let your guard down, thieves can walk in and out of conference rooms without being challenged or even noticed. So you need to be very careful when you are in training, conference or at some other convention.

- Don't bring your Laptop outside office if it is not necessary.
- Keep your laptop with you all the time and never leave unattended if out of office.
- Use the Anti-Theft Cable Chain Lock if outside office.

Make security a Habit

People are the weakest link in the security chain. Get into the habit of locking your laptop when you're working with it, or when storing it. Use common sense when travelling and try to stay in physical contact with your laptop at all times.



"SUCCESS"

**is not final, failure is not fatal:
it is the courage to continue that counts."**

Winston S. Churchill

Contributed by:
Asim Tauqueer
(Technology-South)

I joined Warid Telecom (Pvt) Ltd. as a team lead in technical support, operations team. With 6 years of experience of working in other Telco's, I am looking forward to contributing tireless efforts for providing excellence in network management. The last few months, have been exhilarating. I have learnt many new things about myself, along the way. This new awareness has encouraged me to increase my interaction with other teams, allowing me to build a holistic understanding of the business. I have keenly engaged with different vendors through meetings and site visits.

It gives me great pride to have initiated team restructuring to ensure effective coordination coupled with strong follow ups with all stakeholders and line managers. I have increased team motivation through timely recognition and appreciation. I have helped the team to review 24/7 operations in case of critical situation from a fresh perspective. Using my knowledge I have been fortunate to provide day & night support to manage team work load. Due to our consistent hard work, the South 1 region has proved itself to be the best region nationwide.

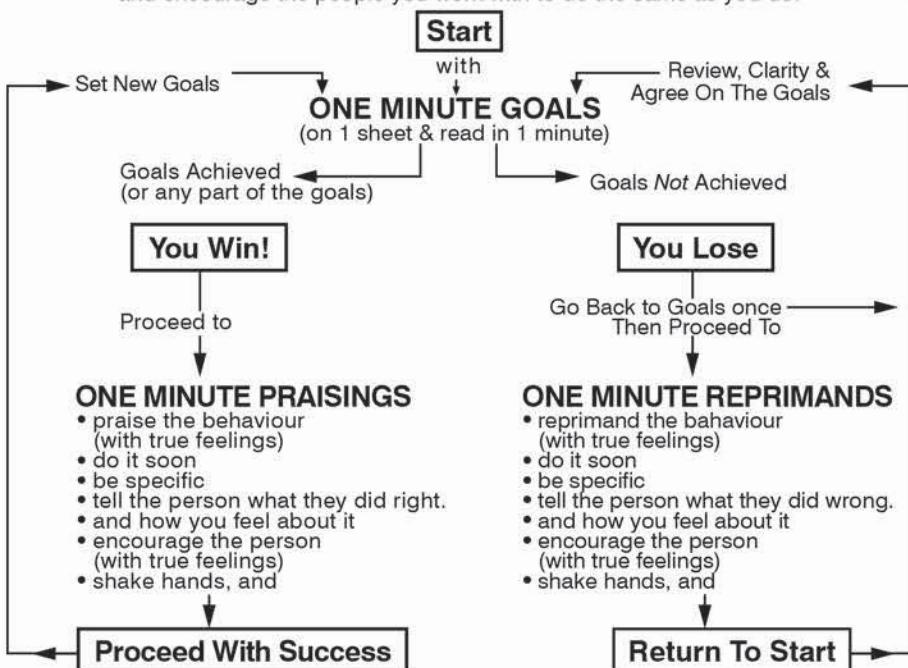
The last few months, have made me determined in continuing to provide innovative ideas for improving our network and becoming an example of resilience in the Technical Division.



The One Minute Manager's "Game Plan"

A very brief summary of THE ONE MINUTE MANAGER'S "GAME PLAN"

How to give yourself & others 'the gift' of getting greater results in less time.
SET GOALS; PRAISE & REPRIMAND BEHAVIOURS; ENCOURAGE PEOPLE;
SPEAK THE TRUTH; LAUGH; WORK; ENJOY
and encourage the people you work with to do the same as you do!



Reference: Blanchard, K & Johnson, S 1982,
"The One Minute Manager", William Morrow
and Company, New York.



Contributed by:
Abdul Rehan
(Finance-Central)



Miti De Insaan

مٹی دے انسان

کوئی خدا کوئی بھگوان
کوئی جہکدا سامنے انسان
پرکسے دا اپنا ایمان
اپنا ای ایمان ...

کردا پرکوئی توبہ تو بہ
کھاندا برکوئی حرام

ایتھے ، شیردا شیر
رہندا اندھیرنگری

گل پندی کرن رام رام
بدلن نیتی ت بھگوان

کیس نون آکھیے اپنا ایتھے
کیڑا لے مہربان

خون سب دا لی لال
تے مٹی دے سب انسان



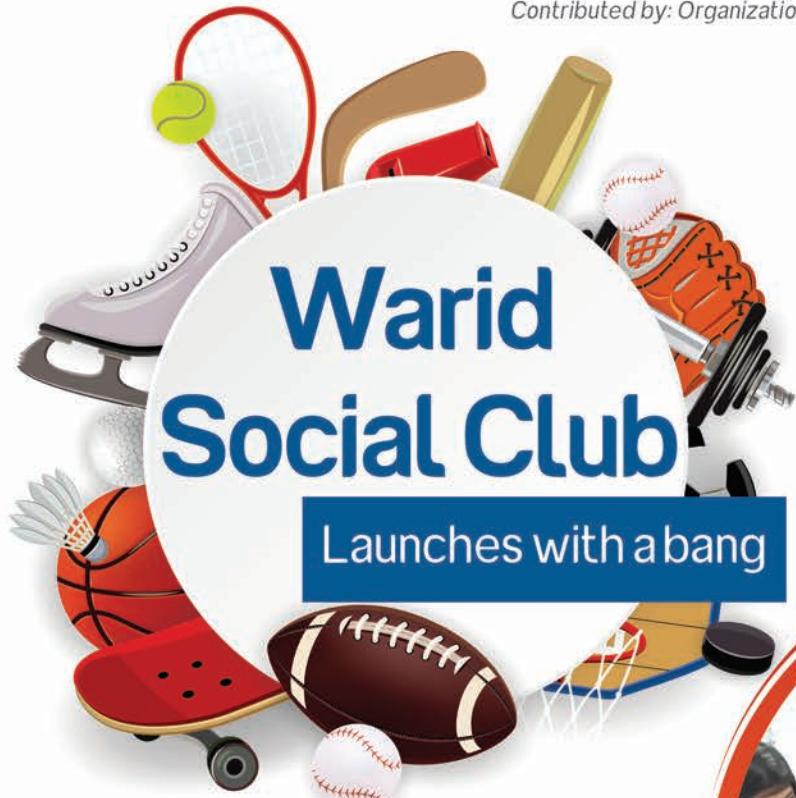
Contributed by:
Muhammad Khalil Nasir
(Commercial-Central)

Happy Employees make Productive Employees

Contributed by: Organizational Support Services

Warid Social Club

Launches with a bang



Warid Organizational Support Services (OSS) department is always looking for new ways to infuse fun and excitement in employee's daily work routine. The OSS team takes pride in seeing happy and cheery faces. Comprising of unique individuals who share the same zest for life, they live by the motto, 'It is in the compelling zest of high adventure and of victory, and in creative action, that man finds his supreme joys.'

With their motto becoming their beacon, the team aims to promote cross cultural engagement and interaction within Warid. To achieve this, OSS team recently launched the Warid Social Club. The idea of Warid Social Club was first coined by OSS team in February 2015. Soon after, successful Cricket Tournaments were organized nationwide (Central, North and South), WSC officially launched a wholesome entertainment package for Warid's beloved employees. The club operates under the main objective of 'Bring employees together and engage them positively in a competitive environment'. The club is an endeavor of People and Culture Division and plans to organize many more entertaining and fun filled activities for Warid employees every month.



MyWarid

The activities of the club are directed along 3 different streams; Sports, Social and Adventure. Since April the WSC team has organized 5 tournaments nation-wide under the sports wing along with 3 separate events from the Social Wing platform and a special Adventure para-gliding event. Remaining true to their challenging targets, the Warid Social Club organized at least one activity each month. In the month of July alone the club organized 4 different activities.

The table below gives a round-up of the Warid Social Club activities. Close to 1800 employees have been touched through the various activities of the Warid Social Club.



Sports Activities (Indoor & Outdoor Activities)	Social Activities	Adventure Activities
<ul style="list-style-type: none">◦ Table Tennis and Dart Game Competition◦ Foosball and Carom Competition◦ Super 8 Night Cricket◦ Ramadan Night Cricket	<ul style="list-style-type: none">◦ Movie Night◦ P&C Iftari	<ul style="list-style-type: none">◦ Paragliding (Solo)

We encourage all our employees to come forward and participate in the Sports, Social and Adventure Activities. None of these events will be possible without your keen participation.

WSC believes in 'Employee Engagement through Fun Activities'.

Highlights of the Warid Social Club

Super 8 Night Cricket Tournament:

Warid Social Club organized its 1st Event on 18th April 2015. A Flood Light Cricket tournament amongst Lahore Region Teams was played in Aleem Dar Academy, Johar Town. Total of 10 teams participated including 3 teams from Commercial, 2 teams from Technology, 2 teams from People and Culture, 2 teams from Finance and 1 team comprising of employees from ARG/Legal/GR. Employees from the Lahore Region along with their families came and participated in the fun. They witnessed the exciting 9 match series and cheered their teams on. Total of 450 people including participants, their friends and families turned out. Free food and giveaways were provided by Organizational Support Services team to their internal and external customers. After the series of 9 matches, Finance team appeared as Runners up and Customer Services Ops team won the Super 8 Night Cricket Tournament.



Table Tennis and Dart Game Competition:

The Table Tennis and Dart Game Tournament was the next activity planned by WSC for its esteemed employees. Intense Competitions were held over a period of one week starting from 20th May 2015 to 28th May 2015 at the following 14 locations including EFU house, Spencer Building, Lahore Center, 1K Business Center, Faisalabad Business Center, Faisalabad MSC, Multan Business Center, Multan MSC, CS-Jallo WH, Sialkot Business Center, NOSS Centrum, MSC I Avenue, Regional Office Karachi, Regional Office Islamabad. Total of 450 employees took part in these competitions. Below is the list of runner's up and winners for Table Tennis and Dart Game Competition.

- Runners up (TABLE TENNIS): ----- ◦ Waqar Ahmed ◦ Fahad Qamar
- Runners up (DART GAME): ----- ◦ M. Ishfaq ◦ Mr. Hamza Riaz
- Winners (TABLE TENNIS): ----- ◦ Mudassir Javid ◦ Waqas Omer
- Winners (DART GAME): ----- ◦ Mudassir Javaid ◦ Shumayl Arshad



Foosball & Carom Competition:

Moving over to our next entertainment activity by WSC, Foosball and Carom Board Championship was held over a period of one week starting from 9th June 2015 to 12th June 2015 at EFU House and Lahore Center only. Participants from other locations also participated along with their partner at the designated locations. Below is the list of runner's up and winners for Table Tennis and Dart Game Competition

- Runners up (FOOSBALL): ----- ◦ Muddasir Javaid ◦ Furqan Abid
- Runners up (CAROM): ----- ◦ Atique Khan ◦ Talha Rao
- Winners (FOOSBALL): ----- ◦ M.Shakeel Bhatti ◦ Shahid Habib
- Winners (CAROM): ----- ◦ Amir Zia ◦ Dilshad Hussain



Paragliding:

'Only those who will risk going too far can possibly find out how far one can go.'

Continuing with our enthusiasm and tradition of bringing you the best entertainment packages, WSC presented you the 1st Activity planned in the month of June via Adventure Club, Paragliding. Participants experienced the thrilling and adventurous glide through the air with help of highly skilled and trained professionals at one of the best sites available in Pakistan near Khanpur. The adventure, the experience, the travel, the paragliding flight were all an experience par excellence, which was also covered by a local media channel (ROZZ NEWS). The program was aired on 14th June 2015. Total of 13 employees registered and the activity was held on 6th June 2015.



Ramadan Night Cricket Tournament:

WSC proudly brings you the 1st ever Ramadan Night Cricket Tournament. A Flood Light Cricket tournament amongst Lahore Region Teams was played in Aleem Dar Academy, Johar Town. More than 450 employees and their families came and participated in the trilling and amazing matches.



P&C Aftari:

The next social event was P&C Iftari which was organized at Garrison Golf and Country Club on 1st July 2015. It was a marvelous fun-filled opportunity for all the People and Culture employees to sit together and have delicious iftar after a full day of work while fasting.





Contributed by:
Waqas Ur Rehman
(Finance-South)

Don't BLAME people for DISAPPOINTING you. Blame YOURSELF for expecting TOO much.

Sometimes the questions are complicated and the answers are simple.
(Dr. Seuss)

Imagine sleeping without praying ISHA and waking up in your grave.

Be who you are and say what you feel because those who mind don't matter and those who matter don't mind. (Dr. Seuss)



Contributed by:
Zeeshan Haider
(Commercial-Central)

“Your customers don't live in spreadsheets;
you need to go out and talk to them to understand.”



Our Unsung Heroes

After resuming our normal operational working hours after the extended & very challenging phase of Biometric Re-verification we arranged a small activity for our champs at the North Nazimabad Business Center. These champs helped us in every possible way with the Biometric Re-verification Phase. We were able to serve over 1200 customers in a single day. From providing security checks, helping to manage huge number of customers present inside the center, managing queues, the list is endless. These are the champs who are often overlooked in such activities and we must appreciate them as much as we can!

North Nazimabad Business Center CHAMPS:

- Rizwan Shaikh – Security Guard
- Abdul Razzaq – Security Guard
- Waqar Ahmed – Security Guard
- Zohaib – Tea Boy



Contributed by:
Kazim Bukhari
(Commercial-South)



Good Luck Friends

Contributed by:

Organizational Excellence Team

Farewell

Khurram Shahzad (Learning Officer) holds a lot of determination and willingness to learn, traits which were apparent in the first few weeks of internship as Khurram helped the training team cope with tedious operational details. In a short span of time, Khurram transitioned from a raw resource into one of the key employees in the training function.

Today Khurram has decided to leave Warid to pursue his further studies in United States of America at the University of Massachusetts Boston. The Organizational Excellence team gave a fabulous farewell to Khurram Shahzad. The team wishes him all the luck for his future endeavors.



“good luck”

The last working day of Mrs. Fanny Saul, 19 May 2015, was celebrated with joyous smiles and hidden tears as she was bid farewell by her team. Fanny, a team member of DHA Business Center for the last one and a half year was given a send-off at INDUS FOOD (Khadda Market - Karachi) at a team lunch.

The Warid Family wishes her all the best for her future life.



Iftar Parties

Rawalpindi Team Iftars

A Team get together was held at Village cuisine Bahria Town Islamabad. Team Islamabad & Rawalpindi were together for the Iftar/dinner followed by chit chat over a cup of tea. Almost 22 participants were present and it was yet another fun-filled get together creating strong bonds among North CS team. The event arrangements were led by Rawalpindi Team, Mr Jawad Shah mainly.



Peshawar Team Iftars

Iftar/ dinner was organized at Sheraz Ronaq in Peshawar, arrangements were taken up by Mr. Waqas. All team members enjoyed the feast. The occasion provided excellent opportunity for team-building in a good environment. Later the team moved to Chaman for some mouth-watering dairy treats at the infamous ice-cream parlor.



President's Bodyguards Polo Cup

Warid with its tradition of supporting top of the line events recently sponsored the President's Bodyguards Polo Cup held at Race Course, Peshawar Road. Polo as you are aware is considered to be the game of Kings whereas the Presidential Body Guards are the most proficient league of men from our Armed forces. Our corporate clients invited to the event highly appreciated the competition and the skillfulness of all the players.

Contributed by:
Trade Marketing
(North)



Kabaddi Match

38th National Kabaddi Championship was held in North Region from 4th April to 9th April, 2015. Kabaddi is a traditional sports and culture heritage of the people of Pakistan. This initiative received a great amount of appreciation by the local community along with Chief Lt. General Muhammad Ahsan Mahmood (Chairman POF). Moving forward, Warid will continue participating in similar events as they are a source of brand endorsement for potential customers.

Contributed by:
Trade Marketing
(North)



Travelling with Warid

2014 has been quite a year!

With Rollout Projects in full swing and me being part of the project team; North Region kept sending me again and again to the places I've Never Been to.

I captured these photos while wandering North on different visits, including Kohistan, Dir, Chitral and Swat.



Contributed by:
Khalid Meraj
(Technology-North)



Independence Day Celebration

A self-finance Independence Day celebration was arranged on Thursday, August 13. The Organizational Support Services team partially supported the noble cause. Mr Saad Sarwar and Mr Yasir Janjua took the lead on the arrangements.

Regional office employees visited the Business Center and appreciated the effort put into creating the ambience complete with a patriotic musical theme. All employees were wearing special themed clothes in the national colors. Customers were presented with Pakistani Flag badges as good-will gesture which was very highly appreciated by them.

Contributed by:
Salahuddin Sarwar
(North-Commercial)



Regional Team (South)

The regional team- South enjoyed 14th August celebrations with full vigor. Reception area was well decorated with flags and balloons. All staff members wore green. The office, robed in the national color- green as delightful sight to behold. It was heart-warming to see everyone showing their love for the country. In the afternoon, the team enjoyed a scrumptious meal made possible by the generous contribution from all managers of the South Regional Office. It was fun to sit together and enjoy the celebrations of our beloved country.



Contributed by:
Customer Care Department



Customer Care Department

Pakistan's 68th Independence Day was celebrated by Warid Customer Care Team in true spirit and style. Green and white decorations adorned the office premises and national flags, balloons and other patriotic displays were in sight throughout the office. Employees from Contact Centre and Support Centre took part in the festivities and turned green to rejoice the Independence Day celebrations.





Employee Town Hall Sessions

Warid Management team recently organized town hall sessions for employees across Pakistan. The objective of this exercise was to help employees understand how the industry has performed in the year 2015, with some of the greatest challenges it faced. Among the challenges, Biometric Sim Verification project and other external factors affected the entire telecom sector, deeply impacting the industry's revenues. The session was led by Warid Chief Executive Officer along with Chief Financial Officer, Chief Commercial Officer, Chief Technology Officer, Chief Strategy Officer and Vice President People Space & Culture Division. The Management team members not only discussed the challenges but also shared company's performance, its strategy and way forward.

Contributed by:
Shahzad Ahmad
(Central-Commercial)





CEO recognizes the efforts of OE team to bring Cultural Change!!

Committed whole heartedly to transforming Warid culture, the Organizational Excellence (OE) team in People & Culture (P&C) Division strives to engage with employees through multiple platforms. OE team started their journey by working diligently on rolling out the Employee Engagement Survey (EES) and launch of Warid Working Way (3W), Organization's Corporate Magazine, 'My Warid' and Dialogue -new Performance Management System (PMS) as a result of many months of hard and smart work.

All the programs and tools were designed and developed keeping in view the valuable feedback of our people with focus on strategic need and cultural change for the organization.

After a detailed scrutiny encompassing each vendor aspect, Mercer Employee Engagement Survey was rolled out across the organization supported by a colorful, engaging yet cost-effective branding campaign. The survey being conducted in Warid for the very first time saw an overwhelmingly high response rate at 96%, with the survey being conducted successfully. Soon after the survey was completed, result sharing sessions were organized at a nationwide scale. Action planning was also carried out at the grass root level, engaging each employee in the organization. Despite multiple challenges of budget and time the process was completed successfully in March 2015 with Ms. Wajeeha Mohsin taking the lead in this project.

Alongside the employee engagement survey, OE team also worked on the Warid Working Way (3W) model creation. It was a long process that started with the idea generation and concept finalization, culminating into an official launch ceremony. The launch was followed by 30 training sessions throughout the country where all employees were invited including outsourced employees as well as full-time employees. During this process the concept went under multiple changes as the team continued to add value to the



My Warid

elements of 3W- Warid Values, Warid Building Blocks and Warid Leadership Way. While Ms. Wajeeha was the driving force behind the success of 3W, Ms. Aaiza Ansari provided full-support to the team. To ensure that the employees are actually living by the 3W, a unique concept (which was later called living 3W) was created. Living 3W was a fun-filled week with activities and competitions that focused on how employees comprehend and exhibit the new working way.

With an aim to increase cross-functional integration and communication flow, an idea to fashion a magazine which would capture life @ Warid. The magazine called 'My Warid' covers corporate events and also provides an opportunity to the employees to share their experiences with the rest of the organization. Keeping true to the spirit of 'My Warid', nominations from employees were sought to create the editorial board. The editorial board comprises of a diverse mix of employees from all divisions and across all regions. Supported by entire OE team, Ms. Aaiza took the lead on this project successfully launching the project in April 2015 which was highly appreciated by the management and employees.

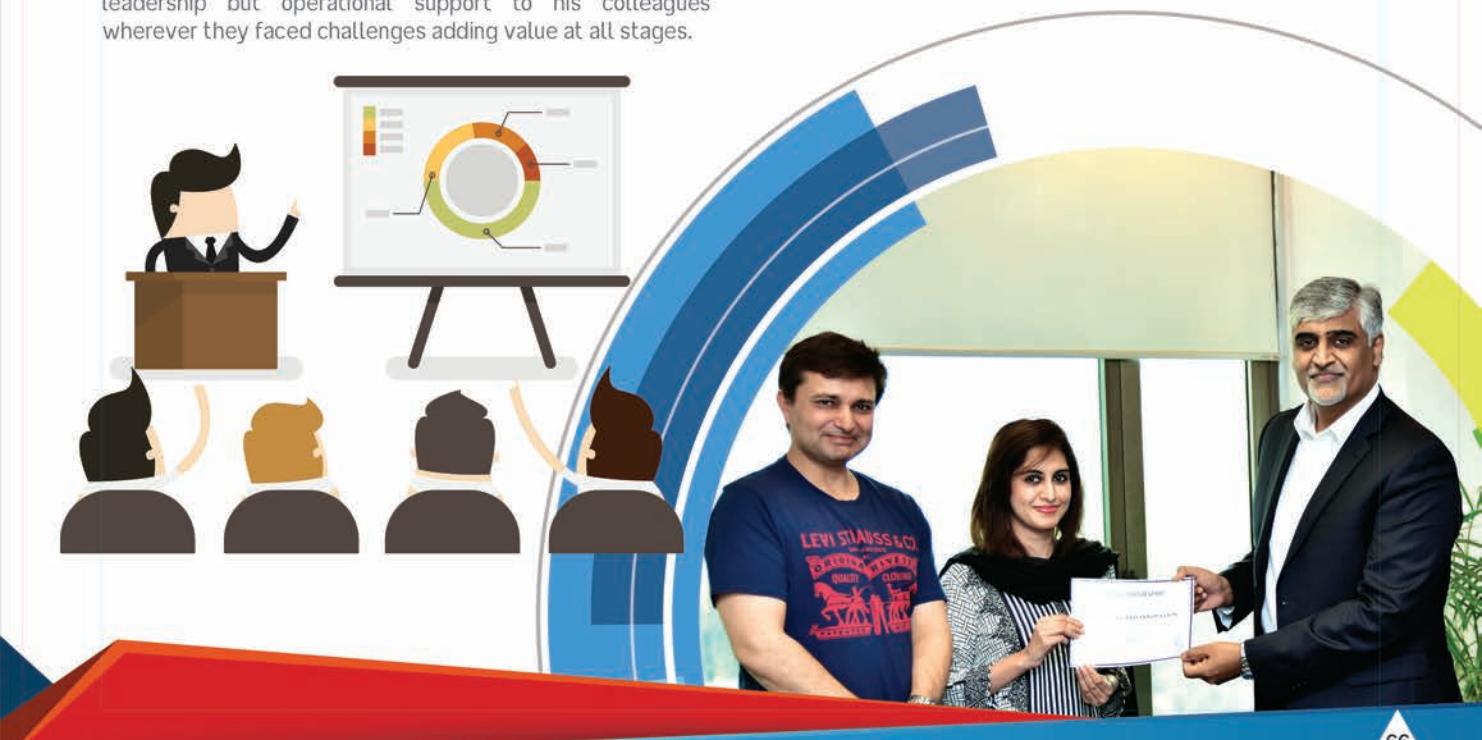
After the launch of 3W, the challenge was to incorporate this model in the upcoming performance management system. Moreover the existing performance management system (PMS) needed a major overhaul in order to gauge the performance of employees in an objective numerical way as opposed to existing method which was more subjective in nature. It was felt that a number based rating system would allow us to differentiate the true performers. This project was heavily vendor dependent, time was very short and a lot of testing was involved before its launch. Not only the new Dialogue-PMS was launched but nationwide training session on new tool during Ramadan were carried out all across the organization for all people managers. Ms. Aaiza Ansari was behind this project as project lead.

Mr. Asim Pasha led these projects where he provided not only leadership but operational support to his colleagues wherever they faced challenges adding value at all stages.



Mr. Asim remained steadfast under continuous challenge of cost effectiveness and limited budgets throughout all the projects. However all of this was not possible to achieve without the support of Mr. Adeel Anwar as Head of Department. Mr. Adeel gave freedom to his team to explore all the avenues and encouraged the innovation of ideas. Demonstrating camaraderie and exceptional leadership skills Mr. Adeel enabled his team to perform exceptionally, achieving desired results for the Division and the Organization. During all these projects the team got continuous motivation and exceptional direction and involvement from Mr. Nayab Baig who is known for strong employee engagement and transforming the organizational culture.

In a small recognition ceremony, OE team was recognized for their assiduous efforts over the past few months. Mr. Muneer Farooqui (Chief Executive Officer) along with Mr. Nayab Baig (Vice President, People and Culture division) appreciated the team in a surprise ceremony and awarded recognition certificates to all individuals.





Celebrating Our Heroes Living 3W

Following the launch of Warid Working Way (3W) in April 2015, the rise of new financial year saw yet another exciting initiative from the Organizational Excellence Team – Living 3W. The idea was to reinforce the philosophy that 3W is not something to be just memorized but a cultural change that needs to live and breathe in the hearts of our employees. The living 3W was result of months of hard work from Organizational Excellence team while having received tremendous support from Marcoms and Procurement. All set to go, the team had to shift its gears with the joining of Mian Talha at Warid Telecom. With his fresh ideas and concept the campaign had to go through a major overhaul which resulted in something even better than it had been initially envisioned. Talha's creative ideas were immaculately converted by Fowad Khan into an eye-catching branding campaign. Due to limited time span, unique ideas for branding and giveaways, change in the campaign philosophy, vendor management and timely delivery become tricky. Waqar Ahmed from procurement through his sheer hard work and determination

went beyond the normal boundaries of his role to support OE team in managing the required timelines. Smooth and hurdle free logistical support was provided by Umar Sohail and Waseem Akram from our Organizational Support Services Team as employee giveaways reached different parts of the country.

Despite these challenges, Living 3W proved to be a huge success. It was a week filled with fun activities and competitions where all employees were invited to participate demonstrating their understanding of 3W elements. These competitions include: Riddle Master Competition, Grace your space with living 3W, Nominate Value Ambassador program and what Warid Values/ Building Blocks Mean To Me Competition. Over 310 entries were received with the employees participating whole heartedly in the spirit of the week. Entries were received from all divisions and all regions with some even from remote areas and maximum participation from Technology Division. Winners from each category- the living 3W champions were selected by the People & Culture Management.

<p>HONESTY</p> <p>Abdul Sattar Eidhi World's most renowned Pakistani Social worker</p>	<p>PASSION</p> <p>Samina Baig 1st Pakistani woman to climb Mount Everest, 1st to climb peak Chashkin Sar; now named Samina Peak</p>	<p>COURAGE</p> <p>Aitzaz Hasan Saved 2,000 lives by sacrificing own life, hailed as person of the year 2014</p>	<p>DISCIPLINE</p> <p>Jahangir Khan Record of winning 555 consecutive matches awarded Hilal-e-Imtiaz</p>	<p>CAMARADERIE</p> <p>Rashid Minhas Shaheed Youngest person & shortest-serving officer to have received Nishan-e-Haider</p>
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MyWarid

Living 3W Prize Distribution and Recognition Ceremony
The Living 3W champions were recognized by the People and Culture division amidst great fun and laughter. Café 321 at EFU house was packed with invitees from all Warid walks of life. From the Chief Executive Officer to the tea boys; everyone was around to witness the prize distribution! The event began with a warm welcome by Organizational Excellence (OE) Team, followed by a brief presentation on Living 3W's successes. The CEO, Muneer Farooqui gave a short speech encouraging employees to participate in other similar programs. He expressed his appreciation on the efforts made by the Organizational Excellence team. Prizes and shields were distributed by the CEO, senior management team and 3W team.



Details of Winners are as follows:

- Sumbal Naz of Technology from South region won the Grace your Space competition with her beautifully decorated desk of hand-made items.
- Syed Ahmed Daniyal of Commercial division from Lahore Region won the best entry for Create your own Leadership storyboard.
- Dr. Sohail Tahir of Technology the prize for What Warid Values Mean to me competition.
- Danish Jabbar was declared the Ambassador for Passion as nominated by Farrukh Zamir.
- Aqeel Ahmed was hailed as the Ambassador for Honesty as nominated by Raees Lodhi.
- Imran Nazir nominated by Haris Mehmood was named the Ambassador for Camaraderie.
- Farhan Butt was awarded a prize for his Discipline as nominated by Bilal Rasool.
- For his Courage Aslam Saqib was declared the Ambassador as nominated by Muhammad Usman.
- Shaheryar Sahibzada, Umer Jahangir, Waqqas Uddin and Wasif Saleem won the Riddle Master Competition.

The prize distribution was followed by a cake cutting ceremony, led by the Chief Executive Officer and the 3W team. Scrumptious cake was enjoyed by everyone, as the winners received hearty pats on the back and words of congratulations all around. All in all, the 3W prize distribution wrapped up with smiles, cake and gift hampers being taken home by happy winners.



Winners



Project Team



Pakistan Defence Day

Contributed by:
Warid Social Club

This year marked the 50th Celebration of Pakistan Defence Day; the entire nation showed solidarity with our Armed Forces and 6th September was celebrated with jubilation, zeal and high motivation. Warid Telecom also joined in the celebrations. A brief ceremony was organized by Organizational Support Services Department under the domain of Warid Social Club in EFU LG Floor where Rabail Imran welcomed the guests and gave a brief introduction on importance of the Defence Day. To commensurate with our Shuhada and Ghazi, one minute silence was also observed by all participants after which Director People Excellence, Talha Rao along with Director Organizational Excellence Adeel Anwar, Sr. Manager of Organizational Support Services Atique Khan and entire People & Culture Division cut the DEFENCE DAY cake.

Long Live Pakistan
Long Live Pakistan Armed Forces.



Customer Care Operations Day Out

South (North Nazimabad & DHA)

*Contributed by:
(Commercial - South)*

Recreation has always been an important part of life in CS OPS South. Recently the team celebrated their Day Out on 22 Feb 2015 at Arena- Family Recreation & Sports Complex. Arena has a plethora of activities to offer including Bowling, Virtual Bowling, Miniature Golf, Pool Tables, Arcade Games, Kiddy rides, Ice Rink (indoor ice skating), Virtual Reality Simulator, Paint Ball & Rock Climbing. DHA & North Nazimabad Business team members gathered at the Arena for an evening full of entertainment and fun at 7pm. The team members enjoyed the indoor games facility. As it turned out, the most interesting one was the Ice Rink. After having great fun, the team enjoyed a mouth-watering buffet dinner. It was a great event that was only possible with the support of our management. Special thanks to the Bosses – Tamuchin Khawari, Raza Abbas & Nauman Fakhar.

Venue: Arena Rangoli – Karachi

Arrangements: Kashan, Saad & Rameez

Pictures Credit Syed Kazim Bukhari





Voice of Customer

What is Voice of the Customer (VoC)?

Voice of the Customer (VoC) is a term that describes your customer's feedback about their experiences with and expectations of your products or services. Understanding customer needs is a critical first step in developing a successful product. An effective voice of customer program (VOC) allows you to connect with your customers at key points in the customer journey and increases loyalty of customer with company. The Voice of the Customer provides early warnings and sets direction for your success. It helps to connect you directly with the people who really matter—your customers!

For this purpose CS Commercial Division of Warid has developed a VOC portal, on which every Front end Team member updates the feedback and suggestions given by the customer.

Why Warid CS Department Conducted Voice of the Customer Research?

No one becomes an industry leader without listening to the customer. Customer-perceived quality is the leading driver of business success. Be a pathfinder in your organization by investing in products, features enhancements and services that will make your company stand out from the rest.

An effective voice of the customer program allows you to connect and engage with customers at key points in the customer journey.

- Customize your products, services, add-ons and features to meet the needs and wants of your customers
- Maximize your company's profit
- Identify and prioritize voiced needs and wants
- Prioritize issues and developments
- Solicit and evaluate new concepts, ideas, and solutions

When your customers share their voice in real-time with you and your organization, they expect you to listen, act and report back to them



VOC raised by me

"Most of the customers want duplicate Sim on Free of Cost (FOC)", I raised this voice on CS VOC portal, and it was accepted. It helped us increase customer loyalty as well as generating good-will for the company.

The prize of an iPad was announced on the CS employee day and it was awarded to me from Our CEO Muneeb Ahmed Farooqi.

Applause for the Warid Social Club



*Contributed by:
Organizational Support Services*



WSC was launched officially on 12th May 2015 after a successful series of organizing Cricket Tournaments at a nationwide scale. This club is led by President of Warid social club Mr. Nayab Baig (Vice President, People & Culture Division) and Vice President of Warid Social Club Atique Khan (Sr. Manager Organizational Support Services). The club opened up with a wholesome entertainment package for all its employees. Warid Social Club under the umbrella of People and Culture division aims to 'Bring employees together and engage them positively in a competitive environment'. WSC believes in 'Employee Engagement through Fun Activities'. The activities of the club are directed along 3 different streams- Sports, Social and Adventure.

The lead contributors in making the club a marvelous success have been Atique Khan, Shabbier Sethi, Usman Tahir, Rabail Imran, Umar Sohail, Muhammad Burhan, Adil Khan, Arshad Boolani from South Region and Daniyal Raza from North Region. Apart from these Fowad Khan has been instrumental in helping WSC with his brilliant and innovative designs giving the club its own unique identity. Special thanks to Iqtidar Raja, Waqar Ahmad and Aamir Sheikh for their support and ensuring success of all events of Warid Social Club. The team shares the same enthusiasm for life and lives by the motto, 'It is in the compelling zest of high adventure and of victory, and in creative action, that man finds his supreme joys.'

Close to 1800 employees have been touched through the various activities of the Warid Social Club across 3 regions in 312 different events. Recently, in a recognition ceremony these brilliant team mates were appreciated by Mr. Muneer Farooqui (Chief Executive Officer) and Mr. Nayab Baig (Vice President- People and Culture Division) for their untiring efforts towards activities of the club.



Thinking of You

I sit here quietly and watch the sun set
Thinking of someone that I've never met
I wonder does she think of me too
Needless to say I am thinking of you
Wanting to hold you, to see your face
To take you away to a better place
You feel so right, too good to be true
I just can't stop thinking of you
My friends say that I might regret
Losing my heart to a girl I've not met
I say there is nothing I can do
I cannot help thinking of you
I have love you so very dearly
I have carved your name on a tree
I want to let the world now how much i love you
But the sad thing is...!!
You never think of me, but can't stop thinking of you
I believe you were made special for me
But wonder if that could possibly be
I'm tired of being so alone and blue
But I always smile when thinking of you



Contributed by:
Ramish Jaffery
(Commercial-South)

Fly High

Recently, Faraz Ahmed was awarded the Leadership Certificate from the Business Arcade team. Among his notable achievements, Faraz was appreciated for the following:

- He continuously worked double shifts while enthusiastically leading the operations. Faraz managed to keep inter-team spirits high, and delivered exceptional performance in the month of February 2015. Safe to say, Faraz Ahmed went the few hundred extra miles in the absence of his supervisor.
- Single handedly managed and reconciled SardarGhar inventory while performing his routine tasks.
- Took on the lead for LTE training, LTE- handset concerns, iphone and MiFi device sales.
- Carried out several employee engagement initiatives and played a key role in team bonding. He arranged several extracurricular activities with BVS team members.
- He achieved highest PSM scores throughout the quarter.
- Continuously exceeding assigned sales target throughout the quarter.



Contributed by:
Customer Care-Business Arcade Team
(South)



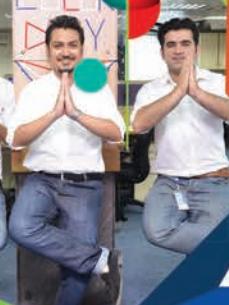
Color Day



Color Day was celebrated at Lahore Center in June 2015 with fervor where teams from Contact Centre and Support Centre actively participated by dressing in the color theme for the day; Red, White and Blue. The office space and cubicles were also decorated by the teams in a tasteful manner and there was excitement and energy to be seen everywhere on the floor. to get on our side.

Photography By
Muhammad Umair Sohail Bhopal

Contributed by:
Customer Care Department



Postpaid Menu at your finger-tips now!!

In his current role, Waqas Bin Rehman is looking after Postpaid & Retail Experience. To enhance the postpaid customer experience, recently his team launched first complete Postpaid menu available over USSD. It is a one stop solution for our postpaid customers whereby they can manage their postpaid account instantly and have all information related to their account.

During his tenure, Waqas has had the opportunity of working in different domains in Customer Care.



Contributed by:
Waqas Bin Rehman
(Commercial-Central)



Appreciation is Key

Appreciation is the highest form of prayer from a customer. It acknowledges the efforts made by a person who you may not know personally but who stood out from the crowd as S/he strived to cater to your needs in your time of need.

Our valued customer, Mr Nadeem Naeem Baig (Assistant Director- ADDH) appreciated Ramish Jaffery (North Nazimabad Supervisor) in a thoughtful email which was received by the Warid Correspondence Team for the immaculate customer service rendered to the director.

Good Job, Ramish!!

We are proud of you.



Contributed by:
CS Operations
(South)





Contributed by:
Mohammad Mohsin
(Technology-South)

Academic Achievement

I got my Engineering Diploma in 2006 and joined Warid Telecom in August 2007 as an Electrical Supervisor in CME dept, South. I continued my services in Warid in different departments including NOQ and NOSS. During my work, my colleagues and managers supported me in enhancing my knowledge and technical expertise in field and due to their valuable support I got good experience in Telecom sector. They also encouraged me to update my academic qualification. With their support I got admission in a private university, and I pursued by B Tech (Hons), with a major in Telecommunication in 2010. I completed my degree in 2013 proudly with an 'A' grade. I am thankful for all my seniors and my friends for helping me in achieving this milestone while on job. I wish to continue my education in same spirit Insha Allah.

نگری (اسد یوسف اسعد)

اور ایسی گھری آٹھہرے
جہاں ساون کے آجائے پ
چکھ پڑھ ہرے ہو جاتے ہیں
جہاں فصل پ دانے آنے پ
چکھ لوگ بڑے ہو جاتے ہیں

جہاں دنیاداری کی لے میں
غرقاب ہوئے ہیں اہل وفا
اور اہل علم نے چھوڑ دیا
وہ یاد دلانا درس فنا
یہ کیا گھری یہ کیا بستی
یاں کوئی سچا غنخوار نہیں
جیئے کی ہوں میں سب اندرھے
کوئی مرنے کو تیار نہیں

ہم اس نگری کے باسی تھے
جہاں جھرنے شور پختے تھے
اور لوگ محبت کرتے تھے
جہاں دنیا داری ہوتی تھی
پر لوگ خدا سے ڈرتے تھے

چھر کیا ہوا ہم چھوڑ آئے
وہ بستی اپنے پیاروں کی
چکھ آنسوں آئیں اور بنسی
اور یادیں اپنے یاروں کی
خوشحالی آ جاتی تھی

جہاں ساون بھادوں آنے پ
ہریالی آ جاتی تھی
چکھ آنسوں آئیں اور بنسی
اور یادیں اپنے یاروں کی
خوشحالی آ جاتی تھی



Contributed by:
Asad Yousaf
(Technology-Central)





Customer Care Employee Recognition Ceremony 2015

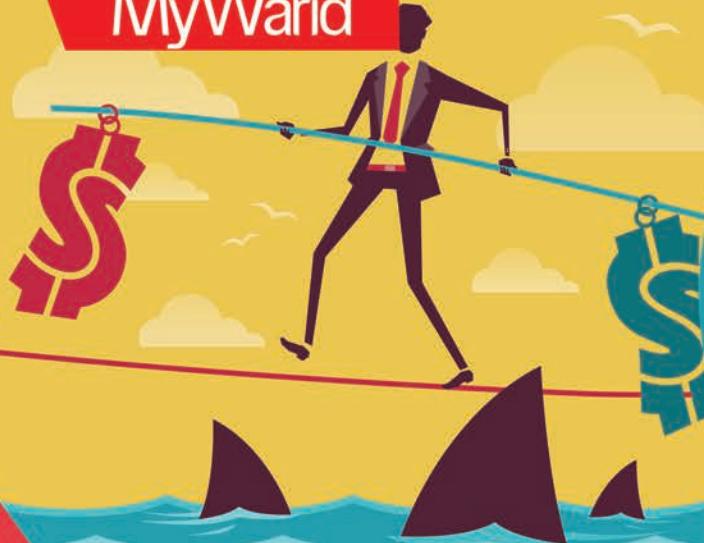
A small ceremony was held in Lahore Centre to recognize the efforts of Contact Centre staff. This ceremony was dedicated to the top performing employees to appreciate and acknowledge their tireless efforts and their outstanding achievements. Certificates were also awarded to the top performers for their accomplishments.

*Contributed by:
Customer Care Department*



*Photography By
M. Umair Sohail Bhopal*





Warid, PWC signs agreement for budget control automation solution

Contributed by:
Budget Control Team
(Finance-Central)

Lahore: Warid has signed an agreement with A.F. Ferguson & Co. (a member firm of PriceWaterhouseCoopers) to implement an automated budget control solution.

This solution will bring efficiency & accuracy in budget control processes, synchronize the expenditure approval proposals with ERP, provide real time visibility to budget stakeholders as well as deliver automated reports.

Speaking on the agreement Mr. Tariq Gulzar, Chief Financial Officer Warid Telecom, said "Budget control automation is part of our technology road map to improve the speed of business and further strengthen the internal control environment. I am looking forward to the timely implementation of the solution which will greatly help introduce ERP based controls on expenditure approvals and executions."

Mr. Irfan Faruqui, Partner, who leads the Technology Practice in PWC said, "This project will help Warid to streamline and automate its budgetary control in line with the best practices and we are excited to have the opportunity to assist Warid Telecom with this essential initiative."



Warid recently renewed its Fuel Supply Contract with Pakistan State Oil at a ceremony held at Warid Head Office in the month October. As result of the contract renewal, both organizations will enjoy hefty business of approximately PKR 4 billion annually for next five years. This is considered a great achievement as it will pave the way for healthy relations with PSO and ensure smooth and trouble free fuel supply for the BTS Sites, Employee Fuel Cards and Fleet Fuel Cards.



Achievements of Financial Risk Monitoring Team

Financial Risk Monitoring Team team is responsible for performing tasks leading to mitigation of fraud & risk on a continuous basis. We are actively looking for pilferages, steps leading to possible revenue leakages and other risks associated with Warid's business. FRM functions as a support department and our Motto is to 'automate processes with reduced swim-lanes'. We believe in active and equal participation which is necessary for reducing gaps within team(s) and boosting morale.

Continuing our efforts for diminishing risk, enhancing customer satisfaction and building customers' trust in our company, the Fraud Risk Monitoring team has been able to achieve two further benchmarks during the past few months:

- The monthly volume of Fake Prize SMS complaints have been reduced from an average of about 500 to less than 30,

by manually checking and blocking fraudulent subscribers. The process has been further improved by implementation, in collaboration with our Technical team, of a solution to filter SMS from fraudulent headers.

- Individuals involved in fraudulent advertisements regarding availability of confidential customer data were detected via in-depth investigations spanning over quarter of a year. Keeping a strict control on data flow, and after Warid IT security verification, such advertisements are no longer being placed on the web.

The team comprises of following members:
Muhammad Basharat, Umer Shan, Usman Shafiq, Ghulam Mustafa, Nauman Baig, Muhammad Awais Naseer, Faran Malik, Atif Tariq and Mohsin Ali Bokhari

*Contributed by:
Syed Sohaib
(Finance-Central)*



The Road to Success

It is said that, "Success is an event where excellence is a continuous process". Hence a team with a vision to raise the bar every time they are being challenged remains aspiring to break new barriers. The Commercial Team - South has proved to uphold the highest level of competence by achieving their goals resulting in the overall growth of the company like never before.

*Contributed by:
Commercial Division South*



سستاً ترین LTE بیٽ سیٹ اور سال بھر کا مفت انٹرنیٹ

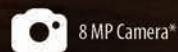


G'FIVE
LTE 2

Rs. 7,999

G'FIVE
LTE 3

Rs. 10,999



Android Lollipop



1GB RAM



8GB ROM

Visit Warid or G'Five Center

OUR IDENTITY OUR CUSTOMER
OUR ORGANIZATION OUR COMMUNITY



CAMARADERIE



Rashid Minhas Shaheed
Youngest person &
shortest-serving officer to have
received Nishan-e-Haider

DISCIPLINE



Jahangir Khan
Record of winning
555 consecutive matches
awarded Hilal-e-Imtiaz

COURAGE



Aitzaz Hasan
Saved 2,000 lives by
sacrificing own life, hailed as
person of the year 2014

PASSION



Samina Baig
1st Pakistani woman to
climb Mount Everest,
1st to climb peak Chashkin Sar;
now named Samina Peak

HONESTY



Abdul Sattar Eidhi
World's most renowned
Pakistani Social worker

Harnessing Leadership Through Care & Growth