



Tristar is Shell's 'Professional Haulier'

On September 10 at 3:53 pm, Muhammad Akber, GM for Operations and Warehousing – Middle East, received an email from Shell congratulating Tristar as its first 'Professional Haulier' in the Middle East and South Asia (MESA) region.

The email came five hours after the entire Tristar management and staff gave a surprise party for Group CEO Eugene Mayne who celebrated his 60th birthday.

"This is indeed a great birthday present. Thank you all," he replied in the email forwarded by Akber.

Tristar has been assessed and certified by Shell Markets Middle East (SMME) as its first 'Professional Haulier' for scoring above the mandatory requirements of a recent Global Haulier Assessment (GHA) audit conducted by a team of Shell executives on its UAE operations.

The GHA is a comprehensive audit tool used by Shell globally to assess the operations of its road transport hauliers which cover the Seven Pillars, namely Driver Management, Journey Management, Vehicle Management, HSSE Management, Organizational Behavior, Customer Service, and Financial Efficiency.

As part of the process all seven pillars were thoroughly reviewed over three days by a highly proficient team of SMME executives and no gaps were found in any of the mandatory requirements.

"I would not only congratulate Tristar for achieving this great feat but would also thank the Tristar team for being extremely cooperative during this journey which eventually has led to this moment of glory," wrote Faisal Iftikhar, Shell OTD Manager & RT CE, Oman & UAE in his email.

Shell has awarded Tristar as Best Haulier in 2011, 2008 and 2001. The company has been contracting with Tristar since 1998.

"Now the real challenge will be to sustain this professional status as we would be under the spotlight within the Shell global network. Rest assured we'll not disappoint you because the team is committed to bring many more laurels to the organization. Today is a celebration and proud moment for all of us," Akber added in his email to Mr. Mayne.

Tristar completes stage 2 of DQA process: The Fast Forward Task Force again completed on time the stage 2 submission documents for the Dubai Quality Award on September 30. If selected for the Award, the next stage will be a pre-site visit any day between December 1 and 15 by the team leader of the Assessor Team chosen for Tristar by the Dubai Department of Economic Development. This is to verify key information in the submission documents. The actual site visit will be scheduled any day between February 1 and 15, 2014 and this will normally include a team of four assessors who will spend one to two days onsite meeting with key managers and reviewing the data indicated in the submission documents. The final results of the Award process will be announced on the third week of March 2014.

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Message from the Group CEO



There were several achievements for Tristar in September this year. After a long wait and several years of hard work by the UAE transport team we finally received the coveted title of Professional Haulier status by Shell ME. This prestigious distinction makes us the first transport company in the Middle East and South Asia (MESA) region to receive this status.

The Professional Haulier status is conferred when one has been assessed and certified by Shell Markets Middle East for scoring above the mandatory requirements covering the seven pillars of excellence in organizational behavior, financial efficiency, journey management, vehicle management, HSSE management, customer service and driver management.

The Khareef Award was given to our team in Oman by Shell which reinforces our Professional Haulier status. Khareef means rainy season in Salalah and the Dhofar region bordering Yemen. Our road tankers delivered adequate supply to Shell's fuelling stations without any incident amidst rains and thick fog.

We signed a joint venture with ENOC to set up a company in Saudi Arabia focused on specialized logistics services for the Kingdom's petroleum and chemicals sectors. Under the terms of the agreement Tristar will have full management responsibility for the JV and will initially commence operations with a small fleet of vehicles this year.

We are proud to be associated with ENOC in this joint venture and plan to operate a fleet of at least 500 vehicles in KSA by 2017. The company will also look to diversify into related oil and gas opportunities in the Kingdom by leveraging the strength of its joint venture partners.

We have submitted the updated documents for the Dubai Quality Award and are now preparing for the audit process which will require a site visit this December and in February 2014. I look forward to the support of everyone located in the Dubai office to make these onsite assessments a success.

The Dubai Quality Award is a national award and will serve as a good testimony on our business and operations excellence programs.

This October, we will roll out an Oracle business suite ERP package to help us communicate more effectively and efficiently with online data and information on all related business matters. This is not just an HO initiative but a much needed tool across all our operations. I therefore encourage each one of you to get actively involved to ensure that this ERP will be successfully implemented at every level. On the positive side we are confident that the new software will result in less effort yet improved accuracy in our financial and other reporting disciplines.

I would also like to recognize the 33 individuals who have participated in the SmartBox Suggestion Scheme. The scheme is a big opportunity for everyone to think creatively and innovatively in and outside your areas of responsibility. Continual improvement, workplace innovation and community engagement are the key to keeping us alive and successful as a business. We need your ideas to drive improvements and to make us a world class organization.

I would like to sign off by complimenting those individuals who have participated in the 'weight loss program' which was introduced in the middle of this year. More than 40 joined the program shedding a total of almost 24 kilos, with the biggest loser registering almost 7 kilos reduced over a three-month period. I encourage each one of you to pay attention to your health and well being. A Healthy person remains a Happy person.

Sincerely,

EUGENE MAYNE

Tristar joins hands with ENOC



Tristar has joined hands with Emirates National Oil Company (ENOC) to set up a new joint venture (JV) in Saudi Arabia focused on specialized logistics services for the Kingdom's petroleum and chemicals sectors.

The JV will operate a small fleet of vehicles this year for supporting the logistics requirements of the oil, gas and chemicals sectors in the Kingdom. Envisaged as a self-contained logistics facility, the JV plans to expand its fleet strength to 500 vehicles by 2017. The company will also operate open and covered warehousing facility for storage of oil and chemicals, and an ISO tank cleaning facility to support the growing requirements from the industry.

The JV agreement was signed at a ceremony held at the ENOC Headquarters in Dubai by Group CEO Eugene Mayne and Burhan Al Hashemi (2nd left), Managing Director of ENOC Retail, with Agility CEO for Middle East and Africa Elias Monem (left) and local Saudi partner of Tristar and Al Mazro Group Chairman Abdulsalam Al Mazro (right).

Al Hashemi said: "ENOC has built strong industry partnerships in Saudi Arabia and the new joint venture with Tristar Transport will further enable us to expand the range of services we offer, especially in the logistics sector. According to estimates, the contract logistics sector is set to grow by an average 7 percent in the Middle East through 2015, with the highest growth in Saudi Arabia and the UAE. Logistics ventures in Saudi Arabia are also projected to reach over US\$20 billion by 2015 underlining the

strong business opportunity. Tristar has proven competencies in the sector, and the joint venture will offer an array of services that meet the requirements of the industry."

Mr. Mayne added: "Led by the sustained growth of the energy sector, there are concerted efforts to upgrade the standards and technology of Saudi Arabia's logistics sector, particularly for the oil, gas and chemicals industries. Through our partnership with ENOC, which has demonstrated excellence in retail, terminalling and logistical operations, we are bringing to the Kingdom truly world-class services of the highest safety standards and reliability. The joint venture will focus on meeting the growing requirements of the petroleum and chemicals sectors, and will serve the GCC and wider Middle East geographic area from Saudi Arabia."

The ENOC-Tristar JV will have its office in Jubail in the Eastern Province and will be assisted by the expertise of Tristar's head office in Dubai and supported by ENOC Retail. The primary activity of the company will be liquid logistics for the petroleum and chemicals sectors, with potential for organic growth in due course and in related sectors.

Tristar's local partner for the JV is Al Mazro Group, KSA, which has diversified business interests across Saudi Arabia.

Power List 25



Tristar Group CEO Eugene Mayne has been included in Logistics Middle East Magazine's Power List of the 25 most powerful executives of logistics companies in the Middle East.

In its August 2013 issue, the editorial said: "Whether it's power, influence or success that has driven their ambitions, our 20-page special report includes the industry's most prominent figureheads. Together, these decision makers are representative of a respected and elite community that plays an important role in the success and growth of logistics activities throughout the Middle East."

Ranked number 22 in the list, the magazine wrote:

"Tristar Group CEO Eugene Mayne started with three used trucks in 1998 in Dubai and 15 years later has more than 1000 road tankers, pick-ups and flatbed trailers in the Middle East, Africa and Asia.

Tristar is now a global integrated liquid logistics company serving the petroleum and chemical industries with an operating presence in 12 countries as far as the Pacific island of Guam and Haiti. It employs more than 1800 people. Under Mayne's leadership, Tristar has seen a consistent compounded annual growth rate of 30%.

Tristar also offers specialised warehousing in the GCC and owns a fleet of four lube oil barges operating in the UAE under charter with oil majors."

Free medical screening in DRC



Tristar Democratic Republic of Congo (DRC) sponsored a successful free medical screening camp in Kimbanseke, Kinshasa, from July 26 to 28. More than a thousand villagers benefited from the free screening for chronic diseases like hypertension, diabetes, HIV/AIDS, etc.

The medical camp was organized based on the common knowledge that early detection of a disease is equivalent to winning more than 50% of the battle against it. A disease such as diabetes can be controlled without taking any medicines, merely by changing one's lifestyle, if detected early enough. The same disease can become a killer, if detected only during advanced stages.

The CSR project was conducted in collaboration with the Ministry of Public Health of the province of Kinshasa. A team of more than 80 doctors, paramedics and medical assistants were involved in the screening of elderly people.

There were 300 patients on the first day which was attended by DRC national and local government officials, including the Ambassador of India.

"My sincere hope is that through this camp, Tristar helps save many lives by detecting the onset of such diseases early, among the people of Kimbanseke. This is our first major initiative towards community improvement in DRC. I assure you that our company will sponsor several such initiatives in the future which will benefit the people of DRC," declared Group CEO Eugene Mayne in his message read by General Manager Raghu Mani.



Tristar Oman gets Khareef 2013 award

Tristar Oman received another award from Shell Oman for best services during the Khareef Season for delivering adequate supply to its fuelling stations in Salalah, thereby contributing to a record sale this summer.

Khareef means rainy season or blessed season in Salalah and the Dhofar region bordering Yemen. It is during the summer months - July to September - when Salalah experiences rains and thick fog.

During these months tourists from the Middle East and other countries visit the place and go camping in the mountain areas. All types of businesses, from the hotel and food sectors to the fuelling stations experience high sales. In some instances, there are shortages of fuel due to the heavy demand by tourist.

Driving is dangerous because roads are slippery and drivers normally experience zero visibility due to thick fogs. Shell Oman has therefore taken all precautions to have enough fuel supply and made a record sale with the support of hauliers like Tristar.

Shown in photo is Victor Mascarenhas (center), Assistant General Manager of Tristar Oman, receiving the award on September 19 from Hafidh Al-Ismaily (right), Shell RT Manager for Oman & UAE and Ali Al Rahbi, Shell HSE-Compliance Officer.



Corporate News

SmartBox Update



A total of 54 suggestions coming from 33 individuals were received from July 1 to September 30 from the Head Office, Eppco Yard and Labor Accommodation.

Eppco Yard forklift operators Makhan Singh and Akhtar Mohammad were the first batch of suggestors who received cash rewards for suggesting recycling and safety ideas. With them are Eppco Yard SmartBox area mentors Aurable Dian and Pradeep Singh.

The suggestion on Makhan to re-use cordstraps and buckles was discussed in a toolbox meeting conducted by Pradeep last July 16. "We described to our helpers and operators on how we can re-use the existing resources which are going in waste at this time and by re-using these we can save a lot of time and money for our company," explained Pradeep.

Head office-based staff Ketan Kumar and Sheridan Dela Rosa also received rewards for their Community Engagement and Workplace Innovation suggestions, respectively. It was Ketan who suggested inviting Somen Debnath to present his cause to Tristar last July 24.

Evening with the Media



Group CEO Eugene Mayne hosted an Evening with the Media on July 24 at the Al Majlis of Mina A'Salam Hotel. Those who came represented newspapers Gulf News, Khaleej Times and 7 Days; magazines Logistics Middle East, The Link, Oil & Gas, and Forbes Middle East; and online portal ameinfo.com, among others.

ERP Training



The Enterprise Resource Planning (ERP) software program is now live in all Tristar offices in the UAE and overseas. The ERP is using the Oracle E-Business Suite R12 platform. Photos show overseas finance and head office personnel during the ERP training sessions held at the Tristar head office.



CSR in Photos



Annual 5K Run/Walk

Tristar Guam was one of the donors of the Annual 5K Run/Walk of the Association of Government Accountants-Guam Chapter held last July 13. In photo is General Manager KK Vikraman (4th right) holding the certificate of appreciation. Also shown is Finance and Admin Manager Josie Villanueva (right) with the other donors.



Bike Around The World

Tristar is supporting Somen Debnath who is travelling around the world on a bicycle and is giving HIV/AIDS awareness seminars. Somen started his campaign in India on May 27, 2004 and is targeting 191 countries by 2020. He visited the Head Office in Jebel Ali on July 24.



Adopt A Camp

Tristar Head Office staff volunteered in this year's Adopt A Camp edition held for three days during Ramadan. Together with some friends, they helped pack and wrap boxes containing food and personal hygiene items on the last day, July 28. The boxes were distributed in various labor camps in Dubai.



Adopt A School

Tristar Guam's staff and their families volunteered in the Adopt A School project on August 17 by cleaning and repainting the V.S.A Benavente Middle School.



Flood Donation

The 'Hindustan' newspaper on August 20 featured Tushar Joshi (right), IT Officer of Tristar South Sudan, turning over USD6,500 to Pavan Sundriyal, HR Manager of 'Hindustan' as donation to the victims of the Uttarakhand flash floods and landslides in India. The amount was raised by Tristar South Sudan staff coordinated by Ramachandran, Sr. Accountant.



CSR Visitors from KSA

Saudi Aramco's Abdullah Al-Ghamdi (middle), CSR Director, and Dhafer Al-Qahtani (second left), CSR Strategic Programs Supervisor, visited the Tristar Head Office on August 21 which was arranged by Arabia CSR Network. The two were given a briefing on Tristar's CSR initiatives and safety best practices.



Coastal Clean-Up

Tristar Guam's KK Vikraman (left) hands over a giant cheque donation to the Guam Coastal Management Program represented by Tom Quinata last September 13. The US\$1,500 was used to subsidize the Coastal Clean-up T-shirts.



Sustainability Report

Ms. Habiba Al Marashi, President and CEO of Arabia CSR Network and President of UN Global Compact Network GCC States receives the first ever Tristar Sustainability Report from Corporate Communications Manager Arthur Los Banos. With them is Mr. Abdul Aziz Midfa, Vice Chairman of Emirates Environmental Group.



Recycling of Drums

Waste collection bins which have been fabricated by Democratic Republic of Congo technicians recently using old and used drums.

Celebrating GCEO's 60th Birthday



The Tristar global family celebrated Group CEO Eugene Mayne's 60th birthday last September 10.

The entire group contributed by way of video greetings and messages to hold a surprise party at the head office training room. A special song number was rendered by Manoj Nair and Maria Mendoza entitled 'On Top of the World.' Some individuals gamely wore the Tristar logo colors of red, orange and green, while a number of men wore Mr. Mayne's favorite white short sleeved shirt. The overseas branches participated in the celebration, too, by sending video greetings as well as organizing small gatherings in their respective offices.

At the end of the day Mr. Mayne sent an email to everyone saying: "Words are not enough to describe how you all made me feel this morning. I can only imagine the planning and effort that has gone into organizing this event and I must say that I am deeply moved by the love and affection displayed by all. I have a special bonding with each one of you and I hope and pray that I can in some way or the other make a positive contribution in your lives."

He further said: "I don't say thank you enough but that does not mean to say I cannot do so now and here's a big thank you to all of you for today and for working for Tristar and for the difference you make that enables us to achieve continued prosperity and success."

Once again, Happy Birthday Boss!

Iftar here and there



Mr. Mayne attended the iftars of the Dubai management and staff, and the field personnel last July 25 and August 1, respectively. The Oman staff and field personnel had theirs on August 7.

Wishing them all the best



They rendered their services for almost the same number of years but had different responsibilities. First to be sent off with well wishes was driver for Shell account Sivadasan Lakshmanan (12.26 years) on August 7. Shaji Varghese (12.35 years), former operations supervisor with the Linde account, was given an honoring on September 5.

Training with Toastmasters

The Tristar Toastmasters Club Excomm members attended the new officers training of Division J last July 5 at the Business Village in Deira.



The club already has produced four Competent Communicators and one Competent Leader. It meets second and fourth Wednesday of every month.

The biggest losers

Before



After



Mohammed Sharief is the biggest loser in Tristar's 'Watch your Weight' campaign among Dubai corporate personnel for the period June to August. He lost 6.9 kilos, followed by Mohamed Ayubkhan Abdul Kaiyoom who lost 4.5 kilos.

Happy Onam from Dubai and Haiti



Congratulations to Suhail Dalvi of Tristar head office for his September 8 marriage with Asiya in Thane, India.