

Phone-Call Based
**Employee Well-Being &
Due Diligence Survey
Report**

COMMISSIONED BY: GREEN PAKISTAN PROJECT 



More Info

- Prepared By: Fruit of Sustainability
- Report No: 252011-01

Verify this Report



Disclaimer

Verified

This survey is conducted by the HRDD Division of Fruit of Sustainability (SMC-Private) Limited—Pakistan’s first Tech company, social enterprise and consultancy services provider specialized in HRDD-Human Rights Due Diligence. The company is registered with SECP under Section 16 of the Companies Act, 2017 (Registration No. 0235823), NTN A801080, PNTN A801080-8, with its head office at 40, Block B4, Wapda Town, Lahore-54770.

The information presented in this survey report is derived from a random sample of employees and is intended solely for informational and analytical purposes. The survey was conducted independently by using a structured questionnaire designed to capture employee insights across the industry. All call recordings, transcripts, and related materials generated through this survey are the exclusive intellectual property of FOS and are protected under applicable laws and regulations.

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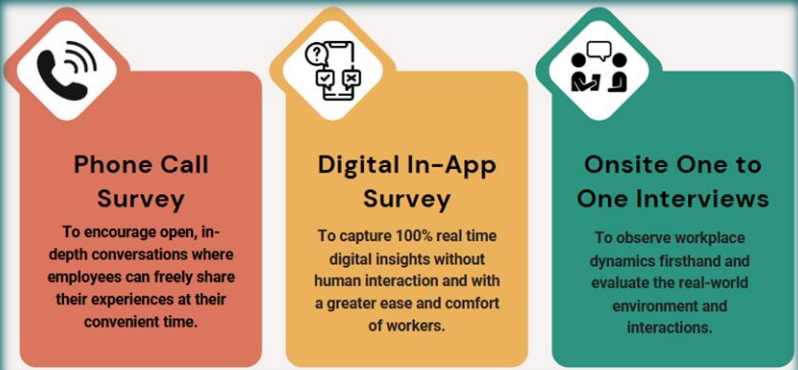
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FOS Survey Methodology (Our 360° Approach)

How we Interact:

1

Our FOS HRDD team has created a special approach to understand difficult issues by using three different types of surveys together.



Sample Selection

2

This step involves selecting a representative sample of employees for the actual survey. The sample is carefully selected considering Gender distribution and Population spread across all departments.

Questionnaire Design & Data Collection

3

A comprehensive questionnaire is developed with balanced quantitative and qualitative questions, designed to be inclusive across all roles and education levels. The flow and phrasing minimize bias and encourage genuine responses. Remote data collection is conducted through in-app and phone surveys, followed by onsite interviews and observations based on identified trends and concerns.

Data Aggregation, Insights & Reporting

4

- Data cleaned, anonymized, and coded
- Analysis includes prevalence trends, sentiment clusters, and perception gaps
- Reporting highlights key findings, risks, and recommended interventions

Survey Integrity: What sets our Survey Apart

Data-Driven Accuracy

Before aggregation, all data undergoes a demographic cross-verification process to ensure authenticity—matching employee profiles with their inputs to eliminate anomalies or duplicates.

Female Psychologists-led Interviews/Survey

Our interviewers aren't just researchers—they're clinical psychologists trained on labor laws.

- Build **instant rapport** using non-judgmental cues
- Navigate sensitive topics with **scenario-building techniques**

Probing for Deeper Insights

Our team employs strategic follow-up questioning to uncover nuanced perspectives and validate responses.

Evidence-based counter-questioning is used to extract substantive qualitative data while maintaining respondent comfort.

Anonymity & Psychological Safety

We go beyond "confidentiality" to foster true safety:

- Responses are dissociated from identifiers post-verification.
- Post-interview wellness check-ins for distressed participants.

Survey Details (Telephonic)

Sample Size

60

Total Employees

30

Responses Received

03

Round of Calls

Gender Breakdown

15

Female

45

Male

Designations

6x Embosser

2x Stitcher

2x Driver

2x Distributor

1x Printer

1x Electrician

2x Designer

2x Sweeper

3x Store assistant

9x Others

Survey Indicators

This survey covers the following Indicators:



Workplace Health,
Safety and Environment



Workplace Discipline



Working Hours



Wages & Benefits



Harassment

FOS Digital
Grievance
Management
System's Awareness



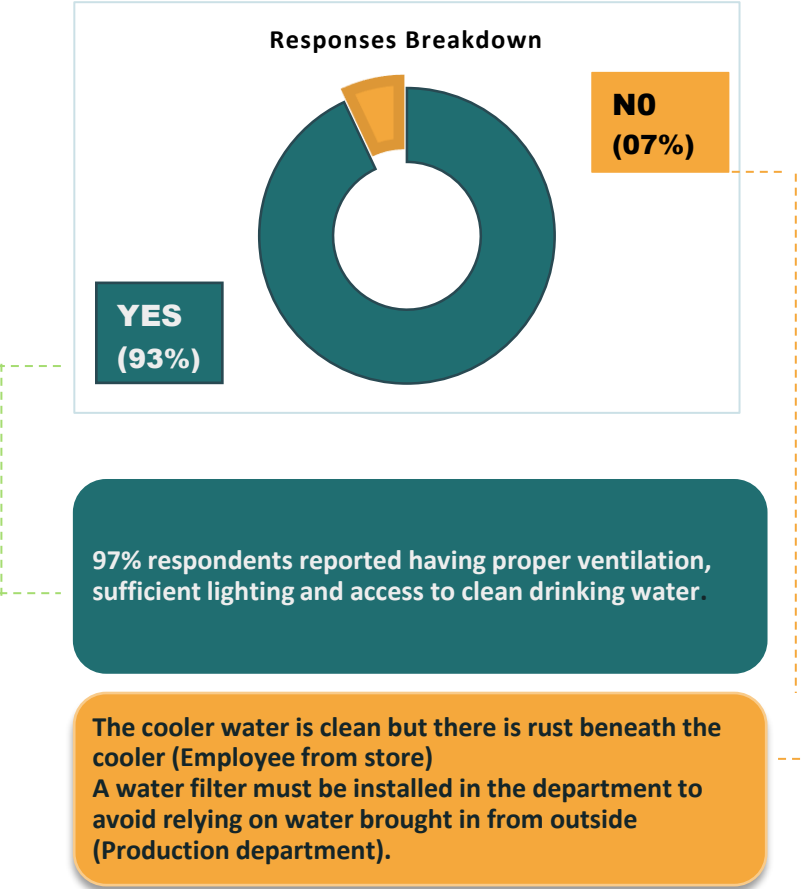
Glimpses of onsite FOS digital Grievance Management system's Awareness sessions



Indicator#1
Health Safety & Environment

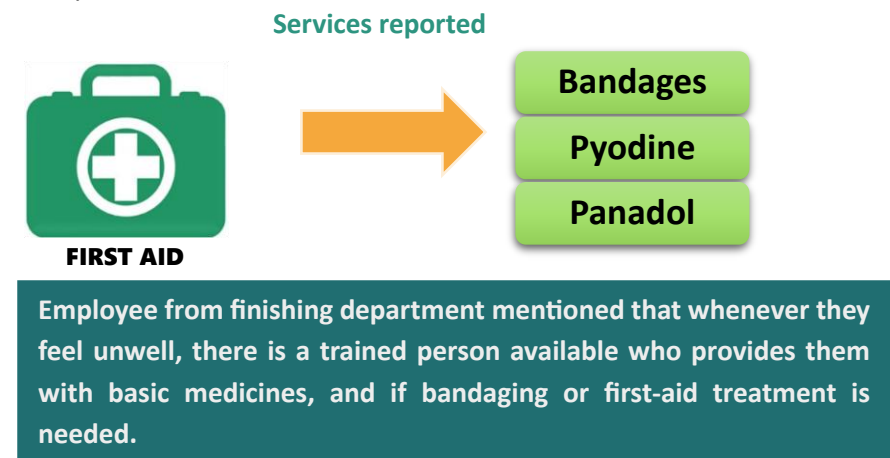
The survey started with the FOS team delving into the critical domain of Workplace Health, Safety & Environment. Here, the team assessed various aspects related to the well-being of employees within their work environment, ensured compliance with safety standards, and healthy workplace environment.

Do you have enough ventilation, lighting, and drinking water at work?



Are medical facilities or first-aid kits available inside the factory?

100% employees reported that medical facilities are available in the factory.



Are emergency exits and fire safety equipment available and accessible?

100% employees reported that emergency facilities are available in the factory.

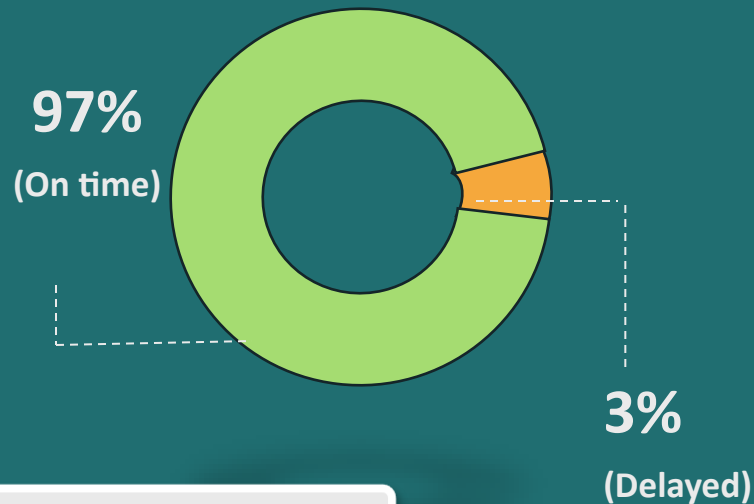


Indicator#2

Wages & Benefits

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

Do you receive your salary on time every month?

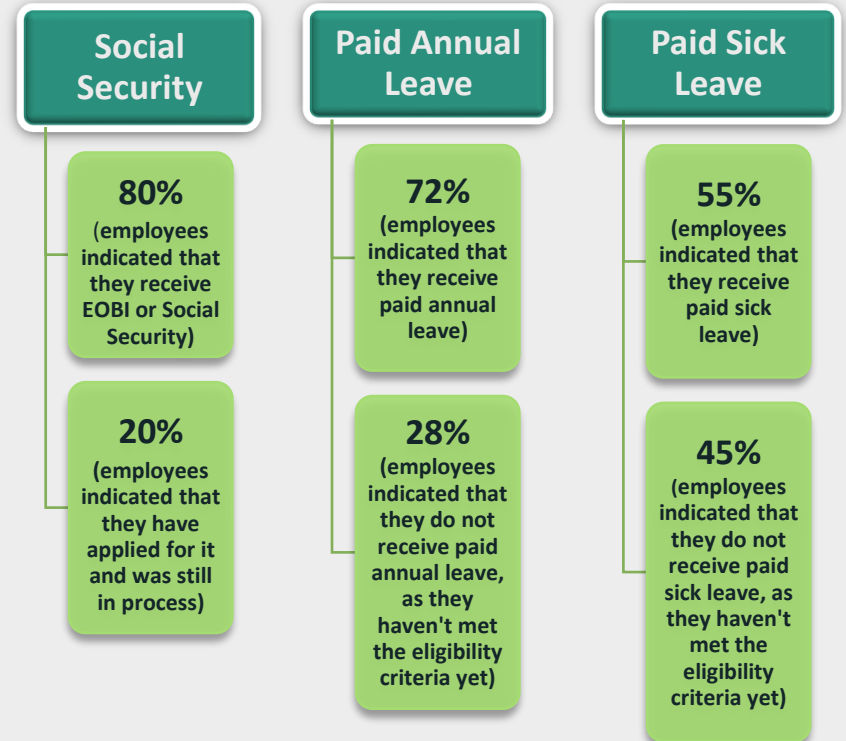


Survey Responses

97% of employees stated that they receive their salary on time typically between **the 5th and 10th** of each month. 3% reported delays or inconsistent payment dates, placing them in the dissatisfied category.

The advance amount is typically provided between the **22nd and 24th** of each month (**Employee from Stitching Department**)

Do you receive any benefits from the company?



Employment Documentation

100% employees reported that they had not received any written contract or appointment letter from the factory. Upon further probing by the **FOS** HRDD team, it was revealed that employees lacked awareness about the documents they had signed at the time of joining the company.

CONTRACT

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Root Cause: Upon further probing by the **FOS** HRDD team, it was revealed that employees lacked awareness about the documents they had signed at the time of joining the company.

Indicator#3

Workplace Discipline & Management Behavior

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

Does management listen to workers' concerns and suggestions?

100% employees reported that management is approachable and responsive, consistently listening to their concerns and addressing issues promptly.

Employees' Responses Regarding Management's positive Behavior

Employees mentioned that the following management personnel listen to their concerns and resolve issues whenever they approach them or whenever any problem arises.

*Mr. Kabir from
Production
Department*

*Ms. Maira from
Packing
Department*

*Mr. Umer from
Embossing
Department*

*Mr. Mohsin Raza
from Distribution
Department*

*Mr. Hammad
Butt from
Finishing
Department*

*Mr. Faisal from
Store*

*Mr. Usman Butt
from Embossing
Department*

Indicator#4

Working Hours

This survey question assesses whether workers are familiar with the working hours policy, including its regulations, impact on employee well-being, and role in ensuring fair and transparent scheduling practices.

Do you work overtime? If yes, is overtime voluntary?

**Overtime
Reported**

**No Overtime
Reported**

87% mentioned that
they work overtime.

13% mentioned that
they donot work
overtime.

**Overtime is
voluntary.**

Employee's Response

100% Employees reported that they receive their overtime payment along with their salary, and all confirmed that the payment is provided at the single-overtime rate.

Indicator#5

Harassment

Employees were asked whether they had seen or experienced any form of workplace harassment, including physical, verbal, or psychological. The majority reported no such incidents, reflecting a positive and respectful work environment.

Have you seen or experienced any type of harassment at the workplace?

Yes (3%)

Mentioned that they experienced derogatory remarks

No (97%)

Mentioned that they did not experience any type of harassment

Employee from Production department

Mr. Usman Butt often makes inappropriate, offensive, and vulgar jokes such as comparing employees to '**Firoun**,' calling them '**Yazeed**,' which, even if intended as humor, are disrespectful and create a uncomfortable work environment.

Do you know about the anti-harassment policy or committee in the factory?



Only 16% show some level of awareness about anti harassment committee policy.



84% do not know about the formal anti-harassment policy or committee.

Note: Through probing, it was observed that workers do know that, in cases of harassment, the harasser is usually warned or terminated. However, they are not aware that a formal anti-harassment policy or committee exists. This indicates that employees lack awareness about the actual policy and the designated committee.

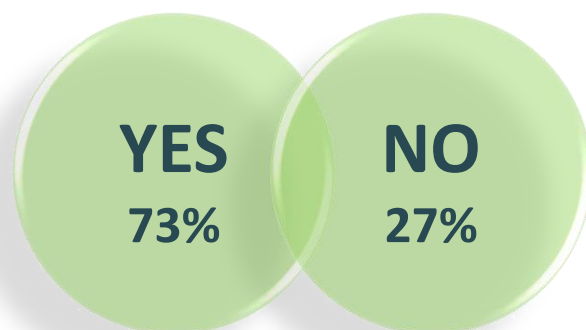
Are punishments (warnings, deductions) applied fairly?

100% participants stated that warnings or deductions are issued only when there is a valid reason, such as being late or making a clear mistake. Deductions are made only when an employee arrives late.

Indicator#6

FOS Digital Grievance System's Awareness

Are you aware that there is a third-party Digital Grievance Management system (FOS) in your factory?



For those participants who were not aware of the third-party Digital Grievance Management System (FOS). They were guided on how the system works, its purpose, and how they can use it to report any workplace issues, suggestions and feedback.

Employee Feedback & Suggestions

One of the company's strongest qualities is that communication is very easy. Employees can even speak directly with the CEO if any issues arises (Designing Department)

During overtime, employees are provided meals, which is highly appreciated and considered a positive facility offered by the company (Packing & Security Department).

In case of any emergency, employees inform the management, and supervisors respond cooperatively. Leave is granted without difficulty, which employees find reassuring and supportive (Embossing Hall).

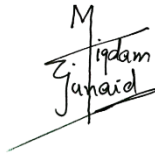
The company has Introduced the FOS system for employees, which is a commendable initiative that reflects its commitment to protecting workers' rights (Packing & Janitorial Department).

FOS Quality Control Mechanisms

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



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