

# TRISTAR WORLD



May 2021



**SAFETY**  
IS ALL ABOUT  
CHANGING HABITS

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## MESSAGE FROM GROUP CEO

I am happy to announce that we had a good start to the year with a robust performance in the first quarter of 2021. By now, you must have heard that the Board of Tristar has decided to call off the planned IPO due to mismatch in expectations in company valuation between the investment banks and shareholders.

We are a strong and very successful company. We are proud of our brand and value that we have consistently delivered to our shareholders over the last 23 years. It appears that the intrinsic value of our group was not easily understood by the market. This compounded by some external factors, causing the Board to unanimously decide to postpone our public listing plans for the time being.

In some ways, this was a disappointing result for all the hard work that went into preparing the company for the IPO. On the positive side, I believe this was a great learning experience for all of us and would like to use this opportunity to extend my sincere thanks to each one of you for the tireless efforts over the last two years.

On the business front and based on the first quarter performance, I am confident that we are poised for another good year in 2021. Our fuel farm projects in the UAE and Uganda, that we had commenced in 2020, are on track for completion later this year and will give a boost to our fuel farm business when fully commissioned.

On the maritime segment, we have taken delivery of all six vessels ordered under Project Solar and built in South Korea which now brings our total maritime fleet strength to 35 ships. This is indeed some achievement for our maritime segment which now make us probably the largest privately owned shipping company in the Middle East.

All six ships delivered under Project Solar are custom built 25,000 DWT IMO type 2 Chemical Carriers and have been time chartered to Shell for a period of 5 plus 5 years.

On the people side, I am pleased to extend a warm welcome to Gaurav Ananya who has recently joined us as the Group Chief Operating Officer. In his capacity as GCOO, Gaurav will have primary responsibility for all business operations across all our four segments. Gaurav will report directly to me.

We are also actively looking to reposition our company for the future and towards this end, an initial organizational transformation plan has been shared with all business heads. Look out for more announcements as the restructuring takes place and placements will be made.

Well done to our CSR, now called ESG Steering Committee for the recent CSR awards we received from the Logistics Middle East Awards of the ITP Media Group and the Golden Peacock GLOBAL Award of the Institute of Directors (IOD), India. The first award recognized our ongoing support to several schools in Africa and the employment opportunities we have created in the communities where we operate. The IOD award commended our Covid response initiatives for our employees across the 21 countries and territories where we are present and our assistance to several communities with food aid and materials.



We have joined more than 300 owners and charterers in signing the Neptune Declaration on Seafarer Wellbeing and Crew Change. We are together with maritime leaders such as AP Moller-Maersk, CMA CGM, Hapag-Lloyd and NYK Line to increase the pressure on governments to act on seafarer welfare during the pandemic.

Earlier this year, I was pleased to accept a nomination as an Honorary RoSPA Ambassador for the ME region to ensure we continue to play a leading role in promoting Road Safety in our industry and in our communities. RoSPA stands for Royal Society for the Prevention of Accidents based in the UK with the Queen of England as the patron.

Talking about safety and saving lives, I would like to commend Arundhan Alphonse for this timely CPR procedures that saved the life of our mechanic Suresh Kumar, on March 15, on our workshop floor. Due to timely action of Arun and the team, making use of the external defibrillator and mouth to mouth resuscitation, they were able to revive a heart and pulse that had stopped beating. Suresh Kumar is well and normal at the time of this release.

In closing, we do not need to remind ourselves that the Covid-19 pandemic is still a major cause of concern for all of us and our families back home and the least we can do is to take care of ourselves and our colleagues by wearing appropriate PPE and following Covid-19 protocols in all public appearances.

Thank you for your attention and stay safe always.

May God bless you all,

**EUGENE MAYNE**



## Business Update Session

Tristar Group's business, country, branch and department heads, as well as members of the corporate management team and key performing individuals were gathered Online on March 27 to listen to the 2020 and 2021 Business Update presented by Group CEO Eugene Mayne.

Mayne showed the audited financials for 2020 and the January and February 2021 actual budget. He urged business and country heads to take accountability of their respective net incomes to sustain the company's growth and expansion plans.

The progress of major projects were also shared such as the construction of the Aviation Fuel Farm and Fuel Hydrant Pipeline System at the Entebbe International Airport in Uganda, the expansion of the Chemical Terminal in Jebel Ali Free Zone Authority (JAFZA), and the new warehouse at the Port of Duqm in Oman.

Newly appointed Group COO Ananya Gaurav discussed the reorganization of the company's business structure. He said the path forward is to focus efforts on rapidly digitalizing in congruence with moving Tristar's geographical presence into focused P&L oriented regions. "As a company, we intend to pour in our efforts towards managing and growing the Net Income for our businesses," he added.

Gaurav joined Tristar on February 7 and will be responsible for leading the P&L performance of all businesses, in addition to a focus on driving organic and inorganic growth. He holds an MBA, majoring in Global Corporate Finance and Financial Engineering, from the Arizona State University, USA.

## SABIC extends contract with Tristar in KSA

Saudi Basic Industries Corporation (SABIC) has extended its contract with Tristar Group's joint venture in Saudi Arabia, United Stars, for an additional period of two years. Tristar's mandate will be to continue to transport liquid industrial gases to SABIC's diverse portfolio of clients across the GCC.

In December 2017, United Stars Country Manager Aous Ali signed a three-year contract to transport liquid gases from SABIC's plants in Jubail in the Eastern Province and Yanbu in the Western Province to SABIC affiliates inside the Kingdom, Gulf Cooperating Council (GCC) and Jordan.

Under the initial contract, Tristar invested in 30 gas-carrying road tankers and Cryogenic ISO tankers to meet SABIC's requirements, however, with the extension, an additional 11 tankers have been deployed in the first quarter. Furthermore, in the second phase of the contract, the company will provide around 20 tankers for an additional 28,000 MT requirement, which will be deployed in the second quarter.

Eugene Mayne, Group CEO of Tristar said: "We pride ourselves on our long-standing relationships and repeat business with our blue-chip clients globally, which have enabled our business to grow steadily, leading to a strong track record of growth with a consistent EBITDA margin between 20.1% to 22.8% in the years 2018 to 2020. The extension of our contract with SABIC, a leading player in the Middle East, is testament to our expertise in energy logistics, and plays a key role as we continue to grow our business in Saudi Arabia. We look forward to continuing to demonstrate best practice in safety that ensures a consistent level of safe and high quality service to SABIC and all our customers, and I look forward to reporting on further business developments in due course."

United Stars operates a yard at the Dammam Modon Second Industrial Area, with an area of 40,000 sqm and a 10,000 sqm warehouse for both Dangerous Goods and Non-Dangerous Goods. The Company also operates two additional yards in Jubail with an area of 10,000 sqm, and Riyadh with an area of 10,000 sqm.

In 2020, Tristar established its Cryogenic Gas Transport division in the Kingdom, which offers the leasing of cryogenic ISO tanks and road tankers, in addition to consultation, engineering and intermodal transport services for cryogenic gas. It will open a specialised maintenance and repair centre for cryogenic assets at the Dammam yard later this year.



## Tristar set to operate Aviation Fuel airport project in Uganda

The modern Aviation Fuel Farm and Hydrant Pipeline facility built by Tristar at the Entebbe International Airport is due for commissioning in July 2021.

Two high level government delegations have visited the project, which is part of the Uganda Vision 2040 in 'strengthening the fundamentals of the national economy to harness the opportunities around the country'.

The first group was led by Hon. Gen. Edward Katumba Wamala, Minister of Works and Transport, accompanied by top officials from the ministry and members of the Uganda Civil Aviation Authority (UCAA) board and management, and Ugandan Airlines and other aviation stakeholders on March 5.

The team was received by Tristar Uganda Country Director Promise Anagolu. The minister expressed happiness with Tristar's investment in Uganda with the modern automated facility which has a bigger storage capacity and the progress of work, which is part of the ongoing upgrade and expansion of the airport.

The second delegation comprised members of the Uganda Parliament who were discharging their oversight duties. They were accompanied by Hon. Joy Kabatsi, Minister of State for Transport. The lawmakers noted Tristar's contribution to the development of Uganda and advocated for the training and knowledge transfer to Ugandans.

Anagolu thanked both teams for taking time to visit the facility and assured them of Tristar's commitment to the utilization of local content and employment of Ugandans to work in the facility.

Tristar Group CEO Eugene Mayne in a congratulatory message to His Excellency, Gen. Yoweri Kaguta Museveni, on his inauguration as the re-elected President said: "We at Tristar believe in your vision and are thankful for the opportunity given to us to demonstrate our commitment to Uganda Vision 2040 by investing in building a modern Aviation Fuel Farm and Hydrant Pipeline facility at Entebbe International Airport which will be operated by us as a common user facility for the development and modernization of the Entebbe International Airport."



## Tristar Ruby in Croatia

Tristar Ruby made history in Croatia as delivering the first LNG transfer at the country's newly commissioned floating storage and regasification unit (FSRU) LNG Croatia in January. Tristar Ruby loaded the cargo at the Cove Point LNG terminal in Lusby, Maryland, USA.

With a storage capacity of 140,000 m<sup>3</sup>, FSRU LNG Croatia is deployed on Krk Island in the northern Adriatic Sea of Croatia to provide natural gas to the national grid, local power plants and neighboring countries as a move to transition to cleaner fuels.

Tristar Ruby has a dual-fuel diesel-electric propulsion system that allows the four diesel engines to run on boil-off gas from the cargo tanks or on conventional diesel fuel. The vessel consumes about 40 tonnes less fuel per day than an LNG carrier of similar size with a conventional steam turbine propulsion system.



## Dry Docking of Tristar Vessels

Tristar Prosperity got recently upgraded in Guangzhou, China when her seals were changed to Air-Guard to protect the environment. The Cargo holds were also blasted and painted full coat to enhance her condition and appearance, as well as to increase fuel efficiency and reduce Greenhouse Gas (GHG) emissions.

Tristar Dugon is undergoing dry docking in Zhoushan, China where the Maximum Continuous Rating (MCR) of her main engine will be reduced that will also lead to the reduction of GHG emissions and improvement of her current rating from F to D+. This will allow her to trade to Australia.

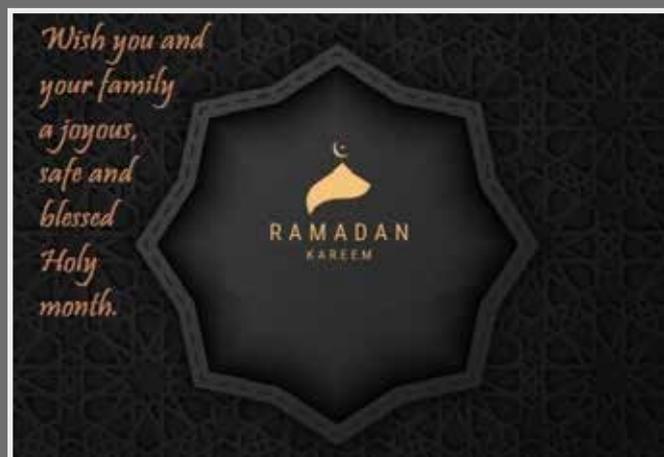
## Tristar urges drivers to be extra safe and prepared during sunset

Every year, a few days before Ramadan, Tristar implements a special training program for drivers who are fasting. The training program covers sleep management, physical wellness and proper diet. These activities prepare the drivers to be able to perform their task while transporting dangerous goods and flammable products during daytime. Tristar’s road transport customers are both international and national oil companies.

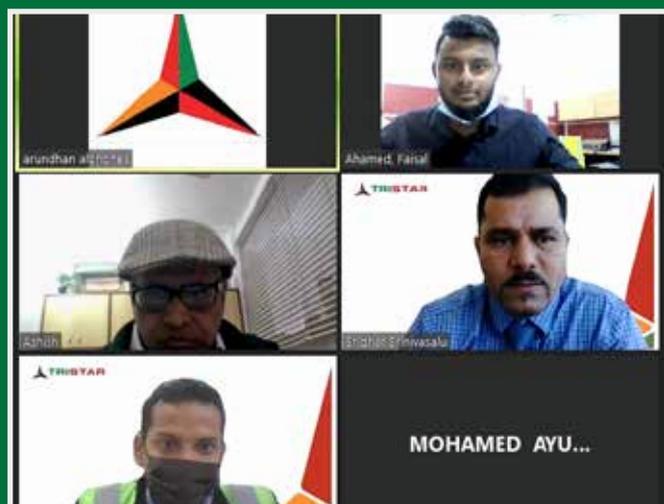
“During the month of Ramadan, there tends to be higher rates of road incidents especially during sunset, and so all truck drivers have been urged to pay extra attention on the road for both their and others’ safety,” explained HSEQ Manager M.S. Sridhar

He shares these tips with all fasting drivers:

- Follow all Covid-19 precautionary measures set by government authorities
- Apply Defensive Driving Course (DDC) techniques
- Ensure to have enough rest and sleep to avoid fatigue
- Travel as early as possible and avoid driving during sunset
- Eat healthy food during Iftar (meal for breaking the fast) and during Suhoor (meal before starting the fast) to ensure your body is getting the right nutrients
- Take a 15-minute break after driving for two continuous hours
- Pay extra attention while driving near mosques



## External Audits and Assurance



## 1st Quarterly Safety Meeting

The first Quarterly Safety Meeting (QSM) of the year was conducted virtually on February 19 for drivers and ground staff across the GCC, Pakistan and several operations in Africa.

Head office-based HSE Officer Zaheer Ul Haq Abbasi opened the session with a presentation of the group’s 2020 road safety performance statistics. He explained how the strict implementation of Tristar’s Road Transport 5 S Golden Rules have contributed to a zero fatality record.

These are the highlights of each of the speakers’ topics:

- ADNOC Senior Planning Engineer Syed Salman Asif presented road safety practices and life-saving rules of ADNOC.
- Dubai Police staff Mr. Omar explained the changes in Dubai Traffic Rules and Regulations and the various road traffic fines.
- Tristar Road Transport and Warehousing Assistant GM Arundhan Alphones discussed various contributing factors of stress and how to manage stress while on duty as well as off duty.

Group CEO Eugene Mayne thanked everyone for spending their valuable time in promoting road safety and re-enforced the Covid-19 preventive measures which everyone should follow. The drivers who excelled in road safety were rewarded through the Drivers’ Professional League (DPL) program by the HR team.

## HSE Trainings in Guam

8 Hours HAZWOPER Refresher Course: Nine staff attended the 8-Hour HAZWOPER Refresher Course on January 5 which is a combination of lectures, video presentations, group exercises and selected case studies provided. The refresher training is required annually by OSHA for all employees involved in hazardous waste operations.

First Aid, CPR and AED: American Heart Association instructor Mellanie Pascual of the Guam Memorial Hospital conducted the Heartsaver First Aid, CPR and AED Training to 15 staff on two separate occasions, January 13 and 18. CPR stands for Cardiopulmonary Resuscitation while AED is an automated external defibrillator.

Contract Safety Awareness Course: Three staff attended the Contract Safety Awareness Course from February 15 to 19 and March 15 to 19. They received a Certificate of Completion recognized by NAVFAC Marianas. The course introduces policies, procedures and standards as well as construction safety and health principles. The course also reviews the scope and application of contract safety requirements and contractors of the latest version of the EM 385-1-1.

Tristar’s Road Traffic Safety Management System ISO 39001:2012 was successfully recertified for the next three-year cycle (2021 -2024) after the completion of the recertification audit which took place virtually on January 24.

The Tristar Chemical Terminal in Jebel Ali Free Zone Authority (JAFZA) successfully completed its first periodic audit for the certified integrated management system ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 held on February 21 and 22. A physical site visit was also conducted.

Earlier, the chemical terminal’s main customer Shell conducted a Marine OSP Inspection on January 14. The inspection team was composed of Merwyn Dias, Marine Technical Advisor, and Regina Arambur, Commercial Operations Manager. The TCT is under storage terminal service contract with Shell Chemicals, Middle East and other customers.

# Emergency Response and Preparedness



## Dubai, UAE

Tristar's Road Transport and Warehousing (RTW) operations in Dubai and Tristar Chemical Terminal (TCT) in Jebel Ali Free Zone Authority (JAFZA) jointly held an Emergency Response and Preparedness (ERP) exercise on December 23, 2020 through a mega drill by simulating spill, fire, medical and security emergencies.

The drill involved a chemical tanker loading Xylene at the TCT where a terminal operator did pre-loading checks but forgot to close the delivery valve which resulted to product leakage and then fire.

Following all ERP protocols, the TCT Incident Commander upon assessing the situation called Dubai Police, Civil Defense, Ambulance, JAFZA Port Security, Group HSEQ Manager, Communication Leader, and the customer about the incident for further emergency response and assistance.

The RTW Incident Commander also followed emergency procedures when he was informed by the RTW Base commander of the situation after receiving a call from the chemical tanker driver.

The customer, Shell, and other guests from the PCFC Security Department, Dubai Civil Defense and Trakhees EHS observed the mega drill. After completion of the drill, the Group HSEQ Manager Sridhar Srinivasalu conducted the debriefing with the RTW and TCT Emergency Response (ER) teams and noted improvement areas. RTW General Manager Shivananda Baikady and TCT Manager Parshotam Khanchandani closed the debriefing.

PCFC Security Department Senior Officer for Project Development Shaik Habeeb Ahmed witnessed the timely evacuation from the terminal and quick response by both ER teams. He commented that 'delayed response is denied response whereas timely response is emergency response'.

## Karachi, Pakistan

Tristar Pakistan conducted a rollover drill on December 3, 2020, with local authorities which included Sindh Police, Chhpa Ambulance, KMC Fire Brigade and local emergency service provider Automobile Services (ATS) to test the response and readiness of relevant stakeholders. The simulation involved spill, fire and medical emergencies.

The scenario had a Tank Lorry encountering an accident and then rolled over resulting to product spillage and injury to the driver. The lorry then caught fire. The Emergency Response (ER) protocols were followed when the second (reserved) driver of the lorry, who was not hurt, transferred the injured driver to a safe point away from the vehicle and switched off the engine and cut off the battery master switch. After which, he called the 24-hour Tristar emergency number.

The Emergency Coordinator upon receiving the call immediately called the control room for ambulance service, fire brigade, product and vehicle recovery unit.

In the end the fire was put off, the lorry was lifted by a crane and its remaining product was transferred to another vehicle, and the necessary cleanup was done in the incident area and all contaminated hazardous waste were dumped in a separate drum for disposal.

## Tristar shares winning entry under Partnerships and Collaborations category of the Arabia CSR Awards 2020

Group CEO Eugene Mayne was one of the panelists during the launching of the 14th cycle of the Arabia CSR Awards last January 21. He shared the benefits of Tristar’s participation at the 13th cycle where the company’s entry on the ‘Safety At Sea’ initiatives addressing the mental health and wellbeing of seafarers won under the Partnerships and Collaborations category.

Arabia CSR Network President and CEO Habiba Al Marashi said: “The Arabia CSR Awards has established itself as the most rigorous and highly acclaimed Awards of its kind in the region, integrating the most powerful international guidelines and frameworks and implementing them in the Arab region, bridging the gap between theory and practice beautifully.”

Tristar’s journey with the Arabia CSR Awards began in 2011 when it was awarded under the Best Newcomer category. The company’s road safety awareness campaigns in the UAE won in 2014, 2016 and 2017 under the Partnerships and Collaborations category.



## Tristar participates in special UNGC local networks’ webinar



Group Chief Administrative Officer Balaji Nagabhushan, representing the United Nations Global Compact (UNGC) Local Network UAE where Tristar Group has a board seat, shared the company’s Covid-19 response initiatives along with representatives from UNGC Local Network Pakistan and Nigeria at the In Conversation webinar on February 20.

The session focused on ‘Force 4 Good: How can the current Covid crisis allow Business to prove that it is a Force for Good’. This UNGC initiative is in line with the UN Decade of Action’s objective to connect people and organizations who are shaping the next decade through impact, purpose driven leadership and adoption of the UN Sustainable Development Goals. “We require more public-private partnerships and best practice sharing so we can adopt, adapt and work together. Companies need to step up and be an industry leader in adopting the latest technology and innovations to effectively be a ‘Force for Good’,” said Nagabhushan.

## Earth Hour

Tristar South Sudan’s Aweil site participated in the global Earth Hour celebrations on March 27 by switching off unnecessary lights and equipment. The site, which stores and supplies fuel to the peacekeeping mission, is located in the Northern Bahr el Ghazal state.

Radheshyam Rao took these images showing before the Earth Hour, 8:30 to 9:30 pm local time, and during. Rao’s role at the site is to provide and maintain safe and healthy working condition and environment where employees feel safe and free from risk.

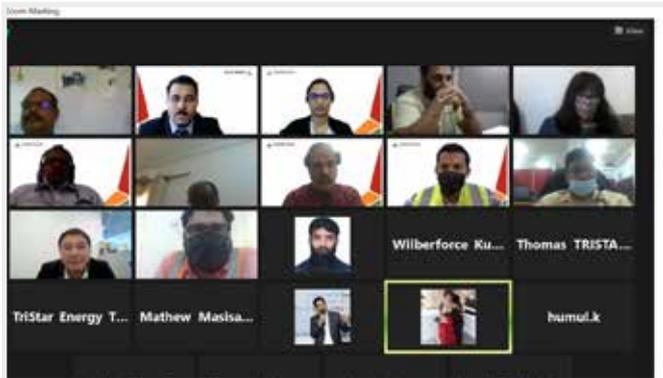


Before Earth Hour



During Earth Hour

## ESG Champion Training



On February 25, members of the Environmental, Social and Governance (ESG) Steering Committee conducted an ESG champion training for representatives of various locations and business lines. The participants were also made aware of the ESG initiatives at the corporate level, which the local operations can adopt based on their respective working environment.

Tristar Somalia was quick to respond and has rolled out on March 13 their own initiatives:

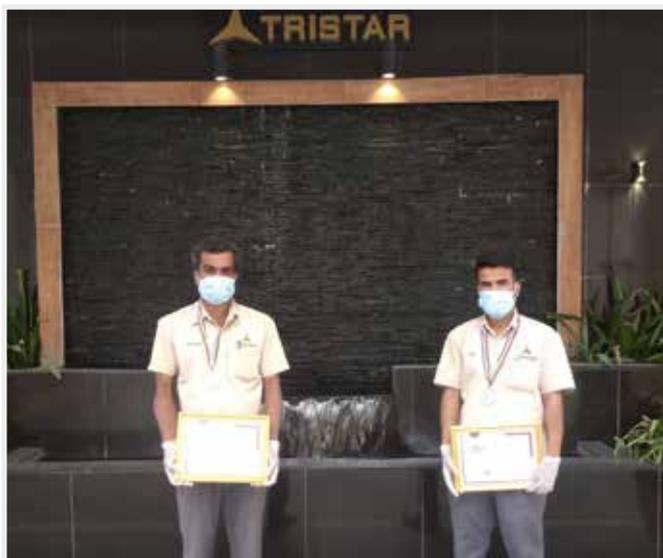
1. Reducing diesel fuel consumption for power generators through proper maintenance and appropriate use of equipment and lighting.
2. Considering a pilot project on Solar Power that uses at least 50% of power requirement from Solar/Battery use during nighttime. In addition to the reduction in carbon footprint, the project will improve staff wellness by eliminating or reducing sound pollution at night.
3. Opting to use small-scale incinerators to handle major hazard disposals internally.
4. Encouraging all sites to continue tree planting activities, which have resulted to the improvement of living conditions around sites.
5. Interacting with the community such as supporting a school and participating in campaigns on Malaria and Covid-19 preventions.

## Volunteering with Injaz



Tristar has been conducting several workshops with students in partnership with Injaz, a community partner of Engage Dubai of Dubai Chamber’s Sustainability Network. Injaz works to empower the youth in the UAE by connecting corporate volunteers with students in preparation for their professional life. On March 21, Corporate Communications Manager Arthur Los Banos spoke on the topic of Career Success. “I am happy to have shared my Career Success with more than 100 students of Higher Colleges of Technology-Sharjah where I narrated my own work experiences and career growth and encouraged the students to follow their heart,” Los Banos explained.

## SmartCovid Heroes



Tristar Labor Accommodation in Dubai staff Swajal (right) and Pavithran (left) were recognized as SmartCovid Heroes by SmartLife on April 2.

Swajal has gone beyond the call of duty to ensure proper distancing and precautionary measures are maintained at the camp. He coordinates with the camp boss in ensuring that all areas are sanitized during sanitization/disinfection performed by Dubai Municipality approved suppliers. Once a confirmed/suspected COVID case is identified he ensures that particular person along with his close contacts are isolated. Additionally, he provides water, electric kettle and food supply to such cases.

Pavithran ensures that the mess hall has controlled seating capacity arrangement and everyone is maintaining social distancing. He oversees compliance with prescribed timings for kitchen usage to prevent overcrowding. He is also actively involved in creating awareness among the employees by ‘playing tips of the day’ on the mess hall TV during dinner time to create awareness among camp residents. He also ensures that COVID precautionary guidelines are well displayed.

SmartLife is a non-profit and non-governmental organization in the UAE whose basic aim is to develop blue collar workers realize their true potentials by providing free English language lessons and mentoring, as well as organizing outdoor activities.

## Logistics Middle East Awards 2021



The Logistics Middle East Awards are a celebration of excellence for the great and the good of the supply chain and logistics communities in the Middle East. The awards follow the traditions of rewarding industry success set by the Supply Chain & Transport Awards (SCATA). Tristar won in two categories:

**Energy Supply Chain of the Year** - This category recognizes the feat associated with transporting and storing volatile cargo in bulk and is more concerned with innovation and commitment to excellence which Tristar as an organization truly exemplifies.

**Corporate Social Responsibility of the Year** - This is awarded to the organization that has taken responsibility for the impact of its activities on customers, employees, shareholders, communities and the environment in all aspects of operations.

## Golden Peacock GLOBAL Award for Corporate Social Responsibility

The Golden Peacock Awards, established by the Institute of Directors (IOD), India since 1991, are now regarded as a benchmark of Corporate Excellence worldwide. This is the third consecutive year the IOD recognized Tristar for its projects promoting sustainable development and its recent Covid-19 response initiatives for employees and assistance extended to several communities where it operates.

## First AFAL Fuel Station in Uganda



The first AFAL fuel station in Uganda is now operational. It is located 60 km from the capital Kampala along Masaka Road which connects the country to Rwanda. AFAL is expanding its retail station footprints in Kenya and Uganda

## AFAL's Digital Marketing Journey



AFAL's digital presence has grown significantly across all platforms with Facebook having 12,850 followers, 768 on Twitter, 411 on Instagram and 1,208 on LinkedIn as of end-March. These social media pages have not only given the company the opportunity to actively engage with existing customers and increase wallet share but has also enabled it to strategically build relationships with new prospects.

AFAL is also engaged with its customers via email marketing, giving them product information and an avenue in which they can stay connected. Tips on how to stay safe from Covid-19 have also been shared.

The use of these various digital marketing tools has helped AFAL further build relationships with its customers, as well as provide an all-inclusive customer service eco-system that accommodates the new, modern day buyer.

## US Defense Logistics Agency senior officers visit Tristar Guam



A contingent of senior officers from the US Defense Logistics Agency (DLA) visited the Tristar Guam Fuel Farm on January 22. GM K.K. Vikraman welcomed them and presented an overview of the storage tanks, while Operations Manager John Afleje explained the safety protocols.

After the presentation, the officers took a brief window tour of the facility including stopping at the highest elevation point overlooking the entire facility and the Naval Base Guam.

The facility is spread over 237 acres of development property and is one of the largest single storage fuel farm in Guam and one of the largest in the Pacific Region.

## The importance of lifesaving trainings in Tristar



Arundhan and Suresh



Aminul and the AED Device

On March 15, 2021, Suresh Kumar Durai Raj, a mechanic at the head office, collapsed due to cardiac arrest while doing a routine maintenance job. Members of the Emergency Response (ER) Team immediately attended to him and called Ambulance Service. Here's the recollection of Assistant GM for Operations Arundhan Alphones:

As soon as I was informed about the medical emergency, I immediately put on my safety shoes, while I was already wearing my safety jacket, and rushed to the spot where Suresh was unconscious. Some workshop personnel were rubbing his hands and legs. Without second thoughts, I sat down beside Suresh to check his body and I found minor injuries on his forehead. I checked his pulse from his left wrist and then the side of his neck. I realized there was no pulse.

My mind quickly reminded me to start CPR, which I had been trained earlier by Tristar and my previous employer. I was ably assisted by Security staff Aminul Islam in ensuring Suresh was kept in the recovery position, where his forehead and chin were maintained in an upward position to keep his airway open. I then started doing chest compressions several times but to no avail. I then screamed for someone to get the Automated External Defibrillator or AED device which was at the main building reception area.

While waiting for the device, I asked for a handkerchief so that I could perform mouth-to-mouth resuscitation. Someone was quick enough to hand me one which I immediately placed on Suresh's mouth and blew rescue breaths and then continued the chest compression. I performed these steps twice until the AED was brought to me by Sujith Ravel, the Assistant Workshop Manager.

Again, with the help of Aminul, we opened the AED device quickly and placed the defibrillator pads on Suresh's chest and then switched it on to follow the audio instruction which is a combination of electric shocks and CPR procedures. We did two electric shocks between chest compression.

While I was performing another chest compression I closed my eyes and asked God to save Suresh. 'My God, save him'. When I opened my eyes I saw Suresh regain his breathing, but he was breathing heavily. I asked Aminul to keep his forehead and chin in the recovery position while I continued one more chest compression. Suresh's breathing was weakening so I kept yelling 'get up, you are fine'.

In the nick of time the ambulance arrived and the first responders rushed to the spot and asked me to continue with the CPR procedures until they brought all their lifesaving equipment and disconnected defibrillator pads.

The first responders placed the mouth respirator mask and started to give oxygen to Suresh. They then carried him on a stretcher and brought him inside the ambulance and ensured he was safely laid off. I rode in the ambulance and felt so relieved when we reached the hospital.

I experienced God's presence when I was reviving Suresh. All our efforts will never go vain if we continue practicing such lifesaving trainings, which will ensure that we have enough confidence and courage to come forward in such emergencies and save a life.

At the hospital Suresh was cared for in an ICU with ventilator as he was experiencing breathing difficulties. Later on he was diagnosed Covid-19 positive and was moved to a Covid-19 isolation ward. After a couple of weeks, he was discharged from the hospital and is now Covid-19 negative.

This is a great case of lifesaving and recovery due to excellent and speedy actions by the Tristar Head Office ER Team and the medical frontliners.

Note: an AED is a lightweight, portable device that delivers an electric shock through the chest to the heart. The shock can potentially stop an irregular heart beat (arrhythmia) and allow a normal rhythm to resume following sudden cardiac arrest. The AED device is now kept at the Security Cabin.

## Trainings during the pandemic

By Ravneesh Aujla, South Sudan Country Manager

Our work involves regular visits to conduct audits, trainings and HSEQ review of ongoing projects and works. With travel restricted by the Covid-19 pandemic, these came to a grinding halt.

To use this clichéd phrase 'necessity is the mother of invention', the Zoom app came as a boon. We initially experimented conducting Safety Meetings using Zoom. Despite the technical glitches, Zoom sessions have been a breakthrough success. We were able to connect with all our sites across South Sudan and discuss important HSEQ issues related to day-to-day operations as well as those related to Covid-19, Defensive Driving and site safety. In 2020, we made this into a quarterly practice and we were able to convey important HSEQ practices across all sites in a uniform pattern.

We are hoping that 2021 would get us back to normal, but the virus mutated in different variants to become more contagious. Since travel is still restricted and not wanting Aviation-related trainings to suffer, we decided to conduct regular Zoom trainings on Aviation and HSEQ related subjects.

The plan was to conduct two theory trainings and two practical trainings a month. The theory trainings were conducted on Zoom by our HSEQ Manager Mesfin Woghe. The practical trainings were conducted at the sites by the respective site managers. To ensure uniformity, the training materials and Powerpoint presentations were prepared by Mesfin.

The trainings began in February and so far we have conducted five (5) Zoom trainings related to HSEQ and site operations, and four (4) practical trainings. The subjects covered were firefighting, personal safety, accident/incident safety, and product contamination and filtration of aviation products. The practical site training subjects were product receiving procedure, bonding cable checks, and tank draining procedure.

Despite our apprehension regarding the internet connectivity and viability of these trainings we found them to be very fruitful. The sessions generated a lot of questions and discussions related to the practical implementation. The sessions have also helped connect with all the staff in remote locations, and ensure that we remain abreast with work-related subjects. The feedbacks have been positive, too, with staff participating enthusiastically in the discussions. Going forward, we will continue to conduct Zoom trainings which will help everyone develop communication and other soft skills.



## Being a Toastmaster

By Reesha Mendonca, Tristar Toastmasters Club Secretary

I'd rather look back at my life and say 'I can't believe I did that' instead of saying 'I wish I did that'.

Toastmasters is like a stone, which not only symbolizes an individual being strong and independent, but also used to sharpen the edges of a diamond which is best made only under pressure.

Joining the club sets you apart from the stereotypical life that you are living now. If I wouldn't be a part of it in the current scenario, probably I'd be the same person like the day I joined Tristar, unaware of the possibilities out there and unaware of the hidden talents within me. There's also a possibility that it wouldn't make a difference in your life, unless you want to make one or have the passion to bring in the different, the unusual. I am sure we will reach our destined goals one fine day, but what harm could it do if you set some time apart so that you can build yourself to achieve your goal.

This article isn't about you joining Toastmasters Club, it's about always looking out for an opportunity to be the best version of yourself. I remember my mother would always push me to the edge, always encouraging me to push my limits because she already knows that I can and I will achieve it or get pass through it. Probably the most memorable virtue I will always remember about my mother is the undying belief that she has in me.

Today, I am reaching out to the hundreds of readers of this article because of Toastmasters. I knew my life wouldn't be the same after I join and I am proud to be a part of it, and would try my best to be an active member and give back what I have received. If I am able to take a step forward to speak my mind, it is because Toastmasters has given me the much needed confidence and platform to do so and the best part is you would have a mentor to guide you. It has changed my life for sure and I believe I speak for most of the people out there, to whom Toastmasters has lent a supporting hand to come above in life.

The only way I can know that this testimony was successful when it inspires an upcoming Toastmaster and, if blessed, an upcoming President of Toastmasters International.



## Upholding Tristar Safety Culture

By Amera Kebede, Somalia Country Manager

Tristar Somalia recognizes Sanjeev Kumar, Fuel Technician, for his commitment on safety and active involvement for improvements. His regular feedbacks on operational and safety issues are consistent reminders what every one of us should aspire to do. One particular incident can be a testimony to his insight that has enabled Tristar and the peacekeeping mission to review operating procedures for a much better safety and security environment.

During a mortar attack at the Mogadishu Airport Area, our team was handling a nighttime into-plane refueling for a medical evacuation aircraft. The team was advised to evacuate to the nearest bunker and the refuelling team, Sanjeev and a co-worker, immediately proceeded to the bunker after activating the emergency shutdown. As Refueller's emergency shutdown systems are usually designed for operational emergencies, it only cuts off engine power while all lighting systems are still functioning. This made the Refueller and the aircraft very visible, and in that particular moment, prone to a possible mortar attack.



Sanjeev and Amera

Understanding the greater risk, Sanjeev decided to leave the bunker and switched off the Refueller's lights. During the incident investigation process, Sanjeev's description of the incident situation and feedbacks enabled the investigating team to recognize a critical risk component for nighttime refuelling operations related to the particular area security threat. The team concluded that the Refueller's lighting systems - beacon, hazard and headlights - can be a source of security risk during nighttime fuelling operation at the Aircraft Stand Point endangering personnel, aircraft, Refueller and other equipment from possible mortar attacks.

With the risk involving the nighttime operation, the investigation team reviewed and recommended an operational procedural change to reduce refuelling point visibility which was approved by the customer. Given the security threat during night operation, the customer approved only to use high visibility lights during movement and use the minimum lights safe for operation at Aircraft Stand Point to avoid possible targeting.

Loss Prevention System requires participation of personnel handling the task to be part of the risk assessment process. This incident investigation process is a proof for correct implementation of Tristar safety systems and results gained by involving stakeholders in the risk assessment process. We would like to commend Sanjeev for his contribution and active involvement in upholding the Tristar Safety Culture

## International Women's Day



Head Office



GCEO

Tristar Group CEO Eugene Mayne honored the women staff based in Dubai in celebration of International Women's Day on March 8. Tristar is a signatory of the UN Women's Empowerment Principles. All women received greeting cards along with chocolates and flowers. A video on women empowerment was shown and some staff shared their experience working in Tristar.

In Guam, (from left to right) Heather Komiyama (Operations Clerk), Marivic Retiro (Accountant), Janel Velez (Accounting Clerk), and Monica Sarusal (Administrative Assistant) celebrated the day in a restaurant.



Guam

## Fuels Team with Mali Country Manager



Biswajit Saha (left), Mali Country Manager, discusses with the Fuels Team based at the head office in Dubai the country's current operations and community activities. The Fuels Team is led by Anil Parri (right), GM-Fuels; Shridhara Padubidri (2nd right), Director-Turnkey Fuels; and Mukesh Sharma (2nd left), Asst. Manager – Fuel Contracts.

## Webinars

An E-wellness session on Diabetes prevention and management was conducted on April 6 by Dr. Esther Dairo, a General Medicine Physician and a Telemedicine specialist at Health At Hand. The doctor gave various tips for a better health. The webinar was organized by the Happiness and Wellbeing Committee

Maritime Logistics CEO Chris Peters spoke at the April 7 webinar on 'Putting seafarer mental health at the top of the agenda' organized by The Maritime Standard. Group Deputy CFO Niteese Lenton was a speaker at the University of Dubai webinar on 'Re-Imagine Finance' last February 2.

## Toastmasters Area Contest Winners

Congratulations to Aurabelle Dian for winning the International Speech category at the Area 36 contest held virtually last March 5. Kudos, too, to Rajkumar Biswas and Arthur Los Banos for being a runner-up at the Table Topics (impromptu speaking) and Humorous Speech categories, respectively.