

WELFARE PACKAGE FOR EMPLOYEES

1. **General**. Employee welfare and satisfaction is a high value consideration for the management of SMS. SMS takes pride in being a company where guard is at the heart of all plans. By adopting policies which result in employee satisfaction, SMS achieves loyalty, thereby reducing turnover and having more experienced and competent guarding force.
2. **Purpose**. The purpose of this procedure is to ensure that each employee is satisfied and is acknowledged in his or her job since staff welfare and satisfactory results are closely connected to a caring / supportive environment. It enables the employees to develop their full potential.
3. **Scope**. This operating procedure is applicable to all employees of SMS with focus on the security staff i.e. guards. It covers the benefits both for the serving employees as well as the deceased employees.
4. **Risk Areas:-**
 - a. Lack of trust of employees
 - b. Preoccupied concentration on job security
 - c. Unhealthy life style
 - d. No sense of “ownership” of employees
 - e. Employee turnover and increased training costs
4. **Stakeholders**
 - a. Internal - All employees
 - b. External - Families of Deceased Employees
5. **Purpose**. The aim of this OP is lay down the ‘welfare package’ for the employees. The package is divided in two parts:-
 - a. **Part 1 - Serving employees**
 - b. **Part 11 - Deceased employees**
6. **Part 1 – Details Serving Employees**. The welfare package comprises following:-
 - a. Highest salaries in the market coupled with ‘Best in-house training’ package to assure continual improvement of transferable skills. Top management monitors the security services market to assure this competitive advantage.

- b. Health insurance coverage (ELENACARE) for all employees including spouse and children for inpatient treatment in all leading Hospitals of the country
 - c. 24/7 clinical medical treatment through company employed - qualified doctors and nursing staff along with provision of free medicines at medical centres set up within the company.
 - d. Life Insurance coverage for all employees ranging between PKR 0.2 million to PKR 0.5 million, based upon the client and the security environment.
 - e. Provident Fund for all employees.
 - f. EOBI and Social Security coverage.
 - g. Free accommodation in all major towns and cities.
 - h. Quality meals on subsidised rates.
 - i. Free 'pick and drop' from company accommodation to a central drop off point or place of duty.
 - j. Paid, annual, casual, medical leave to all employees and maternity leave to all female employees.
 - k. Incentives for identifying risks and potential problems in bi- monthly "Town Hall" Meetings for direct sharing of thought process with top management and Chairman including award of Certificate of Appreciation to exceptionally high performers.
 - l. Holding "Guard of the Month" Ceremony along with cash reward, including award of "Certificate of Appreciation"
 - m. Merit-based promotion and annual increments
 - n. Sponsorship scheme for education of deserving students (Girls & boys) in Jajja Cadet College (*'boarding facility'*)
 - o. Scholarship scheme for children (*'day scholars'*) of employees
7. **Part 11 – Welfare Deceased Employees**
- a. Payment of burial expenses by the Company up to Rs 10,000/-.
 - b. Death compensation grant through 'life insurance'
 - c. Offer of employment to eldest son or daughter if willing to serve.
 - d. Special compensation for employees who lay down their lives in the line of duty is as follows:-
 - (1) Rs 300,000 for the family of deceased
 - (2) Above is in addition to Rs 200,000 under Life Insurance Scheme.

- (3) The widow will be given full salary as pension for two years by SMS.
- (4) The widow will be given half salary duly indexed as pension for life time till eldest child becomes 18 years by SMS.