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MIDDLE EAST AND INDIAN OCEAN



3 CSR Awards for Tristar

The Tristar Group's corporate social responsibility (CSR) initiatives have been recognized and awarded by three institutions in a span of six days. These awards reinforce the company's philosophy to be a responsible business.

Tristar Group CEO Eugene Mayne received on October 26 from Dubai Chamber Chairman H.E. Majid Saif Al Ghurair the CSR Label certificate (bottom).



The CSR Label has been designed to provide a diagnostic model, as well as a learning and development tool that will help companies define and improve their CSR strategy, related policies, and management practices. The assessment covers four impact areas: Environment, Community, Workplace, and Marketplace.

Mr. Mayne commented: "When Tristar was born in 1998 the decision was made to be a responsible business. This meant not only operating to the highest safety and environmental standards but also caring for the communities where the company operates. Over the years Tristar has developed a strong CSR culture and today CSR is an integral part of the company's business strategy."

The first recognition was the Partnerships and Collaboration Category award given by the Arabia CSR Network on October 20 for Tristar's 'Let's go home safely' road safety campaign before senior high school students in 2015 in partnership with UK-based Royal Society for the Prevention of Accidents (RoSPA).

The campaign conducted in May 2015 was widely covered by the media which highlighted the appeals of RoSPA road safety experts before the students to wear seat belts even at the back, not to use mobile phones even with hands-free sets, and to keep a safe distance from the vehicle in front.

On October 24, the Maritime Standard Awards handed over to Mr. Mayne the CSR award for its projects in the UAE, Pakistan, the Pacific Island of Guam and Haiti which are focused on road safety, education, health and the environment.

One life-changing initiative the group launched in Haiti in 2015 was the distribution of the Tristar Water Bags to 100 families in the Kenscoff mountains whose residents have to walk for four hours to fetch water from the foothill area without having a proper container. The water bag, with a 5-gallon capacity, made their lives easier as the water bag is a durable and efficient human water transport tool.



Eugene Mayne | *Group CEO*

Wish you all a very Merry Christmas and Happy New Year.

We are into the last month of the year and heading into the festive season as we release our last newsletter for 2016. I would like to use this opportunity to wish each one of you and your families 'Season's Greetings' and 'Best Wishes' for 2017. This is also an opportune moment to extend my deepest appreciation and thanks to each one of you for all the hard work and sacrifice that have ensured a reasonably good performance in 2016.

Last quarter of 2016 was a quarter of awards for Tristar. First we received from the chairman of Dubai Chamber, Majid Saif Al Ghurair, the CSR Label which acknowledges our CSR and sustainability efforts in making Tristar a responsible business. Tristar was one of the 21 companies recognized during the awarding presentation on October 26.

The Arabia CSR Awards on October 20 recognized our road safety campaigns for heavy duty drivers and senior high school students in the UAE. At the Maritime Standard Awards on October 24 Tristar was the winner of the CSR award in the shipping industry and one week later at the Seatrade Maritime Awards function we were declared winner of the 'Deal of the Year' for the acquisition of Abu Dhabi-based Eships earlier in the year.

Incidentally we have opened our new shipping office at the Jumeirah Lakes Towers (JLT) to accommodate the relocation of the entire Eships organization from Abu Dhabi. Staying with Shipping, with the delivery the

'Silver Joan' on November 29, we have completed launching all six ships under Project Silver and delivered into long term time charter to Shell.

Our Turnkey operations have also seen some success with the award of a long term fuel contract in Central African Republic. We have also commenced construction of a commercial aviation depot in Liberia and expect to start operations in the first quarter of 2017. In Haiti, too, we have commenced construction of a commercial fuel depot and this terminal should be commissioned sometime towards the third quarter of 2017.

Here at home in the UAE, we have had a soft commissioning of our multi logistics polymers facility in JAFZA South. The facility is designed for receiving bulk PP/PE granules in silos and bagging of the granules by a fully automated bagging operation into FFS film bags and/or big-bags. Technical management of this facility with sales and marketing support will be provided by Skeberis Plastics of Greece. The facility has an in-house fully automatic tank cleaning facility installed by Groninger (Europe) and also has the capability to store more than 15000 pallet positions for a wide range of drummed and packed chemicals and industrial solvents in a fully automated handling and storage environment. The entire facility has been designed and built to green building specifications which is certified to LEED's Gold standard.

We have also refurbished and expanded the capacity of our Jebel Ali Industrial Area No. 1 warehouse whose move has been welcomed by our customers BP and ENOC who have been using this facility for their lubricants distribution for nearly 10 years now. Green building standards have been incorporated into the new warehouse building and is LEED certified. Pallet storage capacity has more than doubled and an improved security system is now in place with the installation of 32 CCTVs monitoring the entire yard and inside the warehouse.

Our transport operations in the UAE hosted a visit by a Shell global leadership team for a review of our Road Transport and Warehousing operations. Our visitors were very impressed with the site visit and distributed certificates of appreciation to ground staff.

In closing, I am happy to announce that we have launched a trial Happiness Program for our UAE staff and the initial response from all those who attended is very encouraging. As we move forward into 2017 we will be looking to extend this initiative into a regular calendar event at all our operating locations. In the meantime, enjoy the festive season with your families and loved ones and stay safe.

Wish you all a very Merry Christmas and Happy New Year.

Sincerely,

EUGENE MAYNE

Tristar Partners with Dubai Chamber in Promoting Leadership in Fleet Safety Management



Tristar in partnership with Dubai Chamber's Sustainability Network conducted a seminar on 'The Role of Leadership in Fleet Safety Management' at the Dubai Chamber building on October 25.

The seminar proposed by Tristar provided business leaders and managers the knowledge and skills as well as the best practice and advice to effectively manage people who drive to work and to understand the influence they have on safety culture and driver behavior.

David Marsh, Senior Road Safety Adviser of the Royal Society for Prevention of Accidents or RoSPA, spoke about the importance of effective leadership to create an accident free culture. He also shared his knowledge about the reasons of collisions, human factors causing drivers to crash, associated costs, and the methods to reduce road risk and cost exposure.

Muhammad Akber, GM for HSEQ and



Chief Sustainability Officer, presented Tristar's driving simulation equipment which he said had all real road conditions in the Middle East like sandstorm and even rains.

Dr. Belaid Rettab, Senior Director, Economic Research and Sustainable Business Development Sector, Dubai Chamber, stated that the seminar reflects on the commitment of the Sustainability Network members to contribute various sustainable initiatives. He noted that this kind of initiative enhances Dubai's reputation of celebrating diversity while creating an inclusive and cohesive society that enriches its business environment.

Eugene Mayne, Tristar Group CEO 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."

Deal of the Year Awarded to Tristar



Tristar's acquisition of German-owned Emirates Ship Investment Company (Eships) for USD 90 million, which was facilitated by Abu Dhabi Islamic Bank (ADIB), won as 'Deal of the Year' at the Seatrade Maritime Awards held on October 31. The event was attended by more than 800 of the most high profile and senior industry professionals in the shipping and maritime industry in the Middle East region, including the African continent and Indian Sub-continent.

ADIB's investment banking team advised Egon Oldendorff GmbH & Co. KG, on all aspects of the transaction including structuring, valuation and negotiation. In addition, ADIB's syndications and structured finance team helped Tristar in structuring and securing acquisition financing for the transaction.

Tristar Happiness Program Launched



The head office in Dubai has embarked on an experimental Happiness Program involving 20 managers, admin and office staff who had attended five two-hour sessions from mid-August to mid-October.

The initiative was launched on July 31, the day when all the national newspapers in UAE came out with the headline that the government will send 60 happiness and positivity officers to the US for training.

"Tristar is dedicated to create an atmosphere of Happiness among its work force. Today, we are embarking on a special project to create Happiness and Wellness in our work atmosphere. Twenty



of our employees are plunging in to undergo twelve sessions of the Happiness and Wellness Program conducted by a specialist, Dr. Pratap Bordawekar," said Group Chief Administrative Officer Balaji Nagabhushan.

Dr. Bordawekar, a 26-year medical practitioner who has been conducting corporate trainings on lifestyle and stress management for 10 years in India and in the UAE, has conducted the pilot program. He said that happiness is a perception of the mind, often sustainable due to physiological state of positive, balanced, rational mind, not always associated with pleasure giving stimuli.



"Everyone deserves happiness, everyone has the right to happiness irrespective of status or position," he explained before Tristar managers and staff, including Group CEO Eugene Mayne.

The launching of the program has been complemented by the Happiness Wall which was installed near the staircase for all staff and visitors to read. "The Happiness Wall is up and is smiling at all of us along with our Core Values," Nagabhushan added. "Tristar recognizes that Happiness and Wellness of the employees are the core to the success of the program. We wish that everyone utilize this opportunity."



Tank Storage Asia Exhibition

Tristar Terminals Guam, Inc. recently participated at the Tank Storage Asia 2016 Conference in Singapore on September 27 and 28. The event was held at the iconic Marina Bay Sands. Leading international manufacturers and suppliers showcased their competitive products and services to potential buyers from across the region.

Tristar Group CEO Eugene Mayne supported the tandem of Tristar Guam's GM K K Vikraman and Corporate Secretary John Dennett who is also the Program

Manager of Agility in the Pacific island. Tristar's goal is to be recognized as one of the biggest storage facilities in Guam and neighboring regions. The terminal, spread over 237 acres, is one of the largest fuel storage terminals in the world and has a storage capacity of 4.2 million barrels.

According to Tank Storage Asia organizers, Asia is expected to add an additional 45 million m³ of crude oil storage capacity between 2015 and 2017, already surpassing the capacity for the whole of the ARA region.



Tristar South Sudan in Full Operations

Operations in South Sudan continue with the same zeal and enthusiasm exhibited by the members of the Tristar Family in the past years. Fuels and lubricants are being moved by Tristar tankers along with peacekeeping vehicles to various sites for topping up of stock. The Barges and Pusher, along with the Landing Craft Trailers (LCTs), have recently delivered fuel and lubricants to the Malakal site for its sector requirements.

Notwithstanding the rainy season and interruptions due to the conflict, the projects for augmenting the storage capacities at Bentiu and Malakal were completed in September and October 2016, respectively. The current product-wise storage capacities at Malakal are: 2.7 Million Liters for Jet A-1, 2.14 Million Liters for Diesel and 112,000 Liters for Petrol. At Bentiu, the current product-wise storage capacities are: 1.27 Million Liters for Jet A-1 and 1.12 Million Liters for Diesel.

In order to provide secure and comfortable living accommodation, as per Tristar policy, the construction work for a new facility has commenced for Tristar supervisors and technicians at the Juba site which is expected to be ready by December 2016.

Shipping Business Presentation at Sohar Port



Tristar Group CEO Eugene Mayne and the Tristar shipping management team met officers of the Sohar Industrial Port Company (SIPC) and several shipping agents at the Tristar-sponsored business presentation held at the Sohar Crowne Plaza on August 16.

Tristar's shipping operations in Oman commenced in 2010 with Tristar Courage for the supply of fresh water, stores, lubes and gas oil at Sohar Port. Then in 2013 Tristar Pride was brought in to resume marine services, followed by the crew boat Tristar Sariyah which has a seating capacity of 22 passengers.

The Tristar AD Comet 11 for utility services was launched during the meeting. It will ensure seamless service to customers 24/7 because the vessel has the advantage of taking both passengers and cargo thereby

providing a fast and efficient combined service to customers.

Photo above shows from right to left: SIPC Executive Commercial Manager Marc Everese, Tristar Marine Service Officer Aneesh Manakkathodi, Tristar Shipping GM Shailesh Bildkar, SIPC Commercial Manager Wouter Barendregt, Eships CEO Roberto Zanca, Tristar Group CEO Eugene Mayne, SIPC Harbour Master Batti Al Shibli, SIPC Deputy Harbour Master Harold Roosenboom, Tristar Shipping Marine Service Manager Saji Nair, Eships CFO Chris Peters, and Tristar Shipping Fleet Manager Henri de Gersigny.

Sohar Port and Freezone is a deep-sea port and freezone managed by Sohar Industrial Port Company (SIPC), a 50:50 joint venture between the Port of Rotterdam and the Sultanate of Oman.



2nd Global HSE Team Meeting

The second meeting of the Global HSE Team was conducted on October 17 at the head office with participants from Kenya, Pakistan, Qatar and Oman. The other participants were from Road Transport, Warehousing, Workshop, Operations and Support Functions.

The purposes of the meetings are to protect and continually improve the Health and Safety of customers, contractors, employees and facilities worldwide, and to protect the environment by preventing pollution.

One key target of the committee is to ensure that plans to achieve Goal Zero are reviewed carefully and implemented effectively. Another benefit of the meetings

is the sharing of HSE best practices. The first meeting of the team was on July 2 which was attended by the country heads of KSA, Tanzania, Oman and Kenya.

Earlier this year, a consolidated Group HSSE Manual was circulated to the various business lines and overseas locations. The manual encompasses key operations in road transport, warehousing, turnkey fuel operations and shipping.

"This manual will serve as the master document for our HSSE management system and will have cross references with our existing ISO and other HSSE procedures," disclosed Muhammad Akber, GM for HSEQ and Chief Sustainability Officer.



First Aid Training

The new office and ground staff of the Tristar Jafza Facility underwent a First Aid training on October 13. The highlight of the activity was the actual

CPR (cardiopulmonary resuscitation) techniques. CPR is an emergency procedure that combines chest compression often with artificial ventilation.



Compression:

- A compression is the act of pushing on the chest.
- People often don't push hard enough because they're afraid of hurting the victim.
- It is better to push too hard than not hard enough.

Artificial Ventilation:

- If you are also able to give breaths, you will help even more.
- Your breaths need to make the chest rise.
- When the chest rises, you know the person has taken in enough air.

Automated External Defibrillator (AED):

- If you start CPR and then use an AED within a few minutes, you will have the best chance of saving a life.
- AEDs are safe, accurate, and easy to use.

Basic first aid refers to the initial process of assessing and addressing the needs of someone who has been injured or is in physiological distress due to choking, a heart attack, allergic reactions, drugs or

other medical emergencies. Basic first aid allows you to quickly determine a person's physical condition and the correct course of treatment.

Fire Fighting Training

Tristar ground staff were the next batch of employees trained on August 17 and 23, and September 18 and 25 on how to use a fire extinguisher as required by Civil Defense. Last May 29, Tristar management and office staff led by Group CEO Eugene Mayne had their own training.

- The simple fire extinguisher technique is the PASS method:
- Pull the pin on the extinguisher.
 - Aim the hose nozzle low toward the base of the fire.
 - Squeeze the handle to release the extinguishing agent.
 - Sweep the nozzle from side to side at the base of the flames until extinguished.

Basic Firefighting training gives a basic idea about workplace safety and health practices. It is conducted to educate employers about the need to implement safer and healthier practices at workplace. Participants are trained to respond quickly to fire alarms at the workplace.



Tristar Supports Can Collection Drive 2016

Tristar provided a 7-ton delivery pickup to the Emirates Environmental Group (EEG) for its Can Collection Drive 2016 held across the UAE. Tristar volunteers were assigned to weigh, record and load cans brought by companies, schools and individuals at the Al Barsha Pond Park in the morning of October 29.

After the event the EEG posted on its Facebook page: "EEG concluded its

#CanCollectionDrive. Today we collected 6,250 Kgs of #AluminiumCans from all Emirates which helped mitigate 94 metric tonnes CO₂ through collective efforts of our participants #CCD2016. A big thank you to all participants and volunteers McDonald's UAE, #Tristar, Abela and Co. Head Office #AlfuttaimCarillion Radisson Blu Resort Sharjah and Zayed University Students who helped make this event successful."

Tristar Wins Again at Arabia CSR Awards



The 'Let's go home safely' road safety campaign before senior high school students in Dubai held in May 2015 won in the Partnerships and Collaboration category of the Arabian CSR Awards 9th Cycle held on October 20. Corporate Communications Manager Arthur Los Banos (right) received the award from Arabia CSR Network President and CEO Habiba Al Marashi. In October 2014, Tristar won under the same category with the same road safety campaign but focused more on heavy duty drivers.

Guam Annual Adopt A School



Tristar Guam took part in the annual Adopt A School program and refurbished Captain B. Price Elementary School in Mangilao, Guam. For three days, August 6, 7 and 13, Tristar volunteers repainted areas such as hallways, sidewalks, fences, and the parking area. In addition, they cut the grass around the campus in preparation for the 2016 school year opening.

Tristar UAE Staff Donate to Tristar Haiti Staff



A total of USD1,000 was collected from staff based in the UAE who wanted to help their counterparts in Haiti who suffered from the devastation brought about by Hurricane Matthew on October 5. The generous gesture was in response to the October 13 message from the GM-Haiti: "Jeremie staff require assistance for renovating their house roof and protecting their children from Cholera disease that broke out recently. Still they live without electricity and drinking water supply. However transport and communication is re-established to acceptable level." The amount was turned over by GM-Turkey Operations Ramachandra Rao (left) to Group Finance Manager Shridhara Padubidri.

Book Donation from Tristar Staff



Tristar represented by Quality Officer Jonichen George (left) turned over books donated by Tristar staff to the EBM Benchmarking Club which facilitated a book donation drive. The donated books were sold at the Reading Bazaar at Dubai Festival City from August 25 to 27. The proceeds were sent to underprivileged young individuals outside the UAE to support their reading needs. This undertaking supports the initiative of His Highness Sheikh Mohammed bin Rashid Al Maktoum to encourage reading.



GCEO Birthday

September 10 this year was a holiday – Eid Al Adha – so the annual ‘surprise birthday committee’ planned to celebrate Mr. Eugene Mayne’s birthday before the long weekend. On September 8, Thursday, before 4 pm the head office training room was already full of greeters who came as far as Abu Dhabi. The birthday celebrant appeared around 4:20 pm and was so happy to see everyone including his grandchild, Skyler, who ran towards him shouting ‘grandpa.’

The boss said he knew that there was something being prepared because the CCTV of the training room was not working for the past two days. It was during those days a group of performers practiced their song-and-dance number. Their efforts turned out well when they entertained not only the boss but everyone else. The boss was honored by his own family, with Mrs. Joan Mayne taking the lead, followed by a video presentation of the various overseas operations and then ending with another round of honoring by some seniors and staff.



Onam 2016



Onam, the festival of the South Indians, specifically the Keralites, was celebrated at the Tristar head office on September 15. Onam is a major Hindu cultural festival celebrated by people cutting across socio-economic and religious distinctions. This year the Mahabali was Sam Varghese. The guests were served with traditional

treats like kaaya varuthatha (banana chips), sarkara upperi (jaggery coated banana chips), mango pickle, lime pickle, puli inji (tamarind and ginger chutney), kichadi (gourd in mildly spiced yoghurt), pachadi (pineapple in yoghurt), olan (ash gourd with black beans in a coconut milk gravy), stir-fried vegetables with grated

coconut, theeyal (mixed vegetable gravy), erissery (mashed beans and pumpkin with coconut gravy), avial, puliserry (yogurt based curry), kootu curry (black chickpeas curry), sambar, rasam, spicy buttermilk, bananas, papad and, of course, boiled rice.



Shell Commends Tristar Staff Contributions in Q3

Shell EMEA Logistics Manager Christos Papastergiou (3rd left) hands over the certificate of appreciation to John N.J., Operations Supervisor, for his support in delivering in full the largest order for UAE Delco. Tristar Group CEO Eugene Mayne (2nd left) and other Shell officials witnessed the recognition. Sheridan Dela Rosa, Senior Operations Supervisor, was also recognized

for her effort in improving customer experience; Rayan Crasta, Operations Supervisor, for ensuring safe warehouse operations in 'challenging conditions'; and Roshan Pereira, Workshop Manager, for his innovative and creative thinking for developing interlocking system for 3 KL bulk tanker.



Tristar Head Office Warehouse Team Applauded

The Total Team which conducted a Finance Audit Inventory and Physical Stock Count last October applauded the head office warehouse team for 'no variances against WMS/Exceed and Physical Stock'. Total Marketing Middle East Logistics Manager

Rajendra Sharma wrote: "Good job, Dinesh and Jayesh, to maintain zero difference in physical stock count. The other Tristar Team members are Krishna Prasad, Zulfiqar Ali, Liaqat M, Arun D' Souza and Abdul Gafoor.

Good Attendance at Tristar Toastmasters Club

Attendance at the twice a month sessions of the Tristar Toastmasters Club has been averaging with 20 participants. This is a good indication that interest from old and new staff has been revived in the past six months. There are now five Competent Communicators with MITM Jovita Jasmine D' Souza, who is VP for membership, scheduled to delivery her 10th project speech this last quarter.



Linde Thanks Abdul Nazar



Linde has acknowledged the safe services of driver Abdul Nazar who has left Tristar without an incident and complaint. Site Manager Christian Paradis is seen thanking Abdul Nazar with Global Maintenance Manager Rajesh Sreedharan. Tristar is now on its 11th year serving Linde which commended the company last December 2015 for '10 years in partnership and more than 6 million km's accident free'.

New Tristar Staff at Jafza South



The newly formed Tristar Team of the first Silo and Bagging Facility in Jebel Ali Free Zone (Jafza) built in partnership with Skeberis Plastics pose together at the new office building's reception area. The facility is a one-stop shop of polymers logistics services and also offers specialized warehousing for chemicals, dangerous goods and polymers. It also has an automatic ISO tank cleaning station.



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