



Tristar innovates to achieve USD700 million

Group CEO Eugene Mayne encouraged the participants at the annual Tristar Leadership Summit to initiate innovative ways in increasing the revenues of the current business lines and also to create new income streams to achieve USD700 million in revenues by the end of 2017.

Senior managers from the UAE and various locations with a number of key performers from the UAE attended the March 28 and 29 annual gathering held at Anantara Dubai The Palm Resort & Spa.

The theme for this year's edition was 'Innovation Premium' where workshop facilitator and Tristar consultant Carlos Guevarra explained during the opening session that "innovation is everywhere in Tristar, the question is can we boost it and manage it in a more effective way?"

The Six Thinking Hats guidelines established by Dr. Edward D' Bono were presented as tools to be utilized at the innovation workshop on Day 1 where six groups comprising

participants from various departments were given different issues to address.

The issues were in the areas of technology or IT applications, cost reduction, lubricants distribution in East Africa, HSE or Goal Zero, fleet utilization in the UAE and Kenya, and revenue growth of all business lines.

On Day 2 each representative of the six groups presented their initiatives they thought would address the issue assigned to them. Take the case of the HSE or Goal Zero Group, they had committed to implement new best practices and technologies that will further enhance the company's safety management system.

At the closing of the summit, all the participants wrote two to three personal commitments on a piece of paper before plugging a bulb with their name on it on the Innovation Wall which is now displayed at the Training Room of the Tristar Head Office in Dubai.

PARTICIPANTS IN ACTION



Summit commitment



Summit workshop



Summit teambuilding winners

Message from the Group CEO

I would like to thank all our colleagues who participated in the leadership summit held in Dubai on March 27 and 28. The theme for this year's summit was entitled 'Innovation' where together we brainstormed ideas on re-inventing ourselves to stay abreast of the dynamic and fast changing world that we live in today.

People are innovating every day and innovative companies are changing the world and the way we live. Today, the world is increasingly connected and the opportunity is to find new ways to connect people, businesses and other entities to create and capture new value. Innovative ideas is not just the prerogative of management and therefore I encourage each one of you to bring forward to my attention any idea that you believe will enable us to be more successful as a company. For us to continue to be successful we need to run our company with questions and not answers. Therefore I would encourage you all to:

- Think like a kid. Keep asking why.
- Plug into each other's brains.
- Don't feel shy. If you understand what you're saying then it's not innovation.

On the business side we have had a reasonably good first quarter performance but let us not take our foot off the gas as we need to accelerate our business growth and performance if we are to achieve our target of USD 700 million by 2017.

We have successfully completed the financing of Project Silver, our order for six new MR product/chemical tankers with Korean shipbuilder Hyundai Mipo Dockyard. The site office will be set up in August and the steel cutting of the vessel will commence in September. All six vessels will be delivered between May to November 2016.

Our turnkey fuel supply operations in Africa have been augmented with the commissioning of two redesigned Landing Craft Transport vessels in Juba, South Sudan. These self-propelled vessels with Ro-Ro facility are primarily meant for fuel transportation through the Nile River to remote fuel sites where large capacity fuel barges cannot navigate.

We have also been declared the winner in the CSR category of the Supply Chain and Transport Awards in the UAE for our 'Let us go home safely' project in partnership with the RTA and RoSPA. In the first week of May we have re-launched the campaign before senior high school students.

Incidentally, for the fourth consecutive year RoSPA has awarded us another Gold Award for Occupational Health and Safety, as well as our second Managing Occupational Road Risk (MORR) Trophy which is the highest recognition for the management of road risk. The awarding ceremony will be held in London in June.

Moreover, we have been certified for ISO 39001:2012 standard in recognition of our Road Traffic Safety Management System. This standard provides a framework to help organizations reduce, and ultimately eliminate, the likelihood and risk of death and serious injury related to road traffic accidents. This latest certification complements our IMS covering ISO 9001, ISO 14001 and OHSAS 18001.



Our CSR initiatives in several locations have been warmly welcomed by the local communities, government agencies and non-governmental organizations. We are into sports development in Haiti by supporting the Haitian Federation of Table Tennis. We are continuing our road safety advocacy in Pakistan in partnership with the National Highway Authority and Motor Police.

We are in the process of preparing our 2014 Sustainability Report and this time we will include some of our operations in Africa, Pakistan, the Pacific island of Guam and Haiti. We have conducted an external stakeholder engagement event last April 15 where we gathered inputs for the upcoming report and assessed Tristar's sustainability performance from the perspective of our customers, suppliers, regulators, media and corporate friends.

Our Toastmasters Club is now producing champion public speakers. Two of our contestants at the Area 57 contest held on March 20 were both voted as 1st runner up. In addition, several new joiners have shown interest and have attended the sessions held at the Head Office Training Room.

Let me end my message with this quote from the world famous futurist Joel Arthur Barker: "Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world."

Let our vision not remain just a dream.

Sincerely,

EUGENE MAYNE

Awardings



ExxonMobil Signs with Tristar

ExxonMobil has contracted Tristar to perform distribution activities for their bulk and packed marine lubricant products within the UAE. Tristar will provide road tankers, trailers and pick-ups of different capacities. The contract was recently signed by Mohamed Madih, President and CEO of ExxonMobil Fuels & Lubricants, and Eugene Mayne, Group CEO of Tristar. The company was chosen for the high standards and dedication of the Road Transport and Warehouse Teams.



Tristar is Certified for ISO 39001:2012

The UAE operation of Tristar is now certified for ISO 39001:2012 standard in recognition of the organization's Road Traffic Safety (RTS) Management System. The United Registrar of Systems (URS Certification) which is accredited with UKAS (United Kingdom Accreditation Service) conducted the audit. ISO 39001:2012 specifies requirements for an RTS management system to enable an organization that interacts with the road traffic system to reduce death and serious injuries related to road traffic crashes. It provides a framework to help organizations reduce and, ultimately, eliminate the likelihood and risk of death and serious injury related to road traffic accidents.



Tristar Receives Star Partner Award from Total

Tristar Group CEO Eugene Mayne and GM – RT&W Shivananda Baikady (right) receive from Total MD David Khalife the Star Partner Award plaque on January 22 during the Supplier Convention 2015 held at Park Hyatt Hotel. Tristar was recognized for its outstanding performance in Total's supplier evaluation program.



Supply Chain and Transport Award for CSR

Tristar was declared winner in the CSR category of the Supply Chain and Transport Awards (SCATA) on April 22 for its Road Safety Campaign in partnership with RTA and RoSPA. Tristar won over six more established and bigger companies.

Events



Innovation Talk

Karla Gomes of the Center for Innovation, Excellence and Leadership (IXL Center) based in Boston, USA, gave a talk on Innovation before Group CEO Eugene Mayne and Dubai-based senior managers last March 22. The IXL Center is a global training institute for companies and individuals wanting to learn about how to create innovation breakthroughs and how to manage innovation.



Tristar GCEO at Mega Panel Discussion

Mr. Eugene Mayne shared his inspiring journey on how he became an entrepreneur at the panel discussion entitled 'Dare to Dream' organized by the Institute of Chartered Accountants of India held on February 7 at the JW Marriott Marquis Hotel Dubai. The other panelists were Yogesh Metha, Managing Director – Petrochem Middle East and Siddarth Balachandran, Executive Chairman and CEO – Buimer Corporation. Two other panel discussions were conducted on the same event with Dr. BR Shetty of NMC Group, P.N.C. Menon of Sobha Developers, Dr. Azad Moopen of Aster DM Healthcare, Sanjay Manchanda of Nakheel PJSC, Sudhir Kumar Shetty of UAE Exchange, and Riyaz Peermohamed of IndiGo.

AFAL on the Go!



Africa Fuels & Lubricants LTD or AFAL has implemented several major activities during the first quarter in East Africa. These were: 1. signing of MOU between AFAL and KTB Group in Lubumbashi, East Democratic Republic of Congo; 2. Delo Dinner in Kampala, Uganda; 3. First Mechanics Meeting in Nakuru, Kenya; 4. National Oil

Corporation Regional Dealers Meeting in Mombasa, Kenya; and 5. Training in Juba, South Sudan.

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

Pakistan Road Safety Campaigns



Tristar Pakistan collaborated with the National Highway Authority and Motor Police on March 19 in conducting two separate road safety awareness campaigns along the Super Highway in Karachi.

The first one using the theme 'A Step Towards Road Safety' engaged more than 100 public vehicles such as cars, trucks and coaches wherein a short briefing on road safety was given to the drivers. After which a Road Safety booklet, a gift pack and refreshments were handed to the motorists.

Simultaneously on the same day about 10 trucks belonging to Shell's hauliers were checked for road worthiness at the Shahbaz Pump along the super highway. After each inspection the drivers were also given a safety briefing and a safety badge, together with the same Road Safety booklet, gift pack and refreshments.

Both undertakings will help enhance the safety culture in Pakistan which has about 9,000 road accidents reported to the police every year since 2011, killing over 4,500 people on average, according to the Pakistan Bureau of Statistics (PBS).

Tristar Supports Table Tennis in Haiti



The 2015 FHTT-Tristar National Doubles Championship held on March 22 at the Olympic Center for Hope in Port-Au-Prince, Haiti, saw the participation of 40 players or 20 pairs. They were split into four pools of five, from players aged below 11 years, to players older than 65, and from intermediate to highest rated class players. Twelve-year old Olivier Guerrier and 13-year old Guelson Louis were the eventual champions (lower right).

"We're thankful that all the players and spectators joined hands with us to turn this event into an already cherished tradition in

the making, for years to come," said Guy Mompoint, Tournament Director, and FHTT which stands for The Haitian Federation of Table Tennis.

Ralph Kernizant, President of FHTT added: "With your financial contribution, you've demonstrated your deep commitment to the country of Haiti as a whole, and the Haitian youth in particular. Your support will play a key role in the success of the Federation in guiding our young players, completing their preparation, and ensuring their success."

Tristar Water Bags Distributed in Haiti



It was a great joy for 100 families from Kenscoff when they received the Tristar Water Bags with a 5-gallon capacity on March 7. Kenscoff is located in a mountainous area about 10 kilometers to the southwest of Port-Au-Prince, with an altitude of 1,500 meters and about 52,000 people living across the mountain without sufficient water resources.

The people have to walk for four hours over the mountain to fetch water from the foothill area without having a proper container for carrying water to their home. Thus, the Tristar Water Bag will make their life easier as the water bag is a durable and

efficient human water transport tool, designed to ease the burden of carrying water home and to help keep water cleaner. It is engineered to relieve the physical burden, including spinal pain and injuries that often result from carrying water in buckets on head. Instead of straining the wearer's head and neck, it evenly distributes weight on the back, hands-free.

Tristar Haiti General Manager Muthu Premkumar (upper right) distributed the water bags with the help of the NGO OAPA. Another distribution was conducted in Gonaives in the same month.



Environmental Improvement Teams

The four teams, established in September 2012, underwent a re-organization and have accommodated new joiners based at the Head Office. The teams will be led by Vengat Moorthy (Oil Barons), Aurabelle Dian (Power Rangers), KM Prasad (Water/Camels) and Jayesh Menon (Recyclers). The leaders attended the monthly Tristar CSR Steering Committee meeting on April 4 with Group CEO Eugene Mayne, committee chairman (Muhammad Akber), vice chairman (Arthur Los Banos) and regular members Sapna Bhaskar of HR and Faisal Bhatti of HSE.



Camels



Oil Barons



Recyclers



Power Rangers

Tristar at Arabia CSR Awards Clinic



Tristar Chief Sustainability Officer Muhammad Akber was one of the panelists at the Awards Clinic organized by Arabia CSR Network on April 7. Tristar won under the Partnership Project Category of the 7th cycle of the Arabia CSR Awards 2014 for its Road Safety Awareness Campaign with the RTA and RoSPA.

Earth Hour in Pakistan



Muhammad Tauseef, HSSE Manager Tristar Pakistan, writing his commitment on Earth Hour on March 28: "I will take shower for less time and will switch off all unnecessary lights while bathing".

Earth Hour started as a lights-off event in Sydney, Australia in 2007. Since then it has grown to engage more than 172 countries and territories.

IT Goes Green



The IT Group is working for the reduction of greenhouse gas emission by mounting a challenge to convert the IT infrastructure into a 'green computing environment'. The group members are encouraging zero paper usage, exchanging of information through electronic form, and using recycled cartridges and printers.

Continuing to feed the homeless in Guam



Tristar Guam continued its support to the Kamalen Karidat or the Feeding for the Homeless program when it sponsored the meals on March 19 and 31, and April 23.

3 o'clock Stretch Break



Staff on the first floor of the Head Office initiated a stretch or stress break at 3 pm every day since January 31 (upper right). On March 30 some senior managers from other locations who were in Dubai for the Leadership Summit joined in the 5-minute stretching session.



Quarterly Safety Meeting

The 1st quarter safety meeting was held on March 27 where Tristar Group CEO Eugene Mayne encouraged everyone to really push for Goal Zero this year. "Let us therefore do our own share of achieving this by always following our 10 Golden Rules," he said. Group HSE Manager Faisal Bhatti reiterated to the drivers the importance of safe driving. He showed video footages of

road accidents to prove his point. A quiz was conducted on road safety which was won by Usman Mathoor. In addition, the accident-free bonus was distributed by HR to drivers who have performed safely in 2014. Several mechanics, forklift operators, helpers and staff were also recognized and rewarded for their high performance.



Tristar Toastmasters Club

The club was very much honored when two of its contestants at the Area 57 contest held on March 20 were both voted as 1st runner up. They are IT Group Manager Prasad K.M. for the International category and HR Coordinator Ketan Kumar for the Humorous category. Finance

Group Assistant Manager Joe Solomon and Accountant Mohammed Azeem also participated in the Table Topics and Evaluation contests, respectively. The Tristar Toastmasters Club contest was held on February 25 where it was supported by officers of Area 57 and Division J.



Best Evaluator



Best in Humorous



Best in International



Area Contest



Best Table Topics



Club Contest



Get-togethers with customers

Tristar staff spent some time with customers outside the office and warehouse in two separate occasions – with BP Team on January 7 at the Dubai Bowling Centre (left) and with the Linde Team on March 9 at the Dusit Hotel.

Tristar Oman Gets Shell Cake Workshop Training



Shell Lubricants regional head Ahmed Hilal and his team gave a cake to Tristar Oman for meeting the first quarter of 2015 target. Tristar staff Chinmay Sankla and driver Gollpalli Srinivasa Rao were given certificates of recognition. Tristar Oman Assistant General Manager Victor Mascarenhas cut the cake which has these wordings 'We made it again. Celebrating 6.19 million liters'.

Retiring Driver



Driver Kunnathu Parambil Anthony Ouseph has retired from Tristar after serving more than 11 years. He was given a send-off by the Transport Operations Team led by Assistant General Manager Aman Walia and his close friends last February 26.



AlKhalij Enterprises arranged a training for workshop staff to enhance their skills and learn new techniques and procedures in installing bearings on axles. The training was conducted by Dennis Campbell, a Service Specialist from Timken. It took three hours on April 1 for the mechanics, assistant mechanics, foremen and coordinators to observe the demonstration and to ask technical questions.



Mr. Eugene Mayne hit the target twice with a slingshot used in a 'Survivor' teambuilding activity.

Senior managers share their respective feedbacks on the first day activities while on their way to venue on the second day.

Uganda-based Project Manager Promise Anagolu drank raw egg given by Dubai-based Operations Supervisor Aurabelle Dian as a 'punishment' for giving wrong answers in a 'Survivor' teambuilding activity.

Editorial Board Members

Arthur Los Banos
Muhammad Akber
Sapna Bhaskar
Fasial Majeed Bhatti
Jayesh Menon

For any suggestions / comments
Please write to: newsletter@tristar-transport.com

▶ **UAE**
Tel: +971 4 899 7900

▶ **OMAN**
Tel: +968 24590133

▶ **KUWAIT**
Tel: +965-1-809222

▶ **QATAR**
Tel: +974-44515338

▶ **KSA**
Tel: +966-596141555

▶ **SOUTH SUDAN**
Tel: +211-956425000

▶ **KENYA**
Tel: +254-203741127

▶ **DR of CONGO**
Tel: +243-815555951

▶ **UGANDA**
Tel: +256-782488663

▶ **PAKISTAN**
Tel: +92-34 58220916

▶ **GUAM**
Tel: +1-671-5652300

▶ **HAITI**
Tel: +509 28130379