

The Compass

Back to Basics; Navigating to Success



2025

GCA Prospectus



PREFACE

Hi, I'm Erik. I'm going back to basics, just me and my compass! I will take you on a learning journey through everything that the GAC Corporate Academy has to offer, from welcoming all new GAC employees in the New Employee Orientation (NEO) programme to learning about the fundamentals of our Shipping, Logistics and Energy operations. From there, we'll uncover the essentials of GAC's Business Performance and People Management and much, much more! Along the way, we'll discover how illuminating learning can be and how it can help us navigate to success!

Helping you Navigate the GCA Prospectus

MODE				
	Self-paced eLearning	Facilitated eLearning	Workshop	Virtual Workshop
DURATION				
	Week	Day		
TARGET				
	Mandatory	Relevant Personnel		
TRAINING HOURS				
				Hour





WELCOME MESSAGES

Pontus Fredriksson, Group President

In 2025, the GAC Corporate Academy (GCA) is getting back to basics.

We'll be focusing on building fundamental skills and knowledge that will give every GAC employee fertile ground from which to grow and succeed.

As outlined in the Aurora 21 strategy, we hope to see a renewed sense of entrepreneurial spirit in the Group, with new opportunities and companies stepping outside their comfort zones. To do this, we must have a strong foundation in place and that's where the GAC Corporate Academy comes in. Through our courses, we ensure that a baseline of standards and knowledge is achieved across the Group, learning is shared, and experiences are captured. Our customers and suppliers can expect a more unified approach, with the certainty that they will receive the same exceptional service from all GAC companies, wherever they go.

When we learn together, we win together!

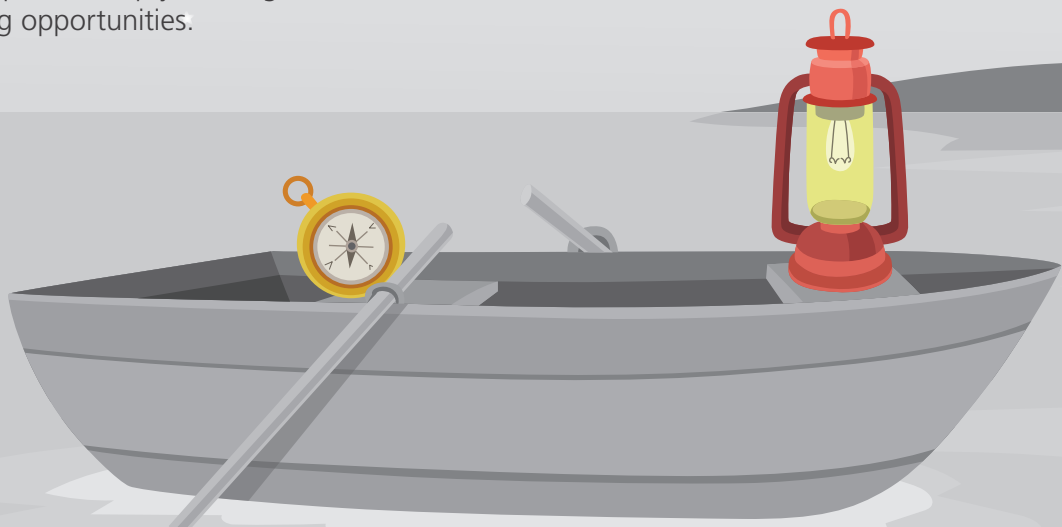
Sherol Fernandes, GCA Business Manager

There are times in our lives when we all need guidance – a sense of direction, something pointing the way. When we're young, our learning journey is more clearly mapped out – the progressions from school to college or university, trades, internships ... and then we're sent off into the world. But should our learning stop once we graduate?

The GAC Group prides itself on being a learning organisation and at GCA our mission is to uphold this ethos and support the learning needs of the Group. In 2025, our focus will be on empowering the development of the most important asset GAC has: its people.

Through learning opportunities that target both personal and professional development, we will help strengthen the foundational knowledge of our people in various business functions while building awareness around people management and how to drive this successfully in the organisation. The Human Resources suite of courses will continue to support this function in 2025, helping supervisors and managers cultivate staff with a sense of wellbeing in their work and personal lives, so that GAC can be a place where people can learn, grow, and succeed.

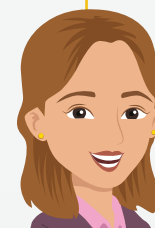
Allow The Compass to help you navigate to success in 2025, as we set off on another adventure of exciting learning opportunities.





NEW EMPLOYEE ORIENTATION (NEO)

“The New Employee Orientation (NEO) suite of courses is the Group’s initiative to welcome all new employees across the GAC World and start them off with a common foundation and understanding of the business. The NEO programme allows operating companies to introduce new employees to the GAC Way of doing business, its history and culture and the importance of ethical and compliant practices.”



Evelina Bjornsson
Group Director
Human Resources

*NEO courses are mandatory for all GAC employees.



Introduction to the GAC World (IGW)



IGW is the beginning of everyone’s journey at GAC. As a new joiner, you will learn about the history and structure of the Group, the importance of integrity, and how you can keep the GAC Spirit alive as a member of the global GAC Community. [Click to learn more.](#)



Health, Safety, Security and Environment (HSSE)



Good HSSE practice is essential for our customer relationships and making GAC a safe, healthy, and secure workplace. Everyone must do their part. This course will ensure you know your role in the HSSE picture. [Click to learn more.](#)



Compliance and Ethics (CNE)



At GAC, we take pride in being an ethical and compliant company in all our global business spheres. Through this course, you will learn how to uphold this legacy so that all our business is conducted ethically and transparently. [Click to learn more.](#)



General Data Protection Regulation Awareness (GDPR)



GAC has implemented the General Data Protection Regulation across the entire Group, ensuring compliance and alignment in data management. The GDPR course will update you on what this regulation means and how it impacts everyone in the Group. [Click to learn more.](#)



Cyber Security Awareness (CSA)



As more of our business is conducted online, we must ensure everyone is secure in the virtual realm. Whether at the office or working from home, this course gives you the tools to secure your identity and Company assets across all your devices. [Click to learn more.](#)





BUSINESS COMMUNICATION

“Effective communication is vital in all aspects of GAC business, especially as we enter the age of Artificial Intelligence (AI). Whether among colleagues or with customers and suppliers or in regulating our use of AI, good communication practices are essential for effectively managing the business and maintaining the GAC Brand.”



Hweesan Teng
Group Director
Communications



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HR

Effective Communication in GAC (ECG)

Communication in the digital age crosses many borders, from email to instant messaging, face-to-face meetings, or phone conversations. The ECG course will ensure no matter what the platform, you have the tools and know-how to communicate effectively, the GAC way. [Click to learn more.](#)



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HR

Business English Excellence (BEE)

As the global language of business, it's important that everyone at GAC has a baseline understanding of English. The BEE course will help you polish your business English skills, no matter your profession, culture, or background. [Click to learn more.](#)





BUSINESS OF SHIPPING

“Our Business of Shipping courses enable all GAC staff in this sector to gain fundamental skills in the operations side while also understanding the commercial aspect of Shipping. These skills will help our people create unified customer experiences and identify and grasp business opportunities as they arise.”

Shanaka Fernando
Group Vice President
Shipping



Shipping Agency Operations (SAO)



The SAO course gives you a foundational understanding of how agency services operate: the terminology, stakeholders, and the importance of maintaining strong customer relationships. You'll graduate with a holistic view of agency services' commercial and operations sides. [Click to learn more.](#)



Bunker Fuels Operations (BFO)



This course brings awareness of the operational and commercial aspects of GAC's Bunker Fuels business. We want you to be confident in selling Bunker Fuels as an independent service or as part of a hybrid solution for your clients. [Click to learn more.](#)



Business Operations Fundamentals (BOF)



BOF aims to unlock the essentials of shipping and logistics, giving a diverse range of GAC people fundamental understanding of key operational terminology and principles. The course will enhance operational knowledge and effective communication between teams and departments, paving the way for a more agile and responsive business environment. [Click to learn more.](#)





BUSINESS OF LOGISTICS AND ENERGY

“GCA’s Business of Logistics and Energy courses are tailored to ensure you gain foundational knowledge, new skills, insight, and relevant expertise in your field of operation. They provide an opportunity to learn from colleagues’ experiences across the GAC World while building confidence and proficiency in selling GAC’s Logistics and Energy services as an integrated business across GAC Companies.”



Henrik Althen
Group Vice President
Logistics and Energy



Freight Forwarding Fundamentals (FFF)



FFF is for anyone involved in the Group’s freight, distribution, warehousing, or logistics operations. You’ll cover everything from the terminology and processes to the stakeholders involved. You’ll leave the course confident in moving freight from origin to destination in an efficient, cost-effective, and legal way right through the transit. [Click to learn more.](#)



GAC Energy Services (GES)



Starting from the basics of oil and gas and renewable energy and moving on to the industry’s economics and how it works, you’ll develop an excellent foundation in GAC’s Energy business and feel confident in where your role fits in. [Click to learn more.](#)



Advanced GAC Energy Services (AGES)



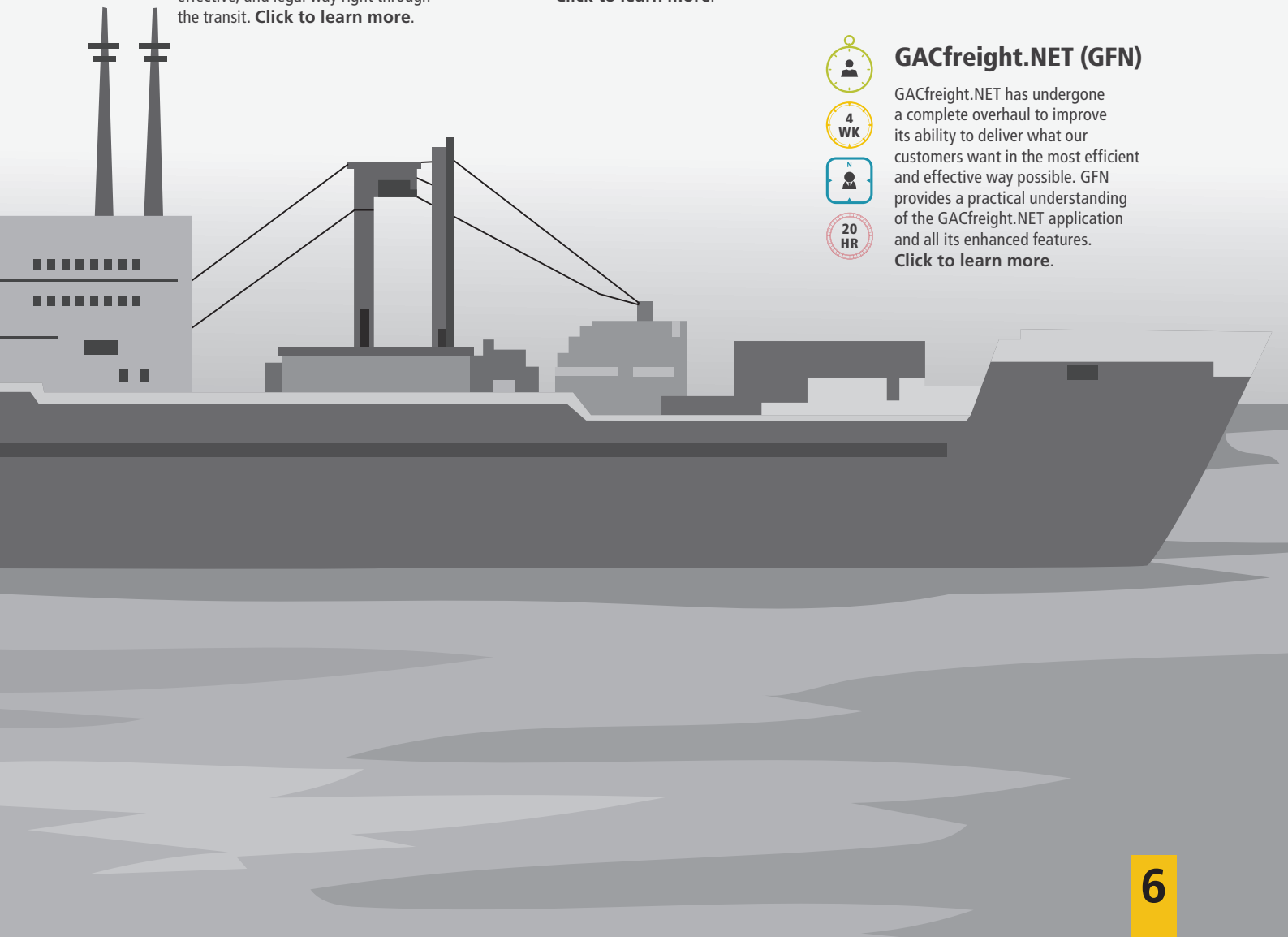
If you’ve taken the GES course, you’re eligible for AGES. This course will give you a ‘big picture’ understanding of GAC’s relationship to the Energy Industry and how we approach it as a Group. You’ll learn how to sell our Energy products as a genuine integrated business. [Click to learn more.](#)



GACfreight.NET (GFN)



GACfreight.NET has undergone a complete overhaul to improve its ability to deliver what our customers want in the most efficient and effective way possible. GFN provides a practical understanding of the GACfreight.NET application and all its enhanced features. [Click to learn more.](#)





COMMERCIAL



“GCA’s Commercial courses ensure our sales personnel are ready to meet the demands of the future head-on. Designed to give all GAC commercial personnel a baseline of knowledge and expertise, these courses will ensure every salesperson operates in synergy. Whether polishing your interpersonal skills, understanding the mechanisms of customer relationships, or being social media ready – GCA’s Commercial portfolio can teach you to make any sales effort more effective and profitable.”



Henrik Althen
Group Vice President
Logistics and Energy



Negotiation Skills (NSV)

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DY



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HR

The NSV virtual workshop delivers intensive skills development. You’ll build your knowledge of negotiation techniques and theory and, through a practical and interactive application, be able to apply new negotiation strategies immediately.

Click to learn more.



Effective Presentation Skills (EPS)

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DY



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HR

If you regularly facilitate team or client meetings, or are in an outward-facing role, you must learn how to command an audience and cultivate a powerful presence – both in face-to-face and online settings. EPS gives you the tools to build effective structure into your presentations, and enables confident and persuasive delivery. **Click to learn more.**



PEOPLE MANAGEMENT

“Our People Management courses cover a range of professional and personal development skills, including critical issues for line managers, such as handling employee interviews, onboarding, appraisals, training, and grievances. This suite of courses also aims to ensure the health and wellbeing of everyone at GAC through a unified approach to HR and professional wellbeing initiatives.”



Evelina Bjornsson
Group Director
Human Resources



Job Description Writing (JDW)



Job descriptions support practically every employment action: hiring, compensation, promotion, improving employee productivity, and offboarding. Learn to write a job description that helps you and your employees every step of the way. [Click to learn more.](#)



Recruitment and Selection Process (RAS)



RAS teaches essential techniques to improve your team's recruitment and selection process. You will understand how automation has strengthened the process, and course activities will support your learning in preparing effective interview questions and managing the interview process. [Click to learn more.](#)



Onboarding and Offboarding (OAO)



With any partnership, the beginning and the end significantly impact the entire experience, including what happens after the relationship ends. This course will teach you how to improve your team member's onboarding and offboarding experience. [Click to learn more.](#)



Performance Management Process (PMP)



PMP is a guide for conducting effective and collaborative performance appraisals. You will understand why regular performance appraisals are the cornerstone of good people management processes, how to conduct a collaborative performance appraisal, and tips and best practices. [Click to learn more.](#)



Managing Employee Relations (MER)



Managing employee relations is essential for any leader and critical for a high-functioning, productive, and happy team. The MER course covers a range of skills development necessary for team leaders and management. It looks at GAC-specific policies to help you create a positive work environment. [Click to learn more.](#)



Personal and Professional Development (PPD)



All GAC employees can benefit from the skills and tools covered in PPD, like cultivating a positive attitude, self-analysis, goal setting and action planning, and effective time management. You'll come out of the course with a 5-year action plan and a more profound sense of self-knowledge. [Click to learn more.](#)



Mental Health First Aid Certification Course (MHF)

Clinician trainers deliver MHF and equip you to identify and assist someone experiencing mental health challenges. You will learn about common mental health issues and strategies to help assist any individual facing these challenges, including when to seek further relevant support or professional help. [Click to learn more.](#)



Mental Health Champion Course (MHC)

MHC is a foundational course that helps you better understand mental wellbeing and increase mental health literacy. You will learn about the importance of mental self-care and developing sensitivity to those around you facing mental wellbeing challenges. [Click to learn more.](#)



BUSINESS PERFORMANCE



“The Business Performance suite of courses will build competency in financial literacy as well as establish a unified approach to strategic measurement and management. By consolidating our financial knowledge, we can continuously improve our business performance across the Group.”



Mikael Leijonberg
Group Chief Financial Officer



GAC Financial Essentials (GFE)



The GFE course is essential to understanding the financial principles and practices in the GAC World. As every Company in the Group is expected to follow these principles, all employees in a financial role should know them inside out. [Click to learn more.](#)



GAC Financial Reporting (GFR)



GAC wants to achieve the highest standards of accuracy and consistency in financial reporting, so if you're in a reporting role, the GFR course is essential learning. The course focuses on understanding the GAC Group Reporting Process (GRP), a standard reporting tool across all GAC companies. [Click to learn more.](#)



GAC Internal Controls (GIC)



All GAC Finance Managers and senior finance staff need to understand internal controls to address the most common risks in our operating companies. The GIC course emphasises a proactive approach to internal controls through self-auditing techniques. [Click to learn more.](#)



Dolphin.NET (DON)



Dolphin.NET is GAC's accounting and financial system, supporting all GAC financial practices and principles. The DON course ensures that all Dolphin.NET users are familiar with all the application's updated features and capabilities and can use them effectively and accurately. [Click to learn more.](#)



GAC Credit Control (GCC)



Credit control, billing, and collection need to remain a core focus of our GAC Finance teams. GCC will help you identify and implement credit control best practices, use data more effectively, and implement better cash management standards. [Click to learn more.](#)





REFRESHER AND OTHERS



“Refresher courses are important tools to ensure you maintain your knowledge of key compliance areas at GAC and apply certain standards of behaviour, safety practices and business principles in your everyday work life.”



Callum Ward
Group Director
Legal & Compliance

*Refresher courses are mandatory for everyone who has completed the original HSSE, CNE or CSA courses or their refresher course in the previous year.



Compliance and Ethics Refresher (CNR)



GAC operates a zero-tolerance policy regarding any breaches of compliance protocols. CNR is an essential reminder of GAC's compliance policies and how you are expected to act in your day-to-day business. [Click to learn more.](#)



Cyber Security Awareness Refresher (CSR)



Everyone at GAC must complete this refresher course to support cyber security protocols such as how to identify and avoid online threats and protect your and GAC's sensitive data. [Click to learn more.](#)



HSSE Refresher (HSR)



Failure to continually improve or comply with the Group's HSSE standards can be very costly in terms of money and – in the worst case – the loss of life. The HSR course ensures that we continue to work in a healthy, safe, and secure environment at GAC. [Click to learn more.](#)



Working Smart with Office 365 (WSO)



Understanding the Office 365 platform that connects GAC staff around the globe is essential to remain flexible in how we work. You'll gain confidence in using Office 365 and better understand all the collaboration, communication and productivity tools it gives you. [Click to learn more.](#)



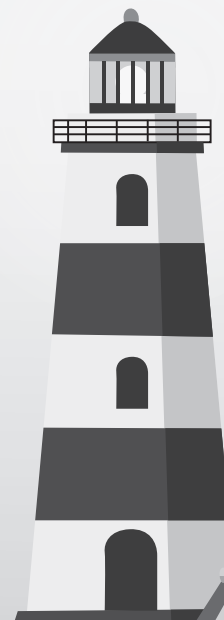
IOSH Managing Safely (IMS)

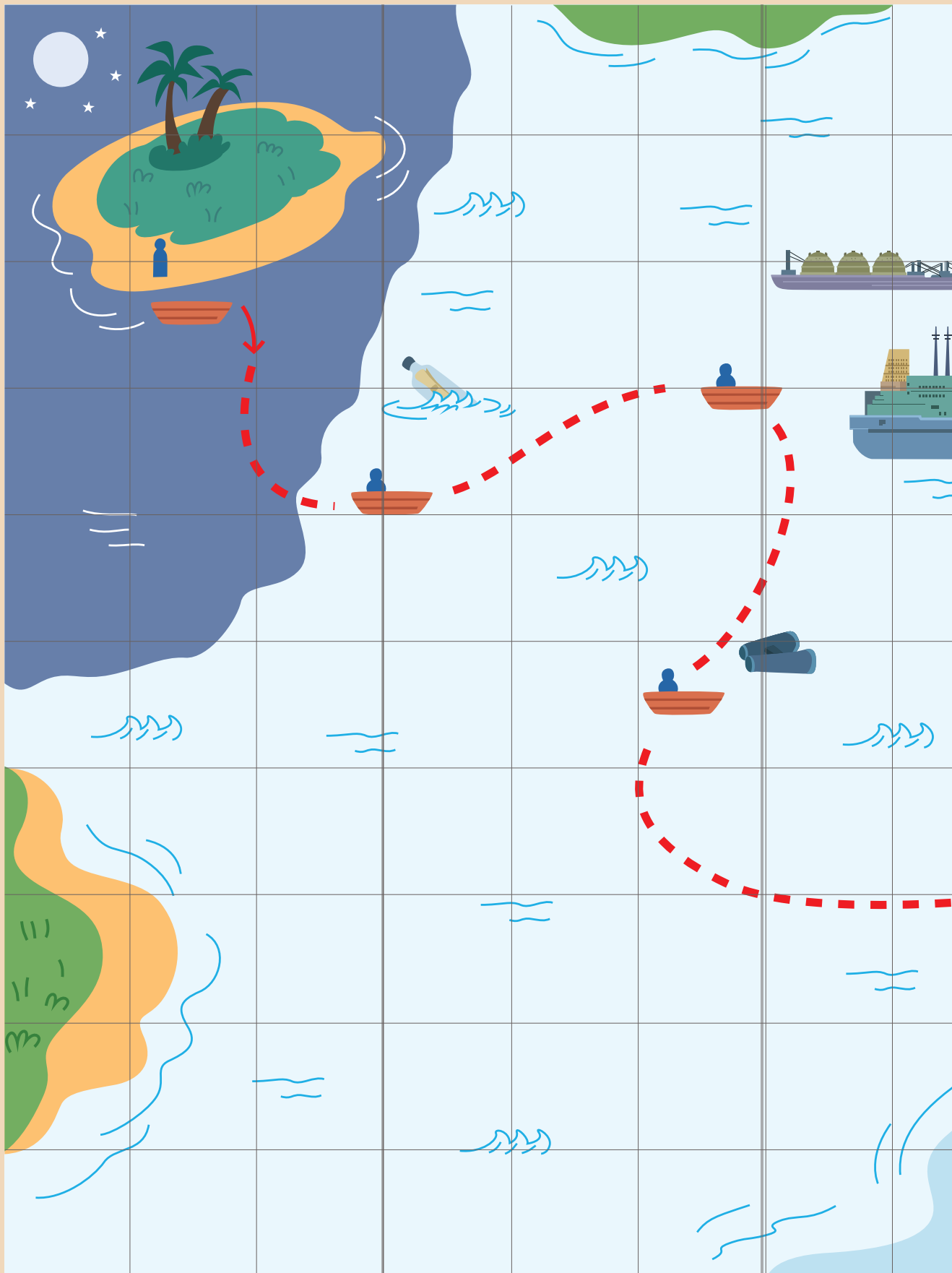


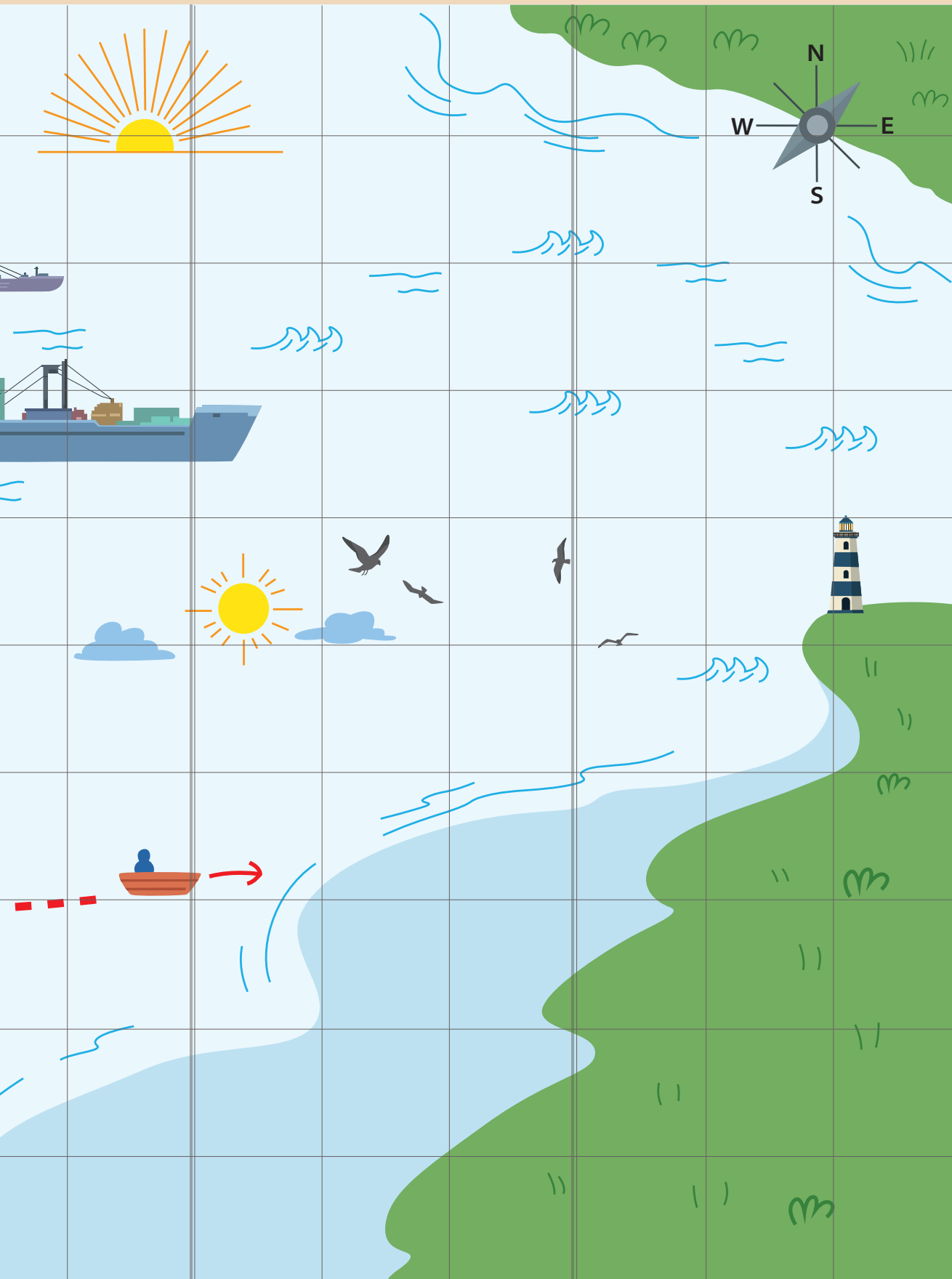
The IOSH Managing Safely (IMS) course is an Institute of Occupational Safety and Health (IOSH) certified course offered online. IMS is an essential course if you're a manager, HSSE representative, supervisor, or staff member responsible for managing health and safety. [Click to learn more.](#)



L to R = Rica Rabanal, GCA LMS Administrator, Dianne Fernandez, GCA Customer Relationship Supervisor, Sherol Fernandes, GCA Business Manager (Erik) Felicito Hernandez, GCA Operations Manager, Anilla Figuerado, GCA Instructional Designer









Delivering Your Learning Strategy.

