



First Tristar Sustainability Report launched

The first ever corporate Sustainability Report was publicly launched by Group CEO Eugene Mayne at the June 5 event of the Sustainability Network Task Groups for 2013 of Dubai Chamber.

Mr. Mayne was one of the main speakers on Responsible Leadership which preceded the presentation of the various task groups where Tristar is a member of the Health and Safety and Sustainable Supply Chain groups.

The report describes the company's economic, environmental and social performance in 2012, specifically the four environmental improvement teams in the UAE which are actively managing greenhouse gas emissions, electricity and water consumption, and waste reduction.

With the support of the Climate Change and Sustainability Services of global consultant Ernst and Young, Tristar developed the report according to the Global Reporting Initiative (GRI), 3rd Generation (G3.1) Sustainability Reporting Guideline and the Logistics Transportation Sector Supplement.

"We are pleased to note that the report has been prepared in line with the GRI reporting guidelines. We had submitted it to the United Nations Global Compact (UNGC) as our annual Communication of Progress, which is a public disclosure to stakeholders on progress made in implementing the 10 principles of the UNGC, and in supporting broader UN development goals," explained Mr. Mayne.

The Group CEO added: "It has been a very valuable learning experience for all our people and we recognize that there are



many improvements to be made. The scope of data in the report primarily focuses on our UAE operations with some reporting on our overseas operations."

Photo shows Mr. Mayne handing over a copy of the Sustainability Report to Wasl Asset Management Group General Manager for Procurement and Administration Ahmed Al Sheryani, who is the head of the Encouraging Sustainability Practices Amongst SME's Task Group.

SMARTBOX SUGGESTION SCHEME



The new scheme has been rolled at the Head Office, EPPCO Yard and Labor Accommodation. The scheme focuses on three areas: continual improvement, workplace innovation and community engagement.

Message from the Group CEO



We have also been awarded a three-year contract by BP Middle East after undergoing a rigorous tendering process for their 4PL lube operations which is the consolidation of their logistics activities in the UAE. The decision was based on HSSE, operational excellence, relevant experience, infrastructure, scalability, and competitive pricing.

In the second quarter, we received the Highly Commended CSR of the Year award from the Supply Chain and Transportation Awards or SCATA here in the UAE; while in the UK we received from the Royal Society for the Prevention of Accidents or RoSPA the Managing Occupational Road Risk Trophy and the Occupational Health and Safety Gold Award for the second year in succession.

We also have taken a membership with the Sustainability Network of Dubai Chamber whose vision is to "promote responsible business practices among the UAE business community by helping member companies become innovative and sustainability driven by integrating socio, economic and environmental opportunities into their day to day business practices."

On World Environment Day (WED), June 5, I had the privilege of being one of the main speakers on Responsible Leadership during the launching of the Sustainability Network Task Groups for 2013 at the Dubai Chamber headquarters. I reiterated our CSR philosophy of 'giving back is getting back.'

Simultaneously on this day several of our overseas branches celebrated WED by discussing this year's theme of Think.Eat.Save and planting seedlings as we have done annually.

I am also pleased to note that we are implementing two major CSR projects in the Democratic Republic of Congo with a medical

We are halfway into the Holy month of Ramadan and I would like to use this opportunity to wish Ramadan Kareem to our all Muslim colleagues and their families.

We are also into the second half of the year and I am pleased to note that we have experienced several successes in the first half of 2013. On the business front, we have been awarded a new logistics contract, by Shell, for five years for both UAE and Oman operations. This win is another testimony that demonstrates the need for us to keep our focus on operational excellence and safety in operations.

mission this month and in Haiti where we will extend support to more than 1,000 school children in remote villages next month.

We are excited to welcome the second half which will finally see the commencement of our operations in Saudi Arabia. Our entry into Saudi Arabia has been long overdue and will complete our ambition of having a GCC-wide presence for our transport operations. We are also keeping our fingers crossed on the outcome of several pipeline projects that we are working on at a group level.

We are also pilot launching the balanced score card for senior management which will help us evaluate individual performance based on pre-determined financial, operational and business development targets. In due course it is expected that this scheme will also be rolled out to cover additional management and supervisory staff.

In the meantime, I would like to urge you to participate in our new suggestion scheme called SmartBox by sending in your ideas that will help us to be more effective in our performance while, at the same time, entail savings to improve our bottom line performance.

I would like to sign off by wishing all our Muslim colleagues and their families Eid Mubarak in advance. On a word of caution we are coming up to the peak summer months and, needless to say, it is important to keep safety at the forefront of all our actions and decision making processes at work and at home.

Sincerely,

EUGENE MAYNE

RoSPA recognizes Tristar's safety standards for 2nd year

Tristar received two road and safety awards again from the Royal Society for the Prevention of Accidents or RoSPA last May 16 in Birmingham, UK. These are the 2013 Managing Occupational Road Risk (MORR) Trophy and the 2013 Occupational Health and Safety Gold Award.



This is the second consecutive year Tristar has been recognized for its road and safety standards by RoSPA whose mission is to save lives and reduce injuries. Last year, Tristar Group CEO Eugene Mayne received the 2012 MORR Gold Award and the 2012 Occupational Health and Safety Gold Award, both of which are under the Fleet Safety Awards category.

The MORR Trophy is presented to the company that has most effectively managed its occupational road risks over the past 12 months. All MORR awardees are automatically considered for this trophy.

Errol Taylor, RoSPA's deputy chief executive, said: "We extend our congratulations to all the winners in the RoSPA Occupational Health and Safety Awards 2013. Their commitment to continuous improvement in accident and ill health prevention at work provides a wealth of good practice on proactive and proportionate safety and health management to share with other organizations."

Photo shows Mr. Mayne holding the perpetual MORR Trophy while GM for Operations and Warehousing – ME Muhammad Akber (left) and HSE Group Manager Faisal Bhatti (right) hold the 2013 Occupational Health and Safety Gold Award and the replica MORR Trophy, respectively.

Task Force submits DQA document on time



June 30th was the deadline for submission for the first stage of the Dubai Quality Award (DQA). The Fast Forward Task Force completed their project successfully and on time.



The submission document was a comprehensive overview of the company, its history and achievements to date in terms of growth and financial/non-financial performance. It will be reviewed by the Business Excellence Department of the Dubai Department of Economic Development (DED) and be assessed against the European Foundation for Quality Model (EFQM), along with the other 30 companies participating.

The EFQM consists of nine criteria, which include five enablers – Leadership, Strategy, People, Partnerships and Resources, Processes, Products and Services. Plus the four results categories – Customer, People, Society and Key Business Results.

DED officials will determine whether Tristar have the attributes of an excellent business organisation and has achieved the required levels of performance. Upon verification, Tristar will be invited to participate in the second stage of the award, which requires submitting further in-depth information about the company, its long term strategy and operations.

Tristar Haiti acts beyond the call of duty

The Tristar Haiti team went into action beyond the call of duty when it rendered defueling services to a crashed Brazilian aircraft at the international airport in the capital Port-Au-Prince on May 26.



According to Haitian authorities, one of the engines of the military plane Força Aérea Brasileira caught on fire while taking off at 3 pm local time. Fortunately, there was no fatality.

The Tristar operation started at about 3:30 pm and continued without any tea break nor dinner provision at the runway area until winding up at 2:30 am, the next day. The team defueled 23,050 liters from the 'starboard side' and 12,927 liters from the 'port side.'

The Brazilian Force commander and other United Nations officials expressed their gratitude to the team for the timely

teamwork. "Although it was not a part of contractual obligation but it is part of customer satisfaction", explained Assistant General Manager Muthu Premkumar.

Group CEO Eugene Mayne sent a message to Premkumar: "This is indeed a job well done. Our readiness and willingness to always extend our support to the customer is what builds their loyalty to Tristar and makes us the partner of choice. Please extend our appreciation to all staff who participated in this defueling operation."

Second refresher training for site management team in South Sudan

The second refresher training for the site management team was conducted in Juba from June 10 to 14.



Similar with the first training which was held in February this year, the participants underwent three modules:

Two-day high level Aviation Operations and Quality Control training conducted by an external trainer from Hansa Consult, Dr. Antony Kitson-Smith (seating in photo), who has more than 20 years experience in Aviation operations.

Two-day training focusing on Work Site Safety, Risk Assessment and Management with practical on-site interface. Group IT Manager, KM Prasad, also presented the on-line incident reporting system that is planned to be rolled this second half.

One-day on-site practical training on site operations and QC testing requirements.

The participants had also to complete tests and the following staff scored the highest average marks in Aviation and HSE:

- Sentilkumar K.S (Operations Engineer-Malakal)
- Rogers Keima (Supervisor-Abyei) and Adi Rajesh (APCL)
- David Obeto (Malakal-Site Manager) and Ravindranath Chowdhary (Supervisor-Bor)

Commercial aviation services

Tristar, through wholly-owned subsidiary Africa Petroleum Company Limited (APCL), is providing commercial airlines refueling services at the Juba International Airport in South Sudan. One of Tristar's customers is flydubai whose inaugural flight FZ61 to Juba was held on April 21.



In the flight were flydubai CEO Ghaith Al Ghaith, Saeed Mohammed Al Ghandi & Sons Managing Director Buti Al Ghandi, and Tristar Group CEO Eugene Mayne.



The maiden refueling of the Boeing 737-800 aircraft was supervised by Tristar COO for Fuels Chandrasekhar Pillai with APCL Assistant General Manager Anil Maddela.

Shipping conducts oil spill drill *By Henri de Gersigny*

Tristar owns and operates lubricants barges serving oil majors in the port of Fujairah since 2010. Conscious of risks associated with the operations and the need to be ready at all times to manage emergencies such as oil spill, Tristar has for the past few years been conducting with the vessels' charterers and the vessel managers' desktop oil spill exercises.



The desktop exercise is an efficient way of ensuring all parties are aware of their role and responsibilities in such an event. However, the biggest challenge to handle an oil spill is to deploy the containment and recovery equipment as quickly as possible at the accident/incident site and this was never tested.

This year the Shipping management team decided to conduct yearly two oil spill exercises, one desktop and the other full deployment of equipment at outer anchorage area and will also involve port authorities.



The first exercise was conducted on June 5 with a scenario where two of our bunker vessels, Tristar Legend and Tristar Courage, had a collision off Fujairah port. The vessel managers, the charterers and port authorities took part in the exercise. The exercise went really well and all parties reacted timely and positively. As expected the exercise brought to evidence some areas for improvement and learning points for the future both on the communication between the various parties and on the operation site.

World Environment Day 2013



The whole Tristar global network celebrated World Environment Day by discussing this year's theme, Think.Eat.Save, which is an anti-food waste and food loss campaign that encourages everyone to reduce their 'foodprint.' Some countries also planted trees and implemented energy saving activities. Group CEO Eugene Mayne said: "Let us therefore Think first of the food that we Eat and make an effort to Save resources related to the food supply chain."

CSR Activities in Photos



Earth Day

Tristar staff at the Head Office wore Earth Day badges (Save Nature, Save Earth) on April 22 in celebration of Earth Day. The first Earth Day on April 22, 1970, activated 20 million Americans from all walks of life and is widely credited with launching the modern environmental movement. The passage of the landmark Clean Air Act, Clean Water Act, Endangered Species Act and many other groundbreaking environmental laws soon followed. Now more than 1 billion people participate in Earth Day activities each year.



SCATA 2013

Tristar received the "Highly Commended Corporate Social Responsibility of the Year" award at this year's Supply Chain and Transport Awards (SCATA) held on April 24. Tristar was shortlisted together with Care by Air (winner), Landmark Group, TNT Express and DHL Express. According to the judges, Tristar has been doing amazing CSR work through its road safety campaigns and in sponsoring of schools in Africa. They also noted other initiatives such as reusable pallets and tires retreading.



Annual Blood Donation

This year's edition was a two-day event on June 4 and 5, at the Head Office and Labor Accommodation, respectively. Medical staff from Latifa Hospital conducted the blood donation camp. The World Blood Donor Day is celebrated every 14th of June. It serves to raise awareness of the need for safe blood and blood products and to thank voluntary unpaid blood donors for their life-saving gifts of blood. This year's theme is 'Give the gift of life: donate blood.'

Corporate News



Change Acceleration Process

Mary Romeo and Setarah Rafiee from Mubadala GE Capital conducted a training on Change and Conflict Management on June 2 and 3. The importance of aligning individual, department and corporate goals were discussed. The participants also learned about the five basic conflict handling modes based on the Thomas-Kilmann Instrument.



New Toastmasters Club Officers

The new officers for 2013-2014 are Jayesh Menon (President), Aurabelle Dian (VP-Education), Dinesh Kumar (VP-Membership), Art Los Banos (VP-Public Relations), Vengat Moorthy (Secretary), Muhammad Azeem (Treasurer), and Pundareekashan/Pundari (Sergeant at Arms). Also in photo is new Area 57 Governor Ajaikumar (back left).

Safety News



2nd Annual Fire Safe Oman

Tristar Oman's country manager Victor Mascarehena and HSE manager Abrar Hussein attended the conference which was held in Muscat on April 2 and 3.



Tire Safe Driving Seminar

Bridgestone Technical Engr. Dhruv Trivedi handed over tokens to Tristar drivers after explaining proper tire use and maintenance on April 27.



World Safety Day organized by Total

Total Marketing Qatar conducted a Safety Training for drivers and forklift operators on April 28.



7th Annual Shell Safety Day

Every year all Shell employees and contractors come together and make time to focus on safety. The event was held on June 19.



My Reason for Safety... My Family

Banners at the Head Office, EPPCO Yard and Labor Accommodation are reminding all field personnel to work safely for the sake of their loved ones who depend on them.



Tristar cricket team wins friendly match

By Srinath Metha and photos by Aman Wallia



Last 16th May 2013, our customer British Petroleum (BP) invited us to play a cricket match at the picturesque Zabeel Cricket ground.

It was a 20-over game that was shortened to 13 overs. Tristar won the toss and decided to field first. We were successful in getting an early breakthrough by getting BP's strike player OUT in the 1st over. All the players fielded very well, never missed an opportunity to take wickets, held all the catches that came their way and, due to this excellent performance, we were able to restrict BP to 80 for the loss of 6 wickets.

It was our turn to bat and chase the target of 81 in 13 overs at an RR of 6.31 per over. Our openers, Khalid and Azeem, gave us a fantastic start.

Khalid held his nerves and scored at a steady pace to keep the momentum going in Tristar's favor. At the end, Tristar won its 1st ever cricket match comfortably.



It was indeed a historical moment.

Khalid was declared the 'man of the match' for his score of 37 in just 25 balls. He played with an injured hand.

The Scores:

BP: 80/6 in 13 overs

Tristar: 82/4 in 11.2 overs

The other Tristar players were Arvind, Pradeep Singh, Dinesh, Srinath, Senthil, Dawood, Shazaib, Shiraz Ali, Jijesh, Madhu, Shameer, Benistlal, and Abilash.

It was a challenge arranging the sports kit, reserving a ground for practice, getting players ready for the match, and selecting the best players. But as they say, all's well that ends well. Everything went smoothly.

We received great support from Group CEO Eugene Mayne and all the heads of each department, specifically Mr. Aman Wallia who supported the team and made sure that the match will be fun.



The Tristar JPL Cricket Team in South Sudan



Congratulations to Saneesh T K of Tristar DRC who got married on March 18.

Labor Accommodation Activities

Tristar promotes good health among its field personnel with free medical clinics and physical fitness facilities. It is also constantly reminding everyone to practice safety everywhere.



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