



Group CEO at World Forum in France

Tristar Group CEO Eugene Mayne spoke at the World Forum in Lille, France on Responsible Business on November 15, 2012. He shared some Corporate Social Responsibility (CSR) initiatives the company have implemented in local communities where it operates.

Mr. Mayne was one of the speakers on the forum on 'Responsible Entrepreneurship: creating a positive image of entrepreneurs, and encouraging young entrepreneurs to contribute to sustainability.'

The World Forum is committed to demonstrating that, from a company's perspective, adopting a responsible approach in conducting its activities creates a source of profitability such as greater innovation, attractiveness, and competitiveness.

The objective of the World Forum is to 'advance the Responsible Economy through showcasing best practices adopted by corporations whether SMEs or large groups that exercise their activities responsibly, anywhere in the world, while setting the stage to promote their example.'

Giving back is also getting back explained Mr. Mayne citing how the company has also benefitted from the goodwill of the people while operating in difficult and often dangerous environments in the developing world.

Mr. Mayne showed various images covering the social, environmental and economic contributions of Tristar to the communities where it has a presence such as the construction of a primary school building in Juba, South Sudan, the flood relief efforts extended by the Tristar office in Pakistan, the formation of environmental improvement teams within the company in Dubai, and the employment of local residents in Sudan, Democratic Republic of Congo and Haiti, among others.



Good News: Group HSE Manager Faisal Bhatti wrote to Mr. Eugene Mayne on December 7 that "Tristar has become the first SQAS-assessed warehousing company in the GCC." He further said that "we were also the first SQAS-assessed transport company in the GCC." SQAS stands for Safety & Quality Assessment System. Bhatti added that "the SQAS assessment for transport and warehouse was successfully completed today. The auditor acknowledged improvement in the systems and there was no major non-compliance."

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Message from the Group CEO



Happy New Year!

The first ever Tristar Leadership Summit was held in Dubai on December 12 and 13 and generated a lot of buzz and enthusiasm among the participants who used this occasion not only to make new friends but also to get a better understanding of our worldwide operations. We also used this opportunity to review, with our leaders, our 2017 strategic plan where we have set for ourselves an ambitious target to be achieved over the next five years.

The year 2012 was a pretty successful year for the Tristar group of companies. We did experience some dip in our Shipping business but overall we managed to meet our financial targets. Some of the successes we enjoyed in 2012 were:

- Commissioned bunker barge operations in Mauritius in January
- Commenced turnkey fuel operations in Haiti in April
- Expanded aviation operations in Uganda in September
- Launched the lubricants distribution network in Kenya in October
- Secured Total and BP contracts for lube oil bunker barges in the UAE for five years

In 2012, the company received six awards: Total Middle East 'Best Haulier Award 2011,' Emirates National Oil Company (ENOC) Procurement and Contracts Gold Award as 'Strategic Supplier for 2011,' Shell UAE and Oman 'Best Haulier of the Year 2011,' RoSPA 2012 Occupational Health & Safety Gold Award and 2012 MORR (Management of Road Risk) Gold Award; and IOSH Award 2012 for the safety 'Campaign of the Year.'

Within the company we have formed the Tristar Toastmasters Club in January and initiated several wellness activities such as the Yoga sessions and Table Tennis practices, including a medical camp at the labor accommodation and a blood donation which was opened to neighboring companies.

Our staff went out of their comfort zones during Ramadan and unloaded hundreds of boxes containing food items and personal hygiene products intended for thousands of laborers under the Adopt-A-Camp project. In November, we supported the annual Clean Up The World campaign conducted at the Nad Al Sheba area.

I was also fortunate to be invited to speak in November at the World Forum in Lille, France on Responsible Entrepreneurship.

Over the years Tristar has developed a strong corporate social responsibility culture and today CSR is an integral part of the company's business strategy. The company's annual business plan now provides for our contribution in the social, environment and economic pillars by setting targets and measuring how the company positively helps the community and protects the environment. I look forward to the continued support of each one of you to build on our CSR commitment and to ensure that we continue to operate as a responsible business.

We are in the process of producing our first Sustainability Report for 2012 which we will submit in the first quarter. This would be a major milestone for us as a company and will provide more transparency, on our CSR performance, to a wider audience.

On the business front, we will be looking forward to commencing operations in KSA in 2013. This project has been somewhat delayed but we are confident that all hurdles will be overcome and we should be able to move full steam ahead. This move will complete our mission to operate a GCC-wide road distribution network.

Simultaneously, we will also be looking at one additional business stream in 2013 which we are confident will be a major revenue generator for the group in the years to come. More details will follow as this project takes shape in 2013.

In closing I would like to add that all our plans will not be successful without the continued commitment and dedication of each one of you who have made us to what we are today. Your support, loyalty and tireless efforts are paramount to our success and prosperity in the years to come.

Thank you and God bless you all.

EUGENE MAYNE

Tristar wins IOSH Awards



Tristar received the internationally recognized IOSH Awards 2012 for 'campaign of the year' for initiating the Check Every Step (CHEST) campaign in 2011 which resulted in significantly improving the safety performance of all Tristar drivers.

Using the theme '99% is not safe enough,' the CHEST campaign was designed to avoid the three C's: carelessness, compromise and complacency. CHEST stickers, highlighting critical steps for vehicle pre-trip inspection, driving, loading, and offloading were posted on vehicle doors, steering wheels, sunshields and dashboards.

IOSH stands for Institute of Occupational Health and Safety and is considered to be the biggest health and safety membership organization in the world. The IOSH Awards recognize organizations and professionals who have demonstrated excellence in the field of health and safety under various categories.

The 'campaign of the year' category was open to all companies and individuals who have ran a successful health and safety awareness campaign that has made a tangible difference either in the workplace, or other areas affected by the entrant's work activities. There were five finalists all based in the UK.

Tristar also received a plaque for being a finalist under the

category of 'Best Achievement in Transport and Logistics' for promoting the 'My Reason for Safety... My Family' road safety campaign in 2011. This award was open to anyone who works in, or whose main area of operation is transport, including fleet management, logistics, or distribution.

The awarding ceremony was held in London on October 18, 2012, and was attended by more than 500 delegates from around the world. Muhammad Akber, GM for Operations and Warehousing – Middle East, represented Tristar.

IOSH was founded in 1945, registered a charity in 1962 and was awarded a Royal Charter in 2003. It is the only chartered body for health and safety professionals with more than 40,000 members in 85 countries. In addition, IOSH is the first European safety body to be awarded NGO status by the International Labor Organization (ILO). The organization is committed to work for safe, healthy and sustainable world.

Distribution Agreement with Chevron Lubricants in East Africa



Africa Fuels & Lubricants LTD (AFAL) has signed a distribution agreement with Chevron Lubricants, owner and producer of Chevron, Texaco and Caltex-branded lubricants and one of the global leaders in fuel and fuel additive technology.

AFAL will now be the authorized distributor of Caltex products including the Delo and Havoline brands, as well as industrial lubricants in Kenya, Uganda, Burundi, Rwanda and the Eastern Democratic Republic of Congo.

AFAL was incorporated in Kenya in 2011 to pursue oil and gas opportunities in the African continent. The company is owned by UAE-based Tristar Group.

The announcement was made during a launch ceremony held at the Nairobi National Museum on October 2 in the presence of Assistant Minister for Trade Honorable Manson Nyamweya; Assistant Minister of the Office of the Prime Minister Honorable John Mbadi; General Manager of Chevron Lubricants in Africa, Middle East, and Pakistan Trevor Stallbom; AFAL and Tristar Group CEO Eugene Mayne; and other industry leaders and dignitaries.



Tristar at Leaders in Logistics 2012



Mark Appleyard represented Tristar at the 3rd annual conference of Leaders in Logistics held on October 23 at the Grosvenor House in Dubai. He spoke on "Achieving Consistent Quality of 3PL Services Despite Regional Volatility." The event was organized by Logistics Middle East magazine owned by ITP Business Publishing.

Appleyard said that wherever someone practices logistics he or she will encounter volatility. "If you are in control of your business, volatility is more manageable, which makes delivering a consistent quality of service more manageable," he explained.

Appleyard also shared to the almost 200 participants that effective driver management is essential. He said: "Some of our measures include selection and recruitment with the final

interview being done by an executive member or even the CEO. We have people whose sole responsibility is monitoring the drivers' performances."

Appleyard is a seasoned supply chain professional with over 30 years of logistics management experience in Europe in the chemicals and fuels sectors.

5-Year Strategic Business Plan

Group CEO Eugene Mayne presented the 5-year strategic business plan before more than 30 senior managers coming from various countries and group functions who gathered last December for the first ever Tristar Leadership Summit.



"We are looking to commence operations in the Kingdom of Saudi Arabia in 2013. This move will complete our mission to operate a GCC-wide road distribution network. We are also hopeful to add at least one more country in 2013 to our network of turnkey fuel operations in Africa," Mr. Mayne disclosed.

He also said that the company's annual business plan provides for contributions in the social, environment and economic pillars by setting targets and measuring how the company positively helps the community and protects the environment.

In his report for 2012 Mr. Mayne mentioned that new businesses in 2012 included the commissioning of bunker barge operations in Mauritius and commencement of turnkey fuel operations in Haiti.

The summit was held at the Tristar Head Office Training Room and Jebel Ali Resort on December 12 and 13, respectively. Aside from listening to the various yearend accomplishments, the senior managers participated in several team building activities and workshops on both days.



News in Photos



Tristar Legend inaugurated

Another tanker vessel was added to Tristar's fleet of ships when the Tristar Legend was blessed by Fr. Vincent of St. Francis Church on December 5. Marine Services Manager Saji Nair represented Tristar Shipping Team to see off the vessel from Dubai Maritime City for the maiden voyage under Tristar to Fujairah Port. MT Tristar Legend will be operating at Port of Fujairah on a long a term charter with BP to supply BP Lubricants.

Tristar – HSSE Performance – Q3 2012 (JUL-SEP)

Description	Value
Total Number of kilometers covered	2,809,926
Number of fatalities	Nil
Number of LTI (Loss Time Injury)	Nil
Number of major accidents / spills	Nil
Number of minor accidents / spills	1
Medical Treatment Case (MTC)	Nil
Total Recordable Case Frequency (TRCF) per million KM	0.355

3rd Quarter Safety Chart

The 3rd Quarter Safety Meeting was conducted on November 23 at the Tristar Head Office Training Room.



Workshop Toolbox meeting

Mechanic Suman voluntarily conducted the Workshop Toolbox meeting on November 20. He discussed and shared his views on reporting potential incidents and the benefits of using safety gears. He was commended by management for taking the initiative since the meetings are normally conducted by senior staff every week.



Tristar Kenya

Group CEO Eugene Mayne poses with Tristar Kenya staff led by General Manager for Special Projects William Otuka (L); HR/Payroll/Admin Officer Agnes Okado (2nd left); Accountant Nithin Kumar (2nd right); and Site Manager Eldoret Ashwin Kumar (R). Mr. Mayne visited the office in Nairobi on October 3.



Shell global team visits Tristar Pakistan

Shell's global Depot Operations Review declared on September 12 that Tristar Pakistan's facility in Karachi as well maintained and suggested several items for further improvement such as the effective use of IVMS and in making cost reports vehicle-wise and driver-wise through maintenance software.



ABS-fitted delivery pickups

Mr. Eugene Mayne and Shell LSC team officials, led by Mr. Tauseef, conducted a ceremonial ribbon-cutting for the acquisition of four ABS-fitted delivery pickups on September 11. ABS is an advanced safety feature to further improve safety and stability of vehicle on road to avoid chances of vehicle skidding or rollover which could otherwise lead to injuries, product loss or property damage. The ABS-fitted delivery pickups were imported from Japan.

Recyclers win Environmental Improvement Competition

The Recyclers Team was named winner of the Environmental Improvement Competition which was launched on July 7 and then rolled out on September 10. The team members received their cash award on December 14 at the annual Christmas Party.

The main objective of the competition, which had four teams participating, was to adapt the philosophy of ERRRD or Eliminate, Reduce, Re-use, Re-cycle and Dispose of with the lowest environmental impact possible.

A major initiative by the Recyclers was the Electronic Document Management wherein the team encouraged the scanning and storing electronically of all billing documents instead of storing photocopies. The improvement actions identified by the team:

NO.	DESCRIPTION	OBSERVABLE OUTCOMES
1	Reduce the amount of paper we consume and dispose of by changing behavior including the following (2 to 5)	
2	Introducing paperless initiatives including meetings, electronic fax, etc.	Reduced paper consumption, paper waste and cost
3	The re-use of already used paper	Reduced paper consumption, paper waste and cost
4	The collection and recycling of all paper products	Reduced paper consumption, paper waste and cost; and increased recycling.
5	Maximize purchasing paper products made from recycled paper	Support of the recycled products sector and reduced use of natural resources.
6	Carry out a waste audit and identify all waste generated by Tristar in Dubai HO / Operating Center by category / groups. Implement periodic (monthly) measurement in order to monitor improvement and increased recycling over disposal	Improved waste measurement. Increased recycling and reduced waste going for disposal.
7	Review waste disposal routes for sustainability and where possible implement better practices.	Improved waste measurement. Increased recycling and reduced waste going for disposal.'



CSR Activities in Photos



Clean Up Campaign 2012: Several Tristar staff provided refreshments to school children who participated at the annual Clean Up the World activity held on November 22 at the Nad Al Sheba area.



Sponsorship of ACSR Awards 2012: Tristar extended its support to the 5th Cycle of the Arabia CSR Awards 2012 held on October 24 at the Jumeirah Zabeel Saray, The Palm Jumeirah. Photo shows Tristar executives Muhammed Akber (right) and Art Los Banos with ACSR Network head Ms. Habiba Al Marashi.



Annual Tristar Blood Donation: Medical staff from the Dubai Blood Donation Center of the Dubai Health Authority conducted the blood donation at the Tristar Head Office on September 5. Tristar staff as well as employees from neighboring companies participated in the activity.



Philippine Flood Donations: Tristar Toastmasters Club VP for PR Jayesh Menom of IT turned over on August 23 to Toastmasters Club Area Governor for Area 57, Division J, District 20 Charity Madera the cash donation and used clothes collected from club members and Tristar staff intended for victims of the Philippine Flood in August. Group CEO Eugene Mayne also provided a budget for several Filipino staff to attend a 'breakfast-for-a-cause' held on August 31 which was organized by various Filipino organizations.

Juba Students' Scholarship: At least 85 primary school children from five schools in Juba, South Sudan, were awarded with internal scholarship by Tristar. The company in 2009 constructed a school building with three classrooms in Yapa which is 150 kilometers away from Juba.

Vehicle Turnover: Tristar donated a 4X4 vehicle to the North Mangala Payam community in South Sudan. The vehicle will be utilized for people in need of medical treatment in Juba and for community welfare-related activities.



Annual Christmas Party



The Annual Tristar Christmas Party was held on December 14 at The Atlantis, The Palm Jumeirah. It was a night full of Christmas carol singing, Santa Claus gift-giving, awarding to long-term service employees, giving of raffle prizes, and dancing.

Group CEO Eugene Mayne thanked everyone for contributing to the success of the company which saw the expansion of Tristar's global footprint in Mauritius with the commissioning of a bunker barge in January 2012. Coincidentally, the last major accomplishment for the year was also under the Shipping business with the inauguration of the MT Tristar Legend on December 5.

The yearend event really showed the global network of Tristar with the presence of the participants from the Tristar Leadership Summit who came from the GCC, Africa, Pakistan, Haiti and the Pacific Island of Guam.

Mr. Mayne also presented the pictures of children born in 2012 to Tristar staff, as well as welcomed new staff to the growing Tristar family which is now over 1,800 across 12 countries.



Happy Onam

Head Office and Haiti-based staff celebrated Onam last September.



Cricket in Haiti

Tristar staff played against the Indian peacekeeping personnel.





Still the Champ!



Group CEO Eugene Mayne is again a champion.



He won the Tristar Table Tennis 2012 Division A Tournament beating AGM for Warehousing Aman Walla. This comes after almost three decades of being a champion of the Arab Indian Muslim Association Open Table Tennis Tournament in Dubai. In the Division B Sales Manager Manoj Nair won over Assistant Manager for IT Jayesh Menom.

Cross Safely



The Dubai Police Traffic Department conducted an awareness campaign on 'Cross Safely' before drivers and helpers at the Tristar Labor Accommodation with the assistance of the HSE Group led by Manager Faisal Bhatti.

Here are tips on what to do and what to avoid:

Safe Crossing

- Choose the appropriate location.
- Stand as far as possible away from the road/pavement.
- Look left and right to make sure road is free of vehicles.
- Follow regular crossing steps.

Avoid

- Reading while crossing the road.
- Using mobile phone.
- Crossing hazardous roads such as highways.
- Crossing from places that block your vision.



Pedestrians crossing from undesignated places will be fined AED 200.



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