



DECEMBER 2020, ISSUE NO. 04

THE HORIZON

THE OFFICIAL NEWSLETTER OF TOSL ENGINEERING LIMITED

WHAT'S IN THIS ISSUE:

COMPANY NEWS pg 1 - 5

- CEO Message
- TOSL Welcomes New Directors
- HSSEQ Spotlight

PRODUCT & SERVICE SPOTLIGHT pg 6 - 7

- Motor Rewinding Service
- AGG Generators

EMPLOYEE INSIGHTS pg 8 - 10

- Cybersecurity 2021
- New Hires
- Long Service Employee - Shervon Smith
- Keeping the Workplace Clean
- Employee Award - Michelle Ali
- Bird Watching In T&T

Corporate Social Responsibility (pg 11, 12)

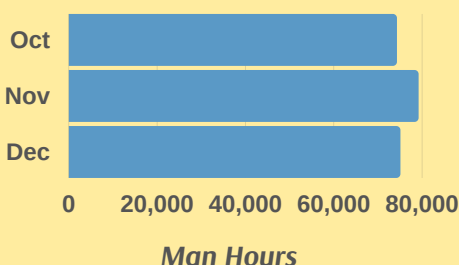
- Breast Cancer Awareness
- TOSL Donates 40 Tablets to Students
- TOSL Christmas Drive

WIN! A \$1000 SHOPPING VOUCHER AT JTA!

SEE PAGE 13 FOR MORE INFO.

HSSE STATS Q4:

- Lost Time incidents – 0
- OSHA Recordables – 4
- Manhours – 228,371



CEO END OF YEAR MESSAGE

LOOKING BACK AT ONE OF OUR MOST DIFFICULT YEARS AND LOOKING FORWARD TO NEW OPPORTUNITIES

This year has been fraught with challenges for the entire world, the most significant being our collective response to COVID-19. The pandemic has shown, that people have an innate ability to adapt and that our collective is still to do good.

In Trinidad and Tobago, our Energy Industry has been beset by other local and global challenges. The Petrochemical Industry has had to contend with the ongoing issues surrounding the supply of natural gas and low global commodity prices for methanol and ammonia.

The collapse of the oil price in early 2020 due to a price war between Saudi Arabia and Russia, curtailed spending in the Oil and Gas sector, and in some cases production, by many clients who moved into a mode of cash preservation.

TOSL has persevered during these times due to the unwavering support of our committed employees. We have managed to complete two (2) key objectives

- **Commissioning of our Mobile Offshore Production Unit (MOPU) on March 8th**
- **Completion of our 2021 to 2025 Strategic Management Plan**

As an Energy Service company, we were deemed an essential service and operations continued during the phases of 'lockdown'.

cont'd on pg 02

"TOSL has persevered during these times due to the unwavering support of our committed employees"



*Mr Ricardo Mahadeo
CEO, TOSL Engineering Limited*

cont'd from pg 01

We quickly adapted to the new ways of working, implementing work from home, rotations, and segregation of our different departments, to reduce the effect of a quarantine order and by extension the shutdown of an entire department.

I wish to thank our valued employees who worked through this crisis to keep our office doors open, as well as our frontline staff working at our clients' facilities.

A personal thank you to the management team whose strength and dedication have steered TOSL along the correct path, in uncharted waters.

I also wish to acknowledge the efforts of our clients who sought innovative ways to ensure critical project works continued during the pandemic.

COVID-19 has brought a new normal to the world and has reinforced the need to be able to quickly respond and adapt to change. We will continue to work safely and positively affect how maintenance is done locally and regionally, always seeking to collaborate with our stakeholders and strive to introduce the latest technological innovation and ways of working to bring savings to our valuable clients.

On behalf of the Management and Staff of TOSL, I would like to wish everyone a Merry Christmas and a Happy and Prosperous New Year and remind you to please continue following all COVID-19 protocols during the festive season and beyond.

TOSL WELCOMES NEW DIRECTORS

TOSL Engineering Limited is delighted to announce that we have expanded our Board of Directors (BOD), effective January 1st, 2021. We welcome Mr Gregory Mc Guire and Mr Ricardo Mahadeo as directors.

In addition, the positions of CEO and Deputy CEO have been reclassified as Managing Director and Deputy Managing Director respectively.



Mr Gregory Mc Guire

Mr Gregory Mc Guire is a Petroleum Economist with over twenty four (24) years local and regional experience in the financial and energy sectors.

His areas of expertise include energy economics, economic planning, project evaluation and management, macroeconomic research and policy formulation,

strategic planning and execution, business development (gas marketing) and contract negotiations.

Mr Mc Guire holds a BSc. in Economics and an MSc. in Petroleum Economics with postgraduate training from the Harvard Business School, MW Kellogg School of Management, the College of Petroleum Studies, the American Management Association, the International Law Institute and the London Strategic Planning Society.

Mr Mc Guire is currently the CEO and Principal Consultant at his firm VSL Consultants Ltd. He is also the sitting Chairman of the Trinidad and Tobago Extractive Industries Transparency Initiative (TTEITI); a member of the Board of Governors of the Caribbean Community Climate Change Centre (CCCCC) and a Director on the Board of the Eco-Industrial Development Company of Tobago (E-IDCOT).

Mr Mc Guire served as a Research Fellow and Director of the Lloyd Best Institute and was a part time lecturer in the Department of Economics at UWI St. Augustine from 2002 to 2014.

Mr Mc Guire's in-depth knowledge of the local and regional energy sector, together with his expertise in planning and policy formulation, shall add to TOSL's existing capabilities at board level to achieve the Company's strategic objectives.

cont'd on pg 03



Mr Ricardo Mahadeo

Mr Ricardo Mahadeo is a Mechanical Engineer with fifteen (15) years executive level experience in the energy sector.

He is a member of the BOD at the Energy Chamber of Trinidad and Tobago where he serves as the Deputy Chairman of Energy Services.

He is also a member of the Energy Sector Advisory Committee.

Mr Mahadeo has worked for local and international contractors within the energy sector, with extensive experience in strategic planning, execution, construction, health and safety, quality and finance. He holds an MBA, specialising in strategic planning from The Heriot-Watt University and a BSc. in Mechanical Engineering from UWI.

Mr Mahadeo's considerable practical experience at managerial level in the Energy Services sector shall add to our board level competencies.

Mrs Lisa Mohammed has extensive experience in the energy services sector holding a position in executive management for over fifteen (15) years at TOSL Engineering.

She leads the HSSEQ, Corporate Governance, HR and IT functions.



Mrs Lisa Mohammed

Mrs Mohammed has been a Board Member at TOSL for the past 15 years. She has her BA in Economics from The University of Western Ontario, a Bachelor of Commerce (Honours) in Business Administration from The University of Windsor and an MBA in Finance and General Management from Rollins College.

These changes at the Board and Executive levels shall position TOSL to take a leading role in the Energy Service Sector. TOSL's 'One Stop Approach' shall allow our customers to effectively manage their costs, especially in the 'New Normal' of today's world.

Our existing Board members: Prof. Dr Chandrabhan (Bhan) Sharma (Chairman), Mr Ramesh Ramasundaram, Mr Hollis Nicholas, Mr Peter Sirju, Mrs Lisa Mohammed and Mr Shazan Ali, look forward to the positive contributions that Gregory and Ricardo shall bring to the Board's deliberations.

"These changes at the Board and Executive levels shall position TOSL to take a leading role in the Energy Service Sector"

HEALTH, SAFETY, SECURITY AND ENVIRONMENT SPOTLIGHT

NEAR MISS EVENT

Facts: Whilst dismantling scaffold, employees were lowering scaffold pipes using a rope/ pulley system with a single lasso tie at one end of the pipes. The pipes made contact with a beam, causing one of the pipes to be pushed out of the tie and fall to the ground from approximately 30ft.

Consequences: The pipe made contact with a truck tray and ricocheted off the truck eventually hitting a fixed structure. There were no personnel injuries or property damage.

Incident Type - Near Miss

Action Taken

1. Stand Down - Work was immediately stopped and a stand down was held with the team.
2. Reiterate use of proper methods - The proper method for securing the pipes was adhered to for the duration of the job.
3. Lessons Learnt - communicated to all scaffold crews.

LESSONS LEARNT:

PROPER SUPERVISION – There must be proper supervision of all activities whilst on a Client's Site. Supervisors must ensure that employees follow the proper method for performing their work duties.



Figure 1: Single lasso tie that was used to lower the pipes.



Figure 2: Proper tie that should be used to lower pipes (lasso tie with multiple slip knots as required). A tagline should also be used to guide the load

QUALITY SPOTLIGHT

REGULATIONS

CUSTOMER
SATISFACTION

QUALITY
MANAGEMENT

STANDARDS

CUSTOMER FEEDBACK ACTION

Incident Summary:

Customer Feedback indicated that customers and clients did not receive adequate feedback or updates on the status of their transactions, particularly when there were delays

Consequences:

Lost opportunity for business, negative impact on TOSL's reputation

Root cause:

Inadequate communication which lead to the incorrect item delivered by the supplier.

CORRECTIVE ACTION

- Customer/client was contacted and given updates on the status of their transactions.
- Planner utilized to track transactions and prompts for all jobs.
- The salesperson must have continuous, documented communication with the Client.

LESSONS LEARNT:

- Ensure proper communication with the Client is maintained.
- Documentation should be clear on all requested item(s) and verified with both client and supplier.





BEST IN CLASS MOTOR REWINDING SERVICE

MOTOR REWINDING WITH COPPER WIRE

MOTOR REWINDING WITH COPPER BARS



SERVICE

Motor repairs performed on units from ½ HP up to 2000 HP.

Services include:

- Rewinding using Class H Insulation
- Reconditioning
- Dynamic Balancing
- Generator Ends
- Diagnosis and troubleshooting



Kenson Quash
Technical Sales Representative
Mobile: +1 (868) 303-5368
Office: +1 (868) 657 TOSL (8675) Ext. 523

QUALITY

Certified to repair:

- Class I Div 1
- Class II Div 1
- Class III Div 1

Sole Supplier for Hazardous Location Motor Repairs and Services :

- Repairs onsite and inhouse
- Servicing of Motors & Generators



GENERATORS FOR EVERY NEED

TOSL Engineering Limited has partnered with AGG Power Solutions to provide a complete range of commercial and residential generator products and services.

AGG Power Solutions is a multinational Company focused on design, manufacture and distribution of Power generation systems and advanced Energy solutions.



SERVICES

- Installation & Commissioning
- Troubleshooting
- Repairs & Overhauls
- Routine Servicing & Maintenance
- Predictive maintenance
- Alternator Repair (Motor Shop)
- Mechanical Works

STANDARD POWER - (SMALL RANGE)



1500 RPM
FROM 16.5 kVA to 300 kVA

SMALL POWER - (MEDIUM RANGE)



1500 - 1800 RPM
FROM 16.5 kVA to 1200 kVA

STANDARD POWER - (LARGE RANGE)



1500 - 1800 RPM
FROM 715 kVA to 4000 kVA



We Service

- Oil & Gas
- Onshore/Offshore
- Petrochemical
- Manufacturing
- Food & Beverage
- Construction
- Healthcare
- Entertainment
- Domestic

Mirza Niamath
Technical Specialist
Mobile: +1(868) 290-2069
Office: +1(868) 657-TOSL (8675) Ext: 400

THE CYBERSECURITY 2021

WHAT IS CYBERSECURITY AND HOW DO WE PROTECT OUR PERSONAL AND ORGANIZATIONAL DATA?



As more hardware, software and entire systems become internet-connected, new challenges in the protection of those assets emerge.

Cisco defines cybersecurity as the practice of protecting systems, networks, and programs from digital attacks, which are usually aimed at accessing, changing, or destroying sensitive information; extorting money from users; or interrupting normal business processes.

Importantly, an effective cybersecurity strategy then is not restricted to the implementation of technology solutions but must also consider the people and processes involved. In fact, frequency and ferocity of cyber attacks globally have outpaced the increase in security spending, causing many organizations to now focus on person centric or behaviour centric cybersecurity. Such strategies seek to educate and empower end users to make better decisions about their usage of technology, to recognize and avoid threats or risky behaviour.

Common parts of a cybersecurity strategy include: **Network Security** – Monitoring and control over incoming and outgoing network traffic to restrict the entry points and avenues available for data flow. Conceptually, if only specific entry points are present, and those points are well protected, there is reduced risk of malicious access.

Intrusion Detection/Prevention – real time recognition of attempts to gain access to networks or resources, and strategies to block/prevent such attempts from penetrating beyond outermost layers.

Cloud Protection – monitoring and protection of data and systems hosted on externally managed cloud infrastructure.

Data Loss Protection – protection of data at rest and in motion, meaning that data is inherently secure from access or tampering wherever it is stored, and that data is encrypted and secured while being accessed across private or public networks. This has become particularly important with increases in so called “ransomware” attacks, where intruders hijack a company’s data assets and demand a ransom for their release.

Antimalware – antiviral and other tools that block, detect and/or remove malicious software based on similarity to other threats in the past, or on behavioural patterns of the software itself.

Clearly, there are technical components to each of these but also substantial behavioural components as well. In many cases, the biggest risks to an organization’s data and systems don’t come from someone “hacking” but come from actions like:

- sharing of passwords with coworkers
- reuse of passwords across services (if one is compromised, others become easier to access)
- giving out of personal or company information to seemingly credible outsiders (this is referred to as phishing and/or social engineering)
- accessing and/or downloading malicious sites, apps and programs

As threats continue to evolve, individual users are increasingly becoming the biggest risks and simultaneously the best hope for protecting digital assets.

EMPLOYEE UPDATES



We would like to warmly welcome four new employees:

1. Ian Brown – Senior Load Test Technician/ Inspector, Wire Rope & Rigging Division
2. Kellon Padilla – Junior Splicer, Wire Rope & Rigging Division
3. Curtis Jack – Splicer, Wire Rope & Rigging Division
4. Natalie Bachan – Team Lead – Human Resources

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!

MEET ONE OF OUR LONG SERVICE EMPLOYEES

ONE ON ONE WITH MR SHERVON SMITH



Mr Shervon Smith

"I'm able to meet different people and learn things I never thought possible.."

In this Horizon issue, we will be having a one on one discussion with one of TOSL's long service employees Mr Shervon Smith. Smith is a Mechanical Technician, E&I Services Department, P&O Division

Q: How many years have you worked at TOSL?

Shervon: 13 Years

Q: Based on your experience with us, what do you think it takes to succeed at this company?

Shervon: Based on my experience, working hard, being honest, loving what you do and being a team player and always willing to learn new things.

Q: What suggestions for improvements do you have to make our workplace better?

Shervon: That Managers and Team leads need to listen to the people under them and find out if they would like the opportunity to better develop themselves and be more of an asset to the department and company on a whole.

Q: What is the most satisfying or enjoyable thing about your job and working with TOSL?

Shervon: I have the opportunity to earn a living and acquire new skills as I go along and to work with people who share what they know for the betterment of myself and the department and the company.

Q: Why have you chosen to stay with TOSL and not move to other jobs, as most people do these days?

Shervon: I love what I do, because I'm able to meet different people and learn things I never thought possible and most important is the people I get to work with and share my days with.

KEEPING OUR WORKPLACE CLEAN

RECOGNITION OF OUR FRONT LINE WORKERS

TOSL continues to recognize our employees, especially those who remain hardworking and loyal through these difficult times. On October 20th, CEO, Ricardo Mahadeo, took the time to acknowledge the excellent work of our front line employees and distributed vouchers to some of the most notable performers.



Premchan Gajadhar



Marsha Noor



Avaska Boodram



Shary Jadoonanan



David Gang



Droupitee Sirju

CONGRATULATIONS TO MICHELLE ALI WITH ACHIEVING 4TH PLACE IN THE TTMS PHOTO COMPETITION

Michelle Ali, who is known as an Opacarophile, a lover of sunsets, entered the Trinidad and Tobago Meteorological Service (TTMS) Photo Competition in the last quarter of this year. Entries were evaluated based on the theme for World Meteorological Day 2021: “The Ocean, Our Climate and Weather.”

The TTMS received over 100 submissions from across T&T whereby the panel of judges selected the top 20 photographs based on technical and artistic merit allowing persons both on Instagram and Facebook to vote for their favourite picture.

The judging panel then deliberated on factors such as adherence to theme, impact, creativity, composition and lighting, in addition to the help from the public with their votes.



BIRD WATCHING WITH FARAAZ

Faraaz Abdool is an internationally published freelance conservation and wildlife photographer/writer who specializes in birds and the issues they face worldwide. He serves on the Trinidad and Tobago Bird Status and Distribution Committee and leads birding trips to both Trinidad and Tobago.

Faraaz also runs yearly birding and wildlife tours to East Africa except for the year 2020 due to the COVID Pandemic. Faraaz has appreciated nature and wildlife for many years since he was a child and he quit his job as an Electrical Engineer in 2013 to pursue a career in conservation. Faraaz has recently published his first book titled “Casual Birding in Trinidad & Tobago,” which has been awarded a 5 star status.



Author & Avid Bird Watcher Faraaz Abdool Signing copies of his book *Casual Birding in Trinidad & Tobago*, assisted by his wife Joanne Husain



Mr Shazan Ali, CEO Emeritus TOSL making notes on *Casual Birding in Trinidad & Tobago*

TOSL CORPORATE SOCIAL RESPONSIBILITY



TOSL Stands With Women to Fight Breast Cancer

BREAST CANCER AWARENESS 2020

Every year TOSL's staff and management stands in solidarity with the brave women of this country, and around the world who continue to fight breast cancer on a daily basis. This year, despite COVID-19 restrictions and precautions, it was not different. TOSL sponsored several hampers and personalized mugs and masks to raise awareness of breast cancer, it's prevention and treatment.

We salute and continue to stand with the women who persevere in the fight against this debilitating and deadly disease.



From Left Taruna Gangaram, Renee Dwarika & Meera Gangoo

TOSL DONATES 40 NEW TABLETS TO HELP STUDENTS WITH ONLINE CLASSES



From Left to Right: Lisa Mohammed (Deputy CEO); Shazan Ali (CEO Emeritus); Bob Roopnarine (Principal Preysal Secondary); Leanna Maloney (Information Systems Administrator)

When schools resumed in September, classes moved to the online platform as a result of the Covid-19 pandemic. At this time, it was realized that many children did not have access to devices to partake in their online classes. Hence, in an attempt to lend some assistance, during the last quarter of 2020, TOSL purchased 40 tablets to give to some deserving students at the Preysal Secondary School and children of our staff members.

We wish to thank our Property Maintenance and IT teams who were instrumental in procuring and setting up the devices to ensure there were no issues when distributed and powered up. And to the children of our nation, we know that this is a trying time as you embrace the new educational normal. However, we encourage you to continue the drive to build and create your future.

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



MERRY CHRISTMAS

FROM THE TOSL FAMILY

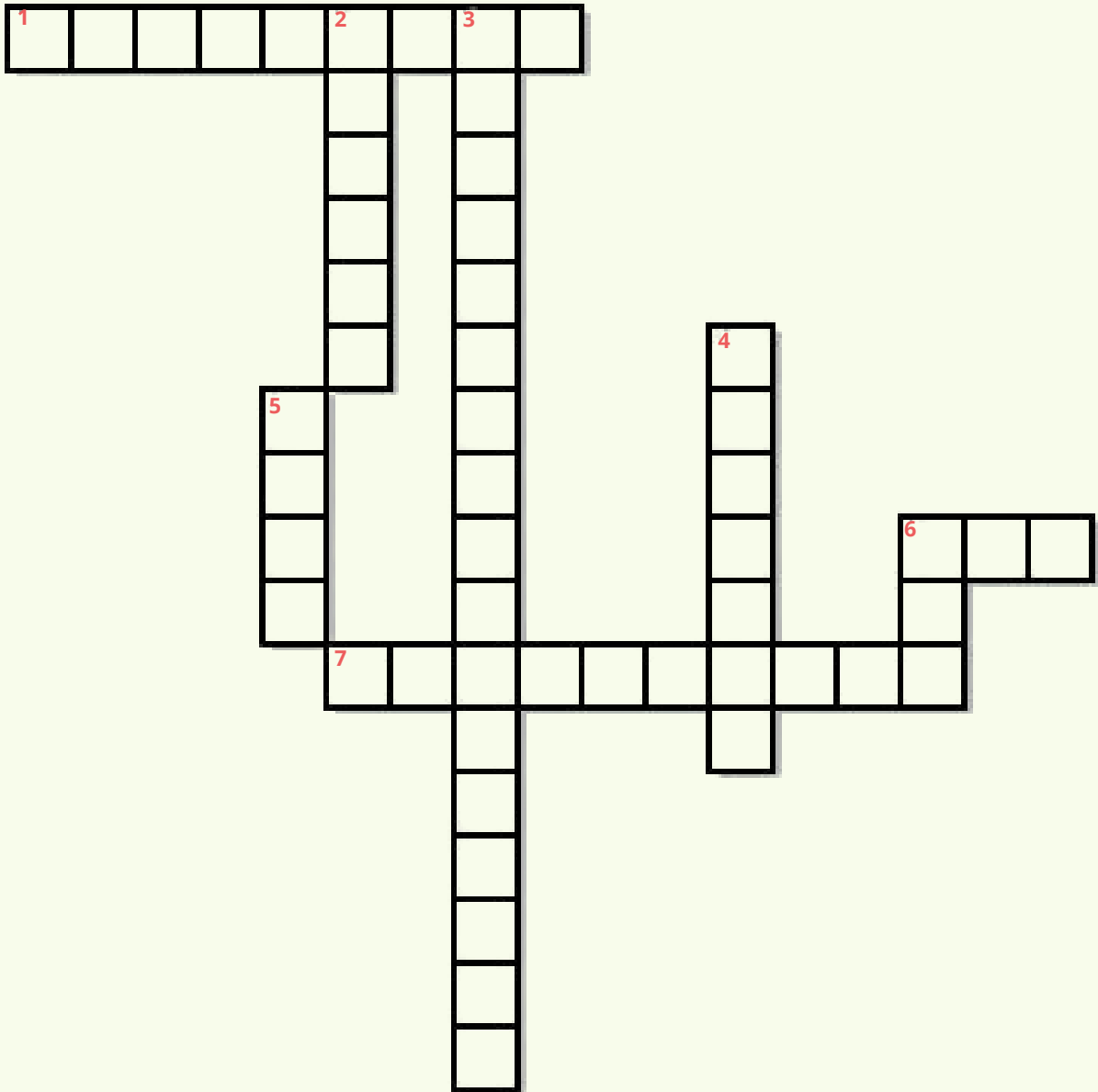
The Management Team of TOSL Engineering Limited has decided that we will be doing a Christmas charity drive for 2020 in lieu of providing corporate gifts to our valued Clients, with the exception of diaries and calendars.

This year has been fraught with challenges for all of us, the most significant being our aptness to respond to COVID-19. Restrictions implemented to control the spread of the virus have resulted in a loss of income for many families countrywide. As such TOSL is embarking on a charity drive to help families in need. We will be donating food items and toys. We appreciate your understanding of our undertaking.

THE TOSL TEAM WOULD LIKE TO WISH YOU A MERRY CHRISTMAS AND A BRIGHT AND PROSPEROUS 2021.



TOSL TRIVIA TIME



Across

1. What is the name of TOSL's new ERP System?
6. Does TOSL have a Corporate Governance Policy
7. What product can TOSL supply when electricity goes?

Down

2. How many industries does TOSL serve?
3. Who is TOSL's Chairman?
4. Where can you go to find TOSL's quarterly newsletters?
5. What year did TOSL commission their Mobile Offshore Production Unit?
6. Does TOSL have a COVID-19 prescreening questionnaire?

Rules

- Quiz should be completed and an image sent to our WhatsApp - 868-355-7167 by January 30th, 2021.
- Employees and family members of TOSL are NOT allowed to participate.
- One submission per person.
- Submissions will not be accepted after January 30th, 2021.
- Results (with permission) will be announced at our next edition.
- Prize to be collected at TOSL Marabella office with one (1) form of ID.



GRANDPRIZE
A \$1000 SHOPPING VOUCHER AT JTA!

THE HORIZON ISSUE NO. 4, DECEMBER 2020

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

TOSL Engineering Limited

 +1 (868) 657-TOSL (8675) **OR** 24/7 Hotline +1 (868) 355-7167

 +1 (868) 653-5404

 sales@tosl.com

 8-10 Maharaj Avenue, Marabella, Trinidad

 www.tosl.com

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

