

Team Alfalah

Issue No. 45, Feb 2016





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Editor's *Note*

Chief Patron

Mr. Nasar us Samad Qureshi

Editorial Board

Dr. Fawad Sarwar

Syed Hasnain Zawar

Usman Arif

" Trainings play an important role in the development and polishing of talent among individuals. There is no time in life when a man is unable to learn more. When we talk about on job trainings, these present an important opportunity to expand the knowledge base of all employees. However, many employers find these development opportunities expensive. Employees also lack interest while attending training sessions because these may delay the completion of their routine tasks. In spite of all the issues, trainings are beneficial for the employers as well as employees in the medium to long term. A structured training ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the company's basic policies and procedures. All employees need to be aware of the expectations and procedures within the company. An employee who receives the necessary training is better able to perform the job. The training may also build the employee's confidence. This confidence may push him to perform even better and think of new ideas. Employees with access to training and development programs have the advantage over employees in other companies who are left to seek out training opportunities on their own. The investment in training that a company makes shows the employees they are valued."

Dr. Fawad Sarwar

Islamic Corner

قرآنی دعا

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

رَبِّ اَدْخِلْنِيْ مُدْخَلَ صِدْقٍ وَّاَخْرِجْنِيْ مُخْرَجَ صِدْقٍ وَّاَجْعَلْ لِّيْ

مِنْ لَّدُنْكَ سُلْطٰنًا نَّصِيْرًا ﴿٨٠﴾ (سورہ بنی اسرائیل، 80)

اے میرے پروردگار! مجھے جہاں لے جا اچھی طرح لے جا اور جہاں سے نکال
اچھی طرح نکال اور میرے لئے اپنے پاس سے غلبہ اور امداد مقرر فرما دے۔

ادائے قرض کی دعا

اَللّٰهُمَّ اَكْفِنِيْ بِحَلَالِكَ عَنِ حَرَامِكَ وَاَعْنِنِيْ

بِفَضْلِكَ عَمَّنْ سِوَاكَ۔

اے اللہ عزوجل مجھے کفایت دے اپنا حلال رزق دے کر حرام رزق سے بچا اور
مجھے اپنے فضل کے ساتھ اپنے سوا دوسروں سے بے نیاز کر دے۔

Employee Corner

Happy Birthday Colleagues

Name	Designation	Location	D.O.B
Aamir Naseem	Officer	Karachi Unit-1	2-Feb
Muhammad Naeem	Senior Executive Officer	Karachi Unit-1	2-Feb
Zia Mohy ud Din	Area Manager	Multan	4-Feb
Gohar Ali	Executive Officer	Head Office	5-Feb
Mudasar Anwar	Executive Officer	Head Office	6-Feb
Muhammad Hussain	Senior Executive Officer	Head Office	10-Feb
Sehrish Zahid	Assistant Manager	Islamabad	10-Feb
Hayat Gul	Manager	Islamabad	18-Feb
Khurram Rasheed	Senior Executive Officer	Head Office	21-Feb
Sana Mehmood Mir	Executive Assistant	Head Office	21-Feb
Awais Ahmed	Executive Officer	Head Office	23-Feb
Khurram Nadeem	Executive Officer	Islamabad	25-Feb
Faisal Arshad	Manager	Head Office	28-Feb



New Inductions & Other News



We are pleased to announce that Mr. Iqbal Hassan, Manager Underwriting (Head Office) has successfully completed his ACII and attained the title of Chartered Insurer. It is commendable the way that he has balanced his personal and professional life, this is indeed a great achievement and his hard work, self-dedication and perseverance has truly paid off. On behalf of Alfalah Insurance, we extend our warmest greetings and congratulate Mr. Iqbal on his well-earned success. This will motivate his other colleagues for achievement of professional certification.



- Ms. Farida Malik has joined Alfalah Insurance Company on 2nd Feb 2016 as Assistant Manager Finance Department Head Office.
- Ms. Pakiza Ahmad Qazi has joined Alfalah Insurance Company on 20th Jan 2016 as Relationship Officer and she will be performing her duties in Gujranwala branch.
- Mr. Abdul Rehman has joined Alfalah Insurance Company on 12th Feb 2016 as Officer IT Department Head Office.

We congratulate the new joiners and hope that they will play their parts for progress of this organization.

Strategy Conference - 2016



Crossing the Border

It was no doubt one of the memorable days of life for most of us. It was an excellent tour to an excellent place in an excellent weather in the company of Team Alfalah Members on February 6, 2016. It was not somewhere else but at Chakothi Sector, place that separates Independent Pakistani Kashmir with Occupied Indian Kashmir. It is located 72 kilometers from Muzaffarabad near Pakistan-India border on bank of Jhelum River, a drive of about 2 hours.



Everything started on February 4, 2016 when we were supposed to reach at Muzaffarabad for our annual strategic conference for year 2016. It is an annual meeting where management of the company along with department heads and sales staff discuss various aspects of the company business. We gathered at our office in the morning at 6:00 am to start our journey at 6:30am. As expected, few members did not reach in time and we started the journey in 2 vans to Islamabad after taking the breakfast at office. No doubt, most popular participants in our van were our head of UW, Mr. Amjad Masood and head of

claims, Mr. Manzoor Hussain in addition to head of Faisalabad Branch, Mr. Tariq Ch. Our first destination was Bhera at Motorway where we stopped for around 45 minutes for tea break. Then we started again to reach at Islamabad Club for lunch. We reached at around 1:00 pm. Our colleagues from Karachi, Peshawar and Islamabad joined at Lunch there. After the lunch, our next destination was Muzaffarabad for which we left Islamabad at around 3:30 pm. No one of us expected, that reaching from Islamabad to Muzaffarabad would be a nightmare for us. Around 8 to 10 persons out of 40 got motion sickness throughout the way till Muzaffarabad. At last, we reached at around 8:00 pm at PC Muzaffarabad. Most of us were tired and went to their rooms after dinner. An unfortunate incidence was hearing the news by Mr. Rafiq Ahmad, our colleague from Karachi. His mother passed away and he went back the same time to Karachi.



Friday, February 5 was a Kashmir Day and we were present in Kashmir incidentally. The day was planned to conduct a full day meeting for which we were there. It was not an easy day for some of the participants. It is because everyone was expected to defend his performance in front of everyone. Meeting started with a very good presentation by our Executive Director South, Captain Azhar Ahmad followed by Mr. Shahzad Aamir. After the presentations, branches were supposed to present their year 2015 performance. It was not an easy time for those who could not complete the targets. Our Karachi region was on top by crossing the target with excellent results. Various issues were discussed to enhance the sales of the company.

Crossing the Border

I got the opportunity too to explain our stance on behalf of health department. Anyway, it was a very positive meeting at the end where gained something to learn. We completed the session near Maghrib Prayer. After that, we were supposed to gather again for bon fire in the lawns of hotel. It was an elegant function with beautiful view of the Muzaffarabad in the background.



Next day was a fund day. Our original plan was to visit Pir Chinasi, is a tourist spot located 30 kilometers (19 mi) east of Muzaffarabad city on the top of hills at an elevation of 2,900 meters (9,500 ft). However, getting the view of people, it was decided to visit Chakothi where both parts of Kashmir were separated by a bridge. One part is being controlled by Pakistan and other by India. We started our journey at around 10:00 am with our CEO and executive directors in the vans too. It was around 2 hour drive and we reached the destination at 12:30 pm. We were welcomed by Pak Army soldiers who briefed us about the place and its significance for both the countries. Thanks to Allah, Indians did not open fire to a



gathering of around 30 Team Alfalah members: P. Most of us took pictures and made videos to capture this wonderful experience. It was an astonishing view to find both Kashmir's at one place. Some Indian workers and soldiers were visible in the background working in the repair work of bridge. According to the agreement, it was the responsibility of India to maintain the bridge. After spending around 2 hours, we started back to Muzaffarabad. We had a stop at village view hotel on our way for lunch. After the lunch, few of us played games where I had minor injuring at my knee as well. At last, we reached back to hotel

at around 6:00 pm and had rest thereafter.

Next day was our journey back to Lahore. We started our travel not very late due to our commitment. Plan was to take lunch at Monal Restaurant, Islamabad Margalla Hills. We reached there at around 1:00 pm to have a spectacular lunch. Everyone wished to reach to home as early as possible after that. We started the journey at around 4:00 pm to M2 motorway towards Lahore. We stayed for an hour at Bhera again for prayers and tea.



Tiredness was apparent on everyone's face. However, tick tock of few members continued till we reached Lahore at around 10:00 pm due to traffic block at few places. No doubt, these 4 days were memorable for all of us.

By: Dr. Fawad Sarwar

Zika Virus

Key facts

- Zika virus disease is caused by a virus transmitted by *Aedes* mosquitoes.
- People with Zika virus disease usually have symptoms that can include mild fever, skin rashes, conjunctivitis, muscle and joint pain, malaise or headache. These symptoms normally last for 2-7 days.
- There is no specific treatment or vaccine currently available.
- The best form of prevention is protection against mosquito bites.
- The virus is known to circulate in Africa, the Americas, Asia and the Pacific.

Introduction

Zika virus is an emerging mosquito-borne virus that was first identified in Uganda in 1947 in rhesus monkeys through a monitoring network of sylvatic yellow fever. It was subsequently identified in humans in 1952 in Uganda and the United Republic of Tanzania. Outbreaks of Zika virus disease have been recorded in Africa, the Americas, Asia and the Pacific.

Genre: Flavivirus

Vector: *Aedes* mosquitoes (which usually bite during the morning and late afternoon/evening hours)

Reservoir: Unknown

Signs and Symptoms

The incubation period (the time from exposure to symptoms) of Zika virus disease is not clear, but is likely to be a few days. The symptoms are similar to other arbovirus infections such as dengue, and include fever, skin rashes, conjunctivitis, muscle and joint pain, malaise, and headache. These symptoms are usually mild and last for 2-7 days.

Potential complications of Zika virus disease

During large outbreaks in French Polynesia and Brazil in 2013 and 2015 respectively, national health authorities reported potential neurological and auto-immune complications of Zika virus disease. Recently in Brazil, local health authorities have observed an increase in Guillain-Barré syndrome which coincided with Zika virus infections in the general public, as well as an increase in babies born with microcephaly in northeast Brazil. Agencies investigating the Zika outbreaks are finding an increasing body of evidence about the link between Zika virus and microcephaly. However, more investigation is needed to better understand the relationship between microcephaly in babies and the Zika virus. Other potential causes are also being investigated.

Transmission

Zika virus is transmitted to people through the bite of an infected mosquito from the *Aedes* genus, mainly *Aedes aegypti* in tropical regions. This is the same mosquito that transmits dengue, chikungunya and yellow fever.

Zika virus disease outbreaks were reported for the first time from the Pacific in 2007 and 2013 (Yap and French Polynesia, respectively), and in 2015 from the Americas (Brazil and Colombia) and Africa (Cape Verde). In addition, more than 13 countries in the Americas have reported sporadic Zika virus infections indicating rapid geographic expansion of Zika virus.

Zika Virus

Diagnosis

Infection with Zika virus may be suspected based on symptoms and recent history (e.g. residence or travel to an area where Zika virus is known to be present). Zika virus diagnosis can only be confirmed by laboratory testing for the presence of Zika virus RNA in the blood or other body fluids, such as urine or saliva.

Prevention

Mosquitoes and their breeding sites pose a significant risk factor for Zika virus infection. Prevention and control relies on reducing mosquitoes through source reduction (removal and modification of breeding sites) and reducing contact between mosquitoes and people.

This can be done by using insect repellent; wearing clothes (preferably light-coloured) that cover as much of the body as possible; using physical barriers such as screens, closed doors and windows; and sleeping under mosquito nets. It is also important to empty, clean or cover containers that can hold water such as buckets, flower pots or tyres, so that places where mosquitoes can breed are removed.

Special attention and help should be given to those who may not be able to protect themselves adequately, such as young children, the sick or elderly.

During outbreaks, health authorities may advise that spraying of insecticides be carried out. Insecticides recommended by the WHO Pesticide Evaluation Scheme may also be used as larvicides to treat relatively large water containers.

Travellers should take the basic precautions described above to protect themselves from mosquito bites.

Treatment

Zika virus disease is usually relatively mild and requires no specific treatment. People sick with Zika virus should get plenty of rest, drink enough fluids, and treat pain and fever with common medicines. If symptoms worsen, they should seek medical care and advice. There is currently no vaccine available.

WHO response

- WHO is supporting countries to control Zika virus disease through:
- Define and prioritize research into Zika virus disease by convening experts and partners.
- Enhance surveillance of Zika virus and potential complications.
- Strengthen capacity in risk communication to help countries meet their commitments under the International Health Regulations.
- Provide training on clinical management, diagnosis and vector control including through a number of WHO Collaborating Centers.
- Strengthen the capacity of laboratories to detect the virus.
- Support health authorities to implement vector control strategies aimed at reducing *Aedes* mosquito populations such as providing larvicide to treat standing water sites that cannot be treated in other ways, such as cleaning, emptying, and covering them.
- Prepare recommendations for clinical care and follow-up of people with Zika virus, in collaboration with experts and other health agencies.

Top 10 Reasons Employees Stay with an Organization

If employee retention is a focus area for your organization, you may want to consider asking this question during the discussion phase when giving your next employee performance review:

“What would it take for you to leave?”

In fact, you may want to do it sooner. You might be very surprised at the responses you hear. Many of your employees will not be able to think of a reason they would leave, which says a lot about your organization. And those that do respond with reasons they would consider leaving your company provide valuable insight into how you can make improvements to retain your most valued employees.

Why wait until an exit interview to determine why an employee decided to leave? Engage your good performers when the opportunity presents itself and find out what might cause them to leave before they really do leave.

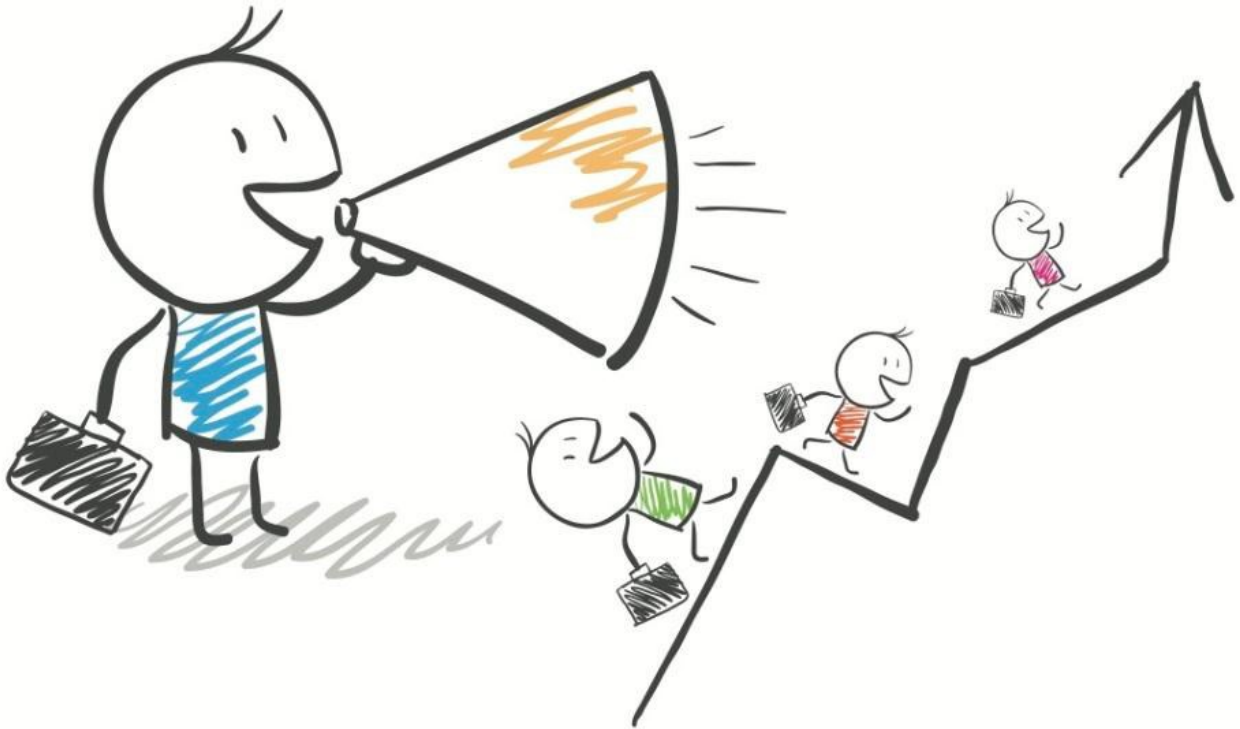
According to a survey conducted for a publication which involved more than 17,000 employees with various organizations about reasons why employees stay with an organization. Below are the top 10 reasons from the survey:

- Exciting work and challenge
- Career growth, learning and development
- Working with great people
- Fair pay
- Supportive management/good boss
- Being recognized, valued and respected
- Benefits
- Meaningful work and making a difference
- Pride in the organization, its mission and its products
- Great work environment and culture

It's often assumed that pay is the chief lure for an employee to jump ship. However, that is clearly not the case. Even if you've had to freeze salaries over the past couple of years, if you can provide your employees with challenging work, give them the opportunity to learn and grow, and have created a work environment of support and camaraderie, you have a very good chance of being able to retain your top performers.

But, of course, the best way to find out where you stand is by asking your employees directly. Take some time to find out from your employees why they stay with your organization and, more importantly, why they might leave.

Productive Anxiety



Is it real????? Can anxiety leads to improved performance?

We all say or rather complain about being stressed but according to this theory, limited stress. I repeat limited stress improves the productivity... oh really..... well lets read what the law says actually.

"The Yerkes-Dodson law states that performance increases with physiological or mental arousal (stress), but only up to a point. When the level of arousal (stress) becomes too high, performance decreases".

Quite smart actually they took the point from what we call challenges of daily life. These challenges arise from the very goal we all pick to achieve in life. Some of these challenges are forced on to us like peer pressure or job pressure. Or they are part and parcel of the goal we choose, like becoming a Chartered Insurer or Chartered Accountant. But what it manages to conclude on is controlling that arousal to limits so that a sustainable performance becomes habit.

Kashmir Solidarity

Kashmir Solidarity Day or Kashmir Day is a national holiday in Pakistan and is pragmatic by Kashmiri nationalists on 5 February each year. It is in observance of Pakistan's support and unity with the people of Indian-administered Kashmir, their ongoing freedom struggle and to pay homage to Kashmiri martyrs who lost their lives fighting for Kashmir's freedom. Solidarity rallies are being held in Azad Kashmir, Pakistan and by Pakistanis & Kashmiris around the globe. The day often marks unrest in Indian controlled Kashmir. Kashmir Day in Pakistan was first proposed by Qazi Hussain Ahmad of the Jamaat-e-Islami in 1990.

Through this Day, Pakistan declines the atrocities that are being committed by the Indian state in Kashmir. During the Kashmir valley protest in the summer of 2010 Syed Ali Shah Geelani, a key separatist leader, said "We want end to Indian occupation here and have already laid out our proposal for initiating a dialogue."

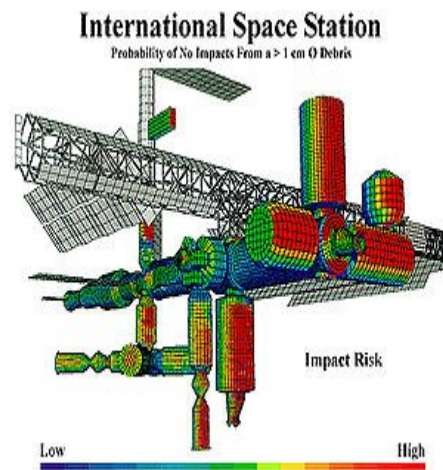
Solidarity day is also observed to provide sympathetic and political support to the Kashmiri people who are struggling for their freedom from the Indian rule. The day is also observed with the objective of seeking a peaceful solution to the Kashmir problem besides delivering a strong message to the international community. The hallmark of the day is the forming of human chain by people to reiterate complete solidarity at the entry points of Azad Jammu and Kashmir (AJK).

The day starts with special prayers for the martyrs of Kashmir together with victory of the freedom struggle and expression of solidarity with the Kashmiri people, followed by mass rallies, peace walks, conventions, meetings and speeches. A one-minute silence is also observed to honour Kashmiri shuhada.

Kashmir dispute is a big hurdle in achieving peace between India & Pakistan. This very issue has brought Pakistan and India to battle fronts, but the deadlock continues. The irony of the matter is that while the world community has tried to resolve this issue by active involvement through UN resolution, the fate of Kashmir has yet to be resolved.

We pray and hope that the future will witness a peaceful solution of Kashmir Issue that will be acceptable to Kashmiri people along with India and Pakistan.

Risk Analysis



(NASA's illustration showing high impact risk areas for the International Space Station)

Risk analysis can be defined in many different ways, and much of the definition depends on how risk analysis relates to other concepts. Risk analysis can be "broadly defined to include risk assessment, risk characterization, risk communication, risk management, and policy relating to risk, in the context of risks of concern to individuals, to public- and private-sector organizations, and to society at a local, regional, national, or global level." A useful construct is to divide risk analysis into two components:

- (1) Risk assessment (identifying, evaluating, and measuring the probability and severity of risks)
- (2) Risk management (deciding what to do about risks).

Some books take a slightly different approach and define risk management as the overarching concept, where risk analysis is the component that seeks to identify and measure the risks and risk mitigation is determining what to do about the risks.

Risk analysis can be qualitative or quantitative. Qualitative risk analysis uses words or colors to identify and evaluate risks or presents a written description of the risk, and quantitative risk analysis (QRA) calculates numerical probabilities over the possible consequences.

Quantitative Risk Analysis:

QRA seeks to numerically assess probabilities for the potential consequences of risk, and is often called probabilistic risk analysis or probabilistic risk assessment (PRA). The analysis often seeks to describe the consequences in numerical units such as dollars, time, or lives lost. PRA often seeks to answer three questions:

Risk Analysis

What can happen? (i.e., what can go wrong?)

How likely is it that it will happen?

If it does happen, what are the consequences?

Thus, risk R can be described as a set of triplets, $R = \{ \langle s_i, p_i, c_i \rangle \}$, $i = 1, 2, \dots, N$ where s_i is scenario i , p_i is the probability of scenario i , c_i are the consequences if scenario i occurs, and N is the total number of scenarios. This type of analysis typically results in a probability distribution over the consequences.

Although actuarial science has used probabilities to measure risk for more than a hundred years, PRA as a specific mode of inquiry was initially developed to analyze engineering risks such as nuclear power plants and the space shuttle. More recently, it has also been applied to other areas, such as business, climate change, health risks, food safety and security. Especially with the increasing importance of terrorism, game has become a quantitative tool to analyze the risks of intelligent adversaries who seek to do harm against a system or people. These game-theoretic techniques may be probabilistic or deterministic.

Pseudo-Quantitative Risk Assessment:

Pseudo-quantitative risk assessments generally assign numbers to the likelihood and consequences for a risk but do not build a mathematical model of the risk as suggested by PRA. The most popular pseudo-quantitative method is probably the risk matrix, which classifies the likelihood of a risk in one category and the consequences in another category. The combination of the likelihood and consequence categories corresponds to a risk level, usually a color such as red, orange, yellow, and green. A risk matrix is sometimes called a pseudo-quantitative method because the categories may be determined from numbers. For example, the likelihood category *Unlikely* may correspond to a probability of occurrence between 0.1 and 0.3.

These pseudo-quantitative or scoring methods have been heavily criticized because they do not obey mathematical rules and may not correctly rank risks. They have the appearance of being rigorous but provide a false sense of security to those organizations that rely on them to manage risks. Undertaking a full QRA provides a more rigorous analysis and a better foundation for making good risk management decisions than relying on pseudo-quantitative methods.

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MOTOR



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