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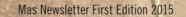
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PROSPERITY IS
ENTWINED
WITH THE
COMMITMENT
OF OUR **EMPLOYEES** 











#### Shumaila Hameed Editor Mas Newsletter editor@masgroup.org

#### Editor's Note

It's not success rather it's a story of yourself that describes your journey and optimize glory throughout the life. Have trust that each individual around us has been through a glorified path to reach their true potential. You need to respect that uniqueness and gain inspiration. And most important amongst these inspiring traits is the ability to adapt to the ever changing demands. To re-evaluate, reshape and then respond to the actions and minimize the individual differences.

So at workplace too, success is not about dominating the landscape; rather being a vibrant part of larger group of people sharing common values for a common goal and optimize growth. You just need to willingly give up your behavior and attitude which is counterproductive and holding you back to be a dynamic success partner. Remember, we all need to practice this; as it is one crucial step to reach your dream destination. So be vigilant and re-assess your behavior & reactions timely while dealing with your coworkers—and upgrade the repertoire of positive energy. Old habits are hard to break but not impossible to improve upon. You need to realize the old and disturbing patterns by being utterly honest to yourself and give it another attempt to spread positivity across. Sharing Respect is our corporate value and giving the same to others will only increase your chances of being the most likeable and trustworthy amongst all. So give it a try and the time is just right for you to excel beyond significance.

With this latest edition of MAS newsletter, our aim is to spread the value of sharing Respect through your actions, your words and your small gestures toward others. And this specific trait is the core foundation of MAS wining corporate culture with proven track of glorified and successful journey till today. I wish you all a great start of a new beginning. Please share your feedback for improvements and suggestions through the email for editor.

Happy reading to all.

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### Director's Message



### MR. HASSAN TAHIR EXECUTIVE DIRECTOR

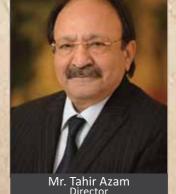
During the past decade, the law and order situation in our country was nothing short of a nightmare. There was a complete halt to new business investment, be it local or foreign (DFI). Businesses shifted to different countries due to political instability and security threats. There was an enormous flight of capital outside Pakistan and economic growth was at a stand still.

However, as the famous saying goes, "When the going gets tough the tough gets going". We as a group maintained a continuous growth in our businesses and benefited from that economic slow down. We converted our threats into opportunities and capitalized the market potential to the fullest.

This was all done solely due to our people who worked on the vision of the management and embraced the Idea of "CAN DO BEST". It was a pure team effort and hard work that paid handsome dividends in the end. Yes, there were days and months where natural calamities took their course of action, but our consistent struggle for excellence kept us going.

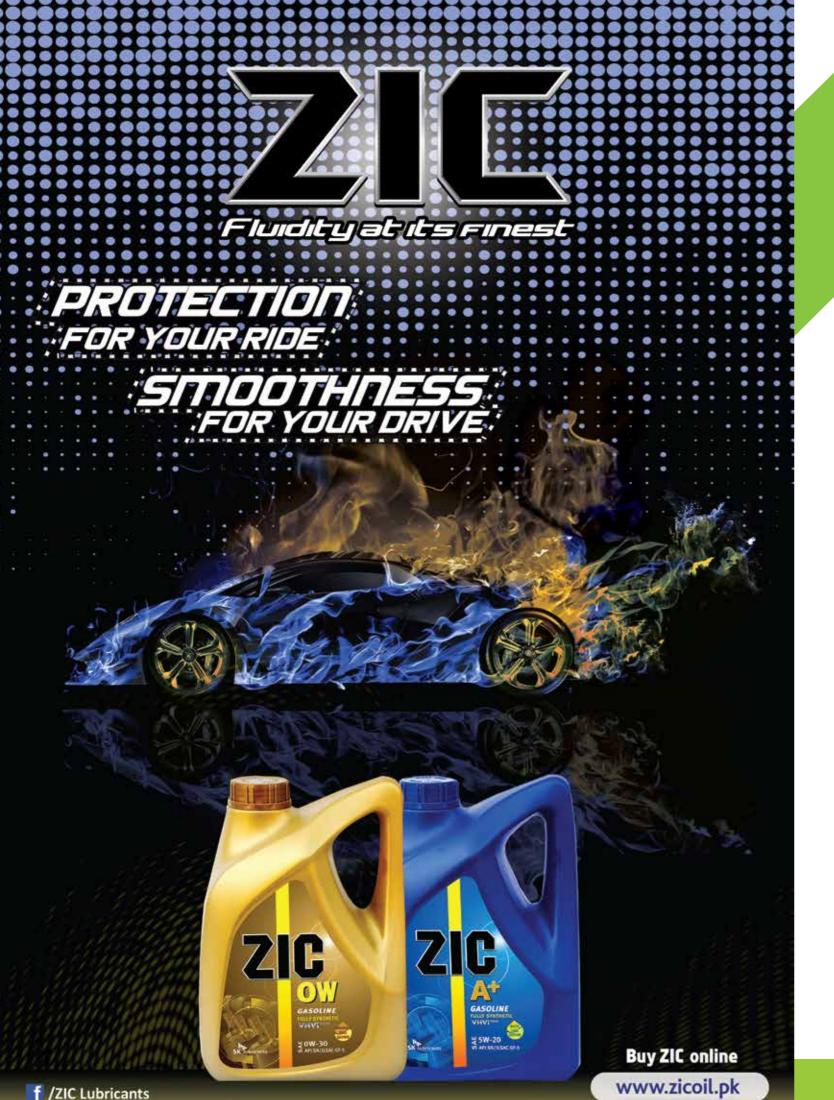
2015 brings us greater challenges in forward and backward integration as per our expansion plans. We have to further increase our efforts to achieve our goals in top and bottom lines. I believe we "CAN DO BEST" and keep on striving for brilliance.





Mr. Basit Hassan Executive Director





### UNGC CHAMPIONS 2013-2014

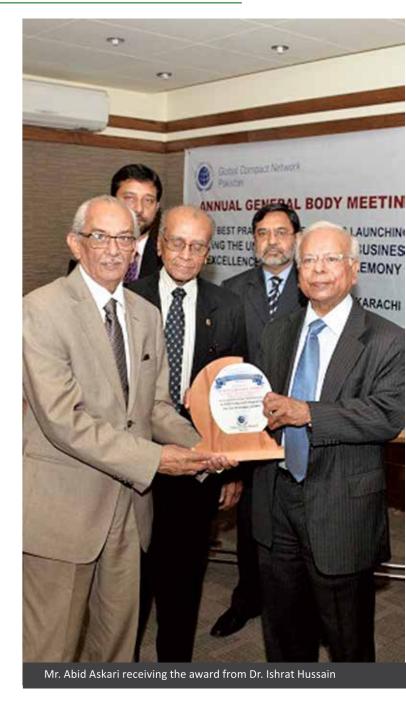
### HI-TECH LUBRICANTS LIMITED DECLARED AS UNGC CHAMPIONS FOR THE UN GLOBAL COMPACT PAKISTAN BUSINESS EXCELLENCE AWARD 2013-14

Global Compact Network Pakistan acknowledged and declared Hi-Tech Lubricants Limited as an intensively active participant in "Living the UN Global Compact Business Excellence Contest 2013-14".

THIS AUSPICIOUS CEREMONY TOOK PLACE ON 7TH JANUARY 2015 AT THE IBA CITY CAMPUS, KARACHI.

Mr. Abid Askari fondly received the trophy and the certificate for Hi-Tech Lubricants Limited from the guest of honour Dr. Ishrat Hussain, Director IBA campus Karachi and Mr. Ahsanullah Khan, President of Global Compact Network Pakistan.

DURING THE YEAR 2013 HI-TECH LUBRICANTS LIMITED JOINED HANDS WITH THE UNITED NATIONS GLOBAL COMPACT NETWORK IN PAKISTAN WITH AN AIM TO MAKE A CHANGE IN THE PAKISTANI COMMUNITY. AND THIS RECOGNITION PROVED ITS COMMITMENT TOWARDS CORPORATE SOCIAL RESPONSIBILITY AND OTHER FOUNDING PRINCIPLES OF UNGC.



### ANNUAL CONFERENCE 2015 - KL MALAYSIA

### "IT IS ONLY AS WE DEVELOP OTHERS THAT WE PERMANENTLY SUCCEED"



The energetic team of Hi-Tech Lubricants Limited took its first flight of the year 2015 in the pursuit of business growth by holding the

ANNUAL SALES AND MANAGEMENT CONFERENCE ON 26<sup>TH</sup> OF JANUARY, 2015 AT THE BEAUTIFUL SWISS GARDEN HOTEL KUALA LAMPUR-MALAYSIA.

This conference was attended by the Board of Directors and the Head of the Departments including ZIC and ZIC-M. Following the theme of "can do best", each Head of the Department presented their past achievements and future goals to ensure consistent growth for the company. Mr. Tahir Azam (Director) gave an insightful speech to motivate the Hi-Tech team leaders.





On this occasion Mr. Jegatheeswaran Manoharan, an expert and a dynamic international speaker in the area of team synergy and personal leadership. Mr. Manoharan presented an inspiring session on "Passion for Excellence" leaving the audience morale up high.

THE SESSION WAS EXCITING, ENERGETIC AND FUN-FILLED DESIGNED TO INCORPORATE THE THEME OF "CAN DO BEST" ENABLING THE PARTICIPANTS;



> TO MAKE AN ATTEMPT TO GET BETTER

> TO ADOPT CHANGE WITH POSITIVE MINDSET

> TO DISCOURAGE NEGATIVE INFLUENCERS

➤ AND ENHANCE COLLABORATIONS AMONGST TEAMS







Energetic involvement of HTLL teams during Team Building & Idea Generation activities







THE KEYNOTE OF THIS
INTERNATIONAL COACHING WAS TO
ENCOURAGE THE PERFORMER TO
GO FOR EXTRA MILES TO REACH
BETTERMENT. TO MAKE ATTEMPTS
AND EXECUTE BEST SOLUTIONS FOR
BUSINESS AS WELL AS PERSONAL
DEVELOPMENT.

▶ Annual Conference 2015 ▶ Team Building & Idea Generation activities

# CSR - INITIATIVE HTLL - VOLUNTEERS FOR ROTARY SPORTS FESTIVAL "BEING DISABLED SHOULD NOT MEAN BEING DISQUALIFIED FROM HAVING

Mr. Shaukat Hassan, Director MAS Group of Companies, being the strong believer of this saying and a keen supporter for Corporate Social Responsibility CSR collaborated with the Rotary Club of Lahore in arranging the 2nd Rotary Sports Festival 2015.

ACCESS TO EVERY ASPECT OF LIFE"









This philanthropic event was held on 8th February at Railway Ground Lahore. After the successful last year attempt The Rotary Club of Lahore Model Town in sponsorship with Hi-Tech Lubricants Limited decided to increase the participation of the Special Children. And for this reason one thousand special children from different 'special children institutions' of Lahore were invited along with 500 Rotarian families.

The core objective was to recognize the special children and encourage them to live an exceptional life beyond these challenges. It was an opportunity for Rotarian families to get together and participate in a healthy activity, build fellowship and show their keen affection for them.



MR.
SHAUKAT
HASSAN LEADING
THE HTLL
VOLUNTEERS TEAM,
ACTIVELY PARTICIPATED,
KEPT MOBILIZING HIS TEAM
AND HELPED THEM DISTRIBUTE
LUNCH BOXES, GOODIE BAGS AMONG
THE SPECIAL CHILDREN.





### **CSR RECOGNITION CEREMONY**

HTLL has organized an in-house recognition ceremony to acknowledge the employees who volunteered for the Rotary Sports Festival 2015. This ceremony conveyed that outstanding contributions are recognized Company-Wide and good work done in support for Corporate Social Responsibility is always appreciated.

certificates and appreciated the employees for demonstrating their strong commitment to the environment and for the future generation. He was pleased about the employees' contribution towards the sustainable advancement of business operations.

▶ 2nd Rotary Sports Festival 2015
▶ CSR RECOGNITION CEREMONY

### HTLL MANAGEMENT EXPLORING MALAYSIA TRULY ASIA

EMERGING FROM DUTCH, PORTUGUESE AND BRITISH RULE, MALAYSIA
HAS PROSPERED INTO A DIVERSE AND MULTICULTURAL COUNTRY
WHERE CHINESE, MALAY, INDIAN AND INDO-CHINESE CULTURES HAVE
COMBINED TO GIVE THE NATION ITS UNIQUE FLAVOUR.

The management of Hi-Tech Lubricants Limited touring for Annual Sales & Management conference 2015 also had a splendid journey to explore Malaysia for all its cultural richness and natural splendors. It was yet a fun-filled colorful retreat for the management to refresh and collaborate.



Waters of Africa is the perfect place to go to cool down in the sun. The Sunway Surf Beach features a sandy beach and a rolling surf pool which produces 8 feet tall surf waves for your surfing pleasure. Have a splashing great time diving down the giant water slide, the African Pythons and the six-lane Congo Challenge.



The King's Palace or Istana Negara originally the residence of a Chinese millionaire. In the past it was used as the Japanese officers' mess. After the surrender of the Japanese, it became the palace of His Majesty the Sultan of Selangor until 1957. Later turned into the Istana Negara for the Yang di Pertuan Agong, the Malaysian King.



Kuala Lumpur Butterfly Park is an absolute secret paradise where butterflies actually dance nonchalantly in clumps of fern amidst scented beautiful flowers and flowering vines. It is a large public butterfly zoo, a popular tourist attraction in the country. The butterfly park houses many species that are local to the country.

WHAT
WOULD A
TRIP TO
MALAYSIA'S
CAPITAL BE
WITHOUT SIGHTING
88-STOREY TWIN
TOWERS, THE HIGHEST
SKYSCRAPERS IN KUALA
LUMPUR



The Sultan Abdul Samad Building is among Kuala Lumpur's earliest Moorish-style buildings and influenced countless others across the city. it remains one of the city's most important tourist attractions amidst a rapidly changing city skyline and a historical landmark in the city.



Mr. M. Iqbal javed, Mr. Amjad Shahzad, Mr. Fawad Nafees, Mr. Qaisar Rana, Mr. Iftikhar, Mr. Junaid Malik and Mr. Omer Aftab Rana at Red Chilli Indian restaurant.



The National Monument (Tugu Negara) is made in remembrance of the fallen 'soldiers' during the fight for freedom to independence in Malaysia. The monument is one of the largest bronze statues in the world. Each of the warriors represents one of the seven qualities of leadership: command, unity, strength, wariness, suffering, courage and sacrifice.

► HTLL MANAGEMENT EXPLORING MALAYSIA

### **ILMGAH** GROWING BETTER CLASS 5 ANNUAL RESULTS 2015



### "LET'S CHANGE LIVES WITH ILMGAH"

A benevolent mission envisioned for Ilmgah a few years ago has been realized. It is a matter of great pride that Syeda Zainab Tanveer from ILMGAH has secured highest grades in the Pakistan Examination Commission Results amongst other schools of the same area by attaining 442/500 marks.

( )	-K		
Sr.	Name	Roll No.	Marks Obtained
1-	Syeda Zainab Tanveer	27.377.154	442
2-	Meniha Hameed	27.377.159	412
3-	Kashaf Ali	27.377.148	411
4-	Faiza Zafar	27.377.150	411
5-	Minahil Mahmood	27.377.152	389
6-	Irtaza Saleem	27.374.106	385
7-	Mahsooma Shahid	27.377.156	385
8-	Areeba Wahab	27.377.157	383
9-	Iqra Mushtaq	27.377.151	372
10-	Shahrooz Hussain	27.374.105	368
11-	Fatima Imran	27.377.153	365
12-	Zeema Nasir	27.377.149	362
13-	Aysha Abid	27.377.158	350
14-	Uroob Raza	27.377.155	339
15-	Sued Rehman	27.374.106	317
- FORMARION DE LA CONTRACTION			

Mr. Azhar Nawaz, the Administrator to Ilmgah, dedicated this achievement to the Chairman, Directors and Secretary Trust for their tireless effort. He congratulated the management for providing high quality standards of education at Ilmgah for children to learn, experiment and excel to live their dreams. He admired the Foundation builders for showing full confidence and trust in the teachers at the school.

MR.
AZHAR
NAWAZ,
PROUD FACULTY
MEMBERS WITH
SHINNING STARS OF
ILMGAH



Syeda Zainab Tanveer, student of Ilmgah, stood first by securing 442/500 marks and has stand out in the entire area. The student was interviewed by the Principal / Administrator of the school with a view to know her aim in life and her future aspirations for career and personal life. Zainab shared her likes to watch TV and play with her friends. She also said that she has an absolute faith in Allah Almighty and the prayers and best wishes of her parents and teachers. This is why she secured the top position. Zainab's favourite subject is said to be Science and according to her, Ilmgah has surpassed all the other institutions of the area. She is determined to fulfill the dreams of Ilmgah by leaving no stone unturned in her path and wants to be a doctor one day, with a motive to serve humanity. Her heartfelt message to the aspiring students of Ilmgah is;

"I would reiterate that with the help of qualified and devoted teachers, try to build up your future through the courtesy of Ilmgah which is certainly a source of blessing for the area."







► ILMGAH RESULTS 2015

EMPLOYEE COACHING AT HTLL ON CODE OF CONDUCT & NEGOTIATION SKILLS

!!..NOTHING WE LEARN IN THIS WORLD IS EVER WASTED..!!

### 

#### CODE OF CONDUCT TRAINING SESSION

A series of interactive awareness sessions regarding HTLL "CODE OF CONDUCT" by Mr. Naseer Shafqat (Sr. HR Officer) was held nationwide for the employees of MAS Group of Companies. The broad spectrum was to create familiarity with business ethics and the corporate code of conduct. The aim was to establish a common understanding of the standards of behaviour expected from all employees



and to provide them with a broad framework and guidelines to help them decide on an appropriate course of action when faced with an ethical issue.

### "NEGOTIATION SKILLS" TRAINING SESSION

"Negotiation Skills" training sessions were also conducted Nationwide by Mr. Amjad Shahzad (Manager Sales Analysis) for the Sales staff of ZIC and ZIC M. The training focused to unleash their tremendous selling potential, to help them stand out from competition and to encourage the team to win customers for a lifetime relationship. At the end of each session certificates were distributed among the employees.









ITLL - Central Office





## Mr. Nadeem inayat ISO Facilitator

#### "ISO EDUCATION FOR CHAMPIONS 2015"

An In-House awareness session on "ISO Education for Champions 2015" was conducted for the Corporate office Managerial staff by the Planning & Audit Department on the 24th of February, 2015.

The purpose of the Session was to create awareness about the importance of ISO and its certification principles worldwide. It primarily focused on practicing the ISO standard and strategies to inculcate efficient business operations, to affirm increased productivity and open new horizons to access challenging markets.



### A TREND SETTING ACTION BASED LEARNING EXPERIENCE AT **KHANPUR** LAKE

### "I HEAR AND I FORGET, I SEE AND I REMEMBER, I DO AND I UNDERSTAND" (CONFUCIUS)

"Training courses can be forgettable, but experiential learning and development have the power to inspire people not only to retain but to transfer and share the same with fellow colleagues."

activities was arranged by the Hi-Tech Lubricants Limited to recognize and further motivate the exceptional performers in different functional areas. This outbound activity on 'Leadership and Team Building Skills" was conducted at Khanpur Lake from 20th March to 22nd March, 2015.













Based upon the concept of experiential learning, a three-day learning based program with high energy and challenging

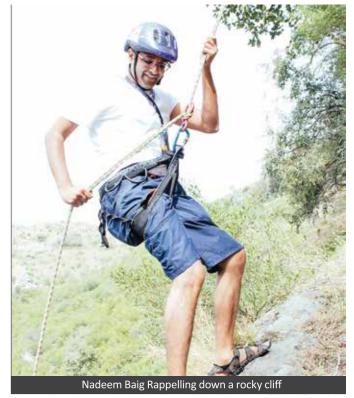
MR. NASEER SHAFQAT **DECLARED** WINNER FOR PERFORMING **EXCEPTIONALLY WELL** DURING THE CHALLENGING **OUTBOUND ACTIVITY** 

The main purpose of these highly interactive Team Building and Leadership activities was to allow the participants to explore their strengths and weaknesses, resolve their interpersonal differences, driving participants to transform into a cohesive unit thus creating synergy to succeed together and to conceptualize the intricacies of team work which can then be brought forward for work place application.





awaited the cave explorers





**→ KHANPUR LAKE ▶ KHANPUR LAKE** 

### MAS associates

### EXTERNAL CORROSION DIRECT ASSESSMENT (ECDA) FOR ONSHORE PIPELINE INTEGRITY

by Mr. Muhammad Ali

MAS Associates Pvt. Ltd offers its capability to manage Pipeline Operators entire pipeline integrity program and to provide any of the processes associated with ECDA.



#### ECDA - EXTERNAL CORROSION DIRECT ASSESSMENT

is a structured process used to evaluate buried onshore ferrous pipeline integrity. ECDA goal is to enhance safety by managing the risk of pipeline corrosion failures while minimizing the cost required for excavations and repairs. ECDA may also be used when more established methods, such as in-line inspection (ILI) and pressure testing, are not possible or practical.

As defined in the ANSI/NACE Standard RP0502-2002, External Corrosion Direct Assessment (ECDA) is "a structured process which is intended to improve safety by assessing and reducing the impact of external corrosion on pipeline integrity".

#### DESCRIPTION

NACE Standard Recommended Practice on Pipeline External Corrosion Direct Assessment Methodology (RP0502-2002) describes the ECDA process as following. "The prediction of susceptible areas where 'corrosion activity has occurred, is occurring or may occur".

#### **ECDA STEPS OVERVIEW**

The ECDA process consists of four major steps, required to be strictly followed with NACE Standard which includes;

- Pre-Assessment
- Indirect Inspection •
- Direct Examination Post Assessment

The main goal is to identify and address corrosion activity, to repair corrosion defects and remediate the cause, and to prevent corrosion defects from growing to a size that is large enough to impact the structural integrity. Below is the example of how MAS implements ECDA on various pipelines.

STEP 1: PRE-ASSESSMENT involves the collection and evaluation of historical data and pipeline characteristics. The Pre-assessment starts with a detailed ROW inspection. All details are noted (CP readings, ROW conditions etc.)

STEP 2: INDIRECT INSPECTION identifies areas of possible corrosion activity or coating defects using a combination of two or more above ground survey techniques. Equipment and practices used to take measurements at ground surface above or near a pipeline to locate or characterize corrosion activity, coating holidays, or other anomalies. The Indirect Inspection above ground survey techniques that may be used are:

- Close Interval Potential Survey (CIPS)
- Direct Current Voltage Gradient (DCVG)
- Alternating Current Voltage Gradient (ACVG)
- Pipeline Current Mapper (PCM)
- C-Scan
- Soil Resistivity

#### STEP 3: DIRECT EXAMINATION

involves the selection of sites to be excavated and the physical identification of defects requiring repair or replacement.

#### STEP 4: POST ASSESSMENT

evaluates the preceding steps of the ECDA process and establishes a future assessment schedule.



### PAKISTAN OIL & GAS UPDATES

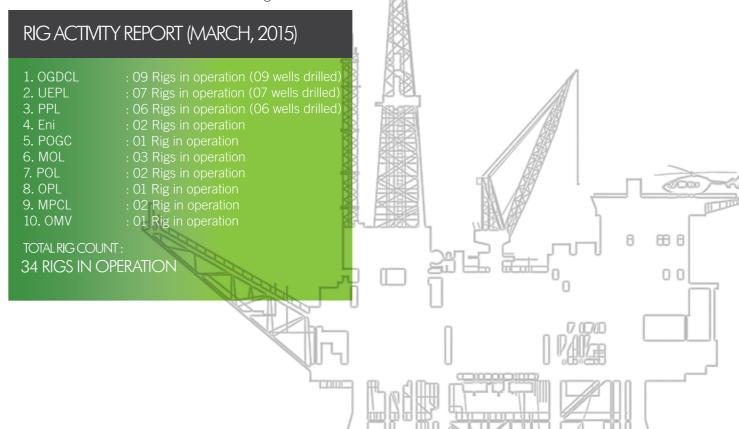
### AVERAGE PRODUCTION MARCH, 2015

Oil : 95,513.33 bbls /day Gas : 3,917.62 mmcf/day

### NEWS FLASH: 1015

- UEP has made an oil discovery in North Akri of Sindh Province. A successful MDT was carried out which flowed at a rate of 120 BOPD of oil through jet pump
- MOL has made a gas condensate discovery in TAL block in KPK Province. A successful DST was carried out which flowed at a rate of 516 BOPD of condensate and 12.78 MMCFD of gas
- OGDCL has made an oil discovery in Palli in Sindh Province. A successful DST was carried out which flowed at a rate of 1095 BOPD
- UEP has made a gas discovery in Bukhari in Sindh Province. A successful MDT was carried out which flowed at a rate of 1.1 MMCFD of gas
- UEP has made a gas discovery in Mirpur Khas in Sindh Province. A successful MDT was carried out which flowed at a rate of 2 MMCFD of gas
- UEP has made a gas discovery in Mirpur Khas in Sindh Province. A successful MDT was carried out which flowed at a rate of 2.4 MMCFD of gas

• UEP has made gas condensate discovery in Khipro in Sindh Province. A successful MDT was carried out which flowed at a rate of 220 BPD condensate and 2.43 MMCFD of gas



▶ MAS associates

# LOCAL PROGRESS & INTERNATIONAL LEARNING OF CORE TEAM - **BLENDING** PLANT

MR. YAQUB AZIZ CHIEF OPERATING ADVISOR OF HI-TECH BLENDING PLANT MADE A VISIT WITH HIS SKILLFUL TEAM TO DIFFERENT FACTORIES IN KOREA. THE CORE PURPOSE OF THIS VISIT WAS TO ENSURE THE FACTORY ACCEPTANCE OF MACHINERY PRIOR TO INSTALLATION.













MR.
YAQUB
AZIZ
SIGHTING
ANCIENT KOREAN
CULTURE &
TRADITION DURING HIS



FACTORY VISITS IN KOREA.





A Formal meeting was arranged by the management of Hi-Tech Blending (PVT) Ltd for Supply chain Procurement Division to visit Plant site. Mr. Shahzad Sohail (General Manager SCPD) and Mr. Anwar Sajjad (Dupty Manager SCPD) lead by Col. Moeen and Mr. Yaqub Aziz gave a keen visit and discussed future line of action to handle Supply chain activities for Plant.

SCOPE OF VISIT

- 1- Brief review of plant layout (Specially Ware housing Area)
  2- Detail of Material and equipments to be installed
- 3- Brief flow of inventory movement 4- Supply Chain Team mobilization

► BLENDING PLANT

# HTLL SHARES EXCITEMENT OF PAK VS AUSTRALIA SEMI FINAL 2015

"IT'S NOT WHETHER YOU WIN OR LOSE, IT'S HOW YOU PLAY THE GAME"

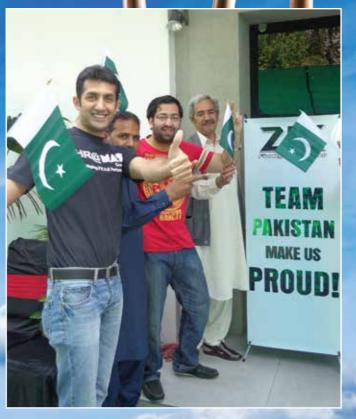
HI-TECH LUBRICANTS KEEPING IN VIEW THE HIGH
FEVER FOR THE WORLD CUP SEMI FINAL PLAYED
BETWEEN PAKISTAN AND AUSTRALIA, MADE
ARRANGEMENTS FOR EMPLOYEES AT CORPORATE
OFFICE LAHORE. THE EXCITEMENT AND
HEART-THROB MOMENTS OF LIVE
CRICKET MATCH WERE
FOLLOWED BY A
SCRUMPTIOUS LUNCH FOR
ALL. THOUGH PAKISTAN
LOST THE SEMI FINAL TO
AUSTRALIA BUT MADE US

PROUD BY GIVING A FIGHT

TILL THE LAST BALL.









Some of the exciting moments of togetherness of the day



### **AZM-E-PAKISTAN**

MARKS HISTORY

HI-TECH LUBRICANTS LIMITED (ZIC) IN COLLABORATION
WITH CITY 42 SPONSORED THE AZM-E-PAKISTAN
PARADE TO EXHIBIT GREAT LOVE FOR PAKISTAN.



It was the first ever civil parade in the history of Pakistan led by a large number of people, held at Liberty Chowk roundabout, Main Gulberg, Lahore on 23rd March to commemorate the historic Pakistan Resolution, 23rd March 1940 - a day which marks the birth of a separate state for Muslims.

Children, families and especially youth were seen demonstrating great national zeal and unity chanting "Allah-o-Akber, Pakistan Zindabad, Pakistan Paindabad" slogans. The city's festive-mood revived after holding this colorful Azm-e-Pakistan Parade shattering the fear of terrorism.





► PAK VS AUSTRALIA



HI-TECH LUBRICANTS LIMITED (ZIC) ORGANIZED "PAKISTAN DAY GOLF CHAMPIONSHIP"

with the Gymkhana Family to commemorate Pakistan Resolution Day. The two-day event was held at Gymkhana Lahore on 22nd & 23rd of March. A large number of the audience witnessed the event with great zeal and festivity. Mr. Shaukat Hassan represented ZIC and the entire arena was branded by ZIC along with skirting, T & holes. At the end of the event







DEPUTY MANAGER SALES

MANAGER INTERNAL AUDIT & PLANNING

SR. PROCUREMENT OFFICER

DEPUTY MANAGER SALES

### **PROMOTIONS** FOR THE YEAR 2015

CONGRATULATIONS ON YOUR NEW ROLE























**▶ PROMOTIONS FOR THE YEAR 2015** 

### **EMPLOYEE**ENGAGEMENT

LET'S SHARE WHAT EMPLOYEE ENGAGEMENT IS ALL ABOUT.

### EMPLOYEE ENGAGEMENT DOESN'T MEAN EMPLOYEE HAPPINESS.

Someone might be happy at work, but that doesn't necessarily mean they are working hard or productively on behalf of the organization. While company game rooms, free massages and Friday keg parties are fun—and may be beneficial for other reasons—making employees happy is different from making them engaged.

### EMPLOYEE ENGAGEMENT DOESN'T MEAN EMPLOYEE SATISFACTION.

Many companies have "employee satisfaction" surveys and executives talk about "employee satisfaction", but the bar is set too low. A satisfied employee might show up daily 9-to-5 without complaint. But that same "satisfied" employee might not go the extra effort on her own, and she'll probably take the head-hunter's call luring her away with a 10% bump in pay. Satisfied isn't enough.

# EMPLOYEE ENGAGEMENT IS THE EMOTIONAL COMMITMENT THAT AN EMPLOYEE HAS TO THE ORGANIZATION AND ITS GOALS.

This emotional commitment means engaged employees actually care about their work and their company. They don't work just for a paycheck, or just for the next promotion, but work on behalf of the organization's goals.

When employees care—when they are engaged—they use discretionary effort.

This means the engaged computer programmer works overtime when needed, without being asked. This means the engaged retail clerk picks up the trash on the store floor, even if the boss isn't watching. This means the TSA agent will pull a suspicious bag to be searched, even if it's the last bag

on their shift.

Engaged employees lead to better business outcomes. In fact, according to Towers Perrin research; companies with engaged workers have 6% higher net profit margins and according to Kenexa research; engaged companies have five times higher shareholder returns over five years.

How does employee engagement lead to higher stock prices? The ROI of engagement comes from what I call the Engagement-Profit Chain;

#### ENGAGED EMPLOYEES LEAD TO ...

HIGHER SERVICE, quality and productivity, which leads to...

HIGHER CUSTOMER SATISFACTION, which leads to...

INCREASED SALES (repeat business and referrals), which leads to...

HIGHER LEVELS OF PROFIT, which leads to...

HIGHER SHAREHOLDER RETURNS (i.e., stock price)

As former Campbell's Soup CEO, Doug Conant, once said,

### "TO WIN IN THE MARKETPLACE YOU MUST FIRST WIN IN THE WORKPLACE."

Employee engagement is the key to activating a high performing workforce.

Mas Newsletter First Edition 2015

26
MEMORY
LANE



A glimpse into the past where Chinese delegation visited Islamabad for Army Welfare Trust (AWT) Pharmaceutical Plant in 1984 with

Mr. Shafqat Ali (General Manager)

MAS associates