



Tristar promotes education in South Sudan

Group CEO Eugene Mayne donated a block of three classrooms to the Gabat Primary School in Juba, capital of South Sudan, as part of the company's continuing corporate social responsibility (CSR) projects in the new country.

The additional three classrooms will be able to accommodate 40 students in each room belonging to Standards 6, 7 and 8. Gabat Primary School has now been upgraded to Secondary School.

In the inaugural ceremony attended by National Legislative Assembly Speaker James Wani Igga last January 25, 2013, Mr. Mayne said that education is a major CSR focus in South Sudan since 2009 when it funded the construction of the Yapa Primary School building with three classrooms and other facilities. The school is located 85 kilometers from Juba.

Again with the funding of Tristar, four more classrooms for secondary students have been added in 2012. Today, Yapa Primary and Secondary School has almost 400 students and 15 staff members.

According to a World Bank report, South Sudan remains far behind most other African countries in terms of achieving universal primary education. Challenges include enrolling a million out-of-school children, most of whom live in poor rural areas, and overcrowded primary classrooms.

Speaker James Wani Igga said it was a good gesture by Tristar to promote education as one of its values towards the community. The government official added that the number of students enrolled in schools has increased to 1.7 million compared to 400,000 in 2005.



"This new report shows that South Sudan is working hard to build an inclusive education system in the face of huge unmet needs," said Bella Bird, World Bank Country Director for South Sudan. "To catch up with the rest of Africa, South Sudan needs consistent and higher investment for more classrooms for higher grades, more schools in rural areas, more trained teachers as well as more equitable and efficient allocation of resources for education across the country."

Last year at least 85 primary school children from five schools in Juba were awarded with internal scholarship by Tristar. Also in 2012, the company provided the final examination fees of 75 Level Four students belonging to four counties of the Central Equatoria State.

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Message from the Group CEO



Tristar's significant organizational endeavors have set an internal benchmark for excellence. While we need to acknowledge and accept challenges that might arise in the future, I am pleased that we have attained several accomplishments during the first quarter of 2013 through the enthusiasm and motivation of our Team which will further accelerate our progress towards achieving our long-term Strategic Plan.

We have achieved several milestones in the first quarter that hopefully set the tone for the rest of the year. On the business front we have:

- Secured a three-year 4PL contract from BP for management of their lubricants supply chain.
- Finalized all negotiations and we expect to start operations in KSA by first half 2013.
- Awarded contract by Fly Dubai for aviation into-plane refueling at Juba Airport in South Sudan.
- On track with our first quarter financial performance.

In addition, as part of our determination to be a responsible business, we:

- Promoted education in South Sudan by donating a block of three classrooms to the Gabat Primary school in Juba
- Supported MS. Habiba Al Marashi, President of Arabia CSR Network and Chairperson of Emirates Environment Group, in two activities.
- Conducted a refresher training on HSE for drivers to reiterate safety measures in Khartoum, Sudan.
- Conducted a refresher training on HSE, aviation operations and quality control in Juba, South Sudan.
- Launched the "Arrive Alive" program which is the slogan of Shell.
- Took part in Earth Hour worldwide.

The Strategic Plan 2013-2017

After launching our Strategic Plan (2013-2017) back in December 2012, we have spent great time and efforts during the first quarter in aligning our budgets to our strategy in order to come up with stretched targets that will set the pace for our efforts during this year. Moreover, we have been fine-tuning the set of

initiatives required to achieve the long term plan. In fact, some of them have been launched and are currently being rolled out, such as the implementation of our new ERP System which will upgrade our current IT capabilities to the required level.

During 2013, we will be looking to enhance our HR and reward system in order to ensure that each employee receives a well-deserved reward aligned with his/her contribution to the overall results of the company's performance.

To accommodate that and navigate through the Strategic Plan readily, we established a new Strategy Committee (SC). The main objectives of the committee are to oversee the implementation of the Strategic Plan and to ensure that the day-to-day activities of the corresponding divisions are aligned with aspired targets for each year.

Furthermore, the committee will assist the GCEO with decisions and factors that might influence the strategic direction of the plan. The members are the GCEO (chairman), COO Fuels, Group HR Manager, Group Finance Manager, Heads of Businesses, and the Strategy Delivery Office.

The SC will meet on quarterly basis, to review performance, and I'm really looking forward to our first quarterly meeting that will be held on the 18th of April.

As we move forward in 2013 and beyond, I would like each one of you to focus on building a stronger and even more successful Tristar, one that is positioned for operational excellence within our targeted markets in the Oil and Gas Logistics Industry. I encourage each and every one of you to actively take part, initiate and participate in this journey. We have a great team, great people, with some great individual efforts. Let us work together to set our future in stone.

Sincerely,

EUGENE MAYNE

Environmental Improvement Teams' Leaders Undergo Various Trainings

Oil Barons team leader KM Prasad (2nd right) attended the CSR Fundamentals for SMEs workshop conducted by the Arabia CSR Network on January 30 at the Millennium Plaza Hotel. Corporate Communications Manager Art Los Banos delivered a presentation on Tristar's CSR projects as case studies and best practices.



The IT manager also participated at the Carbon Footprinting workshop, with HSE Group Manager Faisal Bhatti, conducted by the Dubai Carbon Centre of Excellence on March 7 at the Pullman Hotel at Mall of Emirates.

According to the Dubai Carbon Centre of Excellence, leading businesses worldwide provide insights in their carbon emissions and environmental performance. By doing so, they offer transparency to shareholders, investors, decision makers and their clients, future-proof their business and mitigate risks.

The one-day course was held to help equip professionals on how to define boundaries for the data gathering and finally how to compile the information to create a Greenhouse Gas Inventory.

Recyclers team leader Jayesh Menon (2nd right in white shirt), with Los Banos, attended the Introduction to CSR seminar organized by the Dubai Chamber on February 25. After the seminar, the participants got a chance to go for a tour of the building which is the first LEED certified existing building in the Arab World.

Leadership in Energy and Environmental Design, or LEED, is a building certification process to enhance environmental awareness among architects and building contractors, and to encourage the design and construction of energy-efficient, water-conserving buildings that use sustainable or green resources and materials.

Power Rangers team leader Abilash K.C. went to Abu Dhabi on March 17 to attend the 2nd Edition of Energy Savers UAE held at the Hotel Intercontinental. The organizers said they will provide a complimentary preliminary energy audit of Tristar's premises by an accomplished team of consultants with no charge or obligation at all.

An energy audit is an inspection, survey and analysis of energy flows for energy conservation in a building, process or system to reduce the amount of energy input into the system without negatively affecting the output.

Earth Hour



Last March 23, the head office and several overseas operations commemorated Earth Hour which is a global movement uniting people to protect the planet. Earth Hour brings together communities from across the world celebrating a commitment to the planet by switching off lights for one designated hour (8:30 to 9:30 pm in the UAE).



Power Rangers team leader Abilash K.C. appealed before the participants at the Town Hall Meeting to do these simple things that evening:

- turn off unnecessary lights and unplug electronic equipment
- turn down the thermostat
- avoid operating major appliances
- enjoy a candle light dinner with family and friends
- read bedtime stories by flashlight
- organize community discussions on environmental issues
- take a walk and take advantage of the dark skies and star gaze
- commit to energy conservation throughout the year

On the same day, members of the Power Rangers went out of their way before the actual Earth Hour and posted reminders at several petrol stations.

The other countries which commemorated Earth Hour were Democratic Republic of Congo, Uganda, Oman, Qatar and Haiti.

Refresher Trainings in Juba, South Sudan



Tristar South Sudan conducted a series of refresher trainings on HSE, Aviation Operations and Quality Control in Juba from February 19 to 23.

There were 10 site managers and four personnel from the fuel unit. They underwent a one day training on HSE, two days

on Aviation Operations, and the remaining two days on practical trainings.

There were different exercises during the five-day activity to evaluate the knowledge acquired by participants. A final exam was given on the last day and the following scored high:

- 1st. Ignatius Malova (Bentiu Site)
- 2nd. JJ Belmondo Lourdes (Juba Site)
- 3rd. Hilary Kipkoch Mebur (Juba House Site)

Chandrasekhara Pillai (5th from left), Tristar Group Chief Operating Officer for Fuels, handed over the certificates of attendance. Ravi Parmar (4th from left), Tristar South Sudan General Manager, distributed the appreciation awards to the topnotchers.

"Good work. I am extremely pleased to see this initiative starting early in the year. It is our responsibility to properly equip our employees with training and necessary tools to enable them carry out safe and incident free operations," expressed Group CEO Eugene Mayne.

Refresher Training for Drivers and Tool Box Meeting in Khartoum, Sudan



The Tristar Team in Khartoum, Sudan, conducted a Refresher Training for 11 drivers on January 17. The training was facilitated by an HSE expert who was an ex-Head Trainer of Shell Driving Academy in Sudan. A film on Defensive Driving was also shown.

A Tool Box Meeting immediately followed which was chaired by Tristar Country Representative Avijit Misra (standing right). The salient points discussed were how to bring down and eventually eliminate transit loss of fuel.

"We are in the process of calibrating all our meters since we have been having high transit losses, particularly at Abeyi for quite some time and it was being attributed to a faulty meter," Misra explained.

"We are instituting a system wherein all vehicles leaving the Workshop will carry a Road Worthy certificate signed by the Workshop-in-Charge and countersigned by the Site-in-Charge," he further said.

Emergency and Fire Drills



Haiti

The Tristar Team in Haiti conducted two fire drills. The first was held at the Log Base Jet Operations Site on February 28. The second was organized at Port Au Prince Log Yard Diesel Site on March 23.



Pakistan

Tristar's Management Team members, drivers, staff and security personnel participated in an emergency fire drill in Karachi on December 19, 2012.

Arrive Alive in Oman



Tristar Oman's management launched before its staff the Shell safety slogan for 2013 which is 'Arrive Alive' on March 24. The activity was held at the Tristar yard training room and was also attended by Shell staff Ali Al Rahbi.



Victor Mascarenhas, Country Manager for Oman Operations, said: "During the syndicate session we had interaction with drivers and got their feedback with regards to the causes of a rollover and how to prevent it. The importance of a Journey Management Plan (JMP) and other safety compliances were also discussed."

Workshop League System Awardees

The Workshop Department handed awards to its best performers under the Workshop League System.



Kashim



Pervaiz



Lobo



Kumar

The winners for January were Abul Kashim as Best Performer of the Month and Irfan Pervaiz as Outstanding Performer of the Month.

Alwin Lobo and Vinod Kumar were chosen as Best Performer and Outstanding Performer for February, respectively.

"We found a tremendous growth in mindset, physical appearance, awareness on safety and use of safety gears during this period among our staff," said Workshop Manager Ruhul Qudus.

Warehouse Personnel Lead Tool Box Meetings



The regular tool box meetings conducted every Saturday at the head office warehouse by Arvind Fernandes, warehouse assistant, and Baiju Sivadasan Velayadhan, warehouse supervisor, have recently been managed by Sheraj Ali (right), warehouse helper for Shell, and Sheik Naveed (left), warehouse helper for Total.

CSR News



Supporting Ms. Habiba Al Marashi

Tristar has extended support to two activities organized by Ms. Habiba Al Marashi as president of Arabia CSR Network and chairperson of Emirates Environmental Group (EEG).

Corporate Communications Manager Art Los Banos presented the company's best CSR practices during the network's CSR Fundamentals for SMEs workshop held on January 30 at the Millennium Plaza Hotel.

GM for Operations and Warehousing – Middle East Muhammad Akber attended the EEG's 16th Annual Corporate Dinner on February 25 at Jumeirah Zabeel Saray, The Palm. Shown in picture are Akber (left), Ms. Habiba, UAE's former Minister for Environment and Water Dr. Mohammad Saeed Al Kindi (3rd left), and guests.



RoSPA Meetings

Martin Eagleton (2nd right), Head of International Operations at the Royal Society for the Prevention of Accidents (RoSPA), visited the Tristar headquarters twice and has discussed potential joint road safety projects with Tristar officials. With Eagleton are (from left) Art Los Banos (left), Muhammad Akber (2nd right) and Faisal Bhatti (right).



7th Walk For Your Health

Tristar was the sponsor of the annual walkathon event of the Filipino community which saw the participation of more than 400 people, some of them from other countries, last March 22 at Safa Park. The 7th edition was attended by Philippine Consul General Frank Cimafranca seen standing beside Suresh Kalakunnath.



The Great Indian Run 2013

Five staff joined the charity fun run organized by several Indian associations with the Dubai Foundation for Women and Children as beneficiary last February 1 at Mamzar Beach Park.



Car-less Day

The Oil Barons Team initiated an information drive on saving fuel last February 14, the day Dubai Municipality officials and personnel went to work riding public transportation. The team members went from department to department wearing their famous cowboy hats.



Blood Donations in DRC and Oman

Sixteen staff from Democratic Republic of Congo and three staff from Oman donated blood in their respective localities last March as part of the company's campaign to support blood donation clinics worldwide.

Tristar Toastmasters Club Turns One

The Tristar Toastmasters Club celebrated its first year anniversary on January 23 with a club contest held at the Tristar Head Office Training Room.



Charity Madera, sponsor of the club and Governor of Area 57 to which Tristar Toastmasters Club belongs to, and K. Seshadri, who is one of the club founders and mentors, attended the event. Present, too, were the club executive committee members Faisal Bhatti, President; Sapna Bhaskar, VP for Education; Jayesh Menon, VP for PR; and Mohammed Azeem, Treasurer.

The winners of the club contest are Aurabelle Dian for International Speech; KM Prasad for Evaluation Contest; Jayesh Menon for Humorous Contest; and Aman Wallia for Table Topics. They will compete in the area contest on April 12.

Winners of the Area 57 contest go to participate at the Division J contest and finally at the District 20 contest on May 9 to 11 in Dubai. Only the winner of the International Speech at the district contest will compete at the international level.

Toastmasters International is a non-profit organization that facilitates the development of public speaking and leadership skills through a worldwide network of toastmaster clubs at different meeting locations. Headquartered in Rancho Santa Margarita, California, the organization has more than 280,000 memberships in 13,500 clubs in 116 countries.

Tristar Toastmasters Club meets every 2nd and 4th Wednesday of the month from 5:30 to 7:30 pm at the Tristar Head Office. The club is open to non-Tristar staff like Dinesh Kumar who expressed that the club "is a very good platform to work on my public speaking skills and networking ability."

Group CEO Eugene Mayne attended the second half of the February 27 session where three veteran communicators were the evaluators led by Engr. Jijie Zablan, who played the role of general evaluator, Jigar Shah of Invensys Toastmasters Club, and Madera.

During the March 13 session it was announced that Mr. Mayne has approved the 'Outstanding Toastmaster of the Quarter Award' to be implemented in the second quarter. The member who garners the most points from attending the sessions to actively participating either as speaker or role player, including going to outside clubs and joining other activities, will be given the award during the last session of June. The award will be based on a standard scorecard.

Every session has a different theme based on the preference of the Toastmaster of the Day (TMOD). Last February 27, Corporate Communications Manager Art Los Banos gave a brief introduction on the 'Importance of Mass Media.' On March 13, Group HR Manager Sapna Bhaskar represented by Operations Executive Aurabelle Dian promoted 'Women's Day' and on March 27 IT Group Assistant Manager Jayesh Menon conducted a basic 'Photography Seminar.'

Labor Accommodation Activities



IT lessons for field staff

An average of 40 'students' have attended the daily session of the two-week IT Module designed by the IT Department for field staff staying at the Labor Accommodation.

The topics range from Introduction to Computers to Internet Benefits and Threat Awareness, up to Using Microsoft Word and Excel to Other Applications.

The sessions were held during the 3rd and 4th weeks of February and were given at the convenience of the field staff which is after 6 pm. The 'teachers' were IT Manager KM Prasad (in the picture) and Assistant IT Manager Jayesh Menon, who both live in Sharjah but did not mind the time as they find joy in sharing their knowledge.

Commented Group HR Manager Sapna Bhaskar: "This is our way of promoting our people so that they will be empowered to lead better lives and secure a better future. We would like our field staff – drivers, warehouse operators, workshop personnel and helpers staying at the labor accommodation – to improve their competency and enhance their confidence."

"I used to watch TV after work to pass the time, but now I sit here to learn something new," shared driver Parminder Singh, while auto electrician Stanislas Fernandes added: "I sit in this class whenever I can. But I need to learn more and practice more. I wish to have my own laptop."

Yearend Party

Group CEO Eugene Mayne and several management team members visited the Labor Accommodation right on the last working day of 2012, December 31. Mr. Mayne picked the winning stubs of the raffle for the field staff. And before he left a duo performed a dance number to the amusement of everyone.



Appreciation and Awards



Kiran and Omar

"Efforts like this make the difference in achieving the target where everybody will be a winner. Well done," wrote Group CEO Eugene Mayne upon being told that Kiran Babu Vargheese of the HSE Group and Omar Fathi Naser of the HR Group were instrumental in recovering back a considerable amount which the company had earlier paid to an institution.

An appreciation ceremony was held at Tristar Training Room on February 4. Photo shows Kiran (2nd left) and Omar (2nd right) with their certificates of appreciation as presented by GM for Operations and Warehousing – Middle East Muhammad Akber (center). With them are HR Group Assistant Manager Cleve Govias (right) and HSE Group Manager Faisal Bhatti (left).



Mustafa

Total Marketing Middle East has chosen driver Mustafa Pazhaya Pallithazhath as 1st runner-up winner of the 'Drivers League 2012.' Mustafa was the overall winner last year. The two consecutive awards show his consistency and dedication in upholding Tristar's safety standards at all times.

Eby

Because of his safe driving style, Eby Kurian received a safe driving certificate from the Dubai Police. Kurian has been driving for five years and has never met an accident. Being a Tristar staff also helped as the culture of safety is widely being practiced.



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