



## Management System for Educational Organisations (EOMS) Policy

for GAC Corporate Academy

The GAC Corporate Academy (GCA), under the Office of the Group Vice President, Human Resources, is committed to attaining and sustaining ISO21001:2018, as approved by the GAC Group Management. As the GAC Group is a quality-centred organisation, its decision to extend the highly valued philosophies of quality management into its corporate learning organisation is a natural extension of its commitment to its business philosophies. Further, it demonstrates the principles of integration and alignment.

In this regard, GCA is committed to meeting all defined requirements for the attainment and sustainment of ISO21001:2018. GCA's customer base is the operating companies of the GAC Group. GCA is charged with developing learning solutions to promote employees' personal and professional development along with eliciting evidenced-based information on learning and development needs and employee engagement data (Employee Engagement Survey, EES) in the third quarter of each year. This information is reviewed in detail and forms the basis of GCA's subsequent annual planning cycle for the subsequent year, along with the course evaluations collated at the end of every course operation. This analysis, along with some market research, is used to scientifically determine the pedagogical style of our learning solution and incorporate online and digital solutions that will enhance user experience while ensuring our courses' effectiveness. Special customer needs are elicited through a defined customer relationship management (CRM) process.

In line with the GAC Code of Ethics, all statutory and regulatory requirements and generally accepted good business practices must be adhered to. GCA continually monitors various industry associations' viability and value-adding contribution and will invest time and resources where a business case exists.

The GAC Group ensures the integrity and security of GCA's intellectual property by leveraging the services of GAC's Group IT division.

This document intends to guide the actions of relevant GCA personnel to improve this management system's effectiveness continually. Personnel of the GCA's Business unit, and its parent, the GAC Corporate Headquarters, view the Management System for Educational Organisations (EOMS) as a critical foundation for the ongoing improvement and long-term sustainability of the corporate learning organisation of the GAC Group.

All quality and strategic objectives will be reviewed bi-annually at the Strategy Review Meetings (SRM) and the annual Management Review Meeting (MRM).

The GCA EOMS policy will be communicated to all employees within the GCA business and external contractors and facilitators. Provision will be made in the GCA Facilitator Forum (GFF) on the GCA learning management system (GAClearn) to ensure the GCA's EOMS is explicit and discussion on relevant aspects can be managed openly and transparently. Relevant features of the GCA's EOMS will be made available for GCA's entire constituency on the GCA website.

**RECOMMENDING APPROVAL:**

  
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