

TRISTAR WORLD

TRISTAR NEWSLETTER JANUARY 2018
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TECHNOLOGY

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AGRO CHEMICAL
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5TH TRISTAR
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REPORT



SHIPPING SAFETY INITIATIVES



Photo taken on Dec 7 during Shipping Safety Day

GROUP CEO MESSAGE



Dear All,

I would like to extend my best new year wishes to each one of you and your families. It is important that we also make this a safe year for ourselves, our families, our stakeholders, and the community at large.

I would also like to use this opportunity to thank each one of you for your contribution to our performance in 2017. We had a good year from all aspects and I look forward to your continued support and dedication to enable us continue to scale even greater heights this year and beyond.

I would like to summarize some of the highlights of our performance in 2017.

We secured two more major turnkey fuel contracts in Somalia and Mali which brings to seven our total turnkey missions under contract to Tristar. This is indeed a record for any company working for the UN.

We closed the induction of a strategic investment into Tristar with Gulf Investment Corporation coming on board

as a shareholder with an investment of USD 100 million. This money will give us the much needed financial boost to grow both shipping and other business lines.

We have taken a big step in our digital transformation strategy with the unveiling of a ground-breaking proof of concept (POC) using Block-chain technology. We are proud to once again put Tristar at the forefront of our industry. We will continue to strive to be a market leader in all aspects of our business by staying abreast of latest technologies and implementing international best practices.

Needless to say each one of you and your collective power continue to be our number one strength and your happiness and well-being will continue to be a top priority for us. We have formed a Recreation and Happiness Committee whose aim is to get employees together

and organize events which create a happy and conducive atmosphere within the organization. We therefore look forward to your active participation in all employee engagement initiatives that will be rolled out by our happiness committee in 2018.

This year will also be a milestone for Tristar with us completing 20 years in business. At our leadership summit in 2017 we took a look at what we would look like in 2048 and I must say the future is exciting. Let us all join hands in coming together as one team, one family and one company to keep us alive till 2048 and beyond with preminent service, safety in operations, strong values, and with innovation and creatively that will be necessary to drive our success going forward.

Sincerely,
Eugene Mayne



Mayne Foundation for Under Privileged Children

GCEO has launched his own foundation in India which he named after his mother, Elizabeth. The foundation will take care of children who are orphaned or are being raised by single mothers. There are more than 100 children benefiting already.

GCEO with Bill Gates and Top Indian Business Leaders



Mr. Eugene Mayne was one of the very exclusive guests of GEMS Global Group Chairman Sunny Varkey when he hosted a breakfast gathering in November 2017 for Microsoft Founder and Philanthropist Bill Gates. Other top Indian business leaders in the gathering were Yusuff Ali M.A. of LuLu Group, Dr. BR Shetty of NMC Group and , Dr. Shamsheer Vayalil of VPS Healthcare, and Nilesh Ved of the Apparel Group, among others.



TRISTAR GROUP USES BLOCKCHAIN TECHNOLOGY

Tristar Group announced a milestone in its Digital Transformation strategy as it unveiled a groundbreaking POC using Blockchain technology.

Transparency in the supply chain has always been difficult to achieve, but Tristar will break down those barriers using Blockchain as it seeks to further cement its reputation as a market leading liquid logistics solution provider with the embrace of Supply Chain 2.0.

“Blockchain technology gives us the ability to provide irrevocable verification and oversight to complex processes and movements of products to our customers. Records stored in the Blockchain are computationally almost impossible to alter, leading to unprecedented verification and transparency to all stakeholders involved in a particular transaction” said Eugene Mayne, Tristar Group CEO. “We are proud to once again put Tristar at the forefront of our industry. Other large industry players and Dubai Government entities have all initiated Blockchain POCs of their own so we are very proud to be amongst such esteemed company in this regard”.

Tristar’s Blockchain implementation is underpinned by IBM’s Hyperledger technology and runs on Amazon’s AWS cloud platform. Complete end-to-end warehousing and transportation processes will be captured in Tristar’s private Blockchain, providing real time oversight and analysis.

Additional benefits identified include the reduction in usage of paper, elimination of human error, and the ability to optimise warehousing manpower, scheduling and deliveries. The project also enables Tristar to seamlessly tie together its WMS and Transportation platforms, allowing key customers to access a single secure platform protected by military grade encryption with irrefutable records of events and interactions between the parties.

Tristar’s implementation was developed by Dubai-based Block Gemini Technologies, led by Founder and CEO Christopher

Fernandez. Block Gemini’s team boasts an exciting combination of Ethereum Developers, Hyperledger Managers, Crypto Researchers, Programmers, Developers Analysts and Designers. Fernandez said: “Whilst many organisations have discussed the potential applications of Blockchain technology to their business and in some cases, developed limited POCs, the platform that we developed for Tristar is one of the first of its kind in the world and operationally is ready”.

“Blockchain technology has the potential to disrupt the logistics industry in the same way that the Internet disrupted traditional business models 20 or so years ago” added Mr. Mayne.

This implementation and system integration will increase transparency of interactions between TRISTAR and ENOC/EPCO Lubricants, and will further cement the close working relationship between both organizations.

GIC INVESTS US\$ 100 MILLION IN TRISTAR



The Tristar Group has successfully sold an equity stake to Kuwait-based Gulf Investment Corporation (GIC) by issuing US\$ 100 million worth of fresh shares to GIC. The proceeds will be used for the expansion of the Tristar business.

As a result of GIC’s investment in Tristar, the company will be owned by Agility, GIC and the founder and Chief Executive of the Tristar Group, Eugene Mayne. Tristar will be operated under a new company structure in DIFC with the name Tristar Holdings Limited. All Tristar activities will be held under the DIFC holding.

Under the terms of the agreement, Mr. Mayne will continue to lead Tristar Holdings as Group CEO. The fresh capital will be used for the growth and future expansion of Tristar. The Tristar Group is on target to close 2017 with approximately EBITDA of US\$ 100 million.

In group photo are Tristar Group CEO (center) with (left to right) Fadi Twainy, Division Head at GIC; Tareq Al Mulla, VP at GIC; Ihab Fekry Aziz Bassilios, Chief Financial Officer at Agility; and Suresh Poddar, Director at GIC.

TRISTAR OPENS AGRO CHEMICAL MANUFACTURING FACILITY AT HAMRIYAH FREE



Tricore FZC, the agrochemicals toll manufacturer of the Tristar Group, is in full operations and backed by a team with in-depth knowledge for the development, production and use of a wide range of additives and adjuvants for agrochemical formulations.

The wide range of specialty chemicals to the Agriculture Industry includes Surfactants, Emulsifiers for Emulsifiable Concentrates, Built in Adjuvants for Soluble Liquids, Wetting & Dispersing agents for Suspension Concentrates, Wettable Powders & Water Dispersible Granules as well as Tank Mix Adjuvants.

The manufacturing facility is capable to deliver more than 6000 metric tons in surfactant products and over 25,000 metric tons in Emulsifier products for the Pesticide, Insecticide, Fungicide and Herbicide industries around the world.

“Currently we are also using the facility for a lot of general toll blending of different petroleum products,” said Aditya Patel, Administration Manager. The other operating officers are Ashok Kumar, General Manager, and G.M. Ragu, Production Manager. In photo are from L to R: Aditya, Ragu and Ashok.



SOUTH SUDAN INCREASES RIVER TRANSPORT RESOURCES

By Tushar Joshi



Tristar South Sudan added another feather to its cap in 2017 with regard to its River Transport resources by adding another Barge and Pusher to its fleet.

The additional vessels increase the total to three barges, two pushers and one Landing Craft Transport (LCT), thus making Tristar the single largest operator in South Sudan.

Nile Prince, the new Pusher was upgraded from LCT by adding a new Schottel Hydro Armor rudder propulsion unit with an output of 350 HP, making it very maneuverable.

Tristar 3, the new Barge with a carrying capacity of 500 KL was launched on December 8. Both have successfully sailed carrying products from Mangala to Malakal.

AFAL ANNUAL RESELLERS CONFERENCE: 2017

By Beatrice Maina

With the increasing importance of Resellers in the Consumer Market, the AFAL Team came up with the idea to appreciate their resellers. The initial roll out was suggested to be in the Nairobi and Eastern regions.

Out of 250 active resellers in the Nairobi region 60 selected resellers were invited for the Gala event, including the media, on December 8, 2017 at Quaribu Inn in Nairobi. Deputy Manager –Sales (Nairobi) Beatrice Maina, gave the 'Welcome Address' and narrated on how the Caltex Lubricants



brands have grown over the past years in Kenya and what specific plans were there for the consumer market in 2018.

General Manager Abhijit Sarmah delivered the 'Keynote Address' and elaborated on the current market scenario focusing on the competitive environment. He dwelled on the importance of the consumer market as a key segment for Caltex Lubricants and what important role a reseller plays.



Manager (C&I) Charles Mbithi presented technical induction for the Resellers and spoke about the USP's of Caltex Lubricants. This segment opened a lot of Q&A's, while Sales Executive Wachira Muthui gave step-by-step details of the various marketing initiatives done by AFAL to benefit the consumer market. Awards were also distributed that evening.



Havoline EZY 4T Service Mega Carnival

The AFAL Team conducted a roadshow called 'Havoline EZY 4T Service Mega Carnival' at the Silibwet Stadium on December 14, 2017. Silibwet is a high selling market for two wheelers where over 400 units of two wheelers are sold every month. A total of 1,800 end-users tested the new Havoline EZY 4T SAE 20W50 and the AFAL Team delivered immediately 600 liters of the product to at least three Resellers who responded to demand from mechanics and end-users.



Quick Oil Change Camps

The AFAL Team introduced Quick Oil Change machines in various locations in Kenya to further promote Caltex Lubricants. The oil change camp was organized at Dukati Spares, Narok premises from November 15 to 17, 2017. About 150 motorbike owners availed themselves of the service. The riders were also educated on how the oil change machine works and on how best lubricants serve their bikes.

UAE NEWS

Leaders in Logistics Summit 2017

The eighth annual Leaders in Logistics Summit examined where the next areas of growth lie. It also conducted several panel discussions with Tristar Group International Business Development Director Karl Mason (2nd right) participating in the Humanitarian Aid Logistics discussions.

Tristar operates turnkey fuels contracts in seven humanitarian country missions,

out of 15 countries worldwide, supplying, storing and refuelling vehicles, generators, helicopters and aircraft under challenging conditions.

The event was held on November 8, 2017 at the Grosvenor House in Dubai Marina and organized by ITP Publishing that produces the monthly Logistics Middle East magazine.



SHIPPING SAFETY INITIATIVES

By Henri de Gersigny

This year we had two important Shipping Safety initiatives within a week, the annual Tristar Shipping Safety Day on December 7, 2017, followed by the Full Scale Tier 2 Oil Spill Exercise on December 11, 2017. The theme was "Think Safe. Work Safe. Be Safe". Seafarers being away from their families to conduct a risky job on oceans where facilities for treatment of injuries can be limited have to think this way.

The objective was not only to bring the crew of the vessels operating from Fujairah under one roof to reflect on how to make their life safer, but also to benefit from the experience of the Charterers, the Managers of the vessels such as Synergy Maritime and Fleet Management Ltd., and the Owners, on how to manage errors made and how to learn from other people's errors so as not to repeat them. We had two reputable Ship Management companies having a huge fleet of tankers under their management and currently managing our vessels as well as sharing their experience and know-how with the crew.

The opportunity of having all the crew under one roof was taken to conduct



training sessions on Risk Management, How to remove / get rid of Hazards and Navigation Safety. As we progress in our Safety Awareness campaign across the fleet, the training sessions are more and more interactive, and the crew share their challenges more easily and these challenges are immediately discussed at the appropriate level.

In addition, awards were given to a number of staff as part of the Seafarers' Performance Award.

We concluded the Safety week with a Full Scale Tier 2 Oil Spill Exercise involving vessel Tristar Legend, the ship managers Synergy Maritime, the Oil Spill Response contractor FSRS, the Port Authority, the Port Agent, the Charterers and the Owners.

For the second time in 2017, we simulated the oil spill and oil slick by throwing oranges in the water. This allowed us to

evaluate the capability of the port oil spill vessel to monitor the slick and the oil spill response contractor to recover the oranges.

As usual a number of improvements were identified. The very positive outcome was that, despite the wind and current on that day, a good portion of the oranges thrown overboard at the time the simulated accident happened were recovered by the oil spill contractor when they reached the polluted area an hour or so later.



Shipping industry to work in partnership with banks to adapt to changing economic scenario

At the 3rd Annual Maritime Standard Ship Finance & Trade Conference that took place in Abu Dhabi on November 20, 2017, Chris Peters, CEO of Emirates Ship Investment Company (Eships), part of Tristar Group, spoke about the economic factors changing the face of shipping finance.

He was one of the speakers at the session on Shipping and Ports – How will politico-economic factors shape future opportunities and challenges?

Peters commented: "In 2015 the average tanker rate was over \$36k/d whereas the oil price had slumped back to average only \$44/bbl. In 2016 the rate was falling and again in 2017 the fall continued for tankers, whereas the oil price had been stable until a few months ago and now is trending upwards currently mid-high \$50's. The markets are unpredictable but we must adapt to the change. Banks must be more transparent about their position so that shipping companies can work with them to ensure proper financing is available for business growth."

He pointed out that historically the banks have held on to their RAROC models to protect themselves from competition. "I think this is where the

banks now need to move on," Peters added. "If the clients understand the position of the bank then they can adapt themselves to work with the bank rather than against them."

Shipping companies should not act like they are victims of economic and political changes. Instead they must adapt to the changing environment they are in. He also said that banks have a duty to explain their existing and potential requirements so that customers can prepare themselves the best way possible to have a mutually beneficial partnership.

The audience of around 150 heard from some of the leading and most well-known personalities in the business, including senior executives with many years' experience in their chosen fields, who highlighted the importance of building partnerships to help accelerate investment-led growth within the industry.

5TH TRISTAR SUSTAINABILITY REPORT



The 5th consecutive annual Sustainability Report of the Tristar Group was launched last December 28, 2017 at the Head Office in Jebel Ali.

The theme of the 2016 report “Making Sustainability a Lifestyle” focuses on the group’s aspiration to take sustainability to the next level where it becomes an integral part of everyday life. While sustainability is about maintaining a balance between economic growth versus its impacts on the planet and communities around, it is also about always doing our jobs in an ethical, safe, reliable and responsible manner.

Muhammad Akber, GM-HSEQ and Chief Sustainability Officer, explains: “Making sustainability a lifestyle requires going beyond organizational boundaries and making it a personal choice, both on and off the work. This not only involves caring for the environment and people around but also economic soundness of our decisions in everyday life.”

Anyone can access the report from the website – www.tristar-group.co - while a limited number of hard copies are available with Corporate Communications.

HAPPINESS



“WALK, LOSE WEIGHT AND BE HEALTHY”

The “Walk, Lose Weight and Be Healthy” program was rolled out on October 1 with almost 90 staff who had their weight recorded and were given wrist pedometers.

Every week starting October 6, individuals had to submit their total number of steps for seven days to Suresh Kalakunnath for recording. After nine weeks, they had a combined 20,964,373 number of steps taken which is equal to 15,240 kilometers of 362 full marathons

On December 10 when the participants’ weights were reviewed more than 55 kilos were lost. Special Award to Adela who was 3rd in Top Weight Losers with 6.7 kilos lost
The Top Walkers and Weight Losers are:

1. Rajesh Divakaran with 2,198,441 steps or 1,675 kilometers or 26 kilometers per day for 63 days. He lost 14.1 kilos.
2. Karthikeyan Venugopalan with 1,975,103 steps, or 1,501 kilometers or 23 kilometers per day for 63 days. He lost 4.5 kilos.
3. Arundhan Alphones with 1,605,525 steps and 7.8 kilos lost
4. Parvez Raza with 1,733,735 steps and 3.8 kilos lost
5. Ailene Bravo with 1,406,795 steps and 6.5 kilos lost
6. Special Award to John Varghese who was 6th in the Top Walkers with 1,033,930 steps or 788 kilometers or 12 kilometers per day for 63 days.

They were all awarded at the Annual Staff Party on December 15, 2017, by Group CEO Eugene Mayne.



CELEBRATING CHRISTMAS WITH ORPHANS IN JUBA, SOUTH SUDAN

The Christmas celebration was graced by the Child Protection Officer from the Ministry of Gender and Social Welfare, while pastors from the Pentecostal Church opened the program with prayers.

Tristar South Sudan celebrated Christmas with orphaned children living with the Ateli Luak Group in Munuki, Juba on December 23. Country Manager Ravneesh Aujla led the Tristar team in cutting the cake with a couple of the 62 orphans.

Aujla thanked Mr. Martin who is running the orphanage and Mrs. Margaret, the headmistress of the adjacent school in Munuki, who provided the venue.

After the event, Tristar handed over bed sheets, mosquito nets, food items including rice, maize, beans, coal, and cooking oil for the orphans. Nancy Keri, former Miss Malaika South Sudan-USA also handed over 50 bags and gifts.



UAE Commemoration and National Days



Formerly known as Martyr’s Day in the UAE, Commemoration Day honors Emiratis who gave up their lives for the country. On November 29, 2017, the Tristar Workshop

staff at the Head Office gathered together and observed a minute of silent prayer from 11:30 am to 11:31.

Some Tristar staff wore the UAE colors on December 3, 2017 as a symbol of their gratitude to the rulers of the country and as a show of unity to other nationalities who are benefiting from the openness and tolerance of the UAE in allowing the practice of various faiths. December 2, 2017 was a holiday in celebration of the 46th National Day of the UAE.

ANNUAL STAFF PARTY



The formal cocktail and dinner staff party was back when more than 320 staff and their respective families gathered at the Lapita Hotel Dubai on December 15, 2017.

The last hotel event was in December 2014 with 280 people attending at the Westin Dubai Mina Seyahi. In 2015 and 2016, the staff went to Sandy Beach Resort in Fujairah and Dubai Parks and Resorts, respectively.

The program started with Christmas Carols rendered by a group of Tristar staff alongside Mrs. Joan Mayne. Santa Claus with two women assistants performed a dance number and then led the children out of the ballroom to four function rooms, which served as activity rooms and one room showing children's movies.

Group CEO Eugene Mayne delivered his yearend report and showed the faces and names of the babies born to Tristar staff in 2017. He then gave out the certificates and tokens for staff who celebrated their 5th, 10th and 15th year with the company.

The 3rd Tristar Got Talent edition saw the participation of three groups. The Billing Section of the Operations Department won with their Bollywood dance performance. Finally, the usual raffle prizes and dancing completed the evening.





TRISTAR TOASTMASTERS 100TH SESSION ON FEBRUARY 23

Tristar Group CEO announced that the Tristar Toastmasters Club’s 100th meeting will be conducted in style on the February 23. The event will be held at the Emirates HQ Auditorium. Tristar is showcasing its partnership with Toastmasters International in the UAE by hosting renowned and World Championship of Public Speaking winners to speak and share their knowledge. The event is expected to have around 400 attendees from various Toastmasters clubs in the UAE as well as all members of the Tristar Toastmasters Club. The executive committee of Tristar Toastmasters is taking the lead in organizing this event.

Quarterly Safety Meeting

The last Quarterly Safety Meeting of 2017 was held on October 29 with new information and insights gained from the brief presentations of:

- Dr. Manohar from Advanced Care Medical Center who gave tips on stress management and healthy lifestyle;
 - Mr. Omar from Dubai Police who gave a lecture on road safety and an update on their campaign to reduce traffic accidents; and
 - Ms. Henrietta from Michelin who shared important guidelines on tire safety.
- Mr. Eugene Mayne, emphasized to the drivers to always follow the Tristar 5 Golden Road Rules to stay safe. He also awarded drivers who scored high points under the Drivers Professional League program. The QSM was well attended by Tristar’s management team and a number of customers and suppliers. Mr. Omar from Dubai Police was given a copy of the Tristar World newsletter by Corporate Communications Manager Arthur Los Banos who wrote in the October 2017 issue about the Dubai Police’s orientation before Tristar drivers on the new road accident and traffic fines.



Carrom Tournament

Forty-four drivers and ground staff participated in the Tristar Carrom Tournament held from November 23 to December 1 at the Tristar Labor Accommodation. The eventual winners were:

- Champion: Ashraf Karoth and Sajjan Sunny
- 1st runner-up: Azam Talubdar and Sanjeewa Parera
- 2nd runner-up: Wajit Khan and Abdul Salam

Special prizes were given to the Best Player, Ashraf Karoth; Most Progressive Player, Wajit Khan; and Most Surprising Player, Sherwali Khan.



Yearend Party at Labor Camp

Some Tristar drivers and ground staff were lucky winners in the raffle draw conducted during the annual yearend party at the labor accommodation held on December 28. Managers from the Road Transport & Warehousing attended the event led by GM Shivananda Baikady.



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



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