



Learning & Organizational Development Calendar October, 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. This program familiarizes the new employee 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 | 19 th - 21 st October |

Business Orientation Sessions



| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--------------------------|----------|----------------------------|---|--|--------------------------|
| Regulatory | 2 hours | All Employees, New Joiners | The session will impart knowledge on : 1. Airports Economic Regulatory Authority 2. Regulatory scenario in Airports 3. OMDA & Concession Agreement | Madhur Arora | 17 th October |

Leadership Workshops



| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--|-------------------|----------------------|--|--|---|
| Manager 101 | 1 Day - 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 | Mayur Satyavrat | 13 th October |
| Leader 101 | 1 Day - Ahmedabad | | The intervention will focus on: 1. Self-awareness and awareness about team members 2. Learning Agility 3. Change Agility 4. Building a collective team trust bank account | | 14 th October |
| Behavioral event interviewing (BEI) / Target selection | 1 Day - Ahmedabad | | The intervention will enable the hiring managers with the following: 1. Interview guide target selection 2. Opening & Closing the interview 3. Planned Behavioral Value based questions | | 15 th October |
| Group Development Lab | 3 Days | Executive Assistants | The Group Development Lab (GDL), which is designed to be conducted outside office environment and will be focusing on the identified areas of development and requirement of the targeted position. This GDL and its assessments, will provide objective input in terms of the critical behavioral aspects identified as the key requirement for the position. | External Facilitator | 12 th - 14 th October |

Function Specific Programmes



| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--|----------|----------------------------|---|--|--------------------------|
| Non-Aero Business model and future plans | 2 Hours | All Employees, New Joiners | The session will Provide insight about the Business model of Non-Aero commercial function, expansion plans, revenue generation channels, successes and failures of past months and future roadmap | Rahul Sahni | 10 th October |

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 th October |
| Airside Management | | | The session will guide you towards, 1) Airside Establishment including ARFF 2) Airside Regulations 3) Licensing of Airports 4) Airside Security 5) Airside Operations & Responsibilities of an Airport Operator 6) AOCC , Air Traffic Management | | 11 th October |
| 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 | | 18 th October |



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● 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 |
| New Customer Service Executives & Passenger Service Executives Accreditation | 3 Months | CSEs & PSEs Ahmedabad & Mumbai | 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 |



● Technical Trainings ●



| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--|----------|--------------------------------------|--|--|-------------------------------|
| New Safety Management System (SMS) - ICAO | 1 Day | Senior / Middle Management Mumbai | The objective of the training: 1. DGCA SMS related provisions and overview of State Safety Programme 2. Organizational safety policies and safety objectives 3. Roles, responsibilities, and accountabilities related to safety 4. Importance of compliance with national and organizational safety requirements 5. Management commitment and safety leadership 6. Basic Safety Risk Management principles 7. Safety Reporting Systems 8. Human Factors 9. Interface Management 10. Data Driven decision making 11. Allocation of resources 12. Promotion of the safety policy and the SMS 13. Promotion of a positive safety culture 14. Effective interdepartmental safety communication 15. Safety objective, SPIs, SPTs and alert levels 16. Disciplinary policy | External Facilitator | Dates to be announced shortly |

● Soft Skills Programmes ●

| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--|----------|-------------------------------|---|--|-------------------------|
| Unlocking potential through Innovation | 2 Hours | All Employees, New Joiners | Innovation focus is the ability to leverage technology to win in the market and build an agile organization that is fluid structures and nimble processes which respond rapidly to business challenges and market demands. The session will orient you towards understanding of technology, suggesting tech savvy solutions that improve existing processes and build agile organization by seeking support and undertake quick actions to expedite turnaround time | External Facilitator | 7 th October |



● 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 | All Levels of Security employees | The objective of the training is to identify Dangerous Goods, different classes, marking & labelling of DG & familiarization with emergency procedures | IATA Certified DGCA approved Instructors Ajay Bari & Pradeep Nair | 7 th October (CISF) 11 th October (CISF) |
| DGR CAT 7 Initial | 2 Days | Operator's & Ground Handling Agent's staff | | | 13 th - 14 th October |
| DGR Category 9 & 12 Initial | 1 Day | Security Staff & Passenger Handling staff | | | 19 th October 28 th October |
| DGR CAT 8 Initial | 2 Days | Operator's & Ground Handling Agent's staff | | | 20 th - 21 st October |

● 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 all new joiners who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP). | BCAS certified instructors Shilpa Amrute & Vinitha Shetty | 17 th - 21 st October |
| AVSEC Basic Refresher Course | 3 Days | | | | 10 th - 12 th October 27 th - 29 th October |
| AVSEC Basic Course | 13 Days | | | | 6 th - 20 th October |
| 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. | | 21 Batches |

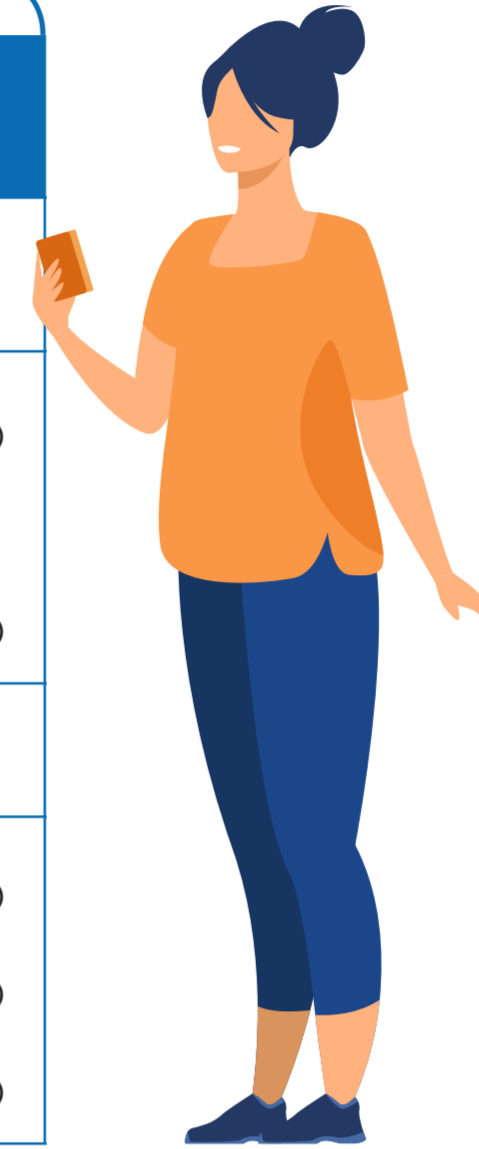




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Security Training Programmes - Ahmedabad Airport

| 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 all new joiners who are implementing security and screening duties as specified in National Civil Aviation Security Training Programme (NCASTP). | BCAS certified instructors Dushyant Bhardwaj & Parul Yadav | 17 th - 21 st October |
| AVSEC Basic Refresher Course | 3 Days | | | | 3 rd - 5 th October (CISF) 10 th -12 th October 17 th -19 th October (CISF) |
| AVSEC Basic Course | 13 Days | | | | 6 th - 20 th October |
| Testing & Certification of Screener (Standalone) - Pre Course | 3 Days | | | | 10 th -12 th October (CISF) 17 th - 19 th October (CISF) 24 th - 26 th October (CISF) |



Skill-Development Programmes

| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--------------------------------|----------|----------------------------|--|--|--------------------------|
| New Email Etiquettes | 2 Hours | All Employees, New Joiners | The session will orient you towards, 1. Writing official emails 2. Salutation & Signature 3. Brand guidelines 4. Body of message / subject message | External Facilitator | 14 th October |

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 | 19 th - 21 st October |



Well Being Sessions

| Name of the Intervention | Duration | Target Group | Key Learnings | Subject Matter Experts (Internal / External) | Date |
|--|----------|---------------|--|--|-------------------------------|
| Office Ergonomics - Guide to Good Spine Health | 2 Hours | All Employees | Back pain is one of the most common work-related injuries and is often caused by ordinary work activities such as sitting in an office chair or heavy lifting. Applying ergonomic principles - the study of the workplace as it relates to the worker - can help prevent discomfort in the back, neck, shoulders, eyes and wrists. Office Ergonomics boosts productivity, helps maintain a healthy posture and good eyesight. | Maj (Dr) Anand D. More (Retd) | Dates to be announced shortly |
| New Spinning Around - Dizziness / Vertigo, let's handle it | | | Vertigo is a sensation of spinning dizziness, which can be caused by an imbalance in the inner ear or problem in the central nervous system. The session will enable the participants in, 1. Understand Vertigo 2. The causes of Vertigo 3. Common Symptoms 4. What are its remedies 5. Managing it the correct way | | Dates to be announced shortly |
| New Mental Health: Share a Smile, Walk for a Mile | | | "Mens Sana in Corpore Sano" - A Healthy mind in a healthy body This is an awareness session focusing on, 1. The importance of mental health 2. Steps for a healthy lifestyle 3. Importance of having an optimistic approach 4. How exercise benefits mental health | | 10 th October |
| New Understanding Osteoporosis | | | Osteoporosis weakens bones, making them more susceptible to sudden and unexpected fractures. The disease often progresses without any symptoms or pain, and is not found until bones fracture. You can take steps to prevent this disease, and treatments do exist. The session will enable the employees to understand about, 1. What is Osteoporosis 2. Symptoms & its causes 3. The diagnosis & tests 4. Managing it & prevention | | Dates to be announced shortly |

