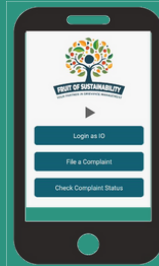




FRUIT OF SUSTAINABILITY

YOUR PARTNER IN GRIEVANCE MANAGEMENT



Independent HRDD, Worker Grievance, Worker Survey SaaS Platform Services

Digital Grievance Management SaaS Platform & Hotline

Digital 360° Worker Survey & Feedback Application Services

Worker Counselling & Helpdesk

Onsite Worker Trainings and Engagement Services

Third Party Support for Investigation Handling & Remediation



hotline@fruitofsustainability.com



0329-9129999, 0320-4527861



www.fruitofsustainability.com



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- Multilayered Dashboards for All Stake Holders
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- Onsite Trainings

About FOS HRDD Services

One of the biggest fruits of sustainability is a world where everyone feels safe and included. **Fruit of Sustainability (SMC-Private) Limited's** is Pakistan's first Tech company, social enterprise and consultancy services provider specialised in HRDD-Human Rights Due Diligence. Through our holistic approach of HRDD, we enable stake-holders and rights-holders to practically reap actionable results through various one-window on-ground services offerings including **Onsite Training/Capacity Development Programmes, Digital Grievance Management Systems/Hotlines, Worker Surveys, Factory Assessments and Investigation/Remediation Handling services.**

Our main vertical is our **Independent Human Rights Due Diligence, Grievance Management & Worker Engagement SaaS Platform** which is Pakistan's first and only Digital HRDD Platform (Web & Mobile Application) and Hotline (Call Centre) which enables Textiles/Apparel Brands, Industries, NGOs, Government and Labour/Workers from various industries (Especially Textiles/Apparel/Leather Exporters) to get a one-window digital grievance management solution for compliance with the latest **German Due Diligence Act, EU Corporate Sustainability Due Diligence Directive, US Forced Labour Act, and various ILO Conventions and UNGP/OECD Guidelines on business and human rights.**

While adding substantial value to organization's **Sustainability/ESG, Responsible Sourcing and Social Compliance**, our platform also helps organizations to uplift and independently monitor on-ground compliance, validate existing systems and employee satisfaction to the next level.

Our **Onsite training services** on behalf of Brands/Stake holders stand out due to our strong understanding of the local context, communities, and cultural nuances. With extensive experience in grievance handling, worker surveys, and holistic human rights due diligence, we are uniquely positioned to deliver impactful training that resonates with both management and the workforce. This deep-rooted expertise ensures that our programs not only meet compliance requirements but also build trust, enhance communication, and foster a positive workplace culture tailored to the specific needs of the local industry.

Our 360-degree **Worker Survey services** offers a comprehensive approach to understanding employee experiences and workplace conditions through onsite interviews, telephonic surveys, and a user-friendly mobile application. This multi-channel methodology ensures inclusivity, reaching workers across shifts, literacy levels, and geographies. By combining digital tools with human-centered engagement, we gather high-quality, validated data that captures both quantitative metrics and nuanced insights. The result is a rich, reliable dataset that enables employers and brands to make informed decisions, strengthen compliance, enhance worker wellbeing, and drive continuous improvement across the supply chain.

Our team of highly qualified HRDD experts also provide on-ground **Factory Assessments, Investigation Handling/ Remediation Handling & Reporting Services** to Brands and Multi-stake holder Platforms like **Fairwear, Amfori** as per their specific personalised SOPs & Protocols.

Fruit of Sustainability (SMC-Private) Limited is registered at SECP Under section 16 of the Companies Act, 2017 (XIX of 2017) Registration No. 0235823, NTN No. A801080. We are a GIZ Pakistan's approved HRDD Local Services Provider and also a part of RBH Task Force in Pakistan for EUCSDDD. We are a Member of the Standing Committee on CSR and SDGs (Federation of Pakistan Chambers of Commerce & Industry), Member of the Anti-Harrasment Committee, Gendor Unit, Ministry of Planning, Government of Pakistan. We are recognised both by the EFP-Employers Federation of Pakistan and the PWF-Pakistan Workers Federation.



Our Team



Sarim Mehmood

CEO & Founder



Zainab Khalid

Trainer-Human Rights



Shahzad Bukhari

Senior Consultant-Labour Rights/Social dialogue



Shakir Hussain

Consultant, OSH & Worker Safety Due Diligence



Riaz Ahmad

Senior Consultant Labour Law/HRDD Assessments



Sumblah Bukhari

DM HRDD Communications & Stake Holder Engagement



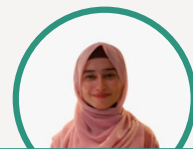
Swaira Abid

Assistant Manager -HRDD Field Operations



Ayesha Noor

Trainer & Survey Specialist - Harassment Prevention & Mitigation



Ayesha Ahsan

Team Lead HERDD Assessments



Qanita Sameer

HRDD Operations Officer



Saman Aslam

Team lead HERDD Assessments



Kashaf Javed

HRDD Survey Assistant



Malika Batool

HRDD Survey Assistant



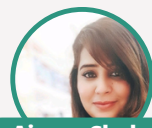
Ghulam Mustafa

HRDD Survey Assistant



Bilal Mehmood

HRDD Survey Assistant



Aiman Chohan

HRDD Survey Assistant



Esha Ahmad

HRDD Survey Assistant



Farooq Haider

HRDD Survey Assistant



Saad Rashid

HRDD Survey Assistant



Miqdam Junaid

HRDD Field Operations & Chief Technology Officer



Minhaj Awais

Data Reporting & Software Development Lead



Abdur Rehman

Full Stack Developer



Imran Malik

Frontend Developer



Noman Islam

Backend Developer



Dr. Abdul Moqet

Research & Innovation lead



Hira Roohani

Consultant-ESG Reporting (ESGenetique)



Iqra Amjad

Consultant-ESG Reporting (ESGenetique)



Ghulam Samdhani

Consultant Finance & Corporate Governance



Arshad Shah

Consultant-Sustainable Manufacturing



Navaira Najeeb

Lead Assessor/Trainer-Building Safety & Designing



Talha Saeed

Assessor/Trainer-Building Safety & Designing



Dr. Iqra Khan

Consultant HRDD/Sustainability Research & Communications



One Window HRDD Services

for Brands, Factories and Workers

Human Rights Due Diligence require companies to take a more risk-based approach, involving various risk assessment tools to for effective monitoring and remediation. Our valued clients can order our holistic HRDD solution which is a combination of all HRDD modules, order a combination or specifically one of the service modules.

01

TRAINING & WORKSHOPS

Meticulously aligned modules addressing labour rights and social dialogue for workers, management, joint worker management committees, along with personalised training programs based on previous data, reported risks and gaps and CAPs

02

DIGITAL GRIEVANCE MANAGEMENT SYSTEM

Digital Grievance SaaS Platform with various anonymous local language reporting channels (Hotline with trained grievance handlers, Mobile App, Toll Free Whatsapp, SMS) and Multiple Supplier-wise dashboards for Brands for Real-time Monitoring

03

WORKER SURVEYS & ASSESSMENTS

- Insightful Digital, Telephonic, Onsite and Off-site worker surveys and interviews for to get 360 feedback of workers for effective monitoring and remediation.
- Factory Assessments based on risk scoping as per Code of Labour Practices (CoLP), Local applicable laws, factory's management systems and the worker-management communication

04

INVESTIGATION & REMEDIATION HANDLING

- Investigation Handling: With our on-ground support, we assist stakeholders as an impartial investigator to determine the admissibility of complaints, fact-finding aiming to uncover the root causes of the grievance.
- Remediation Handling: Collaborate with the complainant to develop a corrective action plan including local legal support to ensure that the remediation process complies with applicable laws and regulations. This includes verification of the implementation of corrective measures, and maintain ongoing engagement with the complainant to review the outcomes.



**ONE WINDOW
INDEPENDENT DIGITAL
HUMAN RIGHTS DUE
DILIGENCE, GRIEVANCE
MANAGEMENT &
WORKER SURVEY
SAAS PLATFORM**



OUR SERVICES



MOBILE APPLICATION



**PERSONALIZED MONTHLY
EMPLOYEE SURVEY REPORTS**



**INVESTIGATION / REMEDIATION
HANDLING SUPPORT**



**HOTLINE WITH TRAINED
GRIEVANCE HANDLERS
(FEMALES)**



ONSITE TRAININGS



**MULTIPLE COMPLAINTS
REGISTRATION CHANNELS**



**MULTIPLE DASHBOARDS FOR
FACTORY MANAGEMENT AND
BRANDS**



**WORKER COUNSELLING &
HELPDESK**



**360 DEGREE WORKER
SURVEY & FEEDBACK SYSTEM**

ONE WINDOW HUMAN RIGHTS DUE DILIGENCE SOLUTION



BRANDS



FACTORIES



WORKERS

6 GRIEVANCE REPORTING CHANNELS



Mobile App



Toll Free Call



Call/SMS



Whatsapp



Email



Online Form

- ANONYMOUS FOR STAKEHOLDERS
- MULTIPLE LANGUAGES (URDU/PUNJABI/ENGLISH)
- OPERATED BY TRAINED PHYSIOLOGISTS & GRIEVANCE HANDLERS
- EASY TO USE & ACCESSIBLE FOR NON-DIGITAL AND DIGITAL USERS
- 100% RESPONSE ON EACH INTERACTION
- 24/7 ACCESSIBILITY VIA DIGITAL CHANNELS
- HOTLINE TIME: 9 AM- 2:30 AM



FOS Grievance Indicators

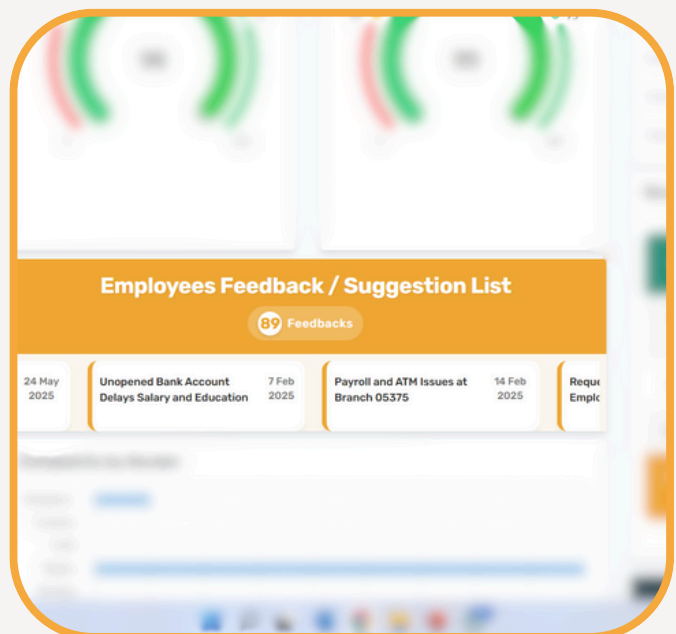


- Workplace Health, Safety and Environment
- Freedom of Association
- Child Labour
- Wages & Benefits
- Working Hours
- Forced Labour
- Discrimination
- Unfair Employment
- Ethical Business
- Harassment

These Indicators/Categories collectively cover a wide range of potential issues and challenges that can arise within factories and supply chains, aiming to ensure compliance with **HRDD- Human Rights Due Diligence laws**

Worker Feedback- Suggestions Module

We have integrated a dedicated **Worker Feedback and Suggestion module** that enables employees to proactively share ideas, insights, and improvement suggestions. This module promotes a culture of inclusivity and continuous improvement by valuing worker input beyond complaints. It not only empowers employees to participate in shaping their work environment but also helps management identify opportunities for operational efficiency, workplace well-being, and innovation. The real-time collection and analysis of feedback ensure that actionable ideas are surfaced and recognized, contributing to a more engaged, motivated, and productive workforce.

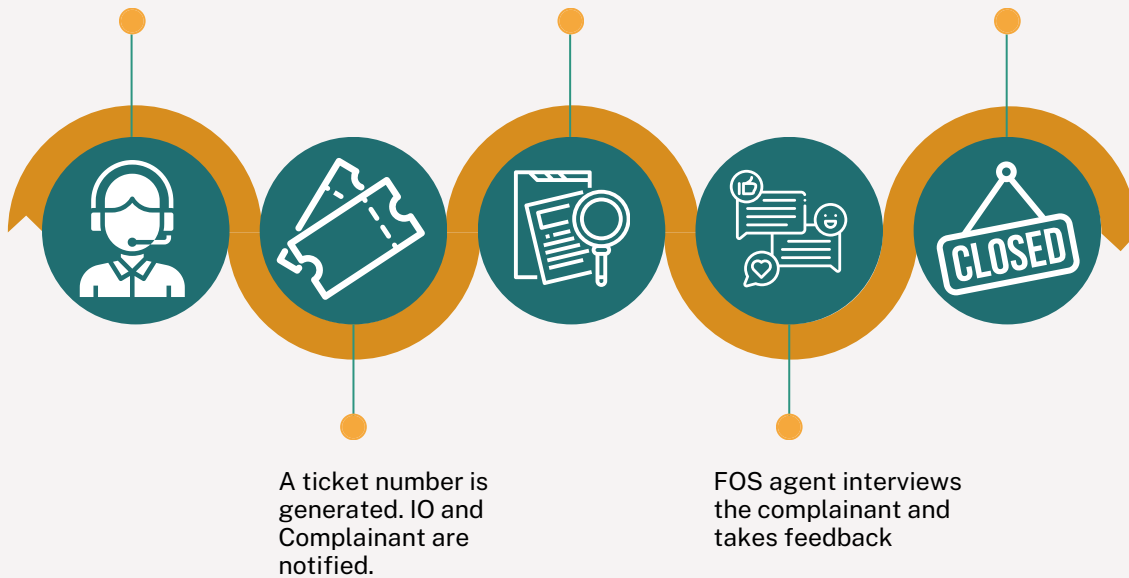


Digital Complaint Mechanism Workflow

FOS agent receives the complaint via (Mobile App, Toll free call, SMS, WhatsApp, Email or online Form) And, fills the complaint form

IO enters RCA and CAPA within specified deadline, ensured by systemic follow ups

Complaint is closed or it is bounced back and IO will re-enter RCA and CAPA



KEY FEATURES OF FOS GRIEVANCE HANDLING MECHANISM

- **FOS TEAM INDEPENDENTLY VERIFIES AND VALIDATES EACH STEP FOR IMPARTIALITY AND TRANSPARENCY OF THE PROCESS**
- **WORKER TRUST AND PSYCHOLOGICAL SAFETY ENSURED THROUGHOUT**
- **COMPLAINT IS ONLY CLOSED BY FOS TEAM AFTER WORKER INTERVIEW AND VALIDATION OF REMEDIATION**
- **FACTORY IO-INVESTIGATION TEAM IS SUPPORTED FOR EFFECTIVE GRIEVANCE HANDLING AND REMEDIATION**

Complaint Timeline

Complaint Timeline

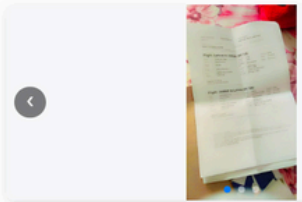
DP270506-1014560

Download Data
Share Timeline

Complaint Details

TICKET NUMBER	CATEGORY	STATUS	DATE	COMPANY
DP270506-1014560	Workplace Discipline	COMPLETED	Tue, 27 May 2025 05:48 PM	GR [redacted]
OFFICE				
GR				

Wed, 28 May 2025 06:06 PM



In Process

Meqboola Arshad | Cleaner | Workplace Discipline

Additional Comments:
I was worked as a cleaner

RCA - Root Cause Analysis

[Redacted]

Capa Deadline: Wed, 28 May 2025 10:10 PM

Wed, 28 May 2025 10:09 PM

CAPA - Corrective & Preventive Actions

Before going on leave, [redacted] informed by [redacted]

Wed, 28 May 2025 10:09 PM

SUBMITTED

Wed, 28 May 2025 10:09 PM

COMPLETED

Fri, 30 May 2025 04:59 PM

The Complainant Was Satisfied

Feedback:

The FOS Team attempted to contact the complainant multiple times, but the complainant never responded. A detailed action plan explaining the response to the complaint has been sent to the complainant.

Picture/Video/Document Attachment option for workers

Each complaint is formally digital received by the Factory appointed IO- Investigation Officer

Factory IO adds RCA for each reported grievance.

Each Step is time tracked with auto reminders and digital escalation in the hierarchy

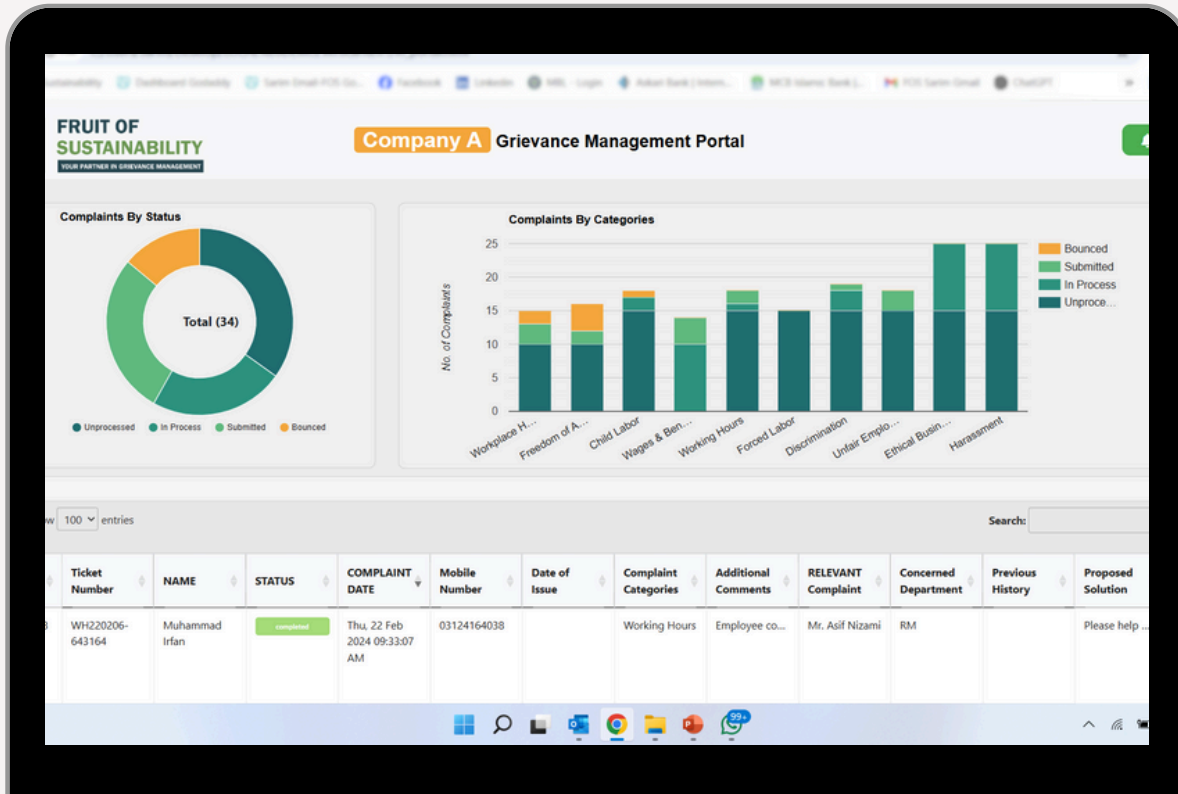
Worker can check complaint status using FOS App or by Call

Factory submits a CAP for each complaint.

FOS Team interviews the workers on remediation and then complaint is closed or bounced with the feedback of the worker.

4

Investigation Officers Portal



Key Metrics:

- Real time Insights and Notification via SMS and Mobile App on each incoming complaint.
- Digital Case Management
- Category wise and status wise grievances
- Multiple Category wise and population wise segregated portals.
- Quick and easy complaint tracking and investigation
- One look Summary of all complaints

Complaints Detail Download Data

XX170590-10XXXX Workplace Health, Safety and Environment Completed

17 May 2025

Complaint Summary

Recurring insect contamination in Thursday's beef meals has been reported multiple times. An investigation was initiated and appropriate investigations and remedial actions are required.

RCA/CAPA Summary

Single fly in coffee, coffee to coffee ground/beans. Staff food are coffee grounds and coffee beans.

XX120574-10XXXX Workplace Discipline Completed

12 May 2025

Complaint Summary

Disciplinary notification of breach provided HR to begin replacement starting on May 16, 2025.

RCA/CAPA Summary

Complaint filing within 7 days to resolve disciplinary procedure. Address staff proper team management to ensure timely action and prevent disruptions.

- AI Generated Complaint Summaries
- Real Time Digital Case Management
- Downloadable Data for Advance Analysis

Multilayered Dashboards for All Stake Holders

Key Metrics:

- Employee Happiness & Safety Scores
- Complaint Bounce Rates & Unclosed Cases
- Categorical Breakdown of Complaints
- Date-wise Complaints
- Gender based Complaints break-up
- IO(s) performance comparison chart

Real-time Insights:

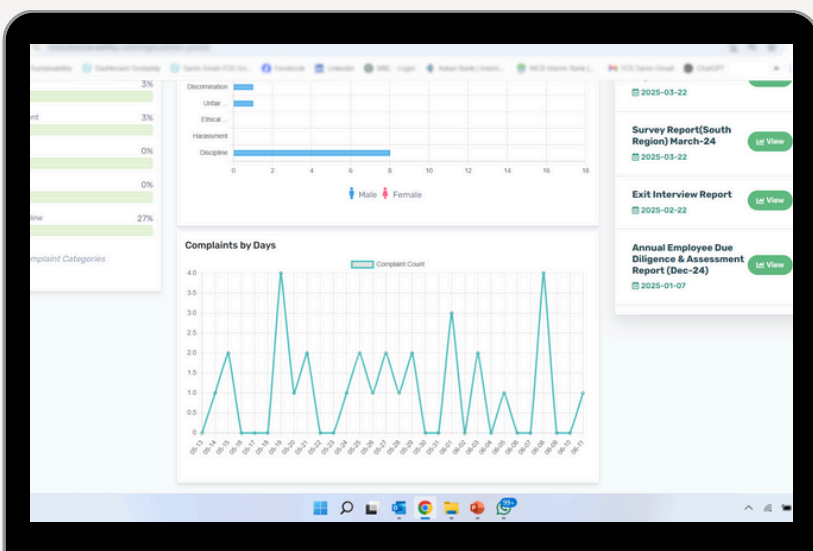
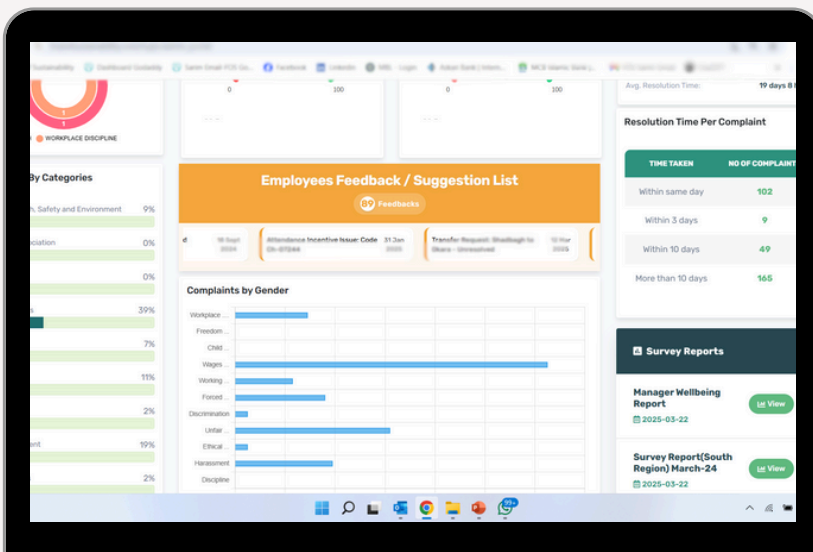
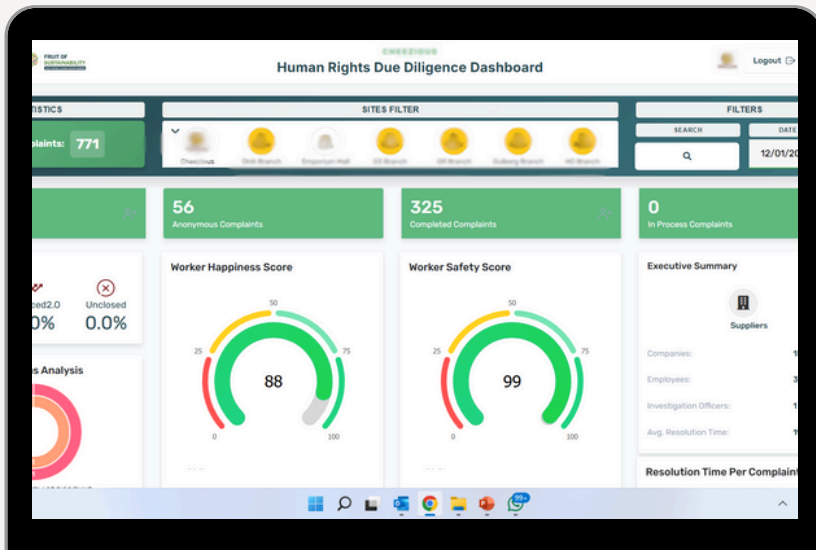
- The dashboard offers real-time access to critical metrics, facilitating timely decision-making for stakeholders in global supply chains.

Seamless Transition:

- Users can seamlessly transition from a holistic view of the entire supply chain to detailed insights about individual factories and Investigation Officers (IOs).

Clickable Stats, Graphs & Metrics:

- Every statistic, graph, and metric in the dashboard is interactive and clickable. Users can click on data points to reveal pop-up windows containing detailed lists of complaints, facilitating deeper analysis.



Worker Surveys

Our 360° Approach

1. Channels: How We Interact

Addressing workplace harassment demands a thorough, multi-faceted evaluation that goes beyond surface-level observations. Our Team has crafted a **unique, multi-method approach** to assess and understand this complex issue—combining 3 survey methods for a triangulated approach:



Phone Call Survey

To encourage open, in-depth conversations where employees can freely share their experiences at their convenient time.



Digital In-App Survey

To Capture management insights by gathering structured feedback from management seamlessly within their workflow.



Onsite One to One Interviews

To observe workplace dynamics firsthand and evaluate the real-world environment and interactions.



2. Methodology: How we Implement



Employee Demographic Data Acquisition & Sample Selection

We begin by receiving employee demographic data (e.g., Name, location, department, designation) from the client. Using stratified random sampling, we select a representative cohort proportionate to departmental and geographic populations, ensuring statistically significant participation across all workforce segments.



Questionnaire Design & Validation

A dual-format (quantitative-qualitative) questionnaire is developed, incorporating:

- **Closed-ended questions** (Likert scales, multiple-choice) for measurable metrics.
- **Open-ended probes** to capture nuanced experiences.



Participant Outreach and Interview scheduling

Selected participants receive advance notifications detailing:

- Survey objectives and confidentiality protocols.
- Scheduled time slots for telephonic interviews (with opt-out flexibility).
- Secure access links for digital/management surveys.



Multichannel Data Collection

Phase 1: Onsite Workplace Assessment

- Direct observational audits and informal interactions to evaluate environmental dynamics.
- Management tier: In-app digital surveys (time-efficient, structured responses).

Phase 2: Telephonic Surveys

- Employee tier: Confidential 1:1 telephonic interviews (15–25 mins) conducted by trained moderators.



Data Aggregation, Insight Synthesis & Reporting

- Raw data is cleaned, anonymized, and coded for thematic analysis.
- Advanced analytics are applied including Prevalence trends (quantitative), Sentiment clusters (NLP-driven qualitative analysis) and Discrepancies between managerial perceptions and ground realities.
- Reporting identifies Key findings and risk hotspots, Policy adjustments, training needs, and intervention frameworks.

Worker Surveys

3. Survey Integrity and Quality Assurance



Accuracy at Every Step

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



Psychologist-led Interviews

Our interviewers aren't just researchers—they're clinical psychologists trained in empathic engagement.

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



Clarity & Cultural Nuance

Interviewers use clear, neutral language, and responses are recorded in detail using a digital form. They are trained in active listening and calming techniques to effectively address concerns and manage emotional triggers during interviews.



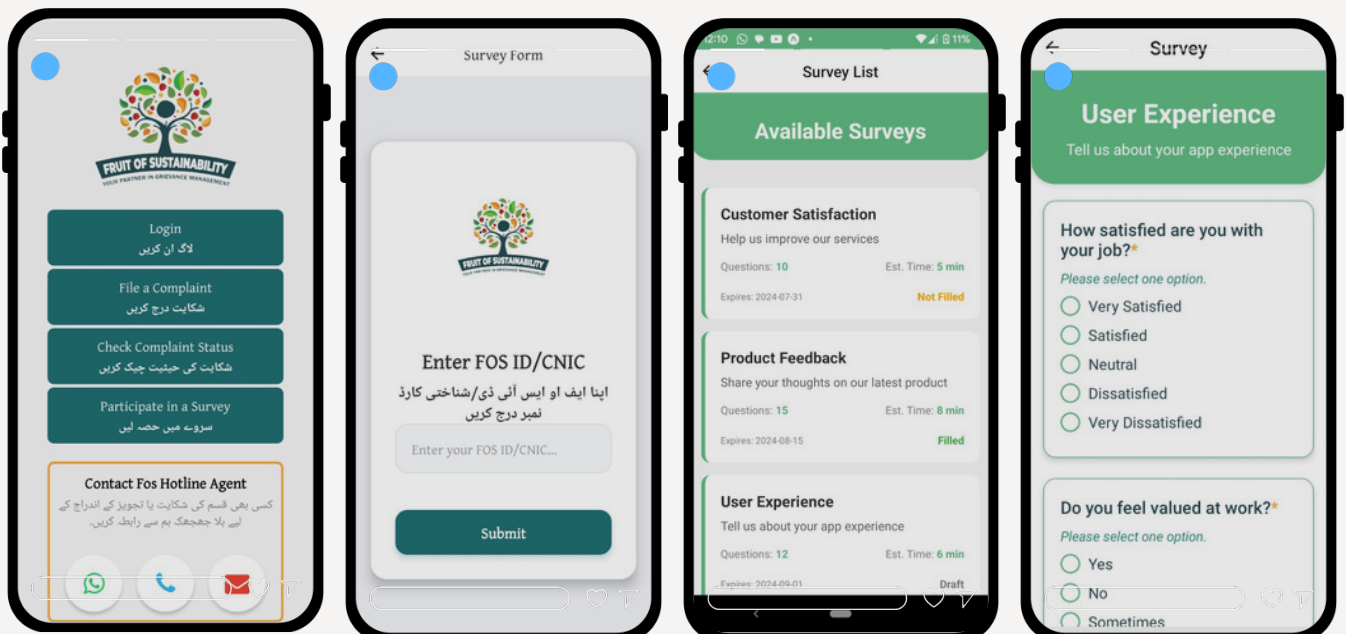
Anonymity & Psychological Safety

We go beyond "confidentiality" to foster true safety:

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

A snapshot of FOS Digital Survey Module

FOS custom-built technology ensures end-to-end data security and compliance while seamlessly scaling across diverse sites and operational environments.



Onsite Trainings & Capacity Development

- Training of Worker Committees, Investigation Officers, Top Management, HR/Compliance teams.
- Harassment Prevention & Mitigation
- Wages & Benefits
- Diversity & Inclusion
- Employee Wellbeing
- Occupational Health Safety
- Grievance Management
- EUCSDDD, Due Diligence Laws
- Social Compliance
- Buyer/Brand Code of Conducts

