

THE HORIZON

THE OFFICIAL NEWSLETTER OF TOSL ENGINEERING LIMITED

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THE IMPACT OF THE COVID-19 PANDEMIC

THE RESPONSES REQUIRED TO CREATE A NEW NORMAL FOR ALL

The Trinidad and Tobago economy has been on a downward spiral since the year 2014. The current COVID-19 pandemic has added to the difficulties we face as a Nation as well as an Organization. We all need to face the new normal and find innovative ways of navigating these rough waters.

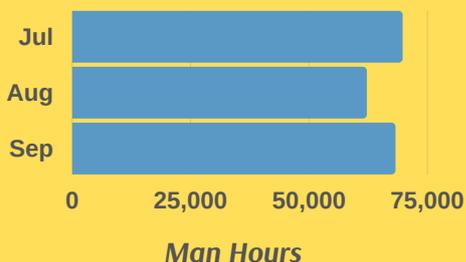
What is required now is astute Leadership and an Outward Mindset at all levels to lead us to calmer waters. As a country and as a company, we all need to return to our timeless core values. When a crisis hits, we all must know where we stand and have a clear plan on navigating the choppy waters ahead; otherwise, we shall be in deep trouble. Leading in a crisis can be sometimes paradoxical.

As a company, our Leaders must have a clear focus on the burning issues at hand and focus with our team at TOSL on the urgent issues directly in front of us. It is natural to have an "all hands-on deck attitude" when working through a crisis. At some point in time, this crisis will end.

We need to ask ourselves, as an organization, if we shall be ready for this moment and what have we done to rise like the phoenix from the ashes to be better than we were before this COVID-19 crisis. We also need to address how well we have positioned the organization in a declining economy by creating new opportunities and increasing our footprint in the markets we serve.

HSSE STATS Q3:

- Lost Time incidents – 1
- OSHA Recordables – 2
- Manhours – 200,068



cont'd on pg 02

"We must take a leadership position and ensure that there is total engagement with all of our stakeholders"

Mr. Shazan Ali
CEO Emeritus, TOSL Engineering Limited



cont'd from pg 01

At TOSL, we must respond to the moment, deal with the uncertainty inherent in the unfolding crisis, and plan for the future. We must continue to communicate clearly with our staff as clarity brings certainty and certainty, lowers anxiety and build trust. We also must engage all of our stakeholders and ask them how can we help them accomplish their needs in this time of crisis.

We must take a leadership position and ensure that there is total engagement with all of our stakeholders. The future will be here possibly sooner than we think hence, as we navigate these times of uncertainty, we also need to imagine what we wish for the future and our Strategic Plan must include planning for this future. On the world scene, some countries have handled the COVID-19 situation better than others.

China is back on a growth path as well as South Korea, Singapore, and the Scandinavian Countries. The USA and Europe are still in the throes of COVID-19; however, Germany sees some light at the end of the tunnel.

The challenge facing our country in a declining economy, as well as the COVID-19 pandemic, is how to close the TT\$15.0 billion gap between revenue and expenditure and how to kick start the economy so that we protect jobs and create new opportunities to allow our people to have a fairly decent lifestyle.

Maybe we can take a page out of the book from the UK's Chancellor of the Exchequer, Rishi Sunak, on his Winter Economy Plans for the UK which he shared in his speech that was delivered to the UK Parliament in mid-September 2020. Sunak had announced that there would be no new Budget and no new taxes aimed to recoup the costs of the COVID-19 pandemic whilst the UK is still in the grip of a second wave of the pandemic.

Creating jobs is the Chancellor's priority at this time. Maybe, as we face our October 5th 2020 budget in Trinidad and Tobago, our Finance Minister can consider taking a page out of Sunak's book and respond in a similar manner.

The Finance Minister must look for innovative ways in closing the gap between revenue and expenditure and provide new job opportunities for the population rather than submit our people to increased taxes. This is not the time to place additional burdens on an already overburdened population.

"The secret of getting ahead is getting started"
– Mark Twain

If you have a concern about TOSL you can report it anonymously any time, 24/7 in the following ways:

Toll Free Hotline: 1800 872-2281

OR

+877 RPT-LINE

OR

Report Online www.tosl.com

username: tosltd

Password: reportit

COVID-19: Ensuring Business Continuity during the Pandemic

COVID-19 has taught us change, limited interaction with new ways of work. Companies must adapt to ensure continuity of business. TOSL is no different. The TOSL Team has created a strategic road map to ensure our business continuity during this pandemic. We have focused on the changes required for our people, our internal processes and our customers to ensure we continue to deliver high quality products and services.

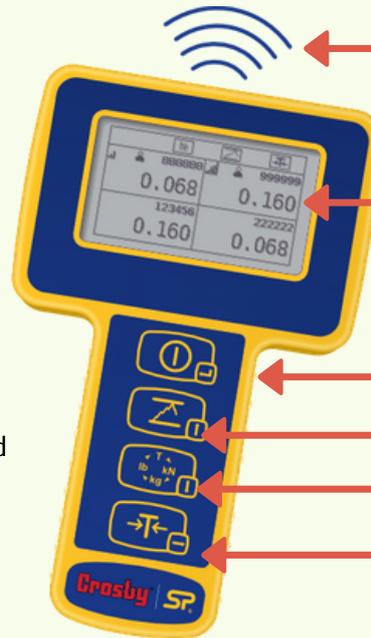
Analysis of Financial Scenarios

Financial	<ul style="list-style-type: none"> • Identification of revenue impact • Review insurance policies (workmen comp., medicals) • Review and update of budget and forecasts <p>What does business continuity mean in the context of finance?</p>	
Customer	<ul style="list-style-type: none"> • Provide employees with safe workplace, keep them informed about the resilience plan • Communicate with Suppliers and Agencies to ensure familiarity with new protocols/Inform walk-ins • Employee updated on COVID response (compensation , work arrangements) • Rigid response for MOPU – self-quarantine, PCR testing, 21-day rotations <p>How must we satisfy the needs of the customers to ensure business continuity?</p>	
Internal Processes	<ul style="list-style-type: none"> • Workplace protection (TOSL/Client guidelines) • Supply chain stabilization • Contextual communication • WFH, Rotations, Interbuilding usage, Shift system • Utilization of digital platforms (MS Teams, Zoom) for virtual meetings <p>What business systems do we need to satisfy customer needs and meet financial goals?</p>	
People & Org Capacity	<ul style="list-style-type: none"> • Educate employees on C-19 symptoms and preventive actions and provide PPE • Upgrade Facilities (sinks, sanitizer station) or reduce Building usage • Conduct scenario planning to reframe the overall business perspective (RA, ERP, Operations) • Introduction of alternate ways of working • Align IT systems (enabling WFH) <p>What skills and infrastructure does the company need to address the crisis?</p>	

RADIOLINK PLUS



- Hardened bushings to accept industry standard shackles
- Std. AA Batteries 1200hrs Easy no tools access
- Internal Antennae
- Environmental protection IP67 or NEMA6
- High-quality hard anodised aerospace aluminium
- Angular ends to reduce weight and snagging when rigged



- 1000m or 3280ft Wireless Range
- Reads up 4 load cells simultaneously Low Battery Signal Strength
- 90db Audible Overload Alarm
- 200Hz Peak Hold
- Multiple Display Units t/lbs/kg/kN
- Tare

Radiolink plus is designed to be rigged with Crosby standard shackles - DNV-GL type approved wireless tension load cell capable of weighing and dynamic load monitoring in capacities from 1t to 500t – from stock with an ATEX and IECEx version available for hazardous areas, zones 0, 1 & 2. Two versions of the RLP are available: - Long range 2.4GHz version providing industry-leading wireless range of 1000m or 3280ft to SP's SW-HHP handheld or software options. - Bluetooth output and can be connected to any smart phone running our free HHP app on iOS or Android, at ranges up to 100m or 328ft. Constructed from high-quality aerospace grade aluminium, the RLP features an advanced internal design structure. This design provides the product with an unrivalled strength to weight ratio. The use of a separate internal sealed enclosure administers the load cell's electronic components with IP67 or NEMA6 environmental protection, even with the battery cover plate missing. All these features makes it an industry-leading dynamometer, suitable for use in the harshest of environments. The versatile RLP is able to provide an update rate of 3Hz and can be easily configured to run at industry-leading speeds of up to 200Hz, making it ideal for dynamic force measurement.

Accessories available for the handheld: Wall or Cab Mount Bracket SP Crosby Part Nos. SU3282 2789228 Rugged Rubber Boot SPCrosby Part Nos. SU4045 2789232

Decades of development into this product include many stand out features such as SP's unique strain gauging method that helps compensate for wire rope torque when the Radiolink is loaded. The Radiolink plus tension load cell can also be used in combination with Crosby|Straightpoint 'INSIGHT' high speed wireless data logging software allowing for simultaneous control, display and real time data logging of up to 126 Crosby|Straightpoint wireless load cells. A full array of wireless accessories are also available including wireless score board, overload alarm and base station with analogue (4-20mA) or 2 relay or RS485 ASCII outputs.



FEATURES AND BENEFITS:

- ✓ Proprietary 2.4 GHz Wireless
- ✓ Remote On-Off from handheld display or software
- ✓ ATEX Zones 0, 1& 2 available
- ✓ Design validated by F.E.A.
- ✓ 2-year warranty
- ✓ DNV-GL Type Approval
- ✓ Complies with ASME B30.26
- ✓ Bluetooth option is available and is supplied with a free HHP App for iOS and Android

TOSL Engineering Limited through its technology partner SIEMENS offers Industrial IoT (**Internet of Things**) as a service solution that uses advanced analytics and AI to power IoT solutions from the edge to the cloud. This solution can help your business:

Leading industrial IoT as a service solution

Advanced Analytics and AI to Power IoT Solutions

MINDSPHERE INDUSTRIAL IOT (INTERNET OF THINGS) SOLUTION

Analyze & Predict

Optimize maintenance, predict and prevent unplanned asset downtime.

- ✓✓ Pre-packaged solution based on your needs
- ✓✓ Predict future asset performance
- ✓✓ Root Cause Analysis
- ✓✓ Boost cost efficiency and performance
- ✓✓ Full contextual analysis of critical assets

Connect & Monitor

Complete operational transparency, optimize asset performance and health.

- ✓✓ Pre-packaged solution based on your needs
- ✓✓ Securely connect machines, products, plants and systems
- ✓✓ Simplify corrective actions to meet production goals
- ✓✓ Identify trends and changes in time-series data

Digitalize & Transform

Develop new services and business models.

- ✓✓ Pre-packaged solution based on your needs
- ✓✓ Strengthen your digitalization strategy
- ✓✓ Build, operate and sell IoT applications
- ✓✓ Fully leverage your organization's intellectual property

MindSphere powers IoT solutions from the edge to the cloud with data from connected products, plants and systems to optimize operations



Call us today to find out how this solution can help your business.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

BEING A BETTER VENDOR TO OUR CLIENTS



Like most sales teams (and frankly, everyone in every business should see themselves as part of a sales team), the TOSL sales engine has four main challenges:

1. How to qualify and follow-up on leads
2. How to prioritize sales activities
3. How to ensure consistency in service to our clients
4. How to effectively report on sales performance

CRM (or Customer Relationship Management) tools aim to address these challenges and more by providing:

1. A central repository for all relevant details. Emails, meeting notes, internal documents, quotes, past invoices, and any other contextual information can be put into one place, making retrieval of that information quick and reliable.
2. Integrated tools that assist in making sure all details are logged. Since many client interactions can happen directly from within the CRM, activities are automatically logged so that separate recording steps are removed (and hence cannot be forgotten).
3. Automation and notifications. Triggers and other notifications can be used to prompt for actions such as contract renewals, follow-ups on individual activities etc. Entire business processes can be built directly into CRM workflows so that reviews, approvals, and iterations happen seamlessly and quickly.

4. Increased transparency and collaboration across the organization. Since CRM tools pull together information about interactions across internal teams, anyone preparing for a customer interaction has better visibility and full context on the history of that customer.

5. Internal and External visibility. Sales teams can use dashboards and other tools to visualize current pipelines, allowing for easier prioritization and work distribution within the team, but also supporting overall reporting requirements for the organization.

6. Richer data for long term trending and forecasting. As AI and other intelligence technologies see mass adoption, CRM data will support data-driven decision making about sales.

TOSL looks forward to the imminent launch of the CRM module as part of the overall Acumatica ERP implementation, not because of what the software offers but because of what our people bring.



EMPLOYEE UPDATES

We would like to warmly welcome five new employees that joined us during the last quarter.

1. Khalid Baksh – PdM Technician
2. Jerell Webb - PdM Technician
3. Brent Hardeo - PdM Technician
4. Kristi Sewdhan - Purchasing Assistant
5. Asha Salick - Internal Auditor

The Executive and Management congratulate our new employees on joining our team. We believe you all will be great assets to our team and look forward to your contributions in our continued success as a company. Welcome aboard!

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THANK YOU

THE HORIZON IS THE OFFICIAL
QUARTERLY NEWSLETTER OF TOSL
ENGINEERING LIMITED. IF YOU HAVE ANY
QUESTIONS OR COMMENTS PLEASE FEEL
FREE TO CONTACT US

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