



A KALEIDOSCOPE OF EXCELLENCE

GCEE
YEARBOOK
2023



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HQ TEAM



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Regional Head - India



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– Dy. In-Charge



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In-Charge – Operational
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In-Charge – Sustainability
Activities (GSF)



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In-Charge - Stakeholder
Survey (GSF)



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In-Charge – Sustainability
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GEO TEAM



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(In-Charge), Geo- Coordinator –
GIIS Kuala Lumpur



Neena Shakthikumar
Geo- Coordinator –
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Hadapsar, Balewadi, Nagpur,
Ahmedabad & Noida



Shilpa Kotian
Geo- Coordinator – GIIS Dubai, GIIS
Abu Dhabi, OWIS Riyadh, Glendale
Dubai, EAS Sharjah



Rady Olazo
Geo- Coordinator – Regent (Malaysia),
Harrods (Cambodia)
& CISM/DIS (Philippines)



Abhijeet Sawant
Geo- Coordinator – Witty
Schools - Mumbai &
Udaipur



Yogisha
Geo- Coordinator – GIIS Whitefield,
Bannerghatta, OWIS Sarjapur, Whitefield,
Glendale Hyderabad, Vikaasa Madurai

ABOUT US

Global Schools Foundation is dedicated to providing world-class education to learners across the globe and shaping their futures in a global landscape.



We have **12 International Schools** under one network

- Global Indian International School
- One World International School
- Dwight International School
- Harrods International Academy
- Regent International School
- Glendale International School
- Chinese International School
- Domuschola International School
- Witty Schools
- Vikaasa World Schools
- Heath House Preparatory School
- Emirates American School



These schools serve over **45,000 students**



from **70 different countries**

providing them with a nurturing environment to develop into well-rounded global citizens and reach their full potential.

With a presence spanning 11 countries, including Singapore, Malaysia, Philippines, South Korea, Japan, Thailand, UAE, Saudi Arabia, Cambodia, United Kingdom, and India, our network comprises 64 campuses. Our students benefit from access to a diverse range of globally recognised curricula, such as A-levels, American Common Core, AS-A levels, British National Curriculum, British National Education, Cambridge, Cambridge 'A', Cambridge Early Years, Cambridge IGCSE, Cambridge KS1&2, Cambridge KS3, Cambridge KS4, CBSE, CIPP, CLSP, Early Childhood, IBDP, IBMYP, IBPYP, ICSE, IEYC, International Baccalaureate, IPC (Cambridge), Khmer National Programme, Lower Secondary KS3, Modified Cambridge, Montessori, Preschool, Primary KS1, Primary KS2, Swinburne Foundation Program, Upper Secondary KS4, and Waldorf.

The varied curricula offered by different schools in the GSF network is backed by a common pedagogical framework that is based on some of the world's leading teaching and learning methodologies that promote holistic development. All teachers employed by the GSF schools are well-acquainted with our pedagogical framework and they can instil a fun and engaging learning environment, ensuring that every child feels cared for.

ABOUT US



Our pedagogical framework is based on two key ideologies:

1 Character Development - We, at GSF, aim to help our students develop into empathetic and global citizens who have the ability to create a golden future for themselves and for others.

2 Competence Development - Competence development lies at the core of whatever initiatives we undertake at our school. Our programmes are designed to help students reach their full potential and identify their special interests and talents.

Our steadfast commitment to excellence in Academics, Management, and Governance is unmistakable, as evidenced by our stringent standards.

The Global School Foundation's triumph is built upon robust pillars of academic prowess, efficient management methodologies, and unparalleled governance standards.

The flagship branch of the Global School Foundation (GSF), the Global Centre of Education Excellence (GCEE) stands as a beacon of Educational Excellence. Dedicated to upholding and enhancing our Quality Policy and Procedures throughout all our campuses, GCEE is steadfast in its mission to deliver top-tier education to students while fostering a culture of excellence in teaching and learning.

Through the advocacy of exemplary educational methods and ongoing enhancements to program quality, the GCEE plays a pivotal role in guaranteeing students' acquisition of a comprehensive education geared towards future triumphs. Regular refinement of the Quality Policy, informed by stakeholder input from satisfaction surveys, underscores our dedication to excellence. Our unwavering commitment to quality is underscored by clearly defined objectives that emphasise holistic organisational learning, stakeholder contentment, and the preservation of our fundamental principles. Adherence to our Quality Management System is consistently upheld, ensuring steadfast adherence to our standards.

Message from Leaders

Mr. Atul Temurnikar - Chairman and Co-Founder



**"Reflecting on Success: GCEE's
Remarkable Achievements in
2023, Embracing Progress
for a Brighter 2024."**

For over two decades, Global School Foundation (GSF) has flourished, propelled by the dedication of our teachers, the contributions of our staff, and the determination of our students. These three pillars have steadfastly supported our organisation, elevating it year after year through their remarkable efforts, strengthening it with each passing milestone.

Today, our towering presence stands as a testament to the solid groundwork laid by Global School Foundation throughout its history. This expansive network not only anchors us in the present but also propels us optimistically into the future. Across our 12 esteemed brands and 64 campuses, we are resolutely committed to delivering

top-tier education to the 45,000 students who entrust us with their learning journey.

While academic and intellectual excellence remain at the heart of our mission, we aspire to embrace a broader vision that encompasses holistic personal growth. With over 550 accolades under our belt, we eagerly anticipate garnering even more recognition, enriching the experiences of our students and all stakeholders alike.

The Excellence Team at GCEE is making significant strides in this regard. They are diligently ensuring our advancement across all fronts by consistently refining processes and aligning them with global benchmarks. While there's still much ground to cover, I'm confident that we will forge ahead on this journey of excellence with renewed determination.

AWARDS 2023

Global School Foundation and its excellence programs are recognised by prestigious award bodies, professional and government organisations, and other institutions globally. Our accolades surpass 550 spanning categories such as Business Excellence, Innovation, Green Initiatives, and other achievements.

We have displayed our best practices in many national and international forums such as EFQM, IMC RBNQA, APQO, BPIR, IQPC, ICQCC, ASQ, DQG and many more in order to achieve the 550+ mark of excellence awards in 2023.

These competitions consist of collaborative and inclusive team excellence contests that celebrate teams with shared values and goals. Such events foster a sense of unity and teamwork, bringing together diverse skills and talents to achieve exceptional performance. GSF has a strong tradition of encouraging students to participate and represent the school at these events. Over the years, students and faculty have presented quality circles, research papers on best practices, and other works on a variety of subjects, including innovation and educational approaches. Here is the result:

Summary of Awards

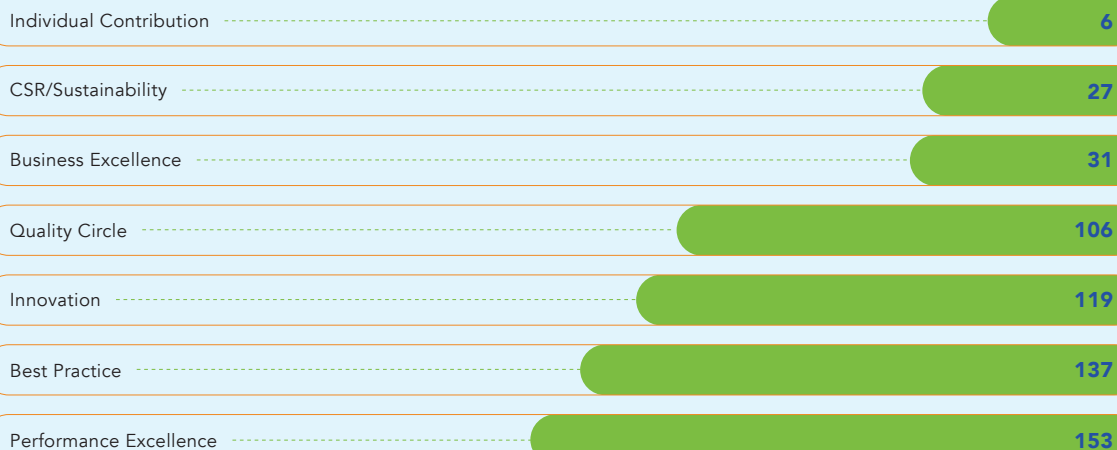
Campus-Wise Count of Awards

Grand Total: **579**



AWARDS 2023

Area-wise Awards



Geo-wise Awards



Total: 579

Message from Leaders

Rathin Khandhadia - Director, Global Centre for Education Excellence (GCEE)



Our success lies not in achieving a single goal but rather constantly trying to become better and better through consistent and strategic efforts.

In 2023, GSF, a prominent network of international schools, continued its unwavering commitment to academic excellence, character development, and global citizenship. With the launch of our first GSF Sustainability report, the foundation extends its mission to encompass environmental and social responsibility—an

essential dimension. This inaugural Sustainability report adheres to the Global Reporting Initiative (GRI) guidelines, offering comprehensive insights into the Environmental, Social, and Governance aspects of our schools.

In 2023, GCEE achieved remarkable results by staying true to its


















dedication to educational excellence and honoring its commitments to stakeholders. These endeavors resulted in remarkable academic advancements and holistic development among students. The Global School Foundation's outstanding management strategies fostered innovation, maximized the potential of both students and staff, and produced exceptional outcomes, highlighting the importance of teamwork and solidarity in challenging times.

Echoing Albert Einstein's words, "The true value of achievement is in the act of accomplishing it," the collective determination, dedication, and shared goals of the team resulted in their triumphant achievements in 2024. The unwavering support of the GSF community played a pivotal role in making these successes a reality. Let us persist in our collaborative efforts towards a brighter tomorrow!

AWARDS 2023

Awards-GSF Brands

The reward for work well done is the opportunity to do more

| |  |  |  |  |  |  |  |  | TOTAL |
|---|---|---|---|---|---|---|---|---|-------|
|  | 200 | 31 | | | | | | | 231 |
|  | 133 | 9 | | 7 | | | | 21 | 170 |
|  | 67 | | | | | | | | 67 |
|  | 40 | | | | | | | | 40 |
|  | 45 | | | 7 | | | | | 52 |
|  | | | 12 | | | | | | 12 |
|  | | | | | | 2 | | | 2 |
|  | | | | | | | 2 | | 2 |
|  | | 3 | | | | | | | 3 |
| | 485 | 43 | 12 | 7 | 7 | 2 | 2 | 21 | 579 |



GCEE Director Mr. Rathin Khandhadia (R) with HQ Team; from (L-R) Vikram Balakrishnan, Harinee Sridharan, Emiliana Wijaya, Lakshmi Menon, Smita Warnekar, Arati Mhatre & Sweetie Gathani.

118 AWARDS IN 2023

In 2023, the GCEE team accomplished a remarkable milestone by clinching 118 awards, marking yet another significant achievement in the organisation's two-decade journey. Across a wide array of categories like Technology, Innovation, Sustainability, Best Practices, Quality Circles, Academic Excellence, Performance Excellence, and HR Excellence, the team showcased exemplary performance, aligning with the rigorous standards set by the Global School Foundation.

Various esteemed award-giving bodies, including EFQM, APAC, Enterprise Singapore, CII, and others, have acknowledged our impactful contributions. Up to this point, a total of 29 award organisations worldwide have commended the Global School Foundation's endeavours, recognizing excellence in areas ranging from best practices, quality circles, innovation, transformation, technology, to the successful implementation of business excellence frameworks such as the IMC RBNQA model.

Adding to the accolades, Global School Foundation (GSF) received certification from the UK-based World Book of Records as the World's Most Awarded Network of Schools, affirming exceptional world records achieved by individuals and organisations.

AWARDS 2023

Awards Bodies



IMC RBNQA 2023 Trophy Winner - GIIS Noida Team collecting the Trophy.

IMC AWARDS

The Indian Merchants' Chamber (IMC) has a distinguished accolade in Ramakrishna Bajaj National Quality Award (RBNQA) - that encourages quality awareness in business and recognises its value in worldwide effectiveness.

With requirements the same as the Malcolm Baldrige criteria in the United States, IMC RBNQA has become a symbol of excellence over the years in India for raising awareness that excellence is the only attribute that can help a company beat the competition.

It has established a clear, tough and universal standard for measuring excellence, and integrated all of the concepts for achieving performance excellence while emphasising high integrity and quality leadership.

GIIS has won 74 of these awards and has been measured for its organisational performance using the internationally benchmarked Business Excellence framework after completing the IMC RBNQA Business Excellence project.

IMC RBNQA - PERFORMANCE EXCELLENCE

GSF has won 23 awards for Excellence in Performance since it made a conscious decision to develop its own quality standards. The process of compiling the Application Report for the IMC RBNQA allowed us to reflect on our previous essential business processes while also planning and executing our new strategies.

Our team members' training, evaluation procedure, and feedback session were all unique and rigorous. It is strongly recommended for organisations on a quest for excellence and a desire to compete with the best in order to achieve true "World Class" status.



IMC RBNQA 2023 Trophy - Overseas Winner GIIS East Coast Team collecting the Trophy.



GSF has won **23 awards** for Excellence in Performance

AWARDS 2023



IMC – MQH (MAKE QUALITY HAPPEN)

The biennial Make Quality Happen Best Practices Competition, hosted by the IMC RBNQA Trust, honours outstanding industrial practices in India. This year it was held from November 21 to November 24, 2023, in which GSF put on a tremendous performance, winning 5 trophies.

At this platform, our campuses have presented a number of best practice initiatives in the areas of innovation, technology, being future-ready, emotional well-being, curriculum, and so on.



IMC MM (MILESTONE MERIT)

The Milestone Merits is an award program established by the IMC Ramkrishna Bajaj National Quality Award Trust to acknowledge organisations that fulfil the requirements of the IMC RBNQA model. If a substantial portion of the criteria is met, the award is presented. Our GSF campus teams were successful in winning all four categories in 2023, for Leadership (Witty International School, Chikuwadi, Mumbai), Customer Focus (Glendale Academy, Hyderabad), Operations (GIIS Abu Dhabi) and Workforce (OWIS Whitefield). Despite facing fierce competition from other industries, we emerged victorious.

GSF has earned 16 awards in this category till date, including the Milestone Merit award for all four campuses in 2023.



AWARDS 2023



In 2023 **10 ELETS awards**

ELETS

The ELETS World Education Summit is a leading global platform to showcase education innovation and creativity, where 48 on-ground practitioners work with senior decision-makers to rethink and discover numerous present and future growth opportunities in the Education Sector.

GSF has been very successful on this platform winning 76 awards in the last 15 years and in 2023 alone won 10 ELETS awards. Innovative Practices in Academic Excellence, STEM Education, Excellence in International Curriculum, Use of ICT in Schools, and Innovation in Pedagogical Practices were presented in the areas of CSR, Collaborative Learning, Innovation, and Best Practices are the areas in which we have received awards.

EUROPEAN FOUNDATION FOR QUALITY MANAGEMENT (EFQM)

EFQM, a non-profit membership foundation headquartered in Brussels, serves as a driving force in promoting excellence across organisations worldwide. Notably, GIIS Dubai in the UAE and GIIS PG SMART Campus in Singapore is the only educational organisation to have received this esteemed recognition in UAE and Singapore respectively.

The EFQM Model, a globally recognised management framework, aids organisations in managing change and enhancing performance, fostering a culture of improvement and innovation worldwide. It offers a holistic view of organisations and supports the development of comprehensive quality management systems. Based on eight principles of excellence, including creating customer value, ensuring sustainability, and fostering innovation, the EFQM Model serves to enhance organisational capacity and leadership effectiveness.

The EFQM award and the distinction of being named as an 'Outstanding Organisation' for GIIS Dubai and GIIS PG SMART Campus epitomise the remarkable progress the schools have made in its relentless pursuit of educational distinction.



AWARDS 2023

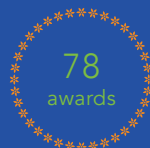
ASIA PACIFIC QUALITY ORGANISATION (APQO)

APQO works to encourage and recognise quality professionals and companies as the Asia-Pacific Centre of Excellence (COE) for quality. It acts as an umbrella organisation that brings together all of the top professional societies from countries that border the Pacific Ocean or are classified as Asian Pacific nations. Only companies who have received a national quality award in their native country and have passed the International Asia Pacific Quality Award (IAPQA) Council's stringent final assessment are eligible for the IAPQA awards.



We have garnered

177 awards from APQO (Asia Pacific Quality Organisation) across a variety of categories (GPEA, AIC, AIBP and ACE) including...



for best practice and quality circles



for performance excellence



for innovation

This honour was given to all our participating Brands GIIS, OWIS, Harrods, Regent & Glendale.

AWARDS 2023

INTERNATIONAL QUALITY & PRODUCTIVITY CONVENTION (IQPC)

International Quality & Productivity Convention (IQPC) is an event for international and national companies, universities, and non-profit organisations to demonstrate, promote success, and exchange experiences in improving quality and productivity, both individually and in groups with various management system approaches.

The IQPC 2023 event, organised by the Indonesia Quality Productivity Council (IQPC), was held in Kuala Lumpur from September 5th to 7th. Renowned for its focus on excellence and quality control, IQPC sets high standards that Global School Foundation (GSF) is committed to adopting to enhance customer satisfaction and uphold its quality heritage. Participation in such programs allows GSF to benchmark its performance against established maturity models on an equitable platform. The event aimed to highlight best practices and innovative projects from ASEAN countries.



GCEE Team participated in this prominent platform and won **GOLD medals** with two of its hallmark projects

PROJECT SPEED

(Strategic Performance of Education Excellence through Data driven transformation)



MASS

(Measurement of Academic Scores through Statistics)



Teams' successful demonstration of continuous improvement in their project earned them the prestigious Gold Medals and set them apart from well-known industries in manufacturing, technology, airlines, and other service sectors. The judges and attendees at the event were deeply impressed by GSF's innovative approach to advancing the education sector.

Message from Leaders

Rajeev Katyal - Chief Executive Officer



**"Commendations to GCEE
for Surpassing Milestones,
Setting the Stage for
Even Greater Triumphs
Ahead."**

place, performance is meticulously monitored, and improvement plans are effective in closing the gap between what is available and what is required.

The team has effectively improved both academic and non-academic processes, keeping our schools adaptable and aligned with the evolving education landscape. The Global Annual Leadership Summit provides a platform for GCEE to discuss and implement ideas that bring significant systematic and developmental improvements to our processes in areas such as academics, co-curricular, and operations.

GCEE has successfully elevated the standards of Global School Foundation to a remarkable level, but there is still much more to achieve. Their unwavering commitment to making GSF synonymous with educational excellence is evident. I hope they continue with this effort with the same energy and drive in the next 20 years as they have in the first two decades, through innovative initiatives.

The most challenging part for GSF is to bring all its schools, located in various parts of the world, on par with the desired level of excellence. This is not an easy thing to do, but thanks to Team GCEE, the job is well on its way to getting accomplished.

For GCEE, productivity is a deliberate outcome. All initiatives

are meticulously planned and focused on achieving excellence. By standardising processes, the team has ensured that there are no gaps in any major or minor areas, and the entire organisation is working cohesively towards the pursuit of excellence.

GCEE also ensures that advanced monitoring processes are put in

HIGHLIGHTS OF THE YEAR

SUSTAINABILITY (GRI) REPORT

In today's sustainability-focused landscape, organisations worldwide are prioritising eco-friendly and socially responsible practices across sectors. Recognising the pivotal role of education in shaping the future, GSF, a prominent network of international schools, is dedicated to academic excellence, character development, and global citizenship. With the release of our inaugural Sustainability Report, we extend our mission to include environmental and social responsibility. Following Global Reporting Initiative (GRI) guidelines, this report covers Environmental, Social, and Governance aspects for our schools, marking a significant step in our commitment to a sustainable future.



We've developed the "5S of Sustainability" framework, aligned with the Whole School Approach, to foster environmental consciousness, social responsibility, and sustainable practices through targeted activities and monitoring progress.

Our GSF campuses worldwide exemplify sustainability by integrating the latest efficient and green technologies, implementing waste reduction and recycling initiatives, conserving water, and nurturing school gardens. We're committed to assessing, reducing, and offsetting our carbon emissions to achieve group-level carbon neutrality, starting with calculating our carbon footprint following greenhouse gas protocol guidelines.

In line with our dedication to global sustainability education, our schools have pledged support for the United Nations Sustainable Development Goals (UNSDGs), emphasising the importance of educating the next generation. Engaging with local communities is vital, and our Sustainability Report highlights initiatives involving students, staff, and local communities in various sustainability projects and activities.

**SUSTAINABLE
DEVELOPMENT GOALS**

HIGHLIGHTS OF THE YEAR

In the coming years, we intend to expand our sustainability initiatives further, working in tandem with our students, educators, and local communities to create a more sustainable and eco-conscious world. The foundation's leadership believes that by educating young minds about sustainability, they are sowing the seeds of positive change that will ripple through generations.

As GSF continues to take strides towards sustainability, it paves the way for a brighter future where educational excellence and environmental responsibility go hand in hand, ensuring that the students of today become the leaders of tomorrow, well-equipped to address the world's most pressing sustainability challenges.

EUROPEAN FOUNDATION FOR QUALITY MANAGEMENT (EFQM)



EFQM (European Foundation for Quality Management) is a Brussels-based non-profit organisation with members from various industries. It created the EFQM Excellence Model to assess organisations and determine their eligibility for the European Quality Award. The Model promotes holistic approaches to organisational improvement and change management for better results. Organisations are evaluated based on the EFQM Model to identify those that have consistently achieved exceptional levels of improvement.

GSF is enhancing client satisfaction by adopting high standards, rooted in its quality heritage. Participation in this program allows GSF to benchmark its performance against a European Foundation maturity model, providing a level playing field comparison.



GSF's steadfast dedication to excellence has garnered numerous accolades, boasting over

550 awards for educational and organisational excellence

A significant milestone in this journey is the prestigious recognition of GIIS Dubai and GIIS PG SMART Campus as 'Outstanding Organisations' by the esteemed European Foundation for Quality Measurement (EFQM).

The EFQM award and the honour of being designated as an 'Outstanding Organisation' for GIIS Dubai and GIIS PG SMART Campus epitomize the remarkable strides these schools have taken in their unwavering pursuit of educational distinction.

Remarkably, GIIS Dubai and GIIS PG SMART Campus stand as the sole educational institutions in the UAE and Singapore to have received this esteemed recognition, underscoring their exceptional commitment to excellence.

HIGHLIGHTS OF THE YEAR

BLOSSOMS & BEYOND

In an exciting initiative by GCEE this year, GSF campuses—GIIS East Coast, GIIS Noida, and OWIS Sarjapur—have unveiled a captivating showcase of their diverse garden plant life through meticulously crafted booklets. The series is called “Blossoms & Beyond”, this endeavour goes beyond aesthetics, reflecting a collective commitment to environmental stewardship and the creation of campuses that not only excel academically but also promote ecological awareness.



Our campuses are vibrant ecosystems reflecting the beauty of nature. Each plant, from blossoms to towering trees, tells a story of resilience and coexistence. Our project goes beyond visual beauty, delving into ecological narratives to emphasise biodiversity's crucial role in fostering resilience and harmony. We aim to deepen understanding of ecosystem relationships, appreciating interconnectedness. Our campuses contribute to a broader ecological narrative, extending beyond classrooms.

In addition to biodiversity, our campus gardens embrace a “garden-to-table” concept. Students grow food, fostering responsibility and a sense of belonging. This hands-on experience imparts vital skills and cultivates a strong connection to the school community. Our booklet celebrates campus biodiversity and students’ efforts, showcasing their commitment to a thriving, sustainable environment.

Revealing a diverse garden tapestry, GSF campuses nurture nature while cultivating environmental stewardship and ecological mindfulness among students and the wider educational community.

EDU TRUST

Edu Trust is a voluntary quality assurance scheme for Private Education Institutions (PEIs) in Singapore. This certification recognises PEIs that consistently maintain a high level of quality in all aspects of education and make continual improvements that lead to positive student outcomes. The Edu Trust certification requires well-structured policies and processes that meet the various criterion stipulated in the Edu Trust Guidance Document from the Committee for Private Education (CPE) Singapore. Both the Global Indian International School (GIIS) and One World International School (OWIS) Singapore are registered as PEIs by the CPE and have been granted 4-year certificates. PEIs need to provide a higher standard of educational services in order to be Edu Trust certified.

HIGHLIGHTS OF THE YEAR

The Skills Future Singapore (SSG) functions independently as the regulatory authority of the private education industry in Singapore and is responsible for all decisions under the Edu Trust Certification Scheme. SSG aims to raise the standards of the industry to ensure PEIs provide a better standard of educational services and good student/ graduate outcomes. Also, student fees are insured through the Fee Protections Scheme (FPS).

Edu Trust certification is done through an assessment of how well its systems and processes address and align with SSG/ CPE requirements. The SSG/CPE issues an Edu Trust Guidance Document (GD) for PEIs to focus on putting in place effective and efficient systems and processes, producing outcomes leading to high quality education services. Guidance Document version 4 (GD4) is the current version.

The key changes in GD4 are re-organisation of requirements, emphasis on existing requirements, new requirements, and focus beyond student and graduate outcomes. Terms and Conditions governing the Edu Trust Certification Scheme is:

to provide a legally binding set of obligations and governing rules to members of the scheme

to protect the integrity of the Edu Trust scheme

to prevent abuses

Some of the important benefits of the Edu Trust Scheme:



Assurance of Quality Education



Students' fees are protected



Documented policies and procedures with measurable outcomes



Commitment to evaluate and assess the appropriateness, relevance and effectiveness of the approach and process based on the outcomes for continual improvement



Balanced and holistic approach towards raising the quality and standard of the private education sector in Singapore


HIGHLIGHTS OF THE YEAR

AUDIT MANAGEMENT THROUGH QUALITY MANAGEMENT SOFTWARE

The Global Centre for Education Excellence (GCEE) commenced the master certification process for all campuses across various brands in 2019. This encompassed conducting yearly Internal and External Audits across all campuses, along with monitoring and documenting all findings resulting from these audits.

Managing and resolving all findings began to pose challenges as the number of brands and campuses increased exponentially. As a result, we obtained software and tailored it to meet the specific requirements for managing all ISO audits.

We were able to effectively oversee all audits and generate Corrective Action Requests (CARs) for all findings stemming from these audits. We successfully analysed the findings, delved into the root causes, and derived effective corrective and preventive actions accordingly. We also maintained a record of all audits and their findings, enabling us to demonstrate best practices to external forums and auditors.

| Total number of audits competed (2023) | | | | |
|---|------|------|---------|----------|
|  | GIIS | OWIS | Harrods | Glendale |
| External Audits | 7 | 4 | 3 | 3 |
| Internal Audits | 15 | 6 | 6 | 3 |
| Total | 22 | 10 | 9 | 6 |

HIGHLIGHTS OF THE YEAR

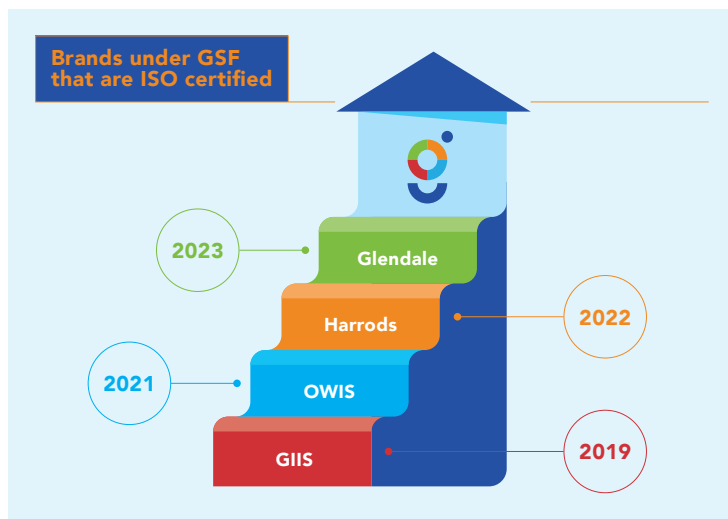
ISO CERTIFICATION

In 2023, the Global School Foundation welcomed Glendale International School into its network. Renowned as a premier international institution in Hyderabad, Glendale spans three expansive campuses. Guided by a mission to foster holistic growth, Glendale endeavours to cultivate every child's diverse intelligence, physical capabilities, creative aptitude, 21st-century competencies, multicultural consciousness, and universal human values within a nurturing environment.

The GCEE Team strengthened the new brand by conducting regular training sessions, disseminating standardised procedures, and increasing awareness of IMS to guarantee a smooth external audit process.

Glendale Schools have successfully obtained certification for three standards: ISO 9001:2015 (Quality Management System), ISO 21001:2018 (Management System for Educational Organisations), and ISO 45001:2018 (Occupational Health & Safety Management System).

Similarly, all campuses of GIIS and OWIS have been certified in accordance with ISO 9001:2015, ISO 21001:2018, and ISO 45001:2018 (OHSAS) standards. Additionally, Harrods International Academy has achieved certification for ISO 9001:2015 and ISO 21001:2018 standards.



No. of campuses that are ISO certified



Message from Leaders

Rahul Deshpande - Chief Operating Officer



Navigating Forward: Charting GCEE's Path to Future Success.

forward. Guided by their motto, "Making Quality Happen," they've implemented best practices across all operational aspects.

Behind the scenes, GCEE has worked tirelessly to ensure seamless processes, integrate innovative ideas, and achieve desired outcomes. Their guidance to campus teams has facilitated holistic student growth by encouraging the adoption of effective approaches.

In a school environment prioritising student safety and well-being, GCEE remains vigilant, ensuring all processes align with the goal of promoting student welfare and achievement. They've encouraged campus teams to participate in events and platforms that broaden students' horizons. The success of our students and the satisfaction of their parents stand as testament to the efficacy of these efforts.

We express our deep appreciation to the GCEE team for their steadfast commitment to maintaining the excellence of our schools in providing quality education. With anticipation, we eagerly await another outstanding year ahead!

In just two decades, only a select few schools worldwide have made significant strides in education, and Global School Foundation (GSF) proudly count themselves among them. What began as a humble institution with a bold vision has rapidly expanded to 64 campuses across 11 countries, earning over 550 awards from esteemed national

and international bodies. Yet, this remarkable journey was not without its share of challenges and obstacles.

The institution's progress was a collaborative effort of students, faculty, and staff, with the Global Centre for Education Excellence (GCEE) team playing a pivotal role in propelling the initiative

WAY FORWARD

Following are the future projects to be undertaken by the organisation in the following timeline:

| | | | |
|--|--|--|---|
|  GUI (Graphic User Interface) Pg. 00 |  GCEE Research Centre Pg. 00 |  Mock COP Pg. 00 |  Voice of Customer (VOC) Pg. 00 |
|--|--|--|---|



As we navigate the expansion of our GSF campuses and the increasing volume of GCEE activities files, it's imperative to chart a forward course leveraging our GUI application.

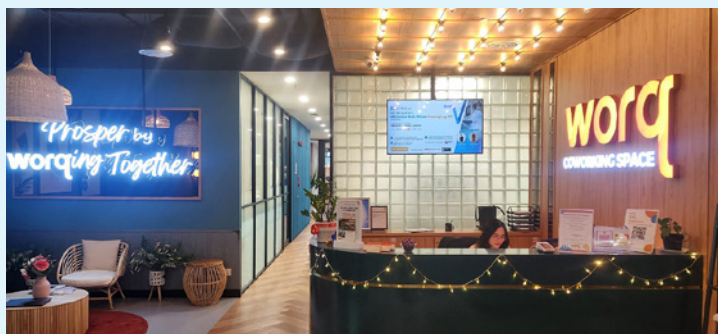
- Our Python GUI application will continue to streamline data management by consolidating diverse data points and scores into a unified, user-friendly interface.
- We'll enhance the application's filtering capabilities, empowering users to swiftly extract precise information from complex Excel files, thereby optimizing time and effort allocation.
- Further investments in data visualization tools will enable us to unlock deeper insights and drive more informed, data-driven decision-making processes.
- With a steadfast commitment to user-centric design, we'll ensure our application remains accessible and intuitive for users across all levels of technical proficiency.
- Future iterations will focus on developing functionality for generating customized reports and summaries based on audit data, thereby enhancing our analytical capabilities.
- By embracing automation and efficiency, our GUI application will continue to deliver tangible savings in time and resources previously dedicated to manual data management tasks, fostering a culture of cost-effectiveness and heightened productivity.

Looking forward, our development agenda includes implementing several key features to enhance the functionality of our GUI application. Among these advancements are automatic campus selection, streamlined report generation, and the integration of customer sentiment analysis tools. By automating campus selection, users will enjoy a more seamless experience navigating our expanding GSF campuses. The addition of robust report generation capabilities will empower users to effortlessly create tailored reports, improving efficiency and decision-making processes. Furthermore, the incorporation of customer sentiment analysis will provide valuable insights into customer feedback, enabling us to better understand and respond to customer needs. These developments underscore our commitment to continuous improvement and innovation in serving our users.

WAY FORWARD

GRC

In September 2023, the Global School Foundation (GSF) within the Global Centre for Education Excellence (GCEE) inaugurated its Research Centre, dedicated to promoting academic inquiry, enriching educational practices, and engaging in global educational discourse. Situated at Menara UOA Bangsar, Kuala Lumpur, the Research Centre meticulously crafted a strategic blueprint outlining its core focus and objectives. This blueprint spans six critical areas of research, training, and professional development, encompassing Intellectual Properties (IPs), conferences, publications, and educational enhancements for both staff and students within the broader GSF community.



Global Journal of Educational Thoughts

an online platform dedicated to fostering the exchange of innovative research and scholarly contributions in education.

Global School Foundation
GJET

Global Journal of Educational Thoughts



Furthermore, the Research Centre is actively shaping scholarly discourse by launching the Global Journal of Educational Thoughts, an online platform dedicated to fostering the exchange of innovative research and scholarly contributions in education. This initiative underscores the centre's dedication to facilitating intellectual exchange and disseminating knowledge worldwide.

The establishment of the Research Centre within the Global School Foundation marks a significant milestone in academic inquiry and innovation, poised to drive advancements in education both regionally and globally.

WAY FORWARD

MCOP

GCEE is preparing to launch Mock COP in 2024, a simulated international climate change conference tailored for our students.

Looking ahead, the GSF - Mock COP stands as an unparalleled pathway for student engagement with pressing climate change issues. This unique simulation event mirrors the annual Global Climate Summit, offering students an immersive experience to deeply engage with environmental challenges. Through interactive workshops and simulations, participants will assume the roles of world leaders and negotiators, tackling real-world issues and devising innovative solutions.

This experiential learning journey not only enriches their understanding of environmental issues but also sharpens their critical thinking, collaboration, and negotiation skills, equipping them to advocate effectively for sustainable change.

The Mock COP experience intends to cultivate a profound sense of environmental stewardship, empowering students to translate knowledge into action and inspiring them to become agents of positive change in their communities and beyond. GSF's first of its kind Mock COP, a unique initiative modelled on UNFCCC COP (United Nations Framework Convention on Climate Change Conference of Parties) will be co-hosted with GED 2024.

Voc

In GSF schools, the acronym CSAT refers to "Customer Satisfaction," which assesses the degree of satisfaction parents and students have with the school's facilities and services. To obtain feedback on several aspects of the school, such as teaching standards, facilities, communication, and other related areas, GSF Schools conducts CSAT surveys. The obtained feedback assists schools in identifying areas requiring improvement and making changes to enhance the overall satisfaction of their customers.

WAY FORWARD

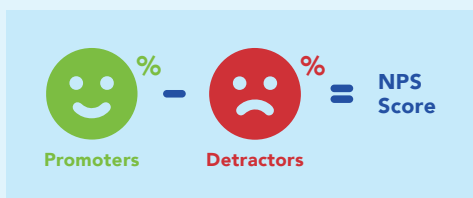
Voc

The advantages of conducting CSAT surveys are:

- ✓ Foster a stronger connection with GSF customers.
- ✓ Recognise prospects for expansion.
- ✓ Enhance products.
- ✓ Obtain a better understanding of performance across all GSF departments.
- ✓ Streamline processes to make them more effective for both GSF and its customers.

The comprehensive data analysis conducted by GSF includes the following:

- Overall customer satisfaction.
- Net Promoter Score (NPS).



- Risk Score.
- Sentiment Analysis - The voice of the customers is an essential and effective source for comprehending the factors that elicit positive or negative sentiments among customers. Text-mining tools can transform customers' voices into actionable data, which helps the brand to provide a seamless customer experience.

How can Analysis help improve Customer Experience?

The process of analysis can aid Global School Foundation in enhancing their customer experience. By comprehending customer interactions, the SLT team of campuses can assess the following:



Customers' sentiment towards the brand's services and experience.



Customers' satisfaction with the curriculum and services provided by GSF. These insights can be employed to boost customer perception of GSF and its offerings.

By identifying customers' pain points, the insights can inform customer-centric decisions aimed at enhancing the overall customer experience.

GLOBAL EXCELLENCE DAY

Global Excellence Day 2023
GSF for - GREEN SUSTAINABLE FUTURE
Practical actions for a better planet

Living Sustainably in Harmony
GLOBAL WINNERS

| JUNIOR | MIDDLE | SENIOR |
|---|---|---|
| Platinum Domuschola International School Gold GIIS PG SMART Campus Silver GIIS Hadapsar | Platinum GIIS PG SMART Campus Gold Regent International Kuantan Silver GIIS Dubai | Platinum GIIS PG SMART Campus Gold Chinese International School, Manila Silver GIIS Abu Dhabi & GIIS Kuala Lumpur |
| Best Presentation Glendale International School | Best Presentation GIIS Ahmedabad | Best Presentation GIIS Tokyo - Nishi Kasai Glendale International School |
| Best Topic Glendale International School | Best Topic GIIS Tokyo-Higashi Kasao GIIS Bannerghatta | Best Topic Regent International Klang |

Global Excellence Day, also known as GED, is an annual Quality Circle Competition which is organised by Corporate GCEE (Global Centre for Education Excellence).

Students of three different age groups- Juniors, Middle and Seniors- compete with their peer student groups from sister campuses. This competition is held to promote Quality Circle Culture and problem-solving skills through team efforts.

Global Excellence Day (GED) 2023 was the 4th edition, aligned with the UN Sustainable Development Goals (UNSDGs) to highlight sustainability in education with a focus on UNSDG goals like poverty eradication, sustainable cities, and clean water.

This year GED was conducted on two levels- first, regional and second, and the Global level competition was held from September 6th- 8th allowed students to display their Quality Circle/Sustainability projects and demonstrate their efforts towards excellence. The chosen theme for the event was "Sustainability," accompanied by the tagline "GSF for a Green Sustainable Future - Practical Actions for a Better Planet." The Global Event spanned three days, each dedicated to a specific category, showcasing 40 remarkable projects that emerged victorious in the Regional Rounds. Eminent experts from organisations such as IMC RBNQA, EFQM, PQA, and DQG served as the jury, inspiring students and offering insights on achieving excellence.



The Global Event

showcasing **40** remarkable projects that emerged victorious in the Regional Rounds

GLOBAL EXCELLENCE DAY

After intense competition, Domuschola International School Manila secured the Platinum award in the Junior Category, and GIIS SMART Campus Punggol clinched Platinum in the Middle and Senior Categories. GCEE recognised outstanding individual presenters within each finalist team across all categories with Best Presenter Awards.

The cultivation of Future Problem-Solving skills significantly contributes to students' development of crucial 21st-century competencies, including solution-oriented thinking, positioning them as future leaders.

The Global Excellence Day 2023 garnered positive feedback from both parents and external jury members.

The jury was particularly impressed by the enthusiasm, excitement, knowledge, and passion demonstrated by our students. They acknowledged GSF as one of the few schools offering a platform for students to showcase their skills in quality excellence. They commended Global School Foundation as an outstanding chain of schools and recommended that other educational institutions adopt GSF's practices as a benchmark for best practices.

Aligned with GSF sustainability objectives, the theme for Global Excellence Day 2024 - is **SITE**

Sustainability

Innovation

Technology

Entrepreneurship

This reflects the organisation's dedication to promoting sustainability and creating a positive impact on the environment.



SUSTAINABILITY



In a groundbreaking achievement, GIIS SMART Campus – Punggol, has been awarded the Eco Office Certification – Champion Award by the Singapore Environment Council (SEC). This prestigious accolade reflects the campus's unwavering dedication to sustainable practices, setting a new standard for eco-friendly initiatives. Launched in December 2018, the enhanced Eco Office Certification has become a guiding force for 700 offices in Singapore, promoting environmentally friendly practices among staff. GIIS Punggol's attainment of the 'Champion' status highlights its exceptional environmental performance and success in fostering a green ethos within the campus community.

This recognition underscores GSF's leadership in promoting sustainability and shaping a greener future beyond the school premises.

In an effort to foster a generation committed to sustainable practices, GSF recently embarked on an inspiring journey, hosting five impactful sustainability workshops. The initiative spearheaded by the GCEE Sustainability team, witnessed the enthusiasm and engagement of over 150 students from GIIS Noida, Hadapsar, Balewadi, Whitefield and Glendale Academy. The workshops, designed with an educational yet interactive approach, aimed to instil in young minds the significance of sustainability and climate-friendly practices. We believe that by educating the youth, we are sowing the seeds for a greener, more conscientious future.

Each workshop delved into diverse aspects of sustainability, addressing key issues and aligning with the United Nations Sustainable Development Goals (UNSDGs). The students were not only introduced to the urgency of environmental conservation but were also provided with practical insights on how to integrate sustainability into their daily lives. In conclusion, these sustainability workshops have been a testament to the power of education in shaping future leaders with a deep-rooted commitment to environmental stewardship. By investing in the education of our youth today, we are nurturing a generation that will undoubtedly play a crucial role in building a sustainable and resilient tomorrow.

GREEN SCHOOL CERTIFICATION:

The Global Centre for Education Excellence (GCEE) proudly introduces the Green School Certification (GSC) Program, a groundbreaking initiative launching in 2024. This pioneering in-house sustainability certification sets a new standard, providing a structured framework to assess and recognise our campuses' steadfast commitment and achievements in sustainability.

The GSC Program is meticulously designed, integrating insights from leading international standards to ensure a rigorous evaluation process. This alignment with industry best practices and the core vision and mission of GSF encompasses a comprehensive assessment of key sustainability pillars, including environmental management, community engagement, and green infrastructure.

A standout feature of the GSC Program is its four-tier certification system, offering varying levels of recognition based on a campus's sustainability accomplishments. This system provides global acknowledgment for exemplary sustainability practices and opportunities for enhanced branding and visibility.

With a goal to certify 15 GSF campuses within the first year, GCEE aims to position our campuses as leaders in fostering an eco-conscious and future-ready educational environment.

The GSC Program heralds a new era of sustainability excellence within GSF, reinforcing our commitment to shaping responsible global citizens and sustainable communities.

Stay tuned for more updates and announcements as we embark on this transformative journey towards a greener and more sustainable future.





WWW.GSF.INFO

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