



## Tristar wins Dubai Quality Appreciation Award

Group CEO Eugene Mayne received the Dubai Quality Appreciation Award from His Highness Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai, at the 20<sup>th</sup> Business Excellence Awards held on June 2 at the Madinat Jumeirah.

The Dubai Quality Award (DQA) is a process for recognizing role model organizations which excel in the areas of leadership, strategy, planning, human resource, partnership and execution. Participation is an opportunity for companies to evaluate and benchmark performance against like-minded companies using a common framework of organizational excellence based on the EFQM 2013 Model or the Excellence Model of the European Foundation for Quality.

Tristar passed two stages to qualify in the DQA process and was assessed for two days by a group of assessors representing various industries.

Mr. Mayne said: "Participation in the DQA assessment process and the resultant learning has definitely made us stronger as a team and as a company."

Tristar's key initiatives launched as part of the excellence framework are the establishment of the Tristar Toastmasters Club in January 2012; the creation of four Environmental Improvement Teams in mid-2012 to identify and implement energy, oil, water and waste reduction initiatives as well

as drive behavioral change among employees; and the re-launching of the much-improved internal suggestion scheme called SmartBox in July 2013.

"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. We were able to benchmark our performance against the industry and learn the holistic framework for organizational excellence which is the EFQM model. The feedback report will help us to further improve our processes and system," said Mr. Mayne.

"Thank you all for the tremendous effort that went into our submission and the subsequent audit process. Nobody can deny us gold for our effort and for this I want to convey my deep appreciation and thanks to each one of you for your leadership and commitment in our endeavor to win the 2013 DQA," he further said.

Excerpts from a message from a business partner: "We are proud of Tristar Transport's remarkable contribution in fostering growth, innovation and a culture of corporate social responsibility to the Arab region. We wish success in your courageous business endeavors and hope you continue to be an inspiration to other aspiring companies in the Middle East to become 'institutional excellence' and emerge as winners."

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## Message from the Group CEO



*Eid Mubarak to all our Muslim friends and colleagues.*

*I am pleased to announce our success in our ambition to measure our performance against quality conscious companies in the UAE. We are proud winners of the Dubai Quality Appreciation Award for 2013 where we had the honor of receiving the award from His Highness Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai on June 2. This achievement must not and should not be seen as the end of our journey towards excellence. In fact this is only another milestone in our journey to excellence and I look forward to your continued support and commitment to take our company on to many more and even bigger successes in the not too distant future.*

Participation in the Dubai Quality Award assessment process and the resultant learning has definitely made us stronger as a team and as a company. Continuous improvement in our pursuit of excellence is an ongoing exercise at Tristar where there is no finish line. We are committed to building customer loyalty through service excellence by meeting and exceeding their expectations safely without compromising our core values of honesty, integrity and respect for all.

Also in June this year we launched a Road Safety Awareness Campaign with our partners Roads & Transport Authority (RTA) and UK-based Royal Society for the Prevention of Accidents (RoSPA). As a major player in Oil and Gas logistics, we are conscious of the potential consequences of an incident, involving road tankers transporting flammable products, and we remain committed to sharing our experiences and international best practices to make the roads safer for all users in the UAE and across the GCC. We will continue this initiative by conducting free defensive driving workshops with our customers and private companies who share our passion for road safety and to make our roads safer for all users in the UAE.

We have released our second Sustainability Report for 2013. In this edition we have used the theme "Working together for a better tomorrow" as it reflects on our ambition to get all our people to work in unison to conduct our business in a socially and environmentally responsible manner. I am particularly proud of our performance in 2013 where we accomplished another year of operations

with zero fatalities and zero spills. I am also proud of our efforts in helping communities in Africa, Asia and Central America.

We intend to make further progress this year in managing greenhouse gas emissions by continuously measuring our performance in optimizing our fleet operations to record less ton miles while we deliver more volume in our daily transport operations. The progress we had made in implementing an ERP into our operations makes me confident that we have set the right priorities for our performance going forward – operations excellence and continuous improvement.

On the people front we have seen some retirements with Auri Mathias and Cleve Govias calling it a day after long stints with Tristar. I would like to use this opportunity to personally thank both Auri and Cleve for their contributions to Tristar and to wish them all the very best in their retirement. I would also like to extend a warm welcome to all the individuals who have joined our family this year.

As we approach the second half of the 2014 I would encourage all our business leaders to keep a close watch on the financial performance of your respective businesses to ensure that we are comfortable in the home stretch to accomplishing our financial goals for 2014. As usual I am counting on each one of you to deliver an outstanding performance for Tristar for 2014 and beyond.

Sincerely,

**EUGENE MAYNE**

## Tristar partners with RTA and RoSPA for Road Safety workshop

Tristar launched its road safety awareness campaign workshop on June 10 at the RTA Bus Depot in Al Aweer in partnership with the Roads & Transport Authority (RTA) and UK-based Royal Society for the Prevention of Accidents (RoSPA).



Alan Timms of RoSPA presented before a select group of heavy duty drivers and transport supervisors the causes of road accidents. He also advised the participants to improve their decision making while on the road.

Heavy duty drivers are those driving buses, trucks, trailers and tankers. Last May 10, a horrific bus accident killed 13 workers and injured more than a dozen people. Accidents caused by heavy duty vehicles are sometimes catastrophic like the fuel truck which crashed into a flyover in Riyadh, Saudi Arabia, in 2012 which triggered an explosion and damaging an industrial building.

"Driver education is fundamental throughout the world. Every heavy duty driver should be made aware of the results of their actions owing to the size of their vehicles," Timms explained. RoSPA has used its vast experience to develop an extensive range of safety training courses and delivery methods.

Engineer Hussain Al Banna, Director of Traffic Department at the Traffic and Roads Agency said: "We in the RTA believe in the importance of strategic partnerships with the private and other government sectors in Dubai, and in particular to share the importance of awareness targeting sections of the community to raise their level of understanding regarding traffic in the Emirate of Dubai. During the past years we did not stop supporting outreach efforts undertaken by private companies in Dubai, including the latest by Tristar that deserve our thank you in disseminating the safety culture to the public especially drivers of heavy trucks. We

believe that the existing partnership projects with large transport companies should continue and we will support all campaigns aimed at raising traffic awareness for drivers."

Tristar Group CEO Eugene Mayne added: "As a major player in Oil and Gas logistics, we are conscious of the potential consequences of an incident, involving road tankers transporting flammable products, and we remain committed to sharing our experiences and international best practices to make the roads safer for all users in the UAE and across the GCC."

Earlier on June 8 and 9, Timms conducted a 'Train the Trainer Course' to a group of Tristar managers and operations staff. Two of them were able to conduct the workshop by themselves the next day at the RTA Bus Depot right after the public launching. GM for HSEQ and Sustainability Muhammad Akber also gave the same workshop to 50 drivers of the Apparel Group on June 11.

In addition, Timms addressed Year 12 students of GEMS Wellington International School on June 11 and encouraged them to wear seat belts at the back. To make the teenage students fully understand the significance of wearing seat belts, Tristar brought in a rollover car simulator where some participants experienced the car overturning with them wearing seat belts. "They felt that the presenters pitched the event successfully. They particularly felt that the rollover car after the event gave them a real simulation of the importance of the event," said Jessica Davey-Peel, Year Leader of the school.

## Effective emergency response in South Sudan

The emergency-readiness of Tristar South Sudan was tested on February 17 afternoon when a third-party aircraft operating for an international organization crashed at the Bentiu Rubkuna Airport and skidded near the fence of the Tristar depot.



During the emergency situation which took about 30 minutes, 15 fire extinguishers were used by at least four Tristar personnel who were the first to respond at the scene. Then five Sudan People's Liberation Army members arrived and assisted in the fire fighting.

As per the initial report, the aircraft's landing gear failed to function so it skidded and crashed into two vehicles parked near the helipad setting them on fire. The aircraft finally stopped when it knocked down a security light pole near the Tristar depot.

One passenger died while two others and the pilot were pulled out from the aircraft by SPLA soldiers.

The incident stands testimony to the effectiveness of Tristar's Emergency Response Plan, the upkeep of firefighting equipment, and the quality of training being imparted to Tristar particularly in responding to emergency situations and in operating firefighting equipment.



### Auto show in Kenya

Tristar's lubricants business in Kenya represented by Africa Fuels & Lubricants LTD (AFAL) participated at the AUTO EXPO 2014 held in Nairobi from April 27 to 29. AFAL got some good inquiries during the show which covers the Automotives, Spares and Accessories market not only in Kenya but also in East Africa.

The rapid industrialization and modernization currently sweeping through many African countries has resulted in an increased demand for capital goods such as machinery, lubricants, spare parts, ball bearings and other automotive mechanical goods and accessories. The market for automobile spare parts, in particular, has been an attractive sector for global exporters, as Africa has witnessed a remarkable increase in imports by 30%.



### HSSE Training in Haiti

Tristar Haiti organized an HSSE Training in Port-Au-Prince involving external consultants and local Fire & Safety executives on June 28. The one-day session concluded with a fire drill exercise at the newly built SFR Depot in Haiti.

The training started with a discussion on Environment Protection and UN Regulations such as spill, waste handling, disposal, pollution and soil contamination. GCEO Eugene Mayne commended the training and urged the Haiti Team to 'sustain training and development initiatives.'

## ISO 39001 Training



Several management and operations staff attended the training on ISO 39001:2012 which specifies requirements for a road traffic safety (RTS) management system. The training was conducted by United Registrar of Systems on July 1 to 3. The aim of ISO 39001:2012 is to enable an organization that interacts with the road traffic system to reduce death and serious injuries related to road traffic crashes which it can influence.

## Leadership Clinic



Five senior managers attended the Leadership Clinic conducted by Professor Debashis Chatterjee on May 10 at the Armani Hotel within Burj Khalifa. Dr. Chatterjee has taught leadership at Harvard University and at IIM, Calcutta and Lucknow for more than a decade. He has been awarded the prestigious Fulbright Fellowship twice for Pre-Doctoral and Post-Doctoral work at the Kennedy School of Government at Harvard. "Thank you very much for providing an opportunity to attend the clinic. It was really a brilliant session. Professor Chatterjee is a truly amazing personality," said KM Prasad, Group IT Manager.

## Annual Blood Donation 2014



The Tristar Annual Blood Donation was held on June 12 at the Head Office with 38 out of the 47 volunteers having qualified as blood donors. The focus for this year's campaign by the World Health Organization was "Safe blood for saving mothers." The campaign increased awareness about why timely access to safe blood and blood products is essential for all countries as part of a comprehensive approach to prevent maternal deaths.

## Crew Boat



Tristar Sariyah, the first Crew Boat of Tristar, was blessed on May 20 at Dubai Maritime City before heading off to Sohar in Oman. The boat has a seating capacity of 22 passengers which will be used for handling seafarers and ship crew in-out and from-to Sohar anchorage-Sohar port.

## Dubai Municipality Clinic Visits Tristar



The Dubai Municipality Clinic introduced the importance of preventing occupational diseases by conducting free blood, sugar, chest x-ray, spirometry, audiogram and vision tests on April 28. Representatives from the Dubai Municipality Clinic were able to raise awareness among the Tristar staff and field personnel about occupational diseases related to public health. The Dubai Municipality Clinic also brought its roving chest x-ray van and parked it at the Workshop area.

## Shell Safety Day in UAE and Oman



Shell Safety Day was held on June 4 with the theme "Take time for safety." Around the world, Shell employees and contractors took part in events, sharing ideas and best practices to support each other and help run operations safely. Shell's mandatory 12 Life-Saving Rules were reinforced to Tristar's staff such as wearing seat belts, not speeding or using mobile phones – even hands-free – while driving.

## Emergency Response Drill at Eppco Yard



The Emergency Response Plan of Tristar Dubai was put into a drill at the Eppco Yard on June 12 "when a Tristar articulated tanker 12345 loaded with 8000IG of Total lubricant oil (Rubia 15W40) met with an accident at the Landmark Group roundabout in the Jebel Ali Industrial Area."

The vehicle got damaged and the tank got punctured creating a leak. No injuries to the Tristar driver as he was wearing seat belt.

The Tristar driver managed to park his tanker off the road and called the police and Tristar hotline to report the accident.

The actions taken were conducting an evacuation drill at Eppco Yard, executing product transfer into another tanker, moving tanker from the scene with another unit, and cleaning up the area.

## Automated External Defibrillator



Mohammad Qatuni of Krend Medical Equipment and Trading demonstrated an automated external defibrillator (AED) unit to Tristar staff on July 6. An AED is a portable device that checks the heart rhythm. If needed, it can send an electric shock to the heart to try to restore a normal rhythm. AEDs are used to treat sudden cardiac arrest (SCA). It is a condition in which the heart suddenly and unexpectedly stops beating. When this happens, blood stops flowing to the brain and other vital organs. SCA usually causes death if it's not treated within minutes. In fact, each minute of SCA leads to a 10 percent reduction in survival. Using an AED on a person who is having SCA may save the person's life. The AED unit is available at the main reception area of the Tristar Head Office.

## World Environment Day

Several Tristar locations celebrated World Environment Day on June 5 with theme “Raise your voice not the sea level.” It was 20 years ago when the first Global Conference on the Sustainable Development of Small Island States (SIDS) took place in Barbados. On that occasion, the world took notice as small island developing nations made their voices heard.



The world's small island nations, which are collectively home to more than 63 million people, are renowned as prized destinations: places of outstanding natural beauty, vibrant culture and music appreciated around the globe. While small in total, the land size of small

island nations does not reflect their importance as stewards of nature's wealth on land and sea. They play an important role in protecting the oceans and many are biodiversity hotspots, containing some of the richest reservoirs of plants and animals on the planet.

## Guam Earth Day poster-making



Tristar Guam celebrated Earth Day on April 22 with a poster-making contest conducted in 20 minutes. The winning group came up with an idea of pushing for wind and solar power, planting coconut trees, pushing recycle bins, and coming together as a team to save the planet. Each team was given a chance to present their work and explain the rationale of their concept.

## Employee Welfare and Recognition



### Gauri Arafat receives reward from Shell

Gauri Arafat received a cash reward from Shell for the first quarter due to his support to the Global Lube and Aviation Business. Seen in picture are Shell executives Raja Rao (left), Logistic Manager of UAE, and Tauseef Islam (2<sup>nd</sup> left), Operations Manager, for the Middle East and South Asia, and Group CEO Eugene Mayne.



### Sharjah Shuttle

Effective July 1 a 30-seater coaster has been arranged to shuttle management and admin staff living in Sharjah and the Northern Emirates. It will start picking passengers at 6:10am at Al Qasba up to 7am at the National Paints Area before proceeding to the Head Office. In the evening pick up time at the Head Office is 6:20pm.



### Tristar South Sudan staff support the late Pankaj Sarker's son

Tristar South Sudan has shown the family culture of the company when its management and staff contributed more than USD 10,000 to the family of the late Pankaj Sarker who passed away in January this year after a brief illness in Dhaka. The amount will be used for his 10-year old son's studies and upbringing. Pankaj joined Tristar in October 2012 as a project engineer and was a valuable asset for site mobilization. He was known as a "committed, loyal, hard working and a cheerful person who was always willing to take on additional responsibility."



### Auri and Clea retire

Best wishes to Auri Mathias (2<sup>nd</sup> left), GM-Shipping, and Clea Govias (right), Asst. HR Manager (Corporate), who have recently retired and gone back home to India.



### Labor Camp Lessons

Last May 6, Assistant IT Manager Jayesh Menon conducted a training on SMART Applications at the Labor Accommodation. He introduced smart phone applications such as paying phone bills and checking traffic fines. Two weeks after, on May 20, Corporate Communications Manager Art Los Banos taught the drivers, workshop staff and warehouse personnel basic conversational English.



### Cricket Matches

A series of cricket matches were held on April 12 and 19 inside Jebel Ali Free Zone and on June 6 and 13 at the Zabeel Park. Office staff and field personnel participated in the matches.

The sports initiative was organized by the newly-created Recreation Committee. A Table Tennis Tournament will be held after Ramadan at the Head Office.