



Human Rights Due Diligence Services

Onsite Factory Assessments and Audits

Training & Capacity Development

Digital Grievance Management Systems / Worker Surveys

Investigation Handling / Remediation Handling



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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 **Risk based approach** of HRDD, we enable stake-holders and rights-holders to practically reap actionable results through various one-window on-ground services offerings including **Research/Consultation, 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, EUFLR, 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 **Onsite Factory Assessments, Investigation Handling/ Remediation Handling & Reporting Services** to Brands and Multi-stake holder Platforms like **Fairwear, Amfori, Fairtrade, VFI German Importers Association** 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-Harrassment Committee, Gender Unit, Ministry of Planning, Government of Pakistan. We are recognised both by the EFP-Employers Federation of Pakistan and the PWF-Pakistan Workers Federation.





One Window HRDD Services

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

Fairwear aligned & handed-over 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.

- Module 1 (Labour Rights & Grievance Mechanisms)
- Module 2 (Social Dialogue)

All training content will be delivered in Urdu and adapted to local context and factory-specific realities along with urdu videos.



02

DIGITAL GRIEVANCE MANAGEMENT & WORKER SURVEYS

- 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
- Insightful Digital, Telephonic, Onsite and Off-site worker surveys and interviews for to get 360 feedback of workers for effective monitoring and remediation.



03

ONSITE ASSESSMENTS & AUDITS

- Full or Modular Assessments based on risk scoping as per Code of Labour Practices (CoLP), Local applicable laws, factory's management systems and the worker-management communication.
- As per ILO Conventions, UN's Declaration on Human Rights, UNGPs, OECD Guidelines, EUFLR, Local applicable Pakistan Labour Law and as guided by Fair Wear Code of Labour Practices (CoLP) which includes but not limited to : Employment is freely chosen, Freedom of association and the right to collective bargaining, There is no discrimination in employment, No exploitation of child labour, Payment of living wage, Reasonable hours of work, Safe and healthy working conditions, and Legally binding employment relationship.
- Validation (including follow-up on CAP/Remediation)
- Post Audit Personalised Training

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.





Worker Rights Training

Background of the Training program

As part of its updated Human Rights Due Diligence (HRDD) framework, Fair Wear Foundation (FWF) has introduced a two-part onboarding training program for supplier factories. This Scope of Work outlines the delivery of both modules. Module 1 (Labour Rights & Grievance Mechanisms) and Module 2 (Social Dialogue). All training content will be delivered in Urdu and adapted to local context and factory-specific realities.



Module 1 Labour Rights & Grievance Mechanisms

An engaging introduction to workers' rights and how to raise concerns through safe, trusted grievance channels



Module 2 Social Dialogue

Building mutual understanding and respectful communication between workers and management through social dialogue

Objectives & Description of Training Modules

Module 1 - Introduction to Labour Rights & Grievance Mechanisms

Target Groups: Factory Workers & Management (separate sessions)

Objectives:

- To introduce the 8 Fair Wear labour standards and related national legislation.
- To raise awareness on workers' rights and responsibilities.
- To explain the difference between internal and external grievance mechanisms.
- To build understanding of the Fair Wear complaints helpline and how it works.
- To create an open learning space for workers and managers to understand rights-based practices.

Training Format:

Worker Session (up to 50 workers from various departments, age groups, and genders).

Management Session (up to 25 individuals including line supervisors, HR, and senior management).

Moderated screening of localized video stories (designed in urdu for FWF Members) followed by guided discussions, Q&A, and legal references.





Objectives & Description of Training Modules

Module 2 – Introduction to Social Dialogue

Target Groups: Factory Workers & Management + Joint Session

Objectives:

- To introduce the concept and benefits of social dialogue (SD).
- To clarify the roles, rights, and responsibilities of worker representatives and management in promoting SD.
- To encourage mutual respect and communication channels that prevent and resolve disputes.
- To strengthen awareness of internal grievance mechanisms and their link to effective SD structures.
- To provide a foundation for developing or improving dialogue platforms inside the factory.

Training Format:

Worker Session (up to 25 workers including all elected representatives).

Management Session (up to 25 management personnel).

Joint Session (up to 50 participants from both groups) designed to visualize cooperation, without direct issue resolution.

Highly interactive and participatory workshop format using group activities, discussions, and case simulations.

Training Methodology

- Participatory and non-lecture format: guided video screening (Module 1), group discussions, case studies, brainstorming exercises (Module 2).
- Use of localized videos and culturally adapted facilitation techniques.
- Separate trainers for worker and management sessions to maintain neutrality and effectiveness.
- Sessions will be held onsite at the factory (ideally in well-equipped, neutral training spaces for both groups).

Evaluation & Reporting

- Post-training evaluation surveys will be distributed to workers and managers (oral or visual methods will be used for low-literacy participants).
- A detailed training report will be submitted, including:
 - Participant feedback summary
 - Trainer observations and recommendations
 - Documentation of pre- and post-training meetings
 - Attendance data and session-wise photographs

Trainers & Training Venue

- Trainers: 3 Trainers (1 male, 2 female) experienced in labour rights and social dialogue facilitation.
- Support Staff: 1 Field Coordinator for logistics and evaluation support.
- Language: Entire training will be conducted in Urdu, with consideration of local dialect.
- Venue: The factory will be requested to provide a neutral training space with basic amenities for both worker and management sessions.

Pre-Training Coordination

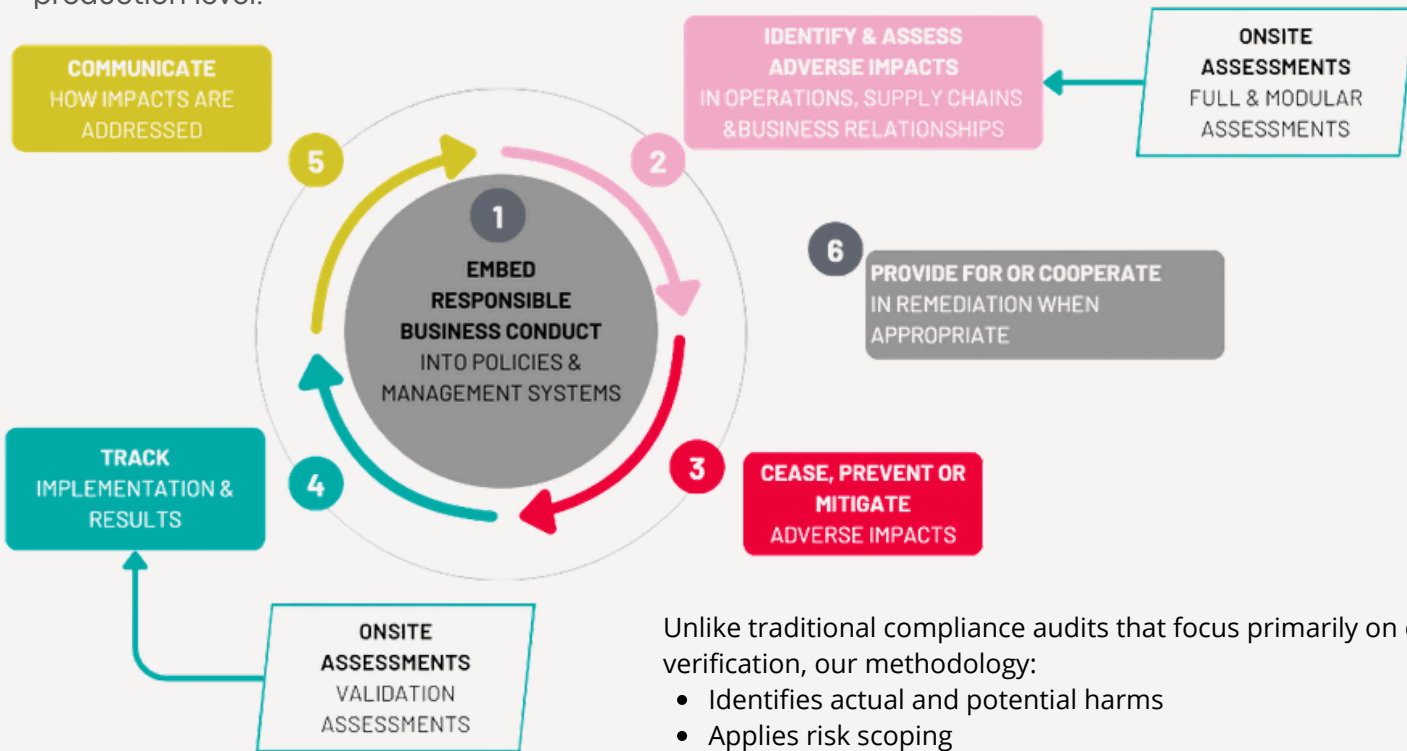
- Conduct joint planning call with brand and factory management to confirm participation and readiness.
- Collect participant lists from factory management in advance.
- Review factory audit reports or complaints (if available) to tailor content emphasis.
- Translate and localize all training materials, videos, and slides into Urdu.
- Prepare and print/distribute training kits including:
 - Worker information cards
 - Handouts of presentation slides
 - Summarized national legislation references on labour rights and social dialogue



HRDD Onsite Assessments & Audits

Our Methodology: A Risk-Based Approach to Human Rights Due Diligence

We support Fair Wear members through risk-based onsite assessments aligned with OECD Due Diligence Guidance, OECD MNE Guidelines, UNGPs, ILO Core Conventions, EU CSDDD, CSRD and EUFLR. Our approach evaluates factory-level risks across all eight Fair Wear Code of Labour Practices using structured root cause analysis and triangulated evidence review. These assessments go beyond compliance checks to identify actual and potential harms within a comprehensive human rights framework. The objective is to prioritise risks, support remediation and strengthen implementation of Human Rights Due Diligence at production level.



Source: [Fair Wear Onsite Assessment Suite](#)

Unlike traditional compliance audits that focus primarily on checklist verification, our methodology:

- Identifies actual and potential harms
- Applies risk scoping
- Focuses on root causes
- Uses worker-centred engagement
- Supports ongoing monitoring and validation

Assessments form part of the broader HRDD cycle, They provide structured insight into labour risks at production level and enable prioritisation of meaningful remediation. particularly:

- Identify and assess risks and impacts
- Track effectiveness of actions taken

Although onsite assessments directly contribute to Step 2 (Identify and Assess) and Step 4 (Track Implementation and Results), their impact extends across the full HRDD cycle. They also strengthen Step 3 (Cease, Prevent or Mitigate Adverse Impacts), support Step 5 (Communicate How Impacts Are Addressed) and inform Step 6 (Provide for or Cooperate in Remediation). Through structured evaluation of actual and potential adverse impacts, these assessments enable brands to take informed, proactive action. Validation assessments further provide evidence-based insights into whether corrective measures are effectively implemented and delivering the intended outcomes, supporting transparent and accountable reporting

Including but not limited to, full onsite assessments examine risks across all eight labour standards under the Fair Wear Code of Labour Practices:

1. Employment is freely chosen
2. No discrimination in employment
3. No exploitation of child labour
4. Freedom of association and the right to collective bargaining
5. Payment of a living wage
6. Reasonable hours of work
7. Safe and healthy working conditions
8. A legally binding employment relationship

How the Risk-Based Methodology Works in Assessments?

Our Onsite assessments gather and triangulate information through:

- Interviews with factory management
- Confidential interviews with workers and worker representatives
- Review of employment, wage, hour and policy documentation
- Visual workplace inspections, particularly related to occupational health and safety
- Consideration of country context and stakeholder insights

The approach engages workers as rights holders, ensuring confidentiality and safe participation throughout the assessment process. Findings are examined through structured root cause analysis to identify systemic drivers of risks and harms rather than focusing only on surface non compliance. While assessments represent a defined point in time, they are designed to support continuous improvement through ongoing monitoring, remediation and validation of corrective actions.

Types of Onsite Assessments

1. General HRDD Full Onsite Assessments

Comprehensive evaluations covering all eight labour standards.

Used to identify actual and potential harms across the full spectrum of labour risks at production level.

2. Modular Onsite Assessments

Focused assessments addressing specific labour standards or thematic risks, including but not limited to:

- Wages and working hours
- Social dialogue
- Occupational health and safety
- Employment relationships
- Violence, harassment and discrimination

3. Validation Assessments / Follow up on CAP-Remediation

- Assess the effectiveness of corrective actions taken.
- Confirm whether previously identified risks or harms have been adequately addressed.
- Support tracking and monitoring within the HRDD process.

3. Investigation Handelling

- 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.

4. Remediation Handelling

- 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.



Our Team



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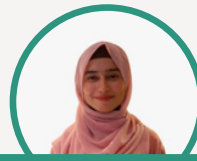
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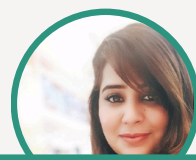
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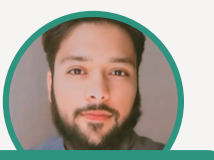
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