

TRISTAR WORLD

Newsletter - Vol 1 - 2011



My Reason for Safety... My Family!



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MESSAGE FROM GROUP CEO

It gives me immense pleasure to introduce the long awaited first edition of our official newsletter "TRISTAR World". The main objective of this effort is to make our employees, customers and other stakeholders fully aware about our operations, achievements, significant events, business developments and other general company happenings. It seems like yesterday when TRISTAR started its operation in 1998 from Dubai with only few trucks and minimal staff. I am really proud to see that today TRISTAR has become more than a local company having diversified operations and an extended footprint in Middle East, Asia, Africa and the Pacific. Today more than 1500 employees are part of TRISTAR family who share the same vision and embrace same values. TRISTAR's journey from a small trucking company to a multi modal logistics company is full of success stories. In 2001 we entered into the lubricants warehousing business while 2004 was the year when we started our ship owning division. The year 2008 was another hallmark in TRISTAR history when we acquired a 4 million barrel storage facility in the pacific island of Guam. Today we also operate more than 30 fuel facilities in Africa.

TRISTAR has a unique value proposition which comprises of best in class people, niche experience in petroleum and chemical handling, possession of strong balance sheet, well established infrastructure, technology advantages and an impressive safety record. We have an unwavering commitment to the safety of our operations, protecting the environment and supporting the communities where we operate. All these things make us the partner of choice for many prestigious companies who are our valued customers since the inception of our operations.

I would like to personally thank all TRISTAR family members for their hard work and significant contributions to the business during 2010. This has been a tough year for corporations, yet TRISTAR rose to the challenge with operational excellence, good business results and our expansion in Africa and Middle East. This would not have been possible without continued support from our valued customers whose loyalty has always been our greatest strength. As we continue upon our journey in 2011, our priorities remain the same including safety being our top priority, satisfied customers, adoption of best practices, cost effective solutions and greater returns to our shareholders. We will continue our growth strategy aggressively and will explore possible business opportunities in new geographies. I urge each of one of you to continue to uphold your focus on safety and strive for operational excellence in all aspects of our business. I am very confident of the future and each of you should do no less.

On this auspicious occasion of our newsletter launch I would like to congratulate the entire editorial team of "TRISTAR World" who made this dream a reality. I look forward to receiving both positive and constructive feedback on our newsletter.

EUGENE MAYNE

AN OVERVIEW OF TRISTAR

Tristar is an affiliate of Agility and specializes in the business of liquid logistics. Tristar was established in 1998 with its headquarters in UAE. Tristar has now become a truly global company with its strong footprints in Middle East, Asia, Africa, and Pacific Island of Guam. Tristar is a fully integrated logistics and warehousing company offering turnkey and customized fuel supply solutions to wide range of local, regional and multinational companies. Tristar is a niche player in bulk liquid transportation business,

with specialization in many forms of hydrocarbon, lubricants, chemicals and liquid gases. Tristar has a unique value proposition which clearly differentiates it from other players. The company places safety, quality and customer service above all else. It owns and operates a fleet of more than 750 road tankers. The company has a wide network of warehouses utilizing modern warehousing management techniques. The company owns and operates a fleet of ocean going tankers and barges. The company also owns and operates oil terminals in Africa and Guam with a total storage capacity of more than 700 million liters.

DUBAI



Tristar Dubai was formed in 1998. Tristar Dubai is a market leader in its line of business in the UAE and enjoys a sound reputation among its customers, most of whom have a long term association with the Company ever since they engaged Tristar. Tristar Dubai being the first transport company in the Middle

East to be certified for an integrated management system in line with ISO 9001, ISO 14001 and OHSAS 18001. Tristar Dubai was the first company in UAE to be assessed for the European Safety and Quality Assessment System (SQAS).

Tristar Dubai operates a fleet of around 200 tankers for the transportation of petroleum products. Tristar Dubai also operates modern warehouses for the storage and distribution of packed lubricants and chemicals. The warehouse function utilizes Warehousing Management System (WMS) which is based on the latest Radio Frequency Identification (RFID) technology. The shipping division of Tristar is also headquartered in Dubai which operates ocean going tankers and barges operating on coastal waters.

OMAN

Tristar Oman was established in the year 2002. Based in Muscat Tristar Oman is one of the leading bulk liquid road transport companies in Oman and is key transporter for major international and local oil and gas companies. Core business activity is the transportation of bulk and packed petrochemical products and Jet fuels. Tristar Oman fleet consists of around 20 trucks which are managed by a team of competent professionals. Tristar Oman has got special expertise in Journey Management and has also developed an indigenous software with enhanced



route hazard mapping and debriefing features. Tristar Oman is currently undertaking its site expansion and upgrading project to offer even better and safer services

to its valued customers. The shipping division of Tristar has recently started its successful marine barge operation from the strategic port of Sohar for the supply of lubricant, fuel, fresh water and store supplies to ocean vessels in the gulf of Oman.

KUWAIT



Tristar Kuwait was established in 2004 to support US military bulk fuel deliveries to Iraq and the State oil company of Iraq. The company operates a fleet of around 250 tankers for the transportation of petroleum products including Diesel and Gasoline. Tristar Kuwait has recently signed a major contract with Al-Soor Fuel Marketing Company for the distribution of fuels to retail outlets in Kuwait which is a hallmark of customer trust in Tristar.

QATAR

Tristar Qatar started its operation in 2005 under the umbrella of its parent company Agility for Helium tanker transportation. In 2010 Tristar Qatar was established as an independent company in Doha-Qatar and is currently providing warehousing and distribution services to major international oil companies as well as local players. Tristar Qatar has diversified its operation from



warehousing and distribution of lubricant products to transportation of helium, ammonia and Urea tankers.

SUDAN

Tristar Sudan was established in 2007 to service the largest turnkey fuel supply contract awarded by the United Nations. In a short span the



company has achieved a leadership position in the petroleum industry in Sudan. The company operates more than 22 fuel depots in the Northern and Southern regions and delivers more than 60 million liters of fuel annually to UN peace keeping forces. The company is operating a fleet of around 80 tankers to supply jet fuel and other petroleum products in a safe and efficient manner. As part of its corporate social responsibility program, Tristar Sudan has opened a school in south Sudan with the name of Tristar Lobonoc School to provide free of cost quality education to children.

PAKISTAN

Tristar Pakistan was established in 2008 with head office in Karachi. Tristar Pakistan is the first ever private limited company enlisted for carriage of liquid, and has become the prominent haulage company in Pakistan. The company operates a fleet of 60 road tankers and has aggressive plans to increase its fleet size in coming days. The company enjoys major contracts with commercial customers for movement of petroleum products and chemicals.



KENYA

Tristar Kenya was established in 2008. The company is headquartered in Nairobi and operates a fleet of around 25 road tankers to support the local and export fuel distribution to and from Kenya. Targeted markets for Tristar Kenya are Uganda, Tanzania and the Democratic Republic of Congo.



GUAM

In 2008 Tristar acquired approximately 4 million barrel capacity fuel storage facility in Guam. This facility is spread over 237 acres, which includes 25 tanks. This terminal, previously known as the Shell AGAT terminal, can offer storage for a wide range of petroleum products including Jet fuels, Gas oil, Fuel oil and LPG. Key customers of this facility are the US military, Shell and the Guam Power Authority. Tristar has plans to market spare capacity to international oil traders.



CONGO

Tristar Congo was established in 2009. Tristar Congo has been awarded with UN Contract for Fuel Supply and Services to the United Nations Organization Stabilization Mission In the Democratic Republic of Congo (MONUSCO). Services include construction of fuel storage, refueling of UN Aircrafts, generators and ground vehicles at various locations in Western Region.



Future Plans

As part of its forward looking approach and aggressive growth strategy, Tristar has plans to start its operations in Saudi Arabia, Iraq, Liberia and Mauritius during 2011-12.

ANNUAL STAFF PARTY



The 2010 Annual Staff Party of Tristar was held on 17th December 2010 at the Excelsior-Creek Hotel, Dubai. The party was held to celebrate the accomplishment of yet another successful year and lighting the candle of gratitude to the winning team of Tristar. The party was coupled with Christmas and New Year celebrations which made this party even more exciting. The venue was beautifully decorated with Christmas tree, stars, bunting and balloons. Tristar employees were invited



along with their spouse and children who made this event a family fun fair. Mr. Eugene Mayne, Tristar Group CEO, was the chief guest of this colorful event and he was accompanied by his family.

Mr. Eugene delivered his welcome speech in rounds of applause highlighting the past accomplishments,

progress and plans for the future of Tristar Group. There were many great performances from the Tristar employees and their families at the evening party. With merriness that blended with the spirit of the radiant Santa Claus passing the bliss in the hearts of little children who exhibited their talents in glee and charm of innocence. Concurrent was the Magician's surprising tricks blooming the hall with fun filled hilarity, followed by the traditional belly dance performance on the echoes of drum beats. In order to recognize long term association with Tristar, employees with five years and ten years service were given special awards. The evening would have certainly been incomplete without the sumptuous dinner and refreshing cocktails.

Toward the end of the jollity, a raffle was conducted whereby each participant received instant and exciting prizes. Spot gifts were also distributed to add color to the cherishing moments. In the end all participants thanked Tristar management to arrange such a memorable evening for them and reiterated their commitment to complete 2011 safely. The employees left the venue cheerfully with a countdown for similar party next year.

2010 HSE Performance

Tristar places highest importance to the safety of its operation, welfare of its employees and protection of the environment. Nothing is more important for Tristar than safe and incident free operations because Tristar firmly believes that only a safe business is a good business. The year 2010 was yet another successful year for Tristar in terms of HSE performance. Tristar's vision of achieving the highest HSE standards was the driving force which helped it in becoming the first road transport company in the Middle East to be assessed by the European Safety and Quality Assessment System (SQAS) during the year 2010.



trailers. The device generates a warning beep and LED display inside the cabin if the driver takes dangerous turn and there are chances of vehicle rollover. It provides valuable feedback to supervisor about on road performance of drivers.

Fatigue is a major cause of road accidents. Tristar understands the importance of driver fatigue management and journey management for safe driving performance. Keeping these factors in view the HSE group of Tristar has developed a new computerized program for generating Journey plan, Route hazard maps and briefing documents. It is believed that this program will make journey management process more efficient and systematic.

The year 2011 seems to be even more challenging due to ever increasing focus on safety. Tristar has always enjoyed a sound reputation of safety leader in its field of business. Tristar is confident that with its leadership commitment, qualified HSE team, trained workforce and a very strong safety culture 2011 will be completed even safer. Tristar target remains ZERO accident, ZERO Spills, ZERO Injury and remain No.1 in the industry.



During 2010, the HSE Management System was updated according to business requirements and emerging conditions. New processes were designed, rigorous training program was made, HSSE KPIs (Key performance Indicators) were developed and HSE scorecards were rolled out for keeping track of HSE performance. Various processes which were implemented during the year included hot work permitting, confined space entry, work at height, lock-out tag-out, journey planning, fatigue management, defensive driving, incident investigation and emergency management.

Tristar always strives to take lead in adopting industry best practices. During the year 2010 Tristar has introduced Vehicle Rollover Warning Device (RWD) in its fleet. It's a passive device for rollover prevention in



DRIVER SAFETY WEEK 2011

Tristar is always committed to promote safety in its every field of operation. Road transport safety is one of the topmost priority for Tristar because road accidents have become a global concern. Tristar believes that majority of road accidents are caused by human error and hence they are preventable. It has been observed that if we try to enforce safety just as a statutory or company policy, people may not own it. However they will follow it unconsciously if we make them believe that safety is actually good for them and their loved ones. In



order to convey the same message, Tristar observed driver safety week from 25th February to 1st March 2011 across its network. The theme of safety week was "My Reason for Safety...My Family". The opening ceremony at Dubai was chaired by Mr. Eugene Mayne, Group CEO, and attended by over 150 participants including drivers, customers and management staff. Similar opening ceremonies were held at each Tristar



location and chaired by respective country head. Safety week banners were displayed at all Tristar locations to reinforce safety week theme. Safety week flyers showing driver photo with children were also printed and distributed to convey the message that we have to follow safety for the sake of our children and family. Various trainings were conducted for drivers throughout the week such as defensive driving, vehicle inspection, tyre management, product hazards knowledge, fire prevention, environmental protection and emergency management. Various field activities and spot checks were also performed during the week by management staff to ascertain the safety of Tristar



operations. Spot prizes were also given to drivers based on their adherence to safety. The response from drivers and customers about Tristar safety week has been very positive. Special thanks to our valued customers for their active involvement to make this safety week a success. Let us be safe and save others for one very important reason...our families.

OUR VALUED CUSTOMERS

Tristar is always proud to be associated with major multinational and renowned local companies, most of which have stayed since its inception. Tristar always strives to be the partner of choice and places customer

service above all. It is the policy and commitment of Tristar to provide services that meet and exceed customer expectations, thereby ensuring complete customer satisfaction.



TRISTAR HEADLINES

OCTOBER 2010 (MUSCAT): Commenced barge operation from Port of Sohar (Oman) to supply fuels, lube, fresh water and store items to shipping lines.

NOVEMBER 2010 (KARACHI): Became the first private limited company in Pakistan enlisted for the carriage of liquids.

JANUARY 2011 (DUBAI): Co-sponsored the Annual Golf Course tournament hosted by Emirates Golf Club

JANUARY 2011 (DUBAI): Introduced the Alcohol Awareness Campaign for drivers through AA (Alcohol Anonymous) an internationally acclaimed voluntary organization dedicated to helping people abstaining from alcoholism.

JANUARY 2011 (DUBAI): Obtained membership of the UN Global Compact (UNGC) which is one of the largest CSR initiative gathering over 5000 companies from more than 120 countries. Having become a UNGC member, Tristar undertakes to actively promote and implement the 10 principles of UNGC with respect to human rights, labor, environment and anti-corruption.

FEBRUARY 2011 (DUBAI): Co-sponsored ENOC/ Nissan EXPLORE UAE III fun drive rally.

FEBRUARY 2011 (KUWAIT): Signed a major contract with Al-Soor Fuel Marketing Company in Kuwait for the distribution of petroleum products to retail customers.



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