



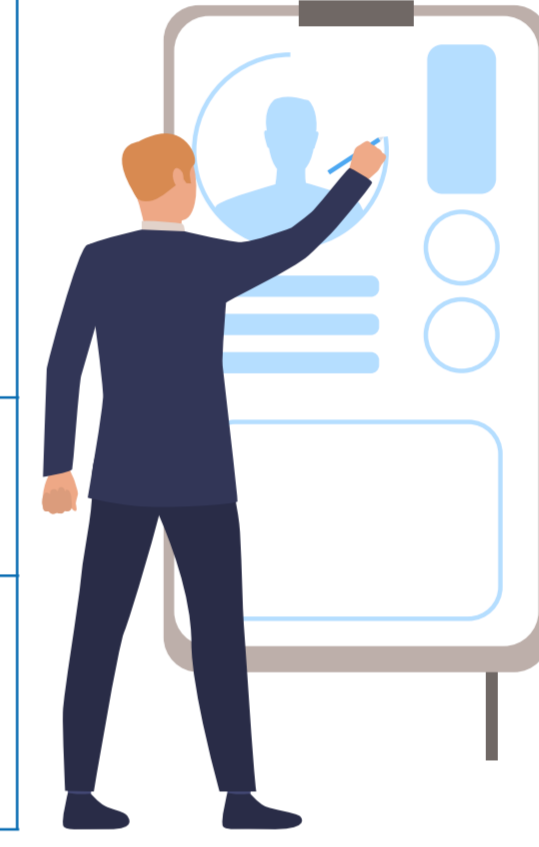
Learning & Organizational Development Calendar September, 2022

New Employee Induction



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New 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	28 th - 30 th September

Business Orientation Sessions



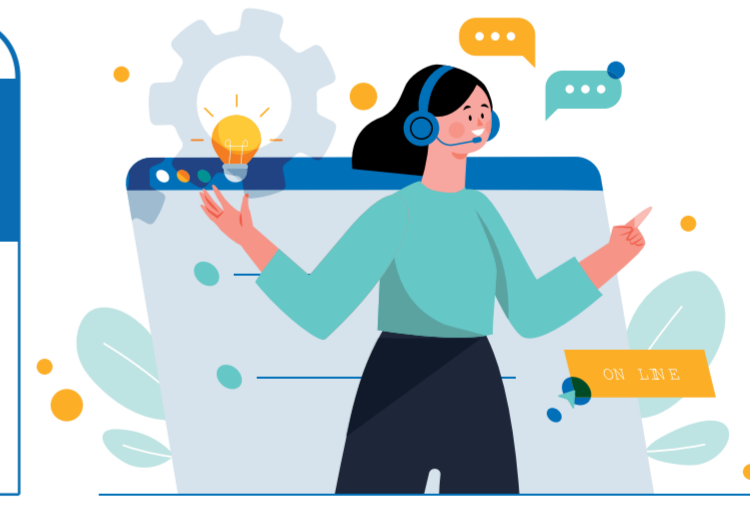
Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Air Traffic Control	2 hours	All Employees, New Joiners	Air traffic control (ATC) is a service provided by ground-based air traffic controllers who direct aircraft on the ground and through controlled airspace, and can provide advisory services to aircraft in non-controlled airspace. The purpose of ATC is to prevent collisions, organize and expedite the flow of air traffic, and provide information and other support for pilots. The programme will orient you towards: 1. ATC Tower 2. Role of Air Traffic Controller 3. Call signs 4. Area Control Center 5. ATC Regulations 6. Flight Traffic Mapping	External Facilitator	19 th September
Fuel Farm	2 hours	All Employees, New Joiners	The session will cover Jet Fuel Market and business in India. It will also focus on information on the Jet Fuel , Jet Fuel Business Model for Airport operator and various regulators in the business.	Pankaj Agarwal, GM - Jet Fuel Operations	5 th September
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 events	Mallika Dasgupta - DGM - Corporate Communications	13 th September

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, Head - L&OD	Dates to be announced shortly
New Group Development Lab	3 Days	Identified staff of Finance Division SLDJ Participants 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	Finance: 25 th - 27 th August SLDJ & EADJ - Dates to be announced shortly

Function Specific Programmes



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Human Factors In Aviation	3 Hours	All Operations Staff Lucknow	The program session will be as under: 1. What is Human Factors 2. Major Human Error Perspective 3. SHELL Model 4. FIVE ingredients of Effective Safety Culture	External Facilitator	Dates to be announced shortly

Airport Operations, Engineering Regulatory & Management (AOERM) Programme



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Regulatory Framework of Indian Aviation & AERA	4 hours	All Operations Staff	The session will focus on the following: 1.The Convention 1944 2. The ICAO and Annexes 3. Aircraft Act 1934 4. Aircraft Rules (All) 5. The regulatory establishment GOI 6. ACI, IATA, CANSO, etc.	External Facilitator From Adani Institute of Education & Research (AIER)	22 nd September
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		9 th September
Airside Management			The session will focus on the following: 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		8 th September
Airport Security			The session will impart knowledge 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		20 th September 30 th September
Cargo Operations in an Airport			The session will focus on the following: 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		16 th September 26 th September



Learning & Organizational Development Calendar September, 2022

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



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, Deputy Manager - EHS	9 th September
New First Aid Training - Burns	2 Hours	All Employees - Lucknow	The participants will be trained on the immediate steps to be followed in case of burns caused by any unfortunate incident.	External Facilitator	Dates to be announced shortly
New Safety Management System (SMS) - SMS implementation at Airports	3 Days	Operations departments (AOCC, Airside, ARFF), Terminal Ops, E&M (Elect & civil), Projects	The session will focus on the following: 1. Demystifying Safety Management System (SMS) 2. SMS Provisions and Regulations 3. Organizational Structure, Accountability and Responsibility 4. Management Commitment and Safety Leadership 5. Safety Objectives, SPIs and SPTs 6. Data Driven Decision-making 7. Safety Training & Education; and Safety Communication 8. Safety Culture 9. Disciplinary policy 10. The organizations SMS processes and procedures	External Facilitator	5 th -7 th September (Guwahati) 12 th -14 th September (Lucknow) 19 th -21 st September (Trivandrum) 26 th -28 th September (Jaipur)



Soft Skills Programmes

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Pursuit of Excellence	2 Hours	All Employees, New Joiners	The session will focus on 1. Understanding customer needs to enhance Quality and productivity 2. Importance of excellent mindset 3. Learning the right attitude and right behavior which are the keys to excel in work and services that you deliver	External Facilitator	6 th September
Drive for Results	2 Hours	All Employees, New Joiners	Pursuit of Excellence helps in understanding customer needs to enhance Quality and productivity The session will guide you to: 1. Learn the right attitude and right behavior which are the keys to excel in work and services that you deliver 2. Understand the meaning for drive for results/ execution excellence 3. Monitor effectiveness to achieve excellence with delivering a task or project	External Facilitator	20 th September



Dangerous Goods Regulations (DGR) Trainings - Mumbai Airport

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
DGR CAT 9 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 September (CISF)
DGR CAT 8 Initial	2 Days				9 th September (CISF)
DGR Category 9 & 12 Initial	1 Day				15 th -16 th September (Cargo) 26 th -27 th September (Cargo)
					20 th September 21 st September 30 th September



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 Lal Singh Bhandari, Shilpa Amrute & Vinitha Shetty	19 th -23 rd September
AVSEC Basic Refresher Course	3 Days				27 th -29 th September
Testing & Certification of Inline Hold Baggage Screening (ILHBS) (3 Days + 2 Days)	5 Days				12 th -16 th September
Testing & Certification of Inline Hold Baggage (Standalone)	3 Days				6 th -8 th September
AVSEC Awareness Programme for Non-Security Staff	1 Day				24 Batches

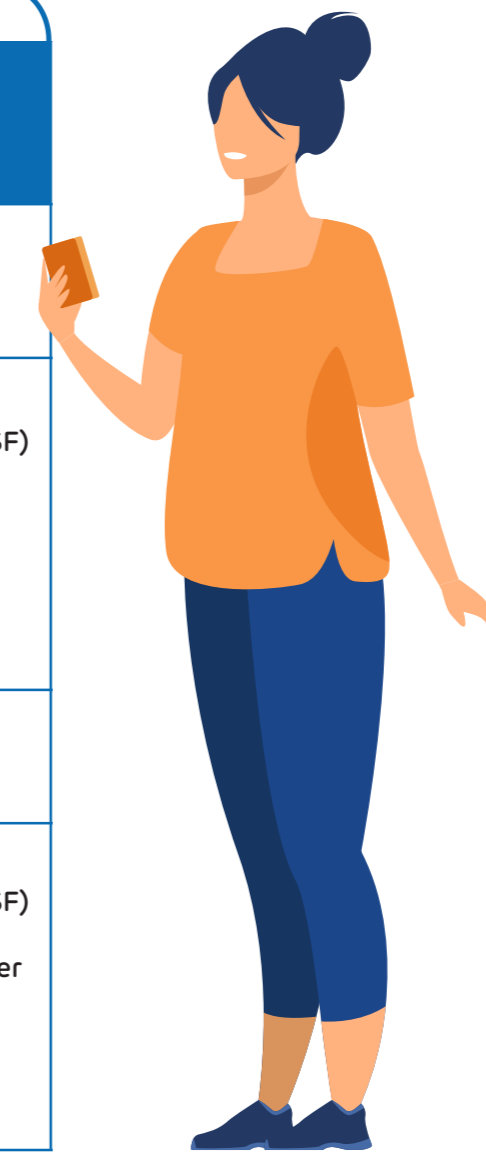




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Security Training Programmes - Ahmedabad Airport

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	18 th - 23 rd September
AVSEC Basic Refresher Course	3 Days				7 th -9 th September (CISF) 19 th -21 st September 28 th -30 th September
AVSEC Basic Course	13 Days				12 th - 26 th September
Testing & Certification of Screener (Standalone) - Pre Course	3 Days				12 th -14 th September (CISF) 1 st -3 rd September 26 th -28 th September



Skill-Development Programmes



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Power BI for Beginners	4 Hours	Employees who use Power BI	This Power BI course is applicable for people who want to understand how to use the Power BI tools and create customized visual reports. It is also suitable for BI and reporting professionals, data analysts, and professionals working with data in any sector.	Adani Skill Development Centre	15 th September
New Advanced PowerPoint	4 Hours	All Employees, New Joiners	Key Learning Outcomes: 1. Using Your Keyboard For Just About Everything 2. Strategically Building Scale-able Layouts 3. Demystifying the Common Issues with Lines in Hierarchies and Flow Processes 4. Leverage hidden commands and features to build your PowerPoint presentations faster 5. Become fluent in PowerPoint to add more value to your projects	External Facilitator	22 nd September

Duty Free

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New World of Spirits	2 Hours	All Employees	The spirits programme is the original Scotch Whisky introduction phase, the course / session gives you the knowledge, skills and confidence to talk to customers or client or at Social Setup about Scotland's whisky and various Whisky types, furthermore improving user comprehension and exponentially sales. At end of course it provides a basic description of whisky as product ,including what is whisky,how it is made, various whisky styles and taste profile	External Facilitator	6 th September



Quality Training



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Six Sigma Training	2 Hours	All Employees	In today's competitive environment, organizations must delight their customers and relentlessly look for new ways to exceed their expectations. To accomplish this, Six Sigma must become a part of an organization's culture. Six Sigma provides a rigorous and structured approach to help organizations improve their performance in meeting their customers' requirements. Training Overview and Topics to be covered: 1. Overview of Six Sigma 2. Key Concepts and Philosophy of Six Sigma 3. Applications of Six Sigma in Manufacturing, Process & Service Industries 4. Six Sigma DMAIC Methodology 5. Identify Six Sigma roles and responsibilities, project selection and project management to realize the benefits 6. Critical Success Factor	Rajan Mittal, Sr. Manager - Quality	25 th September

Train The Trainer - TTT

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New 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, Head - L&OD	Dates to be announced shortly



Well Being Sessions



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Alzheimer's Disease - Myths & Facts	2 Hours	All Employees	Alzheimer's disease is a progressive neurological form of dementia. Dementia is a broader term for conditions that negatively affect memory, thinking, and behavior. The changes interfere with daily living. Dementia can have a range of causes, such as brain injuries or diseases. The session will enable you understand in detail about the Alzheimer's Disease and the Myths & Facts associated.	Maj (Dr) Anand D. More (Retd) GM & Head, Medical Services & External Facilitator	21 st September
New Lymphoma: What is it?			Lymphoma is a cancer that starts in cells that are part of the body's immune system. Knowing which type of lymphoma you have is important because it affects your treatment options and your outlook (prognosis). The session will give you a detailed understanding about the Lymphoma disease, its types, symptoms and treatments.		15 th September
New Secrets to a Healthy Heart			Having a healthy heart is the key to a Healthy lifestyle and can avoid major heart diseases. The session will guide towards, 1. Importance of healthy lifestyles 2. Healthy Foods 3. Best routine practices		29 th September