



Giving back is getting back



SUSTAINABILITY
REPORT 2012

Contents

Message from our CEO	4
About this Report	5
Our Priorities	6
About Tristar	8
What We Do	10
Our Services and Employees Across the World	12
Our Golden Rules and the United Nations Global Compact (UNGC)	13
Corporate Governance	16
Growing Sustainably	18
Achievements and Targets	19
Enhancing Trust with Our Clients	20
Investing in Our People	21
A Home Away From Home	22
Training	23
Safety First	25
Risk Management	26
Our Drivers	26
Drivers Recruitment and Training	27
Vehicle Stability	28
Respecting the Environment	29
Our Achievements and Targets	29
Energy	31
Carbon Footprinting	31
Water	32
Waste	33
Giving Back is Getting Back	35
Helping Communities Drive Safely	36
Our International Efforts	37
Our Awards	38
GRI Table	39
Compatibility with UNGC Communication	45
On Progress (COP) Report	
GRI Application Level Check	46
Contacts	47



Message from our CEO



We are delighted to have received confirmation of a Level B certification on our first Sustainability Report following G3.1 guidelines. I believe this report represents a balanced and reasonable presentation of our CSR performance for 2012.

This is a historic event for Tristar as we publish this very first report on our progress in contributing to sustainable development. It describes our economic, environmental and social performance until 2012 and our efforts to address main sustainability issues around our business. Making sustainable development an integral part of our business is critical for our success in the future.

Sustainable development for Tristar starts with the safety of our people and all our external stakeholders. We recognize our obligation to the health and safety of our employees and the community and strive to create a sound and sustained safety culture that will support our goal of no accidents, no harm to people and no damage to the environment. This culture was born with the company in 1998 and will always remain our topmost priority. I am very pleased to note that in 2012 we achieved a zero fatality and zero injury performance across all our operations in 12 countries.

This report also summarizes measures adopted by Tristar towards improving our environmental performance. In 2012, we launched four Environmental Improvement Teams in our UAE operations to actively manage our greenhouse gas emissions, electricity and water consumption and waste reduction. We have also started a process to measure CO₂ emissions of our road fleet and to explore ways to offset our carbon footprint.

As this is an inaugural edition of our sustainability report it has been a very valuable learning experience for all our people and we recognize that there are many improvements to be made. The scope of data in this report primarily focuses on our UAE operations with some reporting on our overseas operations.

I am pleased to note that this report has been prepared in line with the GRI reporting guidelines. While it is a first step for Tristar I believe it presents a balanced and fair presentation of our CSR performance.

-Eugene Mayne

About this Report



Tristar is strongly committed to delivering sustainable, value adding service and this report demonstrates our current best practices and future plans to continue our trend of growth with responsibility.

This report covers our economic, environmental and social performance for 2012 whilst describing our targets and long term strategies to continue demonstrating a commitment to sustainable growth. We are committed to the United Nations Global Compact (UNGC) principles, and throughout the report we describe our progress towards meeting the UNGC principles in the areas of Human Rights, Labor, Environmental impacts and Anti-corruption issues.

Our headquarters is in the United Arab Emirates (UAE) and we operate throughout the Middle East with business activities spanning a further three continents: Africa, Asia and the Americas. Whilst sustainability is embedded in all aspects of our business, the scope of our data in this inaugural sustainability report focuses on the UAE with the view that future versions cover global operations. However, we have included selected examples and case studies which we feel articulates the range of sustainable activities taking place across our operations.

We have developed this report according to the Global Reporting Initiative (GRI) 3rd Generation (G3.1) Sustainability Reporting Guideline and the Logistics and Transportation Sector Supplement. GRI G3 is a globally recognized framework for reporting on an organization's economic, social, and environmental performance. The information included in this report meets the GRI Application Level B (for more information on application levels, please see the GRI website) and we have included a GRI index at the end of the report highlighting where relevant data and information can be found. We have self declared the report's application level to the GRI who have certified it as such (see p. 46 for more details).

We believe that looking after our employees, reducing our environmental impact and conducting a responsible, community-minded approach to business help create a strong foundation for sustainable growth. This synergy between profit, growth and sustainability is epitomized in the following phrase: **Giving back is getting back**. This report seeks to demonstrate how, by following this simple philosophy, we have achieved growth not only in profitability and size, but also in our reputation through developing close community ties and supporting their needs.

We believe it is important to focus on the key issues identified by us and our stakeholders. Our stakeholders are individuals or entities which impact or could be impacted by our operations. We have many stakeholders such as suppliers, employees, clients and governments, each with distinct types and levels of involvement in our activities. Our key sustainability areas focus on those issues which impact business activities to a substantial degree and where stakeholders are impacted by our activities relating to social, economic, environmental and health and safety issues.

An interactive workshop was conducted to review our key stakeholders and the issues which concern them. The process was crucial to establishing the most important sustainability areas for us and was used as a foundation for this report. The workshop identified five main areas: **growing sustainably, investing in our people, our stakeholders' safety, respecting the environment and giving back is getting back**. Each topic represents a section of the report which covers essential aspects of our approach and development within those areas.

Our Priorities

Our five-year strategic plan has reinforced our Vision:

"To be a globally recognized liquid logistics company offering superior services without compromising our core values and commitment to manage our business to the highest health, safety and environmental standards."

The sustainability strategy is one of the main pillars of our strategic plan and milestone for the achievement of our Vision. In order to attain "excellence in sustainability" we have established a clear roadmap, which will be implemented in 2013 and will impact the following areas:

Economic Impact	HSE Impact	Community Impact
		
We will focus our efforts on producing positive economic impacts in our countries of operation. This will be through the following actions: (a) creating job opportunities for the local communities, (b) generating positive foreign development and investment for the country of operation, and (c) maintaining responsible and compliant operations.	We will enhance our health and safety culture as well as our involvement in environmental improvement initiatives amongst our employees through: (a) implementing HSE best practices across all operating countries, (b) incorporating carbon footprint monitoring and measuring activities, and (c) minimizing environmental impact.	We will ensure that our operations do not have any negative impact on the communities where we operate and we actively support local community development. This will be done by: (a) engaging in communal issues, (b) supporting people in need and developing necessary services that help the community, and (c) motivating and supporting sports and cultural activities that benefit members of the community.

Listening to our stakeholders

We believe that a prerequisite to creating successful and enduring growth is engaging with our key stakeholders and clearly defining their expectations and needs in relation to our performance. We operate in a mutually constructive way, taking into consideration our stakeholders' requirements and working together for the common benefit. Through this systematic approach, we are able to successfully provide a holistic service.

We have established processes to identify all our major stakeholders, our channels of engagement with them and their key sustainability concerns, which are incorporated into this report. We continue to map our stakeholders' concerns and interests going forward through ongoing engagement in order to better align our sustainability strategy with their requirements. Our key stakeholders, how we engage with them, and the areas we talk to them about are presented below:

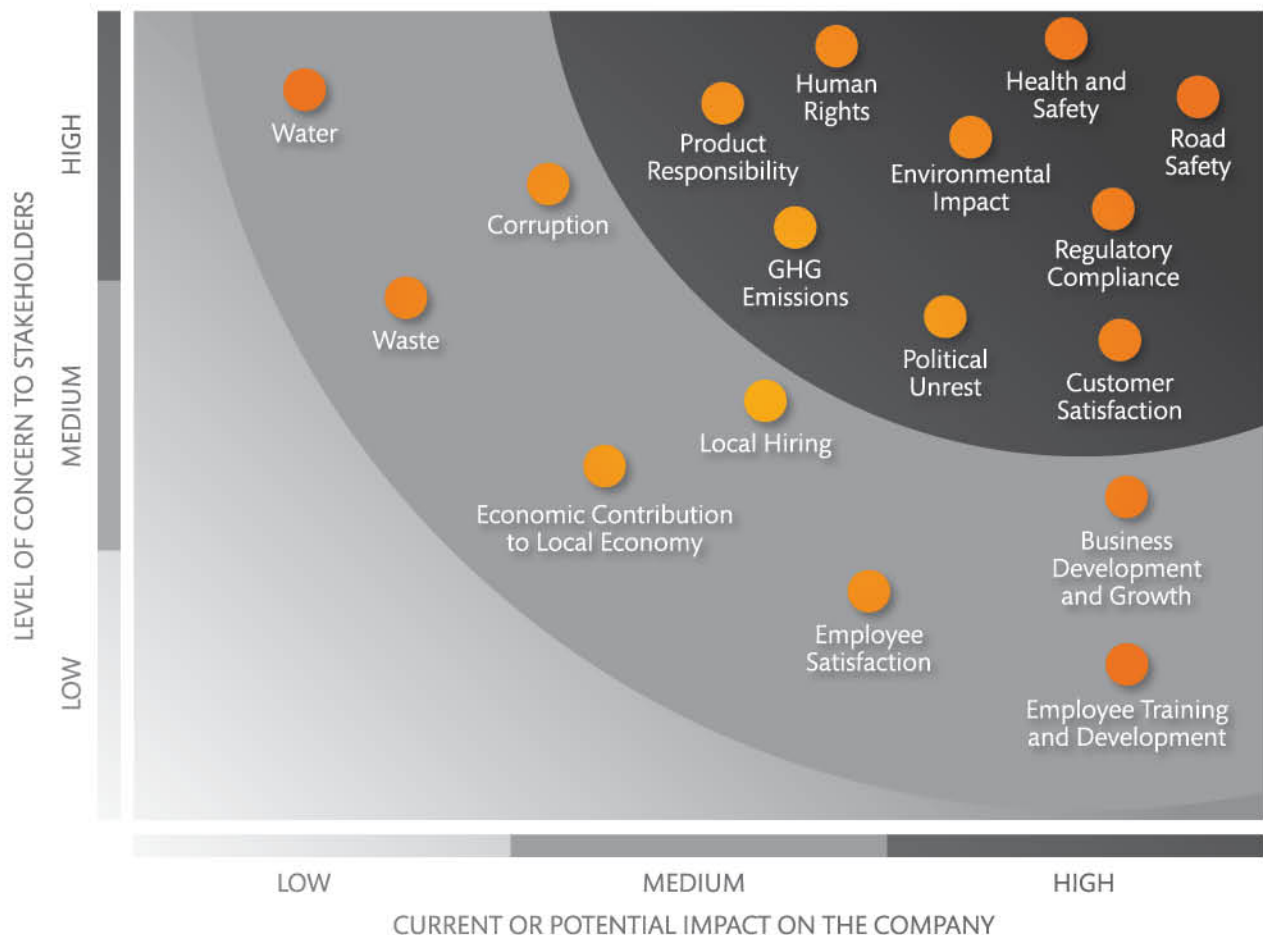
Name of stakeholder	Channels of engagement	Impact areas
Employee	Town Hall Meetings Employee satisfaction survey Annual party Online reporting system Video conferences Email and phone Newsletter and website	Employee's benefits/rewards Employee's safety Career growth
Customers	Contract review meetings Audits Dashboard/KPI meetings Customer surveys Customer services and emails Board Meetings	HSE Business continuity

Name of stakeholder	Channels of engagement	Impact areas
Suppliers	Procurement process, policies Pre-qualification audits	Energy efficient equipment HSE
Communities/General Public	Campaigns such as road safety awareness and blood donation campaigns Community projects	Support for community Impact on environment and remediation Safety awareness
Legal Authorities	Events Audits	Indirect and direct economic contribution to the country/society Assistance in creating awareness (e.g. road safety) Help to shape up legislation
Media	Online Print	Tristar initiatives in the area of sustainability as key input for regional and local news items
Non-Governmental Organizations (NGOs)	Attendance to events and conferences	Impact on environment Support for local causes
Shareholders	Annual Board Meeting	Financial, economic and social stability

Sustainability areas important to Tristar

We believe the report reflects our significant economic, environmental and social impacts, as well as the issues that stakeholders believe are important to our company. Prioritizing these issues forms the basis of our reporting. This process captures what is strategic to our business and what our stakeholders deem to be important. Material areas of focus have been identified and prioritized through internal workshops. During these workshops,

priority concerns were plotted on the matrix illustrated below, with the significance of impact on the company on the horizontal axis and the level of stakeholder concern on the vertical axis. The areas of focus that are most material to our business and stakeholders are assessed continuously through feedback from the business and external stakeholders.



About

Tristar

Established in 1998 with headquarters in the UAE, Tristar is an integrated liquid logistics company specializing in petroleum and chemical handling and distribution. Tristar is a Limited Liability Company (LLC) incorporated in the UAE.

Our company has grown from a relatively small local transport company to a multi faceted liquid logistics service provider with a global network. We have an operating presence in the Middle East, Africa, Asia, the Pacific and Central America. We employ more than 1,800 people of diverse nationalities, cultures and religious beliefs. Our growth process is key to understanding who we are now and is described in more detail in the "Growing sustainably" section.



Tristar's group of companies has interests in the following services:



We have established Tristar Energy in 2004 to enable us to engage in the Shipping and Chartering business. We initially owned and operated two 50,000 deadweight (DWT), ocean going product tankers, two lubricant bunker vessels, one fuel bunker vessel and two river barges.

Our lubricant warehousing and distribution division offers customers the opportunity to utilize an end to end supply chain service for their lubricant marketing business. Our warehouses in the UAE are equipped to comply with local safety standards and employees receive a varied training programme in order to fulfill their roles.

We also offer existing and potential oil marketing and trading customers independent third party storage to supplement their services offering the management of the wet stock supply chain.



In the African continent, we owned and operated more than 30 oil terminals with a total storage capacity of more than 60 million litres under our turnkey fuel supply operations.

We give HSE the highest priority in all facets of our business. Our leadership team provides strong vision, strategic objectives and visible commitment, and ensures this commitment is translated into necessary resources to develop, operate and maintain a sustainable HSE culture within the organization. Top Management personally leads the effort by demonstrating behaviors that are supportive of our HSE objectives.

We have received numerous accolades last year from our customers: Total Middle East 'Best Haulier Award 2011', Emirates National Oil Company (ENOC) Procurement and Contracts Gold Award as 'Strategic Supplier for 2011', and Shell UAE and Oman 'Best Haulier of the Year 2011'.

In May 2012, we won the RoSPA 2012 Occupational Health & Safety Gold Award and the 2012 Management of Road Risk Gold Award. RoSPA stands for Royal Society for the Prevention of Accidents and is UK-founded but has become a globally recognized benchmark for safety. Its mission is to save lives and reduce injuries.

Then in October last year we won the IOSH 2012 Award for 'campaign of the year' for highlighting critical steps for vehicle pre-trip inspection, driving, loading, and offloading under the Check Every Step or CHEST initiative (see p. 27).

What We Do

Our Services

Whilst we began our business operating only three used road tankers, we have made efforts to diversify and expand the selection of services we provide. As part of this effort we expanded to offer warehousing and shipping solutions in order to provide a more complete and cost-beneficial integrated logistics service to our customers.

The following section describes in detail each of our services globally:

Road Transport



Our core business is to transport liquids and gases in both bulk and packages. We operate a fleet of more than 1,000 road tankers, pick-ups and flatbed trailers in the Gulf Cooperation Council (GCC), Africa and Asia regions, enabling specific, tailor-made customer needs. The range of road transport services offered includes:

- Distribution of bulk and packed petroleum products, gases and industrial chemicals by road.
- Direct delivery for tanker discharges.
- Jet A-1 bridging operations for the aviation industry.
- Supply of ISO tanks for local and overseas shipments.
- Bunkering of gas oil and fuel oil to vessels in all ports of the UAE.
- Bulk lube oil supplies for marine and industrial customers.
- Consolidated cargo services.
- Sea shipments of dry box containers for overseas destinations.

Warehousing Services



We offer specialized warehousing in the UAE and other GCC countries aimed at servicing the petroleum and chemical industries for the storage of packed lubricants, fuels and industrial chemicals. All warehouses are designed to operate in line with both local and industry safety standards. Tristar is privileged to include all of the main global and national manufacturers as clients for the provision of lubricant warehousing and distribution services. Our warehousing services are:

- Rack and bulk storage.
- ERP stock management with first in first out (FIFO).
- Customs clearance.
- Loading/Unloading services.
- Documentation.
- Shrink wrapping and palletization.

Ship Owning and Operating



We currently operate a fleet of four lube oil barges, namely, Tristar Spirit, Tristar Courage, Tristar Legend and Tristar Pride, all operating in Fujairah (UAE) under charter with oil majors and one fuel bunker barge, the Tristar Glory, doing fuel bunkering operations for one oil major off Mauritius. All vessels are double hull tankers and classed under the International Association of Classification Societies (IACS).

In 2013, we will be looking to expand our ship owning business by investing in new generation tankers with eco-friendly design and propulsion.

The use of barges to transport fuel is critical to many regions in Africa where road infrastructure has deteriorated or is non-existent. We have successfully implemented transport solutions to deliver petroleum products to end users by building, commissioning and operating purpose built barges for fuel transport.

Our river transportation business was established in 2007 to support turnkey fuel operations in Africa. We have purpose built, technologically advanced, pushers and barges for navigation in the River Nile from Kosti Port to Juba Port. The pusher, Tristar Nile, is certified by the International Register of Shipping (IRS), an internationally recognized independent classification society.

The Tristar 1 and Tristar 2 Barges are designed to carry 550 metric tons of petroleum products each including Jet A1 and can also accommodate six 20' containers on their decks. The navigation equipment of the pusher includes echo sounder and global positioning system (GPS), which adds to an asset monitoring solution enabling customers to receive real-time information of their goods during transportation. The pusher also has sensor inputs to monitor speed, idling and the actual distance traveled.

Fuel Farm Management



In keeping with our vision of being a truly integrated global liquid logistics service provider, we expanded into ownership, operations and management of a fuel storage facility on the Pacific Island of Guam in 2008.

This 4 million barrel capacity facility is spread over 237 acres, which includes 25 tanks of varying capacities and approximately 5 miles of pipeline that feeds into the terminal from the local port of Guam.

Previously known as the Shell AGAT Terminal, the facility offers storage for a wide range of petroleum products including jet fuels, gas oil, fuel oil and liquid petroleum gas (LPG). Key customers are the US military, Shell and the Guam Power Authority.

Turnkey Fuel Supply Operations



In 2007, Tristar was awarded a Long Term Fuel Supply Contract in Sudan which requires the provision of fuels, oils and lubricants and operation of 22 fuel depots in different locations. All 22 depots had a requirement for aviation fuel storage and aircraft refueling services. The Sudan operations have since been split to support our customer in Abyei (Sudan) and in South Sudan, following the separation of South Sudan from Sudan. The total number of sites now being supplied in South Sudan is 14.

We have another contract with the same customer in the Democratic Republic of Congo (DRC) since June 2010. The contract requires transportation of petroleum products over a huge geographical area providing a variety of logistical services including importing, storing and distribution of fuel and petroleum, oil, lubricants products to various locations in DRC. The contract required the construction of greenfield sites to enable the storage of 9 million litres of petroleum products in steel storage tanks.

In March last year, we commenced the turnkey contract for fuel supply in Haiti which entailed establishing 5 bulk primary and 11 secondary fuel distribution sites.

Our Services and Employees Across the World

Country	Service	No. of Employees
Middle East		
UAE	Road Transportation, Warehousing, Shipping	440
Oman	Road Transportation	50
Kuwait	Road Transportation	90
Qatar	Road Transportation, Warehousing	9
Asia		
Pakistan	Road Transportation	164
Pacific Island		
Guam	Fuel Farm	34
Africa		
North Sudan	Turnkey Fuel Supply	64
South Sudan	Turnkey Fuel Supply	461
Congo	Turnkey Fuel Supply	301
Kenya	Road Transportation, Lubricant Distributor	52
Uganda	Road Transportation, Lubricant Distributor	4
Mauritius	Shipping	10
Central America		
Haiti	Turnkey Fuel Supply	140
Total		1819



Our Golden Rules

and the United Nations Global Compact (UNGC)

Since our establishment we have abided by our Golden Rules which are embedded into our corporate culture, policies and regulations. Every aspect of the way we conduct business is shaped by these rules; from our dealings with customers, to our contracts with suppliers, and to our relationships with employees.

The following rules are considered as the most important values to Tristar:



We are committed to respecting the 10 principles of the United Nations Global Compact (UNGC). As an affiliate of UNGC, we are demonstrating our position with respect to human rights, labor and environmental good practice and anti-corruption. We have also embedded the UNGC principles as part of our culture, strategy and day-to-day operations.

As part of our continuous improvement programs, in 2012, we updated our policies to cover the structural changes resulting from our rapid expansion and to embody the UNGC principles. These include the environment, ethics, health, safety, quality and security policies, which are created with these principles in mind. Our values and the UNGC principles are constantly communicated to our employees through posters, email alerts, as well as through our quarterly newsletters.

Our employees can access our Integrated Management System (IMS) including internal policies, operational processes, HSE procedures and company regulations via a shared platform. Any enquiries related to the IMS procedures and content may be addressed to the HR and/or HSE Managers.



The following sections show how we have aligned our policies with the UNGC principles:

Code of Conduct

1



Our code of conduct clarifies the ethics and compliance expectations of all employees. We updated our code in 2012 to incorporate our refreshed strategy. The code reflects a values-based approach. Where rules are not stated explicitly, our everyday business decisions are guided by our values.

Our code of conduct serves to emphasize our commitment to ethics and compliance with law, sets forth basic standards of ethical or legal violations and helps prevent and detect wrongdoing. The code of conduct applies to all our employees as well as agents and representatives.

We have implemented procedures enforcing strict action against all forms of unethical behavior. This is exemplified by our contract documents with major customers, which include a section on business ethics, conflicts of interest, record retention and right to audit in addition to supplier pre-qualification and regular performance reviews.

Human Rights

2



Our business principles require our employees and contractors to respect the Human Rights of other employees and the communities where we operate.

We have instituted a policy of zero tolerance regarding the conduct of our employees and business associates that engage in or support sexual exploitation and/or sexual abuse. It is the responsibility of all our personnel to create and maintain a working environment that fosters a culture of equality amongst employees at all levels of the company. We believe that an equal and adequate work environment contributes to the prevention of sexual exploitation and abuse.

Although we do not provide any formal training related to Human Rights, all employees who join in the turnkey projects need to sign the policy and confirm understanding and acceptance. Furthermore, there is a zero tolerance approach to violations of this policy which we reiterated through circulars to all employees. Any breaches of this policy are dealt with by our Human Resources (HR) group.

Labor Standards

3



As part of our policy on Labor Rights and Freedom of Association, we maintain a strict policy prohibiting any employment of people below 18 years of age.

We therefore have strict guidelines on verification of age for recruitment. In addition, all positions are defined by individual job descriptions which are discussed and agreed upon by every employee, to ensure clarity of duties and role responsibilities.

Environment

4



We are a professional and environmentally conscious organization which acknowledges the impact that our operations may potentially have on the environment. The section "Respecting the Environment" covers our environmental initiatives and targets. All our initiatives are guided by our environmental policy.

Anti-corruption

5



The Tristar Anti-Fraud Compliance Program has established a culture within the company in which bribery is unacceptable. We also ensure that the company's policy to operate without bribery is effectively communicated throughout the organization. We, therefore, have recorded no instances of non-compliance during the reporting period.

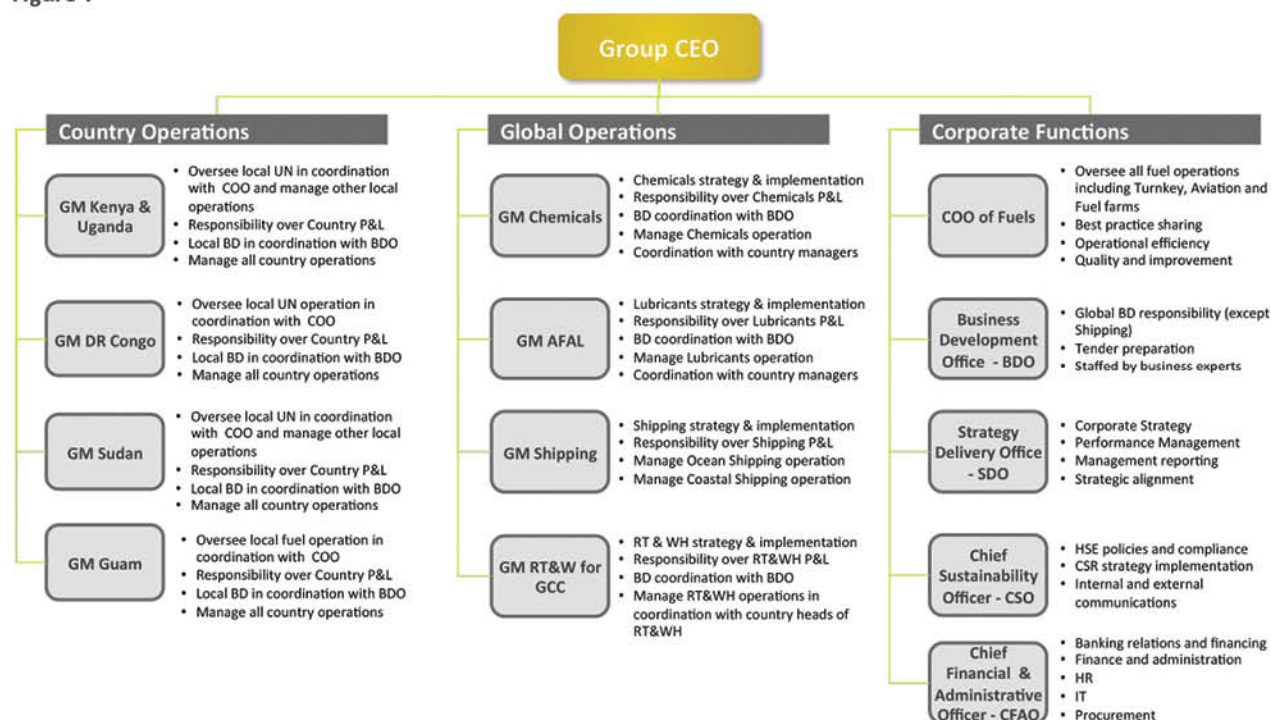
We have also taken steps to combat corruption:

- A "zero tolerance policy" toward bribery in all parts of the company's operations.
- Clear explanation of the consequences that employees and business partners will suffer if they violate the corporate policy.
- Personal involvement in the development of a code of conduct, or ensuring the publication and communication of anti-bribery measures to all employees, subsidiaries and business partners.
- Assigning senior managers to oversee the development of an effective anti-bribery program.

Corporate Governance

Tristar is a Limited Liability Company established in the UAE. The Group Chief Executive Officer sits on the Board and within our governance structure is responsible for the general management, supervision and control of the business and affairs of the company.

Figure 1



Sustainability issues are directly managed by our Group CEO. His involvement results in the successful integration of sustainability into our daily operations.

During 2012, we developed the CSR Steering Committee (CSRSC), chaired by the Group CEO, in order to achieve the optimum level of senior management involvement in operational sustainability issues. The committee also comprises the General Manager

Operations, Group HR Manager, Corporate Communications Manager and Group HSE Manager.

The CSRSC has several responsibilities such as providing guidance and leadership for our sustainability strategy, identifying sustainability priorities across Tristar Group, setting sustainability targets for each entity as per local needs, and defining targets and action plans.



The CSRSC's main goals are the following:

- Raising employees' awareness on sustainability and sustainable development.
- Encouraging employees' participation and initiatives.
- Encouraging executive line management and employees' commitment to sustainability.
- Collaborating with local communities and NGOs.
- Monitoring best practices and sustainability indicators (economical, social and environmental).
- Reinforcing communication on sustainability initiatives to internal and external stakeholders.
- Minimizing any negative impact on the environment that might be associated with our operations.
- Becoming a good neighbor by reaching out to support and to engage in sustainable projects that benefit local communities.
- Monitoring our carbon footprints, energy consumption, waste generation, and developing initiatives to make our operations more eco friendly.

Each committee member has clearly defined responsibilities with the Group CEO approving sustainability policies, creating initiatives, setting targets, monitoring performance and providing resources. The General Manager Operations is responsible for ensuring organization alignment in the areas of human rights and labor standards whilst managing the company's social and environmental goals. The HR Manager ensures labor laws and employee policies are adhered to and that employees understand their role in the company. The HSE Manager's role is to provide technical advice on the company's safety and environmental efforts to benchmark against world standards whilst also ensuring the company complies with regulatory requirements, workplace safety, environmental goals and energy conservation. The Corporate Communication Manager communicates sustainability initiatives internally and externally, as well as executes special events.

Looking forward, sustainability remains a high priority for us. This year we are planning to enhance our organization structure in order to ensure maximum alignment, synergies and capabilities to execute the strategy. As part of such adjustments, those responsible for sustainability and HSE will continue to report directly to the Group CEO.

Moreover, the CSRSC, supported by country-specific sustainability sub-committees, will regularly monitor the progress of the above mentioned goals by using a specific set of KPIs and targets for each of the objectives in order to determine the effectiveness of our sustainability strategy.

Growing Sustainably

We have grown from a local road transport company operating with three trucks to an integrated logistics company with over USD 200m revenue in 2012. In order to guarantee further growth and development starting from next year we will begin implementing our strategic business plan which include "Excellence in Sustainability" as one of the main pillars.



Through our rapidly expanding and profitable business portfolio, we play an important role in the economic growth of the GCC as well as supporting development in emerging economies where we operate.

Thanks to our commitment to health, safety and environmental standards and compliance with law and regulations, we are now the partner of choice for our targeted customers. We play an important role in driving the development of the oil and gas sector, and the wider GCC economy, through our commitment and capacity to provide excellent services to our clients.

We follow a purchasing procedure for selecting our suppliers based on quality and cost criteria. In 2013, we aim to update our purchasing procedure and incorporate sustainable selection criteria. Environmental and social factors will accompany the already robust economic guidelines we adhere to, whilst continuing our tradition of supporting local businesses and communities. In 2012, a large majority of our supplier geographic was from the UAE and our total spending was almost USD17m.

Achievements and Targets

The year 2012 was a year of great achievements and further growth. Our gross revenue was over USD 200m. New operations included the commissioning of a bunker barge in Mauritius and the commencement of turnkey fuel operation in Haiti.

The two graphs below show that in the past 5 years our Group Compound Annual Growth Rate (CAGR) reached 23% whilst our earnings before interest CAGR reached 21%

Figure 2 Group Annual Growth Rate (CAGR)

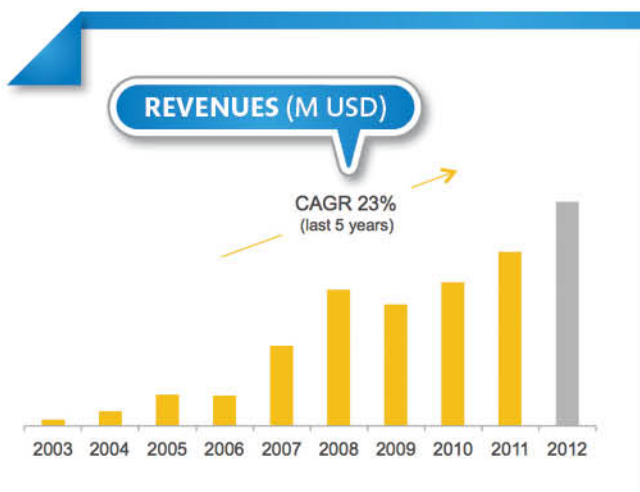
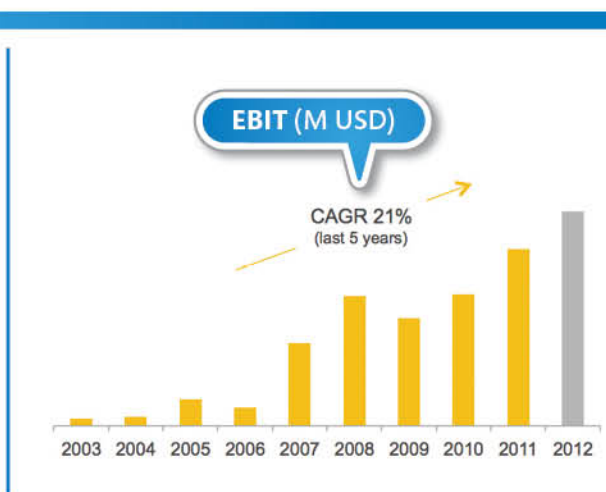


Figure 3 Earnings Before Interest CAGR



One of our key aims is to continue to surpass the service levels currently delivered by our competitors to clients in the oil, gas and petrochemical sectors whilst ensuring we remain committed to a sustainable growth model. This year we hope to commence our operations in the Kingdom of Saudi Arabia (KSA), a move which will complete our mission to operate a GCC-wide road distribution network. Simultaneously, we aim to enter the chemical distribution market and are confident this will be a major revenue generator. Furthermore, we hope to add at least one more country to our network of turnkey fuel supply operations.

Our expansion plans are measured and realistic. Our exceptional growth in a relatively short time is testimony to the expertise and commitment of our employees. We have formed a strategic delivery office to implement our growth and diversification initiatives in line with our five-year strategic plan whose implementation will be monitored using the Balanced Scorecard methodology.





Enhancing Trust with our Clients

It is our responsibility to comply with our clients' regulations and thus maintain our reputation of operational excellence. As a result of our professionalism and high standards our customer retention rate in the past 14 years has remained at a remarkable 100% and we are recognized as the partner of choice for major UAE and multinational oil and chemical companies.

The trust of our customers is very important to us and we do not only adhere to national standards and regulations but also to international ones. We operate an IMS and are accredited to ISO 9001, ISO 14001 and OHSAS 18001. We were the first and we are one of only two logistics service providers to be assessed to the European Chemical Industry Council (CEFIC) Safety Quality Assessment System (SQAS) for Road Transport, and the first and only to be assessed to SQAS for Warehousing (see pg 25).

Our infrastructure and vehicles undergo periodic inspection and quality checks in order to store and transport our products safely. We have a comprehensive vehicle management system in place, which allows us to ensure that the maintenance of our vehicles is performed as per manufacturer's recommendation and they are fully compliant with applicable statutory requirements. Our vehicles are also equipped with satellite based vehicle tracking system which helps us to monitor and continuously improve our driving performance.

We use a warehousing management system (WMS) based on the latest radio frequency identification (RFI) technology. This barcode identification system allows us to comply with our customers' first in-first out (FIFO) stock management requirements. We maintain warehouse temperatures through wind fans and natural control technologies which allow us to manage the temperature in the warehouse whilst minimizing energy consumption.

We are committed to provide our services with operational excellence and we endeavor to meet and exceed our clients' expectations. We meet with our clients regularly in various situations including periodic contract/business reviews. Our major clients carry out regular compliance audits of our facilities. To complement our customer engagement, we also collect clients' feedback through an automated online system. If a client wishes to raise any issues then they can contact our helpdesk through our website. Our website provides access to a client log in where our customers have access to post orders and receive daily or monthly reports. Through this system they can also provide feedback and raise any concerns. The IT Manager is responsible for monitoring complaints. In 2012, we were proud to have no complaints regarding breaches of customer privacy and loss of customer data.

Investing in our People

We recognize that without our employees we would not have achieved such steady growth and expansion. We provide holistic training programs, housing benefits, as well as a culture of dialogue. We are committed to further improve the welfare of our employees by providing medical assistance and training programs above the norm.



It is part of our core values to respect the rights of our employees, provide safe working conditions and treat all employees fairly. As a signatory to the UNGC since 2010, we endeavour, at all times, to maintain fair, open and constructive relations with our employees.

We ensure fair labor conditions for our people and provide the systems and processes to raise concerns or issues within the workplace. We also foster a culture which encourages dialogue with all levels of employees. Each employee has the right to address any issues to management through email, phone or face to face conversations. Our employees also have the opportunity to engage and raise concerns with our Group CEO during the quarterly safety meetings.

Our employees' remuneration in the UAE reflects the national labor standards and also includes annual salary increments. We monitor the performance levels of our employees in order to

devise ways to improve capacity and identify career development opportunities. Expatriate employees receive end of service benefits as per national labor law and we also provide housing benefits to our field staff as described in our "A home away from home" section.

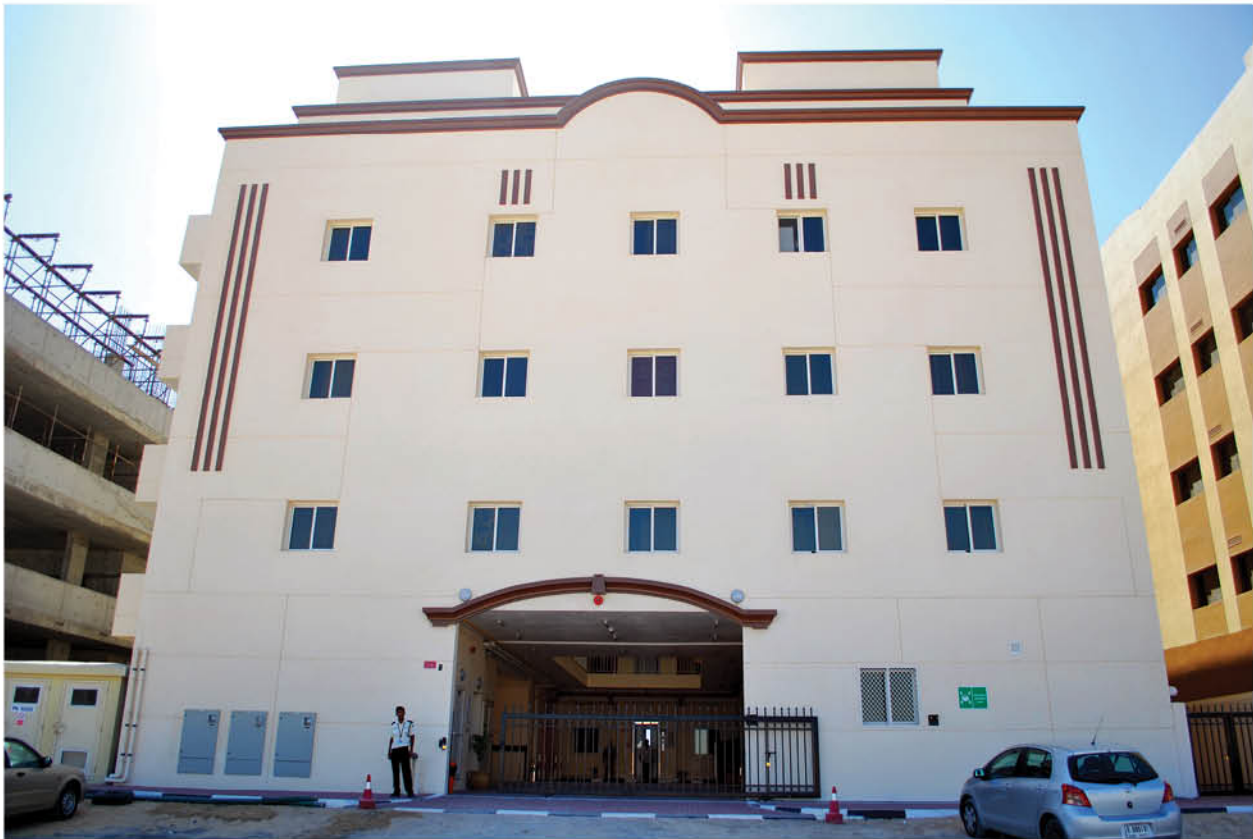
The majority of our field staff constitutes drivers and warehouse and workshop employees. They are the core functionaries of our business in the UAE. Due to the nature of the job (driving), as well as cultural inclinations and external environment, our field staff are all males, and similar gender ratios can be found in even the most progressive of employment markets. We value the contribution of females to society and increasingly as "breadwinners" in the family and recognize the low proportion of females in our workforce. We are launching a strategy to increase the number of female employees this year. The table below shows the number of employees broken down by category and gender:

Figure 4 Employees 2012

Details	Male	Female	Count
Manager	27	2	29
Supervisor	43	1	44
Assistant	9	2	11
Field staff	351	0	351
Total	430	5	435

A Home Away from Home

We believe that the welfare of our employees extends beyond the workplace. We have invested in living accommodation ensuring their safety, comfort and well-being. The accommodation conforms to the guidelines recommended by the Dubai Municipality, Civil Defense agencies and the Ministry of Labor.



Our accommodation facility is a 38,000 sq. ft. apartment complex only three kilometers from Tristar Headquarters. We house more than 300 people who all benefit from the natural lighting, cross ventilation and optimum space utilizations. We have integrated hose reels, smoke detectors and fire panels in the infrastructure of the buildings connected to civil defense agencies at all times.

We are advocates of high labor standards and we hope that by providing better living conditions to our employees we can enhance happiness, efficiency, retention and productivity.

To ensure the proper management and maintenance of our field staff accommodation, we employ a full time Accommodation Manager who reports to the HR Department. The Accommodation Manager's responsibilities include promoting safety in the living space, maintaining an orderly and welcoming abode, and organizing regular social events.

In 2013, we are planning to improve the health and well-being of our field staff by offering a quarterly medical camp which we hope will further add to the holistic benefits the employees are receiving. We are also implementing a computer skills training program aimed at developing our employees' skills in the use of personal computers, putting their non-work time to positive use and enhancing their prospects for job progression.



We believe that without the continual investment in the welfare of our employees, we would not have received such steady year-on-year growth. In addition to advancing the work and living conditions of our employees, we have implemented a wide range of personal development and training schemes to ensure the professional development of our staff. The HR Manager, in liaison with the HSE Manager and line management, is responsible for devising appropriate training modules for each position in order to facilitate improvements of the workforce. The tables below provide an overview of our commitment to training across the company:

Figure 5 Training Hours by Functions 2012

Details	Total No. Training Hrs	No. of Employees	Avg No. of Training Hrs
Managers	321.00	29	11.07
Supervisor	397.50	44	9.03
Assistant	126.00	11	11.45
Field Staff	17,308.00	351	49.31

Figure 6 Training Hours by Gender 2012

Details	Total No. Training Hrs	No. of Employees	Avg No. of Trainings Hrs
Male	18068	430	42.02
Female	84.50	5	16.90

Our training programs incorporate all sections of the workforce, all genders and all competencies. Naturally, we have modules which are devised to improve the effectiveness of our staff in their core day-to-day activities. We have also developed broader training which will assist our staff to increase efficiency as well as to learn new transferable skills, including proficiency with computer programs and other IT competencies.

We know that a person's ability at work cannot be measured purely by their operational performance. We provide extra-

curricular activities in order to create enjoyable, team building exercises which help promote confidence, communication and leadership. Therefore, we have initiated The Tristar Toastmaster Club. The club promotes a friendly, sociable activity which gives our employees the opportunity to hone their public speaking and leadership skills. The regular meetings that are hosted at the Tristar Headquarters contribute towards closer employee bonding and enjoyable out-of-work activities, all having the additional benefit of helping to develop our people. Non-employees from the local community are also welcome to join the club.

Employee Satisfaction



Since our foundation, we have developed many initiatives to foster a better working environment, always striving to improve the surroundings and experiences of our employees. In 2012, we initiated an employee satisfaction survey, the results of which will be analyzed and published this year. Our intention was to determine satisfaction in several key areas, including: job satisfaction, career development opportunities, benefits, and health and safety.

To illustrate our high level of employee satisfaction before the above survey is published, we have compiled the following table which shows a turnover figure of under 12%. We hosted exit interviews for all our employees who chose to leave and we have discovered that family and personal reasons, rather than work related causes, were normally the reason behind their decision. We are also proud to have recognized and awarded more than 20 employees for their long-service to the company during the annual yearend party in 2012.

Figure 7 Employees' Turnover 2012

Detail	Leaving Employees		New Joiners	
	Male	Female	Male	Female
Age group				
20 - 30	11	0	47	0
31 - 40	21	0	37	0
41 - 50	10	0	25	0
51 - 60	9	0	4	0

Safety First

In 2012, we achieved outstanding safety performance of zero fatalities and injuries. This year we will strive to maintain our safety records by investing further in training, risk management and vehicles security.



We recognize our duties and obligations to the health and safety of our employees and strive to create an excellent safety culture whilst eliminating accidents in the workplace. The culture of safety was born with the company in 1998 and has remained the utmost priority to date and is a major contributing factor to our success story.

Our safety culture starts at the very top with the Group CEO and can be seen and experienced in the behavior and performance of each and every employee. We achieved the excellent record of zero fatalities and zero major accidents by following our health and safety policy, managing and monitoring the performance of our drivers and vehicles, as well as encouraging dialogue with our employees.

The HSE Manager monitors and provides advice on occupational health and safety programs. The HSE committee meets every quarter and is made up of one key member of each department, therefore representing 100% of the workforce.

In order to strengthen our monitoring system, we recently implemented an HSE online incident reporting system which identifies risks and keeps track of all incident reports, violations (e.g. violations against our policies) and near misses (potential incidents).

We were the first and we are one of only two logistics service providers to be assessed to the European Chemical Industry Council (CEFIC) Safety Quality Assessment System (SQAS) for Road Transport, and the first and only to be assessed to SQAS for Warehousing. We are considering the value of SQAS tank cleaning section and in 2013 we intend to self assess ourselves against the scheme to develop an improvement plan prior to formal assessment.

We have implemented OHSAS 18001 which addresses various aspects of occupational health and safety. We have performed risk assessments across a range of our activities to identify hazards and associated risks. Based on this assessment we have put specific measures in place to reduce identified risks to As Low As Reasonably Possible (ALARP) or where necessary to stop activities in case risks have not been minimized.

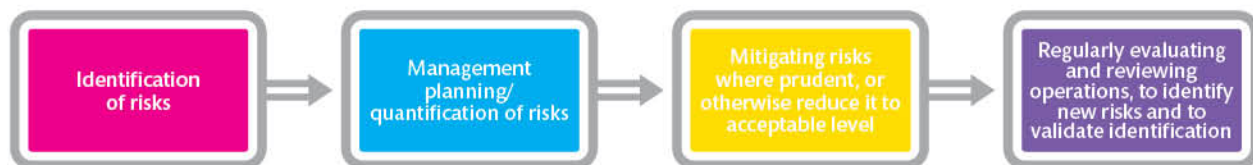
Furthermore, in order to guarantee the safety of our employees we have implemented preventative measures and given them the tools to ensure individual safety e.g. we installed inflation cages to protect our employees from bursting tyres. Similarly, we provide all our employees with personal protective equipment (PPE) to mitigate any potential risks associated with our operational activities. We have also implemented a permit to work system for defined higher risk activities.

Risk Management

Management of risk is inherent in all aspects of our activities. By examining the elements of our operations, namely mobilization, product supply, storage, transportation and distribution, we identify the risks associated with our activities that impact people, the environment, equipment and property. We then take appropriate actions to reduce risk levels to an acceptable and manageable level or to eliminate it altogether.

Our comprehensive risk management program enables us to consider all potential risks and their impacts on the business, environment and well-being of the employees and general public.

Tristar's Risk Assessment cycle is divided into four major stages:



Our program allows us to address any potential risk e.g. in 2012 we identified that paint vapors were not being properly dispersed from the paint booth thus causing potential explosion and vapor exposure risk to those operating in the facility. We responded by installing an exhaust and filtration system to minimize the risk posed to the workers and the environment. We have also given

special consideration to process safety during the design phase of the exhaust and filtration system. All the motors used in the exhaust system are considered safe and explosion proof, and the system now consists of two supply air fans as well as two exhaust air fans which can now achieve 25 air changes per hour.

Our Drivers

TRISTAR STAFF PASSPORT

THIS PASSPORT IS THE PROPERTY OF TRISTAR TRANSPORT AND SHOULD BE RETAINED BY THE EMPLOYEE. IF LOST, PLEASE RETURN THIS PASSPORT TO THE HSE MANAGER AT THE FOLLOWING ADDRESS:

Tristar Transport
P.O. Box 12325 Tel: 04-3331216 Fax: 04-3331218
Email: startrac@emirates.net.ae
www.tristar-group.ae

In Case Of Emergency: CALL

Fire	997
Police	999
Ambulance	999/999
Bar Dubai Police Station	2081111
Red Al Khayma Police Station	2062020
Al - Khayma Police Station	2037777
Ras Al Khayma Police Station	2037776
Al - Ghassal	2031111
RAF	2266999
Al Muraqbat	2660555
Al Waj Center	2831111
Abul Ali	8161311
Tristar Office	8997900
Tristar - Operations	055 6090724
HSE Department	055 6090743
Tristar ADM	055 6090725



As part of our health and safety management procedures, we enforce a strict zero-tolerance policy on alcohol and drugs consumption supported by close monitoring of driving activities. Each of our vehicles has a GPS installed. This allows us to track our drivers' behavior through a dashboard scoring system which generates behavioral reports with aggregated scores for each driver. As part of our strategy to encourage our employees to adhere to our safety policies and to reward good driving behavior, we created a "Driver League System", a grade-point system in which drivers can earn points by having no incidents, by reporting near misses and potential incidents, and attending safety meetings. Every month we reward the top 10 drivers.

In line with our safety policy, each of our drivers has the authority and responsibility to immediately stop any work or actions that are unsafe to personnel, equipment or the environment. We have

issued a "stop work card" to our employees as a tool to meet our safety targets. A log is also maintained at each of our locations in order to keep track of any usage of the card to cease work.

All our drivers carry HSE Passports which contain all emergency contact numbers and general precautions to take in case of emergency situations like accidents, fire, product spills, procedures for loading/unloading, bulk deliveries and handling hazardous products.

HSE passports also include information on meritorious driver activities like training programs and toolbox meetings as well as demerits such as traffic violations and accidents. Company policies, journey management guidelines and route assessment reports are provided separately in the Driver's Manual for their ready reference.

Drivers Recruitment and Training

In addition to our driver safety measures we have implemented recruitment and training schemes to support the selection of suitable, capable drivers and once "on-board", their driving skills are assessed and improved during their service with the company.

We recognize that our safety performance is heavily influenced to our drivers' behavior and professionalism and for this reason we

have developed a comprehensive drivers training cycle as well as a specific recruitment process. To be recruited as a heavy vehicle driver, candidates must be aged between 25 and 55 and have a minimum of 3 years heavy vehicle driving experience.

All drivers are trained in accordance with the Drivers Training Cycle which is detailed below:

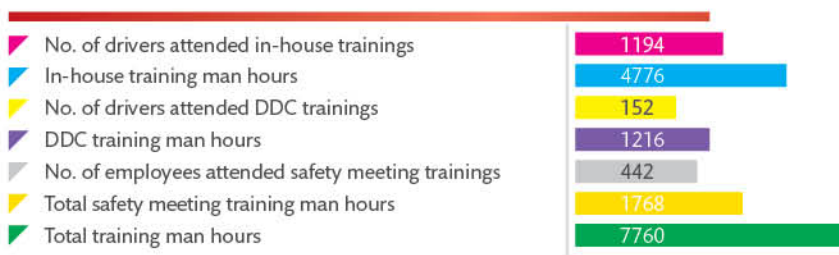
Drivers Training Cycle

Training details	Course contents
Induction Training	Company rules, HSE policies, Journey Management, Incident Reporting, Emergency Response Plan
Initial Training	Familiarization with vehicles, daily inspections, border and customs formalities
Advanced Training	Defensive driving, fire fighting, emergency response training
Operation Training	Customer rules, terminal rules, product knowledge, site familiarization, truck loading and unloading
Understudy Senior Driver	Tips on safe driving, route hazard mapping, loading, unloading
RWD Training	Use of Rollover Warning Device (RWD) and results

The table below provides an overview of the training hours attended by drivers. Defensive Driving Course (DDC) is a compulsory course for all drivers, which is conducted by an approved external training provider. In addition, we have a

comprehensive in-house training plan which include topic like fatigue management, journey management, special condition driving, product knowledge, vehicle inspection, emergency response, etc.

Figure 8 HSE Training 2012



Our HSE management system, safety policies and training contribute to achieve excellent safety performance. However, in order to identify upcoming road hazards and vehicle design and operations improvements, we regularly engage with drivers who are most exposed to job related risks. In order to understand their concerns and communicate important messages, we hold quarterly safety meetings involving our drivers, senior management and the Group CEO. These meetings provide our

drivers with a forum to raise any safety and security issues and openly discuss these with our senior management and the Group CEO.

We also conduct "toolbox meetings" and "driver syndicate sessions" where drivers discuss risks and the causes of accidents in order to raise awareness, enhance best practices and reduce the likelihood of re-occurring incidents.

Our Responsible Business Strategy in Action



- A unique program designed by Tristar
- 99% is not enough
- Vehicle inspection, driving, loading, offloading - complex task
- Missing one step could be costly
- Human tendency - 3 Cs

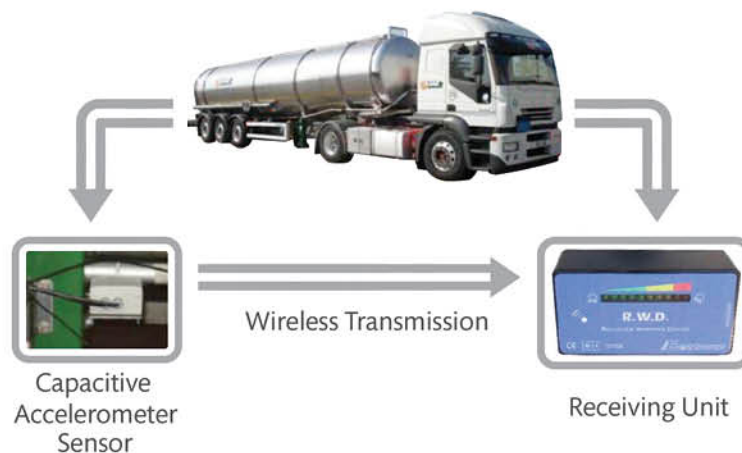
See that you don't C:

Carelessness. Compromise. Complacency.

Winner IOSH 2012 - UK

We have also conducted various awareness campaigns. Using the theme "99 % is not enough" the Check Every Step or CHEST campaign was designed to avoid the three C's: "carelessness, compromise and complacency". CHEST stickers, highlighting critical steps for vehicle pre-trip inspection, driving, loading and offloading, were posted on vehicle doors, steering wheels, sunshields and dashboards. As a result of this initiative we received the internationally recognized IOSH Awards 2012 for "campaign of the year". Additional awareness campaigns include the Safety Week where we share videos and presentations with our drivers in order to communicate our safety policy in a focused and concentrated manner.

Vehicle Stability



We have invested in modern safety equipment for all our vehicles, including the Rollover Warning Device (RWD) which is designed to prevent road tanker rollover accidents.

The RWD comprises of a receiver and sensor. The sensor is mounted on the trailer chassis whilst 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 centre of gravity to calculate its potential tipping point, whilst the sensor detects the truck's acceleration and tilt and transmits the information to the receiver via a wireless connection. Whilst driving on roundabouts or corners, when the speed of the vehicle is excessive and when any of the wheels start

to lift from the ground, a dashboard warning alerts the driver well in advance to enable to reduce speed.

The benefits of the rollover warning system implementation is substantial as transport operators can eventually create smoother driving behavior among their drivers which will result in lower fuel consumption, less maintenance costs and ultimately eliminate the potential for rollover incidents.

Over the next two years we intend to implement an Electronic Brake System (EBS) in all our vehicles which will actively prevent vehicle rollover and other incidents.

Our Safety Performance

We are proud to have an outstanding safety performance which is exemplified through our record of zero fatalities, occupational diseases rate (ODR) of 0% and Lost Day Rate (LDR) of 0% in 2012. In order to sustain this performance we carefully analyzed the risk of potential incidents. During the reporting period, we had 114 near miss and potential incidents:

Figure 9

2012 NM / PI Analysis

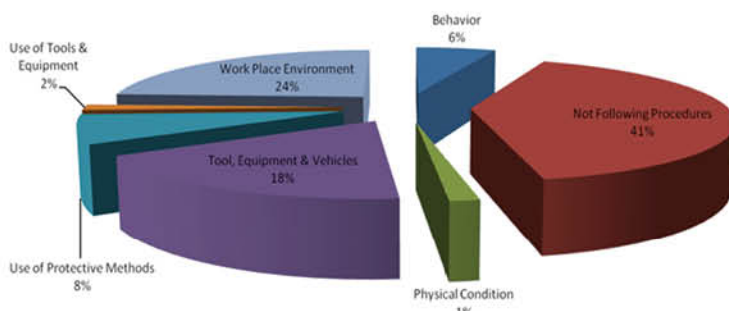


Figure 10 Safety Performance 2012

Fatalities	0
Occupational Diseases Rate (ODR)	0
Lost Day Rate (LDR)	0
Near Miss and Potential Incident reported and closed	114

Using our HSE online management system we analyze the causes of near miss and potential incidents. As shown in the pie chart above, the highest potential incidents occur when not following procedures. This year we are aiming to further reduce the causes of potential incidents by identifying the root causes and implementing corrective action.

Respecting the Environment



Our commitment to respecting the environment is reflected by our initiatives. Next year we are initiating further activities such as calculating our carbon footprint, a major step towards our commitment to mitigate climate change.

Environmental sustainability is fully integrated in our business strategy and we are focused on achieving our environmental objectives monitored by our KPI's.

All of our operations in the UAE comply with national laws, regulations and internal environmental policies which are underlined by our ISO 14001 certification. In 2012, as a result of our positive compliance record, we received no fines for non-conformity with the law relating to environmental impacts.



As part of our efforts to improve environmental performance, four Environmental Improvement Teams were created in 2012, responsible for driving initiatives related to water consumption, electricity reduction, oil and fuel consumption, and recycling. We will build on the success of these teams to drive further initiatives in 2013.

Our Achievements and Targets

2012 was yet another successful year in terms of our environmental performance. As result of our robust HSE management program, we recorded no major oil spills throughout our operations. We were also able to reduce our water consumption which consequently resulted in reduction in waste water disposal quantity. We also observed reduction in fuel consumption due to various initiatives which were undertaken by environmental improvement teams. In 2013, we are planning to monitor and measure our Greenhouse

Gas (GHG) emissions. In addition, our online sustainability discussion board is in development phase. Once completed, it will help us in enhancing our sustainability performance through employees' suggestion and ideas.

The table below highlights the Environment Improvement Teams' initiatives. Further descriptions of some of these initiatives are provided in the following section:

Team	Initiatives in 2012	Targets 2013
 Water Team	<ul style="list-style-type: none"> • Introduced daily measurement of water consumption and implementing controls to manage internal cleaning and external washing of vehicles • Separation of chemical waste water from internal tank cleaning from external washing water. • Recycled external washing water • Introduced cleaning agents to reduce washing water • Reduced the flow rate of washroom taps (e.g. low pressure and low volume) 	Reduce water consumption by 10%
 Energy Team	<ul style="list-style-type: none"> • Activated Auto Power off mode in most computers • Reduced unnecessary usage of A/C through optimum settings • Greater use of energy efficient computer monitors and lighting • Encouraging staff to utilize natural light where practicable 	Reduce electricity consumption by 5%

Team	Initiatives in 2012	Targets 2013
Oil Team 	<ul style="list-style-type: none"> • Commencing vehicle fuel consumption monitoring with the aim of reporting the fuel consumption of all vehicle (litres/100km) and then taking action to remedy poor performing vehicles and drivers • Improved management of oil changes to take advantage of new oil technology • Developing car sharing schemes 	Improvement of fuel consumption by 5% 5% reduction in oil consumption
Recycling 	<ul style="list-style-type: none"> • Reduced the amount of paper consumption and disposal through the activation of behavioral change by the following initiatives: • Initiatives to reduce the amount of paper consumed and waste generated by encouraging avoiding printing, double sided printing, reusing spoilt paper etc • Battery collection facility • Maximize purchasing paper products made from recycled paper • Commencing the review and examination of all waste generated and their disposal routes • Recording the quantity of all wastes produced 	Reduce volume of waste by 20% 30% of waste produced to go for reuse or recycling



Case Study: Tristar Guam provides habitat for endangered bird species



Our Guam operation has been commended by the U.S. Environmental Protection Agency (EPA) for "voluntary actions as good environmental stewards" when we provided a habitat for the endangered Mariana Common Moorhen.

We manage the terminals previously owned by Shell Guam. There are several man-made ponds near the terminals which have become a valuable habitat for the endangered bird species.

According to the EPA, the moorhens were first attracted to the ponds when the treatment unit was closed in 1983. Today, the former treatment ponds, as well as other surface impoundments within the facilities, support a population of more than 30 moorhens or about 10% of the world's total.

We have submitted a voluntary habitat management plan wherein we would maintain the water levels and vegetation around the ponds to continue providing shelter for the moorhens.

Energy



The majority of our electricity consumption comes from our workshop activities, air conditioning and lighting and represents our indirect energy consumption. We monitor consumption by recording daily meter readings and electricity bills.

We have taken a number of steps to curtail the use of electrical energy in our offices and operations. In addition to replacing conventional light bulbs with compact fluorescent light bulbs, we regularly inspect our A/C units and the insulation of the office buildings.

At our new facility in Dubai, we take advantage of sunlight to illuminate the warehouse area during daytime. The company also utilizes wind energy to operate roof mounted exhaust fans to control the temperature inside the warehouse area. We are considering installing LED lighting systems in 2013.

Energy consumption

The table below highlights our monthly electricity consumption. The graph shows the electricity consumption trend over the year. Electricity consumption peaks in the summer months due to the hot temperature. We try to reduce the use of air conditioning by utilizing ventilation systems in our warehouses. We will continue to monitor electricity consumption so we can compare year-on-year consumption.

Figure 11 Electricity Consumption 2012

Month	Consumption (GJ)
Jan	132.56
Feb	140.31
Mar	132.13
Apr	163.70
May	198.78
Jun	265.43
Jul	253.20
Aug	309.84
Sep	288.81
Oct	254.90
Nov	203.45
Dec	152.00

Figure 12 Electricity Consumption Trends 2012



Carbon Footprinting



We are aware of the impact of our operations on the environment and we are determined to reduce our Greenhouse Gas (GHG) emissions. As a first step, this year we started to develop the tools to calculate our GHG emissions on our vehicles by measuring fleet fuel consumption and converting it to GHG emissions with the objective to calculate a more expanded carbon footprint in 2013. Further to calculating our GHG emissions, we are looking into opportunities to offset our carbon footprint.

In order to estimate our emissions, we use the fleet inventory and option tool which allows us to assess the environmental impacts of our fleet and to examine the potential benefits.

We have also invested in initiatives to reduce our carbon footprint. We have a stringent vehicle inspection and maintenance

procedures in place to ensure that our fleet complies with statutory requirements.

We have fixed GPS devices in all delivery vehicles to monitor driving behavior including speeding, harsh braking, harsh acceleration, excess idling and route deviation. We have a comprehensive Journey Management program in place to optimize kilometres travelled by our delivery fleet with the aim to establish the safest and shortest routes for product deliveries and at the same time to combine various orders if possible. We have an extensive driver training program in place, covering defensive driving techniques in order to minimize brake applications and save fuel.

We also promote the use of public transport and car-pooling by arranging intra-city transportation for our staff and we provide employee pick up and drop off services from metro stations close to our offices.

Water



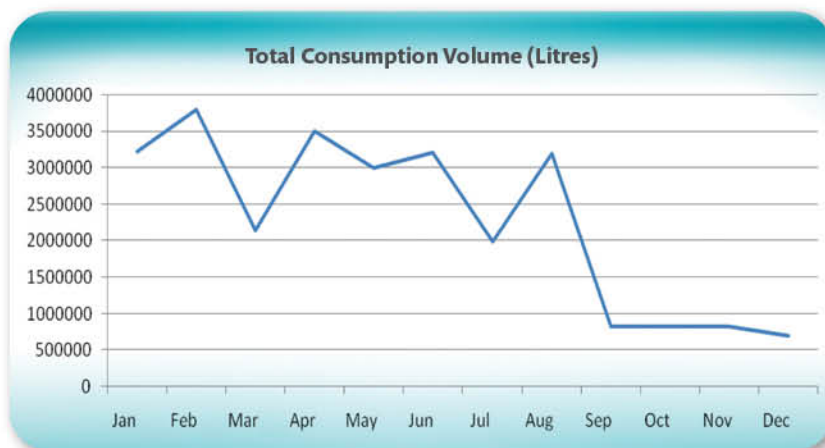
During the reporting period we used 26,594,048 litres of water, mainly for washing our vehicles. In 2012, we developed several initiatives to reduce the use of washing water including the introduction of a product compatibility matrix which has largely reduced water usage. We monitor water consumption through the inspection of water bills and recording water flow meters installed at usage

points. Figures below show a significant decrease in water consumption for 2012. In addition to reducing consumption, the introduction of daily measurement highlighted a potential metering error which we raised with our provider. This emphasized the importance of water meter measurement. We will continue to closely monitor our usage in addition to improved measurement of other consumables.

Figure 13 Total Water Consumption 2012

Month	Total Consumption Volume (Litres)
Jan	3,232,172
Feb	3,799,980
Mar	2,151,960
Apr	3,511,690
May	3,001,848
Jun	3,208,418
Jul	1,993,458
Aug	3,193,890
Sep	833,998
Oct	832,636
Nov	833,998
Dec	703,700

Figure 14 Reduction in Water Consumption 2012



Waste



Waste oil and water are the main sources of liquid waste in our operations. Waste water mainly comes from vehicle washing process whilst waste oil is taken from vehicle engines. In 2012, we further enhanced our controls to rationalize the frequency of vehicle cleaning.

All our waste is given to an approved Dubai Municipality contractor who disposes of it accordingly to Dubai Municipality regulations.

The table below demonstrates the volume of waste as well as the weight for hazardous and non hazardous waste water.

This 2013 we intend to further improve our washing scheduling process and invest in technological improvement to further reduce the volume of water consumed and waste water generated. We also intend to install a waste water recycling plant to better manage and reduce waste water disposal and to reuse the water for vehicle washing purpose. We will also continue and enhance the initiatives introduced in 2012 to reduce the water consumed and waste produced from non-industrial areas of our operations such as in office washrooms and accommodation.

Used tyres constitute a high proportion of solid waste in our operations. In 2012, 23% of tyres in our UAE operation were retreaded by authorized vendors to extend their life and to reduce our rubber consumption. Furthermore, in 2013 we hope to start to regroove our tyres which will further extend shelf life.

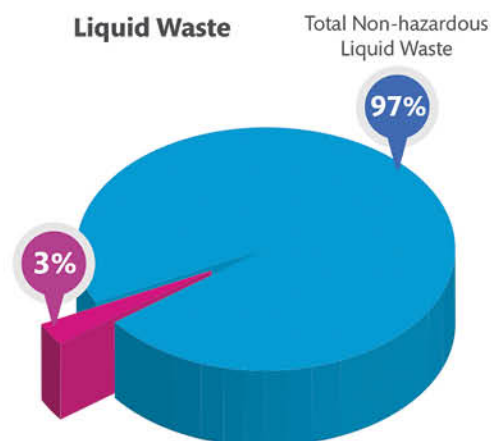
Figure 15 Hazardous Waste Water 2012

Hazardous Waste Water		
Month	Volume (Litres)	Weight (kg)
Jan	22,700	22,700
Feb	22,700	22,700
Mar	22,700	22,700
Apr	22,700	22,700
Jul	22,700	22,700
Oct	22,700	22,700
Dec	22,700	22,700
Grand Total	158,900	158,900

Figure 16 Non-Hazardous Waste Water 2012

Non Hazardous Waste Water		
Month	Volume (Litres)	Weight (kg)
Jan	681,000	681,000
Feb	408,600	408,600
Mar	681,000	681,000
Apr	544,800	544,800
May	499,400	499,400
Jun	408,600	408,600
Jul	363,200	363,200
Aug	363,200	363,200
Sep	317,800	317,800
Oct	454,000	454,000
Nov	454,000	454,000
Dec	363,200	363,200
Grand Total	553,8800	553,8800

Figure 17 Liquid Waste 2012



Waste Oil Disposal Data

We collect used oil from vehicles and store it in a separate storage tank which is then collected by an approved waste collection company for recycling. This year, we plan to perform testing of oil condition for reducing the oil change frequency; this will help us in reducing oil usage as well as waste oil generation. The total delivery of used oil in 2012 and its weight is illustrated in the following table.

Figure 18 Waste Oil 2012

Waste Oil		
Document Date	Volume Delivered (Litres)	Weight Delivered (kg)
01 Feb	3,360	2,486
26 Mar	3,360	2,486
10 May	3,675	2,720
27 Jun	3,150	2,331
01 Sep	3,360	2,486
23 Oct	3,360	2,486
31 Dec	3,360	2,486
Total Volume Disposed	23,625	17,483

Recycling



We know how important reducing the use of consumables is so we have adopted the principles of ERRRD or Eliminate, Reduce, Reuse, Recycle and Dispose.

We are committed to reducing environmental pollution and depletion of natural resources in our areas of work. As part of our environmental responsibility, we have taken a number of initiatives to ensure sustainable operations. Some of these include:

- Reusable wooden pallets instead of disposable pallets to minimize wood consumption
- Retreatment of tyres (see waste section)
- Reutilization of pallet cord strap
- Conducting waste audits
- Reviewing waste disposal routes for scrap metals, scrap tyres, electronic waste

In addition, we reduced the amount of paper consumption and disposal through the following initiatives:

- The introduction of electronic faxing, electronic document management and paperless meetings
- The re-use of already used paper e.g. we have converted one of the three trays of our printers to used paper for draft print outs
- The collection and recycling of all paper products. We have already identified suppliers for recycling as we are looking to start recycling paper in 2013
- Encouraging double sided printing
- As a spin off from these initiatives we also reduced our use of toner and therefore the production of toner cartridge waste

The following graph illustrates our reduced rate of paper and toner consumption during 2012 when we have evaluated reductions in paper consumption from our purchase records. This year we plan to designate one of our employees to monitor stationery consumption to facilitate increased accuracy of reporting.

Figure 19 Paper and Toners Consumption 2012



Environmental Expenditure

Figure 20 Environmental Expenditure 2012

Treatment and disposal of waste	488,521 USD
Treatment of emissions (e.g., expenditures for filters, agents)	22,282 USD
Insurance for environmental liability	20,436 USD
Personnel employed for education and training and for general environmental management activities	25,814 USD
Research and development	44,847 USD



Case Study: Battery Collection and Mobile Recycling Campaign

We joined hands with the Emirates Environmental Group (EEG) in their Battery Collection and Mobile Phone Recycling Campaign in 2011. Specific bins to collect used batteries and old mobile phone devices are kept at our Dubai headquarters. We encouraged all employees to drop used battery cells and old mobile phones because

there are corresponding amounts that will be turned over to a charitable organization for every item dropped. Batteries contain heavy metals and toxic chemicals. If not properly disposed, these heavy metals and chemicals can leak into the ground when the battery erodes which contributes to soil and water pollution.



Giving Back

is Getting Back

As an integral part of our business strategy we engage with and support the development of local communities. We strongly believe that community investment is beneficial for our growth and development. We aim to invest 0.5% of our total revenue in community investment initiatives from 2013 onwards.



We consider social responsibility as an obligation. Our community based activities encourage us to behave ethically whilst improving the quality of life of the workforce, family and society at large. We firmly believe that sustainability is an investment we make today to ensure greater returns for future generations. The phrase "giving back is getting back" reflects how engaging with the community and supporting community development can be directly beneficial for our company.

In Sudan, despite the increased risk of instability and dangers of

militancy, we are fortunate not to have suffered any incidents. We hope and believe that this is partly due to our community engagement and projects in the region which includes the building of a school and veterinary clinic as well as providing job opportunities. We like to be associated as 'friends' of the community enabling job opportunities and social welfare as opposed to operating in isolation of the communities we work in.

As part of our business plan, we have committed to allocate 0.5 % of our revenues to community investment from 2013 onwards.

Helping Communities Drive Safely



We are very aware of potential road dangers as a major logistics company. We are proud of our safety record and as a responsible part of the wider UAE community we feel that others can benefit from our experience. Accordingly, we have designed a series of community outreach projects where our road safety experts impart their knowledge and expertise to future generations of drivers in order to contribute to a safer regional road network. One of those initiatives, aimed to increase awareness of road safety amongst children, was undertaken in 2011, in collaboration with our customer Total Middle East and with the support of Dubai Police.

The project, called "My First License – I Know My Road Rules," aimed to increase the road safety awareness of over 5,000 school

children. Each session with the children included a road safety lecture from experts followed by a road safety quiz. The children were also instructed to drive a pedal car and follow all the basic road safety rules such as road signs, zebra crossings, traffic signals and roundabouts. At the end of each session each student was issued a plastic license bearing their photo, name and school name.

We spread the message of road safety to the wider community by placing signs and slogans on our company vehicles, creating a moving message to promote road transport safety. We also organize 'Road Safety Camps' with the highway police, where we provide road safety tips and vehicle inspection checks for general road users.

Clean Up	Blood Donations	Adopt-A-Camp
<p>Clean up the World is a global campaign that inspires and empowers communities to clean up and conserve their environment. Held in partnership with the United Nations Environmental Program, it involves community groups, schools, businesses and local governments to carry out community based activities that address global environmental issues.</p> <p>We actively participate annually with Dubai Municipality's 'Clean the City' campaign and with the Emirates Environmental Group's Clean up the World activity. In 2011 and 2012, a number of our staff spent several days with school children and other volunteers cleaning beaches and other areas in Dubai.</p>	<p>We have launched an annual donation camp in Dubai. The first was held on 17th October 2011 with the active support of Dubai Blood Donation Centre (DBDC). The slogan of this blood donation camp was "Donate Blood – each drop counts." The initiative was organized to donate blood to Thalassaemia patients who are in constant need of blood every 3 - 4 weeks as well as patients who undergo open heart surgery, including cancer patients or road accident cases.</p> <p>We had an overwhelming record of more than 100 donors, some of whom were from neighboring offices. The 2012 edition was held on 5th September with the theme: "Be a hero, Give blood."</p>	<p>We collaborated with Dubai Chamber in the voluntary 'Adopt-A-Camp' initiative wherein 5,050 'Care Packages' and other personal items were distributed to over 10,000 laborers in Dubai on 9th August 2012 during Ramadan. Our staff, some of them fasting, spent a full day to help unload hundreds of boxes containing food items, home apparels, and personal hygiene products at one of the exhibition halls of the Dubai World Trade Center. Our field staff used 10 delivery vehicles to load and distribute the 'Care Packages' and personal items to the various labor camps across Dubai in the evening until early morning.</p>

UAE CSR Activities

Figure 21 CSR Activities 2012

Activities	Frequency	Workforce	Hours	Investment
My First License	Once a year	10 employees	80 hours	20,000 AED
Clean Up	Twice a year	10 - 15 employees	150 hours	3,500 AED
Blood Donation	Once a year	52 employees	156 hours	5,000 AED
Adopt-A-Camp	Once a year	19 employees	247 hours	25,000 AED

In addition to our core community development activities in 2012, we sponsored several initiatives including:

- Co-sponsoring the Arabia CSR 2012 Award.
- Co-funding the EEG waste paper magazine.
- Purchasing calendars from a local NGO in support of woman's rights.

We also shared CSR best practices within the corporate sector by speaking at various forums organized by Arabia CSR Network.

Our International Efforts



We appreciate that each country has different geo-political situations which requires unique and customized strategies to create a symbiotic relation between ourselves and the local partners, government, and the community. In many areas of our operations,

we have reduced access to modern technology and have adopted conventional communication processes for community meetings. These include door-to-door visits and interaction through local NGOs.

We have developed excellent community relations in each country we operate. Our community development projects outside the UAE include:

Building a school in Juba, Sudan

Yapa, a village 85 kilometers from the capital city of Juba in South Sudan where we operate, did not have a school for children. In response to this essential need for the locals, we constructed a Primary School in the village in 2009. Whilst the building may seem basic to a city dweller, it comprises three classrooms, a playground, an assembly hall and other facilities.

Today the school has almost 400 students and 15 staff members. The school has also been gifted a computer lab for office use. Our staff regularly visit the school for meeting with the headmaster and review the school's progress. Again with our funding, four more classrooms for secondary students have been added in 2012.



Veterinary clinic at Kaduguli

Cattle-breeding is one of the major occupations of the people in Sudan and Kaduguli has one of the largest cattle heads in the state. The Indian Army Battalion treated more than 10,000 animals in 2009 despite the lack of amenities. In order to provide more effective and clean facilities, we built a clinic with cattle shed, treatment room and an operations theatre. The construction was carried out with the active support of the Indian Army Unit in Kaduguli and the clinic was completed in a record time of three months. This clinic caters to the needs of the cattle-breeding area and has been welcomed and appreciated by the local government and the community.

Flood relief activities in Pakistan

Unusually heavy monsoon rains inundated southern Pakistan in the summer of 2011, submerging fields and forcing residents from their homes eventually affecting about one-fifth of the country.

On September 29, 2011, the United Nations Office for the Coordination of Humanitarian Affairs reported that 5.4 million people had been affected by the floods, of which 1.8 million residents had been displaced and 2.1 million acres of cropland had been damaged. We realized the gravity of this and mobilized our Pakistan office to join hands with the government and help flood victims from this calamity.

We leveraged our resources to support affected communities by delivering food bags containing flour, rice, drinking water, cooking oil, milk, tea, sugar and other sundries. Each food bag had two weeks of stock for an average family's consumption.

Our Awards



2012	IOSH (Institute of Occupational Health and Safety) Winner for Best Safety Campaign of the year and Highly Commendable Award for Best Health and Safety Achievement in Transportation and Logistics
2012	RoSPA (Royal Society for Prevention of Accidents) Occupational Health & Safety
2012	RoSPA Gold Award for Management of Road Risk
2011	LUKOIL Marine Lubricants Logistics Certificate of Excellence
2011	Shell Best Haulier of the Year for UAE & Oman for 2011
2011	ENOC Procurement and Contracts Gold Award as Strategic Partner for 2011
2011	TOTAL Marketing Middle East Haulier of the Year in recognition for safety performance
2011	Arabia CSR Award under the Best Newcomer Category
2011	Received UNGC Affiliation
2009	Independently audited under the CEFIC SQAS (Safety and Quality Assessment System)
2008	Shell Best Haulier of the Year
2003	Air BP Best Haulier Global Award in recognition of outstanding performance
2003	RoSPA Gold Award for Occupational Health & Safety
2002	Air BP Best Haulier in the Middle East in recognition for the highest safety standards
2002	Accredited to ISO9001, ISO14001 and OHSAS18001
2001	Shell Best Haulier of the Year
2001	Air BP Operations Excellence Asset Award
2001	Dubai Quality Appreciation Award
2001	BP International Marine Best Truck Contractor (Mediterranean-Africa-Middle East) Asset Award
2001	Certification to ISO 9001, ISO 14001, OHSAS 18001



G3.1 Content Index - GRI Application Level B

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	Message from our CEO (p.4)		
1.2	Description of key impacts, risks, and opportunities.	Fully	Message from our CEO (p.4)		

2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	Front Cover/About this report		
2.2	Primary brands, products, and/or services.	Fully	What we do (p.10)		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	About Tristar (p.8)		
2.4	Location of organization's headquarters.	Fully	About this report (p.5)		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	About Tristar (p.12)		
2.6	Nature of ownership and legal form.	Fully	About Tristar (p.8)		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	About Tristar (p.12) /Growing Sustainably (p.18)		
2.8	Scale of the reporting organization.	Partially	About Tristar (p.8)	Proprietary information	The net sales is not applicable to Tristar as the Company is a service provider. Tristar is a private company and do not provide information related to the total capitalization broken down by debt and equity
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Achievements and targets (p.19)		
2.10	Awards received in the reporting period.	Fully	Our Awards (p.38)		

3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	About Tristar (p.8)		
3.2	Date of most recent previous report (if any).	Fully	This is Tristar first report		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	About Tristar (p.8)		Annual report
3.4	Contact point for questions regarding the report or its contents.	Fully	Contacts (p.47)		Arthur Los Banos: arthur@tristar-transport.com
3.5	Process for defining report content.	Fully	About this report (p.5)/Our priorities (p.6-7)		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	About this report (p.5)		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	There are no limitations		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Not	Tristar do not report on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities		
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantial	Fully	Carbon Footprinting (p.31)		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	This is Tristar first report		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	This is Tristar first report		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI Table (p.39-45)		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	About this report (p.5)		

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Corporate Governance (p.16)		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Corporate Governance (p.16-17)		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Not		Proprietary information	Tristar is a private company and the indicator cannot be addressed for legal reasons
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Stakeholder Engagement (p.6-7), Investing in our people (p. 21-24)		
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Not		Proprietary information	Tristar is a private company
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Code of Conduct (p. 14-15)		
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Not		Proprietary information	Tristar is a private company and the indicator cannot be addressed for legal reasons
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Our priorities (p. 6-7)		
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed	Fully	Corporate Governance (p.16)		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Corporate Governance (p.16-17)		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Corporate Governance (p.16)		
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	About this report (p.5)		

4. Governance, Commitments, and Engagement (Contin.)

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization; * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyo	Fully	About Tristar (p.8)		
4.14	List of stakeholder groups engaged by the organization.	Fully	Stakeholder Engagement (p.6-7)		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Our priorities (p. 6-7)		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Stakeholder Engagement (p.6-7)		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Stakeholder Engagement (p.6-7)		

Disclosures on Management Approach (DMAs)

G3.1 DMAs	Description	Reported	Cross-reference/Direct answer	Further comments
DMA EC	Disclosure on Management Approach EC			
Aspects	Economic performance	Fully	Growing Sustainably (p. 18-19)	
	Market presence	Fully	Growing Sustainably (p. 18-19)	
	Indirect economic impacts	Fully	Growing Sustainably (p. 18-19)	
DMA EN	Disclosure on Management Approach EN			
Aspects	Materials	Not		Not material for Tristar
	Energy	Fully	Respecting the environment (p. 31)	
	Water	Fully	Respecting the environment (p. 32)	
	Biodiversity	Not		Not material for Tristar
	Emissions, effluents and waste	Fully	Respecting the environment (p. 29-33)	
	Products and services	Fully	Enhancing trust with our clients (p.20)	
	Compliance	Fully	Enhancing trust with our clients (p.20)	
	Transport	Fully	Enhancing trust with our clients (p.20)	
	Overall	Fully	Respecting the environment (p. 29-30), Our priorities (6-7)	
DMA LA	Disclosure on Management Approach LA			
Aspects	Employment	Fully	Investing in our people (p.21)	
	Labor/management relations	Fully	Investing in our people (p.21)	
	Occupational health and safety	Fully	Safety First (p.25)	
	Training and education	Fully	Investing in our people (p.23)/Safety First (p.25)	
	Diversity and equal opportunity	Fully	About Tristar/Investing in our people (p. 24)	
	Equal remuneration for women and men	Fully	Investing in our people (p.24)	Employee' remuneration in the UAE reflects the national labor standards
DMA HR	Disclosure on Management Approach HR			
Aspects	Investment and procurement practices	Fully	Growing Sustainably (p. 18-19)	
	Non-discrimination	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Freedom of association and collective bargaining	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Child labor	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Prevention of forced and compulsory labor	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Security practices	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Indigenous rights	Not		Not material for Tristar
	Assessment	Not		Not material for Tristar
	Remediation	Not		Not material for Tristar
DMA SO	Disclosure on Management Approach SO			
Aspects	Local communities	Fully	Giving back is getting back (p.35)	
	Corruption	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Public policy	Not		Not material for Tristar
	Anti-competitive behavior	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
	Compliance	Fully	Our Golden Rules and the United Nations Global Compact (UNGC) (p.13-14)	
DMA PR	Disclosure on Management Approach PR			
Aspects	Customer health and safety	Fully	Enhancing trust with our clients (p.20)	
	Product and service labelling	Not		Not material for Tristar
	Marketing communications	Not		Not material for Tristar
	Customer privacy	Fully	Enhancing trust with our clients (p.20)	
	Compliance	Fully	Enhancing trust with our clients (p.20)	

Economic

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Growing Sustainably (p. 18-19)/Tristar is a private company and we cannot report our financial data
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not	
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Investing in our people (p.21-24)
EC4	Significant financial assistance received from government.	Fully	Tristar do not receive any financial assistance from government
Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Growing sustainably (p.18-19)
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Giving back is getting back (p.35-37)
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	

Environmental

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
EN1	Materials used by weight or volume.	Not	
EN2	Percentage of materials used that are recycled input materials.	Not	
Energy			
EN3	Direct energy consumption by primary energy source.	Not	
EN4	Indirect energy consumption by primary source.	Fully	Energy (p.31)
EN5	Energy saved due to conservation and efficiency improvements.	Fully	We developed initiatives to improve energy efficiency. However, this year we were unable to calculate the energy saved
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
EN8	Total water withdrawal by source.	Fully	The total amount of water used by Tristar is purchased from the municipality. During the reporting period we purchased 26,594,048 litres
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Energy (p.31)/Tristar only started this year to calculate the GHG emission therefore data is partially available
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Reduction achieved as result of initiatives is not available as Tristar started to monitor its GHG emission in 2012
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Fully	Waste (p.33)
EN23	Total number and volume of significant spills.	Fully	Zero
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	Waste (p.32)
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	

Environmental (Contin.)

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Respecting the environment (p.29-34)
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Respecting the environment (p.29)
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
EN30	Total environmental protection expenditures and investments by type.	Fully	"Environmental Expenditure (p. 34)

Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Investing in our people (p.21)
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	Employee satisfaction (p.24)
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	
LA15	Return to work and retention rates after parental leave, by gender.	Not	
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Not	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	Safety First (p.25)
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Safety First (p.25)
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	Training (p.23)
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Training (p.23)
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Not	
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not	
Equal remuneration for women and men			
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	

Social: Human Rights

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	Human Rights (p.14)
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Fully	Human Rights (p.14) , Zero
Freedom of association and collective bargaining			
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	
Child labor			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	Labor standards (p.14)
Forced and compulsory labor			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	
Remediation			
HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	Not	

Social: Society

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Local communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	Our priorities, Giving back is getting back, We do not measure the % of operation with implemented local community engagement
SO9	Operations with significant potential or actual negative impacts on local communities.	Not	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	100%
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Not	
SO4	Actions taken in response to incidents of corruption.	Not	
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Not	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	

Social: Product Responsibility

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Enhancing trust with our clients (p.20)
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	Enhancing trust with our clients (p.20)
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	Enhancing trust with our clients (p.20), None

Compatibility with UNGC Communication On Progress (COP) Report

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	Our Golden Rules and the UNGC	P. no. 13
Principle 2: Businesses should make sure they are not complicit in human rights abuses	Our Golden Rules and the UNGC	P. no. 13
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Our Golden Rules and the UNGC	P. no. 13
Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labor	Our Golden Rules and the UNGC	P. no. 13
Principle 5: Businesses should uphold the effective abolition of child labor	Our Golden Rules and the UNGC	P. no. 13
Principle 6: Businesses should uphold the elimination of discrimination in respect of employment and occupation	Our Golden Rules and the UNGC	P. no. 13
Principle 7: Businesses should support a precautionary approach to environmental challenges	Our Golden Rules and the UNGC/ Respecting the environment	P. no. 13
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	Our Golden Rules and the UNGC/ Respecting the environment	P. no. 13
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	Our Golden Rules and the UNGC/Respecting the environment	P. no. 13
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	Our Golden Rules and the UNGC	P. no. 13



Statement GRI Application Level Check

GRI hereby states that **Tristar** has presented its report "Tristar Sustainability Report 2012" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 13 March 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is positioned above the printed name and title.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 4 March 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

Contacts

Your opinion is important to us. Please send your comments, suggestions and questions regarding this report to Arthur Los Banos: arthur@tristar-transport.com

Ernst & Young supported Tristar in developing their 2012 Sustainability Report. Ernst & Young provided advisory support to facilitate the collection of economic, social and environmental information and data used to define the contents of this sustainability report.

Ernst & Young appreciate Tristar's leadership commitment towards integrating CSR into their business strategy and day-to-day operations. Ernst & Young also wish them success on their journey for sustainable development in years to come.



www.tristar-group.co