



Learning & Organizational Development Calendar February, 2023

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	27 th February - 1 st March

Business Orientation Sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Navi Mumbai Project - Way Forward	2 hours	All Employees, New Joiners	The session on Navi Mumbai project will orient you towards the project planning phases, expected passengers per annum, project cost, construction details, challenges & way forward	Shishir Jha	To be announced
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	7 th February
Cargo	2 hours	All Employees, New Joiners	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	20 th February



Compliance Training



Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New POSH Sensitization - Refresher	2 hours	ICC Members	The session will sensitize the employees on, 1. Understand sexual harassment and sensitization of the POSH Act 2. Identify the situations that fall under POSH 3. Steps to file a complaint and handling it 4. Identify the process involved in complaint redressal 5. Identify do's and don'ts to be followed as an employee 6. Identify the consequences of non compliance of POSH Act	External Facilitator	To be announced
POSH Sensitization	2 hours	AAHL Employees	The session will sensitize the employees on, 1. Understand sexual harassment and sensitization of the POSH Act 2. Identify the situations that fall under POSH 3. Steps to file a complaint and handling it 4. Identify the process involved in complaint redressal 5. Identify do's and don'ts to be followed as an employee 6. Identify the consequences of non compliance of POSH Act	Mallika Dasgupta	To be announced

Quality Programmes

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Six Sigma Awareness	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	15 th February





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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
Occupational Health and Safety (OSH)	4 hours	All Operational Employees	The session will consist of: 1. Overview of Occupational Health and Safety Act 2. Guidelines to enhance safety in flight operation	Jayant DasGupta	21 st February
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	Anoop Bhatnagar	17 th February
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	C P Sawant	24 th February
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	C P Sawant	10 th February
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	Jayant DasGupta	14 th February



● 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
Managing Conflict at workplace	2 Hours	All Employees, New Joiners	The session will impart knowledge on : 1. Defining Conflict 2. Nature and causes of conflict 3. Conflict resolution techniques	External Facilitator	7 th February
New 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	19 th February
New Stress Management	2 Hours	All Employees	The objective of the session is to, 1. Define Stress 2. Identify different types of stress 3. Implement the technique to reduce stress	External Facilitator	22 nd February



● 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 nd February 17 th February 22 nd February
DGR Category 9 Initial	1 Day	Passenger Handling staff			9 th February
DGR CAT 8 Initial	2 Days	Cargo Handling Staff			13 th -14 th February
DGR CAT 7 Initial	2 Days	General Cargo acceptance Staff			6 th -7 th February



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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	2 nd February - 7 th February
AVSEC Basic Course	13 Days				13 th - 28 th February
AVSEC Basic Refresher Course	3 Days				1 st - 3 rd February
Testing & Certification of Inline Hold Baggage screening (LHBS)	3 Days				6 th - 8 th February (Training) 9 th - 10 th February (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.		21 Batches



Security Training Programmes - Ahmedabad Airport

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Testing & Certification of Screener (Standalone)	3 Days	CISF	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	13 th - 15 th February
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).		1 st - 3 rd February 4 th - 7 th February
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).		13 th - 28 th February



Leadership Program

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Finance Leadership Transition Program	3 Days	Finance Team	The session will focus on Self Leadership and orient the executives towards operating from an oasis of calm amidst external chaos. It will focus on 1. The Human element of Self- Leadership 2. Leading one-on-one relationships	External Facilitator	9 th - 11 th February
New SLDJ: Module 6 (Airport Maintainance)	2 Days	SLDJs	The objectives of the session:; 1. Facilities Life Cycle Management and Various Policies and Service Levels. 2. Maintenance Management systems 3. Capital Replacement Plans 4. Facilities Management Supporting Systems 5. Airport Service quality and Service agreements 6. Facility Management Reporting 7. HVAC and Safety Systems (Fire Protection and detection) 8. Types of Maintenance Contracts 9. Optimization of Terminal OPEX 10. Pavement Maintenance 11. Maintenance of AGL 12. Maintenance of supporting equipment, VDGS etc. 13. Role of maintenance in Business Continuity.	External Facilitator	6 th - 7 th February
New SLDJ: Module 12 (Airport Maintainance)	2 Days	SLDJs	The objective of the session: 1. Airside Planning 2. Air Terminal Planning 3. Other Supporting Facilities 4. Airport Land Use Plan 5. Objectives and Overall Process of Master Planning	External Facilitator	8 th - 9 th February



Skill-Development sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Advanced Excel	4 Hours	All Employees, New Joiners	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	To be announced
Happay App	2 Hours	All Employees, New Joiners	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	To be announced



Technical Training

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
Safety Management System (SMS) - ICAO	1 Day	Senior / Middle Management TRV	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	30 th January - 2 nd February
ICAO Annex 14	10 Days	Airport Employees of AMD	The session covers: 1. Evolution of ICAO and documents 2. Aerodrome data 3. Physical Characteristics 4. Obstacle restriction and removal 5. Visual Aids for Navigation 6. Electrical Systems 7. Aerodrome Emergency planning 8. Wildlife hazard control management 9. Runway surface friction measurement, evaluation and reporting	External Facilitator	30 th January - 10 th February



Well-Being sessions

Name of the Intervention	Duration	Target Group	Key Learnings	Subject Matter Experts (Internal / External)	Date
New Session on Awareness of Cancer Prevention	2 Hours	All Employees	Cancer is very common term we come across recently. In order prevent the same, an awareness session with few tips and suggestion.	Maj (Dr) Anand D. More (Retd)	To be announced
New Session on Unfit to Fit			The session will focus on guidance for a healthy lifestyle in order to Fit from Unfit.		To be announced

