

TRISTAR WORLD

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TRISTAR PROMOTES 'GOOD HEALTH & WELL-BEING'

MESSAGE FROM GROUP CEO



It's great to communicate with all of you again through this Newsletter. I congratulate our Corporate Communications team for the effort taken in compiling, designing and ensuring that almost all of Tristar's events and milestones are covered. This goes a long way in building the brand and image of our company.

I would briefly share with you the highlight of world events that have major social impact and none more than the FIFA World Cup held recently in Qatar.

Qatar did not secure its World Cup hosting duties on the back of being an environmentally conscious nation. It is a major oil and gas exporter and has extremely high per capita emissions of CO₂. Nevertheless, a few months ago, FIFA declared Qatar 2022 the world's first ever 'Carbon Neutral World Cup.'

We all remember the job and pleasure and thrills that the 2022 World Cup brought to so many of us across the world. But did we all know that the Qatari authorities and organisers took several steps to make the event sustainable.

For instance, they used 974 old shipping containers to build one of their seven new stadiums – the one that got named Stadium 974. They did grand gestures like bringing a new solar energy plant online, launching a new electric bus network, and installing solar-powered lighting and cooling systems around the country. They invested heavily in emissions-reducing activities around the world to offset emissions generated inside the country.

They also had relatively smaller – and more relatable – goals like minimising travel between venues, planting nearly 100,000 trees, and recycling 60 per cent of the waste generated during the event, with the other 40 per cent slated for conversion into energy.

The verdict is still out on their goalkeeping on this front, but there is no denying that the world paid attention to all that they attempted. And of course, to the many roads and routes to sustainability.

So, when we talk about Carbon Neutrality or Net Zero, or our Road to 2050, we must pay heed that it will take

several major transformations to reach these milestones. Some of the technologies needed to achieve these are yet to be invented. But know also, that every current effort and endeavour counts.

It is heartening to see Tristar operations around the world taking up the sustainability baton so seriously, and in so many ways: Installing smart technology on vessels to review performance and reduce fuel consumption. Creating new employment opportunities for youth in Kenya and Saudi Arabia. Reporting on our carbon emissions and environmental footprint to relevant authorities and joining international coalitions to implement emissions reduction programmes. Constructing an accommodation barge for use by the United Nations (UN) on the Nile in South Sudan and deploying contingency measures to deliver fuel supplies to the UN teams in Mali and in the Central African Republic.

Our teams are staying actively involved with Dubai Chamber, the UNGC Local Network, Dubai Quality Group, Emirates Environmental Group and Arabia CSR Network for various ESG initiatives. We are reiterating our commitment to uphold safety on the roads, at sea, on our premises and in the communities we serve.

Some of these achievements are profiled in the newsletter, and on account of sensitivity or space, a few are not. I firmly believe there are several dozen others that have not yet seen the light of day – because they are waiting on you.

Remember what they say about that great game. 'Football is played with your head. Your feet are just the tools.'

You know the important roles you play at Tristar, and the impacts you are capable of making. It is your everyday enthusiasm that drives growth. It is you who can reach our goalposts.

Let's continue our growth with your commitment, dedication and enthusiasm.

God bless you all,
Eugene Mayne



Tristar's 4th 'Safety at Sea' conference supported by UAE government and IMO

Tristar Group's Maritime Logistics division conducted the 4th annual 'Safety at Sea' conference at the One & Only Royal Mirage in Dubai on November 22, 2022. It was supported by the UAE Ministry of Energy and Infrastructure and the International Maritime Organization (IMO).

The IMO commended the efforts of the UAE, which was one of the first countries to classify seafarers as 'priority workers' and facilitated the safe exchange of more than 240,000 seafarers, who were assisted to return to their home countries safely, as well as provided with medical treatment and Covid-19 vaccines.

"The IMO will continue to work tirelessly to deal with challenges related to maritime safety by means of a multi-pronged approach, including policy development, direct interventions by our Seafarer Crisis Action Team (SCAT), and interagency and industry partnerships. We will continue to work with governments, industry stakeholders and other international organizations to enhance maritime safety and security," explained Kitack Lim, IMO Secretary General, in his opening remarks.

Tristar's UAE and Oman Road Transport operations get Shell Middle East Awards

Shell Middle East's Lubricants Supply Chain division awarded Tristar's UAE and Oman Road Transport operations the Best in HSE Performance and Overall Middle East Contractor of the Year 2022. The event was initiated by Shell to recognize the contributions of its partners and external stakeholders in the safe and efficient distribution of lubricants in the region.

In a reenactment of the awarding ceremonies first held in Cairo on November 24, Ahmed Hilal, Shell Middle East Lubricants Supply Chain (LSC) General Manager, turned over the trophy to Eugene Mayne, Tristar Group CEO, at the Tristar Head Office in Jebel Ali on December 8. The LSC management team of Shell and the Road Transport and Warehousing (RTW) staff of Tristar based at the head office witnessed the event.

According to Ahmed Hilal, they are proud of their association with Tristar and highlighted the efforts of the company's leadership in nurturing a culture of safety across the organization towards the achievement of Goal Zero. Further,

Eng. Hessa Al Malek, Advisor to the Minister for Maritime Transport Affairs, UAE Ministry of Energy and Infrastructure emphasized: "Seafarers are undoubtedly the backbone of our sector. In this regard, the UAE has led the way in taking action and launching ground-breaking initiatives. During the peak of the pandemic, we were the first country in the world to facilitate the safe exchange of more than 240,000 seafarers and their safe return to their home countries. Earlier this year, we launched the 'Salmeen' initiative, which contributes to enhancing the quality of life of seafarers, and helps them in overcoming the challenges they faced due to the pandemic and travel restrictions. Additionally, we also launched initiatives such as 'Supporting Our Blue Army' and 'Sail Safely' to improve the quality of life of seafarers, and enhance maritime safety to protect people's lives, respectively."

Eugene Mayne, Tristar Group CEO addressed the seafarers directly: "The last three years have changed things around. The world has been taking notice of the many challenges you face, whether it is pandemic-related or otherwise. When the United Nations named you a 'Key Worker', it helped unlock many doors: recognition, safe repatriations, quicker crew changeovers, and travel assistance. Support and solidarity from the International Maritime Organization, the International Labor Organization, and numerous other authorities, in addition to their new protocols will open more doors for you."

Tristar's Maritime Logistics division is a signatory to the Neptune Declaration on Seafarer Wellbeing and Crew Change, which recognizes the shared responsibility of stakeholders to prioritize the health and well-being of people who work at sea. It is currently operating a 24/7 helpline for crew members in collaboration with the UK-based Sailors' Society.



he appreciated Tristar for their collaborative engagements in the area of sustainability and digital transformation in Shell supply chain operations and elsewhere.

Eugene Mayne reiterated at the gathering that safety will always be the top priority of the company which he founded 24 years ago, in 1998, in Dubai as a safe and reliable transport operator for the petroleum industry in the UAE. He urged everyone not to be complacent and to keep up the good work and thanked Shell for recognizing Tristar's capabilities, commitments and customer-centric operations.



Tristar's Silver Muna conducts dramatic open sea rescue in US waters

The UAE's Tristar Group was proclaimed a hero on US waters after its maritime tanker Silver Muna saved the lives of two men and a dog adrift for 10 days in the Atlantic Ocean. The international rescue event comes less than a month after the group's Maritime Logistics business hosted the fourth edition of its annual 'Safety at Sea' conference in Dubai.

The United States (US) Coast Guard called the rescue "an excellent example of the maritime community's combined efforts to ensure safety of life at sea." According to them, Kevin Hyde (65), Joe DiTomasso (76), and their poodle Minnie, were sailing in wintery conditions from New Jersey to Florida, when they ran into trouble. After leaving North Carolina's Outer Banks on December 3, their sailboat, Atrevida II ran out of fuel and power, which rendered its radios and navigation equipment inoperable.

Beseeched by their concerned families, the US Coast Guard launched a widescale search and rescue operation with their own fleet, ships from the US Navy,

and commercial and recreational vessels. After being adrift for 10 days, Hyde and DiTomasso were finally found by Tristar's Silver Muna, 214 miles east of the Delaware shoreline.

On December 13, Second Officer Raul Deocadez, Jr. spotted the dis-masted sailboat at a distance of two nautical miles and sounded the ship's alarm. Captain Neeraj Chaudhary quickly diverted the Silver Muna and adeptly maneuvered the ship alongside the relatively tiny sailboat. Battling heavy swells of 4-5 metres, the crew then embarked on an extremely challenging rescue operation and after three hours, brought the men on board with cranes, safety nets, and pallets. The two men, who had not eaten anything for five days, were holding the little dog wearing her own sailing vest.

The Silver Muna was on its way to New York from Amsterdam. "Please extend our appreciation and best wishes to the captain and the crew of Silver Muna for a great rescue," Tristar Group CEO Eugene Mayne emailed, within minutes upon hearing of the operation.

Update from Maritime Logistics CEO Chris Peters

Tristar Maritime has seen 2022 as a year of consolidation benefiting from the strong markets which will end with a record year in terms of profitability producing four times the 2021 net profit, which was itself a record year.

Tristar Maritime reported its carbon emissions to its Poseidon Principle banks and insurance companies for the first time furthering Tristar Group's ESG commitments to the UN Sustainable Development Goals.

During the year we have installed two companies' smart technology on several vessels enabling us to review the performance of the vessels and find ways to improve/reduce fuel consumption, this again enhances our ESG commitment whilst reducing cost from a fuel saving perspective.



On November 15, we were handed the Editor's Choice Award at The Maritime Standard gala dinner held at The Atlantis for our commitment to seafarers' safety. A week after, on November 22, we held our 4th Annual 'Safety at Sea' Conference under the patronage of the Ministry of Energy and Infrastructure for the first time. The conference was attended physically by about 200 leading industry professionals and high level government officials, whilst the conference was live streamed to seafarers in Mumbai, Manila, and onboard several of our vessels.

New Saudi Aramco Agreement



Tristar Group CEO Eugene Mayne signed a new agreement with Saudi Aramco on October 11 which will see the employment of additional Saudi nationals in United Stars, the group's JV in KSA. The agreement covers the transportation of Diesel and Gasoline for Aramco bulk plants and is valid until 2025 with a 5-year extension option.

KSA National Day



The management and staff of United Stars celebrated Saudi National Day at the Dammam 2nd Industrial City office on September 21. The JV is increasing its Saudi workforce and is committed to offer more opportunities and develop local talents to achieve Saudi Vision 2030. One intrinsic strength of KSA is its investment power to create a more diverse and sustainable economy.

Launching of Pusher Princess in South Sudan



Tristar South Sudan added another Pusher to its fleet in October to further improve the river transport capabilities in the country. The upgraded Landing Craft Transport (LCT) Princess has two Doosan 400 HP engines, coupled with new hydro armor thrusters, that provide greater thrust, speed, and maneuverability for barge movement. The deck was extended to make its length to 19 meters and width to 6 meters, while the wheel room's height is 8 meters to provide good all-round visibility while navigating on the River Nile. The Pusher has living accommodation for six crew, a galley, an ablution, and a storeroom.

After its inauguration on October 26, the Pusher immediately sailed to Mangala where it joined the main fleet and then sailed to Malakal pushing the new accommodation barge, which was constructed by Tristar for peace keeping mission personnel. Tristar is the largest operator of vessels on the River Nile with a fleet of three pushers, five fuel barges and one accommodation barge.

Tristar expands fuel stations in Kenya to 11 locations



Tristar Group subsidiary Africa Fuels & Lubricants LTD (AFAL) will be operating its 11th fuel station in Kenya with the Mtwapa outlet in Kilifi County. In October, two stations were launched on Jogoo Road in Nairobi City County and in Isinya in Kajiado County. Both outlets have a potential sales of >100 metric cubes with a traffic count of >300 daily.

Senator Betty Montent, the guest of honor of the Jogoo Road station opening, congratulated Tristar Kenya for securing a site with great visibility and for creating job opportunities.

For the Isinya location which is along the busy Kiserian-Isinya Road in Kajiado County, the Deputy Governor, Martin Moshisho, inaugurated the station with Tristar East Africa Regional CEO Iyer Srinivas. AFAL's 8 other stations are located in Kajiado County (Rongai and Kiserian), Nakuru, Eldoret, Kisumu, Nyeri, Eldama Ravine and Muranga.

"More stations are expected to be launched both in Kenya and across Uganda, steadily increasing AFAL's footprint in East Africa, providing end to end solutions for both fuels and lubricants," announced Srinivas Iyer. AFAL's first fuel station in Uganda is located 60 km from the capital Kampala along Masaka Road which connects the country to Rwanda. AFAL also operates six consumer pumps in Uganda.

Mr. Evans and Mrs. Irene Kagwi, station dealers of the Jogoo Road branch, also attended the inauguration. The Kiserian-Isinya Road's outlet opening was also graced by Senator Samuel Seki of Kajiado County, and Mr. and Mrs. Murumba, the station's dealers.

Tristar CEO urges corporate boards to make sustainability a top board item

Tristar Group CEO Eugene Mayne reiterated in a recent global business gathering in London that a great majority of CEOs have begun recognizing that Environmental, Social and Governance (ESG) as well as Sustainability issues are now guiding corporate strategies of forward-looking companies.

In his Keynote Address on Sustainability, on November 10 in London, at the 2022 Annual Global Convention on Corporate Governance and Sustainability organized by the Institute of Directors (IOD), India, Mayne also mentioned that aside from shareholders other stakeholders such as customers, partners, suppliers and the public at large are also crucial for long term prospects.

“Not so long ago, sustainability was a token item on Board agendas to balance the social and environmental price of profit. Today, it is – and should be – the top item because profit will not be possible without it. Business will not survive in a world in which people don’t,” he said.



Mayne added: “Sustainability must be embraced by every industry on a global scale, and I would like to highlight the efforts of the Oil, Gas and Utilities sectors which I personally represent. Many traditional Oil and Gas companies have transformed so much to the point they now consider themselves energy companies, mobility companies, or even retail companies, as they diversify and expand with innovative business models and Net Zero goals.”

The 4-day event which started on November 9 was attended by business owners, policy makers, academicians and professionals in business, finance, corporate governance and sustainability.



Harm Reduction Panel Discussion

On November 1, the ‘Harm Reduction: Time to Meet in the Middle’, was held at the Conrad Hotel, Dubai, hosted by CNBC Arabia, in partnership with Philip Morris Management Services (Middle East) Limited, and Tristar Group.

Three insightful panel discussions explored the concept of harm reduction, how it is applied in real life scenarios,

and how advances in technology and science are making harm reduction a possibility. The event also discussed how we can all adopt harm reduction practices to improve our quality of life, alongside much more.

The third panel, where Tristar Group CEO Eugene Mayne participated, was focused on policies and their role in reducing harm in society. He shared that Tristar’s harm reduction efforts were founded on the principles of No Accidents, No Harm to People and No Damage to the Environment. “To achieve these goals, we drive a Visible and Felt Leadership culture where the safety culture and commitment of our leadership is visible and felt in the action of each employee of the company, 365 days of the year. As an energy logistics solutions provider, this has helped us clock over 300 million road kilometers in the last decade without a single fatality, serious injury or fuel spillage that cause any environmental damage.”



Leaders in Logistics KSA Summit 2022 in Riyadh on September 28. Tristar KSA Country Manager Aous Al Ali (right) and Key Client Manager Hafez Sohaib showcased the company’s services across the Kingdom. The summit which was held at Sheraton Riyadh Hotel & Towers provided a platform for industry front-runners to share ideas, knowledge and market expertise as well as discussions hands-on solutions to the market-specific challenges facing Saudi Arabia’s rapidly growing logistics sector.



Pakistan Chemical Expo 2022 in Lahore on July 19 and 20. The Pakistan Chemical Manufacturers Association (PCMA) organized the event at the Expo Center in Lahore which saw the participation of several large players such as Engro Polymer, ICI Pakistan, Novatex, Tufail Chemical Industries, and Lotte Chemical Pakistan, among others. Tristar Pakistan country head Muhammad Aamir Iqbal led the team comprised of staff from Business Development, Operations, HR and Finance. They are from left to right: Muhammad Salman, Rehan Uz Zaman, Maleeha Sami Khan, Muhammad Aamir Iqbal, Mariya Javed, Muhammad Saeed Malik, and Syed Muhammad Sadatullah.



3rd Quarterly Safety Meeting

Finally, an in-person Quarterly Safety Meeting (QSM) was held for all Dubai-based ground staff on October 9 at the Delhi Private School in Jebel Ali which was live streamed across the various offices and accommodations outside Dubai and in the GCC. Group HSEQ & Sustainability Manager Sridhar Srinivasalu opened the QSM with the theme 'Intervention' and briefed the attendees about good and bad work interventions. He also encouraged them to use the 'Stop Work Authority' whenever necessary and shared recent industry learnings from incident on reversing.

Dubai Policeman Omar Muslim Usman updated everyone on latest road traffic laws. Shell Global LSC – HSSE Learning, Competency & Process Lead HSSE Deployment & Assurance Sivakumar Balachandran shared their road safety best practices. HSEI Middle East Training Centre Senior HSE Trainer

Mohammed Hanzala explained defensive driving practices during adverse weather conditions. Tristar Senior Heavy Duty Driver Mohammed Ibrahim shared learnings from incident and reminded his colleagues about the barriers Tristar has to prevent such incidents as part of the company's cultivate barrier thinking campaign.

Tristar Road Transport and Warehousing General Manager Shivananda Baikady further explained the importance of barrier thinking attitude and urged all drivers to be cautious on the road and watch for third party mistakes as well. Some drivers and ground staff were rewarded through the Drivers Professional League (DPL) and HSSEQ Award Program (HAP) by HSE team, Baikady and Group Chief Administrative Officer Balaji Nagabhushan.



Truck Safety Event

Tristar Group HSEQ & Sustainability Manager Sridhar Srinivasalu was one of the resource speakers of the RoadSafetyUAE 'Truck Safety' held on November 24. He highlighted the Health & Safety on road challenges faced by Tristar and others, the global statistics on road traffic accidents, Tristar's journey towards Goal Zero, and the company's best road safety practices and achievements. Sridhar also advised that 'safety is all about changing the unacceptable habits to the acceptable habits/norms'.



Tristar Chemical Terminal Renewed CDI – T Attestation

Tristar Chemical Terminal inside Jebel Ali Free Zone in Dubai renewed its CDI – T (Chemical Distribution Institute – Terminal) Attestation on October 25 with the validity for next three years. This is an assurance of Tristar's commitment to Responsible Care and is compliant with the Chemical Supply Chain's Sustainability Triangle. Since taking over the full operations of the terminal in January 2019, a total of 200,000 man-hours and a throughput of 110,000 MT bulk chemicals without any incident were recorded thereby achieving the target of Goal Zero.



Inter-business Mega Drill Emergency Exercise

Tristar Group's Road Transport and Warehousing (RTW) and Fuel Farm businesses in the UAE jointly conducted an emergency response exercise at the Tricore Facility at the Hamriyah Free Zone in Sharjah on October 26. The scenario was a diesel road tanker rollover, product leakage, road tanker fire near storage tanks, and medical and security crises.

The drill was observed by the Tristar Group HSEQ Team, the Business Unit heads of RTW and Fuel Farm in UAE, representatives of customers from Shell, BP, Total and Borouge, Sharjah Civil Defense, and Ministry of Interior. The customers and government officials appreciated the planning, coordination, and execution of the drill exercises during the debriefing session. They also pointed out minor areas for improvement and conveyed to the Tristar teams to further improve continuously.

Environmental

'For Our Emirates We Plant' Campaign

Tristar Group CEO Eugene Mayne planted the sapling under his name given by the Emirates Environmental Group (EEG) in appreciation of Tristar's support to its major activities this year. With him are some members of Tristar's Environmental, Social and Governance (ESG) Committee. The tree planting event took place on December 17 at the Al Munai Area south of Ras Al Khaimah which is the conclusion of EEG's annual tree planting campaign called 'For Our Emirates We Plant'.

According Mrs. Habiba Al Marashi, Co-founder and Chairperson of EEG: "These urban afforestation programmes in addition to providing a habitat for the local bees, insects and other native species, they also act as a natural carbon sink; which will contribute to the mitigation of carbon emissions in the UAE and help accelerate the progress towards achieving UN Sustainable Development Goals particularly Goal #13."

Mangrove Tree Plantation

Thirty five employees from various departments and facilities in the UAE participated in the tree plantation activity last October 29 at Al Zorah Natural Reserve in Ajman. They were able to plant 50 mangrove trees after kayaking for 300 meters and walking for 500 meters to reach the 'Tristar' site. Mangrove forests have a phenomenal capacity for carbon sequestration. This is the process by which carbon dioxide is removed from the atmosphere and held in soil or liquid form, which helps to mitigate global warming. Not only are mangrove trees relatively easy to plant and can withstand challenging soil conditions, but they also play a part in protecting some of nature's most vulnerable species.

Upcycling

Tristar's Head Office Workshop Team led by Sujith Ravel and assisted by Clinton Tellis and Manjur Arkate was able to establish a method to Reuse and Recycle old tyres, batteries, oil drums, air filters, used spares, and glass bottles and convert them as pots for plants and trees. Upcycling is a method of recycling old and unwanted products which are given a new purpose or function. The method reduces pollution by diverting waste from landfills and creating new products. It also conserves natural resources by avoiding the need to extract raw materials from the planet which helps preserve the natural habitats for future generations.

Adaptation of Ecofriendly Alternative

The Tricore Team at Hamriyah Free Zone in Sharjah has encourage staff to go to work using bicycles instead of riding cars. Most of the employees who ride bikes live nearby the facility. Choosing to ride a bike instead of cars reduces greenhouse gas emissions and enhances one's physical fitness.



Social

Tristar's Food Aid to Families Affected by Floods in Pakistan

Tristar Pakistan aided families who lost their homes and livelihoods after the devastating floods in June across the country. Tristar Group CEO Eugene Mayne released a budget that was spent for a total of 22 MT of food items that were distributed in the most affected remote areas of the country such as Winder, Bela, Dadu, Tunga Sharif, Larkana, and Jhuddo. Tristar Pakistan employees volunteered to distribute the food items.

WEP's Training

Tristar Group being a United Nations Global Compact (UNGC) Active Participant was invited to the workshop on Women Empowerment Principles (WEP) held by UN Women on October 26. HR Manager Sanjit Roy and CSR and Sustainability officer Racheal Xavier attended the event which focused on the seven principles of WEP's and its reporting methodology.

Breast Cancer Awareness

Dubai-based women staff of Tristar attended the Breast Cancer Awareness Session on October 12 organized by Dubai Chambers in association with Dubai Women Business Council and Health Hub Clinic. The 'See the World in Pink' event supports the global PINKTOBER campaign to create awareness, educate women about the disease, and raise money to help treat those that are affected by it. Tristar is a signatory to the UN Women's Empowerment Principles.

World Heart Day

In celebration of 'World Heart Day', a hybrid session with Dr. Ravinder Bhatt of the Prime Medical Center was conducted on September 30 where he explained about the functions of the heart and the many cardiovascular diseases related with it. He urged Tristar staff to exercise at least 30 minutes or walk 10,000 steps per day to be healthy. This year's theme was 'Use Heart for Every Heart', which also indicated having a heart for humanity, nature and yourself.

Mother Mercy Children's Home Visit

On December 3, Tristar staff from the Nairobi head office visited the Mother Mercy Children's Home which shelters and educates over 100 needy children. They donated food items to last for one month and distributed a Caltex-branded bag pack to each child. The visit was to celebrate an early Christmas where the staff also spent time with the wards and mentored them.





Governance

Tristar 8th Annual External Stakeholders' Workshop

Tristar Group conducted its 8th annual External Stakeholders' Workshop with its customers, suppliers, private companies, media partners and NGOs who were updated on the company's Environmental, Social and Governance (ESG) strategy and goals. The gathering was held at the Tristar head office in Jebel Ali last December 14.

The attendees were asked to rate Tristar's Materiality issues related to ESG and Sustainability. The results will be shared by Tristar in its 2022 Sustainability Report in line with the United Nations Global Compact (UNGC) Ten Principles and GRI Standards.

The external stakeholders were also enriched with the insightful speeches of Habiba Al Marashi, Chairperson of Emirates Environmental Group (EEG), about the 'Importance of Stakeholder Materiality', John Katsos, Associate Professor of Business Law, Business Ethics and Social Responsibility at the American University of Sharjah, on 'Managing Sustainably During Times of Crisis: Tackling Climate Change, Globalization, and Inequality', and Suman

Ghosal, Business Head- Digital Assurance, Supply Chain & New Product Development at DNV Business Assurance India Limited, regarding the developments on 'Sustainability in Supply Chain'.

The three highlighted the importance of private companies to imbibe the culture of sustainability and to utilize the concept of the Materiality framework and assessments to look at challenges and risks beyond profitability related to climate change, globalization, inequality and the impact of these challenges on the overall community at large.

Eugene Mayne, Founder & Group CEO of Tristar in his opening address said: "We believe we can make more positive impacts by not only addressing our own contributions, but also, by empowering our stakeholders and engaging with our broader ecosystem to create solutions that facilitate the transition to a low-carbon economy. We invite all of you to come on board with this commitment and maintain a say in our future direction."



New ESG Committee Members

Last October, a new set of members of the Environmental, Social and Governance (ESG) Committee were elected for a term of two years. The first meeting was held on November 5 and attended in-person by Balaji Nagabhushan (GCAO), Sridhar Srinivasalu (HSEQ & Sustainability), Racheal Xavier (CSR & Sustainability), Arthur Los Banos (Corporate Communications), Raj Rajasekar (Projects), Khushnuma Hassan (Business Excellence), Prasad KM (IT), Joe Dsouza (Finance), Nazeef Siddiqui (Maritime Logistics), Sanjit Roy (HR). Those who attended virtually were Ravneesh Aujla (South Sudan), Sarah Mbugua (Kenya) and Mohammed Ismail (Road Transport and Warehousing Operations). Tristar's sustainability initiatives are based on its ESG Policy which is developed by the ESG committee.



Dubai Chamber Event

As part of Dubai Chamber's Sustainability Week 2022, its Centre for Responsible Business hosted a roundtable on viewing the customer journey through the lens of sustainability. Tristar's Racheal Xavier, CSR and Sustainability Officer, facilitated a session on "How to engage customers in Sustainability" last November 22. During the session different perspectives on the importance of customer engagement on CSR and sustainability matters were shared. This event was attended by sustainability professionals across the UAE.

Tristar wins Dubai's Taqdeer (4 STAR) Award



Tristar Group's UAE operations won the prestigious Taqdeer Award in the 4-Star category on November 29. The award recognizes and rewards companies for excellence in labor relations including labor policies, facilities and infrastructure, health and safety, labor security, and recruitment and wages, among others.

Tristar had won 3-Star award last year and the 4-Star award demonstrates the company's belief in continuous improvement as well as in ensuring the happiness and wellness of its labor force to promote customer satisfaction. Winning the 4-Star award is also testimony to Tristar's leadership's vision and management towards creating the best-in-class environment for employees to excel and continue to position the company as a partner of choice. Tristar Group Chief Human Resource Officer Sheena Rajan received the 4-Star trophy on behalf of the UAE operations of the company with Dinesh Indika Amarakoon (2nd left), Sr. Operations Supervisor, and Murari Mohandas (left), Workshop Steam Cleaner.

The Maritime Standard Editor's Choice Award



Tristar Group's Maritime Logistics CEO Chris Peters (2nd from left) received last November 15 The Maritime Standard (TMS) Editor's Choice Award 'in recognition of Tristar's commitment to improving safety at sea and the mental and physical well-being of seafarers by taking various measures including an annual conference for seafarers first launched in 2019.' As a follow up to the conference, Tristar organizes town hall-style/online Psychological First Aid (PFA) workshops for Vessel Masters and Senior Officers in Mumbai, where senior seafarers are trained and shown how to detect symptoms of mental distress. It has also established a dedicated helpline that is handled by the Sailors' Society of the UK which all crew and their families have access to 24/7," said TMS.

7th Golden Peacock Award from IOD



Tristar Group Chief Administrative Officer Balaji Nagabhushan received on November 10 in London the Golden Peacock Global Award for Sustainability which is the 7th award the IOD has given to the company. Tristar has won four Corporate Social Responsibility and two Occupational Health & Safety awards since 2019. The Golden Peacock Award recognizes the achievements of the best performing organizations and has become a benchmark of corporate excellence globally. Balaji Nagabhushan, who is the chairman of Tristar's ESG Committee, shared on November 11 at the IOD London Convention the sustainability journey of the company especially its safety culture being promoted among its heavy duty truck drivers and maritime crew members.

2nd Consecutive Arabia CSR Award (Large Business Category)



Tristar Group was awarded for the second consecutive year as 1st runner-up in the Large Business Category of the Arabia CSR Awards 2022 held on October 5. One objective of the Arabia CSR Awards is to recognize and honor organizations in the Arab Region that demonstrate outstanding leadership and commitment to Corporate Sustainability. Tristar Group Chief Administrative Officer Balaji Nagabhushan (right), Senior Manager Corporate Communications Arthur Los Banos (left) and CSR and Sustainability Officer Racheal Xavier (middle) received the trophy and certificate from H.E. Engineer, Sheikh Salem Bin Sultan Bin Saqr Al-Qasimi, Chairman of the Ras Al Khaimah Civil Aviation Department (2nd from right) and Mrs. Habiba Al-Mar'ashi, President and CEO, Arabia CSR Network.

2022 Automechanika Award (Commercial Vehicle Workshop)



The Head Office Workshop Team won the Commercial Vehicle Workshop of the Year 2022 Award at the Automechanika Dubai for the second consecutive year. Tristar was recognized for its robust preventive maintenance practices in line with OEM recommendations, workshop infrastructure, international best safety practices in the region, OHS compliance, quality, reliability, customer delight, emergency response/disaster recovery services, Go Green initiatives, trainings, wellness programs, etc. Sujith Ravel (right) and Stanley Lyall (left) of the Workshop Team received the award on November 23 along with Khushnuma Hassan of Business Excellence.

The Success of Tristar Toastmasters Club By KM Prasad and Charmaine D'Cunha



Effective communication and leadership are essential for the success and growth of any organization. These help in interacting with customers, suppliers, and other internal stakeholders, also. Tristar Toastmasters Club plays an indispensable role in building communication and leadership skills among staff. Our club has successfully completed 10 years with a colorful history of grooming so many speakers and leaders.

Our club Executive Committee members are KM Prasad, President; Akalu Zameen, VP-Education; Karthik Kurungot, VP-Membership; Charmaine D'Cunha, VP-Public Relations; Humul Kulsoum, Secretary; Vishnu Velloor, Treasurer; and Karan Mendonca, Sergeant-at-Arms.

This committee is actively organizing events and regular meetings under the guidance of immediate past President Sanjit Roy and club mentor Distinguished Toastmaster (DTM) Balaji Nagabhushan. Senior Toastmaster members Jayesh Menon, Monica Kiir and Sundar SR support and guide the committee in various club activities.

Some of the meetings have had exciting themes like 'Football Fever', where all the members who participated wore their favorite football team jerseys. The Toastmaster of the Day (TMOD) was Arthur Los Banos who used to be a football player in high school. A virtual football match was organized by Akmal M after the meeting. We had other memorable meetings with the themes 'Freshers Day' and 'Toastmasters Trivia'.

Arundhan Alphonse – Tristar's Sports Ambassador

Race Counts	Race Category	Event Dates	Postions
1	26K Triathlon:	13 th Nov 2022	1st
2	10K Running:	06 th Nov 2022	5th
3	3.2K Swimming:	29 th Oct 2022	10th
4	26k Triathlon:	23 rd Oct 2022	9th
5	10K Running:	15 th Oct 2022	6th
6	10K Running:	09 th Oct 2022	4th
7	10K Running:	01 st Oct 2022	3rd



I want to encourage everyone to have positive thinking with the results of the races I joined in two months (refer to the table). It is clear that anything is possible if we really believe that we can achieve our dreams by adding some extra efforts. I have recently participated in back-to-back races with amazing results under my age category (50 above). I therefore was able to build my confidence to become a champion. And that happened on November 13 when I won the 26K Triathlon.

My personal campaign on the running track will continue to demonstrate that anything is possible by taking some extra bit of efforts, pain, sacrifice, etc. As a dream chaser, the joy of satisfaction in every aspect of our life will create a positive outlook that there's always light at the end of the tunnel. Come and join me in my next run.



51st UAE National Day

We started celebrating UAE's 51st National Day since mid-November when we installed UAE flags at the entrances, buildings, warehouses and storage tanks of our facilities inside Jebel Ali Free Zone, Industrial City of Abu Dhabi and Hamriyah Free Zone, as well as in two other locations.

This shot was taken at noontime November 30 - Commemoration Day - at the head office in Jebel Ali.

Thank you UAE.



'Let's Learn' by Charmaine D'Cunha (Asst. Manager- Training & Recruitment)

We had four lovely sessions. The first on 'Non-verbal communication' last September 15. It was conducted by Neetu Choudhary who explained very well that nuances really matter.

There were various polls conducted during the session to get an idea on how people perceived non-verbal communication gestures and what they actually mean. People shared their views on which was more impactful, verbal or non-verbal communication, on how often they smiled in a short conversation, and whether they preferred to stand or sit while talking. We had 42 people who attended and it was amazing to see how the colors we choose to wear or how we present ourselves talk tremendously about our personality.

The second session was an in-house session on 'Inter-departmental' Communication which was conducted by external trainers on September 21. There were 38 'trainees' who were divided in different teams where each team was given a part of a story which they had to interpret. Then all teams came together as a bigger group to explain what the actual story was by arranging various life cycles. The conclusion was that a message can still be interpreted differently by different departments. A key learning was that Organization Goals are more important than Department Goals. Department Goals and Priorities should be aligned with Organization Goals.

On October 18, Samer Kharsa, Tristar Business Application Manager, facilitated an online session on how proteins, carbs, fats and alcohol contribute to calorie intake, on the various body types, and on how we can take care of our bodies. He also explained the dirty dozen foods – those that are sprayed with a

high number of pesticides – strawberries, spinach, kale, apples, grapes, bell peppers and cherries. Samer encouraged the 60 people who logged in to reduce their intake of processed food and explained that dark chocolate is high in antioxidants (isn't that amazing). He also broke one of the myths that we all believe in 'Breakfast is the healthiest meal of the day'. Not so apparently. A truly amazing session indeed.

The fourth session was a one of a kind activity. We had an outdoor Team Building at 'Bounce' on November 10, where 35 employees nominated by their HODs participated. It was indeed a fun experience with a lot of collaboration among team members to achieve great results.

We had various competitions. The first was Dodgeball where each team had eight players who played against each other. The objective was to hit someone with the dodgeball. It was a last man standing game. There was also Slam Dunk where the teams lined up and took turns in shooting the ball through a hoop. The objective was to score as much as each team could. The highlight of the event was X- PARK. This was an obstacle area that composed of 18 different courses. The teams had a run-through the area and the objective was for them to finish the whole obstacle course without skipping any. This is where teamwork and strategies kicked in.

People were airborne on trampolines and had a great time in dodgeball. They had fun shooting hoops and worked as a team through various obstacles. You could see stronger members of the team make up for the other ones. True collaboration and team spirit were exhibited and it was indeed LOADS OF FUN.



PHOTO NEWS

The Cryogenics Division of the Road Transport and Warehousing business participated as exhibitor at the **MENA Industrial Gases Conference 2022** held in Abu Dhabi from December 12 to 14. Paul Vincent, GM - Cryogenics (GCC) and Sameeta Shankar, Executive -Customer Service (RT&W) promoted the company at the event held at the Yas Marina Circuit with the theme 'Changing Focus & Growth in MENA'.

Dubai Sports Council conducted the **Labour Run 2022** in cooperation with Team Sports UAE on November 27. The event is a tribute to laborers for being the builders of the UAE, hence giving them a great opportunity to run along with professional

runners. A CSR activity by Dubai Sports Council for promoting the significance of health among laborers. Around 50 employees from Tristar comprising ground and office staff participated in the 10k, 5k and 3k courses held at the Sonapur area in Muhaisnah.

Tristar Senior Manager for Corporate Communications Arthur Los Banos shared the company's community projects in Africa and sustainability initiatives globally before participants at the **6th African Business & Social Responsibility Forum** held last October 4. The forum was organized by Latitude Monde, a CSR Advisory company based in Africa.



Annual Staff Party

The Tristar Annual Staff Party was held at the Hilton Dubai Al Habtoor City on December 10. The children had a separate play area with a lot of activities like Face Painting, Drawing, Arts & Craft, Bouncy Castle and Jenga. Santa Claus was present along with Elsa and a magician. The children received individual gifts.

Group CEO Eugene Mayne spoke about the year's achievements, awards, new contracts, employee wellness and engagement activities, and also welcomed new joiners and showed pictures of babies born during the year. He thanked everyone for their dedication and commitment and awarded two staff – Eustace Fernandes and Manoharan Kaladharan - who both completed 20 years.

The attendees enjoyed dancing with DJ music as well as with the Samba Dancers. Fifty lucky individuals won prizes during the Raffle Draw while three very fortunate staff walked away with the Bumper Prizes. Overall, everyone had a lot of fun. Merry Christmas.



Workshop Projects

A fleet of 13 Concrete Mixers have recently been deployed to a strategic customer. These are EURO 5 low emission vehicles procured in line with Green initiatives and advanced braking systems for enhancing road safety performance. In order to reduce incidents due to blind spots, the vehicles have been provided 'reversing cameras' so that drivers could view a monitor while reversing. The head office workshop also mobilized 15 sets of 40-foot skeletal trailers to transport liquid helium, which feature an electronic braking system, emergency brake alert, and pneumatic suspension.



Safety Day in Abu Dhabi

The Tristar Abu Dhabi Team hosted the Linde Safety Commitment Day 2022 on September 19 where the Best Performance Award was given to Ranjith Singh and the Performance Certificates were distributed to Harnek Singh (April), Duraram (May), Mohammad Saddam Khan (June), Jatinder Singh (July), and Janan Khan (August).

"It was a wonderful opportunity for all of us to understand Linde's Commitment to Safety. The theme was really thought provoking 'Moment to Moment', especially the safety games brought in active participation and the video presentation 'Letters from Home' conveyed a heartfelt and sincere commitment to safety", said Rinku John, Tristar Abu Dhabi Operations Manager.