



TRISTAR WINS 2 UK ROAD AND SAFETY GOLD AWARDS

Tristar Transport LLC received two Royal Society for the Prevention of Accidents (RoSPA) Gold awards for consistently upholding the highest health and safety standards in line with internationally recognized best practices.

Tristar Group CEO Eugene Mayne received the 2012 Occupational Health & Safety Gold Award and the 2012 MORR (Management of Road Risk) Gold Award from RoSPA Trustee Michael Hampson in Birmingham, United Kingdom, on 17th May 2012. Mr. Mayne was accompanied by Muhammad Akber, GM for Operations and Warehouse - Middle East, and Mark Appleyard, Business Consultant and Dangerous Goods Safety Advisor.

RoSPA was founded in the UK but has become a globally recognized benchmark for safety. Its mission is to save lives and reduce injuries. Her Majesty the Queen is the Patron for RoSPA.

This is the second time for the global integrated liquid logistics company to be recognized for its safety standards by RoSPA. The gold award is given to those organizations which have achieved a very high level of performance, demonstrating well developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss.

"We are delighted to win two awards this year. This comes nine years after we won our first RoSPA Occupational Health & Safety Gold award. All these awards are testament to the realization of our vision of offering superior service without compromising our core values and commitment to manage our business to the highest health, safety and environmental standards," explained Mr.

Mayne.

Tristar was established in 1998 in Dubai, UAE and is now a market leader in delivering integrated liquid logistics solutions to the petroleum and chemical industries. Its interests are in storage and distribution, ocean and coastal shipping, specialized warehousing and turnkey fuel operations, including into-plane aviation fuel services.

Today, the company has an extended footprint across the Middle East, Africa, Asia, Haiti and the Pacific island of Guam. It employs more than 1,500 people of various nationalities.

Dating back to 1956, the RoSPA Occupational Health and Safety Awards scheme is the largest and longest-running program of its kind in the UK. It recognizes commitment to accident and ill health prevention and is open to businesses and organizations of all types and sizes from across the UK and overseas.

David Rawlins, RoSPA awards manager said: "The RoSPA Awards programme provides well-deserved recognition for the winners and spurs on other organisations to raise their standards of accident and ill health prevention. We congratulate Tristar Transport LLC on its success and encourage it, and all our other winners, to remain committed to safety and health, an approach that is well recognised to be good for workers and the bottom line."

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Message from the Group CEO

The first quarter of the year saw two significant events which have further validated our position as a leader in our Industry.



On 8th February, we received the Total Middle East 'Best Haulier Award' for 2011 in recognition of Tristar's safety performance and excellent service support to the HSE regulations of Total Middle East in 2011.

It was the first time that Total Middle East introduced this award and it was very gratifying

to see Tristar win in the inaugural year. I am very confident that several more awards and testimonials will come our way if we continue to keep our commitment to uphold high safety standards and implement international best practices in our day to day business.

In late March, we were informed by the Royal Society for the Prevention of Accidents or RoSPA that we had won the 2012 Occupational Health & Safety Gold Award and the 2012 MORR (Management of Road Risk) Gold Award.

We are really delighted to win two RoSPA awards this year. This comes nine years after we won our first RoSPA Occupational & Safety Gold Award.

All these RoSPA awards, including the Total Middle East's, are testament to the continued hard work and loyalty of our people. I would therefore like to dedicate these awards to all the men and women at Tristar whose untiring efforts, loyalty and commitment make all the difference in delighting our customers with pre-eminent service without compromising our core values and beliefs.

Continuing our journey as a responsible business we have

formed the Tristar CSR Steering Committee to develop the company's CSR strategy and to oversee the performance of all our affiliates in adopting and implementing sustainable CSR initiatives along with routine business.

Our major goal is to raise the employees' awareness on the need to adopt to a strong CSR culture within Tristar.

This means encouraging and supporting management and staff to participate in CSR activities; collaborate with local communities and non-governmental organizations; minimize any negative impact on the environment that might be associated with Tristar's operations; engage in sustainable projects that will benefit local communities; and monitor Tristar's carbon footprints, energy consumption, and waste generation, among others.

I have just signed as an individual and as the Group CEO the commitment to the Rio+20 Corporate Sustainability Forum which will take place on the 15th to the 18th of June in Rio de Janeiro.

The Forum aims to strengthen the business contribution to sustainable development globally - seeking to bring greater scale to responsible business practices, to advance and diffuse sustainable innovation, and to stimulate broader collaboration between companies, governments, civil society and the UN.

Tristar is committed to mitigating its environmental footprints by economizing energy consumption and promoting the concept of recycling and reusing in its operations. As a responsible corporate citizen we shall comply with applicable energy legislations and promote environmental responsibility amongst our employees, customers, contractors and nearby communities.

I look forward to your active participation to enable us to achieve our CSR goals for 2012 and beyond.

EUGENE MAYNE



Tristar wins Total Middle East's 'Best Haulier Award' for 2011

In recognition of Tristar's safety performance and excellent service support to the HSE regulations of Total Middle East in 2011, the company received the 'Best Haulier Award' during the 4th Quarterly Drivers' Forum held on 8th February 2012 at the Met Club in Jebel Ali.



The award was presented to Tristar Group CEO Eugene Mayne by Total's Managing Director Philippe Cabus. Key executives from both companies were on hand to witness the ceremony which was preceded by the recognition of the top Tristar drivers who followed Total's policies on overall performance.

The main objective of the Drivers' Forum is to provide a platform

where their feedback is taken seriously. The drivers are encouraged to develop and practice safety at work.

The forum also promotes training and development as the drivers are given the opportunity to practice high standards of safety in transportation and logistical distribution which are prevalent throughout the Western World.

The Warehouse Pack Distribution drivers won the top three positions and were given cash incentives.

- Mustafa Pazhaya Pallithazhath (HDD) - in extreme left photo
- Hameedullah Bismillah (LDD)
- Prem Bahadur Gurung (LDD)

Six other Tristar drivers were given similar cash incentives being all 3rd runner-up winners.

The event was chaired by Total HSE Manager Anurag Kshattriya. Other Total executives present were VP Supply Chain Sanjiv Walawakar and Logistic Manager Rajendra Sharma.

Q1 2012 Safety Meeting



The first Quarterly Safety Meeting for the year was held on 23rd March at the Tristar Headquarter training room. About 150 drivers attended the meeting which was also a forum for them to provide feedback to management on how to further improve systems and processes.

Tristar's 2011 HSSE Performance was presented by Rajeev C., Assistant General Manager-Fleet Operations.

Faisal Majeed Bhati, Group HSE Manager, conducted a vehicle inspection training which was complemented by the presentation on RTA rules by Mr. Hussain of Belhasa Advanced Motorist Institute.

Muhammed Akber, General Manager for Middle East Operations, shared some Learning from Incidents cases. He also distributed awards to the drivers together with other senior managers and representatives from Shell and BP.

In the photo are Tristar driver Abdul Nazzar, receiving his award, and Muhammad Al Herais of Shell.

Tristar – HSSE Performance – Year 2011

Description	Value
Total Number of Kilometers Covered	10,356,961 Km
Number of Fatalities	Nil
Number of LTI (Loss Time Injury)	Nil
Number of Major Accidents (Damage more than USD 5K)	2
Number of Minor Accidents (Damage less than than USD 5K)	7
Number of Spills (Major and Minor)	1 (minor)
Total Recordable Case Frequency (TRCF) per million KM	0.96



Mega Emergency Response Drill conducted in Pakistan

The premises of Tristar Pakistan at the Mehran Logistics Centre, Main Superhighway, Karachi, was the site where all Karachi-based hauliers of Shell Pakistan Ltd. gathered together for a joint Mega Emergency Response Drill on 3rd May 2012.

The simulation was based on a tank lorry of Mogas product which rolled over and resulted to the injury of one driver. The following drills were performed:

- Medical Emergency Response: First aid provided to the injured driver and brought to the hospital.
- Fire Emergency Response: Fire extinguishers were used to overcome fire and other fire brigades were called to assist.
- Product Transfer Emergency Response: Product Retrieval Unit dispatched an empty tank lorry and retrieved the product.
- Recovery Emergency Response: Crane service was requested to recover tank lorry.
- Spill Emergency Response: Spilled product was contained and disposed safely.

Waseem Uddin, HSSE Manager of Tristar Transport (Pvt) Ltd. was on hand to oversee the mega drill on behalf of all Karachi-based SPL hauliers. He said the objectives for conducting the event were:

To provide round the clock technical advice, assistance and back up service to deal with emergencies involving staff, products or property.

To ensure that there is appropriate expertise available so that prompt and appropriate actions are taken in response to emergency situations, particularly regarding saving life.

Comply with national laws and regulations as well as corporate Health, Safety, Security and Environmental, and emergency response policies.



Aviation Training Program for Tristar Congo

Tristar Congo had facilitated an Aviation Fuel Training Program for its operations management staff last November 2011. The training covered aviation airfield operation and quality control. According to Biswajit Saha, Assistant General Manager-DRC

Operations, the initiative by the company to enhance the working team members' knowledge, skills and attitudes has been achieved by the program which combined theoretical discussions and practical applications.



Tristar CSR Steering Committee formed

Group CEO Eugene Mayne has created the Tristar CSR Steering Committee to develop the company's CSR strategy and to oversee the performance in each area of responsibilities.

Among the goals of Tristar's CSR initiatives are to raise the employees' awareness on corporate social responsibility (CSR) and sustainable development (SD); encourage management and staff to participate in CSR activities; collaborate with local communities and non-governmental organizations; minimize any negative impact on the environment that might be associated with Tristar's operations; engage in sustainable projects that will benefit local communities; and monitor Tristar's carbon footprints, energy consumption, and waste generation, among others.

Mr. Mayne will head the committee which will be composed of Muhammad Akber, GM Operations; Sapna Bhaskar, Group HR Manager; Mark Appleyard, Business Consultant and Dangerous Goods Safety Advisor; and Art Los Banos, Corporate Communications Manager.

Tristar has implemented and supported various CSR projects in the past months. In the UAE, Tristar partnered with Total ME on a joint road safety campaign for school children called "My First License - I know my road rules." The aim of the campaign was to share road safety rules to future drivers.

On 5th June 2011, Tristar conducted several activities in Dubai and some of its overseas branches to celebrate World Environment Day. Staff planted seedlings in support of the theme "Forests: Nature at your Service."

The company also participated in the "Clean Up the World 2011" in October 2011 by encouraging staff to volunteer in cleaning Jumeira and Al Sufouh beaches in Dubai.

Moreover, the company initiated CSR projects in countries where it operates such as in South Sudan where the company donated a school building with three classrooms and other facilities in Juba. In Pakistan, the local Tristar staff joined hands with the Pakistani government in packing and distributing bags with essential food items that would last for two weeks to affected families of the flooding calamity in 2011.

In recognition of its CSR efforts, Tristar received the 2011 Arabia Corporate Social Responsibility (CSR) Award under best newcomer category. Tristar is an active affiliate of the UN Global Compact which is the largest CSR network in the corporate sector promoting human rights, labor rights, environmental protection and anti-corruption.

Tristar Guam provides habitat for endangered bird species



Tristar Guam has been commended by the U.S. Environmental Protection Agency (EPA) for its "voluntary actions as good environmental stewards" when it provided a habitat for the endangered Mariana common moorhen.

Tristar Guam is managing the terminals which used to be owned by Shell Guam. There are several man-made ponds near the terminals which have become a valuable habitat for the endangered bird species.

According to the EPA, the moorhens were first attracted to the ponds when the treatment unit was closed in 1983. Today, the former treatment ponds, as well as other surface impoundments

within the facilities, support a population of about 30 moorhens or roughly 10% of the world's total.

Tristar Guam has submitted a voluntary habitat management plan wherein it would maintain the water level in the ponds and vegetation around the ponds to provide shelter and nesting material for the moorhens.

"We anticipate this management plan will provide an overall benefit to the Mariana common moorhen, and other native species, and we commend you for your efforts," added the US Department of the Interior.



ARABIA CORPORATE SOCIAL RESPONSIBILITY AWARDS



Tristar fully supports Arabia CSR Network

Tristar is now an active member of Arabia CSR Network (ACSRN).

The company supported the formal launching of the 5th Cycle of the Arabia CSR Awards through a press conference held on 8th April 2012. ACSRN President and CEO Habiba Al Marashi presided over the event together with Muhammad Akber, General Manager for Operations, and several of the past winners from Dubai Customs, Bee'ah, Bank Sarasin-Alpen Ltd, and Dubai Aluminum.

"The Arabia CSR Awards is a milestone and an occasion to celebrate the achievements of public and private companies in the Arab world in enhancing their social and corporate performance to become more sustainable and to have more positive and larger impact on society," explained Al Marashi.

The panelists spoke at length about how the awards' program has helped them enhance their commitment to CSR and sustainability. Mr. Akber also answered questions on the steps taken by the company after winning the 2011 award under best newcomer category (Note: One of the major steps taken by the company was the formation of the CSR Steering Committee - see page 5)

"On behalf of the Arabia CSR Network team, I would like to

extend our warmest appreciation for your participation in the panel at the Press Conference launching the Fifth Cycle of the Arabia CSR Awards 2012. Tristar's commitment to setting a good and continually evolving example of CSR best practice in the region is a source of inspiration," further said Al Marashi.

Three days after, on 11th April, an evening networking workshop was conducted by ACSRN at the Jebel Ali Golf Resort and Spa with the theme CSR: Building Alliances for Effective CSR. It was co-sponsored by the Swedish Business Council and Swedish Trade Council.

One of the components of the workshop was an interactive group exercise which helped the participants determine some of the most important CSR related issues and challenges for companies in the UAE.

Tristar was again represented by Mr. Akber who shared best practices by the company and said: "A good CSR recipe includes sincere leadership, motivated employees, balanced strategy, planning and measurement."

Yoga sessions at Tristar Headquarter

Yoga sessions have commenced at the Tristar Headquarter every Tuesday and Thursday from 5 to 6 pm. The sessions are held at the room adjacent to the Training Room with Sr. Billing Executive Pundareekashan as instructor.



He has 30 years of yoga experience and has trained with the renowned Vivekanada Yoga Institute and with Yoga Guru Ram Dev. Pundareekashan has been with Tristar for 11 years.

"Yoga is the union of mind and body. It keeps our body fit and mind cool. Among the eight aspects of Yoga are meditation, breathing control, Asanas (positions), and rules and regulations, among others," he explained.

As part of his contribution to society at large, Pandareekashan has been conducting free classes since the last five years for all age groups, including small children, in Sharjah and Ajman.

Everyone is invited to join the sessions.



The Tristar Toastmasters Club By K. Seshadri

The inception of the Tristar Toastmasters Club has an interesting story.



The mission of a Toastmasters Club is to provide a mutually supportive and positive learning environment in which every member has an opportunity to develop communication and leadership skills, which in turn foster self-confidence and personal growth.

With a strong urge to share the benefits that I derived as a Toastmaster or TM, I tried to introduce the forum to the interested Tristar colleagues by inviting them as guests to my parent club, 'Star of Arabia', which meets once a fortnight at 7 pm on Sunday in Al Futtaim Training Centre, Deira, Dubai.

Persistent efforts for almost four to five months, hardly could I introduce few to the club. Very soon, realizing that with staff working six days a week and the office located in Jebel Ali, it is only fair that the club is needed to be brought closer to the staff.

The idea of starting a Tristar club was received whole-heartedly by Ms. Sapna Baskar, Tristar HR Group Manager, who was very keen on the benefits Tristar staff will get. She felt strongly that it was an excellent opportunity to promote the Toastmasters Club as a forum to develop the skills and competencies of Tristar staff, especially in the areas of communications, public speaking and leadership skills.

In the meantime, Division-J Governor DTM (Distinguished TM) Nagabhushan Balaji connected us to TM Ronald Olivera who was already trying to develop a Toastmasters Club in Jebel Ali. In fact, TM Ronald had already held a meeting of prospective members but had to wait for the minimum complement of 20 numbers.

It was during end December 2011, prior to New Year holidays, when TM Olivera and I met each other to take the idea forward. With the support of Ms. Baskar and TM Olivera, we approached the CEO of Tristar for his concurrence to establish the club in Jebel Ali.

It is relevant, at this juncture, to highlight the support of Mr. Eugene Mayne who always considered the people as a major area of strength for the success of the organization. He strongly believed in developing this critical resource to further continue the success story of Tristar.

Thus, it did not come as a surprise, when the idea of starting the club in Jebel Ali was welcomed by Mr. Mayne. His support was so overwhelming that he even offered the Tristar training room as the venue to conduct the regular club meetings.

Thus, the Jebel Ali club within Division J, named as 'Tristar Toastmasters Club' was formed on 19th January 2012 and was opened for membership. The icing on the cake was the announcement by Mr. Mayne during the inauguration that club charges for all Tristar employees will be sponsored by the company.

The first formal meeting of the Tristar Toastmasters Club was held on 25th January 2012. With the continued and generous support from the office bearers and the senior TMs of the Area and Division, who participated in meetings taking up major roles, the Tristar club has moved along from Day One to the 7th meeting, learning the threads from every meeting, through education sessions and through active roles, including the Toastmaster of the Day (TMOD), played by the Tristar Toastmasters.

On 4th May 2012, Tristar was the main sponsor of the Annual Division-J Conference held at the Etisalat Academy in Al Ghusais. Many Tristar club members (including Tristar staff) who attended the event had the valuable opportunity to interact with members of the other clubs belonging to Division J. The event was attended by Mr. Mayne, who was given the honor of distributing the awards to the contest winners.

The sponsorship initiative mutually benefitted Division J as well as the Tristar organization in terms of brand visibility, and also the team building program for Tristar staff to be conducted by Toastmasters team in the coming months.



My Tristar Story *Aurabelle Dian, Operations Executive, British Petroleum (BP) account*



My first position with Tristar was Secretary to the AGM for Transport Operations. That was in the summer of 2006. My key tasks were taking reports from the Global Positioning System; assisting the operations executive in preparing monthly billings; issuing Journey Management reports for the overland trips, handling the transport Lotus Approach System; maintaining records of all Tristar trucks (trailers/pick-ups/tankers); and reporting the daily unutilized resources such as drivers, trailers, pick-ups and tankers.

Before I was promoted to Operations Executive managing the BP account in September 2007, I was temporarily assigned as Executive Secretary-cum-Receptionist for more than a month.

My new position brought me to the Tristar Shell Yard. I was amazed with the kind of operation we used to manage. It took me almost a year to clearly understand my role as Operations Executive where customer is always right. I was involved in all daily activities of the Warehouse Management System. I managed the allocation of physical stocks of three locations and ensured that the proper logistics and transportation of stocks from warehouse to stores and to clients are done.

Tristar had helped me in my professional growth. The company gave me new responsibilities and believed in my capacity by assigning me in different roles. Nothing is impossible if you will work from your heart with freewill. Don't hesitate to accept new responsibilities, instead see it as a challenge for your self-development.

Life is so challenging but the most important part of it is to learn and strive with our strong determination and faith.



Summer Driving Tips (from HSE Group)

Under normal weather conditions you sometimes might drive into a difficult situation. The same situation can be tough when driving in extreme weather conditions.

Summer driving has hazards and can be exhausting for you and your vehicle. Your vehicle can overheat and break down or you may suffer from heat illness.

What problems could heat bring?

- Engine can overheat and cease.
- Improper air conditioning could lead to heat illness.
- Possibility of exhaustion, dizziness and heat stroke.
- It can also cause the compressor to fail and the belt to break.
- Tyres with insufficient air build up heat which can lead to blow outs and tread separation.
- Batteries deteriorate faster during summer.

Some summer driving tips:

- Checking your tyre pressure and tread is crucial especially during long road trips. You will not want to change a tyre on a hot day.
- Check your air conditioning system. A failing AC system can affect more than just the cooling breeze in your vehicle.
- Watch the temperature gauge. If the temperature is running hotter than it usually does, take precaution and slow down.
- If the engine is overheating and near the red zone - **PARK YOUR VEHICLE & SWITCH YOUR ENGINE OFF!**

Things to do before driving:

- If you are not familiar with the mechanical aspects of your vehicle, then have it checked by a mechanic.
- Dress in light clothing to beat the heat.
- Carry a bottle of water and drink it often.
- Wear sunglasses to protect your eyes against ultraviolet radiation.
- Wear sunscreen to avoid sunburn.



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