



## SHELL NAMES TRISTAR 'BEST HAULIER' FOR 2011

*Another feather has been added on Tristar's cap when it was awarded the 'Shell Best Haulier of the Year 2011' during a ceremony hosted by Shell at the Crowne Plaza Muscat Hotel in Oman on 26th June 2012.*



Tristar was selected as the best haulier for its consistent performance in 2011 in the areas of compliance with Shell global standards, operational excellence, customer service, and social performance, among others.

The award was handed over by Shell executives Mike Watson, Global Manager for Road Safety, Owais Sultan, Secondary Transport Manager for Middle East and Asia, and Hafidh Al Ismaili, Transport Manager for Oman and UAE, to Tristar officers led by Mohammed Akber, GM for Middle East Operations and Warehousing, Faisal Majeed Bhatti, HSE Group Manager, and Victor Mascarenhas, Assistant General Manager for Oman Operations.



Earlier on 6th June, Tristar Oman conducted a Safety Day program wherein videos produced by Shell were presented such as adverse consequences of mobile phone usage without a hands-free device or texting while driving.

The purpose of the Safety Day is to bring all employees and contractors together to engage and focus on safety.

The Safety Day in Dubai was held on 13th June and was attended by Group CEO Eugene Mayne with officials from Shell. Ashok Kulkarni (seated left side of Mr. Mayne), Shell Downstream Road Safety Manager for Middle East and Africa, urged the Tristar drivers to continue building a stronger safety culture and to always follow the life-saving rules of Shell.

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## Message from the Group CEO

*Belated Eid Mubarak and Happy Onam to all.*

*From January to June this year, our UAE transport operations covered 5,456,782 kilometers without a single major accident or spill. In fact, we have not recorded a single incident or Loss Time Injury (LTI) across all our operations in 12 countries.*



This performance gives me immense satisfaction and encouragement and I would like to extend my appreciation to one and all for your continued support and commitment in implementing and according top priority to safety in all our operations.

Our motto of 'Safety First' is indeed continuing to produce good results and I encourage each one of you to stay focused on safety in operations to enable us achieve our goal zero - i.e. no accidents, no injuries and no damage to the environment.

As a result of these performances we continue to be recognized as a trustworthy transporter with all our customers and the recent Shell Best Haulier Award for 2011 and the ENOC Gold Award as Strategic Supplier for 2011 are apt testimonials.

We have also re-launched in the UAE the Drivers League System which we are confident will further improve the on-road performance of our drivers.

On the Corporate Social Responsibility (CSR) front, we had celebrated World Environment Day in most of our overseas branches which again demonstrates the resolve of our people to support our CSR initiatives to protect and preserve the environment.

Here in the UAE, we contributed our time and resources to the success of the Adopt-A-Camp campaign held every Ramadan. This is an annual tradition of taking hygiene and cleanliness to the labor camps of Dubai by distributing clean linens and toiletries to more than 10,000 laborers.

We have also reinforced our partnership with the Arabia CSR Network as a Supporting Organization to the 5th Arabia CSR Awards to be held on 24th October.

In September we will roll out the initiatives of the four environmental improvement teams which have been tasked to identify improvement areas, take action and, where possible, establish methods of measurement in order to achieve a quantifiable reduction in the business' consumption of electricity, water, fuel and oil.

We are also targeting a quantifiable increase in the consumable materials we reuse and or recycle and ensure that all recycling and disposal routes should be vetted and proven to be environmentally friendly.

Let us, therefore, continue to be better than yesterday because our conscious efforts will ultimately reap tangible and intangible rewards that will benefit future generations to come.

From an Ancient Native American Proverb - We do not inherit the Earth from our Ancestors; we borrow it from our Children.

Until next time.

EUGENE MAYNE

## Drivers League System re-launched



*The Drivers League System (DLS) was re-launched during the 2nd Quarter Safety Meeting on 13th July 2012. The purpose of the DLS is to encourage drivers to be more proactive in HSE activities, as well as to reward and recognize safe drivers.*

It's a grade-point system in which drivers can earn points by having no incidents, by reporting near misses and potential incidents, and attending safety meetings. Drivers can also lose points by being involved in accidents, traffic violations, overspeeding, harsh braking, and unsafe driving observation, among others.

Based on these criteria, every end of the month the HSE team calculates scores for all drivers. Data is collected from spot checks, IVMS reports, incident reports and PI reporting system. If a driver scores more than 80 points he will be automatically categorized into A-Grade, if the score is between 60-80 points then the driver will be awarded B- Grade, and if less than 60 points then C-Grade will be given.

"The DLS is a positive tool for promoting safe driving and working habits among the drivers and we have seen exceptional improvement in our overall safety performance after introduction of this program," explained Faisal Majeed Bhatti, Group HSE Manager.

The launching of the DLS was witnessed by Group CEO Eugene Mayne and guests from Shell, Azher Abbas and Ariana Rajarao, and DIALOG, Steven Teow Yee. Assistant GM for Transport Rajeev Cherakkatil presented the 2nd Quarter Safety Report.

### Tristar – HSSE Performance – Year 2012 (JAN-JUN)

Description	Value
Total Number of kilometers covered	5,456,782 Km
Number of fatalities	Nil
Number of LTI (Loss Time Injury)	Nil
Number of major accidents / spills	Nil
Number of minor accidents /spills	4
Medical Treatment Case (MTC)	2
Total Recordable Case Frequency (TRCF) per million KM	1.09

## Drivers League System also in Pakistan

Tristar Pakistan arranged the launching of the Drivers League System (DLS) during the 2nd Quarter meeting with Shell and all its Karachi-based hauliers on 26th July 2012.

The purpose of the DLS is to improve safety performance and to avoid all preventable road accidents, while providing a long term sustainable and motivational program to nurture a safety culture among drivers.

All hauliers gave awards to their respective top three drivers. Tristar's best three drivers for the 2nd Quarter of 2012 were: 1st) Sial Mohammad, 2nd) Inam Gul (in photo receiving reward from Shell's Iftikhar Aslam), and 3rd) Niaz Ali. The event was also an Iftar gathering of the hauliers.



## Golden Hearts of Tristar Family



*Two groups from Tristar offered voluntary services in this year's edition of the Adopt-A-Camp wherein 5,050 'Care Packages' and other goods were distributed to over 10,000 laborers in Dubai on 9th August.*

The first batch was composed of corporate staff, including the Mayne family, who unloaded hundreds of boxes containing food items, home apparels, and personal hygiene products at one of the exhibition halls of the Dubai World Trade Center.

Commented Saher Shaikh, Founder of Adopt-A-Camp: "An extra special shout-out to the teams who came in the morning and did the mammoth task of unloading the trailers and setting up the arena. The One's Team, Tristar's team, Freshfields' team, Dubai Chamber's dedicated people and all the wonderful individuals I

will never forget, many of whom were fasting, you were amazing."

In the evening, Assistant General Manager for Warehousing Aman Wallia, together with 10 truck drivers and two staff, coordinated the loading and distribution of the 'Care Packages' and other goods to various labor camps.

"Ten thousand-plus workers would never have received such amazing gifts if it weren't for you. You have shown that it is possible to make a difference, a real difference. We can be the change we wish to see in the world," added Ms. Shaikh.

## Gold Award from ENOC

Tristar Group CEO Eugene Mayne received the ENOC Procurement and Contracts Gold Award as Strategic Supplier for 2011 during the recognition and awarding ceremonies conducted by ENOC at the Grand Hyatt Hotel in Dubai on 10th June 2012.

Mr. Mayne received the award from Zaid Al Qufaidi (left), Managing Director of ENOC Marketing Stream, who was assisted by Abdulsalam Al Hammadi, Director of ENOC Procurement and Contracts.

"Tristar is the partner of choice of major national and multinational oil companies most of which have been with the company since it was founded in 1998. We always place customer service and safety above all. It is our policy and commitment to provide services that meet and exceed customer expectations," said Mr. Mayne.

In his correspondence to the Tristar Group CEO, Mr. Abdulsalam commented: "We value your contribution to ENOC business and look forward to strengthening our relationship further."



## Safety Committee Meeting at Kisangani Site in Congo

A Safety Committee meeting was held on 26th May 2012 to commemorate the commissioning of the Kisangani Operations Site in the Democratic Republic of Congo (DRC). The Kisangani site has been inspected by the Joint Inspection Group (JIG) Inspector and found the facilities as per JIG Standard.



It was emphasized during the meeting that all safety rules should be followed to avoid any accident. Factors that lead to accidents include improper maintenance of equipment, lack of awareness, and wrong practices.

Two video documentaries were presented which showed fire accidents during a refueling by an aircraft due to poor maintenance of the bowser, and the use of a mobile phone while working onsite.

The use of Personal Protective Equipment (PPE) was also discussed wherein proper care was invoked especially on safety shoes.

Tristar operates in six areas in DRC with a total storage capacity of 6.29 million liters. The main office is located at the capital Kinshasa.

## Firefighting Training



HSE Group Head Faisal Majeed Bhatti conducted a fire extinguisher operation training for ground level staff on 8th July 2012 at the Shell Yard.

Then on 8th August 2012, a simulated firefighting incident was carried out at the main warehouse and observed by the HSE Group. The fire hydrant was used to 'extinguish' the imaginary fire.

All personnel are required to attend fire drills at least once per year. As part of the firefighting training, staff should be trained in the use of fire extinguishers.

## News in Photos



Lukoil Marine Lubricants presented a Certificate of Excellence to Tristar in honor of the company's 'outstanding performance and dedication.' Handing the certificate to Group CEO Eugene Mayne is June Manoharan, Director for Lukoil Marine Middle East & Asia Pacific. Accompanying her is Hatimi Mohammad Ali, Business Development Manager. Tristar started with the Lukoil account in the UAE in June 2011. Also shown in photo are Henri de Gersigny (back left) and Saji Nair (right) of Shipping Operations.



Two awareness sessions on ISO-9001, ISO-14001 and OHSAS-18001 were conducted by Al Manal Management System on 23rd June and 19th July. ISO 9001:2008 is about quality management system such as improving effectiveness and efficiency of processes. EMS ISO 14001:2004 is the control of environmental impacts and improvement of environmental performance. OHSAS 18001:2007 is to control occupational health and safety risks and improvement of safety performance.



The Workshop Group assisted the Mobile Vehicle Inspection Service of Tasjeel Warsan last 24th July when the Roads and Transport Authority (RTA) tested their new inspection units. Tristar provided a truck which was actually tested by RTA personnel. Shown in photo is Syed Mehdi (2nd right) of Tristar with representatives of RTA and Tasjeel Warsan.

## Tristar's global network celebrates World Environment Day



Tristar's head office, EPPCO Yard and Shipping Operations in Fujairah, together with several overseas branches, simultaneously celebrated World Environment Day (WED) on 5th June 2012. The theme for this year was on the Green Economy.

A green economy is described as one that results in improved human well-being and social equity, while significantly reducing environmental risks and ecological scarcities.

The WED banner was displayed at all the participating offices wherein the theme was discussed. At the head office the group heads presented their respective plans to conserve energy and

protect the environment. The overseas branches also made pledges to promote environmental-friendly practices.

Group CEO Eugene Mayne led the Dubai-based staff in signing the WED banner and in planting seedlings. Some overseas branches planted seedlings, too.

## Habiba Al Marashi with Tristar CSR Steering Committee



Emirates Environmental Group Chairperson Habiba Al Marashi (3rd left) poses with members of the Tristar CSR steering committee headed by Group CEO Eugene Mayne (from left to right), Mark Appleyard, Sapna Bhaskar, Muhammed Akber, and Art Los Banos. Ms. Habiba was the special guest of the breakfast forum organized by Tristar on 23rd May where she discussed responsible business and sustainable development. The UAE environmentalist is also the President and CEO of the Arabia CSR Network, and is a Board Member of the UN Global Compact.

## Protect the environment, support a charity



Drop your old battery cells (AAA, AA, C, D, 9-volt, 4.5 volt, LR 44, etc.) and used mobile phones inside the 'Battery' bins located at the Tristar Headquarter and EPPCO Yard.

But register first with Art Los Banos, Corporate Communications Manager, or Aurabelle Dian, Operations Executive for BP, before dropping the items. You will be credited with the following amount:

- Dhs1 per piece of battery cell
- Dhs10 per mobile phone battery
- Dhs15 per mobile phone without battery
- Dhs25 per mobile phone with battery

The total amount to be generated will be donated to a charitable institution.

## Team Building Session



Four teams were formed for the team building activities held right after the monthly town hall gathering last 7th July 2012 at the Training Room.

The White Team was declared overall winner after five fun-filled and exciting games. Each team was composed of staff from various groups and operations. Group CEO Eugene Mayne was sports enough to show his impartiality by wearing the four team caps.

According to the facilitators, team building events are employee get-togethers where they learn specific skills in teamwork, develop rapport, indulge in positive competition and network.

The objectives were definitely met. The event was really a success as shown in these photos.

## Labor Camp Activities



### Medical Clinic

About 150 drivers, workshop personnel and helpers availed of the free medical checkup provided by the Rashidiya Private Polyclinic on 18th July 2012. The medical staff conducted blood pressure reading, sugar count, as well as consultation.

### Iftar

Group CEO Eugene Mayne visited the accommodation in time for Iftar last 4th August 2012. Each of the more than 300 people was treated with a special Biryani packed meal after breaking their fast and performing their Maghrib prayers.

## New Toastmasters Officers



Charity Madera (left), Area Governor (Area 57) of Division J, District 20, of Toastmasters International introduces the new batch of Tristar Toastmasters Club officers (from 2nd left to right): Faisal Majeed Bhatti (President), Sapna Bhaskar (VP Education), Rajeev Cherakattil (VP Membership), Jayesh Menom (VP PR), Azeem (Treasurer), Maria Mendoza (Secretary), and Vengat Moorthy (Sergeant-at-Arms). The oath-taking was held on 11th July.

## My Tristar Story *Dharam Singh, Retired Driver* -By Maria Mendoza



I am Dharam Singh, 59 years old Indian national married to Charinjith Kor for 30 years, and a father of two whom I have brought up well.

I started with Mr. Eugene in 1992 as a driver. It is good to look back at the company which started in one cubicle and is now one of the biggest transport companies in the Middle East. I feel proud to be a part of the growth of the company.

I am so privileged to have the pleasure of working with Tristar for 20 years. Nothing has distracted me from this wonderful company I called home for the past 20 years. It was a blessing in disguise to stumble into Tristar. I am also proud to say that I have never encountered any violation or road accidents. I have been awarded

as one of the 'best driver' from 1996 to 1997.

I will still continue all the things I have learned from all the trainings I have attended which have developed my skills. I am very confident to say that the practice of safety performance will not end in my journey because my son, who is now with Tristar, will follow my footsteps.

In Tristar you will not only earn the money to feed your family, but you will also earn the knowledge that can be treasured which no one can take away.

I will go back home and carry all the memories that will always be remembered such as the security and comfort that Tristar have bestowed upon me and my family. Tristar has molded us to be what we are today, a better person, a better family.

My friends and fellow drivers, thank you for being part of my life. I am moving on to a new stage, the elderly kind as they say, that will also excite me.

Give your best to the company without calculating the returns as they will come in due time. Just work hard when you need to. And then enjoy the time they call 'retirement'.

Finally to Mr. Eugene, thank you for your support, kindness and forbearance which are virtues of harmony at the workplace. I wish you every good health and more success in your future undertakings.

## First Aid Tips



**Assessing for Response:** Look for mechanism of serious injury. Introduce yourself and your level of training. If needed, tap and shout. Activate Emergency Medical Services. If patient is unresponsive, establish an open airway using head-tilt, chin-lift.



**Chest Compressions:** Using upper body weight, push straight down to a depth of 1 ½ to 2 inches, or about 4 to 5 centimeters. Always compress fast and deep when performing compressions. Do 30 compressions then mouth-to-mouth.



**Mouth-to-mouth:** Take a normal breath. Press your mouth over patient's mouth to create an airtight seal. Blow to deliver ventilation. Breath should be one second in length and have sufficient volume to create a visible rise of the patient's chest. Do this twice and then proceed to chest compressions.



**Recovery Position:** Roll patient forward enough to ensure an open airway. Make sure there is no pressure on the patient's chest that might restrict breathing. The recovery position will allow fluids to drain from the airway. It will also help prevent the tongue from blocking the airway.



**Choking:** Stand behind patient and wrap arms around her waist. Make a fist with one hand. Place thumb side of fist just above the patient's navel and well below her breastbone. Grasp fist with your other hand. Quickly thrust inward and upward. Each thrust should be distinct and given with the intent of forcing object out. Repeat thrusts until patient can breathe normally.