

TRISTAR WORLD

TRISTAR NEWSLETTER SEPTEMBER 2020
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HEALTH AND SAFETY ALL THE TIME





MESSAGE FROM GROUP CHRO

In this issue we are proud to present the Human Resources (HR) Department. Tristar views HR as an integral department participating directly in the strategic direction of the organization. HR is responsible for ensuring that the company employs highly qualified, skilled, experienced and motivated people, employees committed to working as a team in order to achieve the company's current objectives and future goals.

On a journey towards excellence, our HR personnel are continuously working towards many improvements as highlighted below:

Oracle HCM Implementation:

We have launched our Oracle HCM (Human Capital Management) module, which means most of our salary processing tasks will be fully automated. Biometrics have been mapped and configured to the Oracle Payroll System.

Centralized Process:

We implemented a centralized process for all entities and locations of the group to ensure that all employees understand our vision and strategy and to move in the same direction.

Hiring of UAE Nationals:

We have started recruiting UAE Nationals to increase their number in Tristar which already has a huge mix of various nationalities creating a multicultural workforce.

Employment to People of Determination:

We intend to provide equal opportunity to people of determination and employ them and empower them with a sense of belonging.

HR Business Partners (HRBPs):

We realigned our organizational chart to create business partners. Our approach is simple, we are a service department and employees are our customers. HRBPs will be responsible for all HR-related concerns and we have one-point contact per business. The HRBPs ensure that the HR strategy fits into the organization's overall business strategy and support the smooth operations of the organization.

Grading Structure:

We are designing and developing a more structured hierarchy of grades and salary bands.

Competency Mapping:

We are identifying key competencies, specific skills, knowledge, abilities, and behaviors required to operate effectively in a specific trade, profession, or job position and incorporating those competencies throughout various processes.

Helpline Number:

In this Covid-19 pandemic, we realized employees would undergo stress, anxiety and fear, especially when they are away from their loved ones. As an HR initiative, we extended a helpline number for the entire Tristar staff and their families. This is to address emotional and psychological concerns by qualified professionals.

Employee Grievances:

We acknowledge that we are a service department and employees are our customers. We therefore instituted a daily 3 to 5 pm slot in addressing employee issues and grievances with a dedicated resource person.

Birthday Celebrations:

Instead of conducting the monthly birthday gathering of Head Office-based staff at the first floor pantry, we have shifted to an online birthday celebration where we have included other Dubai-based staff. We intend to celebrate the birthdays of all staff once every month across all locations.

Knowledge Sharing Sessions:

We have introduced an online Knowledge Sharing Session series wherein any individual in the company can share his or her skills and best practices to equip colleagues in discharging their work responsibilities effectively as well as to further improve their personal activities outside work.

Women Empowerment:

It was mentioned in the 2019 Sustainability Report that we signed the Women's Empowerment Principles, which is a joint initiative from UN Women and UN Global Compact to enable businesses to empower women and take decisive action in the workplace, marketplace and community. I am delighted to share with everyone that two women leaders are in the senior management team – Niteese Lenton, Deputy Group CFO and myself.

Employee Engagement Programs:

Various Employee Engagement programs are planned to ensure that employees are motivated about their jobs and have a work-life balance. Our Employee Engagement and Staff Welfare programs and activities have been recognized for the second time as the Best Workers Welfare Program by Sustainable Mindz. The jury took note of our initiatives for our ground staff and admin staff based in the UAE such as skills-upgrading sessions and indoor and outdoor sports activities, including the new staff accommodation with kitchen equipment.

HR recognizes that our employees are talented, committed and motivated towards achieving Tristar's goals and objectives. With this in mind, our goal for 2020 is to work closely with the business units with a calendar of events – Internal and External Training, Employee Engagement, Wellness Programs, and lots more.

Thank you and be safe always.

Best regards,

SHEENA RAJAN



HR TEAM (HEAD OFFICE)



HR Team (PROs)

MARITIME LOGISTICS RECEIVES THREE NEW VESSELS



Tristar Group's Project Solar with Shell remains on track despite the Covid-19 pandemic. The Maritime Logistics business has taken delivery of two vessels in June, Sharna and Nesrin, and one in July, Suzanne.

The fourth vessel, Solar Skyler, will be delivered in September with the remaining two vessels due for delivery in January 2021.

These new assets, which are on a long-term charter to Shell, underpin Tristar's continued growth and momentum. In 2018, Tristar signed a long-term \$166 million contract to charter six IMO II / III 25K chemical carrier vessels to the Oil Major.

All the vessels are being built at the Hyundai Mipo Dockyard, South Korea's premier shipbuilder. Tristar and Hyundai have worked together for many years, as the company previously received six 50K DWT MR tankers from the dockyard in 2016 for \$200 million.

Tristar Group CEO Eugene Mayne said: "Having worked with the Hyundai Mipo Dockyard for several years, we have built a strong relationship with their experienced team who have always delivered high quality and technology-led design with first class manufacturing. The previous vessels, which we purchased under Project Silver, have fully met our expectations as they were fitted with the latest technological innovation."

The new vessels under Project Solar feature Tier III engines which will reduce emissions and operate in an eco-friendly way – very much in line with Tristar's commitment to being a 'Business for Purpose'.

"Furthermore, the delivery of these new vessels demonstrates the resilient nature of our business, especially when global supply chains are being adversely affected due to Covid-19. We look forward to taking delivery of the remaining vessels and to strengthening our long-term relationship with Shell," Mayne added.

TRISTAR STARTS EXPANDING CHEMICAL TERMINAL

The expansion of the Tristar Chemical Terminal in Jebel Ali Free Zone (JAFZA) has commenced with the construction of 10 new storage tanks. The new tanks will be completed by May 2021.

The construction of the storage tanks is part of an agreement signed with Shell and JAFZA in 2018 which will see the storage capacity of the JAFZA chemical terminal increase from 5,505 CBM to 25,000 CBM. Under the terms of the agreement, Shell will remain a customer.

Tristar Group CEO Eugene Mayne commented: "We are pleased to announce the commencement of our expansion and

modernization program for the JAFZA chemical terminal. When we acquired the facility in 2019, we invested in the UAE's vision and its position as a significant logistics hub. The upgraded facility will be a turnkey and fully integrated distribution center that has the ability to handle bulk imports and packed chemical products at high volumes."

Other upgrades to the JAFZA chemical terminal that will be constructed in due course include a second loading gantry that can accommodate four road tankers simultaneously, a drumming line for flammable liquid, a 100-ton capacity weigh bridge and a two-story office building with



a supervisory control and data acquisition (SCADA) control room.

The terminal currently has nine above ground storage tanks, a jetty with three pipeline connections to the tanks, a truck loading gantry and a drumming facility. It is situated on a 25,409 sqm lot facing the sea and is 350m away from the Ship offloading berth.

TRISTAR WINS CRYOGENIC LIQUIDS TRANSPORT CONTRACTS IN KSA AND QATAR



The Cryogenics Transport Division of the Tristar Group has generated business wins in the second quarter despite the COVID-19 pandemic. According to Cryogenics GCC General Manager Paul Vincent, two new customer contracts in the Kingdom of Saudi Arabia (KSA) and one in Qatar have been signed for a two- to three-year term.

Through the group's Joint Venture in KSA, United Stars signed in May a three-year contract with Sharjah Oxygen Company (SOC), UAE for the transport of cryogenic liquids between the Kingdom and UAE. SOC is a leading industrial gas producer and supplier in the Middle East.

In June, United Stars signed a two-year deal with Brothers Gas, UAE for the transport of cryogenic liquids between KSA and UAE. Brothers Gas is a leading industrial gas and LPG supplier with operations across Middle East.

In Qatar, the Cryogenics Transport Division commenced operations in June for the transport of Liquid Helium ISO containers. The customer is a world leader in gases, technologies and services for Industry and Health.

The division is also currently offering leasing of Cryogenic ISO tanks and road tankers, consultation and engineering, and intermodal transport services. It will soon make available in KSA a specialized maintenance and repair center for the cryogenic assets.

INDUCTION OF NEW FLEET IN OMAN



Tristar Oman has successfully inducted six aluminum fuel tankers on June 28 which are fully compliant to the newest Shell GVR standards and advance safety features which cover Advanced Emergency Braking, Lane Departure Warning, Electronic Stability Programme, Air Bag and side inflatable curtain on driver's side. These new Shell branded ADR compliant tankers have a capacity of 36.4 KL and comply with new long term Shell contract standards and requirements.

Ten new Scania new generation prime movers which are more efficient having axle configuration of 6x2 with rear lift axle were also inducted. The new fleet has advance safety features that would

improve road safety performance and reduce Co2 emission. This is the first time any company has introduced such advance safety prime movers with aluminum tanker in the GCC.

"Tristar Oman takes this opportunity to thank the entire Shell Trading & Supply Oman Team and Tristar Management for their excellent support in the execution of the new contract on transporting Shell fuels for five years within the Sultanate," said Dayanand Tambekar, Tristar Oman General Manager-Operations.

Sohail Kamran, Facility Manager from Shell, and his team attended the event and said: "It is indeed a great effort and milestone

achieved by Tristar. I am confident that Tristar will work hand in hand with Shell to make roads more safer for ourselves and other road users."

For his part Transport Manager from Shell Ali Al-Rahbi commented: "Thanks a lot to all Tristar Team members on their great work to comply with the new contract and bring out great example for a Professional Haulier working very closely with Shell."

Dayanand added: "It has been a great journey especially managing the contract implementation with the ongoing Covid-19 challenges in the past few months such as lockdown and closure of commercial activities and statutory authorities."

AVIATION PROJECT IN UGANDA 90% COMPLETE



Tristar Group won a contract with the Uganda Civil Aviation Authority (UCAA) in 2017 to establish a common user aviation fuel farm and hydrant line facility at Entebbe International Airport. This is in line with the UCAA Masterplan and the ongoing upgrade and expansion of the airport.

The project construction commenced

in mid-2018 and has reached 90% completion as of July 2020. The facility is being built to JIG and international standards and will comply to all safety and quality standards for aviation fuel storage and hydrant systems.

The facility is a common user and will be open for use by all fuel marketers at the airport and will have an initial fuel storage

capacity of 12 million liters and then 22 million liters when fully built during the second phase. The fuel farm is connected to a 7-kilometer dual hydrant pipeline that will deliver Aviation Fuel to the new cargo apron and the expanded passenger apron at a faster and more efficient and safe speed. The hydrant system is connected to 33 fuel hydrant pits and is fully SCADA (supervisory control and data acquisition) automated.

Uganda Minister of Works and Transport Gen. Edward Katumba Wamala inspected the project site and said: "We are very pleased to be working with the Tristar Group team which is well known internationally for their significant expertise in fuel farms and energy logistics. Our new facility once online will transform our airport as a commercial hub and will significantly improve our on-the-ground operations in terms of faster airline refueling and turnaround times. Entebbe International Airport is now uniquely well positioned for long term growth."

The minister was received by Tristar Uganda Country Director Promise Anagolu. When completed and commissioned, the facility will enhance the aviation fuel storage and supply operations in Uganda and will strategically position Tristar for more Aviation Business in the East Africa region.

BIGGEST AIRCRAFT REFUELED BY TRISTAR



The Remote Fuels business has refueled a Boeing B787-9 in Gao, Mali, making it the biggest aircraft refueled by Tristar Group so far. The milestone happened on July 22 with all safety challenges addressed.

The main challenge was accessing the left aircraft wing due to its height from ground which is 5.38 meters. A stepladder would be unsafe to operate as well as a temporary uplift equipment. The risks assessed were unsafe activity which could result in falling of refueling

personnel or airline crew and potential breakage of aircraft adaptor due to stress from long refueling hose and shear if not positioned well.

The Tristar Mali Team considered the situation a case study for a best practice in safe refueling of big aircrafts. The issue was deliberated by the Technical Services Agreement (TSA) - Aviation Operations and took the decision to execute an on-ground method.

With safety as the utmost importance, the team changed earlier agreed method with the Mission Air Safety Operations to an even better and safer method. The team finally refueled the aircraft using a passenger boarding ladder mitigating all risks assessed. This will now become an SOP for future refueling of big aircrafts.

The customer appreciated Tristar's safety-focused efforts in completing the task. Now, the Remote Fuels business has gained more confidence in meeting any challenges in the near future.

COVID-19 WEBINAR FOR REMOTE FUELS STAFF



By **Tom Mathew**
HSEQ Officer



A highly informative webinar on Covid-19 precautions was organized by the Head Office specifically for Fuel Operations staff in Africa who are in remote locations

on July 8. The session was given by Dr. PC Vijayakumar of Sooriya Hospital in Chennai, India. He discussed how Covid-19 could affect the human body and the precautions to be followed from getting infected. Dr. Vijayakumar also discussed about natural remedies and immunity boosting ingredients which Tristar staff could easily adopt in their daily lifestyle while living and working at remote locations.

The participants were actively engaged during the Q&A session moderated by Group CAO Balaji Nagabhushan. Fuels General Manager Anil Parri said: "Colleagues from Africa are our main

concern in the prevailing Covid situation as they are deprived of basic medical facilities at their remote working sites and they are mostly reliant on self-care. Staying healthy, active and calm are the ways to keep the immune system strong to fight this pandemic."

The country heads of Central African Republic, Mali, South Sudan, Somalia, Kenya, Uganda, Liberia and Yemen attended the webinar. The Head Office was represented by Projects & Engineering Manager Raj Rajasekar, HSEQ & Sustainability Manager Sridhar Srinivasalu and Corporate Communications Manager Arthur Los Banos.

ROAD SAFETY IN HOT WEATHER WEBINAR



The Dubai Chamber Centre for Responsible Business (CRB) Road Safety Task Force organized a virtual lecture on safe driving during hot weather on July 1 which was delivered by Khurshheed Ali Khan, Lecturer at the Traffic Awareness Department of the Roads and Transport Authority.

The RTA representative advised the participants to always remember the word POWER which stands for Petrol (tank should always be filled), Oil (engine oil, transmission oil, brake oil), Water (coolant, washer), Electrics (lights, horn) and Rubber (tires, hose).

Several Tristar drivers, who were off duty, watched the webinar at the staff accommodation. They were accompanied by Prasad KM, Business Applications Manager, Vikram Singh Shekhawat, Mentor Truck Driver & Driving Simulator Instructor, and Tom Mathew, HSEQ Officer.

"On behalf of the Dubai Chamber Centre for Responsible Business, I would like to thank you very much for your lecture on Road Safety on July 1. The lecture was well received and we got a very good feedback on it. Around 70 participants from 26 companies, including drivers and supervisors, participated in the session," said Syed Atif Ali, Dubai Chamber CRB Program Manager, to Khurshheed Ali Khan.

Sridhar Srinivasalu, Tristar Group HSEQ & Sustainability Manager, moderated the Q&A part. Arthur Los Banos, Corporate Communications Manager, co-organized the event. Tristar is the Lead Company in the Road Safety Task Force.

HAZMAT TRAINING



The Tristar HSEQ Team arranged a HAZMAT and Defensive Driving Course (DDC) training on for professional drivers who transports dangerous goods and cargos without compromising Covid-19 guidelines like social distancing and mandatory face mask usage. The June 24 training held at the Head Office was facilitated by Civil Vocational Training Institute which conducted first a classroom session followed by practical road test to assess and evaluate the effectiveness of training.

GLOBAL SAFETY DAY 2020

Despite the Covid-19 pandemic being at its peak in the UAE in the last week of April, Tristar continued to demonstrate its HSEQ leadership and commitment by conducting an online webinar on 'Global Safety Day' on April 28. The webinar focused on the ongoing health crisis with the theme 'Ways to Increase the Immune System – Covid-19 Pandemic'.

Dr. Kaiser Raja, Senior Consultant in Gastroenterology and Liver Diseases at King's College Hospital London in Dubai, UAE, shared with the participants comprising Tristar staff from various locations and

external stakeholders based in the UAE various tips to boost the immune system such as proper diet, moderate exercise, hydration and stress management.

Tristar Group CEO Eugene Mayne also attended the webinar and encouraged the participants to be vigilant safety leaders to protect their colleagues and respective families from getting infected. A Q&A session was facilitated by Tristar Group CAO Balaji Nagabhushan while Tristar Group HSEQ & Sustainability Manager Sridhar Srinivasalu closed the webinar by thanking the participants for their commitment to achieve Goal Zero.

NURSERY SCHOOL AND CHILD HEALTH CENTER IN CAR



Tristar Central African Republic (CAR), along with Orange Telecom, co-sponsored the construction of a nursery school and a child health center in Boali. The purpose of the facility is to promote access to basic education for children aged 4 to 5 in the village which is 85 kilometers away from Bangui, the capital city. The facility has been partially constructed and was inaugurated on July 27 by the First Lady of CAR, Madame Tina Marguerite Touadera.

EEG RECYCLING CAMPAIGN

Tristar was named one of the winners in the Top 3 'Plastic Recycling Campaign in 2019' by Emirates Environmental Group (EEG) during the 23rd Emirates Recycling Awards event held virtually on June 8. Tristar was able to recycle over 8,400 kilograms of paper and plastic waste through this campaign. Tristar is a registered corporate member of EEG which is a professional working group devoted to protecting the environment through the means of education, action programmes and community involvement.

SOLAR SHARNA ACHIEVES ECO NOTATION

Tristar Group's newest vessel Solar Sharna was awarded the ECO class notation from Lloyds which certifies the vessel for going beyond environmental statutory requirements. This includes aspects of the ship design, construction and operation to manage and minimize operational waste and GHG emissions. The achievement of the Eco notation showcases Tristar's commitment to operating in a responsible manner.

DUBAI CHAMBER GIVE AND GAIN 2020

Give & Gain 2020

1. Online Learning Development Workshop

- In partnership with Education4All
- For students from Gems Our Own Indian School
- Volunteers from the CSR Steering Committee and Teams



Tristar participated in Dubai Chamber Sustainability Network's Give and Gain Online Learning Workshop program. Volunteers from the CSR Steering Committee delivered presentations on effective communication (Jayesh Menon), personality development (Arthur Los Banos and Ashwatha Mahesh), qualities for a good leader (Balaji Nagabhushan) and setting up smart goals (Sheena Rajan). A combined total of 660 school children from different levels of Gems Our Own Indian School attended the four-day workshop webinar between May 7 to 12.

The project, conducted in coordination with Education4All, showcased Tristar's

support towards the UN Sustainable Development Goal No. 5 on Quality Education. As the sessions were conducted virtually, it allowed Tristar volunteers to reach a higher number of students as compared to conducting the workshops in traditional classrooms.

The post workshop survey confirmed the effectiveness of the sessions with a majority of the students responding positively. As part of the Give and Gain Achievements virtual celebration on July 23, Ashwatha Mahesh, Tristar Assistant Manager CSR & Sustainability, shared Tristar's experience of volunteering in the program.



WORLD ENVIRONMENT DAY

The World Environment Day (WED) theme this year was 'Biodiversity'. Biodiversity is the foundation that supports all life on land and below water. The food we eat, the air we breathe, the water we drink and the climate that makes our planet habitable all come from nature. Yet, these are exceptional times in which nature is sending us a strong message: To care for ourselves, we must care for nature.

"On June 5, we planted 1,000 trees remotely in partnership with an external NGO. The trees were planted in Kenya, India and Uganda with the aim to conserve and protect forests," explained Ashwatha Mahesh, Tristar Asst. Manager for CSR & Sustainability. In Tristar's South Sudan operations, two of the fuel sites - Wau and Juba - saw the planting of 8 trees by staff while following appropriate safety and social distancing precautions.

UNGC UNITING BUSINESS TO TACKLE COVID-19



The UN Global Compact (UNGC) invited CEO's in early April to record and submit a video sharing on what their respective companies were doing in response to Covid-19 and to give examples addressing these three actions:

1. **RESPONSE:** What immediate challenges does COVID-19 present to your workforce, community and business?
2. **RECOVERY:** What are you doing to ensure long-term business continuity and economic recovery?

3. **RESILIENCE:** What is the best way to build resilience?

On April 19, Tristar Group CEO Eugene Mayne's video recordings were uploaded on the UNGC website – <https://www.unglobalcompact.org/take-action/20th-anniversary-campaign/uniting-business-to-tackle-covid-19>

He highlighted Tristar's response to the current challenges and raised the importance of business resilience as well as operating in a responsible manner during the pandemic.

GLOBAL CSR EFFORTS ON COVID-19

UAE: With the aim to support communities during the pandemic, Tristar Group donated 10,000 meals on May 4 to the World's Tallest Donation Box initiative which is the illumination of 10,000 lights on Burj Khalifa as part of the '10 million meals' campaign of the Dubai Government.

Group CEO Eugene Mayne said: "It is a privilege for us to support this initiative in some small way. The UAE is our home and it is important for us to come together to extend our solidarity in this crisis and especially during this holy month of Ramadan." The campaign was to provide meals to low-income families and individuals.

Tristar also donated Dh600,000 to Al Jalila Foundation for its Covid-19 research. Since 2016, Tristar has supported the foundation's research efforts to bring global best practices together with regional expertise to solve the region's

biggest health challenges. Al Jalila Foundation is a member of the Mohammed Bin Rashid Al Maktoum Global Initiatives.

South Sudan: Tristar South Sudan provided 51 tons of food items to the government's Ministry of Humanitarian Affairs and Disaster Management. The items turned over were maize, beans, sorghum, cooking oil and salt.

A Tristar team also visited the Atek Luak Protection Center to educate children regarding the ongoing Covid-19 pandemic and provide them with basic hygiene and sanitation support such as the distribution of hand wash items and face masks. The children and the center's staff were educated on the importance of washing, sanitizing and maintaining social distancing. They were advised to wear the face masks to minimize the risk of transmission.

Uganda: Tristar Uganda donated USD100,000 to the government. The donation was received by the head of the Covid-19 Response Fund and Minister for

General Duties Mary Karoro Okurut (2nd left) and the Minister of State for Health in charge of General Duties Robinah Nabbanja (left). Tristar Uganda Country Director Promise Anagolu (center) handed the symbolic giant cheque on April 23 in the presence of Uganda Civil Aviation Authority's Public Relations Manager Vianney Luggya (2nd right) and Uganda Covid-19 task force member Dr. Ian Clarke (right). While handing the donation, Anagolu said Tristar was pleased to play a part in helping and supporting people within the community where they operate.

Global: The Shipping Team contracted the Sailors' Society to set up a 24/7 dedicated confidential helpline for all officers and crew as there are certain aspects of maritime life that can contribute to stress causing reactions that can jeopardize physical health, well-being and workplace morale.

The helpline services include crisis response assistance, counselling through various channels such as email, WhatsApp and other social media chat platforms, and making appointments with counsellors on behalf of the seafarers in accordance with the ports they will visit during their contract.



UAE



SOUTH SUDAN



UGANDA



SECOND WORKERS WELFARE PROGRAM AWARD

Tristar won for the second time the Best Workers Welfare Program award in the GCC and MENA region instituted by Sustainable Mindz. The awarding ceremony was held online last August 12. Tristar UAE's initiatives for our ground staff such as the new accommodation with kitchen equipment in Jebel Ali, skills-enhancement activities like English lessons and IT-related awareness sessions, and several sports tournaments namely Carrom and Cricket, among others, were commended by the organizers.

Sustainable Mindz, a Dubai-headquartered expert center for sustainability and corporate responsibility strategies in the Gulf and MENA region, instituted the Happiness @ Work award program, aimed at promoting happiness and positivity in the region's workplaces. Tristar first won its Best Workers Welfare Program award at the inaugural award in 2018.



TRISTAR GUAM PUTS OFF FIRE ON TIME

Timely and efficient efforts by the Tristar Terminals Guam, Inc. or TTGI Emergency Response Team have protected the fuel farm facility from a grass fire last March 16. In the afternoon of that day, the grass fire had started on the east end of the mountain near facility. By evening time it had reached the boundary. The response team was able to quickly set up all firefighting equipment and control the fire.

At one point the fire had almost reached Tank 1926, which is the LPG sphere tank, but with the preparedness and quick response of the Tristar team the fire was put off thereby preventing a catastrophic incident. "Tristar Guam's Emergency Response Team fought to protect our facility through the night and prevailed, with no property damaged or loss," said KK Vikraman, GM of TTGI.

LAUNCH OF 2019 SUSTAINABILITY REPORT



Tristar launched its 2019 Sustainability Report, 'Anchoring Sustainability into Business Practice', on July 9 which highlights the group's major environmental, social and governance achievements in 2019. The report is Global Reporting Initiative (GRI)-verified which confirms that Tristar has followed the GRI Materiality Disclosures methodology and indicators for the development of the report content.

The notable milestones were the election of Tristar Group CEO Eugene Mayne as Board Member of the UNGC UAE Local Network, offsetting 25% of the group's carbon emissions through various initiatives and the UNFCCC program, the issuance of the LEED Gold Green Building certification for the JAFZA South facility, the achievement of 22% reduction in water use intensity and paper consumption as compared to the baseline; and becoming a signatory to the UN Women's Empowerment Principles.



AFRICA FUELS 6th FUEL AND RETAIL STATION

The 6th Africa Fuels station was inaugurated in the county of Kisumu in Kenya. The other five fuel stations are located in Kiserian, Maasai Road, Nakuru and Eldoret in Kenya, and in Kampala, Uganda. Caltex lubricant products including the Delo and Havoline brands are available in all six locations. Other services being offered across the stations include quick oil change, car wash and technical consultation on application of lubricants.

QUARTERLY SAFETY MEETING WITH GCC STAFF

The first ever online Quarterly Safety Meeting (QSM) was held on August 21 with Tristar staff from other GCC operations participating. The QSM for drivers and ground staff used to be held in a hall in Dubai with the participation some customers and suppliers, and the whole UAE-based Road Transport and Warehousing (RTW) management and admin staff.

Customer Nitin Dixit of Shell Asia Pacific talked about the potential effects of the COVID-19 on road safety focusing mainly on human factors such as poor driver behavior and increased non-motorized road users. He also enumerated some situational factors like shortage of journey break

options such as rest areas and washrooms which collectively lead to increase in road accidents.

Supplier Syed Nishar Haider of Bridgestone Tyres warned about the dangers of driving under the hot weather. Following proper tyre maintenance, namely maintaining correct inflation pressure and timely rotation of tyres, can increase tyre life and minimize tyre incidents on road.

Tristar Group CEO Eugene Mayne reiterated to the drivers the importance of following safe driving practices and to always think about their families in their respective homelands whenever they drive. They were

also alerted on the daily rise of COVID-19 cases and were reminded on the importance following social distancing, wearing mask and maintaining personal hygiene.

The top safe performers during the first half of the year were also recognized with their pictures shown on screen. RTW GM Shivananda Baikady opened the meeting while Group HSEQ and Sustainability Manager M.S. Sridhar presented key changes in some Tristar policies on Stop Work Authority, Road Transport and Warehouse Safety and Security, Mobile Phone, Seat Belt and Driving which are all geared towards achieving Goal Zero. He also close the virtual meeting.

TRISTAR GUAM STAFF DONATION

By Heather Komiyama, Operations Clerk

When the COVID-19 pandemic first hit Guam, the government put the island on a quarantine lockdown. Of course, our CSR activities came to a halt but Tristar Guam still wanted to find some ways to give back, most especially at a time like this. That is when we reached out to the Catholic Social Services, a non-profit organization.

We had begun a donation drive within our company. Employees donating clothes, toys, household goods and other necessities. We



were able to deliver five boxes and additionally donated \$1,500.00 to the organization which Catholic has

been around for decades. Their contribution the community has been immense such as providing housing for homeless people and a women's and children's shelter for victims of abused individuals.

Tristar Guam's contribution and donations were able to assist the Catholic Social Services in helping out those beneficiaries in the housing and shelter projects.

INTERNATIONAL YOGA DAY

Three countries within the Tristar Group network celebrated International Day of Yoga on June 21. The Head Office in Dubai had two batches of participants following social distancing held at the training room at 3:30 pm and 4 pm. The sessions were conducted by Yoga master Pundareekakshan.

In Mali, the session was facilitated by Country Manager Biswajit Saha who said that Yoga is for everyone to maintain good health. "Yoga is combination of physical and mental workouts and has the power to calm the mind and strengthen the body," he explained.

In South Sudan, the Juba Office and Wau Fuel Site were the ones which participated.



MALI



UAE- BATCH 1



UAE- BATCH 2



SOUTH SUDAN



WAU IN SOUTH SUDAN

MY TOASTMASTERS JOURNEY

By **Monica Kiir**, Legal



Tristar Toastmasters Club recently elected and installed a new Executive Committee (Excomm) that will serve the club from 1st July 2020 to 30th June 2021.

The composition of this year's Excomm is rather exceptional as it is the first time in Tristar Toastmasters Club's 9-year history that the club is being led by a committee comprising more than 90% women.

I joined the club in October 2016 and I must say that I am extremely proud of the its growth in regards to enrolling more female members. The ladies of the club have risen to the occasion, taken up leadership roles, participated in speech contests and excelled, to say the least.

I have always been an advocate for women power, women's recognition as well as having my voice heard as a woman. I believe that every little step counts and that is why I decided to take the role of Tristar Toastmasters Club President, to prove to myself and to the other ladies in the club that we are capable of excelling at anything we put our minds to. To serve with me this year is a team of equally passionate leaders as described below.

During our tenure, we intend to explore various methods that will inspire the growth

of our members in regards to communication and leadership; we are working on a mentorship programs and organizing a lot of educational sessions to ensure that the learning process never stops in our club. At the moment, due to the restrictions brought about by the Covid-19 pandemic, we have cancelled all physical meetings and moved to online meetings. Whereas this is a big adjustment, it has been quite amazing because we've had Tristar employees from various locations logging into our meetings and participating and expressing their desire to enroll as members.

I'm a firm believer in the benefits of the Toastmasters program and I implore each of you to enroll into a Toastmasters Club, the learning and networking opportunities are vast.



TRISTAR TOASTMASTERS CLUB EXCOMM 2020-2021

1. MTM Monica Kiir - Club President
2. MTM Aurabelle Ali - Vice President, Education
3. TM Sanjay Biswas - Vice President, Membership
4. MTM Khushnuma Hassan - Vice President, Public Relations
5. TM Babi Reddy - Club Treasurer
6. MTM Reesha Mendonca - Club Secretary
7. MTM Adela Elago - Sergeant At Arms

MY CAREER DEVELOPMENT IN TRISTAR

By **Babi Manikanta Reddy**, Procurement Assistant



I joined Tristar Group in March 2017 as an Office Boy. I worked very hard. When Mr. Eugene Mayne saw my potential he

recommended me for an administrative role. I was transferred to the Procurement Department as Procurement Assistant in May 2019 where I continue to work very hard. I am hungry for valuable work and progress in my life so I am doing my best. Tristar Group is a huge company and everyone has helped me to be more professional and to further improve my strengths. Each day is a challenge and it is really exciting to work in Tristar and get to grow in every sphere.

I am also fortunate to participate in the Toastmasters Club which has helped me to

greatly improve my communication skills and confidence in speaking in front of people. There are different activities, too, like CSR projects and many special events.

On February 18, I passed the driving license test and I know this will lead to other roles in the future. I am forever grateful to Mr. Mayne and to the Tristar Family for giving me this wonderful opportunity, specially to our Procurement Team headed by Mr. Rohit for their unwavering support towards my career development.

CONVERSATION WITH RAJU POTA

By Sameeta Shankar, Executive - Customer Service & Collections - RTW



Tristar's first business is Road Transportation and in this issue we are going to explore about a person working in the operations department, Raju Pota, who has a combined 17 years association with the company. Here's what he told me:

"I come to the office early morning at five and work until five in evening. I handle customers' deliveries, like Dow, Shell, Oman Oil and Petrochem. I come early so that I can concentrate and deliver better performance like checking all orders then scheduling deliveries. I arrange the schedule of drivers and tankers and check the vehicles if they are in running condition or need repair jobs. I also conduct Toolbox meetings

The other things that I do are creating Deliver Vouchers based on the requirements of customers. I see to it that tankers are assigned to the proper order. I also double check if all paper works like permits, entry passes, and road permits are in place and valid, including the customers' papers, terminal permits and where the products will be loaded or off loaded.

In case if the deliveries are going to the other emirates then I check all permits so that drivers would not face any issue. I have to check the proof of delivery and all the documents receipts. I finally follow up with customers on how can we improve our services and if they are satisfied and happy with the services we have rendered."

Mr. Raju is a very simple and humble human being. He works and delivers his job well and supports his colleagues and subordinates in his day-to-day work. His example is one reason why people don't want to go elsewhere once in Tristar because of the teamwork and supportive work environment.

I would like to take this opportunity and thank him for our brief conversation. Till then.

ONLINE KNOWLEDGE SHARING SESSION LAUNCHED



The HR Department has initiated an online Knowledge Sharing Session series wherein any individual in the company can share his or her skills and best practices to equip colleagues in discharging their work responsibilities effectively as well as to further improve their personal activities outside work.

On July 23, Jayesh Menon, IT Support & Training Manager, shared tips on how to fully utilize the Zoom video conference software which is the most popular platform being used by

millions of people around the world in their work and personal endeavors.

On August 13, Arthur Los Banos, Corporate Communications Manager, encouraged the participants to contribute news items to the quarterly Tristar World Newsletter by explaining the importance of writing down the 5 Ws (Who, What, Where, Why, When) and 1 H (How) of an event. He also recognized those who have contributed to the previous issues.

Both sessions were participated by staff in the Middle East and Africa. The third session will be held in September with Niteese Lenton, Deputy Group CFO, who will discuss a subject related to Finance.

MONTHLY ONLINE BIRTHDAY OF DUBAI-BASED STAFF



Due to the 'new normal' in all workplaces while the COVID-19 pandemic is still ongoing, the monthly birthday celebration of Head Office-based staff held on the last week of every month at the first floor pantry has been transformed to a monthly online gathering minus the birthday cake and candles. This time even those not based at the Head Office are part of the celebration. In photo are some staff from the Shipping Business based at the JLT Office.

HR Manager Sanjit Roy is the regular host of this employee engagement activity. "Since it is mandatory to maintain social distancing, we still ensure to virtually wish our staff Happy Birthday and make them feel special," he explained.

TRITAR CONTINUES TO SUPPORT FOOTBALL IN SOUTH SUDAN



Tristar South Sudan presented a symbolic cheque of its USD 100,000 new support to the South Sudan Football Association (SSFA). The amount will cover the salaries of the foreign coach and physical trainer, plus the team kits. There has been a marked improvement in the performance of the 'Bright Stars' since Tristar and the SSFA commenced their collaboration in 2018. SSFA is also trying to promote football among the youth of the country.

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