

TRISTAR WORLD

Newsletter - Vol III - 2011

Corporate Social Responsibility... Act Now!



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Message from Group CEO

Welcome to the third edition of our Tristar World for 2011.

I am pleased to advise that our plans to commence operations in the kingdom of Saudi Arabia are on track and we expect to have a fully operational presence in the kingdom by the first quarter of next year. This move is part of our overall growth strategy to establish Tristar as the premier GCC liquid logistics company in the region and to offer extended services to our GCC customer base. Our presence in the UAE, Oman, Qatar, Kuwait and now the KSA will complete a full circle of a GCC-wide network. Going forward we will continue to explore opportunities to keep extending our global footprint.

I would also like to take this opportunity to provide a brief overview of our third quarter performance.

We are on track to complete another year of good safety performance in all aspects of our operations, having achieved three quarters of zero reportable incidents.

Exercise Neptune was successfully conducted by our shipping wing to test our preparedness for any untoward marine incident.

Our in-house IT team has developed integrated software to ensure better operational control and timely decision making in our vehicle fleet scheduling. We are also upgrading our vehicle GPS monitoring system with a globally recognized system, with more features and wider coverage, to further improve driver performance monitoring.

Our financial performance for the year is also on track to meet our overall targets, even though we are facing some challenges in some segments of our business due to the current global economic slowdown.

It is unfortunate that the recent heavy monsoon rains and flood in the Sindh province of Pakistan has displaced millions of people and took many precious lives. Our team in Tristar Pakistan was at the forefront in extending support by sponsoring and distributing much needed food, milk and fresh water to people affected by this tragedy.

We are also working with the Royal Oman Police (ROP) to promote road safety in Oman. In the UAE, we have partnered with the Emirates Environmental Group (EEG) for their mobile phone battery recycling campaign aimed at preserving the environment. In Africa we are increasing awareness about HIV / AIDS and abolishment of child labour, by carrying our education and awareness campaigns in remote areas.

I would like to close by extending a very warm welcome all our new team members who bring rich experience and immense talent to strengthen our company and to assist in our pursuit of continuous improvement and operational excellence.

I would also like to use this opportunity to wish each one of you and your families, in advance, for the year-end celebrations and look forward to a prosperous 2012.

EUGENE MAYNE

Pakistan flood relief activity



Unprecedented rains inundated southern Pakistan post the summer of 2011, submerging fields and forcing residents to flee their homes. The flooding, which began with the arrival of the annual monsoons, eventually affected about one-fifth of the country. On September 29, 2011, the United Nations Office for the Coordination of Humanitarian Affairs reported that 5.4 million people had been affected by the floods, 1.8 million residents had been displaced and 2.1 million acres of cropland had been damaged. Estimates of the death toll of the floods ranged from 1,300 to 1,600 according to media reports. As per statistics issued by the Provincial Disaster Management Authority (PDMA)

more than two million people in Sindh province were suffering from flood-related diseases. Officials looked at the international community for immediate assistance, without which even more people were likely to die due to starvation and various kinds of diseases.

The floods had ruined just about every physical strand that knit the province together with the rest of the country - roads, bridges, schools, health clinics, electricity and communications. The disaster had not only led to losses in terms of human casualties and large scale displacement but had also destroyed three million acres of crops; one third of cattle were lost, while three million people were in need of food assistance, according to UN figures.

“What we have is a very serious situation in southern Pakistan, with hundreds of thousands of families affected, and vulnerable children who’ve already lived through one devastating flood, facing the repercussions of another one,” said Marixie Mercado, spokeswoman for the UN Children’s Fund (UNICEF).



Being a socially responsible organization, Tristar realized the gravity of this issue and mobilized its Pakistan office to join hands with the government to help the flood victims. The idea was not just to donate money for charity but to physically go to those places, spend time with affected families, and distribute essential goods for their livelihood. It also gave a sense of pride for the Tristar team to have volunteered for a noble cause.

The entire activity was supervised by Mr. Tariq Afridi (GM-Operations, Pakistan), along with his Pakistan team. The team prepared food bags with flour, rice, drinking water, pulse, cooking oil, milk, tea, sugar etc. The idea was to deliver a food bag, with provisions for an average family consumption, to last for 2 weeks. These food bags were dispatched from Tristar's Karachi office to the Badin district situated nearly 400 kilometres away. This was a district severely affected by the flood. Tristar's Pakistan team travelled all the way to Badin and set up a relief camp there. People from nearby areas were taken to the relief camp and the team handed over the food bags to them. Mr. Tariq Afridi and his team also spent time with affected families counseling them and lending emotional support. With assistance from the government and the



international community, we pray that the people will soon get back to their normal lives. Families in the location were really happy to see the Tristar team around and they appreciated Tristar for the physical and moral support. A humbling and proud moment for the Tristar team.

Being an affiliate of UN Global Compact, Tristar is committed to serve all communities where we live and work. This is CSR that comes from the heart and not a corporate definition. We believe in it. Right from human rights and labor practices to health care and the environment.

It is the best way to join hands and make our planet a better place to live. And Tristar will stand by it, with it, for it. At all times.



Third quarter safety meeting



Knowledge is a never ending process. And with knowledge comes absolute safety at the workplace. Tristar's safety performance has always been achieved through imparting knowledge to our well-trained and competent team. According to experts, a majority of accidents and incidents are attributed to human behavior. Therefore we have relentlessly shaped those behaviors by imparting knowledge, reinforcing safety culture, recognizing good practices and showing zero tolerance to complacency. This is an important feature of Tristar's safety management system. In addition to our comprehensive training programs we conduct several engagement sessions throughout the year to keep the momentum going. One such interactive session is the quarterly safety meeting in which valuable safety information is shared with employees and their feedback and suggestions are noted for continuous improvement.

On 8th July, 2011 we conducted our 3rd Quarterly Safety Meeting at Dubai. The meeting was attended by more than 150 employees including drivers, workshop staff, operation staff, senior management and customers. The meeting venue was propped up with interesting safety posters to appeal to the audience. The meeting was started by Mr. Aman Wallia, AGM - Warehousing, with Tristar HSE performance over 2Q-2011. This was followed by a very informative presentation on 'Near Miss' reporting by Mr. Rajeev, AGM - Transport operations. As part of our innovative steps and doing things differently, Mr. Akber, GM Operations and Warehousing, acquainted audience about Tristar's upcoming safety program called "CHEST - CHeck Every STep" which simply leads to the fact that "99% is not safe enough!"

At our sites and other places of travel, driving is always

considered a high risk job and special care is needed, particularly while driving in summer. Mr. Hussain, Senior Training Manager, from Belhasa Advanced Motorist Institute, shared DO's and DON'T's while driving in the summer months. There was an interesting session conducted by an NGO called "Alcoholics Anonymous - AA". The session from AA imparted knowledge on the effects of alcoholism at the workplace and also on how to maintain a healthy lifestyle.

At the end of the session, Mr. Eugene Mayne, Group



CEO Tristar, addressed the audience. In his speech he re-emphasized the importance of safety and appreciated Tristar's overall HSE performance. This was followed by our traditional reward and recognition ceremony to appreciate star performers over the last quarter. A good number of drivers, workshop staff and warehouse operators received their awards amidst rounds of applause.

To sign off, the benefits of the Quarterly Safety Meeting are enormous. It is a forum where our employees can enhance their awareness levels, besides providing feedback to the management for improving the systems and processes. Tristar is committed to continue this best practice and similar sessions will also be conducted in the next quarter. Do await news and information on it.



A home away from home



Tristar believes in making homes. It was a fine morning on 1st September 2011 when the long awaited plan for the completion of model accommodations for the Tristar staff became a reality. The accommodations were built to provide our team “a home away from home.” Because, at Tristar we want healthy and safer living quarters for our teams. The facility is situated in the vicinity of work - just 3 Kms from the Corporate Headquarters.

This endeavour commenced in October 2010 and was completed, as per plans, on the 1st of September 2011. The building has 4 floors, spanning a total built-up area of about 38,000 sq. ft., to be home for around 300 people. This has been built for maximum natural lighting, cross ventilation and optimum space utilization. Enough space has been allocated for each room with wide passages. The entire construction is in full compliance with the Civil Defense, Municipality and Labour Ministry specifications. State-of-the-art fire fighting



system with fire extinguishers, hose reels, smoke detectors and fire panel, connected with the Civil Defense on a 24x7 basis will ensure safety at all times. The accommodation promotes an environment that is alcohol and smoke free. However, a designated smoking area is maintained on each floor. There are separate stairways as well as elevators maintained. A spacious

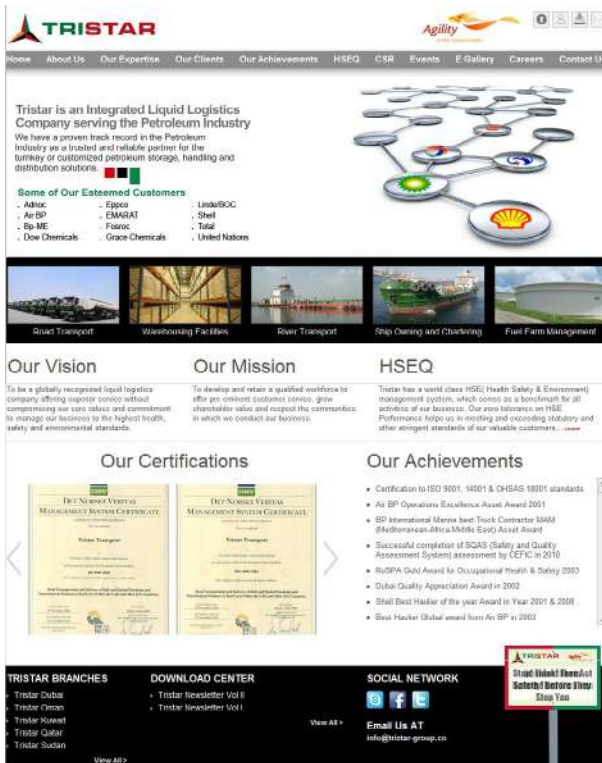


dining area is allocated on the ground floor, besides a separate laundry room. A prayer room is also there at the ground floor. Safety notice boards and various safety signs are displayed to maintain a culture of safety at the accommodation.

A well equipped First-Aid room is also designed at the ground floor to cater to any requirements for the residents. The camp security is maintained by 2 guards around the clock. CCTVs are strategically placed to monitor/detect potential safety threats and take proactive steps as required.

Being an affiliate of the UN Global Compact, Tristar is a vocal supporter of labour standards and we hope that by providing better living conditions to our teams we can enhance efficiency and productivity.

Tristar new age website



We are pleased to announce the launch of our new Website. The old site is revamped with a new corporate look. The underlying objective is to provide a single point of information and reference tool for our employees, associates, customers, officials and everyone else who want to know more about Tristar and remain updated on our activities, services and accomplishments.

Topics covered include:

About Us: This session includes a brief profile of our company, our branches and our core values.

Our Expertise: This covers our service range, including Road Transport, River Transport, Ship Owning/Chartering and Fuel Farm Management.

Our Clients: This session talks about our prestigious customers and value Proposition.

Our Achievements: Includes listing of our major achievements and awards.

HSEQ: Safety is an integral part of our action as well as behavior. In this section we have covered various aspects of Tristar HSEQ system which are

implemented in our company.

CSR: This section throws light on our various CSR initiatives to serve communities amidst whom we live and work.

Events: This has a listing of our major events and latest news across the Group.

E-Gallery: A picture is worth a thousand words. This section has got photos of our major events / functions.

Careers: This session will list down all our current job vacancies. We have also added an option to upload the CV to our database and the candidate will be contacted should there be a suitable position. The uploaded CV will be valid for 6 months.

Contact Us: Here we have contact details of our different branches. We have also attached a 'contact us' form for any comments, enquiry, order or suggestion.

Download Session: We have included a download page from where the newsletter editions, brochure etc., can be downloaded in PDF format.



Please do not hesitate to give your valuable suggestions and feedback on our new website to make it better. It is just a single click away. www.tristar-group.co

Mobile Recycling Campaign 2011

Today it seems like every second device that we use requires a battery. There comes a time when the battery is no longer usable and it needs to be disposed off. For many people this means simply throwing them away into the dustbin. But the fact is, batteries contain heavy metals and toxic chemicals

which is an environmental concerns. If not disposed off properly, these heavy metals and chemicals can leak into the ground when the battery erodes. This contributes to soil and water pollution leading to human health issues.

According to a global survey conducted by Nokia, 91% of people worldwide are not recycling their mobile phones and batteries. The truth is, many mobile devices are recyclable and precious materials within it can be reused to help make new products such as kitchen kettles, park benches, dental fillings or even saxophones and other musical instruments. This is knowledge that we can use to save the world. In this regard, Tristar has joined hands with the Emirates Environmental Group (EEG) in their Battery Collection and Mobile Recycling Campaign for 2011. Specific bins to collect used mobile devices are kept at our Dubai office and all employees are encouraged to participate in the campaign. According to EEG, the organization that will register the highest number of collection until 30 December 2011 shall be duly recognized and rewarded during the Prize Giving Ceremony in June 2012 which coincides with the celebration of World Environment Day.



My Success Story

My name is Manohar and I am 53 years old hailing from Kerala. I have a loving family that includes my wife and a daughter.

My total experience as a diesel mechanic is 22 years in Oman & UAE. I joined Tristar as a mechanic in 2002 and am proud to this date that the company has acknowledged my skills and promoted me as mechanic foreman for the entire workshop. I do possess a Dubai heavy duty license since 1986 which also adds to my profile.

During my tenure with Tristar I have attended various technical and safety training programs to enhance my skills. We are successfully maintaining a fleet of more than 250 trucks, tankers, pickups and forklifts. Our workshop is fully equipped with modern tools and equipment to do our job in a safe and efficient manner. I also conduct in-house practical trainings on the mechanical front routinely and I am proud that my company has entrusted me with this responsibility.

I thank my management for supporting me in my growth and well-being and wish to acknowledge my dedication during my tenure. I am proud to be a part of Tristar.



Appointments

DUBAI: Mr. Henri B. de. Gersigny has joined TRISTAR effective 2nd July 11' as Fleet Manager – Shipping Division.

DUBAI: Mr. Hamayun Mirza joined as Group Internal Audit. Hamayun is a qualified ACCA (UK)

SUDAN: Mr. Theodar Livingston joined as HR Manager – North / South Sudan.

Tristar Headlines

SUDAN: Tristar Sudan team participated and donated funds for the cleaning of town in Wau County, South Sudan, in the fight against malaria and diarrhoea.

CONGO: Tristar Congo team found innovative ways to recycle and convert used steel drums into dust bins, buckets, cupboard, filing rack, truck enclosure and many other things.

OMAN: Tristar Oman team engaged Royal Oman Police (ROP) to organize Road Safety Awareness campaign among students.



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