



Tristar starts 'journey to the top'

Group CEO Eugene Mayne urged the senior managers and key personnel who attended the Tristar Leadership Summit held last March 15 and 16 in Dubai to double the group's revenue by 2017 with the creation of new 'pipelines' or revenue streams from its existing customers and expanding in other geographies, specifically in Asia and Africa.



In the last quarter of 2013, Tristar reached an agreement and placed a firm order for six new MR Product/Chemical Tankers with Korean shipbuilder Hyundai Mipo Dockyard worth USD200 million. The brand new vessels will be delivered in 2016 and will commence its long term time charter with an oil major.

The company also joined hands with Emirates National Oil Company (ENOC) to set up a new joint venture (JV) in Saudi Arabia focused on specialized logistics services for the Kingdom's petroleum and chemicals sectors. Envisaged as a self-contained logistics facility, the JV plans to expand its fleet strength to 500 vehicles by 2017.

These twin developments and the renewal of the turnkey fuel supply operations contract in South Sudan for another five years were the indicators presented by Mr. Mayne that the group would be able to achieve the target in 2017. The company generated

USD314 million in revenue in 2013.

The theme of the two-day summit was 'Journey to the Top' which used a mountaineering atmosphere. The last activity was climbing an artificial wall where the successful climbers displayed their respective teams' flags at the top.

Tristar was established in the UAE in 1998. Today the company operates in more than 13 countries in the Middle East, Africa, Asia-Pacific, and Central America.

Mr. Mayne attributes the company's success to its strong commitment and focus on delivering pre-eminent service backed up by a strong health, safety and environment culture. This focus makes the company stand out and provides a competitive advantage in pursuing national and international business opportunities.

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Message from the Group CEO



I would like to briefly touch upon key highlights for the first quarter and set expectations for an even more aggressive approach, for the remainder of 2014, to achieve our longer term objectives.

We started the year with a lot of enthusiasm as we prepared for the onsite visit of the DQA Assessor Team which happened in the first week of February. Qualifying as shortlisted finalists after successful completion of stage-I, stage-II and meticulous site assessment was an uphill task but we made this happen. In a matter of days we will know the final results of the DQA jury. Regardless of the outcome we are very proud that the DQA preparations have brought us closely together and we experienced great team work among Dubai-based management, admin and field staff.

This spirit of team work was also seen at the Leadership Summit on March 15 and 16 in Dubai which was attended by senior managers and key personnel from our global operations. The theme of the two-day summit was 'Journey to the Top' where we devised business strategies to grow shareholder value, optimize cost, and enhance our brand value. We are aiming to double our revenue by 2017 with the creation of new revenue streams from our existing customers and by expanding in other geographies, specifically in Asia and Africa.

We have already submitted a number of turnkey fuel supply tenders in this regard in the first four months this year and are expecting to see positive results in the near future.

Our commercial aviation business in Juba registered a record sale of Jet Fuel in March, and we expect to cross the 2.3 million liters mark in April. Our operations in South Sudan have met all the fuel supply requirements of our customer despite extreme and difficult conditions prevailing there. Our commercial lubricants distribution business in Kenya and the chemicals distribution business in the UAE are showing signs of recovery and growth and I am confident that both these businesses will continue to outperform targets this year. Moreover, on April 1, we started our fuel supply contract operations in Uganda, at the Entebbe International Airport when a C-130 cargo plane was refueled by our team. These are all strong signs that our turnkey fuel business is growing further and faster.

On March 22, we celebrated Tristar Safety Day at all Tristar locations with a view to reiterate our absolute commitment for Goal Zero. Let us not make this safety day as one off activity but to practice upon its message throughout the year for our own

safety and well being of our colleagues, contractors, suppliers and families.

On May 14, we will be receiving two awards in the UK from the Royal Society for the Prevention of Accidents or RoSPA for the third straight year. These are the Gold Award for Occupational Health and Safety and Highly Commended in the Managing Occupational Road Risk Trophy for 2013.

Just recently, we received the Highly Commended '2014 Supply Chain and Transport Award' (SCATA) under the CSR category. This is the second straight year Tristar has been recognized by SCATA for its CSR initiatives especially on road safety best practices.

Our 2013 Sustainability Report is under finalization and will be published in the next quarter including sustainability reports from Oman, Qatar and Kuwait. In line with our advocacy to support the communities where we conduct our business, we are going to launch a public safety campaign in collaboration with RoSPA and RTA on road safety for commercial heavy truck drivers.

In order to further the level of service to our valued customers there are various innovative projects in pipeline like the re-designed Customer Portal, Fleet Management solution, ERP deployment and the Virtual Risk Manager (VRM) Program for Drivers.

Thank you once again and I would like to sign off by extending my best wishes to each one of you and your families, too.

Sincerely,

EUGENE MAYNE

Tristar Sustainability Report for 2013

The company is in the process of finalizing its second Sustainability Report for 2013. Ernst & Young or EY has been contracted again to facilitate qualitative and quantitative data collection and assist in the process of defining materiality.



A kick-off session was held on February 19 at the Tristar head office where the EY team explained to a select group of senior managers and key staff the procedures and timetable they will implement to come up with the report before the end of the second quarter this year.

The report will adhere to the guidelines of the Global Reporting Initiative or GRI which is a leading organization in the sustainability field. Transparent sustainability reporting is at the core of GRI's



vision and mission which is to make sustainability reporting standard practice for all companies and organizations.

EY conducted a Materiality Workshop on March 3. According to the GRI, material topics for a reporting organization should include those topics that have a direct or indirect impact on an organization's ability to create, preserve or erode economic, environmental and social value for itself, its stakeholders and society at large.

Findings of joint Tristar and RTA survey on heavy duty truck drivers

The Road and Transport Authority's (RTA) Traffic and Roads Agency conducted a survey among heavy duty truck drivers during the Gulf Traffic Week from March 9 to 14 and found out that 95% of the drivers never received any defensive driving training.



The survey which was developed by Tristar covered Pakistanis, 57.4%; Indians, 29.4%; Jordanians, 7.4%; Egyptians, 2.9%; and Yemenis and Bangladeshis, both at 1.5%.

Only 34% of the drivers believe that accidents happen due to human error while road statistics show that majority of accidents occur due to human error. Moreover, 24% of all drivers believe

that accidents are an act of God, thus non-preventable.

Alarming, 35% of the drivers had an accident. They have been driving for an average of 10.5 years, with the longest duration at 35 years and the shortest duration at less than a year. The average age is 35.4 years old, with the oldest at 53 and the youngest at 24.

A very small number of the drivers were driving up to 18 hours in a day. And about 23% of the total number of drivers do not get at least 8 hours sleep daily. This suggests they should be educated on fatigue management as road statistics also show that fatigue is a major cause of accidents by heavy duty truck drivers.

When asked what things have been bothering their minds while driving, 31.3% and 30.8% answered financial problems and family problems, respectively.

On a positive note, 98% of them said their vehicles are in good condition and 94% would like to attend any free defensive driving training.

Seen in photo are RTA personnel Mohammed Abdul Bari Al Hafiz (right) and Khursheed Ali Khan (2nd right) conducting the survey among Jordanian drivers at the Fruits and Vegetables Market in Dubai. Looking on (center) is GM for HSEQ and Sustainability Muhammad Akber.

Global operations



Uganda operations commence

Tristar Uganda's fuel supply contract operations commenced on April 1 at the Entebbe International Airport when a C-130 cargo plane operated by the Bangladeshi battalion was refueled in the presence of Tristar Uganda Project Manager Promise Anagolu.



Pakistan mega drill successful

Tristar Pakistan organized a mega emergency response drill on February 24 with its customers and partners. The simulation was based on a tank lorry with HSD product which rolled over and resulted to the injury of one driver. The following responses were performed:

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



According to Kamran Rehman, GM for Operations, Tristar is ready to provide round-the-clock technical advice, assistance, and back up service to deal with emergencies involving staff, products or property. He added that Tristar also ensures that there is adequate expertise available so that prompt and appropriate actions are taken in response to emergency situations, particularly in saving lives.



Haiti depot facilities commissioned in 180 days

Tristar Haiti has successfully completed and commissioned the 5-million liters storage capacity SFR Depot on February 7 per timeline given by the customer. Photo shows the customer's officials witnessing the first TT (Tank Truck) decantation of Diesel into Tank No.5 and followed by Jet Fuel into Tank No.1 on that day. The customer also observed no lacuna in the system and expressed their appreciation to the team for completing the project 'on time' despite unforeseen events and public holidays. Muthu Premkumar, Assistant GM, added that the SFR Depot has segregated pumping and filtration system product-wise with a full-fledged fire fighting system.



Africa Petroleum Company Limited growth noted

Africa Petroleum Company Limited (APCL), the commercial aviation business of Tristar, has achieved stupendous growth ever since it commenced operations in November 2011 at the Juba International Airport in South Sudan. APCL has crossed the target of one million liter Jet Fuel sales volume consecutively in the last three months, registering a growth of more than 180% over the previous year.



Chandrasekhara Pillai, Chief Operating Officer - Fuels, congratulated the team for their dedication. He said: "The team stood united and serviced the airlines customers even during the tough period when majority of the Juba population deserted the city due to the recent armed conflict."

Tristar Safety Day

March 22 this year was declared as 'Tristar Safety Day' in all locations. With the theme "Let's all get home safely, every day," all staff gathered in their respective offices or sites and watched a video presentation and listened to the presentations.



"My message for this safety day is that we all need to avoid 3Cs (Carelessness, Compromise and Complacency). We must identify unsafe behaviors in our operations and take responsibility to initiate actions that mitigate risks," said Group CEO Eugene Mayne.

A Field Exercise or Risk identification was also conducted in all sites. It focused, wherever applicable, on vehicle inspection, yard walkabout, IVMS reports assessment, facility risk assessment, fire

water and fire extinguisher inspection, warehouse walkabout, workshop walkabout, and vessel safety inspection, among others.

In his closing message to all locations, Mr. Mayne said: "Let's continue our 2014 journey with a renewed commitment to make our operations even safer to achieve our ultimate goal of Zero Accidents and Zero Injuries."



Earth Hour 2014

Tristar Head Office and several locations commemorated Earth Hour on March 29. Some best practices to reduce electricity consumption were shared in the gatherings. Earth Hour is a worldwide movement organized by the World Wide Fund for Nature (WWF). Individuals, communities, households and businesses are encouraged to turn off their non-essential lights for one hour in the evening on the last Saturday of March every year.



Somen in Africa

Somen Debnath, who is on a world tour using a bicycle, has visited three Tristar operations in Khartoum (Sudan), Nairobi (Kenya) and Kampala (Uganda). Tristar is supporting him for a year. He conducts seminars on HIV/AIDS awareness as well as on Indian culture. Somen is targeting to visit 191 countries by 2020. He started his quest in May 2004.



Adela and Friends Volunteer at Al Noor



Adela Elago, HR Coordinator, and her friends volunteered as 'mini-golf' coordinators during the Al Noor Fun Fair last February 28. Al Noor Training Centre for Children with Special Needs serves children with special needs from different nationalities and can accommodate up to 300 children in its facility in Al Barsha, Dubai.

SCATA CSR Award



Tristar received for the second straight year the Highly Commended '2014 Supply Chain and Transport Award' (SCATA) under the CSR category. Tristar bested Etihad Airways, RAK Free Trade Zone, Port of Salalah and Saudi Industrial Property Authority, who were among the shortlisted finalists.

News in Photos



Road Safety Talk

Faisal Majeed Bhatti, Group HSE Manager, spoke on Road Safety during the seminar organized by Health & Safety Task Group of the Sustainability Network of Dubai Chamber on February 27. In a subsequent meeting on March 4, Tristar was chosen to head the Road Safety Campaign Group whose objectives are to raise awareness on road safety and share best practices.



Supply Chain and Logistics Group

Shivananda Baikady (2nd right), GM - Transport & Warehousing, and Art Los Banos (2nd left), Corporate Communications Manager, attended the 6th Industry Networking and Gala Dinner of the Supply Chain and Logistics Group (SCLG) on February 26 at the Radisson Blu Downtown Hotel. Tristar is a new member of the SCLG which is a non-profit organization established to promote the cause of supply chain and logistics.



Tristar Toastmasters Club Turns 2

The Tristar Toastmasters Club celebrated its second year anniversary on February 12 with a club contest. Photo shows Group CEO Eugene Mayne (center in white shirt and red tie) with guests, who acted as judges and tally counter, and the club officers and members.



DQA Assessor Team

The DQA Assessor Team members (seated) pose with Tristar staff led by Group CEO Eugene Mayne on February 5 which was the last day of their two-day onsite assessment of the qualification documents submitted to the Dubai Department of Economic Development on September 30, 2013.



Sustainability Report 2013 Team

The people behind the Sustainability Report for 2013 are Art Los Banos (left), Muhammed Akber (middle) and Faisal Majeed Bhatti (2nd right)

Staff Page

Retiring



Group CEO Eugene Mayne poses with Gurbax Singh (in black turban) and his friends in the company during a send-off gathering at the Tristar Head Office last January 7.

Wedding



Belated congratulations to Sathish Kula of Tristar Democratic Republic of Congo for his marriage to Vakshitha on December 8, 2013.

Tristar Dubai Family



Yakhoob Ahmed Munir of the HSE Group in Dubai created a Tristar Dubai Family Tree with the names of senior management and staff based in Dubai.

SmartBox Rewards



Art Los Banos (right), Corporate Communications Manager, rewarded five individuals for their suggestions submitted late last year and early this year. The SmartBox review panel coordinated by Los Banos agreed that the suggestions are now timely to implement. Shown are (from left) Nijin P R of IT, Maria Mendoza of HR-Admin, Sunil Dhath of Workshop and Abubacker of HR. Not in photo is Amar Singh of Transport.

The SmartBox Suggestion Scheme encourages everyone to submit cost-saving and innovative ideas that will enhance the company's operational efficiency and safety practices. The scheme has three categories: Continual Improvement, Workplace Innovation and Community Engagement.

Recyclers win again



The Recyclers Team won again as the best environmental improvement team for 2013. Tied on second place were the Oil Barons and Power Rangers. On initiatives, both Recyclers and Oil Barons got high marks since they had initiated a number of new projects and campaigns. On Teamwork, Recyclers always work as a team such as when they sort out used papers for reuse. On behavior, the campaign of Power Ranger to switch on lights only when needed has become part of the company culture. And finally on savings, the efforts of the Camels Team in 2012 to monitor and control water consumption have resulted to a 10% reduction by end of 2013.

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