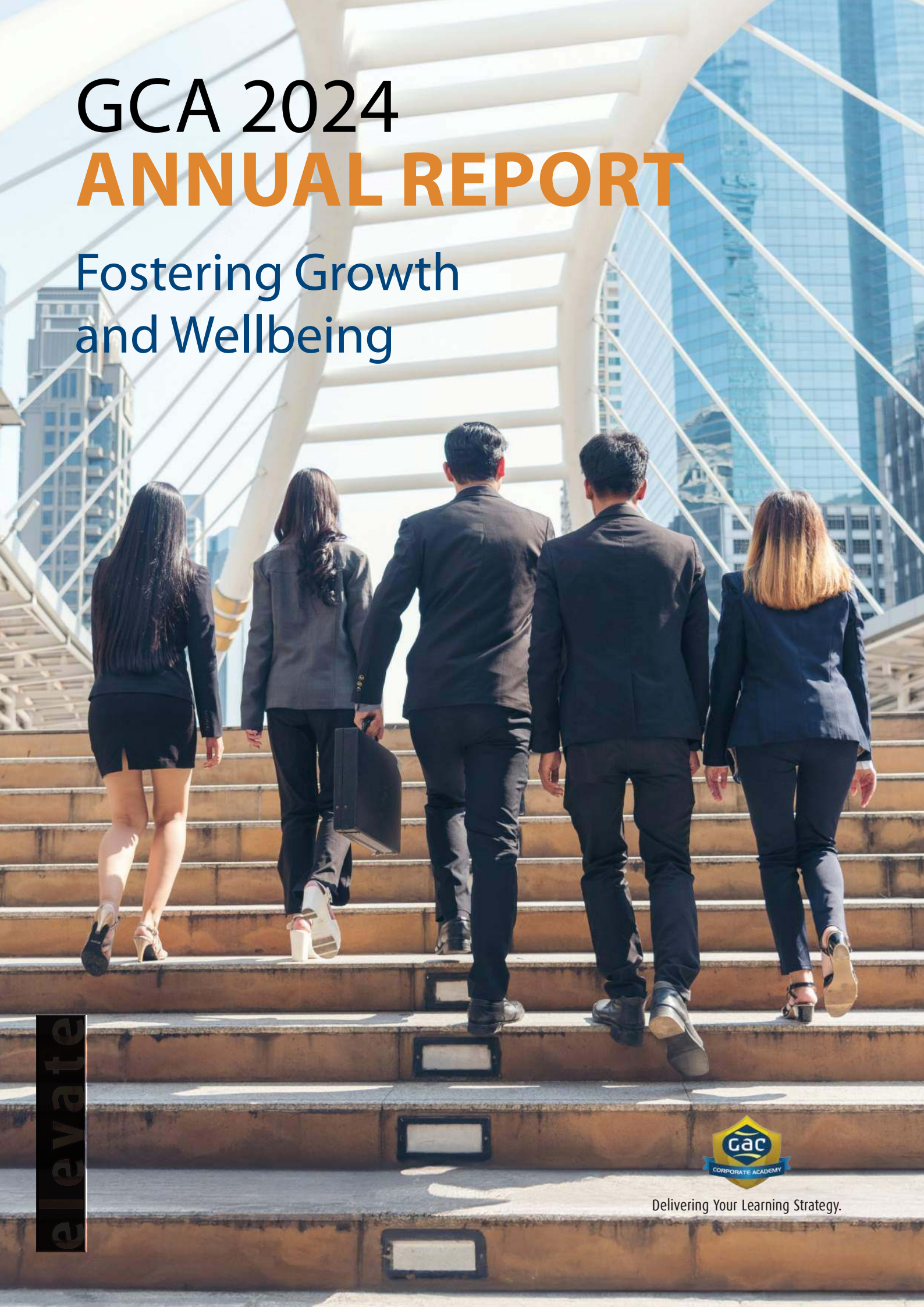
GCA 2024
ANNUAL REPORT

Fostering Growth and Wellbeing



elevate

Delivering Your Learning Strategy.

WELCOME MESSAGE

Sherol Fernandes,
Business Manager

We entered 2024 with a promise to 'Invest in Our People' as our Prospectus detailed, with a keen focus on the health and wellbeing of everyone at GAC and delivering new training and development opportunities across the Group.

Early in the year we rolled out the Effective Communication in GAC (ECG) course, which aimed to evolve the Academy's existing communications courses to include topics on the appropriate use of Artificial Intelligence (AI), email and messaging app etiquette, effective verbal and non-verbal communication, listening skills and more.

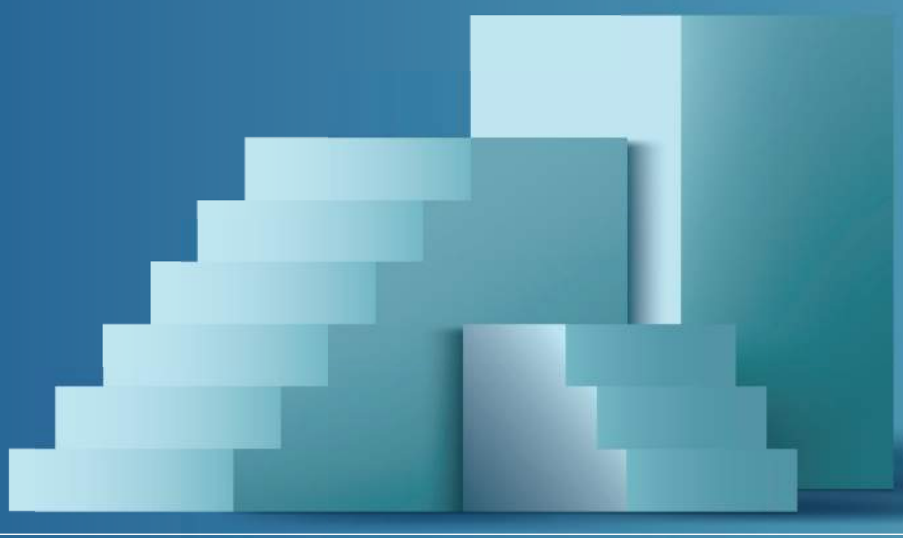
We were also able to run several iterations of the new Personal and Professional Development (PPD) courses in 2024, enabling personnel across GAC to deepen their self-knowledge and build strong goals and effective action plans to help achieve those goals in the coming years.

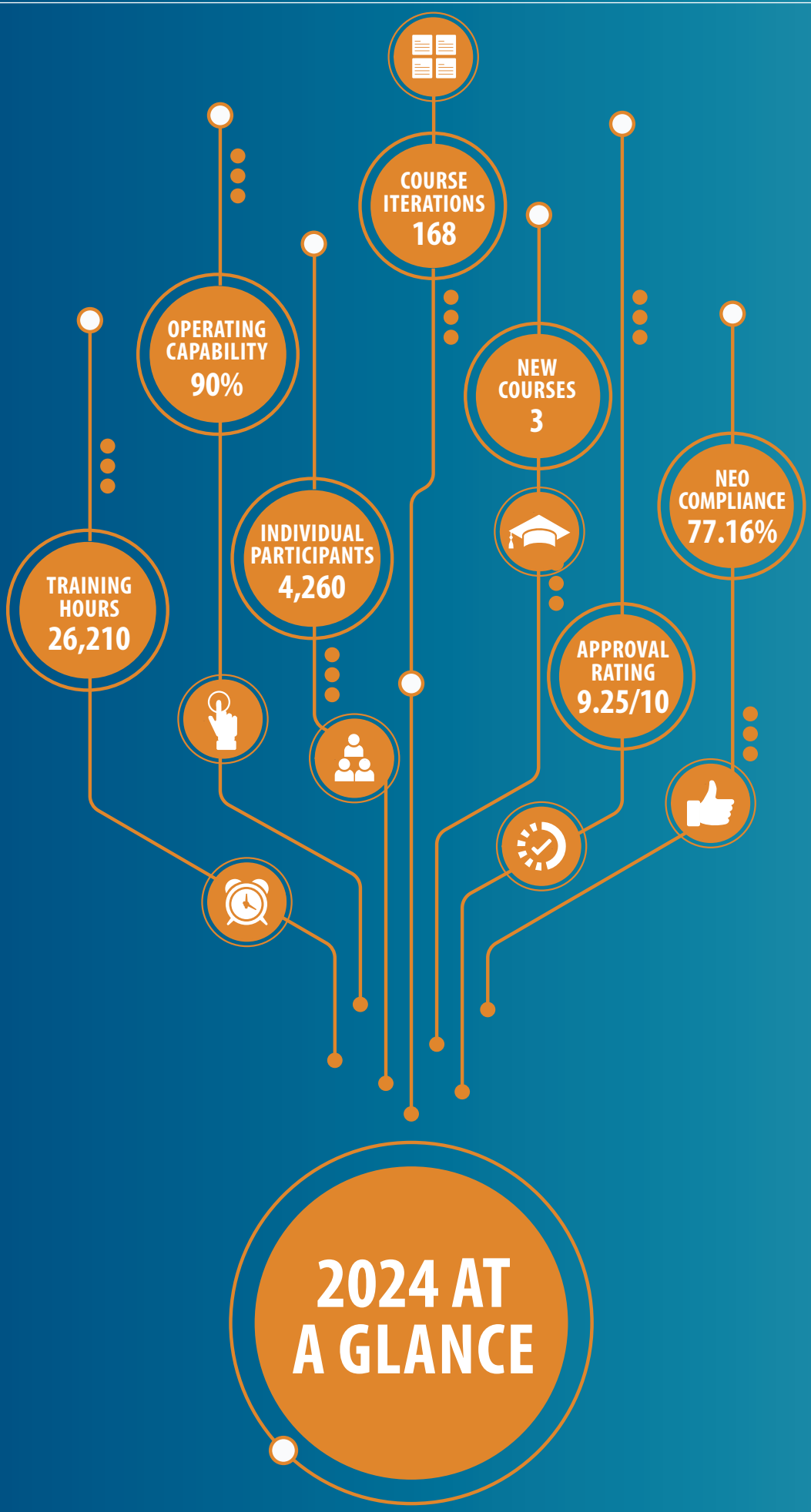
Our focus on the health and wellbeing of GAC's people is reflected in the ongoing wellbeing courses offered at the Academy, with a substantial number of people completing the Mental Health Champion (MHC) and Mental Health First Aid Certification (MHF) courses in 2024.

The milestone for GCA was the New Employee Orientation (NEO) for Skilled Workers or NSW course, designed for people in the field. NSW is available in five languages and demonstrates GCA's determination to bring training opportunities to all GAC people no matter their station or native language! To further this aim, the Academy's own GACreach app was developed and launched, enabling course completion from mobile phones and devices with the app installed, greatly increasing the reach and accessibility of GCA courses.

To round off the year successfully, we were also pleased to have had our ISO 21001:2018 Educational Organisations – Management Systems for Educational Organisations (EOMS) certification renewed for another year, reflecting the Academy's commitment to quality alignment with the GAC Group as a quality-centred organisation.

contemplate




COURSE ITERATIONS 168
OPERATING CAPABILITY 90%
NEW COURSES 3
NEO COMPLIANCE 77.16%
INDIVIDUAL PARTICIPANTS 4,260
TRAINING HOURS 26,210
APPROVAL RATING 9.25/10
2024 AT A GLANCE

Level 1

2023	2024
9.12	9.16
8.97	8.92
9.18	9.3
9.22	9.25

Level 2

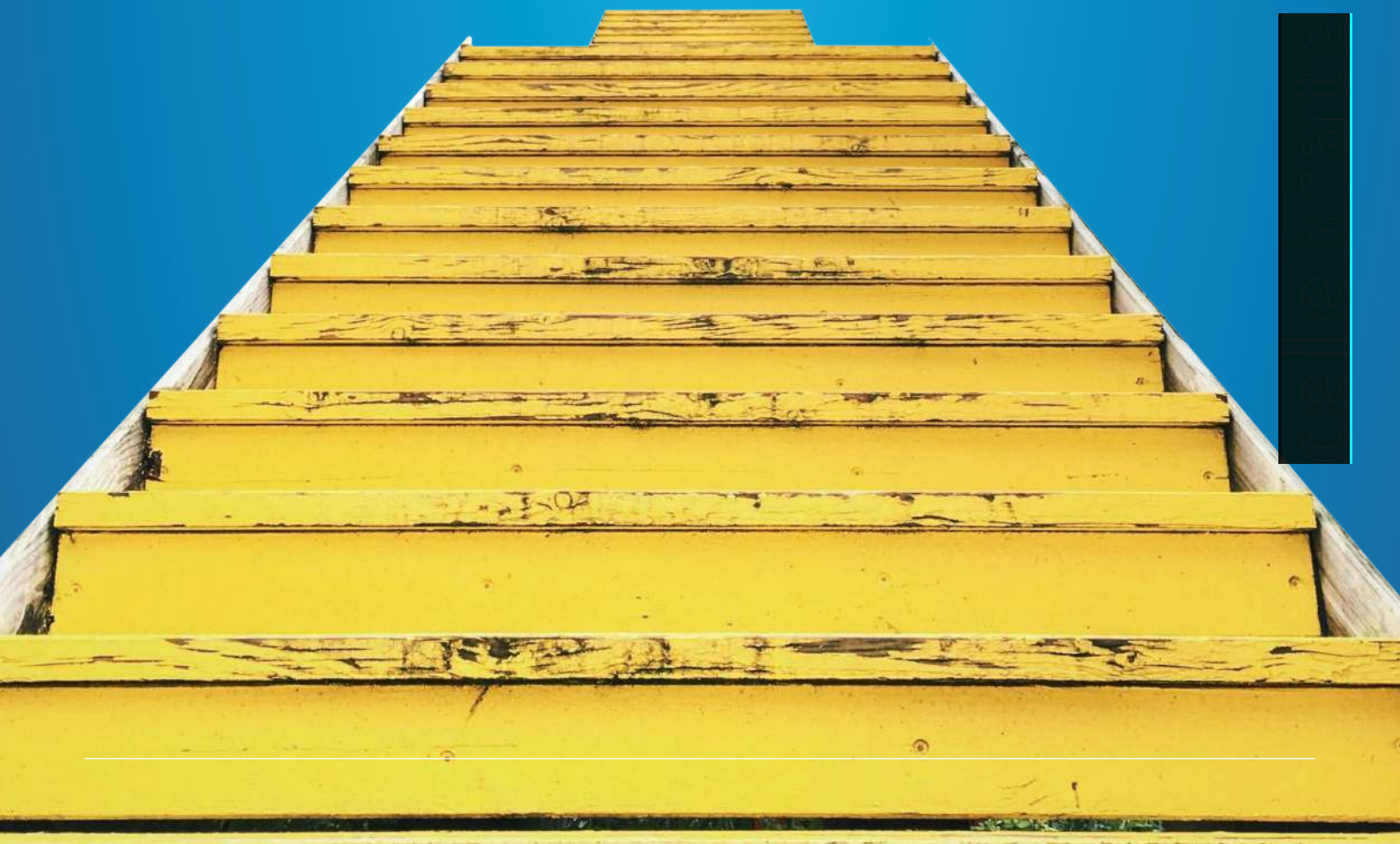
2023	2024
9.3	9.35
9.32	9.35
9.27	9.29
9.2	9.42

Other KPIs

2023	2024
9.06	9.3
9.2	9.2
8.33	8.37
8.6	8.6
9.1	9
23%	21%

GCA AWARDS

Congratulations to our 2024 GCA AWARD WINNERS!



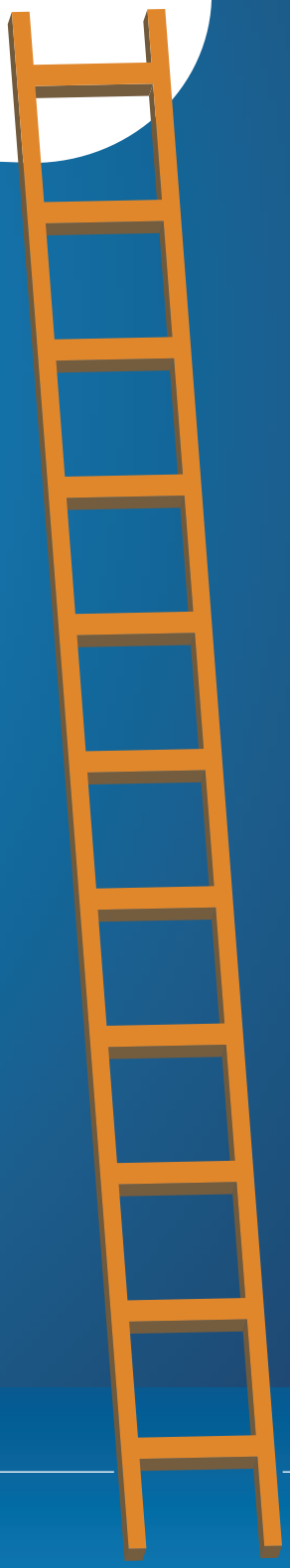
LOOKING FORWARD 2025

In the coming year, the Academy is focusing on going 'back to basics' with a strong emphasis on shoring up foundational knowledge through our operational courses and ensuring consistency in our people management across the Group through our Fundamentals of Human Resources (FHR) suite of courses.

We are revamping our Operations courses in 2025 to make sure relevant GAC people across the Group have the latest in operational knowledge and industry best practices. Further, we aim to establish a foundation from which these operatives can further increase GAC's reach and synergy by including relevant commercial aspects in all our Operations courses.

In 2025, the Academy will continue to maintain the rigorous standards in delivering learning opportunities to the Group, which saw us gain ISO recertification in 2024. Our ISO certification serves as a reminder to us to always strive for the best in learning and development, and that when we go back to basics, we are better placed to navigate towards success, together.

As we enter a new year, the Academy continues its work to foster the growth and wellbeing of all GAC people.



Sherol Fernandes,
Business Manager

Felicito Hernandez,
Operations Manager

Rica Rabanal,
LMS Administrator

Anilla Figuerado,
Instructional Designer

Dianne Fernandez,
Customer Relationship Supervisor

GCA Facilitator List

AMELIA CHIK | COSIMA BRAND | DANIELLE ALI SHAH | DEEPTI GOWTHAM

JANET WILLS | MONA SIPAHI | RAMACHANDRAN NAIR

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