

TRISTAR WORLD

TRISTAR NEWSLETTER MARCH 2017
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TRISTAR'S UNIQUE
NEW FACILITY IN
JAFZA SOUTH

SHIPPING SAFETY
DAY 2016

TRISTAR FAMILY
OUTING



ONWARDS IN
2017

Photo of Mr. Eugene Mayne taken at the World Economic Forum in Davos-Klosters, Switzerland

FROM THE CEO: LOOKING BACK AND FORGING AHEAD

As we welcome 2017 with renewed energy and vigor, I would like to extend my sincere appreciation and thanks to each member of the Tristar Family and all other stakeholders for their continued support, goodwill and cooperation that enabled us to have had a successful 2016.

On the business front we recorded a 16% growth in EBITDA over 2015, completed a first time business acquisition, were awarded two long turnkey fuel contracts in Liberia and Central African Republic, commenced building own facilities in Abu Dhabi and Oman and commissioned a multi purpose logistics facility in Jebel Ali Free Zone (JAFZA), while also commencing construction of a CABS facility in Hamriyah Free Zone in UAE.

Notable among above was the acquisition of Abu Dhabi-based Emirates Ship Investment Company (Eships) for USD 90 million in March 2016. This was a first time acquisition for Tristar and was recognized as the 'Deal of the Year' at the annual Seatrade regional shipping awards dinner in October 2016. The consolidation of our Shipping activities is now complete with the Eships and Tristar Shipping Team now fully functional from the new office at Jumeirah Lakes Towers in Dubai. The team is currently exploring new business opportunities and has concluded the acquisition and time

charter of two more MR tankers to ENOC Singapore for a 5-year period. Going forward we will continue to focus on ship owning as a core activity for our group. Today we are proud owners of a fleet of 22 ships.

We have also commissioned our multi logistics polymers facility in JAFZA South which is the first silo and bagging set-up of its kind inside the free zone which offers efficient time to market delivery because of the location's direct access to Jebel Ali Port and Maktoum International Airport at Dubai World central. This gives us the opportunity to serve global customers on imports, exports and re-exports.

On the awards front we closed 2016 by winning awards on all the three major regional shipping awards nights held in Dubai in last quarter of 2016. In addition to winning the 'Deal of the Year Award' at the Seatrade Maritime Awards, we won the Shipping 'Safety Award' from Lloyds of London and the 'CSR Award' at the Maritime Standard Awards dinner.

Needless to say these recognitions are good for our brand and demonstrate our commitment and determination to be a leader in all aspects of our business. We must continue to overcome and resolve all challenges that come our way in 2017 and beyond if we need to stay at the top of our industry.

I encourage each one of you to give only your best - both in safety in operations and in day to day work responsibilities without losing sight of upholding our core values and responsible business obligations to the communities in which we operate.

The welfare and happiness of each one of our employees will continue to be a top priority and I am confident that the happiness and creative initiatives we started last year will motivate and inspire each one of you. We had a positive start to the year and we must strive to also end 2017 again on a high note.

In closing, I would like to share some of our targets for 2017 which include successfully closing negotiation for a prestigious project in UAE, expand our shipping operations, win another international turnkey fuel contract, commission commercial fuel farm in Haiti, and implement plans to migrate to a digital business model to prepare Tristar to face the disruptive challenges in times to come.

In the meantime, keep up the good work!

Best regards,
EUGENE MAYNE



Group CEO with CAR President

Mr. Mayne paid a courtesy call to His Excellency the President of Central African Republic (CAR), Professor Faustin-Archange Touadéra, along with businessman Mr. Perrial Nyodog (left) on March 1 in the capital Bangui. Tristar had recently won a long-term turnkey fuel contract in CAR. Mr. Mayne reiterated to the new president Tristar's commitment towards society by providing gainful employment to the youth and upgrading the local manpower through training and skills development.

TRISTAR'S NEW ONE-OF-A-KIND ONE STOP-SHOP FACILITY IN JAFZA SOUTH

The Tristar Group has commissioned its multilogistics polymers facility in Jebel Ali Free Zone (JAFZA) South in the UAE. Besides offering other logistics solution, the facility is the first silo and bagging set-up of its kind inside a free zone which offers better time to market delivery because of the location's direct access to Jebel Ali Port, Maktoum International Airport (DWC), and, in the future, Etihad Railways.

The facility is designed for receiving bulk PP/PE granules into silos and bagging of the granules by fully automated bagging operation into FFS film bags and/or big-bags. The packed material can be stored inside the chemical/dangerous goods warehouse in racking with a capacity of 8,000 tons.

There is a temperature controlled chamber which can be used for the storage of food grade, FMCG or other temperature sensitive materials such as food emulsifiers, enzymes, vitamins and additives.

The bulk material can be received by container where Tristar has its own tilting chassis or by an automated re-bulking equipment for 25 kg bags into the silos by high-quality conveying systems.

The transportation of these drums can be organized through the group's

transport fleet while the empty tankers/ISO tanks released after drumming can be cleaned at the ISO tank cleaning station within the same facility.

With a growing demand for chemical warehousing and logistics internationally, the UAE is attracting a significant number of logistics companies, including chemical storage and transport, due to its geographical connectivity to the world by air and sea.

"Our strategic location gives us advantage to serve the global customers on imports, exports and re-exports," said Group CEO Eugene Mayne.

Skeberis Plastics will provide technical support for the management and day to day operation of the bagging operations. Meanwhile, the operating partnership between Tristar and

Skeberis, in combination with the excellent location of Jebel Ali is another milestone for the chemical and petrochemical industries as the new facility offers unique opportunities for optimizing the supply chain for producer and customer.

The world's market leader in chemical distribution, Brenntag of Germany, is holding their regional office at the facility through its joint venture with Trychem. The partnership, which was established in the last quarter of 2015, combines Trychem's local expertise and Brenntag's international distribution knowledge, management know-how and sourcing strength.

The Tristar JAFZA South facility is recommended for LEED (Leadership in Energy and Environmental Design) Gold Certification as per the US Green Building Council guidelines.



GLOBAL NEWS



'Responsive and Responsible Leadership' at WEF 2017

Tristar Group CEO Eugene Mayne attended the World Economic Forum (WEF) Annual Meeting from January 17 to 20 in Davos-Klosters, Switzerland. He met Andhra Pradesh (AP) Chief Minister N. Chandrababu Naidu who was leading the AP State delegation. The theme for the 2017 edition was 'Responsive and Responsible Leadership' which is not new with Tristar, which was established in 1998 as a responsible business.



Oman Staff Get Shell Awards

Four Tristar staff were recognized for their individual contributions to the business operations of Shell in Oman. During the Shell Road Safety Conference held on February 2, 2017 at the Shangri-La 'Al Bandar' Hotel in Muscat, the following were acknowledged:

Maqsood Ahmed, HSSE Officer (first row, left) for effectively overseeing journey management and being compliant with Shell HSSE in 2016.

Abrar Hussain, Workshop Manager, (first row, 3rd right) for outstanding performance and support for Lubricants Supply Chain (LSC) Operation in 2016.

Michael Montheiro, Operation Supervisor (first row, 4th right) for outstanding performance and support for LSC Operation in 2016.

Datta Govenkar, Operation Supervisor (first row 2nd right) for outstanding performance and support for LSC Operation in 2016.

The Tristar management team of Road Transport and Warehousing and Tristar Oman were present in the conference.



AFAL in Kenya Red Campaign

The AFAL Team covered ten retailer shops in 2016 in implementing its 'Red Campaign' which is branding retailer shops with Havoline brand and guidelines.

The latest shop branded was Express Thika which was visited by Chevron and AFAL officials. Photo shows (from left) AFAL Marketing Coordinator Kenneth Ndolo, Chevron UAE Sales Account Manager Zidan Omar, AFAL General Manager Abhijit Sarmah, Express Thika Shop Owner Mr. Pankaj, Chevron UAE Area Business Manager Adriaan De Kok, AFAL Uganda Country Manager Anil Sasidharan, AFAL CEO George .K. George, AFAL Sales Officer John Karaba and AFAL Kenya Lube Sales Supervisor Beatrice Maina.

The other shops earlier branded are Patel Automobile House Ltd, Prosolus Holdings Ltd, Go Greener International Ltd, J.K Auto Spares, Yellowline Auto Spares, and Dupont Energy – Fuel Station.



Mechanics Meet

Through channel partners in Machakos and in Kisumu the AFAL Team in Kenya was able to organize a number of Mechanics Meetings where they conducted a basic product knowledge presentation on the value of lubricants and lubrication and the benefits, value proposition and applications of the Diesel Engine Lubricating Oil (Delo), including the ISOSYN Technology and petrol oil (Havoline).

At least 100 mechanics were targeted in each gathering. The mechanics are very influential when it comes to engine maintenance and servicing in the surrounding garages in the Machakos and Kisumu counties.

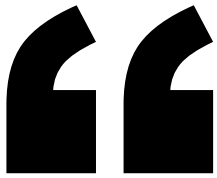


One Day Wonder

In December last year the AFAL Team in Kenya has conducted 71 One Day Wonder (ODW) activities and has since sold approximately 35,000 liters of Caltex lubricants. ODW is a high energy grass-root level field activity done at various locations such as distributor points, retailer shops and garages to connect directly with the end-users. The activity is aimed to continue developing the Delo and Havoline brands, boosts secondary sales and build customer loyalty as well as promote channel partners.

SHIPPING SAFETY DAY 2016

By Henri de Gersigny



The theme for the 3rd edition of the Shipping Safety Day held on December 4, 2016 was “Act Before We Need to React.” It was selected to focus on the safety day around the importance of adhering to procedures, sharing of best practices and learning from incidents.



Once more the Port of Fujairah graciously provided safe berth to Tristar Courage, Spirit and Legend for seven hours out of operations which allowed all the crew of the Fujairah- based vessels to participate under the same roof to learn, discuss and share experience on Health, Safety and Environment related to their day to day operations.

After three hours of interactive and reflective learning sessions led by Tristar Fleet Manager Henri de Gersigny, the ships' crew were joined by representatives of Oil Majors chartering the vessels, the ships' managers and owners lead by Tristar Group CEO Eugene Mayne. Everybody joined the crew to work in groups and participate in the case study on a mooring incident.

There were four main objectives of the 2016 event: first was to have the ships' crew reflect on what they should do as a team and individually in their day to day operations to make it safer and accident-free; second was to demonstrate the leadership commitment to Safe Operations from all parties involved in our lubes bunkering operations; third was to have the charterers, owners and managers join the crew reflect on how to assess an incident and take lessons from the incidents, and, fourth and last, to reward good performers.

Silver Hessa in UAE

One of the six new MR Product Tankers Tristar ordered from Korean shipbuilder Hyundai Mipo Dockyard has reached the UAE. Silver Hessa was visited by a group of managers from Tristar and Eships on February 6 at Port Khalid in Sharjah. With the acquisition of Eships last year, Tristar Shipping now owns and operates 22 chemical, oil and gas tankers globally mostly with oil majors. Silver Hessa is operating under lower fuel consumption than existing tonnage of 50,000 DWT. It is fitted with additional fuel saving equipment such as Propeller Boss Cap Fins, New Profile Technology Propeller and Trim Optimization System.



SAFETY MEETINGS AND TRAININGS

Electrical Safety Training

About 60 admin, operations and warehouse staff from various locations in the UAE attended the seminar on 'Electrical Safety' on February 6 at the Head Office. As per Dubai Civil Defense statistics electrical malfunctions were identified as the biggest cause of home and industrial fires. Tristar GM for HSEQ and Sustainability Muhammad Akber discussed ways on how to protect oneself and others from the hazards of electricity.

According to Akber, direct contact with electrical current can be deadly. While some electrical burns look minor, there still may be serious internal damage, especially to the heart, muscles, or brain. Electric current can cause injury in three ways: cardiac arrest due to the electrical effect on the heart; muscle, nerve and tissue destruction from a current passing through the body; and thermal burns from contact with the electrical source.

Quarterly Safety Meeting

The new 5 'S' Golden Rules on Road Safety was launched at the November 18 Quarterly Safety Meeting held at the head office where almost 400 drivers, ground staff, admin personnel, managers, customers, and Group CEO Eugene Mayne attended.

The 5 'S' Golden rules:

1. Speed should not exceed 80 km/hr. or 15 km/hr. at roundabouts
2. Stay only on slow lane
3. Stop using mobile phone while driving
4. Safe distance of 6 seconds from your front
5. Seat belts save lives

A senior physician from Rashid Hospital in Dubai talked about 'Preventing Heart Disease for Drivers' while several drivers were recognized as top drivers without any incident as per Driver Professional League (DPL) guidelines. Others also received appreciation awards from Shell. Mr. Mayne reiterated that road safety plays



a pivotal role in ensuring safety of everyone on roads and that Tristar drivers are responsible drivers.

Safety Meeting at Tristar Accommodation

More than 30 drivers dedicated to the Shell and Linde accounts attended the safety meeting on November 4 at the Tristar Labor Accommodation. The topic was on 'Loading and Offloading/Unloading Procedures' discussed by Tristar Operations Assistant General Manager Arundhan Alphones, who was assisted by Ahmed Saeed and John Varghese serving as co-facilitators. Shell Road Transport Compliance Coordinator Mohamed Nayef Al-Herais (in orange shirt below) presented a Learning from Incident case study.

Haiti HSE and Quality Trainings

An HSE Training and Aviation Fuel Quality Control Refresher Training were conducted in Port-Au-Prince on December 16 and 17, respectively. There were 26 staff who participated in the HSE Training who found the activity very 'informative and useful training'. A fire drill exercise was also conducted where participants were asked to use fire extinguishers. The next day training was exclusively for those involved in aviation operations and tackled issues such as periodic tests and fuel contamination.



CORPORATE SOCIAL RESPONSIBILITY



Pakistan Team Spreads Road Safety Awareness

Tristar Pakistan conducted a road safety awareness activity on January 7 at the University of Karachi where students belonging to MPA, including alumni, numbering more than 600 benefited from the CSR initiative.

In order for the students to remember the information presented, Tristar team members provided them booklets in which codes of conduct of the highway police and principles of defensive driving were mentioned. Seen is Pakistan Sr. Operations Manager Khawaj Jawaid handing over a kit to a student.



Haiti Celebrates Christmas with Poor Children

Tristar Haiti brought cheers, toys and refreshments to poor children in a Christmas gathering organized by OAPA-NGO. The country suffered heavily from the devastation left behind by Hurricane Mathew in October. Seen is Haiti GM Muthu Premkumar distributing food to children.

Tristar Haiti Extends 'Exceptional Support'

The head of the peacekeeping mission in Haiti commended the team for 'their exceptional support' during Hurricane Mathew and wrote that Tristar 'continued to deliver vital supplier of fuel throughout the Mission'. Haiti was battered by Hurricane Matthew in the first week of October 2016.



Tristar Family Day Outing at Dubai Parks

On January 7, a Saturday, about 110 Tristar staff and about 120 spouses, children and relatives of Tristar staff participated in the biggest Tristar Family Outing in the biggest amusement venue in Dubai appropriately called Dubai Parks and Resort which is the first integrated resort destination in the region. Dubai Parks is the home of three world-class theme parks - Legoland, Motiongate and Bollywood - and one water park, as well as Riverland Dubai, the grand entrance plaza, and a Polynesian themed family resort.

STAFF NEWS

Toastmasters Area Club Contest

Congratulations to Jovita Jasmin D’Souza (Evaluation and International), Monica Kiir (Table Topics), Arthur Los Banos (Humorous) for being in the top three in the four competitions of the Area 57 contest held on March 3 at the Tristar Head Office Training Room. This is the first time in Tristar Toastmasters Club’s five-year history that we had a winner in all four competitions. Jovita (second left, front in white blazer) will be moving on to represent Tristar in the Evaluation category at the Division Level Contest to be held on the April 28. Let us wish Jovita the best and pray for her success.



Cricket Tournaments in Dubai

A friendly cricket match was played between Tristar and Linde on November 19 to further enhance its more than 10 year relationship. Linde won the game but according to Tristar players they continue winning the hearts of the Linde staff.

An internal cricket tournament with eight teams named after vessels of Tristar Shipping was postponed after just one match due to bad weather conditions last February 3. The tournament resumed on March 3 at the JAFZA Cricket Grounds.

New Security Uniform

The security personnel at the Head Office are wearing a new uniform. In case you don’t know their names yet: (from left) Aminul Islam, Dharshan Singh and Fazlul Hoq.



New South Sudan Accommodation

The new accommodation located in Tomping, Juba for supervisors and technicians has been completed during the Christmas season. The accommodation houses about 40 staff of Tristar and APCL. The layout and quality have drawn appreciation from all quarters with its excellent finish. It includes a badminton court, a recreation room, a laundry area, and a spacious dining hall. Located just off the main airport road, the building is centrally located and provides easy and quick access to both the customer and APCL. This is the second accommodation built in Juba.



Year-end Party at Tristar Accommodation in Dubai

The annual yearend party at the Tristar accommodation in Jebel Ali, Dubai, was literally held on the last day of 2016 wherein some games were held and delicious packed meal were distributed to all staff not only at the main accommodation but also to three other labor camps where Tristar ground staff share with other workers. The party is not a party without the usual dancing.

For suggestions/comments, please email: newsletter@tristar-transport.com

EDITORIAL TEAM:

Arthur Los Baños
Balaji Nagabhushan
Tina Katara
Jayesh Menon
Jonichan George

TRISTAR OFFICES:

UAE
Tel: +971 4 8997900
KSA
Tel: +966-596141555

UGANDA
Tel: +256-782488663
OMAN
Tel: +968 34590133

SOUTH SUDAN
Tel: +211-956425000
PAKISTAN
Tel: +92-34 58220916

KUWAIT
Tel: +965-1-809222
KENYA
Tel: +254-203741127

GUAM
Tel: +1-671-5652300
QATAR
Tel: +974-44515338

DR of CONGO
Tel: +243-815555951
HAITI
Tel: +509 28130379

