### www.ALHAYATworld.com

E: info@ALHAYATworld.com

### ASIA PACIFIC HEAD OFFICE

AL HAYAT Buidling,

19 Davis Road, Lahore, Pakistan

T: +92 42 3630 2909, 3631 2909

**F**: +92 42 3637 1161

### MIDDLE EAST HEAD OFFICE

19 Dubai Shopping Center, Opposite Deira City Center

P. O. Box 18509, Dubai, UAE

**T**: +971 4 295 4573

**F:** +971 4 295 4574

**24**hrs Hotline: +971 55 622 8362

Travel Management | Human Capital Solutions | Management Consultancy | Immigration & Education Consultancy

Marketing & Loyalty | Destination Management





a division of **AL HAYAT**Travel | Human Capital | Consulting Immigration | Marketing

# TABLE OF CONTENTS

AL HAYAT CORPORATE PROFILE AL HAYAT HUMAN CAPITAL SOLUTIONS

Vho we are	3	Managing people	
Our history	4	Global workforce sourcing	13
Dur spirit	5	Reward	15
eople and values	6	HR Mangement	16
Our team	7	People & Change	17
		Financial Services HR	18



AL HAYAT IS THE LEADING SERVICE SECTOR
GROUP OF COMPANIES OPERATING IN ASIA
PACIFIC AND MIDDLE EAST WITH ASSOCIATES IN
OVER 40 COUNTRIES ACROSS THE GLOBE. THE
GROUP HAS A STRONG AND DIVERSIFIED
PORTFOLIO OF ACTIVITIES THAT INCLUDE
MANAGEMENT CONSULTING, MARKETING,
HUMAN CAPITAL SOLUTIONS, TRAVEL & LEISURE.
AL HAYAT HAS THESE SIX ENTITIES:

### ▲ AL HAYAT Management Consultancy

Marketing & Sales
Corporate Finance
Operations
Organization
Strategy
Risk
Sustainability
Digital Economy

### ▲ AL HAYAT Travel Management

Business Travel
Leisure Travel
Religious Travel
Meetings, Incentives, Conference & Events
Trade Consolidation
Airline Representation
Cargo

### ▲ AL HAYAT Human Capital Solutions

Global workforce sourcing
Employee recruitment & retention
Employee benefits and compensation programs
Talent Management & workforce planning
Trainings
Financial Services HR Programs

### ▲ AL HAYAT Immigration & Education Consultancy Marketing

Immigration Business setup abroad Foreign Education Advisory

# ■ AL HAYAT

Relationship Marketing Incentive & Loyalty Marketing Sales Promotion Marketing Communication Textile Marketing E-Marketing & Sales

### ▲ AL HAYAT Destination Management

UAE Oman Bahrain Qatar lordon



1970 - Birth of the group in Lahore

1986 - Established an independent sales and distribution firm

1988 - Established an independent management consulting firm

1989 - Pioneered the introduction of latest agriculture technology in Pakistan

**1990 -** Established its first overseas office in Middle East

1991 - All companies were merged under the banner of ALHAYAT Group

1991 - Established HR Service and Travel Management divisions

1992 - Received first of its several awards from Government of Pakistan

1999 - Established Immigration & Education Advisory

2002 - Established Cargo division & Aviation division

2009 - Established Loyalty & Promotion division



### ■ OUR VISION

ANTICIPATE AND ACT UPON THE EVOLVING NEEDS OF OUR CUSTOMERS AND PARTNERS, DELIGHTING THEM WITH EXCELLENCE IN OUR PEOPLE. PROCESSES AND TECHNOLOGIES. A

### **△** OUR MISSION

To perform with speed, flexibility and enterprising spirit and to be an innovative, consumer-focused organization.

### OUR VALUES

ALHAYAT Spirit defines the internal values and culture that makes AL HAYAT special:

Passion for results, completely aligning with our clients for their success

Commitment to highest quality, professionalism and ethical standards in everything we do

Deep intellectual honesty to tell it like it is, in direct and straightforward language

Openness to the 1% possibility that current beliefs could be wrong

Practical, "at cause" approaches that focuses on getting the job done and turning decisions to action

"One team" attitude, extending trust, respect, and support in all our interactions, to direct our collective energy at winning externally

And the perspective to do an excellent job, but not take ourselves too seriously while doing it

### **▲** CORPORATE SOCIAL RESPONSIBILITY

An important part of our mission is to foster the development and well-being of our employees, ensure productive relationships with all of our stakeholders, protect the environment and be good citizens in the communities where we operate. Principles of ethical and safe conduct, coupled with our core values and a sense of corporate citizenship, provide the framework which guides AL HAYAT both in its business activities and its CSR initiatives. As a company that embraces corporate responsibility, we think carefully about how to invest in society today to make sure there will be a business context where both we and society can thrive tomorrow and long into the future.

Our people make us different-energetic about supporting and challenging our clients in equal measure. We're passionate about making a measurable impact in all we do. Our unique culture and approach deliver enduring results, true to each client's specific situation. We'll always do the right thing by our clients, our people and our communities.

We care for our clients' business as our business. We think and act like business partners, not academic advisors. We share our clients' aspirations, work to understand their reality, and align our incentives with their objectives-so they know we're in this together

AL HAYAT is full of smart, driven people who care a lot more about getting it done, and the relationships we build, than about proving how clever we are. AL HAYAT's people truly become a valuable extension of our clients' teams. As a result, our people are a primary reason our clients would recommend AL HAYAT to others.

Our "one team" attitude breaks down silos and helps us engage equally effectively from the c-suite to the front line. Our collaborative working style emphasizes teamwork, trust, and tolerance for diverging opinions. People tell us we are down-toearth, approachable and fun.

We work hard, but we don't take ourselves too seriously. We enjoy what we do and we laugh a lot...most often at ourselves.

It feels different to work with us.

Dr. M. Sharif Baloch

PhD Scholar Ex-Chairman of TAAP Ex-Chairman of POEPA Ex-Chairman of IBU Executive Member LCCI

Dr. Sharif has over 40 years of global experience in Business Management and established his first set-up in 1970. He has successfully established and managed several businesses in service and hospitality sector. He has Group Founder, Chairman and CEO contributed in various capacities to multinational organizations like Abbott, GSK, John Deer, Caterpillar, Emirates, Etihad, PIA, Marriott and Metro.

> Dr. Sharif built on his initial set-up and established a sales and distribution firm, General Agencies Corporation, in 1986. In 1988, he established Zamindar Agro Services and became the pioneer in introducing state of the art agricultural technology in Pakistan. Dr. Sharif built on his success and established another firm in Saudi Arabia in 1990. In 1991 he incorporated his existing firms under the banner of ALHAYAT Group and added

> Human Resource services and travel management in the portfolio; ALHAYAT has never looked back since.

> Dr. Sharif has gained tremendous respect from international and local colleagues in services and commerce markets of Pakistan and has served as the Chairman of:

Travel Agents Association of Pakistan (TAAP) - the official trade body representing travel service

Pakistan Overseas Employment Promoters Association (POEPA) - the official body representing Pakistani manpower providers to international market

International Baloch Unity (IBU) - An international welfare organization

He has represented Pakistan's services industry in several international forums and with various top government entities and international organizations. He has received several awards from Government of Pakistan for his contribution to Pakistan's economy. He has helped in promotion of cordial ties between Pakistan and several other countries including Saudi Arabia, Nepal, Belarus, Malaysia, Kyrgyzstan and Thailand; and his services has beenacknowledged and appreciated by these countries also.

He has managed to create strong partnerships across all functions of Pakistani commerce and trade market especially services sector. His foresight and vision has been central to the success of AL HAYAT Group. His latest business extension has been successful establishment and regional expansion of AL HAYAT brand as a subsidiary in Dubai, UAE.

# AL HAYAT HUMAN CAPITAL SOLUTIONS

THE WORLD OF WORK IS CHANGING. IN A GLOBAL ECONOMY PEOPLE ARE AN INCREASINGLY VALUABLE SOURCE OF SUSTAINABLE COMPETITIVE ADVANTAGE.

Organizations need to transform to attract, inspire, motivate, manage, develop and reward their people – or face losing their most valuable assets. We help forward-looking businesses do this.

### **OUR SERVICES**

- ✓ Managing People
- ✓ Global Workforce Sourcing
- Reward
- ✓ HR Management
- People and change
- ✓ Financial Services HR Solutions

## MANAGING PEOPLE

The world of work is changing.
Outsourcing. International mobility.
Talent shortages. New labour laws.
Globalisation. Shifting demographics.
An ageing workforce. Where, how, and for whom, people work is, in turn, transforming company structures and cultures. Over the next decade, the convergence of dominant business, demographic, and social trends will only accelerate the changes sweeping through today's workplace.

The human resource (HR) function is also changing—and HR leaders are under more pressure than ever to demonstrate results from their workforce practices and policies. Business leaders recognise the link between business performance and the people within their organisation. And they understand that people-related issues need to be at the heart of the boardroom agenda. As a consequence, HR managers are being encouraged to implement people strategies that support the organisation's business objectives and increase accountability and transparency around people management and reporting.

The bottom line: HR is increasingly seen as a strategic linchpin—one that needs to work closely with operations, finance, and other corporate departments to help drive business strategy and success.

# OUR HR SERVICES FOCUS ON THREE CORE ISSUES: LOCAL & INTERNATIONAL RECRUITMENT, REWARD, AND HR MANAGEMENT.

These services are delivered by our global network of dedicated hr Professionals who have with deep Functional skills in tax, benefits, retirement, compensation, financial planning, global sourcing, equity, and compliance matters.

### ▲ HOW AL HAYAT CAN HELP

We work with organisations of every size and in many different industries to meet a wide range of HR challenges, including:

Attracting, motivating, and retaining employees

Global work force Sourcing

Employee benefits and compensation programs

Executive compensation and HR governance

Transaction-related human resource issues

HR function effectiveness and service delivery

# GLOBAL WORKFORCE SOURCING

77

The connected world is changing the way we work. With global sourcing, collaborative innovation and flexible networks of employees and contractors, the workplace is becoming much more fluid—and today's workers have higher expectations than their predecessors, so attracting and retaining good people is more difficult than ever. To overcome cost and skill barriers in local workforce market, increasingly organizations are seeking access to other countries' talent pool to gain competitive advantage.

### ▲ HOW AL HAYAT CAN HELP

WE WORK WITH
ORGANISATIONS OF ALL
KINDS AND SIZES TO
ADDRESS THESE
CHALLENGES. OUR
GLOBAL NETWORK OF HR
PROFESSIONALS CAN HELP
YOU:

Gain access to a global pool of workforce primarily comprising of talent from India, Pakistan, Philippines, Russia, United Kingdom and United States of America

Attract, motivate and retain the right employees

### OUR PROCESS

Arouse interest in the source workforce market for allocated jobs

Behavioral and psychometric evaluation

Comprehensive skill evaluation and testing as per job role

Arranging Employer's visit to the source market for final selection (optional)

Complete medical Evaluation

Completing all regulatory paperwork including that of immigration and labor departments

Orientation and Counseling for selected employees

Transportation of selected employees from the source market to employer's country of operations

Post Induction evaluation

# AL HAYAT REPLACEMENT GUARANTEE

We stand behind our service: We will replace any candidate who is found to be incompatible, inharmonious or unsuitable, within 90 days at our own expenses

### INTERNATIONAL LIAISON OFFICE FOR MIDDLE EAST CLIENTS

Our International office in Dubai overlooks the entire transaction and liaise with employers in Middle East before, during and after the process.

## RFWARD

# MAKE YOUR REWARD AND COMPENSATION STRATEGY TRULY STRATEGIC

Compensation and reward programs must do more than just drive your business. The disclosure and governance rules regarding executive compensation and incentive plans are now more complicated, putting your organisation under closer scrutiny.

We can help you develop market driven total compensation programmes that meet employee and executive expectations while satisfying governance and outside review.

AL HAYAT can improve your organisation locally and internationally in the way it rewards its employee efforts.

### ▲ IF THIS IS YOUR SITUATION:

You want to align your reward strategies with your business objectives to create value for shareholders.

You want your reward strategies to better support the objectives of recruitment, retention and motivation.

You want to confirm that your reward plans are tax efficient in all relevant jurisdictions.

You want to ensure your reward plan is competitive in the marketplace and reasonable to shareholders and other stakeholders.

You need to comply with new legislation and corporate governance codes.

You want to optimise the P&L, balance sheet and cash flow aspects of your compensation and benefit programmes.

### ▲ HOW AL HAYAT CAN HELP

By drawing on the compensation, benefits and financial experience of our global network, we help organisations link executive and employee rewards to business goals and shareholder value. We bring in the skills and resources to deliver technical, tax, legal, accounting and financial services via an evidence-based approach, giving our clients a competitive advantage in today's market. We advise on:

- Compensation
- · Benefits
- Pensions

## HR MANAGEMENT

After a period of cost cutting, hiring freezes and budget constraints, HR leaders are being challenged to mobilise and manage talent to help businesses grow. Fears that talent management shortfalls will constrain their company's growth mean that companies are looking to refocus efforts and investments on those employees who will be most valuable to their businesses in light of their growth ambitions.

Many CEOs are demanding a rethink of their entire people strategy and plan to look again at HR function effectiveness.

# IF THIS IS YOUR SITUA-

You need a talent pipeline which will truly deliver your growth ambitions

You are expanding into emerging markets and have issues around attracting, winning and keeping top talent.

Your organisation is going through a transaction or period of change that impacts employees.

You need a workforce restructuring programme – to cut out costs or to make your workforce fit for the future.

Employees and/or the management team are not meeting their objectives and that impacts business performance.

You are under pressure to improve HR services while also enhancing effectiveness.

You want to provide shareholders and stakeholders with human capital and HR function comparative data to demonstrate the impact of HR strategy on business performance.

You want to identify a path to best practice with long

### ▲ HOW AL HAYAT CAN HELP

AL HAYAT HUMAN
CAPITAL SERVICES TEAM
HELPS ORGANISATIONS
WITH THEIR WORKFORCE
CHALLENGES AND HR
FUNCTION EFFECTIVENESS.
WE OFFER AN OBJECTIVE
VIEW OF YOUR HR
FUNCTION'S BUSINESS
EFFECTIVENESS.

Our services include:

- Talent management and workforce planning
  HR measurement and analytics
- HR function effectiveness & transformation
- HR transaction services

## PEOPLE & CHANGE

GETTING THE BEST FROM ALL HAYAT CAN HELP IF PEOPLE AT EVERY LEVEL WHEN THERE IS CONSTANT CHANGE IS THE KEY TO SUSTAINABLE COMPETITIVE ADVANTAGE. SOLID STRATEGIES. PROCESSES AND TECHNOLOGY ALONE DO NOT DELIVER RESULTS. IT TAKES PEOPLE TO ACCEPT ADOPT, DRIVE, AND SUSTAIN THE CHANGE TO REALISE TANGIBLE IMPACT SUCCESS IN BUSINESS HINGES ON STRATEGIC AGILITY AND THE ABILITY TO EXECUTE.

You want to structure your organisation with the right capabilities and leadership to execute the business

You want managers to understand, manage and own people issues.

You need to get the right people with the right skills in the right roles at the right time.

You want to ensure successful change by involving the people impacted and enabling them to drive and sustain the business change.

You want the organisation's culture to be a competitive advantage.

You are seeking benchmarks for the efficiency and effectiveness of HR.

You have to establish the control and coordination required to manage projects and programs successfully, achieving the right business results.

You need to engage and motivate a diverse workforce to focus on the right things and strive for excellence.

You are seeking effective strategies for people development and growth.

# FINANCIAL **SFRVICES**

Forward-looking financial services organisations recognise that a different set of skills, smart deployment of talent and the realignment of compensation structures will be critical to their ability to adapt to the fundamentally different competitive and regulatory environment that is emerging from the financial crisis.

As tough market conditions diminish the opportunities for short-term trading returns, successful firms will look at how to attract and nurture people with the mindset and ideas to develop lasting relationships, work within tougher risk and compliance demands and create value over the long-term.

A particular challenge is how to reward people when compensation policies are facing a tighter rein. It is therefore important to establish sound underlying principles for remuneration, including risk-adjusted incentives and some deferral of compensation, while allowing sufficient flexibility to take account of evolving strategies and particular types of commercial operation.

Ultimately, the commitment and behaviour of the people within your organisation will be critical in rebuilding the trust of consumers, markets and governments, without which investment, growth and profitability will not recover.

### ▲ GIVING YOU THE EDGE

AL HAYAT is helping financial services organisations to develop the capabilities they need respond to changing regulatory requirements and challenging market conditions. Our dedicated financial services human resources team works closely with clients to ensure that key aspects of talent management including recruitment, retention and reward reflect and support the overall strategy of the business