

To create a professional community, develop professional competencies and improve the skills of workers aimed at increasing the level of traffic safety and reducing industrial injuries, modular corporate training programs “First Line” have been implemented: “Algy Shep”, “Kasibi Shamshyrak” and the “Kauipsizdik Sakshylary” program. Educational programs were developed based on a matrix of professional competencies of employees, considering their functional competencies. The main methods included the involvement of external providers and internal trainers and experts of the Company, conducting interactive classes, practical exercises, networking and feedback from subject matter experts. Upon completion of the program, participants received certificates of advanced training.

	<b>Training program for chief engineers «Algy Shep» (“First Line”)</b>	<b>Development program for driver-instructors of locomotive crews of KTZ-Freight Transportation LLP “Kasibi shamshyrak”</b>	<b>Development program for traffic safety auditors of NC KTZ JSC “Kauipsizdik sakshylary”</b>
<b>Description and purpose of the program</b>	The goal of the program is to improve the performance of chief engineers at the regional level of the Company. Main tasks: reducing production levels, introducing effective tools for managing the activities of divisions, forming a community of chief engineers of the Company, creating a team of like-minded people.	The goal of the program is to increase the level of industrial safety, personal and team efficiency, the quality of technical training without interruption of production by driver-instructors, as well as the introduction of modern methods of training for locomotive crew workers.	The goal of the program is to increase the level of train safety, personal and team efficiency, develop cross-functional internal communications and a culture of continuous self-development among traffic safety auditors.
<b>Number of employees covered by the program</b>	33 (100%)	53 (14,6%)	85 (33%)
<b>Effects of the program implementation</b>	The implementation of training programs for the Company’s employees brings significant benefits, such as improving the quality of services due to increased qualifications of personnel, increasing employee satisfaction and reducing staff turnover, effective risk management, which reduces the likelihood of emergency situations and associated losses, and also promotes the introduction of innovations, which strengthens the competitiveness of the Company.		

