



## *Tristar wins Prince Michael International Road Safety Award*

Tristar has won the Prince Michael International Road Safety Award in recognition of its extensive internal and external road safety programs. Tristar Group CEO Eugene Mayne received the prestigious award from His Royal Highness Prince Michael of Kent who is also the Patron of the Commission for Global Road Safety last December 9, 2014 in London. Mr. Mayne was accompanied by Tristar GM for HSEQ and Sustainability Muhammad Akber.

The Prince Michael International Road Safety Awards recognize achievements and innovations which will improve road safety. Each year the most outstanding examples of international road safety initiatives are given public recognition through the scheme.

The company was awarded based on its various best practices such as the Check Every Step (CHEST) program, Rollover Warning Device (RWD), My First Driving License project for school children, and the Roads and Transport Authority (RTA) and Royal Society for the Prevention of Accidents (RoSPA) Safe

Driving campaign for heavy duty commercial truck drivers.

The CHEST program reminds drivers to avoid carelessness, compromise and complacency. The program highlights critical steps for vehicle pre-trip inspection, driving, loading, and offloading.

The RWD comprises a receiver and sensor. The sensor is mounted on the trailer chassis while the receiver is mounted in the cab with an LED (Green, Yellow and Red) display and audible warning. The receiver records details of the vehicle's load, weight distribution and center of gravity to calculate its potential tipping point, while the sensor detects the truck's acceleration and tilt position and then transmits the information to the receiver via a wireless connection. At roundabouts or corners when the speed of the vehicle is excessive and any of the wheel starts to leave the ground a dashboard warning will alert the driver well in time to enable the driver to reduce speed.

### WHAT'S INSIDE



Shipping Safety Day, p.3



HSSE Training in DRC, p.5



Christmas Party, p.7

## Message from the Group CEO



*Firstly I would like to extend my best wishes to each one of you and your families for 2015. The ground work that started in 2014 will set the tone and pace for our performance in 2015. I would like to use this edition of our newsletter to highlight some of our performances in 2014.*

We received the Dubai Quality Appreciation Award in June. The Dubai Quality Award is a process for recognizing role model organizations which excel in the areas of leadership, strategy, planning, human resource, partnership and execution. The real victory though was not the award itself but the team spirit that was further enhanced among various departments when we completed the final submission documents and rehearsed for the onsite assessment which was conducted over two days in February.

This team spirit needs to be sustained this year as we have expanded our organizational structure with new joiners at the Head Office who are supplementing the operations department and various support functions. And to be able to speed up our internal processes we are aiming to become a tech-savvy organization by using digital technologies in our operations and in areas where we can replace manual computing to a simple entry on our smartphones.

We have introduced a 'Whistle Blower' mechanism in October which is being operated by an independent external party. Any employee can use the service to make us aware of workplace concerns, including possible fraudulent, unethical or unlawful conduct.

Last year saw our successful re-certification of ISO 9001, ISO 14001 and OHSAS 18001 for another 3-year term. We also initiated certification for ISO 39001 which is a new ISO standard related to road traffic safety.

On the area of road safety, we had a twin accomplishment through the public launching of our Road Safety Awareness Campaign partnership with the Roads and Transport Authority (RTA) and the UK-based RoSPA – Royal Society for the Prevention of Accidents – and the winning of two awards related with this campaign.

The first award was the Arabia CSR Award under the Partnership Project Category given in October. Then on December 9, we received the Prince Michael International Road Safety Award in recognition of the campaign, plus other internal projects like the Check Every Step (CHEST) program and Rollover Warning Device (RWD). The royal award puts us in very good company with our major customer Shell which won the same award a year earlier.

With the commitment of RTA to fully support private sector initiatives, we will continue our award-winning Road Safety Awareness Campaign seminars for heavy duty commercial truck drivers.

Moreover, in 2014, we had organized the Tristar Safety Day on March 22 for all operations and on December 15 for the Shipping business. Having our own safety day has institutionalized our best safety practices within the network. Achieving Goal Zero in 2015 without a single incident or accident, however small, is my personal target. I urge everyone therefore to make goal zero as your personal target, too.

In all our overseas fuel supply operations we strive to ensure safe, secure and incident-free operations, with additional focus on safety of personnel in hostile and challenging environments. Last year we were able to commence new turnkey fuel contracts in Uganda and Central African Republic (CAR).

Our Saudi Arabia operation was successful in getting qualified by Saudi Aramco to be one of its hauliers starting in 2015. This is the entry level for United Stars to expand organically in the kingdom in the years to come. We are confident of operating a three to four thousand strong road fleet in the Kingdom in the next couple of years.

This year we will be commissioning an additional Aviation Fuel Station in Malakal in South Sudan under our subsidiary APCL. This business vertical is expected to achieve a monthly target of 5 million liters of Jet Fuel sales volume by mid-2015.

During the summer, we will commence the construction of the 6 MR tankers at the Hyundai Mipo Dockyard in South Korea where we will set up a Site Office to oversee the construction of the ships which are expected to be delivered in 2016.

Last year we have also issued our 2nd Sustainability Report covering 2013. We have started monitoring our GHG emissions through our ERP system and have introduced our first CNG dual fuel vehicle which should add depth to our sustainability initiatives.

Look forward to your active support and commitment to make 2015 another successful year for Tristar.

Sincerely,  
**EUGENE MAYNE**

## Tristar at GPCA event

*Tristar joined the 9th GPCA Forum as an exhibitor when it showcased its partnership with Skeberis Plastics as having the first bagging and warehousing facility in Jebel Ali.*



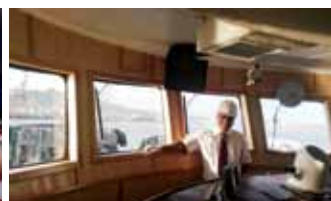
The Gulf Petrochemicals and Chemicals Association represents the downstream hydrocarbon industry in the Arabian Gulf. Established in 2006, the association voices the common interests of more than 240 member companies from the chemical and allied industries, accounting for over 95% of chemical output.

"As an industry, we must be responsive to ever changing markets which is why innovation is key," explained Dr. Abdulwahab Al-Sadoun, Secretary General, GPCA. "It ensures that we are flexible and reactive to global market conditions. The first step of this evolution is dialogue between key stakeholders, which is what we hope to foster at the Annual Forum." The event was held at Madinat Jumeirah from November 23 to 25.

In the evening of November 25, Tristar GCEO Eugene Mayne hosted a cocktail and dinner party for Brenntag CEO Steve Holland at the Burj Al Arab with Tristar's customers and business partners. Mr. Holland has a distinguished career of more than 30 years in chemical manufacturing and distribution. Brenntag is a global market leader in chemical distribution and covers with its extensive product and service portfolio all major markets. Headquartered in Mülheim an der Ruhr, Germany, the company operates a global network with more than 480 locations in more than 70 countries.

## Tristar Shipping Safety Day by Henri de Gersigny

*The theme selected for the Tristar Shipping Safety Day on December 15 was "Let's Go Home Safely, Every Day" which is very much a concern for the families of the seafarers leaving their homes for several months and doing a job which can be considered as risky.*



For the first time since Tristar started the shipping operations in Fujairah in 2009, with the support of the Fujairah Port Authority officials and the commitment to safety of our charterers, we managed to have all three vessels in port at the same time and all the crew attending the Safety Day event.

Tristar GCEO Eugene Mayne as well as all the Tristar Shipping team members, V. Ships General Manager and MSQ as well as representatives of the charterers of the three vessels namely BP, Shell and Total, FSRS the oil spill response contractor and representatives of the Fujairah Port Authority attended and took part in the event held at the Trubell Seamen's Club inside the port.

The objective of the event was to have an interactive session among the crew, the ship managers, the charterers, the port authorities, Tristar management and the oil spill contractor covering various safety aspects such as people's attitude, discussions on specific high risk operations, controls and procedures, and to emphasize on the Health, Safety and Environment responsibility of each and every person either on board or managing the vessel. The high participation from owners and charterers clearly demonstrated the commitment of all parties to the safety of the crew and the safe operations of the vessels.

## Launching of Delo Shops and Delo Dinner in Kenya



Through the introduction of the Delo and Havoline Shop Branding Campaign across East Africa, two shops in Nairobi were inaugurated by Tristar Group CEO Eugene Mayne with AFAL and Chevron officials last November 6.

These were the Agro Industrial Tools Ltd in the Nairobi Industrial Area and the Ahadi Auto Point along Juja Road. The two will be models to the rest of the shops that shall be branded throughout the year.

Representing Delo and Havoline were Adriaan De Kok, Area Business Manager of Chevron Lubricants – Gulf and Middle East and Adil Tiwana, Sales Manager, Chevron Lubricants - Gulf and Middle East.

On November 13, the first of the Delo Dinner road shows was held in Machakos County which attracted about 80 guests from major and loyal Caltex resellers and mechanics who work in the main garages in the county.

## Central African Republic



Tristar has spread its wings to the Central African Republic and Cameroon Region when it commenced supplying Fuels and Lubricants to the peacekeeping mission from September 2014. Tristar's ability to operate in extremely challenging and hostile environment stands acknowledged once again when it was awarded this prestigious turnkey fuel supply operations contract.

## United Stars in KSA



United Stars has been awarded a 10-year haulier contract by Saudi Aramco. United Stars will now be managed by Salah Aqqad (middle standing) who has taken over as General Manager. He will have independent charge and full responsibility to manage and develop the KSA business in addition to determining and executing an overall growth strategy for the company. Aqqad took over the role from Seshadri K. (right standing) who started the KSA operations in 2013.

## Prince Michael International Road Safety Awards (continuation from cover page)



In June 2014, Tristar launched a road safety awareness workshop for UAE-based heavy duty truck drivers who received first hand training on defensive driving from a road safety expert from the UK. The campaign was endorsed and supported by RTA of Dubai.

Mr. Mayne explained: "As a major player in Oil and Gas logistics, we are conscious of the potential consequences of an incident, involving road tankers transporting flammable products, and we remain committed to sharing our experiences and international best practices to make the roads safer for all users in the UAE and across the GCC."

"Hearty congratulations to you and TRISTAR team on winning coveted Prince Michael award for 2014. Being recipient of this award last year, we in Shell very much recognize the immense value this has in the Road Safety arena. Your team richly deserves the award. As a team, you have not only accepted the challenge posed by Road Safety FDG team of Shell but have now proven you can do better," added Ashok Kulkarni, Downstream Road Safety Manager East and Africa, Shell Markets (Middle East) Ltd.

## Events



### Arabia CSR Awards 2014

On October 28, the Arabia CSR Network awarded Tristar 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. The network said that Tristar was "among a handful of shortlisted ones out of a total of 155 applications that span 25 industries and 12 countries in the MENA region."



### Shipping Awards

GCEO Eugene Mayne with Shipping executives, Tristar customers and corporate friends attended the 2014 Lloyd's List Middle East and Indian Subcontinent Awards on November 18 at the JW Marriott Marquis Hotel Dubai. Tristar Shipping was shortlisted under the Logistics Award category.

## Trainings and Workshops



### Tire Management Workshop

Almost a hundred participants attended the interactive and informative session on Tire Management conducted by Sumitomo representatives on December 19 at the Tristar Training Room. The event was initiated by the Oil Barons in cooperation with the Workshop and Operations Teams. GCEO Eugene Mayne was present and insisted to the participants the importance of regularly checking the vehicle tires.



### DR of Congo HSSE Training

About 20 staff attended the December 16 to 18 HSSE Training in Kisangani which discussed the company's various policies on driving, safety belt, smoking, alcohol, transport, and quality assurance. They were also trained on how to take precautions to avoid incidents and accidents, as well as the proper handling of drums, heavy materials techniques and fire extinguishers.



### Haiti HSSE Training

Tristar Haiti's local staff attended an HSSE Training on December 13 at Port-Au-Prince where they were educated on emergency safety subjects such as first aid, PPE usage, emergency shower and eye wash. The training program was concluded with a fire drill exercise by all participants. An overview of environment protection and aviation safety was also tackled.



### Guam Staff Training

Tristar Guam's Operations and Maintenance Teams conducted a full-scale oil spill exercise where they tested aspects of the Facility Response Plan with both local and federal regulators observing last November 3. The U.S. Coast Guard commended the Teams and mentioned that they understood their role as a first responder.



## *Christmas Gifts to Haitians*

Tristar Haiti donated a significant amount of money to the Religious Sisters of the Center St. Joseph in Port-Au-Prince to fund two activities during the Christmas season. On December 15, about 150 poor families from Gonaives received food items inside a sack containing rice, wheat, beans, soya, cooking oil, tomato sauce, can of sardines and baby food items. Then on December 19 a Christmas meal was prepared and served to 630 students and 20 teachers of the center's school.



## *Tristar celebrates Christmas Party by helping child patients*

Tristar requested the carol singing group the Jingles to perform at its Christmas Party last December 12 to help them raise funds for two child patients being treated at Dubai Hospital. By Christmas Day it was reported by 7 Days that the group was able to raise Dhs330,000 to pay not only for the two child patients but also for a third one. The organizer behind the group said: "We were not only able to pay the bills for Daujan and Ammar Ali but were also able to pay for the treatment of an additional child Ismail who was also being treated at the Dubai Hospital for Leukaemia without any financial support or medical insurance."

## *Water for Internally Displaced Persons in South Sudan*



Tristar South Sudan donated a hand-powered borewell at the Internally Displaced Person (IDP) camp in Nimule, South Sudan. The borewell was inaugurated on November 19. The total number of bores inside the camp has increased to five which altogether provide water to 1,110 families. The latest bore's yield is very high with up to 5,000 liters per hour. The IDP's were very grateful to Tristar and mentioned that many people had to walk for almost 12 kilometers to fetch clean water for drinking before.

## *GCEO supports Prince Albert II of Monaco*



Mr. Eugene Mayne is supporting the sustainability initiatives of Prince Albert II of Monaco by donating to the Prince Albert II of Monaco Foundation which was established to protect the environment and to promote sustainable development worldwide. The foundation supports initiatives of public and private organizations in the areas of research, technological innovation and social aware practices.

## *Tristar donates to Arc Children's Centre*



Mr. Eugene Mayne donated to the Singapore-based Arc Children's Centre which cares for 25 to 89 children who are from 2 to 14 years old. "Arc Children's Centre is truly grateful for your generous donation in support of children with cancer and their siblings," said Geraldine Lee Co-Founder & Centre Manager. "Tristar's donation will benefit the children battling cancer, their siblings and parents in need of support through this painful journey."



## *Clean-up the World in Dubai*

Volunteers from the head office pose with Dubai Municipality representatives at the Al Sufouh beach in Dubai on November 11. Tristar is supporting annually the Clean-up the World Campaign.



## *Feeding the Homeless in Guam*

In October and November, Tristar Guam staff volunteered to feed the homeless through the local non-profit organization called Kamalen Karidat. With assistance from local businesses and volunteers, such as Tristar Guam, the "Harvest Your Blessing, Feed the Hungry" community program has been a successful event for the past 12 years.

## Christmas Party 2014

The 2014 edition of the Tristar Annual Party had two new items: a fully dedicated Kids Area and a new segment in the program, the Tristar-Got-Talent which saw three groups performing.

The event with Winter Wonderland decorations was held on December 12 at the Westin Dubai Mina Seyahi Beach Resort & Marina opposite Dubai Media City. The party started with cocktails at the terrace area where the skyline of Dubai Marina was very

visible. The formal program was preceded by a Christmas Carol and video showing of Tristar's head office and global operations.

At the Kids Area, the children simultaneously had a great time with Santa Claus distributing gifts while others continue to play on the bouncy castle or were busy doing creative works assisted by clowns and elves. It was indeed a very happy occasion for everyone!





## First CNG Vehicle Inaugurated



Group CEO Eugene Mayne with members of the Oil Barons and Workshop Team inaugurated the company's first CNG dual fuel vehicle on January 7. CNG or compressed natural gas is natural gas under pressure which remains clear, odorless and non-corrosive. It is produced at a relatively low cost and is cleaner when burning than gasoline or diesel fuel. Emissions are cleaner, with lower emissions of carbon and lower particulate emissions per equivalent distance traveled.

## Toastmasters Club Officers Training



Four officers of the Tristar Toastmasters Club attended the 2nd Club Officers Training held at the Dubai Men's College last January 9 and conducted by Division J which has 24 active clubs of which 21 clubs had at least 4 officers attending the training. The club will be conducting its annual contest in late February or early March where the winners will compete with other clubs in the Area 57 contest on March 20.

## Tristar-Got-Talent



Members of the winning team in the Tristar-Got-Talent competition held during the Annual Party on December 12 proudly pose in front of the audience. They performed a historical play on how Mr. Eugene Mayne established Tristar from the time he set foot in the UAE in 1976. Tristar was founded in 1998 when Mr. Mayne took an early retirement from a multinational oil company.

## Biggest Loser 2014



Suhail Dalvi lost 6.1 kilos within the 4th quarter and was declared the Biggest Loser during the Annual Party on December 12. Photos show Suhail before (left) and after (right) reducing his weight.

## Shell Awardees



Raju Pota (right) and John Varghese were recognized by Shell for helping achieve Goal Zero in 2014. Pota is an operations assistant manager while Varghese is a driver mentor.

## Badminton in South Sudan



Tristar South Sudan conducted a badminton tournament in November with 16 participants. The eventual winner was Raju Periyandiyl of Finance.

## WHAT THEY SAY!

"Well done team. We need more of this."

**Eugene Mayne**

Group Chief Executive Officer  
TRISTAR

"Am very impressed! A wonderful example of team work and commitment. Hats off to all of you. Let's keep the same spirit starting 2015. Thank you very much for all your efforts."

**Nadia Haseeb**

Supply Planner - MECAS  
SHELL

"GREAT WORK TEAM ... excellent job! Thanks a million for this wonderful news!! BIG THANK YOU is actually the least to say!."

**Amal El-Sheikh**

UAE Business Manager - Lubricants  
SHELL

We have completed all the loading of 1500 drums (19 containers) smoothly and safely.

A big thank you to all teams, especially our 3PL warehouse team (Rayan/ Sheridan/Jobin/Baiju & support teams) for the efforts, dedication and follow up, even receipt of 1500 drums safely and smoothly without affecting any collection/delivery.

Thank you all teams for the close coordination and support extended to complete this big volume.

An outstanding performance. Well done teams!

Wishing you all "Merry X'mas and a Happy New Year 2015."

**Abraham John**

Customer Coordinator (Scheduler)  
SHELL



### 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](mailto: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