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GCA— THE YEAR IN REVIEW

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TOP 3 GCA MOMENTS OF 2018

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Transfer of knowledge, or applying knowledge is arguable the primary reason for education, whether that be schooling, college or adult learning.



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The Lloyd's List Global Award for Training goes to a company or institution for outstanding commitment in training its employees ashore or at sea and GCA is very proud to be shortlisted, once again, in this category in 2018.

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Delivering Your Learning Strategy.

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## GCA – THE YEAR IN REVIEW

**“The GAC Corporate Academy (GCA) has seen another successful year, with the development of new learning portfolios that continue to help drive the GAC Group’s strategy and align with our continual business requirements.”**

In 2018 our Academy launched over 130 courses, offering nearly 14,000 participants - both new joiners and existing GAC personnel - the opportunity to enhance their skills and further their career, as well as helping to deliver our learning strategy across the GAC World.

Three of our courses were revamped this year into a new shorter format, including our NEO courses, IGW and HSSE, which were brought to a 2-week intensive format, and a new version of our Shipping Agency Operation (SAO) course was launched, now in a 4-week format.

GCA rolled out one of the most significant training programmes we’ve ever done this year through the Cyber Security Awareness and General Data Protection Regulation courses, as part of the Delta 21 strategic focus on enhancing and promoting technological capability within the Group. With over 4000 participants completing each of these courses it’s a true testament to how GCA continues to support the learning needs and strategic vision of the GAC Group, ensuring all GAC personnel are equipped for the challenges and opportunities of the digital age.

Our industry continues to multiply with innovation and new

technologies, and our customers expect quality service on-time, every time. The quality and safety of our vehicles and their operators plays a significant role in being able to deliver to our customers’ expectations. GCA aims to support all GAC personnel who use a vehicle at work through the DriverMetrics Profiling and eLearning Programme (DMP), a cutting edge and science-backed programme designed to address the behavioural and motivational factors associated with crash involvement.

Further to this, GCA’s recertification of ISO 29990 confirms our high standards for corporate learning and development and status as one of the leaders in our field, as does our HOYER Operations course being recognised as a finalist in the Lloyd’s List Awards for Training.

GCA’s efforts to fulfill the vision of GAC as a true learning organisation wouldn’t be possible without the commitment of our enthusiastic participants and supporters throughout the GAC Group, so I would like to express a sincere and warm thank you to you all as well as a deep thank you to our great GCA team

I look forward to another fulfilling year ahead and we wish you and your families a happy holiday season.

**Patrik Halldén**  
Group Vice President – Human Resources





# SHEROL FERNANDES

## TOP 3 GCA MOMENTS OF 2018



This year has been full of great moments for GCA, from reaching a record number of participants to restyling our flagship NEO courses, however my top three would have to be:

Representing GCA at the 2018 'MoodleMoot' in Australia. Moodle, or GAClearn as we like to call it internally, is the open-source learning management system we've been using for years at GCA, and it was an awesome experience attending the event again, after presenting there in 2016.

GCA being recertified for ISO 29990 - this is such a huge achievement for GCA. A lot of work goes on behind the scenes to ensure we remain eligible for ISO certification by continually evolving our processes and procedures. It's a great feeling to have made the grade again in 2018.

Seeing GCA successfully roll out its biggest training programme to date, with over 8000 participants completing the CSA and GDPR courses in 2018. I'm very proud to be part of an organisation that has that capability, and it's a tremendous feeling to look back at all the progress we've made over the past eleven years supporting the GAC vision and mission.







**FELICITO  
HERNANDEZ**  
**TOP 3 GCA  
MOMENTS  
OF 2018**

GCA has had a hectic year in 2018, and there are lots of moments to be proud of. For me as Operations Manager my top three highlights from the year would have to be:



Launching five new courses in 2018: Communication in the GAC World (CGW), Cyber Security Awareness (CSA), DriverMetrics Profiling and eLearning Programme (DMP), Shipping Agency Operations (SAO) and General Data Protection Regulation Awareness (GDPR).



Having our HOYER Operations (HYO) course recognised at this year's Lloyd's List Awards as a finalist in the Training category. A tremendous amount of work goes into developing and launching a new course, so it's a beautiful feeling to have that work recognised in such a way. Similarly being awarded an honourable mention for Excellence in Learning Technologies at the 11th Learning Cafe ME was a highlight this year.



Developing and running another GCA Facilitator Course (GFC) and having all GCA's facilitators participate and pass was also a great moment for me as Operations Manager - it was awesome to see the enthusiasm and drive of our dedicated facilitators when they had their 'participant hats' on!



# APPLYING COURSE KNOWLEDGE

Transfer of knowledge, or applying knowledge is arguable the primary reason for education, whether that be schooling, college or adult learning.

Transfer of knowledge, or applying knowledge is arguable the primary reason for education, whether that be schooling, college or adult learning. At GCA, applicability of learning is at the heart of each of our courses, and we aim to bring knowledge to the table that our participants can use in their daily work roles.

Our recently re-launched Shipping Agency Operations (SAO) course has given some great examples of how the course learning can be applied on the job. SAO participant Costandi Zakharia shared his thoughts on applying his learning with us:



**Costandi Zakharia**  
Shipping Officer,  
GAC Jordan

"After checking different work flows from different offices around the world [through the SAO course]; I have realised that our company's work flow can be further developed and optimised. I have received different comments and analysed different agency processes that we can use in our own processes at GAC-Jordan."

"I now have a better understanding regarding the possibilities of how to increase our company's income by offering different services. Moreover, I now have a better understanding of how agents at different ports get nominated from different principals around the world. The offshore nomination mechanism was really difficult for me. Therefore, this training has given me a better idea of how to approach the nominators which will eventually increase the income of our company improving our role as ship agents."

"After checking the advantages of GACagent [through the SAO course] and seeing how it can affect our business positively I will now dig deeper into the GACagent system and its functions. If all the functions are used properly, this will give a better stream of process and will improve our role as ship agents."



# SHORTLISTED! GCA IS A FINALIST IN THE LLOYD'S LIST GLOBAL AWARDS 2018

The Lloyd's List Global Award for Training goes to a company or institution for outstanding commitment in training its employees ashore or at sea and GCA is very proud to be shortlisted, once again, in this category in 2018.



In 2016 GAC embarked on a major global contract to handle HOYER business and act as its official agency. The HOYER Group is one of the world's leading bulk logistics providers that operates specialist tanks for moving liquids by road, rail and sea.

The first year of the partnership focused on establishing processes to deliver HOYER's strategy effectively. In the second year, the partnership was strengthened by the creation of a dedicated GAC Corporate Academy course – the first ever developed in direct collaboration with a customer.

HOYER Operations (HYO) has been designed as a collaboration between GAC and HOYER to refine processes and to ensure a strong foundation of common understanding amongst all GAC companies and

individuals working with HOYER. The four-week course consists of four main modules starting with an introduction to HOYER and the partnership and covers the essential knowledge of the HOYER tanks and their handling. The third module provides details of the Export and Import Operational Processes, and finally the fourth module looks at the Administration and Finance reporting requirements. Each module features both content lessons and forum activities to share experiences among participants and seek out best practices.

The course has been a huge success with 100% of participants recommending the course to others and 100% of managers whose employees completed the course, also recommending it.

**"We are proud to be recognised in the Lloyd's List Global Awards once again. GCA works hard to deliver our customers' needs through courses like HOYER Operations. Being nominated at a global level for our effort only increases our focus and drive to continue creating cutting-edge training."**

**Sherol Fernandes**  
GCA Business Manager

# YOUR GAC SPIRIT STORIES

VALUING PEOPLE

QUALITY SERVICE

BUILDING RELATIONSHIPS

TWO-WAY LOYALTY

## Building Relationships

**"Many organisations struggle to create a memorable and magnetic workplace culture. GAC's environment of service thrives on appreciation, recognition, and celebration. The company works to appreciate and involve every employee through local and companywide events. It is good to know that GAC employees make a conscious effort to connect with each other and participate in events that bring everyone together with a fun-loving attitude."**

"During my first two weeks of joining I was fortunate to attend a football tournament event which was organized by the GAC sports committee ( My team was kicked out in first round). "

"I was welcomed with open arms and could feel the team spirit not just in the GAC Dubai but in the teams from all over the United Arab Emirates."

"In the tournament 8 teams took part in which players were from different departments like freight, DC, shipping and management. All played and had fun together as one family. After experiencing and witnessing such a fun day, I felt lucky to be part of GAC family. It was an amazing experience and will be cherished."



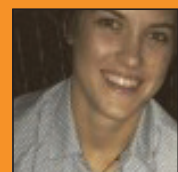
**Imran Inayat**  
Operations Manager  
GAC Dubai

## The Two-way Loyalty

**"The last industry I worked in for 10 years, so it's fair to say I was extremely comfortable and capable at my job."**

"When I started at GAC it was my first time ever stepping into this industry, so as one could imagine I was nervous. In my fourth week with GAC I was sent to Cairns to be the onsite Agent for a tanker. This tanker was for one of our major customers. My Manager spoke to me a week prior and expressed to me how he thought I was up to the task and that he had all confidence in my ability. He then spoke to our National Operations Manager and expressed how he believed I was more than capable to attend the vessel on my own. Both assured me that if I need anything day or night no matter the time I was to call and they would be available to help."

While this story might not hold much relevance for some, being a part of an office and company so willing to support their staff is incredible. Even though I was nervous, as this was my first vessel I was attending on my own, my manager kept in constant contact with me and discussed all aspects and processes to make sure my understanding and execution of each task was correct and I felt at ease throughout the whole experience. Having so much support available from every level of management is a true credit to GAC as a company.



**Samille Pagden**  
Operations Office  
GAC Australia





# GCA TAKES PART IN LEARNING CAFE ME 2018

GCA was awarded for utilising eLearning platforms to provide an efficient means of training a widely dispersed workforce, allowing flexibility for students to work in their own time, and for students in different time zones to attend the same course. Further to this GCA enables the fostering of a global community of professionals across the GAC World and makes professional development accessible and affordable for all with the run-on benefit of ensuring that the entire workforce is competent to a certain level with the variety of technology that utilising an eLearning platform requires.

GCA's strong focus on ensuring the GAC Group's strategic objectives are met, and enabling all GAC personnel to have the opportunity to participate in job-specific training and to embrace the GAC ethos of being a learning organisation guided the Learning Cafe ME 2018 judges in awarding GCA this certificate.

The 11th Learning Cafe ME was held on November 27, 2018 in Dubai and GCA was pleased to receive a certificate of honorable mention, awarded to GCA for Excellence in Learning Technologies.



"Knowing how hard the GCA Team works is a reward in itself, but it always adds an extra shine to our day when our hard work is acknowledged like this. The Learning Cafe ME certificate will find a place of pride in our office".

**Felicito Hernandez**  
GCA Operations Manager





## Board Game



# Treasure Quest



### COURSE REVIEW

## COMPLIANCE AND ETHICS REFRESHER COURSE

GAC operates a zero tolerance policy when it comes to any breaches of compliance protocols on either an international or company level basis.

The purpose of this GAC Compliance and Ethics Refresher course is to ensure that employees are reminded of the GAC compliance policies and how they are expected to act in their day-to-day business at GAC.

This year we continued the nautical theme for the CNR course, creating a pirate treasure hunt game where participants had to answer the refresher questions in order to progress and finally, reach the treasure. At GCA, the ultimate treasure is the collective learning of the GAC Group!

If you are new to GAC and haven't had the chance to enrol and complete CNE, please arrange to do so by speaking to your GCA Liaison Officer (GLO) today or see our website for more details.

As part of the Academy's foundation courses, every GAC staff member is required to complete the Compliance and Ethics course (CNE) during their induction period. Thereafter, each year every GAC employee is required to pass the Compliance and Ethics Refresher course (CNR) and this year GCA launched CNR as an interactive pirate-themed board game, following the traditional set in 2016 of gamifying the CNR course.

### BELOW IS SOME FEEDBACK FROM PARTICIPANTS WHO RECENTLY COMPLETED THE CNR COURSES:

"I love how we now have the quiz in the form of a game, this makes the learning much more interesting."

"It was very user-friendly and used an interesting concept with the game format."

"GAC takes the ownership and responsibility to train, guide and support its staff in business ethics. It will definitely help me to work with all honesty and I take pride in representing GAC."

"CNE is essential for our day to day work and it is very important for us to understand and align ourselves with company policies."

"This course will definitely help me in identifying compliance & ethics related matters and I will be much more aware of how to handle these situations."

**HAPPY NEW YEAR**

**2019**



## **WHAT'S IN STORE FOR 2019?**

**While we wind down and reflect on the year that was, we're also planning and beginning to look forward to the coming year. 2019 is shaping up to be another busy year for the Academy, as it continues its role in supporting the GAC Group through learning and development initiatives strategically aligned with the Delta 21 ethos.**

There are already four new courses in the works for next year: Advanced Oil and Gas, Warehouse Inventory Management, HSSE Refresher and the GAC Internal Control course. The GCA Course Development team work hand in hand with Subject Matter Experts (SMEs) to deliver cutting edge courses, and we've already begun the groundwork for the new courses planned for 2019.

The GCA Website will receive a makeover in 2019 with a new look.

The Genie is also undergoing a remodel for the new year with the GCA page being another source of latest Academy news.

From the whole GCA Team, we thank you all for participating and sharing in the learning experiences this year and making it another memorable time for us at the Academy. We wish you and your families a happy holiday season, and a warm welcome to the New Year.