

# People

Strategy / Outsourcing / HR Management

Introductory Presentation

# THE FIRM

## AIM & METHODOLOGY :

- The principal aim of PEOPLE is to act as a facilitator in developing and offering innovative business solutions for capital formation, organizational development and management for value creation, by bringing together the most suitably experienced professionals to provide specialist support to clients.
- PEOPLE aims at acting as a catalyst of the suggested change process and facilitating the business managers to freely carry out the initiatives undertaken to revive the organization.

# THE FIRM

## HISTORY & BACKGROUND

- Established July 01, 2001 in Karachi, operating initially under the name of Equity, Exchange & Trust.
- Founder Gohar S. Butt.
- Initial consulting work in Non Conventional Structured Finance and HR Management.
- Established Outsourcing Arm in 2002 – Shahab Sharif joined as Partner for Professional Employer Services.
- Opened office in Lahore – 2003.
- Established Executive Search as a formal division in 2005 – Enterprise Development Support Syndicate.
- Established physical verification department in June 2005.
- In 2007, Professional Employer Services was converted into Professional Employers Private Limited (PEOPLE™)
- In 2008, all consulting verification and executive search divisions of EET were transferred to PEOPLE™. EET now operates as a holding company for PEOPLE™ and other group interests.
- PEOPLE™ is currently a leading HR & Outsourcing Services Provider to the Banking Sector in Pakistan with clients across other industries.

# OUR STORY

## Mission:

People's mission is to build value based relationships by providing reliable solutions for Human Resources and Process Outsourcing.

## Core Values:

- Multiple solutions for every challenge
- Conventional wisdom & relentless research for better ways to manage
- Our success lies in the success of our clients

## Social Profile:

We work for the success of our clients, our community, and our partners. Each of our actions are evaluated for social impacts along side commercial priorities. We work for a win-win solution for all and not for one at the price of another.

# MANAGEMENT TEAM



Gohar S Butt

- Masters in Business Administration – University of Karachi – Pakistan
- Post Graduate Diploma in Systems Analysis
- B. Sc Mathematics – University of Punjab – Pakistan
- Previous Assignments:
  - Managing Director First Grindlays Modaraba
  - Head of Human Resources ANZ Grindlays Bank
  - Head Strategic Planning ANZ Grindlays Bank



Shahab Sharif

- M. S Economics – University of Karachi – Pakistan
- LLB (law Degree) – University of Karachi – Pakistan
- Previous Assignments
  - VP Outsourcing HRS
  - Manager Emp. Rel. ANZ Grindlays Bank
  - Manager HR Phillips Electrical Industries Pakistan

# MANAGEMENT TEAM



Shiraz Ahmed

- As a headhunter, Mr. Ahmed has over 10 years of professional experience gained in the UK by working for international executive search firms.
- Mr. Ahmed has been involved in senior level executive search focusing on financial and management consulting sectors both in the UK and Europe.
- In 2007, Mr. Ahmed joined People™ to head its manpower outsourcing business while managing both its executive search teams in Karachi and Lahore.



Mukhtar Nazir

- Mr. Nazir is heading the Information Systems and Service Delivery department at People™.
- Bachelors degree in MIS, Marketing & Management from reputed foreign schools.
- Over 13 years of experience in Marketing, Management, Outsourcing and Information Systems while working in Malaysian, American, Canadian and Pakistani markets.

# MANAGEMENT TEAM



Sumble Butt

- MSc Economics & Management from Lahore School of Economics
- Ms. Butt has wide ranging experience in Human Resources and Project Management in varied environments.
- Extensive background in Talent Selection, Talent Management, Organizational Development, Trainings, Rewards & Retention and Research.
- Previous Assignments
  - HR Manager, Warid Telecom
  - Head of Functional Solutions, Mercer Human Resource Consulting



Faisal Ashraf

- Associate Chartered Accountant, 2005
- B.Sc. Civil from University of Engineering & Technology, Lahore in 2001.
- Mr. Ashraf has worked in the fields of Audit & Compliance, Finance and various consulting assignments.
- Strong background in project development, arranging finances and setting up the accounts and finance function for different organizations.

# MANAGEMENT TEAM



Dr. Javed Khan

- Dr. Khan has earned dual degrees in the fields of Medicine and Management.
- Dr. Khan's key competencies include training and driving business processes through effectively strategizing human resources.
- The industries he has worked with include Medical, Textiles, Chemicals, Engineering, Banking, Media and Consulting.



Ehsan Mohsin

- Unit Head Compliance & Audit
- Previously worked with he joined Pakistan Tobacco Company (PTC) as Payroll Incharge in the HR department.
- Mr. Mohsen also has worked in PTC Karachi's marketing department.

# Areas Of Activity

## HR Strategy & OD

- HR Policy Manuals
- Job Description Documents
- Job Evaluations
- Performance Management Systems
- Market Surveys

## Employee Outsourcing

- Peons, Tea Boys, Couriers, Drivers
- Consumer Banking & FMCG Sales Staff
- Call Center Staff
- Customer Services & Processing Staff
- Supervisory Executive Staff

## Business Process Outsourcing

- Physical Verifications of Consumer loans
- Applicant Residence & Office
- Reference Residence & Office

## Payroll Management

- PEOPLE™ Payroll Basic
- PEOPLE™ Payroll Gold
- PEOPLE™ Payroll Platinum

## Executive Search Services

- HR Audits
- Executive Search / Head Hunting
- Testing & Evaluation

## Training & Development

- Training Need Analysis
- Skill Based Training
- Soft Skills Training

# THE BUSINESS

## AREAS OF ACTIVITY

### I. **HR Strategy & Organizational Development**

PEOPLE provides a comprehensive solution for issues pertaining to human resource and organizational design and strategies.

- Development of an appropriate organizational model
- Job description documents
- Job evaluation assessments and assigning symbolic pay grades
- Salary ranges and bench marking remuneration
- Performance management systems
- Defining requisites and formulating policies for handling them
- Drafting and completion of employee reference manuals

# THE BUSINESS

## AREAS OF ACTIVITY

### II. Employee Outsourcing

PEOPLE's Employee Outsourcing Division acts as a Third Party Service provider that Recruits, Hires, Trains, and Outplaces a workforce as per client specifications within weeks. This workforce lands running and starts delivering as per client expectations as soon as they join. There onwards PEOPLE looks after the salary and benefits management, regulatory and statutory requirements, disciplinary and performance management matters and relieves the clients from all HR Management issues associated with their in-house staff.

Example of staff outsourced by PEOPLE are;

- Peons, Tea Boys, Couriers, Drivers
- Consumer Banking & FMCG Sales Staff
- Call Center Staff
- Customer Services & Processing Staff
- Supervisory Executive Staff

# THE BUSINESS

## AREAS OF ACTIVITY

### III. Business Process Outsourcing

Business Process Outsourcing was added to the People™ service portfolio in 2005. The objective is to source out voluminous mundane tasks from businesses that require independent evaluation, reporting or execution to an outside partner.

- Physical Verifications of Consumer Loans;
- Applicant Residence & Office;
- Reference Residence & Office;
- Bank Statements;
- Antecedent Verification - Staff;
- Previous Employment Reference;
- Educational Qualification checks;
- Valuation/Search Services;
- Registration Services.

# THE BUSINESS

## AREAS OF ACTIVITY

### IV. Payroll Management

The latest addition to the People product portfolio is PEOPLE™ Payroll Management. This product is available in three unique service packs:

- PEOPLE™ Payroll Basic
- PEOPLE™ Payroll Gold
- PEOPLE™ Payroll Platinum

We use a custom-developed world class software for all payroll outsourcing needs. This software has an in-built flexibility to cater to industry-specific, legal formalities, statutory obligations and other local market and client requirements.

# THE BUSINESS

## AREAS OF ACTIVITY

### V. **Executive Search Services**

Recruitment through various resources such as advertising, headhunting and searching through our online database containing over 15,000 resumes of candidates from various industrial background.

#### Areas of specialization

- Sales staff at all levels
- Collection and verification staff
- Customer Services & Processing Staff
- Supervisory Executive Staff
- Technology/ IT Staff
- Peons, Tea Boys, Couriers, Drivers

# THE BUSINESS

## AREAS OF ACTIVITY

### VI. Training & Development

#### STRATEGY & ORGANIZATION PERFORMANCE

- Strategy Formulation Workshops
- Defining Mission, Vision & Values
- High Performance Forums
- Management for Value Creation

#### INDIVIDUAL PERFORMANCE

- Performance Management process
- Developing Organization Structures, Job Descriptions & Evaluations
- Goal Setting & facilitating high achievement.

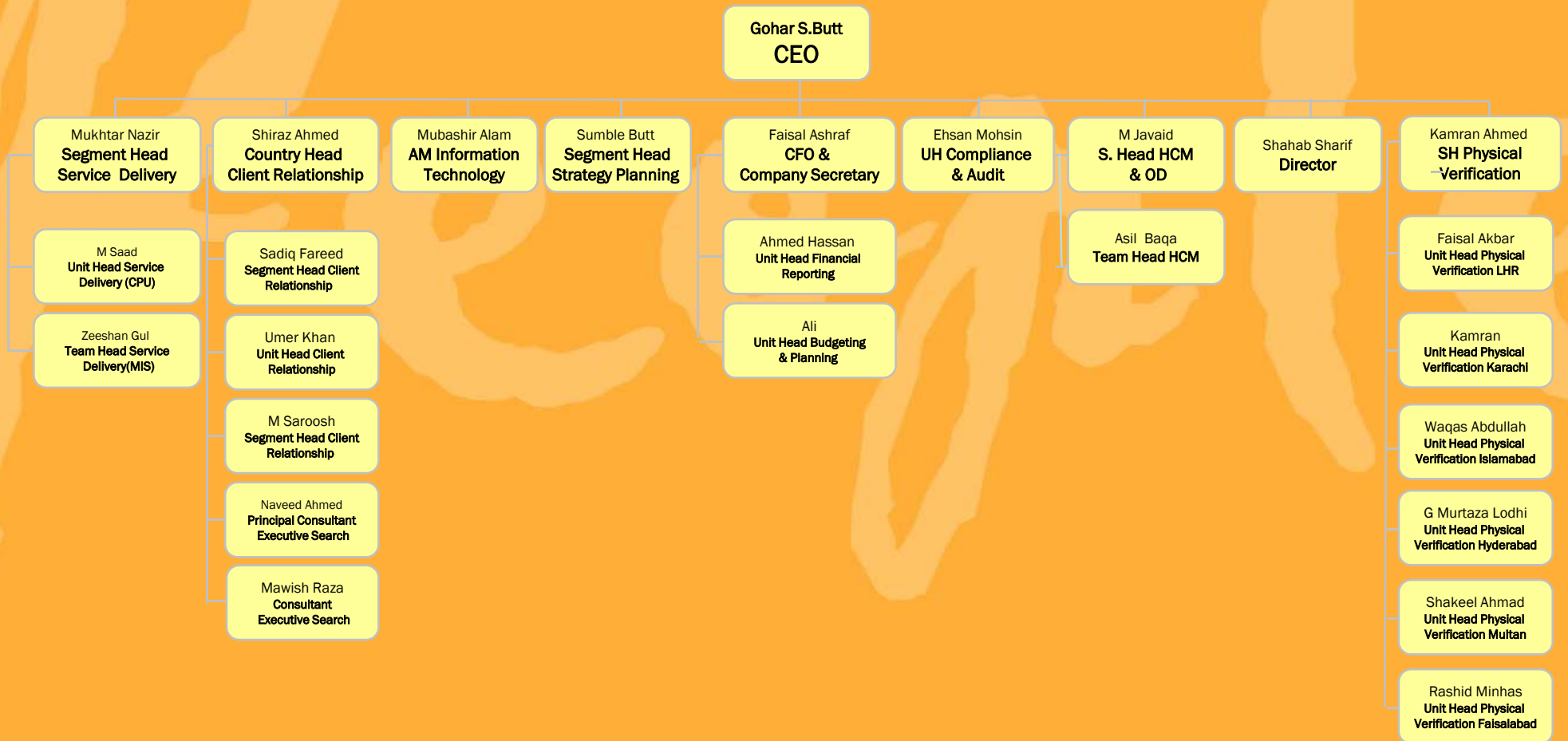
#### CORE COMPETENCY

- Call Centre Agents
- Cashiers
- Sales & Service representatives

#### BEHAVIORAL SKILLS

- Communication Skills
- Presentation & Writing Skills
- Coaching Skills
- Train the Trainer Programs
- Conflict Resolution Skills
- Team Building Sessions

# ORGANIZATION STRUCTURE



# CLIENTS

## EXECUTIVE SEARCH

- Banking/Financial Sector
- Habib Bank Ltd.
- Jahangir Siddiqui Bank
- Standard Chartered Bank, Dubai.
- UBL Funds Manager
- Retail/Cash & Carry
- MAKRO
- METRO
- FMCG
- Masafi Mineral Waters, Dubai.
- Pepsi Cola International
- Qarshi Industries
- Agriculture
- Monsanto

## EXECUTIVE SEARCH

- Automobile
- Ravi Autos
- Shipping and Forwarding
- Tak Logistics
- Information Technology
- Adam Soft.
- Education
- City Group
- Beaconhouse
- Restaurants
- Cosa Nostra

# CLIENTS

## BUSINESS PROCESS OUTSOURCING

- Faysal Bank Ltd.
- MCB Bank Ltd.
- Standard Chartered Bank.
- Bank Islami Ltd.
- Meezan Bank Ltd.
- Prime Commercial Bank (Islamic Banking).
- IGI Bank.
- KASB Bank.

## TRAINING & DEVELOPMENT

- Standard Chartered Bank.
- Union Bank Limited.
- Habib Bank Limited.
- Pepsi Cola International.
- KASB Bank Limited.
- Sui Southern Gas Pipelines Limited.
- Askari Bank Limited.
- Beacon house Informatics Limited.

# CLIENTS

## EMPLOYEE OUTSOURCING

- HBL.
- MCB Ltd.
- National Bank Ltd.
- UBL.
- AC Nielsen
- ATLAS Bank.
- Dawood Islamic Bank.
- Total Parco
- Securities and Exchange Commission of Pakistan
- Emirates Global Islamic Bank.
- JS Bank.
- Faysal Bank Ltd.
- Philips Electrical Industries.
- Saudi Pak Bank Ltd
- Habib Metropolitan Bank Limited

## OFFICE PREMISES & FACILITIES

- Offices:
  - Dubai office set up as of June 2008 with the name of PEOPLE PERFECT. The office is based in the heart of Dubai city on Sheikh Zayed Road with office area equal to 1,041 square feet.
  - Karachi Principal Office Beaumont Road(4 offices total covered area available over 20,000 sq ft)
  - Lahore Branch Office Gulberg (covered area 6,000 sq ft)
  - Islamabad, Multan, Faisalabad Branch Offices (Verifications only)
- Offices are purpose built and centrally located
- 178 Full time qualified staff
  - University graduates in business and IT
  - All computer literate with good communication skills
- Offices equipped with in-house developed systems, computers on every desk, high speed internet, email and LAN connectivity

# OFFICE PREMISES & FACILITIES

## DUBAI OFFICE



# OFFICE PREMISES & FACILITIES

## LAHORE OFFICE



R E C R U I T M E N T   .   O U T S O U R C I N G   .   H R   S E R V I C E S

# OFFICE PREMISES & FACILITIES

## KARACHI OFFICE



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Thank You.

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