



## Learning & Organizational Development Calendar November, 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> November

### ● 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	15 <sup>th</sup> November
<span style="color: red; font-weight: bold;">New</span> ESG: Environment, Social and Governance			ESG stands for Environmental Social and Governance, and refers to the three key factors when measuring the sustainability and impact of business operations on the company, its stakeholders and the community. This session will enable the employees to understand: 1. The concept of ESG 2. Importance of ESG and its impact on Businesses and its Stakeholders 3. Adani Airports ESG Vision, Strategy, Roadmap and Implementation Plan 4. ESG Outcomes 5. Reporting and Disclosures to investors, rating agencies and regulators	Pankaj Singh	17 <sup>th</sup> November 24 <sup>th</sup> November
Cargo			The programme will impart knowledge on: 1. Air Cargo Supply Chain 2. Airport Cargo Infrastructure 3. Cargo Terminal Layout and Processes 4. Fundamentals of Cargo 5. Key Data and Trends	Binay Kumar Jha	18 <sup>th</sup> November



### ● Leadership Workshops ●

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Manager 101 Leader 101 Behavioral event interviewing (BEI) / Target selection	3 Days - Ahmedabad	GM & above	In order to create self managing functional teams, it is essential for a leader to have a clear alignment with the team and work in synergy to achieve the organizational goals The workshop will impart knowledge on: 1. Setting SMART Goals 2. Enhancing Feedback skills 3. Having Performance Conversations 4. Building Team alignment & Communication  Leader 101: 1. Self-awareness and awareness about team members 2. Learning Agility 3. Change Agility 4. Building a collective team trust bank account.  Behavioral event interviewing (BEI) / Target selection: 1. Interview Guide Target Selection 2. Opening & Closing the Interview 3. Planned Behavioral Value Based Questions	Mayur Satyavrat	14 <sup>th</sup> - 16 <sup>th</sup> November
<span style="color: red; font-weight: bold;">New</span> SLDJ: Module 13: Acts, State Agreements & AERA, AAIB.	3 Days	SLDJs	The objectives of the session.: 1) The Aircraft act 1934 and Aircraft Rules 1937 2) Book 2 Aircraft (Security) Rules 2011, book 3 Aircraft (Investigation of Aircraft accident and Incident) Rules 2017 and Air Safety Circular-04 of 1994. 3) Aircraft (Demolition) Rules 4) Aerodrome Safeguarding Circular (ADSAC) 4 of 2021 (about cranes). 5) AERA Act 2008 6) Guidance for Airport operators 7) CAR Requirements for Licensing 8) ADAC Aerodrome Manual. 9) ADAC 1 Change management in Licensed Airport. 10) CAR -Safety Management System. 11) Concessionaire Agreement 12) Regulations 2003. 14) State Support Agreement 15) State Government Support Agreement 16) Civil Aviation Policy 2016.	External Facilitator	3 <sup>rd</sup> - 5 <sup>th</sup> November

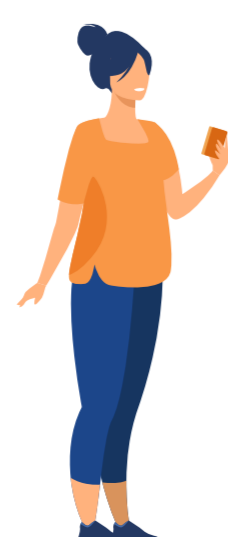


### ● Technical Mandatory Training ●

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Radio Telephony / ATC Module	1 Day	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	11 <sup>th</sup> November 24 <sup>th</sup> November



### ● Function Specific Programmes ●



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
<span style="color: red; font-weight: bold;">New</span> Data Security In Aviation sector	2 Hours	All Employees	This awareness session will focus on, 1. Responsible online behaviour 2. Fighting Fake news 3. Identifying Cyber crime 4. Reporting Frauds	Janice Verghese	To be announced



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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
Air Cargo Operations	4 hours	All Operational Employees	The session will impart knowledge towards, 1) Establishment of Cargo Terminal 2) Role of Airport Operator in Cargo 3) Role of Security in Handling Cargo 4) Custom Clearance Procedures 5) Concept of DGR goods 6) Understanding the Cargo Chain from consigner to consignee 7) Revenue of airport operator from the cargo business	External Facilitator - Adani University	7 <sup>th</sup> November
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		10 <sup>th</sup> November
Terminal Operations			The brief programme objectives are as under: 1) General Layout of an International Terminal 2) Passenger Baggage Procedures 3) Baggage Procedures 4) Custom Immigration Procedures 5) Landside Procedures 6) Facilitation & Service Quality 7) Hospitality attitude by any Adani Airport Staff		15 <sup>th</sup> November
<b>New</b> Aerodrome 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		28 <sup>th</sup> November



### ● 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
<b>New</b> Workplace Etiquettes	3 Hours	All Employees	The session will enable the employees to comprehend the social behavior at workplace, 1. Work-place Attire 2. Work-place Communication 3. Work station Etiquettes 4. Be Personable yet Professional	External Facilitator	21 <sup>st</sup> November
Outcome Orientation	2 Hours	All Employees	Outcome Orientation is the ability to : • Execute tasks efficiently and safely through effective time management, planning, process efficiency and product service quality • Analytically review risks / problems / issues by assessing their potential impact and developing robust contingency plans • Act as a custodian of the organization by taking complete ownership of goals / desired outcomes The session will impart knowledge and understanding on: 1. Effective Execution & operational excellence 2. Risk-Reward Management 3. Ownership & Accountability	External Facilitator	17 <sup>th</sup> November
<b>New</b> Analytical Thinking	2 Hours	All Employees	The session will upskill your knowledge on, 1. Significance of Analytical skills 2. Discover how to effectively use information 3. Identify questioning techniques to mind for information 4. Identify the major barriers to analytical thinking 5. Implement the techniques to analyse information & data	External Facilitator	29 <sup>th</sup> November



### ● 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> November 4 <sup>th</sup> November
DGR CAT 6 Recurrent	3 Days	DGR Cargo acceptance Staff			8 <sup>th</sup> - 10 <sup>th</sup> November
DGR Category 9 Initial	1 Day	Passenger Handling staff			16 <sup>th</sup> November
DGR CAT 8 Initial	2 Days	Cargo Handling Staff			14 <sup>th</sup> - 15 <sup>th</sup> November



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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	21 <sup>st</sup> - 25 <sup>th</sup> November
AVSEC Basic Refresher Course	3 Days				17 <sup>th</sup> - 19 <sup>th</sup> November
Testing & Certification of Inline Hold Baggage screening (ILHBS)	3 Days				31 <sup>st</sup> - 2 <sup>nd</sup> November (Pre-certification course) 3 <sup>rd</sup> - 4 <sup>th</sup> November (Exam)
Testing & Certification of Hold Baggage screening (Standalone)	3 Days				14 <sup>th</sup> - 16 <sup>th</sup> November
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.		23 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	14 <sup>th</sup> - 18 <sup>th</sup> November
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).		16 <sup>th</sup> - 17 <sup>th</sup> November 28 <sup>th</sup> - 30 <sup>th</sup> November
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).		1 <sup>st</sup> - 16 <sup>th</sup> November
Testing & Certification of Screener (ILHBS) - Pre Course	3 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).		14 <sup>th</sup> - 15 <sup>th</sup> November 21 <sup>st</sup> - 23 <sup>rd</sup> November

### Skill-Development Programmes

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Advanced Microsoft Excel	4 Hours	All Employees	The session will provide practical knowledge towards, 1. Cell-References 2. Advanced Formulae's (Concatenate, Vlookup, Hlookup, etc) 3. Understanding Macro 4. Pivot table reports	External Facilitator	10 <sup>th</sup> November



### Train The Trainer - TTT



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Train The Trainer - TTT	3 Days	All Internal Trainers	A holistic facilitator development program that focuses on competency building and enhancement of an individual for facilitation based on a 4-level learning enhancement approach. The programme will enhance the knowledge on, 1. Skill Enhancement 2. System Thinking 3. Design Thinking 4. Role Clarity 5. Individual Integrated Development 6. Values 7. Skill Matrix 8. Success Profile 9. Integrated Development Approach	Mayur Satyavrat	22 <sup>nd</sup> - 24 <sup>th</sup> November

### Well Being Sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
<b>New</b> Awareness on Diabetes	2 Hours	All Employees	As an awareness session on Diabetes, the employees will understand, 1. Diabetes- in the recent scenario 2. Dealing with Diabetes 3. Consequences pertaining to diabetes 4. Precautionary actions to be taken	Maj (Dr) Anand D. More (Retd)	14 <sup>th</sup> November
<b>New</b> Webinar on understanding 'Back Ache'			The session will impart knowledge on, 1. Causes of Back Ache 2. Treatment options 3. Precautionary measures.		To be announced shortly

