

Global Safety Day 2023

Safety starts with a Safe and
Healthy Working Environment



EDITORIAL

As the Tristar Group continues to expand geographically, Tristar World has been steadily growing alongside, since it was first introduced in 2011.

This is the 42nd issue of our newsletter with 15 pages, our highest count since it was first printed in an 8-page layout and maintained thus until January 2018. From April 2018 to September 2021, we expanded to a 12-page layout. After the pandemic began, we shifted gears to a digital-only version with the April 2020 issue. A 13th page was included from the January 2022 to August 2022 issues, and in the January 2023 issue, we had a full 14 pages.

This increase in weightage and volume of content is a mirror of the rapid growth that Tristar has achieved in the last decade. In 2011, we had a presence in just over 10 countries, and today we are in 29 countries and international territories spanning the Middle East, Africa, Asia, Europe, the Pacific, and the Americas. Tristar World keeps us updated and connected, and highlights both personal and professional contributions to our common goals. It also reiterates the trust and transparency we are renowned for, as we build on our shared identity.

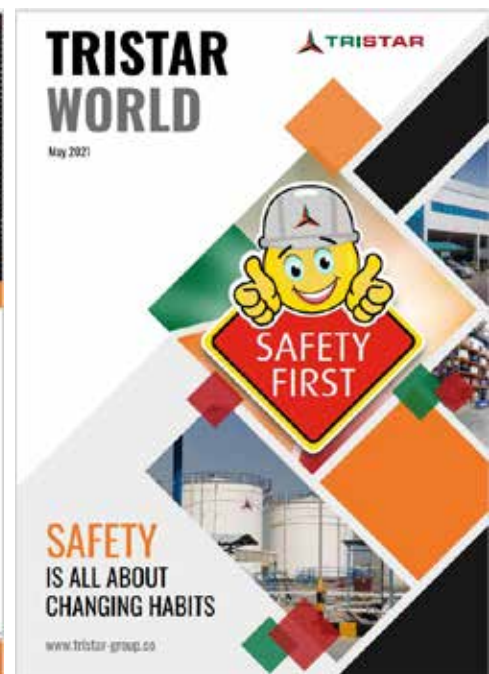
You can also observe the evolution of our front covers, which reflect the success and prowess of the group and all its operations. A key factor that drives this progress marked by pages is our team of regular and guest contributors, who represent various business verticals, departments – and locations around the world. We are thankful to everyone who has written for various issues, and we welcome new views and voices.

Many sections have become regular elements – Corporate News, Global News, HSEQ, ESG, Awards, Learning, Features, Staff Page, and Photo News – and this allows us to pass on knowledge, inspire actions, and better understand our history and our future.

If you have an event, report, opinion, suggestion, or accomplishment to share, please send in your submissions. We will do our best to include the best.

In turn, please share these newsletters with your family and friends. The stories of why we do what we do will continue to bring us pleasure and pride.

Aim High Tristar.





Tristar is one of UAE's astonishing collection of success stories

In delivering his Keynote Address at the Dubai Global Convention of the Institute of Directors (IOD), India, with the theme **'Building Future-Ready Organisations'**, Tristar Group CEO Eugene Mayne declared that Dubai is one of the best living examples of what can be done today to prepare for tomorrow – and how best it can be done.

The UAE has established its credentials as one of the world's best places to do business. Mr. Mayne made a comparison of the company he founded in 1998 with Emirates Airlines: *"Tristar is another success story born in the UAE. While Emirates had two leased planes in 1985, Tristar was established with three used trucks. Today, the company operated in 29 countries and territories spread across the Middle East, Asia, Africa, Europe, the Pacific and the Americas."*

Tristar offers end-to-end fuel logistics solutions to blue-chip clients including international and national oil companies, and intergovernmental organizations. Its integrated energy logistics platform spans road and maritime transportation, specialized warehousing, fuel farm management, commercial aviation refueling, chemicals and lubricants distribution, and turnkey fuel supply operations.

He added that Dubai is also home to the entire entrepreneurial ecosystem – angel and institutional investors, business incubators and accelerators, specialized free zones, state-owned investment funds, and venture capital financiers.

"Three fundamental principles of safety, honesty and integrity have served the company well for 25 years in business and combined with long-term vision, ambition and innovation and planning will ensure the company's survival and prosperity into

the foreseeable future," Mr. Mayne further said.

He enumerated the magnetic appeals of the UAE such as good governance, digital transformation, gender parity, safety, and focus on sustainability. *"There is a formula for success that the UAE stands for: Ambition, Gumption, and Innovation. It is this exact formula that can help us, help anyone of us, prepare for the future."*

The convention is also the 30th World Congress on Leadership for Innovation and Business Excellence. It was held at the Habtoor Palace on March 14 and 15 and was graced by His Excellency Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Tolerance and Coexistence, and His Excellency Abdulla Al Saleh, Undersecretary of the UAE Ministry of Economy. Indian Ambassador to the UAE, Honorable Sunjay Sudhir, and Consul General Dr. Aman Puri also attended.

Mr. Mayne spoke on March 14 in the morning and in the evening he was felicitated by the organizers with the **'IOD Distinguished Fellowship'** for the year 2023 for his outstanding contribution to profession and the society. Among previous recipients were Gopichand P. Hinduja, Co-Chairman, Hinduja Group of Companies; Ashish K. Chauhan, MD & CEO, Bombay Stock Exchange Ltd.; Sir Richard Stagg, KCMG, Chairman, Rothschild, Former High Commissioner of UK to India; and H.E. Saeed Mohammed Al Tayer, MD & CEO, Dubai Electricity & Water Authority (DEWA). Next day, Tristar Group Chief Administrative Officer Balaji Nagabhushan delivered the Welcome Remarks on behalf of Tristar Group.

Tristar achieves record 59 % revenue growth over 2021

Tristar Group announced its financial results for the period ended 31 December 2022. The Group's consolidated revenue grew by 58.9% to USD 854 million, in comparison with the previous year, with normalized EBITDA reported a significant increase of 27.5% to USD 175 million, compared to 2021. The Maritime and Fuel Farms Segments delivered the highest growth, with EBITDA increasing by 63.7% and 112.3% respectively, compared to the previous year.

Eugene Mayne, Group CEO of Tristar said: *"We are proud to deliver continued growth in results, and a record year for our Group. The recent acquisition of 51 percent ownership stake in HG Storage International, finalized in August 2022, and the successful renewal of two large long term peace keeping contracts, making Tristar the number 1 Supplier with UN Procurement across all suppliers, (as listed on UN procurement website) combined with strong maritime performance, are the main reasons for strong performance recorded in 2022."*

As we enter 2023, we remain focused on growing and deepening our relationship with our clients. Our balanced portfolio is well positioned to generate long-term sustainable value to our shareholders."

HG Storage International Limited (HGS) is a global portfolio of high-calibre petroleum products storage and logistics businesses located in strategic trading hubs and is an important piece in our diversification, and strengthens our strategy. Tristar now owns the majority share with Glencore holding the remaining 49 percent."

We will also continue to improve our long-standing relationships with our blue-chip clients, the key of our success, and to pursue any suitable growth opportunity for further expansion, with a particular focus on opportunities that enable the Group to make an Energy Transition in the coming years."



Tristar Celebrates International Women's Day

Tristar Group hosted an women-led event to mark International Women's Day, focussing on female empowerment and leadership in the digital era, and mirroring the United Nations' theme, DigitALL.

"Gender equality sits at the centre of today's major challenges: energy transition, climate change, public health, food security, water scarcity, supply chain issues, and sustainability," Eugene Mayne, Founder and Group CEO of Tristar, observed in his opening remarks. "Involving women will address these issues more effectively and equitably."

"Every small marker has the potential to become a milestone in raising gender parity – in a company, in a country, in society," he said. "Whatever we do today is well worth the effort to define and to deliver a better tomorrow for generations to come."

A distinguished roster of female speakers addressed the audience on gender balance. Keynote speaker Habiba Al Marashi, Chairperson of Emirates Environmental Group (EEG), highlighted the imperative to tend to shortcomings in the modern workplace: childcare and nursing facilities, adequate maternity leave and equal pay. She spoke of her decade-long interactions

with Tristar as a sterling example of good governance through their continuous actions on educating and empowering women in the countries and territories they operate in. Tristar has been a signatory to the United Nations Global Compact (UNGC) since 2011 and the Women's Empowerment Principles (WEP) since 2019.

Guest speaker Samira Mohamed, Managing Director of Dubai Quality Group (DQG), cited the women of the UAE as a sterling example for empowerment. She showcased their rising success in education, emergency medicine, the space sector, and emerging sciences, through videos and audience engagement activities.

In an hour-long panel discussion, women leaders spoke about the gender-based challenges plaguing their respective industries, and the corporate world at large. They also opined on realistic solutions to ease or mitigate them, ranging from better representation in the STEAM (science, technology, engineering, arts and mathematics) sectors and tech-industry jobs, to quotas or special reservations, and mentoring for women by women.

The panel comprised of Shurooq Al Banna – an Emirati humanitarian professional, Dr. Sangeeta Sharma – a CSR and sustainability professional, Noha Hefny – CEO and Founder of The People of Impact, and Daxita Rajcoomar – Chief Sustainability Officer at ENGIE. The discussion was moderated by Jasmin Fichte, English and German solicitor, and Managing Partner of Fichte & Co.

The speakers also highlighted improvements in gender parity as a response to higher standards of ESG (environment, social and governance) and DEI (diversity, equity and inclusion) for companies, and how these are interlinked to greater global challenges.

The overarching message of the event was a call for more private sector action in the UAE – to create better balance in the digital workplace of the future, and to promote the many roles women can play in resolving global crises.

Tristar Group Contributes AED 5 million towards "1 Billion Meals Endowment" Campaign

Tristar Group has donated AED 5 million towards the "1 Billion Meals Endowment" campaign, launched by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, parallel to the holy month of Ramadan with the aim of launching a sustainable food aid endowment fund.

The campaign aims to provide a food safety net for underprivileged populations, as well as implement sustainable solutions under a comprehensive, targeted plan to fight hunger, limit its repercussions and support vulnerable groups around the world.

With this contribution, Tristar Group joins a large number of institutions, businesses and individuals who lent their support to the campaign to help achieve its objective of providing food aid to vulnerable groups around the world, especially children, displaced persons, refugees and victims of crises and natural disasters.

Eugene Mayne, CEO of Tristar Group, said: "Always at the forefront of humanitarian efforts, the UAE's initiative for this



year, represented by the "1 Billion Meals Endowment" campaign is exceptional and sustainable, as it aims to launch a sustainable food aid endowment fund that will provide meals to hundreds of millions of underprivileged individuals around the world. Our contribution to this campaign is a reflection of our commitment to charity work which garners widespread in the UAE as a true testament to community awareness of the importance of giving and supporting underprivileged communities."

In line with the United Nations Sustainable Development Goals for 2030, among which is the fight against hunger, the "1 Billion Meals Endowment" campaign is the latest addition to Mohammed bin Rashid Al Maktoum Global Initiatives' portfolio of dozens of humanitarian and charity projects around the world. The campaign offers individuals, businesses, businessmen and influential philanthropists new and sustainable ways to donate and make a difference.



Update from Cryogenics Division of Road Transport and Warehousing (RTW)

The Cryogenics Division of the RTW business led by General Manager, Paul Vincent announced three milestones: the first contract in Oman, the 5-year long term contract with Gulf Cryo in UAE, and the receipt of brand new cryogenic ISO tanks.

Tristar Oman signed its first Cryogenic Liquids Transport Contract with Air Liquide. Tristar Oman will be leasing the cryogenic liquid transport asset along with the transportation services. Air Liquide is a world leader in gases, technologies and services for Industry and Health. Tristar has current contracts with Air Liquide in UAE and Qatar.

Photo taken during Air Liquide site induction and product awareness session in Sohar with Air Liquide HSE Head Hegenio Gajasan and Operation and Maintenance Engineer Mandhar Al-Hamdani (both in blue coverall), with Tristar Oman GM Suresh Sampanna, Operations Manager Joseph John Belmondo, HSE Manager Rony Varghese, and Operations Supervisor Datta Mukund Govenkar.

The Gulf Cryo Group in the UAE signed a long term with the Tristar Head Office to transport cryogenic

liquid products within the UAE and to Oman. Tristar's mandate will be to transport these products to Gulf Cryo's diverse portfolio of clients throughout the two countries from their various depots in the UAE. Gulf Cryo Group is one of the leading manufacturer and distributor of gases in the Middle East.

Finally, Tristar's cryogenic liquid ISO fleet has been expanded with the addition of 10 units in March. The new units of 20-foot ISO tanks will make the total fleet size to 45 units. The fleet is a balanced mix between tanks for liquefied air gases and liquid CO2 gas service.

The ISO tanks have a volume capacity of 21,000 litres with a maximum working pressure of 22 bar. The tanks will be deployed for the cryogenic transport contracts with multiple clients for moving products across the GCC. Additionally, the tanks will be also deployed for the tank leasing business.

Tristar and Norstar Shipping establish JV

Tristar Group and Singapore's Norstar Shipping have established a joint venture company to charter and operate chemical and clean petroleum product tankers.

Norstar Chartering Services DMCC will be based in Dubai and have additional regional offices in the US and Singapore. The JV unit will be led by Norstar's Olav Ekeberg as chief executive and Mazen Al-Rahim, who is the current managing director of Norstar Group Middle East, as a partner.

"This latest business decision will strengthen the group's maritime logistics division, which owns and/or

operates more than 30 chemical, oil, and gas tankers and bulk carriers trading globally, mostly with energy majors," said Eugene Mayne, Group CEO of Tristar.

"Tristar Group, as a leading global energy logistics service provider, is a great strategic partner for Norstar to grow its existing business and potentially expand into other energy transition midstream activities. Both our companies and our customers will benefit significantly from the JV," added Chris Bonehill, Norstar co-owner.



Tristar supports RTA's 'Golden Rules for Generational Safety'

The Traffic and Roads Agency at RTA in collaboration with the Tristar Group recently launched the **'Golden Rules for Generational Safety'** at the Zayed Education Complex in Al Barsha. The campaign aims to raise awareness among 100,000 young students in Dubai regarding road safety guidelines via e-mail.

An approximate 10,000 school children will be directly targeted when Tristar sets up a mobile traffic village or a 'Kids Traffic Arena' at various educational institutions. The initiative also involved the distribution of innovative gifts with road safety messages and educational brochures accompanied by scientific questionnaires to measure students' awareness and knowledge trends. About 250 school children participated at the Zayed Educational Complex last March 9. Tristar will be visiting five other schools until May.

Tristar Group CEO Eugene Mayne opened the 'Kids Traffic Arena' with officials of the Traffic and Roads Agency and the Zayed Educational Complex. He was accompanied by Tristar officers led by Road Transport and Warehousing GM Shivananda Baikady, Corporate Communications Senior Manager Arthur Los Banos, HSEQ and Sustainability Group Manager Srinivasalu Sridhar, Business Applications Manager Prasad KM, HR Administration Manager Sanjit Roy, and senior staff Syed Mehdi and Yakhoob Ahmed.

This is the second school children road safety awareness partnership between the Traffic and Roads Agency and Tristar. The first was during the 48th UAE National Day where Tristar sponsored 10,000 car air freshener kits with a safety message addressed to parents. The company brought its 'Kids Traffic Village' to the Dubai Modern Education School on November 26, 2019 and the JSS International School on February 23, 2020.

Earlier on February 21, Mr. Mayne received an Appreciation Certificate from Eng. Maitha bin Adai, CEO of the Traffic and Roads Agency at RTA for Tristar's continuing support to the agency's road and pedestrian safety awareness campaigns. Also in the photo is Bader Al Qemzi, Executive Director of the Traffic Department.

The students were given the opportunity to 'drive around' in pedal cars and are taught traffic rules like stopping before a pedestrian crossing and wearing seat belt all the time. The idea behind the campaign was to increase road safety awareness among school children who can remind their parents who drive to follow basic traffic rules and road safety guidelines like not using mobile phone while driving.

This initiative demonstrates Tristar's commitment in supporting the UN Global Plan for Road Safety Decade of Action (2021-2030), declaring the ambitious target of reducing 50% of road traffic deaths and injuries by 2030.



Quarterly Safety Meetings

This write-up will cover two Quarterly Safety Meetings (QSM) held on December 4, 2022 and March 19 this year which were both held at the Delhi Private School in Jebel Ali, Dubai and live streamed across the various offices and accommodations in the UAE and GCC.

For his opening remarks in March, Group HSEQ & Sustainability Manager Sridhar Srinivasalu announced that the company's road transport services covered 69.6 million kilometers without any fatality, thereby achieving '**Goal Zero**' on fatalities. He urged the drivers to continue practicing defensive driving techniques and follow the fatigue management programs during Ramadan.

In the October QSM, Sridhar explained the theme of the World Day of Remembrance for Road Traffic Victims, '**Remember. Support. Act.**' The UN observes the world day every third Sunday of November. The World Health Organization (WHO) said that every 24 seconds one person dies on the world's roads. Road traffic deaths have reached 1.35 million a year and it is the leading killer of children and young people from 5 to 29 years. In addition, 20 to 50 million non-fatal injuries yearly are caused by road traffic crashes, leaving people severely disabled and unable to work.

The Road Transport and Warehousing (RTW) and HSE Teams have been inviting customers and suppliers to share their best practices in every QSM. In the October session, officials from Linde, Hafees Rahman, Head of HSEQ UAE, and Wahid Shah, Driver Trainer, discussed the major contributing factors of road accidents and presented measures to avoid such accidents using the theme '**Zero Today' Make it Happen**'. Hafees called the Tristar drivers as super heroes for their 'fantastic work on the road during the pandemic'.

Abdulaziz Alshehri from the IRU Training and BDE, Riyadh office shared safe driving techniques and skills profiling of drivers. Dr.

Muhammad Ubair Shamsi, General Practitioner from Novitas Health Care UAE, spoke about proper first response during medical emergencies.

The recent QSM saw again Dubai Policeman Omar Muslim Usman explaining the details of their truck drivers' campaign and the various consequences for violations and non-compliance. Syed Haider, Fleet Solution Expert from Bridgestone UAE, discussed various topics on tyre damages, tyre maintenance and tyre inspection.

Tristar drivers also participated in the QSM. Last October, Senior Heavy-Duty Driver Unar Khan shared learning from incidents and reminded all drivers about the barriers to prevent such incidents. The same were discussed by Senior Heavy-Duty Drivers Saravanan Palaniappan and Adnan Noor last March.

Also, last March, RTW General Manager Shivananda Baikady and Assistant Manager Mohamed Ismail introduced the features of the ILM Driver Mobile App, which enables a driver to see when a shipment is assigned to him and which can function as a one-touch 24/7 emergency hotline assistance.

In his closing remarks, Shivananda recognized the outstanding 2022 road safety performers and reiterated to all in-person and online participants to implement the lessons learned from past incidents. The drivers and ground staff who excelled in road safety and HSE were rewarded through the Drivers' Professional League (DPL) and HSSEQ Award Programs (HAP) by the HSE team.



Certification Audits

The second surveillance audit for GCC RTW Integrated Management System certificates on ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System were successfully completed. The audit happened at the UAE Offices (Head Office, Warehouse 2 & Abu Dhabi Office) and Dammam, KSA from December 6 to 9, 2022.

The second surveillance audit for Head Office's ISO 39001:2012 Road Traffic Safety Management System was successfully completed on January 23, 2023 virtually.

Tristar Chemical Terminal (TCT) at Jebel Ali Free Zone (JAFZA) in Dubai successfully renewed its Integrated Management System certificates on ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System. The audit happened at TCT facility on February 6 and 7, 2023 and renewed for next three years. The terminal is certified to ISO standards since March 2020.

ENVIRONMENTAL

Fuel Site in South Sudan with Solar Energy

The Wau Fuel site in South Sudan maintained by Tristar Group aviation refuelling subsidiary APCL has been installed with solar panels that generate approximately 25 KWH per day, this is around 7,175 KWH for 287 days per year of solar energy, considering the rainy days of the year.

APCL has installed eight solar panels of 350 Watts each, eight batteries of 200 Amph each, and 5 KVA-Inverter at the site. The installation of solar panels is estimated to save approximately 800 liters per month of Diesel used for Diesel Generator (DG) or about 9,600 liters of Diesel in a year. The total project cost is about USD 7,500 USD which is estimated to be recovered in a maximum of 8 months.

The solar energy will provide electricity to the office and accommodation buildings at the site. Aside from the cost-saving on Diesel, the company will be reducing its carbon emission (CO₂e) by ~2,900kgs in the site and will be aligned with the corporate program of promoting a 'Clean and Green Environment'.

Earth Hour 2023

On March 25, Tristar staff joined millions of people across the globe in switching off lights in business premises, homes and accommodations for one hour as part of Earth Hour, the world's largest grassroots movement for the environment. Tristar employees at the Democratic Republic of Congo (DRC) office gathered at 8:30 pm local time and spent an hour conversing about the impact of climate change on the environmental and the planet. They also discussed about ways in which they can contribute as an individual to mitigate the ongoing climate crisis.

Organic Farming at Head Office

Members of the Tristar ESG Committee and volunteer 'Tristar Farmers' presented last February 3 to Tristar Group CEO Eugene Mayne the crops they planted at the Tristar Head Office rooftop. For the Winter Season 2022-2023, the 'Farming Team' brought innovative solutions to the existing project which was launched in 2016. Old scrap waste materials, like tyres and oil drums, were reused by converting them into flowering pots in support of UN Sustainable Development Goal No. 15 on 'Life on Land'. The Head Office Workshop Team was responsible for reusing old tyres, vehicle batteries, oil drums, air filters and glass bottles as pots. The crops this season are Tomatoes, Carrots, Brinjal, Radish, Coriander Leaves, Spinach, Chilies, Bell Pepper, Snake Gourd Plant, and Pumpkin.



SOCIAL

Tristar Computer Literacy Program in South Sudan

More than 2,000 students of Gabat School in Juba have benefited from the Tristar Computer Lab introduced by Tristar in 2018. According to Tristar South Sudan Country Manager Ravneesh Aujla, the computer classes were very popular not only with the school children but also with the teachers who also wanted to learn computing skills. He said at least one day every week was devoted to educating the teachers.

"In 2018, during his visit to Juba, Mr Eugene Mayne directed us to construct a facility to impart computer literacy to the children of Gabat School in Juba. His vision was that since Information Technology skills were very important for competing in the modern world, the school children should be equipped with this skill. This was a unique concept in South Sudan where basic facilities such as electricity are not available and the children did not have personal laptops," Ravneesh explained.

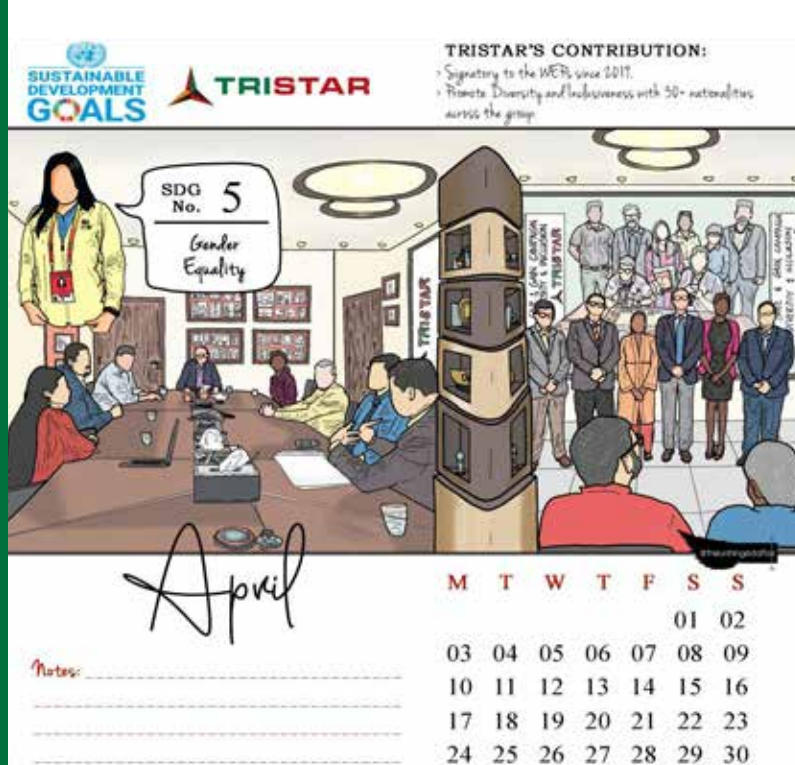
Tristar South Sudan constructed a computer lab using prefabricated cabins. A local teacher was recruited, and classes started initially with eight laptops. Now 12 laptops are being used making Gabat School the first school in South Sudan to have computer education on its syllabus.

Run for Inclusion

Several Tristar officers and staff and their families participated at the Rehabilitation & Welfare Association for People of Determination 'Superhero Walk for Inclusion 2023' last March 4. The free fun run event was held around the Al Noor Training Centre for Persons with Disabilities compound in Al Barsha. The distance covered was 4 kilometers. Tristar is promoting its Social Responsibility in Diversity and Inclusion campaigns this year and beyond.

Sustainable Development Goals Desk Calendars

The Tristar Desk Calendar for 2023 featured 12 out of the 17 UN Sustainable Developmental Goals (SDGs). The key focus areas are 2 - Zero Hunger, 3 - Good Health and Well-being, 4 - Quality Education, 5 - Gender Equality, 6 - Clean Water and Sanitation, 7 - Affordable and Clean Energy, 12 - Responsible Consumption and Production, 13 - Climate Action, 14 - Life below Water, 15 - Life on land, 16 - Peace Justice and Strong Institutions, and 17 Partnerships for the Goals.





GOVERNANCE

Executive MBA students from Canada visit Tristar

Tristar Group was one of eight business and government organizations in the UAE recently visited by Executive MBA (EMBA) students at Haskayne School of Business – University of Calgary. The interaction with Tristar's senior executives was under the EMBA's International Study Tour curriculum where students examine the effects of globalization on international and Canadian business, as well as learn about the operations and contributions of business and government organizations in a particular region.

Group CEO Eugene Mayne, together with Group CFO Marco Bachechi and the heads of Tristar's various business verticals, shared the company's best practices as a fully integrated energy logistics solutions provider to the downstream oil and gas industry across the Middle East, Africa, Asia, the Pacific, the Americas, and Europe.

The EMBA curriculum of Haskayne School of Business is tailored to mid- and senior-level professionals who already have significant professional experience and are familiar with the fundamentals of business. The curriculum is designed to leverage the collective experience of the students as well as insights from academic research and lessons from business leaders.

The visiting students who are from various industries engaged themselves with the presenters during the open forum by raising practical questions and sharing how they also do business in Calgary in Alberta province. Alberta is Canada's largest oil and natural gas producer and is home to vast deposits of both resources.

"It was a privilege and an honour for myself and fellow Executive MBA students to visit the Tristar Group in Dubai. This experience will undoubtedly shape our future endeavours and help us become better business leaders. Mr Eugene Mayne has inspired us with his strong work ethic and values to focus on a safety driven culture. His determination to deliver top quality service to their clients has proven that a business can thrive in a global marketplace for generations to come through sustainability and strategic partnerships," shared Garrett Schoorlemmer, President of Sideworx Connect.

Another participant, Karen MacDonald, Manager of Writing Symbols Lodge, University of Calgary, commented: *"The UCalgary EMBA cohort students were very impressed with Tristar's leadership, growth and entrepreneurial mindset. There are many similarities in fuel supply logistics between UAE and Canada and that relationships play a big role in business activities."*



Stakeholder Engagement: Sustainability Art Exhibition

One of Tristar's key stakeholders, Al Shirawi Equipment, extended an invitation to Tristar to represent as a jury member for one of its internal Sustainability Art Exhibitions. The event was held on January 21 at their DIC facility under the theme **'Save earth for future generation'**. It showcased different types of artworks created by the company employees and their family members. Tristar CSR and Sustainability officer Racheal Xavier represented the organization on behalf of the Tristar Environmental, Social and Governance (ESG) Committee.

Tristar Wins 2 Awards at Logistics Middle East Awards



Tristar Group won the 3PL and CSR awards at the Logistics Middle East Awards 2023 held at Grosvenor House Dubai on March 16.

The jury said on the 3PL award: "Tristar has established a strong foothold as one of the leading 3PLs in the country through the efficient utilisation of its resources, the implementation of technology-driven processes and systems, continuously enhancing its operations to offer a seamless customer journey, and upskilling and empowering its employees to ensure the highest health and safety standards are met."

On the CSR award the jury commended: "Based on its strong belief that 'Giving Back is Getting Back,' Tristar actively contributes towards various social causes and crisis needs in line with its mission to place purpose equal to profit and help and remain supportive to the community at large."

In 2022, the company launched a crisis relief campaign to help the victims of catastrophic floods in Pakistan. It allocated thousands of dollars and distributed 22 metric tonnes of food supplies to help 1000 affected families and provide the necessary sustenance to those in hunger and need across 9 cities, through a dedicated team of 12 volunteers."

Tristar Recognized by ENOC for Exceptional Performance



Tristar Group CEO Eugene Mayne received the crystal memento from ENOC Commercial and International Sales Managing Director Burhan Al Hashemi during the ENOC Strategic Suppliers Recognition 2023 event held on February 7 at the Museum of the Future in Dubai. Also on stage are ENOC Procurement and Contracts Group Director Reem Al Rumaithi and Tristar Group Road Transport and Warehousing General Manager Shivananda Baikady.

Since its establishment in 1998, Tristar has now grown to be one of the leading integrated energy solutions providers in the global oil and gas industry. One of its key business verticals is the Road Transport and Warehousing (RTW) division which manages large fleet of vehicles and finished product storage facilities. The RTW is the preferred partner of ENOC for the past two decades for its efficient, safe and responsible end-to-end supply chain solutions across its distribution network.

ENOC recognized 35 strategic partners for their exceptional performance and contributions. "Our suppliers are a vital part of our success, and we are honored to recognize and celebrate their contributions. As we continue to digitally transform our business and prioritize innovation and sustainability, our strategic suppliers have not only met but exceeded our expectations, and we look forward to working together with them in the future," said ENOC Group CEO Saif Humaid Al Falasi.

Tristar Wins Excellence in Fleet Safety



The Road Transport and Warehousing (RTW) division of Tristar Group in the UAE was recognized as the winner of the Excellence in Fleet Safety category at the Truck & Fleet Awards 2023 ceremony held on February 1 at The Ritz-Carlton, Dubai.

The company has traveled more than 400 million kilometers without a single fatality, which was acknowledged by the judges as an extraordinary achievement in road safety. They were also impressed by the way Tristar takes care of its drivers, among other things by controlling their exhaustion, choosing safer routes, and scheduling deliveries at times when the sun is not at its brightest.

The RTW Team is also concerned with maintaining smooth client interaction and communication throughout the delivery process. A specific customer experience management plan has been put in place, concentrating on three critical components: maintaining constant customer connection, effectively resolving customer complaints, and comprehending consumer needs/feedback through customer satisfaction surveys. Tristar trucks are kept in the best possible condition for quality and performance across the five GCC nations by adhering to OEM standards and best practices.



Continuous Improvement with TotalEnergies

The Road Transport and Warehousing (RTW) division held two meetings with TotalEnergies, their customer, to discuss suggestions for continuous improvement. During the first meeting on February 13, RTW's management and senior staff from HSE, Workshop, and Support Functions collaborated with TotalEnergies' counterparts to brainstorm ideas. The Tristar team proposed three initiatives: an Integrated Logistics Solution at JAFZA Warehouse, Enhanced Fleet Utilization, and the Use of Aluminum Tankers for Bulk.

Meanwhile, the TotalEnergies team raised seven issues, including improvements to the existing archive facility that

requires approval and consent from their finance team. They also suggested designating a single point of contact to manage all operations communications instead of having to reach out to multiple people.

During the second meeting on March 1, attended by Tristar Group CEO Eugene Mayne and TotalEnergies Marketing Middle East Managing Director Karine Singh, the senior management teams of both companies agreed to establish a permanent team for Continuous Improvement. One of the team's responsibilities is reporting near Miss incidents regularly.

Innovation at Abu Dhabi Workshop

The Workshop Team at the Abu Dhabi Operations has installed an Automated Greasing System for Roller Bearing and Drum Ring on its Mixers Fleet.

According to Workshop Manager Stanley Patrick Lyall, the Automated Greasing System is designed to increase uptime of vehicles and offers more advantages in terms of cost savings, durability, productivity, and safety. "It provides the right amount of grease at the right time and in the right place. The Automated Greasing System results in reduced wear and extended rollers and bearings life," he explained.

Stanley added that the Mixers Fleet do not need manual point-by-point greasing by technicians so the company can lower the maintenance costs considerably. "Lubing with a grease gun is tedious for technicians compared to the 15-minute inspection and refill time by our Automated Greasing System, once in month," he further said.



The Automated Greasing System drastically cuts labor and downtime. In manual lubricated environments, a technician uses a grease gun to grease bearing and rollers. These bearings and rollers are not easily accessible and require climbing on the Mixer, sometimes when it is still running. This poses big safety risks that can be avoided explained Stanley. "It also avoids human contact with lubricants and spilled grease on the floor eliminating the hazard of slippage."

Multi-country JIG Training and Inspection in Uganda



A multi-country 5-day JIG Training and Inspection was conducted in Uganda led by Country Director Promise Anagolu with the support of GM-Fuels Anil Parri, Group HSEQ and Sustainability Manager Sridhar Srinivasalu, Assistant Manager-Fuels Contracts Mukesh Sharma and Lead HSEQ Assurance Officer Faisal Ahamed.

The activities were held from March 6 to 10 at the new Tristar Aviation Fuel Facility at Entebbe International Airport and attended by staff from Uganda, Democratic Republic of Congo, Sudan and UAE. The training and inspection on Aviation fuel quality, safety and management will further improve the company's operations and service delivery in the various countries.

Tristar Subsidiary Refuels Large Boeing 787-900 at Juba Airport



APCL refuels the Boeing 787-900 of China Southern Airlines (UNIKEN) which is one of the largest passenger aircrafts to use Juba International Airport in South Sudan. APCL has also added Ethiopian Airlines from its list of prestigious customers led by Flydubai and Turkish Airlines.

Pakistan Employee Growth and Development Program



Tristar Pakistan has facilitated a very important and useful training session based on the safety of all road transport sectors which was conducted by major German manufacturer of braking systems, Knorr-Bremse. The training covered the Electronic Braking System (EBS) benefits, its legal requirements, as well as installation and troubleshooting of the system. The training has substantially increased the knowledge of the participants on the EBS. Knorr-Bremse is the world's leading manufacturer of braking systems and a leading supplier of safety-critical sub-systems for rail and commercial vehicles that has operated in the field for over 110 years.

Trainings and Activations in Kenya and Tanzania



The AFAL Regional Marketing Team has conducted a total of 34 training and activation days in promoting Caltex lubricants in Kenya and Tanzania in the first quarter.

In Kenya, the 16 mechanics' meetings have covered the Central, Western and Coast regions which had a direct reach of more than 1,500 people who participated in an in-depth lubrication seminar. In the period February 1 to March 30, more than 160 different shop counters were activated. The activations provided great awareness on Caltex lubricants with most people across the various towns calling for frequent market storming.

The 18 days of activations in Tanzania held between February 27 to March 18 covered 846 outlets. The on-ground team reported that the "target audience was very happy for the return of Havoline and Delo engine oils," and added that, "many customers have enjoyed the return of Caltex products and have praised them as the best quality lubricants in the market".

Trainings in South Sudan

In South Sudan, the local team has been conducting fortnightly online trainings where the subjects include aviation and fuel operations, safety and firefighting procedures, and various SOPs. This is the third consecutive year that Tristar South Sudan is regularly conducting the trainings led by Mesfin Woghe, Aviation and HSE Manager. The trainings are helping staff to be regularly updated on any new procedures and innovations. The topics discussed this year are worksite safety, product receipt procedure, HSE MS, and pressure fueling. On site training was also conducted for Forklift operations for selected operators. The quarterly safety meeting was also conducted to review safety incidents and sensitize staff on work safety.



The Board members of Glencore plc and executives of HG Storage International Limited (HGS), along with Tristar Group CEO Eugene Mayne and Group CFO Marco Bachechi, pose with the management and staff of the Tristar Chemical Terminal inside JAFZA on February 7.



Dow Chemical officials Narendran Rangarajan, Anil Mendonca and Valerie L. visited the Head Office on February 25.



Paul Vincent (from right to left), GM - Cryogenics Division with Tristar Oman Team Suresh Sampanna, GM, Datta Govenkar - Operation Supervisor, Abrar Hussain - Workshop Manager, Raghavendra Narayana - Workshop, Mohsin Khan - Workshop, Abdul Nazer - Heavy Duty Driver, and Gireesh Kumar Somasekharan - Heavy Duty Driver.



BP hosted lunch for the Tristar Warehouse 2 and 4PL Operations (Melubco) on February 10.



The Tristar Gladiators reached the semi finals stage of the Fleet Operation Association Pakistan (FOAP) Cricket Tournament 2023. Other major companies which participated are Mitsubishi Master, FUSO Motors, DP World, DSV, TCS, FAW and BSL.



Linde Helium Middle East led by Christian Paradis (left) hosted lunch for the Tristar RTW Team and Group CEO Eugene Mayne on February 16.



Tristar KSA management and staff celebrated the Kingdom's Founding Day on February 22.

A Defensive Driving and Aviation Safety Training was conducted on February 25 at the Monusco HQ in Goma, DRC. The training is already a culture in Tristar whenever a new fuel site is started. It was conducted by experienced professionals Amara Kebede and Mesfin Woghe who have vast knowledge and expertise in the fields of Defensive Driving and Aviation Safety. The training was also attended by Monusco officials, Project Manager Anil Kumar and Dubai-based Anil Parri, Prasad KM and Mukesh Sharma.



Caltex Recognizes AFAL Team Marketing Efforts

While attending the annual Caltex Partners Summit in Dubai last March 15 and 16, the AFAL Team received a certificate of recognition for Best Local Marketing Activities for the Year 2022. The award was received by Tristar East Africa Regional CEO – Srinivas Iyer, Country Manager Kenya – Sheetal Mia, Country Manager Tanzania – Harris Kumar, Technical Production Manager Kenya – Sandeep Chawla.



Emirates Environmental Group Thanks Tristar

Tristar CSR and Sustainability Officer Racheal Xavier receives the token of appreciation from Mrs. Habiba Al Mar'ashi, Co- Founder and Chairperson of Emirates Environmental Group (EEG) and H. E. Engineer Sheikh Salem Bin Sultan Bin Saqr Al-Qasimi, Chairman of the Ras Al Khaimah Civil Aviation Department and a Member of the Government of Ras Al Khaimah Executive Council, and an honorary member of EEG. Tristar is a corporate member of EEG and has supported several initiatives in the past years.



Toastmasters Club

A Tristar Toastmasters Alumni Meeting was conducted online on March 29. The club brought together former members and the attendees were very happy catching up with old friends and sharing stories of their experiences as a Toastmaster. This picture was taken during the joint meeting with SEAD Toastmasters Club on October 19, 2022.



Drivers Recognition Program in Pakistan

Tristar Pakistan strongly believes that through an employee appreciation program workers will be recognized and the workplace will become more inclusive and human. In fact, recognition is one of the most important factors in driving workplace engagement, productivity, connection, and employee retention. The local team has therefore arranged a unique theme for recognising the best drivers for their self-safety performance which is the advanced technology of AFFD (Anti-Fatigue Fighting Devices) along with other functions.



Oman Driver Recognized by Shell

Tristar Oman fuel tanker driver Younis Masoud Al Nadhiri received an appreciation from Shell Oman Marketing Company SAOG for his outstanding contributions to safety, compliance, smooth operations and high standards of customer service.



Career Fair

Tristar participated at the Career Fair at Rochester Institute of Technology (RIT), Dubai Silicon Oasis, on March 16 to hire Emiratis as part of the Government's Emirization Program. The recruiting team was led by Charmaine D'Cunha with Tariq Tariq Muhammed Al Blooshi and Sameeta Shankar.