

# TRISTAR WORLD

TRISTAR NEWSLETTER JAN 2021  
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*EUGENE MAYNE*





## NEW YEAR GREETINGS TO EACH ONE OF YOU.

It is with mixed feelings that we welcomed 2021. Relief and Hope. Relief that we managed to successfully keep our heads out of the water despite all the challenges that we encountered in 2020 and hope that 2021 will start to see normalcy return to the world.

However all was not doom and gloom for us in 2020. While we did successfully navigate the challenges of the pandemic last year, we are seeing a renewed spread of the contagion and therefore it is vital that we continue to remain vigilant and take care of ourselves, our families and our colleagues by strictly following laid down procedures, by the company and the authorities, to stop and contain the spread of the virus.

I would kindly request each of you to reach out to our Covid-19 managing committee headed by Balaji and Neel if you do encounter any Covid-related challenges going forward. Your health and safety, and that of your families, is of prime importance to us and we will ensure that we rise up to the occasion in your time of need.

On the business front all our business streams performed reasonably well last year and overall we returned a marginal EBITDA growth for the year 2020 over 2019. Our maritime operations continued in strong vein with the delivery of four of the six vessels we ordered from Hyundai Mipo Dockyard

and the remaining two delivered in January 2021 as new year gifts named after two young ladies in our corporate team. Thank you ladies for your prayers and good wishes that ensured trouble free and on time delivery of the Solar Sheridan and Solar Ailene .

Here in the UAE we commenced expansion of our chemical storage terminal in JAFZA from 5,500 CBM to over 20,500 CBM overall with ten additional tanks and this project should be ready for commissioning in the second half of 2021.

Our Fuel Hydrant Project at Uganda's Entebbe international airport is also on track for completion and commissioning in the second half of 2021 and I am confident that this will be a flagship project for our aviation business interests.

Road Transport and Warehousing business expanded in the GCC with the commissioning of our 3,048-square-metre covered warehouse at the Port of Duqm, the introduction of our Cryogenic Gas Transport division in Saudi Arabia, the renewal of contracts with Linde Global Helium and Shell, and new contracts with Air Liquide, ExxonMobil and Linde-Sigas. Our remote fuels business did witness some downside when the oil prices crashed in the first quarter of 2020, but we did manage to recover some of the damage over the course of the year as international oil prices made some recovery.

As you might all be aware work on our IPO project was in full swing in 2020. As we wait for the regulatory approvals, we will continue to work towards our plans to list and we hope to achieve the same soon. Let us keep our fingers crossed but I would like to use this opportunity to extend a big thank you to all the Tristar IPO team members who worked tirelessly all through the year to take us to the finish line.

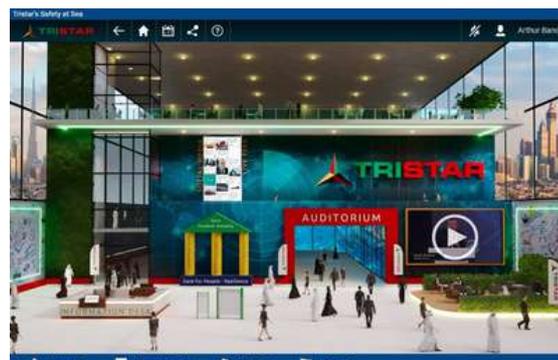
Overall 2020 will probably go down in history as the year that changed the world. We should consider ourselves fortunate that we did not experience any of the extreme negative impacts of the pandemic. Think about it - more than a million deaths in 2020 due to Covid-19 and we have managed to keep each one of our staff in 21 countries safe and well over the last 12 months. Indeed an achievement that we should all be proud of.

Thank you all for your contribution to Tristar in 2020 and I look forward to staying in touch with each one of you in 2021.

Sincerely,

EUGENE MAYNE

# SECOND 'SAFETY AT SEA' CONFERENCE WITH OVER 1,000 ATTENDEES



The second annual 'Safety at Sea' conference was held virtually on December 9 with over 1,000 attendees across the globe, with a number of officers and crew attending aboard their vessels.

Speakers from oil major Shell, global law firm Holman Fenwick Willan (HFW), Kuwait Oil Tanker Company (KOTC), Oman Shipping, Mission to Seafarers and Fleet Ship Management addressed issues that are top of mind for seafarers during the COVID-19 pandemic – well-being, healthcare support and legal recourse.

"Shipping is responsible for over 80 per cent of global trade and depends on more than two million seafarers world-wide. A broader recognition of seafarers as key workers is essential to manage their health and wellbeing," Mayne said.

"Travel bans, embarkation and disembarkation restrictions have severely strained working conditions in the global shipping sector. As a result, seafarers are either unable to board ships or are stranded on board extending their contracts beyond their original tours of duty, often beyond the 11-month maximum period on board.

This situation has had a severe impact on the wellbeing of seafarers and other marine personnel including affecting their right to physical and mental health, freedom of movement and a right to family life. It also

dramatically increases the risk to the security of maritime assets including potential for environmental incidents," Mayne continued. "It is up to the maritime industry to continue to draw attention to the plight of seafarers during this pandemic and to drive a sense of urgency among policy makers to ease the hardships being faced by our ocean-going colleagues."

Dr. Syed M. Ahmed, Health Manager UK Downstream, Mediterranean & STASCO, Shell highlighted a study from the Institution of Occupational Safety and Health (IOSH) that reported the rate of increase in mental health issues among seafarers.

"In the last few years, there has been an increase in anxiety and depression among seafarers. Employees and seafarers believe that proactive changes to conditions on board are important for wellbeing. Many employers have adopted policies, however, 55% of employers are yet to introduce any significant policies or practices in the last ten years," he said.

Casper Meland, CEO of Marine Benefits urged the shipping industry to protect the mental health of seafarers.

"If anyone can make a difference, it's the shipping community. The seafarers are under your care, custody, and control for nine to ten months of the year. We can make a change and actually do something in a more controlled fashion than when

people are typically isolated in their homes," Meland said.

The event went on to discuss the criminalization of seafarers. When asked why seafarers rather than ship managers are prosecuted during a maritime incident, Jim Cashman, Captain and Maritime Lawyer, Partner at HFW, said that progress is being made in the UK.

"The prosecution of ship managers might not be happening enough for the seafarer, but it is happening increasingly in more and more jurisdictions. The law is a very conservative thing and is always slower than the speed at which society develops. It is happening in the UK, where companies and directors are being prosecuted. In the UK, there are provisions where the owners can be prosecuted. There are cases where the companies have been prosecuted," Cashman said.

The conference's attendee feedback was positive, with seafarers applauding the event's success in hosting attendees on board vessels, calling it a useful knowledge sharing session. The virtual event was hosted and moderated by Tristar Group's Maritime Logistics CEO Chris Peters.

Visit:  
<https://www.ubivent.com/register/24/tristar-safety-at-sea> to watch the event replay, available till January 09, 2021.



## GCEO RECEIVES LIFETIME ACHIEVEMENT AWARD 2020

Tristar Group Founder and CEO, Eugene Mayne, has been awarded the prestigious Lifetime Achievement Award 2020 at the Seatrade Maritime Awards Middle East, Indian Subcontinent & Africa 2020. Held on December 14, 2020, the unique first of its kind virtual ceremony honored the work of individuals and organizations from the maritime industry who achieved great success despite the global pandemic.

Chris Hayman, Chairman, Seatrade, said: “We are proud to appreciate a global expert in the maritime energy industry, such as Eugene Mayne, Founder, and CEO of Tristar. His dedication and innovative approach is a story to be told for future generations, as a role model for entrepreneurship and smart leadership.”

“If I have to look back over my career of 45 years plus there are several people that I would have to thank for this recognition, and my list would be endless. However, I would like to dedicate this honor to all the men and women who work for Tristar who have made this achievement today possible,” expressed Mayne in his acceptance speech.



## ESHIPS REBRANDS TO MARITIME LOGISTICS

The shipping business of the Tristar Group will now be known as Maritime Logistics. In the process, all Eships branded vessels will be re-branded as Tristar vessels at their next drydock. The first two vessels the Eships Dana and Eships Shamal have already been renamed the Tristar Dana and Tristar Shamal.

Eships was acquired by Tristar in March 2016 and over the past 4.5-years the two brands have become synonymous with each other. After discussions with business partners it was decided that the Eships brand could be dropped. The Maritime Logistics business has been fully integrated into Tristar and this rebranding further strengthens the identity of Tristar as a fully integrated energy logistics business. The business cards of the management team now bears the Maritime Logistics name.

## SPECIAL CRYOGENIC GAS PROJECT IN KSA

Tristar Group’s JV in Saudi Arabia, United Stars, has successfully completed in September a cryogenic gas project with Saudi Aramco and Mitsubishi Corporation of Japan. The United Stars team was involved in the design/supply of the cryogenic skid and in the transport of cryogenic liquid from SABIC United Petrochemical plant in Jubail to the project site at the Saudi Aramco facility in Hawiyah.

The project is part of Saudi Aramco’s first blue ammonia shipment to Japan. According to a press release, Saudi Aramco and the Institute of Energy Economics, Japan (IEEJ), in partnership with SABIC, have successfully demonstrated the production and shipment of blue ammonia from Saudi Arabia to Japan with support from the Japanese Ministry of Economy, Trade, and Industry. Forty tons of high-grade blue ammonia have already been dispatched to Japan for use in zero-carbon power generation.

The United Stars team received this message from Saudi Aramco: “On behalf of the team, we would like to thank United Stars for being the contractor in providing CO2 transport and in transferring the needed equipment.” The project was coordinated by Paul Vincent, GM for Cryogenics GCC, and Babu Ravikumar, Assistant Operations Manager for United Stars.

# ROAD TRANSPORT SERVICES EXPANDING IN GCC

By **Shivananda Baikady**  
GM of Road Transport and Warehousing



Despite the pandemic our Road Transport and Warehousing business has been expanding in the GCC with a series of new contracts, a new transport service, and the addition of new vehicles to our ever-growing fleet.

We have won an 8 million USD five-year contract with Linde Global Helium where we will be the sole transport provider for Linde's helium cargo across the GCC. We will utilize our specially designed fleet which has advanced built-in safety features, to ensure the safe transport and delivery of Linde's cryogenic containers. The cargo will be transported by our professional drivers, who are all accredited and qualified in the handling of hazardous products including cryogenic gases at extremely low temperatures.

This is Mr. Eugene Mayne's comment on the new contract: "We are delighted to have signed this contract with our long-standing customer, Linde Global Helium. Whilst this is most certainly a major win for us, we're even more honored to continue working

with Linde as they share in Tristar's values and hold the same standards when it comes to health and safety."

Earlier this year, our joint venture in Saudi Arabia, United Stars, signed a five-year contract with Linde-Sigas, to transport industrial and medical gases to Linde-Sigas clients across the Kingdom from five centrally located depots in Dammam, Jeddah, Riyadh, Jubail, and Yanbu.

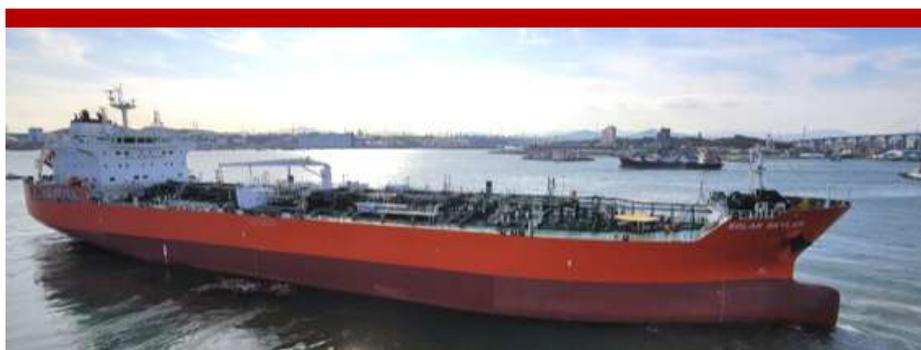
We have established a Cryogenic Gas Transport division which will lease cryogenic ISO tanks and road tankers, in addition to offering consultation, engineering and intermodal transport services for cryogenic gas.

We have already signed with two UAE-based companies to transport their cryogenic liquids between the UAE and Saudi Arabia. The Cryogenic Gas Transport division will open a specialized maintenance and repair center in the Kingdom. We have also commenced

operations in Qatar for the transport of Liquid Helium ISO containers.

"Branching out into the movement of cryogenic goods is a natural diversification for our road transport business, as handling and movement of extremely low temperature liquids and gases requires a high level of specialized training and safety in operations. Tristar always adheres to the highest health and safety standards, and so, this business is a good fit," explained Mr. Mayne.

In Oman, we have successfully inducted six fuel tankers and 11 Scania trucks which are under contract with Shell. The tankers have a capacity of 36.4 kiloliters, and have safety features including emergency braking, lane departure warning signals, an electronic stability programme and state of the art air bags and inflatable curtains. The Scania trucks have safety features that will improve performance and reduce Co2 emissions.



## PROJECT SOLAR ON TRACK

By **Chris Peters**,  
CEO of Maritime Logistics

Following on from our September review, the Maritime Logistics business is pleased to confirm that the Project Solar project with Shell remains on track despite the ongoing Covid-19 pandemic. On September 29, the group took delivery of the fourth vessel the Solar Skyler. The final two vessels – Solar Ailene and Solar Sheridan – remain on track for delivery in January 2021.

Earlier in the year, we acquired a new coastal vessel, the 2,700 dwt Tristar Triumph Oil Tanker. Again despite Covid-19 a small reorganisation of the fleet saw the new vessel move to Oman on charter with Shell Oman for 5 years and the existing vessel the Tristar Glory was moved to Qatar starting a new contract with Teyzeer Motors – the lubricant distributor for Exxon, also for 5 years and making an entry in Qatar for the Coastal business.

The groups Ship Agency business was taken over by Maritime Logistics in January 2020 and having signed up clients including, Fleet Management Limited (operator of all our Solar and Silver vessels), Monjasa, Navig8 and UACC. The business turned profitable at the end of Q2 2020 and has remained positive during the second half of 2020.

By **Faisal Ahamed**, HSEQ MS Compliance Auditor

## LAST QUARTERLY SAFETY MEETING REMEMBERS ROAD TRAFFIC VICTIMS



The last Quarterly Safety Meeting (QSM) of the year 2020 was conducted virtually for the second time on November 20 for drivers and ground staff across the GCC, Pakistan and some locations in Africa. Group HSEQ & Sustainability Manager M.S. Sridhar opened the meeting by mentioning that it coincides with the celebration of the UN's World Day of Remembrance for Road Traffic Victims 2020 with the theme 'Remember. Support. Act.

Senior heavy duty driver Shams Ur Rehman shared how drivers act to save lives and explained Tristar's Road Transport Golden Rules and defensive driving techniques. Tristar senior driver mentor John Varghese

delivered his farewell message and disclosed that in his 35+ years of driving experience he has not committed any road traffic violation. He then challenged his fellow drivers to follow suit. Total official Umesh Ankolekar spoke on Road Safety Best Practice while Care Plus Medical Centre Dr. Hafiz Mubashir advised the participants to strengthen their immune system against Covid-19.

Group CEO Eugene Mayne thanked everyone for spending their valuable time in promoting road safety. He concluded his message by highlighting that two fatalities are happening every minute in the world due to road traffic accidents and warned that it could be any member of their family, friends or our colleagues. He added that 90% of such fatalities were caused by human error and insisted that all drivers should continue to learn and practice defensive driving.

The awarding of safety performers under the Drivers Professional League were also carried out by the HR Team.



## TRISTAR PROMOTE PEDESTRIAN SAFETY

The Road Safety Task Force of Dubai Chamber's Sustainability Network launched a Pedestrian Safety campaign among member companies. Being the Lead Company in the task force, Tristar's HSEQ Team conducted an internal campaign to increase the ground staff's awareness towards pedestrian safety from September 13 to 17 at various facilities in Dubai. HSE Officer Zaheer Ul Haq Abbasi facilitated the awareness sessions which uphold Tristar's commitment to achieve Goal Zero by 2021. The HSEQ Team noted that RTA's construction of safe infrastructure and footbridges have gradually reduced 76% of pedestrian deaths from 2017 to 2019.



## EMERGENCY RESPONSE TRAINING

The HSEQ Team arranged an emergency response training about firefighting and electrical systems in various facilities in Dubai. The first phase of training was theoretical covered by Group HSEQ & Sustainability Manager M.S. Sridhar. The second phase was a practical session about firefighting equipment and fire pump room operation as well as emergency response carried out by the AMC technical team. The third and final phase was an electrical emergency response and shutdown training.

## HSSQ EMPLOYEE OF THE YEAR



With the objective of continuously recognizing and rewarding outstanding HSSQ performing employees across the group network, the HSEQ Team conducted its second 'HSSQ Employee of Year' program.

These are the three awardees who self-nominated themselves and were evaluated based on their safety performance:

- Gold Category: Mohamed Hanifa Ismail – Operations – RTW, HQ, Dubai
- Silver Category: Kevin Kumar – Operator, Tristar Chemical Terminal, JAFZA, Dubai
- Bronze Category: Pritam Sinha – Fuel Technician, South Sudan

Picture shows Mohamed Hanifa Ismail of Road Transport and Warehouse (RTW) Operations at the head office receiving the Gold Category certificate from Shivananda Baikady, GM of RTW.

## INTEGRATED MANAGEMENT SYSTEM RECERTIFICATION AUDIT

Tristar has established an Integrated Health, Safety, Environment & Quality Management System (HSEQ MS) certified to ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health & Safety Management System standards by certification body DNV GL. The recertification audit for the next three-year cycle (2020 to 2022) was conducted from October 22 to 28 with 16 man-days onsite audit completed successfully. The physical audit was conducted at the Dubai and Abu Dhabi facilities whereas other facilities in GCC within the scope of certification were covered through a virtual audit.



With the aim to implement a more holistic approach towards operating in a sustainable manner, Tristar has adopted an Environmental, Social and Governance (ESG) framework.

The shift from Corporate Social Responsibility (CSR) to ESG enables holistic and integrated approach towards achieving Tristar’s mission of being a ‘Business for Purpose’ on equal priority as being a ‘Business for Profit’. This is driven through a



Tristar continued its support to the Emirates Environmental Group’s (EEG) Can Collection Campaign by extending transport assistance on November 7. As reported by EEG, over 120 entities participated in the drive conducted in six emirates which collected 3,500 Kg of aluminum cans which translated into saving 85 m3 of landfill space and resulting in the mitigation of 53 Metric Tonnes of CO2e.

On December 20, Tristar Group CEO Eugene Mayne was recognized for his sustainability efforts by EEG when it donated a tree under his name during the ‘For Our Emirates We Plant’ event which was simultaneously held in a local reserve in Ras Al Khaimah and in the Al Qudra area in Dubai.

## TRISTAR SHARES BEST SUSTAINABLE PRACTICES WITH UNIVERSITY STUDENTS

Tristar Group CEO Eugene Mayne shared with over 90 undergraduate students of the University of Wollongong in Dubai (UOWD) the company’s sustainability initiatives which support some of the 17 UN Sustainable Development Goals (SDGs) through a webinar.

Mr. Mayne highlighted six SDGs which are focused on Good Health and Well-being (No. 3), Quality Education (No. 4), Clean Water and Sanitation (No. 6),

## CSR STEERING COMMITTEE CHANGED TO ESG

leadership and oversight mechanism in the form of an ESG Steering Committee, the 2.0 version of the CSR Steering Committee.

The ESG Steering Committee with a new set of members, most of whom were elected by popular vote within the company has representation from key departments which include Human Resources, HSEQ, Information Technology,

Risk & Compliance and Corporate Communications. The members will serve a term of two years, which commenced on October 1, 2020. The first meeting was held virtually on December 16 with committee sponsor and Group CEO Eugene Mayne encouraging the members to drive new ESG initiatives across all operations of the Tristar global network.

ESG STEERING COMMITTEE	
MEMBERS	DEPARTMENTS
Eugene Mayne (Sponsor).....	GCEO
Sheena Rajan (Chairman).....	Human Resources
Neelakantan Krishnaswamy (Vice Chairman).....	Governance, Risk and Compliance
Ashwatha Mahesh (Secretary).....	CSR & Sustainability
Raj Rajasekar.....	Projects and Engineering
Arthur Los Banos.....	Corporate Communications
M.S. Sridhar.....	HSEQ and Sustainability
Nazeef Siddiqui.....	Maritime Logistics
Yassim Elfassi.....	Information Technology



## LIVING BUSINESS PROGRAMME

Tristar participated in the Living Business Programme organized by HSBC and Globally. The Living Business Programme showcased leading companies which have implemented sustainable projects in 2020 under the Environmental, Social and Governance (ESG) framework. Tristar was recognized as runner-up under the Corporate Category in a public voting and jury deliberation mechanism where Tristar showcased its solar energy project at its head office in Jebel Ali. Tristar Group CEO Eugene Mayne received the recognition from Globally Managing Partner Keith Bradley.



## TRISTAR STAKEHOLDERS' WORKSHOP

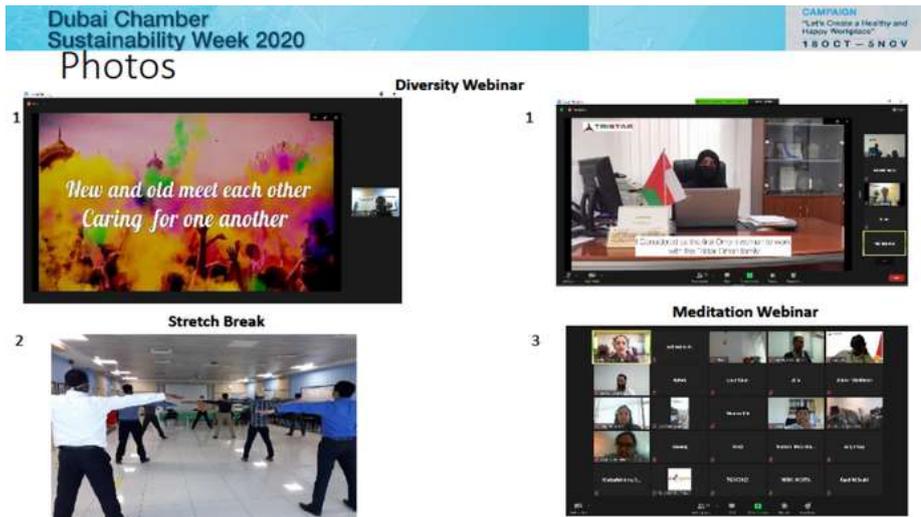
A virtual Sustainability Stakeholders’ Workshop was held on December 8 to facilitate discussions around Tristar Group’s global sustainability commitments, as well as the company’s Environmental, Social and Governance (ESG) strategy and future programs. The online event was attended by more than 30 customers, suppliers, corporate partners, industry groups and NGOs. They participated in a survey to give their feedback on Tristar’s key sustainability focus areas. Group CEO Eugene Mayne delivered the closing remarks and urged the stakeholders ‘to deliver value to each other, for the future success of our companies, our communities and humanity as a whole’.

Responsible Consumption and Production (No. 12), Climate Action (No. 13), and Partnerships for the Goals (No. 17).

The webinar, which was arranged by Dr. K.Prakash Vel, Associate Professor, Faculty of Business, UOWD, was part of the Industry Academia Interface in Classroom (IAIC) initiative with students from the COM331 subject on ‘Having Sustainability in Business and Managerial Practices’ of the Bachelor of Business Administration and BCom courses.

The IAIC provided the students the opportunity to interact and have their work evaluated by a corporate organization rather than the traditional process of doing a project on a hypothetical organization. Several Tristar managers evaluated the ‘Sustainability Reports’ of over 20 students who developed a plan for the design and operation of a mobile phone business in a sustainable manner.

# DUBAI CHAMBER'S SUSTAINABILITY WEEK



Tristar's Happiness and Staff Welfare Committee organized a virtual event on October 28 to celebrate diversity and inclusion within the Tristar global network. The webinar facilitated by the head office in Dubai showcased video footages from 16 countries where employees from various nationalities, genders and job assignments greeted in their respective local languages. The Oman operations highlighted their very first Omani woman employee. All the attendees expressed their happiness at the end of the celebration. Tristar employs about 2,000 staff from more than 30 nationalities spread across 21 countries. This one-hour webinar brought together 150 employees from the global network who not only saw the facilities of each of the 16 countries but also the beautiful sceneries from the Pacific island of Guam in the East to the Caribbean island country of Haiti in the West.

Tristar participated in Dubai Chamber's Sustainability Week last October by conducting a 'Diversity and Inclusion' webinar, daily stretch break, and participation in a meditation online session.

## MALI FOOD DONATION



On October 21, Tristar with the technical assistance of 6Communication Agency conducted a food distribution ceremony for 500 refugee families living at the Camp of Faladie, Commune VI, District of Bamako. Each family received a food pack consisting of a 50-kg bag of rice, a 5-liter cooking oil bottle, powdered milk and beans.

The Tidiani Tembely family was the first to receive their food pack from Mali Country Manager Biswajit Saha. "Today, we are honored to provide food to the displaced populations. We hope that this gesture will be well received by them and confirm our desire to continue supporting the communities as long as we operate in Mali," said Saha.

M. Zakaria Diallo, representative of the refugees and a native of Boukessi, said: "At the mere sight of these foods, we have hope that today we will not go to sleep hungry. If you know how we live here, you will know how much this gesture fills us with happiness."

The food distribution ceremony was largely covered by the public and private media, in particular the national television (ORTM), the national daily newspaper L'Essor, the online newspaper La Dépêche, and the private television 9TV.

## ORGANIC GARDENS IN QATAR AND DUBAI



Qatar Country Manager Praveen Pillai recognized and supported the work done by Viju Narayan in reusing plastic containers to set up an organic garden at the staff accommodation. "Viju works as a support staff at port liaising and vehicle management for Linde Helium / Bulk Lube / Bulk Chemical projects. He started his career with Tristar Qatar as an LDD with the Bulk Chemical division since 2015. Gardening and organic farming are his passion and he is a very good cook as well. Seeing his passion, we encouraged him to do the organic farming in



our limited staff accommodation and terrace spaces. He designed the necessary pots for gardening and vegetable cultivation with waste plastic containers and juice bottles which are an incredible action for saving the environment," Pillai explained.

In Dubai, organic farming at the head office resumed with the planting of vegetable seeds and herbs by several individuals. The organic produce are growing well and are already being harvested.

## SOUTH SUDAN CELEBRATES CHRISTMAS WITH ORPHANS

Several Tristar South Sudan staff celebrated a simple Christmas activity with orphans at the Atek Kilwak Protection Home on December 19. About 70 children were treated with cake and refreshments and received some clothes.



## PAKISTAN FOOD DONATION

Tristar Pakistan conducted a CSR activity in April by providing food bags to needy families in the remote areas in Karachi who were suffering from the economic repercussions of the Covid-19 pandemic. Some have lost their jobs and were unable to fulfill their daily needs. About 60 families received essential food items such as dairy products, lentils, rice and wheat.



## THREE AWARDS FROM ROSPA

Tristar won three RoSPA awards in different segments during a virtual awards ceremony held on September 3. RoSPA stands for the Royal Society for the Prevention of Accidents which is a UK-based not-for-profit organization that aims to save lives and prevent life-changing injuries which occur as a result of accidents.

Tristar Group CEO Eugene Mayne received the RoSPA Influencer Award which is granted to individuals who have made the biggest impact in health and safety either at work or in the community. In April 2019, Tristar organized a Road Safety Awareness Seminar in Riyadh, Saudi Arabia which was attended by the company's customers and several private companies.

Tristar also received the RoSPA Gold Award for 'achieving a very high level of performance, demonstrating well developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss'.

Tristar Oman HSEQ Officer Shamnad Muneer was given the RoSPA Pride Award for his 'efforts and achievements which have had a huge, potentially life-saving impact, far beyond his responsibilities'.



## INTERNATIONAL BUSINESS & LEADERSHIP AWARDS 2020

The educational support initiatives of the Tristar Group in Africa were recognized as successful business cases by the International Business & Leadership Awards when it named the company as the winner of the CSR category during the virtual awards ceremony held on November 17.

The awards showcase the best in business and leadership across the globe.

Tristar has donated several classroom buildings to two communities in South Sudan where over 4,000 school children have benefitted since 2009. It supports the UN Sustainable Development Goal No. 4 on Quality Education, specifically 4A which calls on to 'build and upgrade education facilities, that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.'

In Kenya, Tristar has upgraded the sanitary facilities for boys and girls of a primary school which has over 2,000 students and 50 faculty members. It is also supporting the education and housing of orphans who used to live at the Kisumu Kachok Dumpsite in Kenya.

## GOLDEN PEACOCK OCCUPATIONAL HEALTH AND SAFETY AWARD



Tristar received for the second consecutive year the Golden Peacock Occupational Health and Safety Award (GPOHSA) from the Institute of Directors (IOD), India on December 15 in a virtual awards ceremony.

The GPOHSA is presented to organizations adjudged to have attained significant achievements in the field of Occupational Health and Safety.

There were almost 500 applicants which applied in four categories under the Golden Peacock Awards that was brought down to 235 companies being shortlisted which scored more than 80%. According to IOD, the quality of shortlisted entries evidenced the amount of commitment of the companies to strive for excellence and their desire to maintain a high level of quality to achieve world-class status.

## TRISTAR'S SAFETY AT SEA' INITIATIVES GET TWO AWARDS



Tristar's 'Safety at Sea' initiatives were awarded under the 'Partnerships and Collaborations' category of the 13th Cycle of the Arabia CSR Awards 2020 held on October 6 in Dubai.

Tristar has been involved in raising safety awareness at Sea in collaboration with other stakeholders in the Industry. On November 10, 2019, Tristar's Shipping business organized the 'Safety at Sea Conference' which addressed the topic of mental health among seafarers.

The initiative is aligned with the UN Sustainable Development Goals No.3,/3.4 which states that "By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being". Following the conference, a series of town hall-style workshops focused on psychological first aid (PFA) for Vessel Masters and Senior Officers were organized in Mumbai, India. During the Covid-19 pandemic, the PFA workshops were conducted through video conferencing.

Tristar also established a dedicated helpline that is handled by the Sailors' Society in the UK. All crew members and their families have access to use the 24/7 helpline.

On November 23, Maritime Logistics CEO Chris Peters received the Corporate Social Responsibility (CSR) Award at the Maritime Standard Awards 2020 which also recognized the company's initiative in addressing mental health issues faced by seafarers.

The 'Safety at Sea' Conference on November 10, 2019 held in Dubai was attended by more than 150 decision makers and senior officials from the Shipping Industry and remotely via livestreaming by over 500 seafarers based in India and the Philippines. The second 'Safety at Sea' Conference was conducted on December 9 this year via webinar.





# LET'S GET FUTURISTIC AT GCEO BIRTHDAY

By **Sanjit Roy**, Manager Human Resources

On September 10, Tristar staff were all super CREATIVE and Innovative in celebrating the birthday of our beloved GCEO – Mr. Eugene Mayne.

Every department at the Head Office was decorated as planets of the Solar System and staff were dressed matching the futuristic theme. Each planet was adopted by a department: Mercury – Finance, Venus – Procurement, Mars – IT, Jupiter – Operations, Saturn – Warehouse & Workshop, Uranus – Business Development & Billing, Neptune – Legal, Communications, Business Excellence & CSR, Pluto – HSEQ, Earth – HR, and Moon – UN Ops, Risk & Export.

The day was like a carnival with all staff enthusiastic with their respective decorations and eager to celebrate. A Zoom meeting was organized in which videos of staff singing and wishing were shown. Mr. Mayne visited all the departments which showcased their creativity. The celebration lasted for two hours which left everyone in great and joyful spirit and an immense sense of being one family.





As 2020 draws to a close (phew), I'm sure most people would want to wipe out this year from their memories.

I would like to give credit to the resilience of Tristar staff who were able to cope with the new challenges thrown up by the pandemic. And it started from the Boss.

The top-down, proactive support from our own organization, Tristar, must be appreciated. The decisions were quick and reached out to everyone across the group network. The message from the Boss was immediate and decisive – No Layoffs. The confidence generated by this reassurance served as a stronger dose of immunity than any vaccine. With this reassurance, and renewed confidence, businesses across the group began to take on the challenges posed by the pandemic.

New terminology and lifestyle changes took over our lives. Here are some frequently used words:

**Lockdown.** Suddenly even the simple chore of getting groceries was not permitted. With the housekeeping and laundry staff also in lockdown, cleaning, washing and ironing became the weekend pastime.

## LIFE IN THE TIME OF COVID-19

By **Ravneesh Aujla**, South Sudan Country Manager

**New Normal.** Suddenly friendly hugs and warm handshakes were out. It was back to the good old 'Namaste' and the new 'fist bumps'. Weekends were spent doing household chores.

**Social Distancing.** In polite terms it implies keeping everyone at a safe (2 meters) distance. Translated as no partying such as bars and pubs.

**Masking.** Earlier only the Japanese were seen wearing masks while travelling. Suddenly this accessory became a compulsory dress item and also a fashion statement. In Africa, they wore them in ethnic and tribal colors with patterns. Soldiers got themselves masks in disruptive pattern and national leaders had a flag embossed on it.

**Sanitizing.** Washing hands became an international obsession, with film stars teaching us the finer points. Innovations in "hands-free" wash basins and sanitizer dispensers became a popular activity.

**Zoom.** There is a proverb that "in every crisis there is an opportunity". It could not be more applicable than to Zoom.

Tristar too exploited the Zoom app to the maximum. The Operations and HSE staff scheduled regular update meetings.

And where earlier, the patchy mobile network did not allow lengthy discussions, Zoom was a platform they fully utilized. And with the Boss also chairing some meetings, crisp shirts, trimmed beards and smart haircuts were in order.

The Finance also gleefully grabbed this opportunity to grill us over our monthly performances – reminiscent of the school PTM meetings. While HR was not to be left behind and they scheduled their weekly review meetings, too.

The Tristar Toastmasters Club utilized Zoom to conduct their bi-monthly meeting which gave an opportunity for the overseas-based guests to join and participate.

Arthur and the IT Team took it to a different level by celebrating Mr. Eugene's birthday with a state-of-the-art, well-coordinated spectacle.

Time will tell if Mr. Balaji, taking inspiration from this, plans the next Leadership Summit on Zoom, thereby denying us our annual pilgrimage to Dubai, and a chance to do our bit to boost the economy of the UAE.

As we bid farewell to 2020, wishing everyone a Merry Christmas and a Happy New Year



On a January 2012, a Sunday, one of my colleagues invited me to a place where a Toastmasters meeting was being held. I had no clue about Toastmasters then I came to know that it is a platform where I can improve my communication and leadership skills. Being a person who gives much importance in acquiring new knowledge and skills, I got interested and went to attend.

During the meeting, I was called onto the stage in a session called Table Topics where you will be given a topic on the spot and you are supposed to talk about it for minimum of one minute to a maximum of two minutes and 30 seconds. This is one way to improve your impromptu speaking skills. However that day I was not even able to complete one sentence properly. My legs started to shiver when approximately 40 pairs of eyes were looking at me. I was embarrassed but they encouraged me by stating that this situation is normal for first timers.

That day I decided I don't want to be in the same situation. I have to change.

## MY TOASTMASTERS JOURNEY FROM CLUB TO AREA

By **Jayesh Menon**, IT Manager Support & Training

The following week I went for a vacation and by the time I came back I was very happy to know that Tristar started its own Toastmasters club. Without any hesitation, I became a founding member of the club. Tristar being a responsible business wants to provide a platform to its employees and others from nearby companies to improve their communications and leadership skills.

From that day I attend, whenever available, every meeting, event or training of the Toastmasters community.

I have taken up many roles as a part of Toastmaster Club Excomm which have helped me to learn the many aspects of leadership. The coaching by mentors gave me the confidence to volunteer in several CSR initiatives of Tristar and accept the leadership role of the Recyclers Team. For two consecutive years, the Recyclers Team was selected as the best CSR Team within Tristar. I still remember the presentation we delivered as a team in the first ever Leadership Summit in December 2012 wherein we showcased our achievements.

The participants voted the top team out of four teams and we received the highest vote because we presented very well our contributions in the environmental protection efforts of the company.

Toastmasters has indeed played a big role in developing my confidence to speak in front of those leaders without my leg shivering.

Last year, I had been pushed to take up the role as President of Tristar Toastmasters Club for second time. I was President from July 2019 to June 2020. This time with the help senior Toastmasters, and with new members, we were able to achieve for the very first time a perfect 10 out of 10 DCP points. This is a mechanism by Toastmasters International to monitor club performance.

This year, my mentor, DTM Balaji Nagabhusan, has thrown another challenge to me and that is to take the role of Area Director. We belong to Area 36 with 6 other clubs. I hesitated initially but decided to take it up. This time being an Area leader is more challenging as everybody is going through a very hard time due to the Covid-19 situation. I had to support 6 clubs and I also need to have a strong communication with Division leaders to ensure all clubs in my Area are doing well.

My humble request to everyone who are hesitating to take that first step is: Start before you are ready and you will learn during the journey which is the best way to learn and improve.

# GLOBAL SUPPLY CHAIN AND LOGISTICS SUMMIT



Tristar GM for Road Transport and Warehousing Shivananda Baikady spoke in a panel discussion at the Global Supply Chain and Logistics Summit held online on November 11. The event was organized by the Supply Chain and Logistics Group (SCLG) where Tristar is a corporate member. He reminded summit participants the importance of road safety practices with or without the pandemic.

**THE DUBAI CHAMBER'S CENTRE FOR RESPONSIBLE BUSINESS (CRB) IS PLEASED TO INVITE YOU TO A PUBLIC WEBINAR ON HOW TO FUTURE PROOF YOUR HR STRATEGY POST COVID-19**

This webinar is part of a series of public webinars hosted by CRB addressing organisational sustainability and resilience issues during COVID-19 pandemic.

**Topic:** Surviving and Thriving Through the Pandemic: How to Future-Proof your HR Strategy Post-COVID-19  
**When:** Tuesday 29<sup>th</sup> September 2020  
**Time:** 12:00 pm - 1:45 pm  
**Registration:** [Click here](#)

**MEET THE SPEAKERS**

- Prof. David Collins**  
CEO Business School  
Baker College of Business
- Ms. Saleh Bin-Rashid**  
Director of Policy and Programs  
Human Resources  
Emirates Government/Local Resilience Department
- Sheena Rajan**  
Senior HR Specialist  
Human Resources  
Tristar Group
- Ahmed Ghani**  
Senior HR Specialist  
Human Resources  
Tristar Group

## HOW TO FUTURE PROOF YOUR HR STRATEGY POST COVID-19 WEBINAR

Tristar Group Chief HR Office Sheena Rajan was one of the four speakers of Dubai Chamber's webinar on 'How to Future Proof Your HR Strategy Post Covid-19' held on September 29. Rajan discussed the various initiatives implemented by Tristar to make the health and safety of employees a priority during the pandemic while ensuring smooth operations.



## SEASONAL FLU SHOT

The Happiness and Staff Well-being Committee organized a Flu Vaccination campaign in several sites in Dubai as a preventive measure for staff being infected by the seasonal flu.



## BEST WISHES JOHN VARGHESE

Senior Driver Mentor and Camp Boss John Varghese has retired after serving Tristar for 19 years. His commitment, dedication, integrity, attitude and loyalty were commended by several management representatives at his farewell party held at the new staff accommodation on November 30.

## 49TH UAE NATIONAL DAY

Several staff at the Head Office reported on November 30 wearing the UAE national dress or clothes bearing the colors of the UAE national flag. It was a gesture by the staff to show their appreciation to the country's leaders.



## NEW KSA FACILITY

Tristar has a new site in Jubail, Saudi Arabia which became operational on December 1. The facility is an office and truck parking yard with a total area on 10,000 sqm. The land is on lease for five years and renewable.

