

TRISTAR WORLD

Newsletter - Vol II - 2011



Our Earth, Our Future... Just Save It!



World Environment Day

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New Corporate Headquarter

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MESSAGE FROM GROUP CEO

I am really pleased to know that the launch of our official newsletter "TRISTAR World" has been a real success as per feedback received from employees, customers and other stakeholders. I would like to congratulate the editorial team of "TRISTAR World" and am confident that future editions will continue to be well received.

I take this opportunity to provide an overview of our performance during 2011 with particular emphasis on second quarter results. The overall business performance during 2011 is on target due to our strong customer base, leveraging synergies, optimizing resources and deriving efficiencies. Safety continues to be our foremost priority in every aspect of business and we were able to safely cover millions of miles and safely deliver millions of liters across Asia, Middle East, Africa and globally to our valued customers. During the same quarter we moved to our new corporate headquarter in Jebel Ali Industrial Area in Dubai. Our huge investment in building the model transport yard and the model warehouse as our Dubai headquarters exhibits our visible commitment to achieve operational excellence while meeting and even exceeding customer expectations. In Oman we have introduced a rollover warning system in our tank truck fleet to enhance vehicle stability. As part of fleet modernization plan we are also upgrading our fleet in Kuwait by introducing electronic gauging system, rollover prevention system and online fuel monitoring.. Our Shipping division is also working to expand our coastal business and will be soon starting coastal shipping operations in Mauritius.

Our success story of second quarter achievements does not end here. As an active member of UN Global Compact association, TRISTAR has observed Global Earth Day in April 2011 and World Environment Day in June 2011. The objective was to support UN efforts to save the earth planet, reduce carbon footprints, go green and conserve our natural resources by sustainable development. As part of our social investment program, TRISTAR has jointly run a unique road safety campaign for school children in collaboration with TOTAL and under the patronage of Dubai Police. Around 5000 school children were covered in this "My First Driving License" program which was aimed at inculcating safe driving habits in students right from beginning.

Our people are our greatest strength and we continue to hire best in class talent from various disciplines to meet growing needs of our business. I would therefore also like to welcome all new joiners who have recently become part of Tristar winning family. It gives me immense pleasure to announce that as part of our growth strategy TRISTAR will be soon starting its operations in Saudi Arabia, Mauritius and Iraq.

Let me personally thank all our employees for their hard work and dedication to make TRISTAR the partner of choice to our targeted customers. . Our priorities remain responsible business, safe operations, delighted customers, adoption of best practices, cost effective solutions and greater returns to our shareholders. Until next time...

EUGENE MAYNE

WORLD ENVIRONMENT DAY AT TRISTAR



World Environment Day (WED) is an annual event that is aimed at being the biggest and the most widely celebrated global day for positive environmental actions. WED celebration began in 1972 and has grown as one of the main source through which the UN raises worldwide awareness about protecting the environment and our earth planet. WED is a day where people from all walks of life come together to ensure a cleaner, greener and brighter outlook for themselves and future generations. Every year on 5th of June, this day is observed under the patronage of United Nations Environment Program (UNEP) in support of sustainable and equitable development.

On 5th of June 2011, World Environment Day was also held across TRISTAR group. This year the theme of world environment day is **“Forest: Nature at your Service”**. It is important to note that forests cover one

third of the earth's land mass, performing vital functions and services around the world which make our planet alive with possibilities. Approximately 1.6 billion people depend on forests for their livelihoods. Forests create and maintain soil fertility. They help to regulate the often devastating impact of storms, floods and fires. Unfortunately global deforestation continues at an alarming rate and as per an estimate, 13 million hectares of forest are destroyed every year. It is quite alarming that half the world's tropical forests have been cleared or degraded while at least 4,500 acres of forest fall to chain saws, flames, or bulldozers annually.

Being a responsible corporate citizen and an active member of UN Global Compact, Tristar realizes the importance of conserving our environment. In order to personalize environmental issues and enable everyone to realize their responsibility, WED was observed across TRISTAR group. The HSE team developed a standard communication pack for creating awareness amongst employees about forest, their importance, deforestation and its impact on the environment and ways to reduce deforestation. Additionally there were several field activities conducted in conjunction with this day, such as:



- Conducting energy audit at our workplace to find ways of reducing energy and water consumption.
- Switching off unnecessary electrical equipments by each individual in their work area.
- Smoke testing of vehicles to check compliance to exhaust emission.
- Checking the exhaust of the electrical generator.
- Setting up computers to power saving mode.
- Ensuring no product leaks from storage tanks.
- Checking our adherence with waste management procedure.
- Sorting out unnecessary papers for reusing.
- Adopting a plant.
- Using public transport or walk to work, when possible.



In Dubai the event was led by the Group CEO Mr. Eugene Mayne. In his speech he reiterated TRISTAR's commitment to protect the environment. He emphasized that WED relies on us to make this happen at organization as well as individual level. Tristar Oman team also participated actively in WED. All the field activities were conducted and a tree was planted. Tristar Pakistan team was also not behind others. They shared communication pack with their employees and planted several trees at their facility. Tristar Qatar team came up with different ways to use recyclable material in their operation.



Tristar Congo team went one step ahead. They invited technical experts from Kinshasa's National Institute for Professionals to participate in WED activities. Similar activities were conducted at Tristar Kenya, Guam and Kuwait operations.



One common feature of the WED activities was the active participation of all Tristar employees. Each of them showed their dedication towards environment protection. In the end all employees signed the WED banner to acknowledge their commitment for a greener and sustainable environment.



TRISTAR - NEW CORPORATE HEADQUARTER



It seems like yesterday when the ground breaking ceremony of the new site for TRISTAR Corporate Headquarter at Jebel Ali Industrial Area in Dubai was performed on 29th May 2010. Following a group prayer and blessing ceremony, the Group CEO announced the beginning of the much awaited and long cherished plan for a world class facility for TRISTAR. A large number of the employees in UAE took part in the ceremony which was followed by a sumptuous breakfast and delicious sweets to celebrate the occasion. This was yet another major



move towards TRISTAR commitment to offer world class services to its valued customers as well as provide employees even safer and congenial working environment with all modern amenities. The objective was to synergize entire business operations including transport, workshop, warehousing, shipping, administration and support services under the same roof and thereby delivering speedy and more efficient services. The Group CEO, on the occasion of ground breaking ceremony; also outlined that our major investment in building this model transport yard and warehouse as our Dubai headquarter exhibits our visible commitment to achieve operational excellence by meeting and exceeding customer expectations. It was indeed a very happy and proud moment for entire TRISTAR when the handing over was done in

record breaking time without any incidents during the construction phase and without compromising on quality or safety standards at the same time.

The top management was actively involved at every single step along the way to ensure project safety, they gave valuable guidance from the basic to the most sophisticated concepts applied at the new facility, which reflects in the unique plan and set up of the facility and premises. Today TRISTAR Corporate



HQ stands tall on approx. 400,000 sq feet of land with an office space of 25,000 sq ft holding individual office spaces for administration and operations wings on dual floors. A vast open terrace is available to cater to staff parties / special occasions as required. A state of the art conference room, exclusive library, training room, driver's recreation room, well equipped pantries and prayer rooms at each floor are definitely noteworthy. Ample parking spaces with state of the art warehousing and workshop facilities are other key highlights of the facility.





The office spaces have been specially designed to provide maximum natural lighting and cross ventilation as a go green solution to reduce our energy consumption. Special attention is given to furnish appropriate colour coding and space to ensure a conducive and motivating work atmosphere for the employees. For safety and security reasons, all the prominent areas in the facility



are being monitored 24/7 with CCTVs by well trained security officers. The fire safety system meets international standards and is approved by the relevant authorities.

All new visitors are well informed and inducted on the safety standards to be adhered to.

The yard is vast enough to park over 100 vehicles at one time. The walk through around the entire facility spans over 2 Kms. – can be equivalent to an individual's exercise routine.

It goes without saying that all facets of the project construction was put to acid test on every single day during

the 50 weeks of execution and the hard work, commitment and enthusiasm of the project team members. Every single worker has been a vital element in the emergence of this excellent work.

The TRISTAR Corporate HQ as it stands proudly today is a state of the art and world class facility which



boasts of the safety, quality and environment friendly systems. This also reflects TRISTAR's giant leap towards attainment Operational Excellence in every aspect of our business.

We have been gifted with a fantastic work place with all the latest facilities in place blended with remarkable ambience. It is now the responsibility of each employee to make use of the efficient systems and amenities to bring TRISTAR at equally unbeatable timelines closer to the achievement of our Vision.



MY FIRST LICENSE

Road accidents have become a global concern. No matter you are a driver, passenger or pedestrian; your safety is at risk while using roads. According to UN World Health Organization, road traffic collisions kill and injure millions of people every year and it is one of the top three causes of death globally. More startling fact is that number of deaths and disabilities from road



traffic crashes are increasing yearly despite increased safety features in modern automobiles and improved road infrastructure. It is projected that unless concrete measures are taken, the crash death toll would double by 2020. Those between the ages of 5 and 44 years are most vulnerable to road accidents, according to statistics. With the increasing ratio of accidents on roads, awareness has to peep in the society to educate on road safety. Of one such initiative was coupled by Tristar and Total Middle East.

It is a fact that children retain habits that they learn during first few years. Using this idea, a unique road safety campaign was driven by Tristar and Total Middle East which was aimed at educating young school children about road safety. The campaign was named as **“My First License – I Know my Road Rules”**. Students aged 4-8 years from 15 participating schools were targeted. Around 5000 children were covered during this campaign.

Each session included road safety lecture from experts followed by road safety quiz. Since the campaign was aimed at familiarizing students on road safety rules so they had to drive a pedal car and follow all the basic road safety rules such as road signs, zebra crossings, traffic signals and round-



abouts, This gave the young drivers of tomorrow a hands on feel of what to expect when driving. There were marshals in the field to manage flow of pedal cars in the training hall. At the end of session each student was issued a driving license bearing their photo, name, age and school name. The driving license was endorsed by Dubai Police, which obviously does not authorize them to drive, but to remember their first lesson on road safety. The aim was to build a foundation for becoming safe road user and promoting road safety. A coloring booklet on road safety was also issued to students after each session to make them feel happy and motivated.

The campaign “My First License – I Know My Road Rules” was met with favorable reception from all involved and conceded to a great success. The plastic license will remind children the importance and awareness of road safety, planting the seed to a safer driving environment in the years to come.

As an active member of United Nation Global Compact, Tristar is committed to promote road safety in the communities where we operate and would continue similar initiatives for a safer tomorrow.



TRISTAR AFFILIATION WITH UNITED NATION GLOBAL COMPACT (UNGC)



Global Compact Network
GCC States

The UN Global Compact is a framework for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labor, the environment and anti-corruption. It was initiated in 1999 by the United Nations and today it has evolved into the world's largest global corporate citizenship initiative gathering over 5000 company participants and stakeholders from more than 120 countries. The Global Compact Network for the GCC States was established in 2008 in Dubai and since then the Network is numbering 34 major corporate organizations in the GCC. The network has been engaged in several activities, including workshops, publications, corporate counseling

on the implementation of the Global Compact charter. TRISTAR was granted membership of UNGC in 2011 in recognition of its consistent efforts for sustainable development and adopting UNGC framework within its area of sphere. TRISTAR understands that getting UNGC membership is an honour for us and we shall continue our support and active participation to promote and implement UNGC principles to our employees, shareholders, customers, community and all other business partners. The UNGC has got "The 10 Principles" which form the basis of UNGC framework. It is important for each employee to understand and abide by these principles.

MY SUCCESS STORY



My name is John Vargheese and my age is 52. My total driving experience is 30 yrs in Dubai and GCC roads. I have been with TRISTAR since 22nd Nov. 2001. I am from a beautiful village in Kerala called Nellayi. My family consists of my wife (home Maker) and 2 daughter 1 daughter married and other working as fashion designer. Before I joined Tristar, I was working with Shell markets in Dubai. Now I have been working for more than 9 years with TRISTAR and it continues to be a very rewarding experience. This is more like my home now compared to India. I joined as a Driver in 2001 and acknowledging my driving skills, my safety awareness as well as my coaching skills I am proud to state that the management has promoted me as Driver Mentor.

By now I have screened around 162 new drivers for assessing their driving skills through the stringent technical tests in Tristar. I have also conducted around 180 in house training sessions for drivers in the past years covering around 95% of the existing driver pool. I am also going for route hazard mapping, loading and unloading customer site for safety concern.

All of us are excited to shift in another month's time into the new Driver's Camp facility coming up very close to the Corporate HQ, which is yet another initiative from TRISTAR to support employee well being.

I thank the Management for supporting me in my growth and well being and acknowledging my dedication during my tenure and I wish to add more and more skills and safety awareness to our drivers. No doubt; drivers are indeed considered the greatest assets here. I am proud to be a part of Tristar.

TRISTAR HEADLINES

CONGO: Kisangani Airport – Fuel Storage Site was commissioned on 27th May 2011, after the inspection and approval from UN.

OMAN: Tristar was awarded crude oil transportation business by CCED (Consolidated Construction Energy Development)

DUBAI: Conducted a free medical checkup camp for all Tristar Employees, on 29th and 30th of May 2011.

DUBAI: Tristar was awarded a major transportation contract for TOTAL Middle East.

DUBAI: Tristar Logo is revamped to a new look adding energy, vitality and enthusiasm to our image.



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