

TRISTAR WORLD

TRISTAR NEWSLETTER OCTOBER 2017
www.tristar-group.co



**SAFETY
IS OUR
BUSINESS**



**EMERGENCY
RESPONSE
DRILL**

**CSR
PROJECTS**

**HAPPINESS
ACTIVITIES**



Photo taken on July 28 at Quarterly Safety Meeting

FROM THE HEAD OF IT



Amongst our many successes this year, we have implemented in conjunction with our Group Chief Administrative Officer Balaji Nagabhushan, and our Group HR Manager Tina Katara, an employee self service module, saving thousands of sheets of paper, and hours of laborious manual effort a year. Additionally, we have worked collectively with both Finance, Operations, Legal and Billing to ensure that we are prepared for the onset of VAT around the GCC by 1 January 2018.

In keeping with Tristar's commitment to maintaining only the highest of safety standards, we have worked on pilot projects involving Driver Fatigue Monitoring and live Tyre Pressure Monitoring - both of which would not have been possible without building up internal enthusiasm and the encouragement of collective responsibility between those involved.

The jewel in our crown for 2017 is the implementation of a ground breaking Blockchain project. All our complete end-to-end warehousing and transportation processes are captured in Tristar's private Blockchain, providing real time oversight and analysis to all stakeholders. Records stored in the Blockchain are computationally almost impossible to alter, leading to unprecedented verification and transparency to all involved. We are one of the first organisations in the world to successfully implement this technology.

The Blockchain project started life as a one-page sketch in February, and has taken in the valued contributions of our Business Excellence department, Rajeev Tunoly, in charge of our Warehouse 2

team, and the GM of Road Transport and Warehousing Shivananda Baikady, as well as Mr Mayne himself. The fostering of a strong team ethic, collaborative working and a desire to show results has made this project thus far an unprecedented success.

Because we have much to do, I like to work fast and get things done. As you have read, every successful project involves teamwork and team spirit. We have worked tirelessly with our colleagues throughout the Tristar Group to ensure just that.

I believe in what we do at Tristar, I believe in the company's values, and I like to come to work to make a difference. I thank everyone that has helped us bring about positive change, and ask that you continue to all make a difference at Tristar.

Aim high Tristar!
ADAM LALANI



IT Team

It is a great honour to be asked to write the foreword to this quarter's Tristar World. This year has been one of great change in terms of how our department delivers technology to the business. At the start of the year, our Group CEO Eugene Mayne entrusted our team with the task of instigating a company-wide digital transformation, in order to propel Tristar to the forefront of technology usage in our industry.

Fast-forward to 8 October 2017, and our IT team walked away with the Best Logistics Innovation and Technology Strategy Award at the Computer News Middle East's 2017 ICT Achievement Awards.

I have worked in IT for over 20 years, and without a doubt, we are lucky to count amongst our team some of the most knowledgeable, dedicated and hardworking IT professionals in the region. Often the role that these exceptional characters play is out of the spotlight, as they ensure the smooth daily running of our business, but let me assure you the department is playing like a finely tuned orchestra, with each member vital to our collective performance. I am proud to be their conductor.

Mr Mayne has mentioned it before - Tristar is built upon its people. Throughout the organisation, I have encountered colleagues with unprecedented insight and knowledge, bustling with ideas, creativity, enthusiasm and the desire to make a difference. Working together with these unsung heroes, by building relationships with them, forming working coalitions and providing them with an outlet to express their ideas, it has enabled the department to harvest fruit from the seeds sown at the beginning of the year.

The IT team is currently working on over 60 live projects. Internally, our wish list is almost double that, but we have focussed and prioritised on those projects that deliver the maximum value to our stakeholders. We welcome all your suggestions, as nobody understands our business and the challenges that we face on a daily basis better than you do.

GCEO on Sustainability Development Goal No. 3

Group CEO Eugene Mayne shared Tristar's effective road safety measures to achieve the UN Sustainability Development Goal No. 3 on 'Good Health and Well Being' particularly in reducing the number of global deaths and injuries from road traffic accidents. Speaking at the 2017 Best Practices and Benchmarking Forum,

organized by Department of Economic Development of Dubai on October 17, Mr. Mayne explained that the company is working towards achieving 'zero' or no accidents by its heavy duty truck and tanker drivers by building a culture of safety based on 4 E's - Education, Engineering, Enforcement and Evaluation.



MEGA EMERGENCY RESPONSE DRILL



The Emergency Response (ER) readiness of Tristar was tested again on April 12, this time at the Warehouse 2 in Jebel Ali Industrial Area No. 1. The scenario was a tanker filled with gasoil had a leakage from the discharge value, which created fire and injured the Tristar driver with serious burns. A supervisor at the site immediately activated the fire alarm noticing the fire.

The Emergency Response (ER) readiness of Tristar was tested again on April 12 this time at the Warehouse 2 in Jebel Ali Industrial Area No. 1. The scenario was: a tanker filled with gasoil had a leakage from the discharge value, which created a fire and injured a Tristar driver with serious burns. A supervisor at the site immediately activated the fire alarm upon noticing the fire.

To check the overall ER preparedness of the company these are the guidelines:

1. Perform a headcount to ensure safe

evacuation.

2. Cool down nearby stored product that could otherwise catch fire due to heat/flames of burning tanker.
3. Provide first aid to injured driver and shift to hospital.
4. Government firefighters to put off tanker oil fire.
5. Stop product leakage from tanker after fire is extinguished.
6. Transfer remaining product from damaged tanker into empty tanker and move to safe place.
7. Clean up the site and restore safe working conditions.

8. Maintain internal and external communication during the emergency.

The participants included Dubai Civil Defense (DCD), Dubai Police, Dubai Ambulance, Shell-UAE and Shell Oman. Overall, positive comments were received from DCD and Shell in the de-briefing meeting. The DCD General Manager later on gave an appreciation certificate to Tristar for organizing the ER drill with the customer. The Head Office implemented a similar ER drill on February 23, 2016.

Customer Section



Turnover

Lafarge Readymix Gulf contracted Tristar to provide and operate 15 concrete mixers. Tristar Group CEO Eugene Mayne and Lafarge Readymix Gulf GM Adham ElSharkawy graced the turnover ceremony of the heavy-duty vehicles on September 7, with some management officials from both companies and Tristar drivers.



Visit

A global team from Cemex visited the Tristar head office on August 29 and observed the Journey Management operations. Eladio Villasenor, Supply Chain Global Network Leader, even tried the driving simulator to the delight of his colleagues led by J. Carlos Soto, UAE and GCC Director for Procurement and Supply Chain.

Recognition



BP

Tristar Group CEO Eugene Mayne receives from BP Cluster Supply Chain Manager - Middle East & KSA Julio Salazar the special recognition indicating more than 4 million kilometers and 200,000 man-hours of accident free operations in 10 years.



Linde

Mr. Christian Paradis of Linde hands over to Mr. Eugene Mayne the service award token mentioning Tristar's safety performance of achieving 8 million kilometers of safe driving. The distance is an equivalent of 10 trips to and from the moon.



MOMBASA LUBE SHOPPE INAUGURATION

By John Karaba – AFAL



The Mombasa market is home to numerous brands that are both locally blended and imported. Superlink Car Décor is our first Lube Shoppe in the coastal region of Kenya located in Mombasa and exclusively dedicated to promoting the Caltex brand. Its location is a realization of a wider brand visibility since it is surrounded by numerous car showrooms and garages.

Our first AFAL Lube Shoppe was officially launched on September 8. In attendance were key market influencers in the car industry who agreed to support the

new venture of their long-time partner SuperLink. The influencers committed to recommend Caltex products and assure their authenticity to all their clients whether first time car owners or old-time car owners. Based on the location of the shop and the type of clientele being served, the focus is on passenger car owners making Havoline the star brand among the other Caltex products.

Having a Caltex dedicated outlet backed by its superior performance gives the brand a competitive edge against the competition. SuperLink has committed to exclusively market and sell Caltex products to its customers and networks within the motor vehicle and industrial market segments.

The key advantage for AFAL is the opportunity to introduce Caltex products to first time car owners and other old-time car owners who might not be aware of the existence of Caltex products within the Kenyan market.

Besides the commitment by SuperLink to promote Caltex products, it shall be a

reference point to other potential stockists of business growth opportunity.

Growth in monthly volumes within the market will be a matter of time that will be supported by customer satisfaction and consumer confidence in Caltex products.

Establishing our first Lube Shoppe marks the start of our journey to establish more outlets in strategic locations and within the city and other towns as we grow our market share and extend the Caltex experience with numerous motorists throughout the region.

Extensive implementation of this concept across the region will not only continuously increase the monthly billing volume but will also enhance consumer loyalty. This is because it is easier to monitor customer satisfaction levels through feedback collection as well as handling of any concern that may arise. This shall also have a ripple effect across the market facilitating an increment in more billable counters on monthly basis and consequently more brand visibility as we target to reach 80% of the total counters.



Somalia Training

Tristar Somalia has conducted JIG Inspection and Training in July in the capital Mogadishu to further enhance the full operational capability of the company to execute the Turnkey Aviation Fuel Supply Contract to refuel peace keeping mission's 'fixed wing and rotary aircraft fleet.

Tristar's new operations in Somalia covers sites mainly in Somalia, Somaliland and the Puntland regions.

The site inspections were held at the Port Storage Facility (SFC Site), Airport Depot Facility (HASS Site) and Mogadishu Airport Into-plane operations from July 19 and 20. The JIG Training that was conducted for two days, on July 21 and 22, was attended by 29

personnel, including sub-contractors and peace keeping fuel team members. Tristar employees from from Baidoa, Beledweyne, Dhobley, and Baladogle attended.

Sohar Football League

Tristar sponsored the Ramadan Sohar Football League called 'Sohar Cup 2017' which was participated by 32 teams representing companies operating in Sohar Port and Freezone terminals, tenant companies as well as contractors and sub-contractors.

The proponent of the 10-year old league is SIPC whose executive manager for corporate affairs, Mr. Suwaid Al Shamaisi, was the event chairman who oversaw 60 matches held every night within three weeks.

Orpic was crowned 2017 champions when their players fought their way to glory against International Maritime College Oman or IMCO at the Al Arabi field in Sohar via penalty shootout scoring six goals over five goals.

Some teams represented the Omani government like the Royal Oman Police, Oman Customs and local Sohar departments.

Tristar Shipping Marine Services Manager Saji Nair attended the awarding ceremonies and received a recognition from SIPC for sponsoring the event. In picture with Mr. Nair (2nd left standing) are Tristar Sohar Marine Services Executive Aneesh Manakkathodi and officers from SIPC led by Mr. Suwaid Al Shamaisi with players from 1st runner-up IMCO.



TRISTAR SUPPORTS RTA'S SUMMER CAMPAIGN



To reduce road accidents and vehicle breakdowns last summer, the Traffic and Roads Agency (TRA) of the Roads and Transport Authority (RTA) launched the 'LOWER the Risk' campaign which was aimed at encouraging motorists, heavy duty vehicle drivers and fleet operators to frequently check their lights, oil, water, electric connections and rubber or tyres of their vehicles.

A lecturer from the TRA spoke at the second Tristar Quarterly Safety Meeting (QSM) at the Dulsco Event Arena in Al

Quoz last July 28 which was attended by almost 300 drivers and ground staff as well as some of the group's management, customers and suppliers. He also explained the various new fines which were already in place since July 1, e.g. vehicles with tyres in poor condition will be impounded for seven days and the driver will be fined Dhs500 as well as receive four black points.

The 'LOWER the Risk' concept is not new to Tristar which had launched its own much wider CHEST campaign in 2011 which stands for Check Every STep in inspecting a vehicle before traveling.

Using the theme '99% is not safe enough,' the CHEST campaign was designed to avoid the three C's: carelessness, compromise and complacency. A safety quiz was conducted for the drivers to reinforce their knowledge on safety rules.

Tristar Group CEO Mr. Eugene Mayne reiterated the new Tristar 5 Golden Rules to all the drivers:

1. *Maintain speed at 80 kmph and slow down when approaching a roundabout by having a 15 kmph speed,*
2. *Not using mobile phone while driving and even with a hands-free set,*
3. *Travel at safe distance or the vehicle in front should have a 6-second gap from your vehicle,*
4. *Using the slow lane or outer lane, and*
5. *Wear seat belts all the time.*

He also stressed on the fact that Tristar should aim for 'Zero Accidents' and continue emphasizing on the 'Let's Go Home Safely' campaign not only for drivers but also for the community in general. Drivers should be very careful while performing their duty to avoid injuring people and damaging the environment.

The QSM is part of the drivers' continuing annual training to learn from best road safety practices shared by customers, regulators and subject matter experts. The top performing drivers were recognized under the Drivers Professional League or DPL program.



Shipping Safety Workshop

Tristar Group's shipping division and subsidiary Eships organized the Middle East (ME) Shell Sub-focus group workshop in Dubai on September 20 and the India Sub-focus group workshop in Mumbai on July 20.

Eships COO Shailesh Bildikar, ME/India representative of the Shell Focus Group, coordinated both workshops, which were attended by Shell Partners (Contractors) in the ME and Indian region. The Focus group was created by

Shell to link the partners and Shell for effective implementation of safety initiatives under the drive 'Shell Step Change Towards safety.' The September 20 gathering saw partners from different segments of the maritime industry such as seagoing, coastal and offshore owners and technical managers. Tristar as the Shell Focus group representative in the ME and India region is responsible for facilitating, monitoring and implementing learning engagements tools, reflective learning and resilience, among all the partners.



Dubai Police at labor camp

Representatives from the Dubai Police gave an orientation to Tristar heavy-duty drivers on the new road accident and traffic fines, which took effect on July 1 this year. The gathering was held on August 6 at the Tristar Labor Accommodation with about 60 drivers and ground staff attending.

On October 15, the new speed limit on Sheikh Mohammed Bin Zayed Road was reduced to 110 km/hr.

3RD ARABIA CSR AWARD ON ROAD SAFETY



For the third time the Arabia CSR Network recognized the effectiveness of Tristar's 'Let's go home safely' road safety awareness campaign in the UAE.

"Tristar's project on Road Safety is a unique initiative that is closely tied to their core business interests and exploits their core skills and expertise. Therefore, this collaboration project is a strong example of effective social responsibility on the part of a business organization. Being a United Nations Global Compact signatory, Tristar has always looked for opportunities to enhance its social responsibilities through a combination of responsible practices and impactful projects," writes the Arabia

CSR Network in its publication entitled 'A Decade of Recognition 2008 - 2017'.

Mr. Balaji Nagabhushan, Group Chief Administrative Officer of Tristar receives the certificate under the Partnerships and Collaborations category from (left) H.E. Mr. Abdulla Alsaleh, Undersecretary for Foreign Trade & Industry at Ministry of Economy and (right) H.E. Engr. Sheikh Salem bin Sultan bin Saqr Al Qasimi, Chairman of the Department of Civil Aviation of Ras Al Khaimah. Looking on is Ms. Habiba Al Marashi, President and CEO of Arabia CSR Network.



Free medical screening for seafarers at Fujairah Port

Continuing support to International Seafarers Day 2017, Tristar in collaboration with Fujairah Port Medical Centre and Fujairah Port offered two days of free medical screening to almost 400 seafarers, who were stationed at the port on July 9 and 10.

Each seafarer received free medical screening that included blood pressure reading, calculation of BMI, blood sugar testing, consultation for chronic diseases, and free medications.

This year the 'Day of the Seafarer' was celebrated on June 25 and the International Maritime Organization has used the theme 'Seafarers Matter'.

Mr. Eugene Mayne, Founder and Group CEO of Tristar said: "The shipping industry transports 90% of the world's trade and the seafarers

are the backbone of this large industry. They dedicate themselves to life at sea, away from home, doing work that can often be challenging, lonely and even dangerous. As a company with strong interests in the shipping sector, we are committed to the welfare of seafarers. We launched this initiative in collaboration with the Fujairah Port and the Fujairah Port Medical Centre to ensure that seafarers can do their jobs safely, feel valued and can return home safely to their families."

On his part, Dr. Jayaprakash Subramani, CMO and Internist of Fujairah Port Medical Centre said: "Maritime working environment demands physical working conditions, potentially hazardous tasks, isolation, long hours of work, rigid organizational structures and high levels of stress and fatigue. This result in seafarers having higher chances for being affected by diseases and accidents compared to other occupations. That is why it is crucial to get a periodical health screening and we are pleased that we have started this initiative with Tristar and Fujairah Port."

The medical center is a member of the Al Sharq Healthcare Group, which is the wholly owned division of Fujairah National Group. According to the World Health Organization (WHO), the main infectious diseases to which sea travelers may be exposed to include malaria, anthrax, chickenpox and shingles, cholera, dengue, diphtheria, ear infections,

UAE BLOOD DONATION



The annual Tristar Blood Donation campaign in the UAE was held on August 13 at the company's headquarters in Jebel Ali Industrial Area No. 2 in Dubai. The 'Give Blood. Give Now. Give Often' initiative was conducted in collaboration with the Dubai Health Authority's Dubai Blood Donation Centre (DBDC).

According to the health authority, someone needs blood every three seconds, such as one quarter of people who enter hospitals need blood, the victims of car accidents who have suffered massive blood loss can need transfusion of up to 50 units of blood, and many other factors including the need for blood for patients suffering from anemia, trauma, and patients undergoing open-heart surgery.

hand infections in seafarers and fishers, and influenza to name a few.

Photo shows seafarers wearing their bum caps distributed to them and after undergoing free medical screening. With them are (from left to right): Henri de Gersigny of Tristar, Manuel Terreiro of Fujairah Port Medical Centre, Capt. Mohamed Hassan El Sayed of Fujairah Port, Ahmad Ali Al Hefeti of Al Sharq Healthcare Group, and Saji Nair of Tristar.



Resumption of roof deck farming

This coming winter season, Xavier Caldeira will be planting again brinjal/eggplant, okra/lady finger, green chilies and cucumber at the roof deck garden which was set up in the last quarter of 2016.

SHIPPING COMPANY OF THE YEAR



The Shipping Division of the Tristar Group was named as Shipping Company of the Year at the Seatrade Maritime Awards held last October 9 at Madinat Jumeirah. The awards recognize the very best of maritime success from across the Middle East, Indian Subcontinent and Africa.

Tristar owns and operates 23 vessels, including products/chemical tankers from 8000 to 52000 DWT and LPG vessels of 6500 CBM, mostly with Oil Majors. Tristar is a fully integrated Liquid Logistics Solutions provider catering to the needs of the petroleum and chemical industries, both in the region and globally.

The Shipping Company of the Year recognition further boosts Tristar's premium position with Oil Majors, providing them with a wide range of services, from acting as a 4PL operator in the Middle East to providing storage solutions in the middle of the Pacific.

Eships CEO Chris Peters received the trophy on behalf of Group CEO Eugene Mayne. Eships is a subsidiary of Tristar. In early 2016, the group acquired 100 percent ownership of Abu Dhabi-based Eships from Egon Oldendorff GmbH & Co. KG, a company of the Oldendorff Group for USD90 million.



Recreation & Happiness Committee

Group Chief Administrative Officer Balaji Nagabhushan announced on September 10 the creation of the Recreation and Happiness Committee to be chaired by Corporate Communications Manager Arthur Los Banos with the following as members: Suresh, Jovita, Arundhan, and Prasad.

"They shall be responsible to host a number of activities through the year inclusive of entertainment, sports, community events and employee gatherings like the Annual Party, etc.," explained Mr. Nagabhushan.

The announcement was made on the birthday of Mr. Eugene Mayne (see page 8). "We would like to sincerely thank our GCEO, Mr. Eugene Mayne, for the encouragement and support he is extending to keep all employees of Tristar motivated and happy," further said the GCAO.

The first project launched by the committee is the "Walk, Lose Weight and Be Healthy" program on October 1. Then on October 14 the committee organized the Tristar Bowling Fellowship at the Dubai International Bowling Centre.

SAFE AND GREEN INITIATIVES BY WORKSHOP



The Workshop Department has taken some initiatives contributing to the Safety and Sustainability efforts of the company. According to Manager Roshan Pereira (right), PV vents are safety critical devices installed inside the tankers to relieve both the pressure and vacuum state that occurs during loading and discharge.

"We made our own PV Vents tester to inspect PV Vents periodically. Normally, we have to outsource the testing once a year, but with our own tester we do not just save money but also ensure that we conduct testing as and when required. Doing so we contribute to the safety of the tanker and people during loading and unloading," explained assistant manager Stanley Patrick.

Another innovation thought about by the workshop management team is the use of air-conditioning water for the upkeep of plants. Since water has been spilling on the floor the area gets dirty because dust and other particles get stuck on the floor.

The team routed water from the air-conditioning unit to the plants where they installed old, painted tyres which gives the workshop area a refreshing look. Patrick added: "The area is cleaner, water is not wasted and we have a green initiative in our department."



GCEO BIRTHDAY

For more than 30 minutes the entire Tristar management and staff, including executives of subsidiary Eships, waited inside the Training Room for Mr. Eugene Mayne to enter and again be surprised on his birthday, September 10, a Sunday.

Kudos to Adela Elago who produced another colorful decoration the day before which was her birthday. This year's edition had several innovations: GCEO was gifted with a 'Tree to the Star' plant; special prayer was recited by the Tamil-speaking staff led by Sundar Raghavan; and a dance number was

performed twice to the tune of "Brown Girl in the Ring" which was Mr. Mayne's favorite song before he got married.

Mrs. Joan Mayne prayed not only for Mr. Mayne but also for the entire Tristar Family, which was a very good gesture.



In-house recreation activities

Staff at the head office who want to relax, de-stress or exercise before going home have plenty of things to do. The Recreation and Happiness Committee has provided Carrom Board, Chess Board and new Table Tennis rackets. The only rule to follow is to enjoy the game after office hours.



Carrom



Chess



Table Tennis

For suggestions/comments, please email: newsletter@tristar-transport.com

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