

NEWSLETTER

GAC CORPORATE ACADEMY

MARCH 2019 NEWS



SPECIAL EDITION
GCA AWARDS

GAC Services (UK) MD Herman Jorgensen (C), HR Business Partner and GLO Ellie Millward (L)
and GCA Business Manager Sherol Fernandes (R)



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CONTENT

• Welcome Message	3
• Winners List	4
• Photo Gallery	6
• Top Participants: Inspirational Quotes	7
• Top Companies - Now More than Ever: The Learning Imperative	8
• Is it a Bird? Is it a Plane? It's a GLO!	10
• How the GCA Awards are Determined	12





WELCOME MESSAGE

Acknowledging and rewarding the hard work and determination of the people who have made the previous year memorable is always a great way to welcome in a new year. This is what the GAC Corporate Academy (GCA) Awards is all about.

Patrik Halldén

Group Vice President – Human Resources

In 2018 we received a record number of participants through the Academy and we have awarded the Top 3 participants for each GAC region; 15 in total being recognised for their outstanding performance and dedication to learning in 2018. Similarly, the Top 3 GCA Liaison Officers (GLO) for 2018 had their hard work and contribution to the learning and development of the GAC Group acknowledged.

Our Top Regional Operating Companies have been carefully selected for 2018 and serve as inspiration and a model in championing the learning and development of their employees.

This special GCA Awards edition of the GCA Newsletter highlights the importance of learning and development for continued growth in a changing world and celebrates the achievements of all our Award winners. We chatted with the winners and discovered how their learning journey in 2018 helped them in their daily role or helped support the strategic goals of their Company.

I heartily congratulate every winner in the 2018 GCA Awards and look forward to many more learning achievements for us to celebrate in 2019.



WINNERS LIST

Top Regional Operating Company 2018

Region	Company
AFR	GAC Shipping (Nigeria) Limited
AME	GAC North America-Shipping
API	Gulf Agency Company (Australia) Pty. Ltd.
EUR	GAC Services (UK) Ltd
MAR	GAC Marine S.A., Turkmenistan
MEA	Gulf Agency Company (Ras Al Khaimah) L.L.C.

Top Regional Participant 2018

Region	Company	Name	Standing
AFR	GAC AFR Regional Office	Kariemin Tray	1st Place
AFR	GAC Shipping (S.A.) (Pty) Limited	Marco Gerber	2nd Place
AFR	GAC Shipping (Nigeria) Limited	Oladele Adenuga	3rd Place
AME	GAC North America- Logistics	Todd Thompson	1st Place
AME	GAC Logistica Do Brasil Ltda	Carla Santana	2nd Place
AME	GAC Shipping (USA) Inc.	Gray Burmeister	3rd Place
API	GAC Cargo Systems (Malaysia) Sdn. Bhd.	Kumar Pradeep	1st Place
API	GAC Shipping (India) Private Limited	Reegesh Ramakrishnan	2nd Place
API	GAC (Singapore) Pte Limited - Group IT	Edward Quintos	3rd Place
EUR	GAC Shipping and Logistics Limited	Anton Kryuchkov	1st Place
EUR	GAC Services (UK) Ltd	Morven Fraser	2nd Place
EUR	GAC Norway AS	Rune Glesaaen	3rd Place
MEA-MAR	Gulf Agency Company Ltd (DMCC Branch)	Iroshan De Almeida	1st Place
MEA-MAR	Gulf Agency Company Ltd (DMCC Branch)	Liana Kouimtzi	2nd Place
MEA-MAR	Gulf Agency Co. (Bahrain) W.L.L.	Roshin Thomas	3rd Place

Top GLO 2018

Region	Company	Name	Standing
MEA	Gulf Agency Company (Ras Al Khaimah) L.L.C.	Cyndie Tapangco	1st Place
MEA	Gulf Agency Company Sharjah W.L.L.	Krishna Kumar Narayana	2nd Place
API	Gulf Agency Company (Australia) Pty. Ltd.	Fritzie Dimacali	3rd Place

PHOTO GALLERY



TOP PARTICIPANTS INSPIRATIONAL QUOTES

For the 2018 GCA Awards, the top 3 participants from each GCA region were awarded a certificate of recognition for their outstanding achievements in learning and development. We caught up with the winners to chat about their award and their learning journey in 2018.

"Considering the fact that there were a lot of good participants out there, coming out with this recognition makes me more energised. I wanted to learn and have fun, and I just found extra motivation with the interaction with others [in the course]. As one of the new guys here, I would really make it a point to really know everything I need to know about GAC, its history, culture, process and anything that will enable me to be more effective and efficient with my day to day work."



**Edward Quintos, QA System Tester,
GAC Singapore**

"I am honoured to receive this award. I did not expect to receive an award like this. I don't think I did anything differently [in 2018] as I generally work diligently on all the courses that I participate in. I really enjoyed the courses that I did in 2018 as all the courses affect my daily role."



**Kariemin Tray, Accounting Manager,
GAC South Africa**

[One of the courses I took was] GFR [which] is an excellent course; It has broadened my knowledge of what is required to compile a Group Reporting pack. Making valuable comments is important especially with our monthly reports."

"It's a great feeling and very encouraging to be recognised for your academic achievements in a business environment. [In 2018] I continued to do my best to learn as much as I could from the GCA courses I was enrolled in. I think the CNE and HSSE courses are very much applicable in my daily role as most of the major customers we deal with at Hub have strict HSSE and compliance rules which we need to understand and adhere to. Also, the PPD course which I took was very interesting and helped me set, plan and achieve some of my career and personal goals."



**Iroshan De Almeida, Hub Coordinator,
Global Hub Services.**

"Honestly, I did not ever think it would be possible [to win this award], but happy to see the efforts paid off at the end of the day and I could represent GAC Shipping SA and put our name on the board. The courses that I took were educational and interesting throughout. The content stuck with me through my every day thinking, and I believe the information [I learned in the courses] built a foundation like a right-hand-man, ensuring you follow protocol and ensure both mine and GAC's interest are safe and secure at all times. 2018 was my first year with GAC, but I will endeavour to achieve the same results for 2019."



**Marco Gerber, Marine Representative,
GAC South Africa**

"I feel excited and overwhelmed to receive this award. I was dedicated and committed in 2018 and the courses I did gave a theoretical experience and added an insight to my role and improved the performance of my work."



**Oladele Adenuga, 24HRS Team Leader,
GAC Nigeria**

"I'm extremely happy and proud to achieve this award, I strongly believe this will be an inspiration for my fellow colleagues to do courses offered by GCA. I believe that there's is no shortcuts for success. I took the courses seriously and allocated my time accordingly so that my daily routine works are not affected, and I was striving continually for finding new ways to improve and develop my skills to meet the requirements of these courses."



**Reegesh Ramakrishnan,
Account Executive, GAC India**

"I was delighted when I heard I had been recognised through the GCA Awards; it made all the effort I put into the training courses even more worthwhile. It feels great to know that GAC acknowledges the hard work being put in by its staff across the World, and even better to be one of those lucky enough to be recognised."

I found the courses I took in 2018 very beneficial to my daily role, as I had never worked within the shipping industry prior to joining GAC. The courses gave me a really helpful insight into the HSSE & Compliance side of the business, both of which I still encounter, in some way, every day at work. I have already signed up for further GCA courses in 2019 and hope to continue the standard I set myself in 2018."



**Morven Fraser, Agency Coordinator,
GAC Services (UK) Ltd.**

"I am very glad that I was honoured [with this award]. I believe that even a slight recognition gives impetus to new achievements, encourages you and sets a positive attitude in future work. I always set high targets for myself, because I believe that the higher the target – the better the outcome."

The courses helped me to better understand the Company's corporate culture, its Mission and Values. Since I am closely involved in sales, I can safely carry these ideas to our clients, partners and subcontractors.

I do believe that it is necessary for every person in the Company to be familiar with the Company's values because then each employee can adequately represent GAC."



**Anton Kryuchov, Head of Business
Development, GAC Russia**

"Thank you, GCA, I do feel blessed to have my efforts recognised! In my opinion, what helped me [in 2018] is persistence and consistency in what I was doing. I tell everyone in and out of GAC how it is my joy to attend these courses. One of my enduring dreams is to never give up on advancing my studies. The educational programmes of GCA are an addictive tool, that was initially quenching my thirst for knowledge and skills, thereafter proved to enhance my aptitude and capacity at work. Of course, knowledge is being enriched, but not only for my benefit. What I like is the magic happening with the team and our customers, our performance vs. objectives etc. My job is to assess the work and lead the team to effective, productive results. My team, and the positive results we bring are the true award."



**Liana Kouimtzi, Assistant Manager,
Global Husbandry Centre**

TOP COMPANIES NOW MORE THAN EVER: THE LEARNING IMPERATIVE

“Developing our people is not a choice, it is a necessity today,” says Herman Jorgensen, GAC UK (Services) Managing Director. “I can have regrets in business, but I have never had any regrets about developing people,” he continues.

GAC Services (UK) Ltd. was among the Top Regional Operating Companies for the GAC Corporate Academy (GCA) 2018 Awards, and we caught up with Herman and the other Managing Directors of the 2018 Award Winners to better understand why now more than ever, continued learning and development is not a choice but an imperative.



Herman Jorgensen
GAC Services (UK) Ltd.
Managing Director

“Continuous learning, training and development are what staff expect in 2019. We are a service-based company so our people are (and will always be) the differentiator and we need to take pride in making them the best they can be at their jobs. Although staff tend to move around today a lot more than 20 years ago, you can never regret developing someone even if they also decide to change jobs at some point. I can have regrets in business, but I have never had any regrets about developing people.

There are also challenges with hiring and developing great people; they will ask for a lot more, and we need to be ready for that. We also need to understand that not everyone wants the same level of development. For me, L&D is about looking for a mindset on the individual level that will impact and change the culture of our organisation on the company level. If we strive for continuous L&D and we embrace change that will become part of who we are as GAC UK. In today's fast-paced world, it is all about the ability to adapt and change with your environment and we can therefore turn this mindset as an organisation into a competitive advantage. We can also attract people based on attitude and mindset rather than competency.

As an employer, we have to be more strategic and pro-active in the planning of our staff's career paths. Not just for Supervisor or Manager jobs but also for people that are better suited to become experts at what they do. It is also about managing expectations as we cannot develop everyone into a manager. For me, a lot of learning and development is also about the basics which means we need to improve on-the-job training. This is what really has a direct impact on customer satisfaction as well as effectiveness and efficiency which translates to increased customer retention and reduced cost. Like with IT, we need to see L&D as an investment rather than cost. We are spending money today that will be repaid but not always immediately. However, if we fail to invest, we will also never see the return.”



Rajesh Moorjani
GAC Ras Al Khaimah
and GAC Sharjah
Managing Director

"An organisation which develops a passion for learning never ceases to grow. It is of utmost importance for every company to stoke that fire in every team member and support their endeavours because when they grow in knowledge and experience, then everything else will follow.

Our GLOs have made it a practice that each staff is assessed and their needs for growth – whether be it core skills, business development courses, etc. – are identified. This is to ensure that each person will be able to apply what they have learned and use it in their day-to-day tasks. Not only does this add value, provide empowerment and boost morale for our staff, it also impacts the individual's performance and indirectly, impacts company results.

The world in general constantly changes, and we must keep up with it, otherwise get left behind. This is emphasised as a core part of GAC's strategic plan – Delta 21: Velocity. Even during these trying times, the innovations in learning that GCA has developed equips us to adapt to these changes, aligning ourselves to the GAC Group's vision."



Rudi van Niekerk
GAC Nigeria
Managing Director

"Learning and development is very important to keep up with best practice in our industry. Learning and development is not only important for the company, but also for the individual. If an individual is willing to learn something new it tells me something about his character, he/she is willing to go the extra mile for himself and the company. GAC Nigeria always rewards our top participants and it gives me great pride to acknowledge the staff members when we have our staff meetings.

I believe learning and development activities build confidence and people tend to apply the knowledge they gain. GAC Nigeria's management team encourages participation; however it's up to the individual to take advantage of the opportunities. As we can see, there are a lot of GAC Nigerian staff members who step up and take them.

Annually we set ourselves targets for staff training hours; I believe many companies do; however, we review and follow on our progress regularly during the year. In this day and age, one needs to gain knowledge to be adaptable, and fits in well with our Delta 21 strategic goals."

IS IT A BIRD? IS IT A PLANE? **IT'S A GLO!**

There are over 60 GAC Liaison Officers (GLO) throughout the GAC World. You might not even realise they are there, walking and working amongst you. The smiling HR assistant, your office accountant or finance manager, your HSSE representative or the Operations Manager of your Company.

That's because while it may not be a secret identity, the role of GLO is not their only role, and while they may not be able to fly like Superman or have an awesome Bat Belt, they're nevertheless Superheroes to us at the Academy.

We caught up with the Top GLOs from the 2018 GCA Awards.



"I am very happy and thankful for the recognition given to me. I was really surprised. It never crossed my mind that I would become the Top GLO for the whole GAC Group. It truly is an honour.

I believe that all the GLOs are giving their full commitment to the GCA program. I am lucky enough to have managers that support me and colleagues that have the same vision of improving themselves through the courses offered by the Academy. All the tools are given to us, and the crucial part is that as a GLO, the goal is not just to make yourself better but having the responsibility to put your team first ahead of yourself.

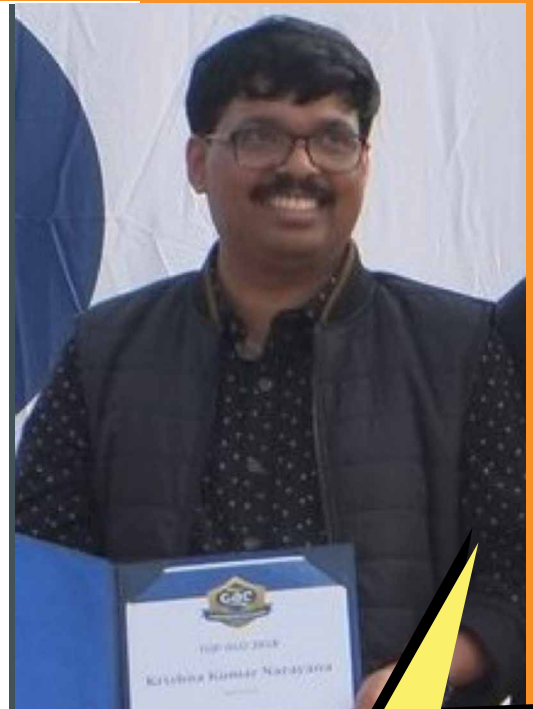
When I see the staff apply their learning it means we have affected the way that they handle even the simplest tasks. Seeing the impact of learning is very rewarding considering the amount of time and effort spent on planning and execution of courses. It makes me very proud to be a GLO."

**Cyndie Tapangco. By day, Administrative Assistant at GAC Ras Al Khaimah, UAE.
By night, 1st Place Winner, Top GLO 2018.**

"I am greatly honoured and humbled to accept this award. I'm dedicating this award to all staff of GAC Sharjah - without their support, I could not achieve this. GLO is my additional role other than Finance & HR; I could not achieve this award without wholehearted support – I am grateful to our General Manager, Mr. Rajesh Moorjani, who always give me motivation and support and let me take this opportunity to thank GCA, especially Ms. Dianne Fernandez who is first in GCA contact. I feel the GCA Award is a great recognition, appreciation and motivation to move forward.

Planning is imperative for any success and having the focus to accomplish the plan is the achievement. My continuing approach as a GLO is to be involved in each stage of all courses with participants, try to understand their difficulties and discuss these with their supervisors/ HoDs to ensure participants have ample time to complete their courses.

The interactions I have as a GLO means I am also learning a lot; together we learn and evolve, and that is the most rewarding aspect of being a GLO."



Krishna Kumar Narayana. You might know him as Finance Manager at GAC Sharjah... his alter ego? 2nd Place Winner Top GLO 2018.

"It always feels good to be recognised and to receive an award is a plus! The role of GLO is one of the areas I look after in our company, and it's good to know that I am doing my job well.

In 2018, internally we just made sure to put through our nominations, action any issues with staff and courses promptly and liaise with the required GCA representatives accordingly.

In GAC Australia we are always trying to find ways to improve our processes... Our process involves the introduction of GCA to our employee from induction. Furthermore, our new employee receives a Welcome email to advise essential company information, and in this same email, they are also introduced to the NEO courses, given a brief on what they are, the duration and how they are facilitated. We then give an indication of when they will be nominated for. I think it helps to give the staff a heads up on what to expect and its importance to their role. I believe having this structure and procedure in place has helped us with any course, not just GCA courses. It also helps to keep those of us in charge on track with the nominations or other enrolments required.

Most GLO's are based in the office with the staff; therefore we are aware of the good aspects and difficulties for courses being undertaken. It's rewarding to be able to take this feedback to the GCA management group."



Fritzie Dimacali. Executive Assistant and Office Manager at GAC Australia. Secret identity? 3rd Place Winner Top GLO 2018.

HOW THE GCA AWARDS ARE DETERMINED

We are proud of the dedication to learning and development that all our 2018 winners have demonstrated. Here's how we calculate the awards:

Top Regional Operating Companies

The Top Regional Operating Company Awards are calculated from the overall performance taking into account scores for:

- Customer Relationship Management (CRM).
- New Employee Orientation.
- Participation Performance, and Top Participant Performance.

Top GLOs

Selection of Top GLOs is based on:

- GLO certification.
- Follow-through in annual strategic planning, quarterly learning and development.
- Operational support in helping to ensure the success of participants in their courses.

Top Regional Participants

The Top Regional Participants are selected by:

- Measuring performance while participating in courses.
- The number of courses completed.
- Total training hours undertaken.
- Average grade over all courses.