



## Learning & Organizational Development Calendar December, 2022

### New Employee Induction



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
On-boarding - of New Entrants	As per onboarding process	All New Joiners, Transferred employees from within Airport Business, Transferred employees from other Adani Business.	The purpose of New Employee On-Boarding process is to 1. Create a positive first impression and seamless & uniform experience for all the new joiners, thus building an excellent employer brand and employee value proposition. 2. Equip the employee with the right knowledge, information, and other support thereby launching employee's career successfully. 3. Integrate every employee in Adani family in the shortest possible time. Continuous support and listening forum 4. Pulse and sense check of the new employee on regular intervals	On Boarding Manager	Continuous
New Employee Orientation (NEO) - Induction & Customer Service Orientation	3 Days	All New Joiners	The programme objective is to familiarize new recruits into the organization about the various constituents of the organization (Culture, Business, Function, System, Processes, Organization Structure, Strategy / Goal, VMV, Policies)	CEO, HR Head, Head L&OD & other Heads of the respective functions	28 <sup>th</sup> - 30 <sup>th</sup> December

### Business Orientation Sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Airline Marketing	2 hours	All Employees, New Joiners	Airport volumes and asset maximization are driven by airlines and their activities have a significant impact across all our departments. Adani Airports' strives to build partnerships with the airline community to ensure quick recoveries post-pandemic, increase destination reach and build ATMs, Passengers and Cargo volumes. The session will impart learning towards, 1. Network & Hub Development 2. Airline Regulations Management 3. Analytics & Forecast 4. Ecosystem Development	Sharad Gambhir	2 <sup>nd</sup> December
Corporate Communication	2 hours	All Employees, New Joiners	The session will orient you towards the PR functions, our communication regarding the brand Adani, social media activations, utilization of social media platforms for the benefit of the brand, online reputation management, sophisticated listening tools, monitoring and mapping of news, and internal brand communications and event.	Mallika Dasgupta	6 <sup>th</sup> December
Terminal Operations	2 hours	All Employees, New Joiners	Towards the end of the session, participant will understand the following: 1. Role of Terminal Operations 2. OMDA Parameters 3. Key Responsibilities of Terminal Operations 4. Different Regulatory Agencies at the Terminal 5. Various Stakeholders in Terminal Operations	Alston D'Mello	15 <sup>th</sup> December



### Technical Mandatory Training



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Radio Telephony / ATC Module	1 Day Jaipur	Airside Operations	The objective of this training is to enable staff to acquire the necessary knowledge and skill so that they can correctly and effectively use standardized phraseology in accordance with ICAO standards and recommended practices while communicating with air traffic controllers, Apron Control, Fire Watch Tower and other ground personnel as the information and instructions transmitted are of vital importance in the safe and expeditious operation of aircraft.	Sanjeev Kumar Gupta	3 <sup>rd</sup> December 4 <sup>th</sup> December

### Technical Trainings

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Awareness Session On Occupational Health & Safety Management System based on ISO 45001:2018 Standards Requirements	2 Hours	All Employees	ISO 45001 is the first global Occupational Health and Safety Management System standard that replaces OHSAS 18001. The training will enable you to; 1. Learn the basic elements to implement and manage an Occupational Health and Safety Management System (OH&S MS) as specified in ISO 45001. 2. Understand OH&S MS policy, procedures, performance measurements, management commitment, internal audit, management review, and continual improvement.	Monish Mohandas	21 <sup>st</sup> December





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### ● Airport Operations, Engineering Regulatory & Management (AOERM) Programme ●

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Airside Management	4 hours	All Operational Employees	The session will guide the employees towards, 1. Airside establishment including ARFF 2. Airside Regulations 3. Licensing of Airport 4. Airside Security 5. Airside Operations & Responsibilities of an Airport Operator 6. AOCC, Air Traffic Management	External Facilitator - Adani University	19 <sup>th</sup> December
Overview of Airport Security			The session will focus on, 1) Responsibility of Airport Operators in Aviation Security 2) Responsibility of individuals working at an airport 3) The general security establishment at an Airport 4) Security Clearances for Infrastructure and commercial establishment at an airport		23 <sup>rd</sup> December
Facilitation of Passengers with Reduced Mobility (PRM)			The session will enable to comprehend, 1. Sensitizing participants of the special needs of Passengers with Reduced Mobility (PRM) 2. Explanation of the categories of passengers falling under PRM 3. Overview of the various facilities to be provided to such passengers (and necessary specifications) and minimum requirements thereof 4. Understanding of the MOSJE Act & DGCA CAR 3, Air Transport Series M Part 1		20 <sup>th</sup> December
Airport Emergency Planning (AEP)			The session objectives are: 1. Regulatory framework of having AEP 2. Scope of AEP 3. Stakeholders in AEP 4. Types of Emergencies and respective emergency plans 5. Airport Infrastructure for handling emergencies		9 <sup>th</sup> December



### ● Customer Service Programme ●



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Excellence in Customer Service (Asset wise)	2 Hours	All Employees	The programme objective is as under: 1. Understand and meet customer needs, exceed their expectations, and create a truly positive customer experience 2. Manage irate customers in a professional, confident, and calm manner that reduces conflict 3. Recognize barriers to the delivery of outstanding customer service 4. Understanding the benefits of great Customer experience 5. Role of Customer experience and having a service culture	External Facilitator	Dates will be shared with the Asset Team
Customer Service Executives & Passenger Service Executives Accreditation	3 Months	CSEs & PSEs	To achieve service excellence, the CSE & PSE will undergo the following, 1. Introduction to the Airport & their asset 2. Pre-Assessment of the knowledge & skills 3. Basics of styling & hygiene 4. Upskilling the Customer service 5. Customer profiling & Handling 6. Communication skills 7. Etiquette at workplace 8. Post-Assessment of knowledge & skills 9. On-the-job coaching	External Facilitator	Dates will be shared with the Asset Team

### ● Soft Skills Programmes ●

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Setting Goals & Expectations - Driving Clarity and Alignment across people & teams	2 Hours	All Employees	SMART is an acronym for Specific, Measurable, Achievable, Relevant, and Time-bound. By the end of the program you will 1. Understand what is goal and why it is important to have a clear goal 2. Know the Difference between Goal & Objective 3. Understand the difference between KRA and KPI 4. be able to create and review SMART goals unassisted	External Facilitator	13 <sup>th</sup> December
Cultivating Transformational Mindset	2 Hours	All Employees	Transformation mindset is the ability to, 1. Continuously update one's knowledge and skills in line with changing business dynamics and operating machines, and apply the learning to platform in new or changing contexts. 2. Challenge status quo, create a business case for change, align stakeholders and manage challenges of an uncertain environment.	External Facilitator	20 <sup>th</sup> December
<b>New</b> The Art of giving Feedback	2 Hours	All Employees	Through the session the employees will comprehend, 1. Concept of Feedback 2. Relevance of Feedback 3. How to share Feedback 4. Techniques and model to give Feedback	External Facilitator	23 <sup>rd</sup> December
<b>New</b> Emotional Intelligence	2 Hours	All Employees	Emotional Intelligence is the capacity at which one able to comprehend their own feelings as well as how they react to others. The session will provide insight on, 1. The concepts of Emotional Intelligence when dealing with others 2. How to be empathetic towards Internal & External stakeholders	External Facilitator	26 <sup>th</sup> December



### ● Dangerous Goods Regulations (DGR) Trainings - Mumbai Airport ●



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
DGR CAT 12 Initial	1 Day	Security Screener	The objective of the training is to identify Dangerous Goods, different classes, marking & labeling of DG & familiarization with emergency procedures	IATA Certified DGCA approved Instructors Ajay Bari & Pradeep Nair	2 <sup>nd</sup> December
DGR Category 9 Initial	1 Day	Passenger Handling staff			7 <sup>th</sup> December
DGR CAT 8 Initial	2 Days	Cargo Handling Staff			9 <sup>th</sup> December
					12 <sup>th</sup> - 13 <sup>th</sup> December



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### Security Training Programmes - Mumbai Airport

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
AVSEC Induction Course	5 Days	Security Employees	This course is mandatory for employees who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP).	BCAS certified instructors Shilpa Amrute & Vinitha Shetty	5 <sup>th</sup> - 9 <sup>th</sup> December
AVSEC Basic Course	13 Days				5 <sup>th</sup> - 19 <sup>th</sup> December
AVSEC Basic Refresher Course	3 Days				19 <sup>th</sup> - 21 <sup>st</sup> December 27 <sup>th</sup> - 29 <sup>th</sup> December
Testing & Certification of Inline Hold Baggage screening (ILHBS)	3 Days				13 <sup>th</sup> - 15 <sup>th</sup> December (Pre-certification course) 16 <sup>th</sup> - 17 <sup>th</sup> December (Exam)
AVSEC Awareness Programme for Non-Security Staff	1 Day	Non-Security staff	This training is mandatory to process the AEP and airport operator is responsible to conduct the training for all employees working at airport.		25 Batches



### Security Training Programmes - Ahmedabad Airport



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
AVSEC Induction Course	5 Days	Security Employees	This course is mandatory for employees who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP).	BCAS certified instructors Dushyant Bhardwaj & Parul Yadav	12 <sup>th</sup> - 16 <sup>th</sup> December
AVSEC Basic Refresher Course	3 Days	Security Employees	This course is mandatory for all new joiners who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP).		5 <sup>th</sup> - 7 <sup>th</sup> December 19 <sup>th</sup> - 21 <sup>st</sup> December 27 <sup>th</sup> - 29 <sup>th</sup> December
AVSEC Basic Course	13 Days	Security Employees	This course is mandatory for employees who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP).		5 <sup>th</sup> - 19 <sup>th</sup> December

### Skill-Development sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
SAP & PR / PO Process	2 Hours	All Employees	SAP & BPC session will impart knowledge on , PR, PO Process, Payment process, Billing Process. 1. Overall understanding of SAP 2. PR / PO process 3. Payment & Billing process	Tushar Shah	13 <sup>th</sup> December
Happay App	2 Hours	All Employees	The session will enable the employees to understand, 1. The functioning of Happay App 2. Booking tickets for self and guest 3. Creating Reports	External Facilitator	14 <sup>th</sup> December



### Well-Being sessions



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
<b>New</b> Awareness session on HIV and AIDS	2 Hours	All Employees	December 1 is seen as World Aids day to unite in the fight against HIV and extending support with the once suffering. The session will provide an understanding towards what is HIV and AIDS, its criticalities and prevention against it.	Maj (Dr) Anand D. More (Retd)	1 <sup>st</sup> December
<b>New</b> Awareness session on Headache			Headache has been noted as a common complaint among individuals. Through this session the employees will understand, 1. The different types of Headache 2. The causes of Headache 3. Its remedies 4. Managing headache		To be announced shortly