



Tristar now a certified CSR Champion in Dubai

Tristar received the Dubai Chamber CSR Label on its first application and was honored along with 13 other companies last September 25 by Hisham Al Shirawi, 2nd Vice Chairman, Dubai Chamber.

The Dubai Chamber official emphasized that the companies' dedication to integrating CSR into their governance and strategy leads to increased demand for their products and services while enhancing the companies' reputation in the market place as responsible business organizations.

He added that the CSR Label has been awarded 119 times and over 300 companies have been advised on the framework since the launch of the initiative in 2010. The label was awarded for the first time, too, to Al Hail ORIX, Bond Interiors, Chicago Maintenance and Construction, Premier Composite Technologies, and The Blossom Nursery.

Kimoha Entrepreneurs received it for the second time. Emirates Transport, Emrill Services, Majid Al Futtain Properties, DUCAB, Canon Middle East and Summertown Interiors were awarded for the third time, while Standard Chartered got it for the fourth time.

The CSR Label provides a free diagnostic framework that helps a company assess its current CSR contribution and to decide what more can be done. It is also a learning and development tool that helps companies to define and improve their CSR strategy, policies and management practices.

Tristar Chief Sustainability Officer Muhammad Akber received the CSR Label certificate on behalf of Group CEO

Eugene Mayne. Some members of the Tristar Steering Committee also attended the ceremony.

In a recent development, the chamber signed two MoU's with the General Secretariat of the Dubai Executive Council and Dubai SME aimed at developing CSR in the emirate.



Abdulla Al Shaibani, Secretary General of the Dubai Executive Council said: "The MoU with Dubai Chamber represents the ongoing integration, cooperation and coordination between both government and private agencies; our efforts to develop a general framework defining the concept of CSR came from the importance of strengthening the role of social responsibility and urging government and private agencies to maintain sustainability in this area, believing that the results will contribute to new development implications on the society, and enhance the global reputation of the Emirate of Dubai in the field of CSR."

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Message from the Group CEO



As we move into the final quarter of 2014 we need to take stock of our performance over the first three quarters of the year to ensure that we are performing, in all aspects of our business, as per plan. We also need to use the remainder of the year to fix any and all shortcomings to enable us turn in another successful year of performance and to plan and prepare ourselves for a robust performance in 2015.

Last month we were proud recipients of the CSR Label from Dubai Chamber which puts Tristar among the 100-odd companies recognized for their CSR efforts out of the hundreds of companies operating in the emirate. Needless to say we are successful on our very first attempt and this could not have been achieved without the support and tireless effort of each one of you. Thanks to the Dubai team for this success.

On the subject of awards, our Road Safety Awareness Campaign initiative with the Roads and Transport Authority (RTA) and Royal Society for the Prevention of Accidents (RoSPA) has been shortlisted for award and results will be known soon.

We have submitted an entry under the Partnership Project Category of the 7th cycle of the Arabia CSR Awards 2014. As we go to press we have been told by Habiba Al Marashi, President and CEO of Arabia CSR Network, that we are "among a handful of shortlisted ones out of a total of 155 applications that span 25 industries and 12 countries in the MENA region." She added that they received and processed 155 applications, out of which 102 met all the criteria for jury assessment.

I am glad to see that we have successfully completed much needed refresher aviation training programs at our operations in the Democratic Republic of Congo and Haiti. Topics covered included JIG guidelines and EI standards and basic principles of jet fuel quality and handling. I encourage all our leaders to ensure product handling and safety training to be an integral and routine activity at Tristar.

As you all are aware we launched the Strategy Delivery Office (SDO), an internal support area which aims to instill a discipline of planning, performance management and coordination, with the ultimate purpose of making sure that we successfully implement our 5-year strategy. For the SDO to operate properly, we have established the following mechanisms:

- **Business Performance Committee:** This monthly performance review meeting (MPRM) takes place among the business heads, Finance and the SDO to analyze the strategic performance, whereby decisions can be taken and acted upon immediately.

- **Executive Management Committee:** The GCEO chairs the Executive Management Committee every month which aims to foster alignment among the different businesses and support functions. It also serves as a forum to review the most pressing issues of the organization.
- **Business Excellence Committee:** The Chief Sustainability Officer chairs this committee on a monthly basis, too, which aims to instill a culture of Business Excellence and Continuous Improvement, in line with the requirements of the European Framework for Quality Management Model.

We continue to make progress in the implementation of our Strategic Plan this year, but it is important for us not to lose focus on our core strengths of operational and service excellence combined with a 100 percent safety record while upholding and living our core values of honesty, integrity and respect for all. We will review our long term strategy plan and other key issues at our annual leadership summit slated in the first quarter 2015.

I would like to sign off by announcing another initiative that we have introduced to ensure we practice our values and that we ensure compliance to all applicable laws and regulations in all the countries that we operate. We have launched a whistle blower initiative operated by an independent external party, where any employee can use this service to make Tristar's management aware of workplace concerns that you might be uncomfortable raising face-to-face. These concerns may be about possible fraudulent, unethical or unlawful conduct you have witnessed at work. I encourage each one of you to actively use this facility, if the situation demands it and without the fear of any retribution.

As usual I look forward to your continued support and loyalty.

Sincerely,
EUGENE MAYNE

2nd Sustainability Report launched at Dubai Chamber

The second Tristar Sustainability Report was launched at the Dubai Chamber on September 11 during the Best Practice Seminar on Road Safety organized by the Centre for Responsible Business (CRB). The CRB's objective is to engage the Dubai business community in assuming greater responsibility for the emirate's social and environmental needs.



Tristar's sustainability report describes the company's overall sustainability approach and its efforts toward driving health and safety, enhancing employee well-being, reducing environmental impact and contributing to community development.

"For this report we have decided to use the theme 'Working together for a better tomorrow' as it reflects on our commitment to conduct our business in a socially and environmentally responsible manner," expressed Tristar Group CEO Eugene Mayne.

The second report covered the company's operations in 2013 in Qatar, Oman and Kuwait, in addition to the UAE which was the sole focus of last year's report. Mr. Mayne added: "I am particularly



proud of our performance in 2013 where we accomplished another year of operations with zero fatalities and zero spills. I am also proud of our people's efforts in helping local communities in Africa, Asia and Central America."

Top left photo shows Tristar executives, seminar speakers, CRB staff and guests pose with a copy of the report which was distributed to all the attendees. On September 25, members of the Tristar CSR Steering Committee handed a copy to Hisham Al Shirawi, 2nd Vice Chairman of Dubai Chamber, during the CSR Label awarding ceremonies.

Road Safety Awareness Campaign



The campaign by Tristar for safe driving in Dubai continues when it conducted a series of workshops and seminars in the 3rd quarter.

Assistant General Manager for Warehousing Aman Wallia presented the RoSPA-designed defensive driving lecture before drivers of the Apparel Group and MAPEI on August 18 and September 6, respectively.

On September 11, GM for HSEQ and Sustainability Muhammad Akber and Group HSE Manager Faisal Bhatti, together with client

Shell Downstream Road Safety Manager Ashok Kulkarni, were the main speakers at the Best Practice Seminar on Road Safety organized by the Centre for Responsible Business of Dubai Chamber. The fourth speaker was Rod McCulloch of DP World.

EFMS now in place in South Sudan and Uganda



South Sudan



Uganda



South Sudan

Tristar South Sudan and Uganda are already implementing the Electronic Fuel Management System (EFMS) which ensures that records of daily operations are uploaded to a system that can be immediately viewed by the customer.

As a continuous improvement process, the main benefits of the system are data accuracy on transactions and stock positions, and transparency for audit reference and future invoicing.

On June 9, the EFMS was rolled out all over South Sudan and the project execution was successful validating the good team effort between Tristar and the customer. These were the major areas where Tristar contributed in the effective implementation:

- Identified and verified all the equipment and uploaded the correct data.
- Installed the EFMS software in all the Tristar sites and synchronized the scanners before distributing to the sites.
- Assessed the availability of barcodes.
- Conducted classroom and field trainings not only to its own staff but also to the customer's personnel.

In Uganda, the customer trained all Tristar staff including selected Shell personnel. Photo shows Tristar and Shell staff with representatives of the customer pose for a souvenir shot.

Trainings



Defensive Driving in South Sudan

Last September 6, a Defensive Driving Training was conducted for Juba-based Head Office staff. This was part of the refresher training requirement which focused on addressing the increasing driving hazards and incidents in the capital. World Health Organization data on African Traffic Accidents were discussed to highlight major driving-related problems on the continent.



First Aid in South Sudan

Twenty-two members of Tristar South Sudan attended the First Aid Training in Juba facilitated by the Indian Battalion Medical Team on September 19. The training content covered ABCs of Life, First Aid, CPR, Bleeding Measures, Fracture Responses, Head Injuries, and Bullet Wound Handling and Dangers.



Aviation Refresher in DRC

Tristar Democratic Republic of Congo conducted a two-day Aviation Refresher Training on September 21 and 22 with Rick Williams of Hansa Consult. The training focused on aviation field operations and product quality control.

Hansa Consult has been founded in 1979 to provide airports, tank farm operators and oil companies with safe and economic fuel infrastructure.

An HSE, Aviation Operation and Quality Control Training were given to 12 Site Management, Maintenance and Operational Team members in South Sudan. The focus of the trainings held on September 27 and 28 were on the concerned points based on Site Management Inspection feedbacks and the customer's inspection points.



JIG Aviation Training in Haiti

Participants to the JIG Aviation Training conducted on October 11 and 12 in Port-Au-Prince pose for a group shot. The training was conducted by Dr. Antonis Christodoulakis.

Khareef Award



Tristar Oman's Victor Mascarenhas received the Khareef 2014 Award from Shell's Ashif Ansari on September 24 for best services during the monsoon or Khareef season in Dhofar Governorate. Dhofar is in the southern part of Oman where white fog and light drizzle are experienced during the summer months. Salalah is the capital of Dhofar.

Quarterly Safety Meeting




Syed Haider of Alserkal-Bridgestone and Muhammad Hussain of the Civil Vocational Training Institute were the guest speakers at the Quarterly Safety Meeting held on August 29 at the Tristar Training Room. Haider talked about Tire Safety while Hussain discussed about handling Hazardous Materials.

Emergency Response Drill



Office, Warehouse and Workshop staff converge at the Assembly Point near the main gate during the Emergency Response Drill conducted on August 7 which was observed as a 'timely evacuation and headcount.'

Tristar Group Code of Conduct



Do you have a concern or issue to share with Management?


Call In Touch®
A Confidential and Anonymous Way to Communicate

- 1 Dial Toll-Free **1-877-606-7763** 24 hours a day 7 days per week.
- 2 Follow the instructions for leaving a message. Write down the case number you are assigned.
- 3 A written transcript of your call will be sent to the appropriate management staff at your company.
- 4 Your call can be anonymous. Leave your name and telephone number if you prefer someone from management at your company to contact you directly.
- 5 To receive a response from management, call back after five business days and provide your case number.

You may also contact In Touch by:
 1) Sending an email to: Tristar@GetInTouch.com
 2) Submitting your issue or concern via the web:
 * Visit www.intouchwebsite.com/tristar and enter the passcode "2004"
 Unless you indicate otherwise, your name and email address will be removed from the message before it is sent to company management.

Use In Touch to confidentially report:

- Violations of the Anti-Corruption and Business Ethics Policy
- Improper Accounting, Accounting Controls or Auditing
- Bribery
- Conflicts of Interest
- Illegal Activities
- Theft or Fraud
- Discrimination, Harassment, Workplace Violence
- Safety, Health or Environmental Issues



Tristar has implemented a "Whistle Blower" mechanism, operated by an independent external party, where any employee of the organization can use the service to make Tristar's management aware of workplace concerns, including possible fraudulent, unethical or unlawful conduct. Anyone can send information anonymously by email (Tristar@GetInTouch.com), telephone (00-1-877-606-7763 for global locations while UAE toll free to be announced soon), or through the website (www.intouchwebsite.com/Tristar).

Official Visitors



Shell



Dow



Total



AFAL

GCEO Eugene Mayne pose with four batches of guests. They are from Shell, Dow, Total and Africa Fuels & Lubricants LTD (AFAL).



Summer and Ramadan Road Safety Initiatives in Pakistan



Tristar Pakistan initiated a Summer and Ramadan Safety Campaign. Before Ramadan Tristar drivers were advised to be 'safe in the sun' by always drinking water or juice. Then during Ramadan the Tristar team on July 17 engaged Shell, Total and other local transport drivers in a safety briefing which discussed fatigue management, Ramadan safety guidelines, vehicle inspection, and mandatory daily rest, among others. Participants were given gifts distributed by Shell Pakistan's executives along with National Highway and Motorway Police officials.



Adopt A School Project in Guam

Tristar Guam staff volunteered to paint the Benavente Middle School to make the facilities ready for the new school year last August 13. The staff purchased paint supplies and tools for painting.



Cleaning up Hazardous Hydrocarbon Spills

The Oil Barons organized last September 16 a demonstration of the Peat Sorb which is lightweight non-biodegradable natural organic absorbent made from 100% Canadian Sphagnum Peat Moss which absorbs cleanly and completely on contact hydrocarbons.

Collection of Paper Waste for Recycling



The Emirates Environmental Group (EEG) collected approximately 350 kilos of paper waste last September 2 at the Head Office. The waste will be recycled according to the Recyclers Team which coordinated the collection.

The team is headed by Jayesh Menon with the following members: Pundareekakshan (Pundari), Maria Mendoza, Adela Elago, Ketan Kumar, Aravind Fernandes, Abubaker (Abu) and Xavier Caldeira. They have deposited approximately 5 kg of aluminium cans to the EEG last October 11 and are encouraging everyone to support the Can Collection Campaign which will end on November 30.

Water Tank for Mother Teresa Center in DRC



Tristar Democratic Republic of Congo donated a water tank to the "Mission De La Charite" or Mother Teresa Center in Kinshasa. The water tank's capacity is 5,000 liters which will be a reserve water source for cleaning, washing and laundry for more than 100 people. Beneficiaries of this project are the orphans, support staff and elderly people at the center. A 6-feet high platform was built for the tank for the better flow of water. Shown in photos taken on September 9 during the inauguration are Tristar DRC executives together with the nuns and beneficiaries.

Coastal Clean-up in Guam



Tristar Guam donated trash bags, cotton gloves, and 5-gallon water bottles as part of its annual support to the cleaning of the beaches around Agat and in solidarity with EPA's island-wide Coastal Clean-up held on September 20.

For the last 20 years, Guam residents have volunteered their time to pick up trash along the island's beaches. A Guam EPA Spokesperson explained: "The reason this site is really important is the ocean is literally 10 feet away so anything that's dropped here can easily blow into the ocean and it's almost impossible to get it back once it's in the ocean."

Staff celebrates GCEO birthday

This year the surprise activity was not inside the Training Room but was on the ground floor lobby where Group CEO Eugene Mayne was greeted by three groups of employees holding individual poster with a single letter that altogether spelled out **HAPPY BIRTHDAY BOSS**.



Mr. Mayne's birthday on September 10 was celebrated with the customary speeches by heads of businesses and the video greetings of the overseas operations. There were two cakes prepared this year – one in the shape of a ship designed by consultant Rafa Lemaitre's wife.

"Thank you all. Your continued support and loyalty is my only wish on this birthday," Mr. Mayne emailed everyone.

GCEO featured in Logistics Middle East Magazine



Group CEO Eugene Mayne was featured on the front cover of the September issue of Logistics Middle East magazine.

The same magazine in its August issue included Mr. Mayne in the Top 25 Power List of logistics executives in the Middle East for the second straight year. "It's a very rewarding experience, to be recognized in the top 25 logistics leaders, not only for me personally; I represent the company, so it's rewarding for our employees. When their leader is in a public forum like this, they feel really proud of the organization," Mr. Mayne was quoted.

Commending Tristar Drivers

Shell officials have commended Tristar drivers when they handed over a gift voucher to Sukwinder Singh last September 8 in Dubai for 'excellent work, service and knowledge' and when they gave a certificate of appreciation to Sathyan Mukothayil last September 24 in Oman for 'exemplary efforts.'



Celebrating Onam



The Harvest Festival of Kerala 'Onam' was celebrated on September 7 with a lunch program at the Tristar Training Room.

Team Building



A very successful and amusing Team Building activity was held on August 23, with at least 6 new joiners among the 40 participants.

Toastmasters Club



The Tristar Toastmasters Club has a new set of officers who will serve until June 2015. They are: Art Los Banos, President; Aurabelle Dian, VP Education; Jayesh Menon, VP PR; Vengat Moorthy, VP Membership; Joe Solomon D'Souza, Treasurer; Ketan Kumar, Secretary; and Muhammad Azeem, Sergeant-at-Arms. The first session under the new officers was held on August 13, with GCEO Eugene Mayne attending.