



APRIL 2020, ISSUE NO. 1

THE HORIZON

THE OFFICIAL NEWSLETTER OF TOSL ENGINEERING LIMITED

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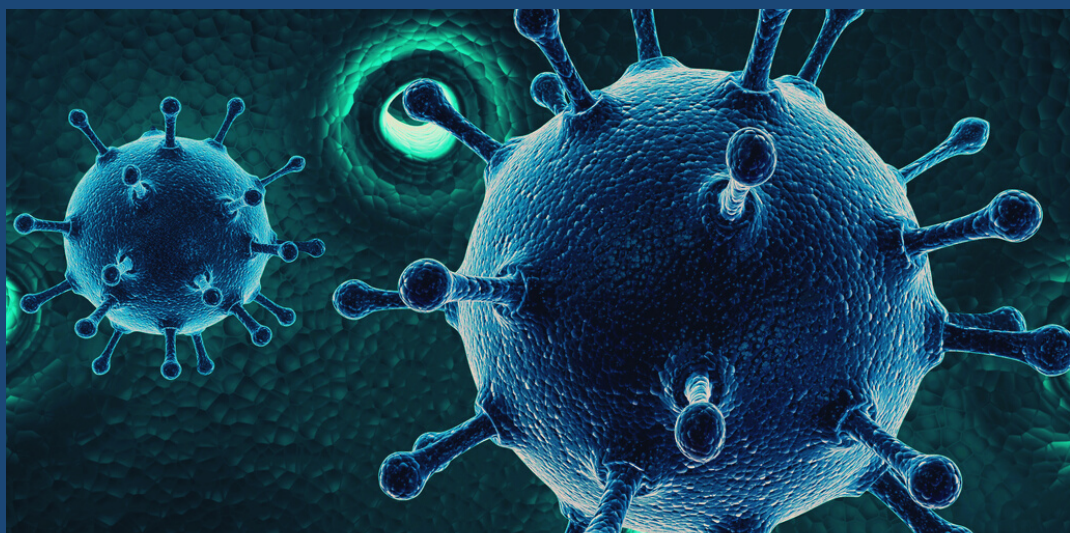
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TOSL'S RESPONSE TO THE COVID-19 THREAT

A MESSAGE OF HOPE AND STRENGTH

The World Health Organization declared the COVID-19 virus a global pandemic on 6th March 2020. The rate of infections in countries worldwide is accelerating exponentially, while Trinidad and Tobago reported its first confirmed case on 12th March 2020.

TOSL's Management moved swiftly to review and institute our contingency and business continuity plans to preserve the health and safety of our valued employees and customers. The Management Team held a series of emergency meetings to assess the critical risks presented by the COVID-19 pandemic. TOSL moved to implement several critical measures to safeguard our employees, business partners, customers, and the broader community with immediate effect.

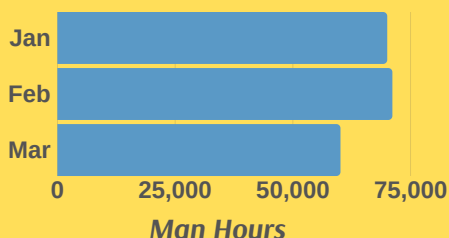
Safety of Our Employees

The health of our employees and their families are of the foremost concern to us. The COVID-19 virus is highly contagious, especially in groups. The management team instituted the following measures:

- Employees were assessed and outfitted to work from home where practicable.
- Management and staff were directed to utilize technology to facilitate meetings and other team exercises where possible.
- Drivers and other front-line staff were issued with full PPE and guidelines to mitigate the risk of exposure while at work.

HSSE STATS Q1 - YTD:

- Lost Time incidents – 0
- OSHA Recordables – 0
- Manhours – 201,016.9



"The health of our employees and their families are of the foremost concern to us"



- Employees are asked to complete the company's COVID-19 screening questionnaire. This includes advising of any travel outside of Trinidad within the last fourteen (14) days and contact with any persons under quarantine.
- TOSL will provide recurring COVID-19 updates and communications with staff to ensure they have up to date and accurate information to protect themselves and their loved ones during this period. Additionally, visual aids have been placed throughout TOSL's offices and facilities reminding staff on symptoms and preventative measures for COVID-19.
- Daily and continuous sanitization of all TOSL workspaces and facilities to reduce the risk of infections to staff and visitors.
- New deliveries and stocks are now quarantined and sanitized in a designated portion of our facility.

Safety of TOSL's Clients

TOSL values our loyal clients and customers. During this time and until further notice, immediate COVID-19 screening of all TOSL staff and associates entering client sites and facilities will be enforced.

Persons displaying symptoms of COVID-19 will not be allowed access to these facilities and shall be instead directed to take the appropriate measures for further testing and self-isolation, where necessary.

TOSL will also be sharing all necessary information, updates, and experiences with the COVID-19 virus with our customers.

This is to ensure that they are well informed and equipped to act appropriately in the event of a potentially high-risk situation.

Our Community, Our Nation

TOSL has always acknowledged our responsibilities and readily fulfilled our duties to the broader community and country.

This situation is no different. We continue to direct our efforts and work with all stakeholders to ensure the COVID-19 threat is managed.

The steps taken by TOSL are in line with and go beyond those suggested by experts and health authorities. We will monitor the situation closely and continue communications with all staff and stakeholders to provide proactive responses as the circumstances change.

The COVID-19 pandemic is a test of our resilience as businesses, citizens, and as a country. There is no doubt that if everyone plays their part and shoulders their respective responsibilities, we will endure and emerge as an even stronger nation.

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

CHANGES IN TOSL'S LEADERSHIP

A NEW ERA OF PROGRESS

On February 01 2020, TOSL announced a change in the Executive Team, as we ushered in this new period of progress.



Mr. Shazan Ali - CEO Emeritus

Mr. Shazan Ali, CEO of TOSL and our pioneering leader, transitioned from the role of CEO. Mr. Ali started TOSL in 1982 on the principles of quality, accountability, and customer service. These are values that TOSL held and will continue to hold steadfastly to.

Mr. Ali commendably led TOSL through various challenges in producing a locally grounded company that operates at international standards and capability.

Mr. Ali transitioned into the role of TOSL's CEO Emeritus where he will focus his drive on TOSL's third-party engagement strategy and priorities. Mr. Ali shall also serve in an advisory role to TOSL's Executive Leadership Team.



Mr. Ricardo Mahadeo - CEO

Mr. Ricardo Mahadeo was appointed to the role of CEO. He has over 20 years' experience in Engineering and Management. He possesses a first degree in Mechanical Engineering and Masters in Business Administration.



He previously held the role of Chief Operating Officer at TOSL. Mr. Mahadeo has consistently demonstrated that his vision and ethics are tightly aligned with that of TOSL.



Mrs. Lisa Mohammed - Deputy CEO

Lisa Mohammed assumed the role of Deputy CEO. She possesses a degree in Economics and an MBA in Finance and Management.

Mrs. Mohammed has worked at TOSL for the past 22 years in various leadership and supporting roles. Her institutional knowledge will be invaluable in supporting Mr. Mahadeo as they navigate TOSL's future.

The Shareholders, Board of Directors, Management and Staff of TOSL Engineering Limited sincerely thank Mr. Shazan Ali, for his exceptional and inspiring leadership of TOSL.

A MILESTONE IN OUR COMPANY'S STORY

TOSL HONOURS FOUNDER, AND CEO, MR. SHAZAN ALI AT OUR 38TH ANNIVERSARY FUNCTION

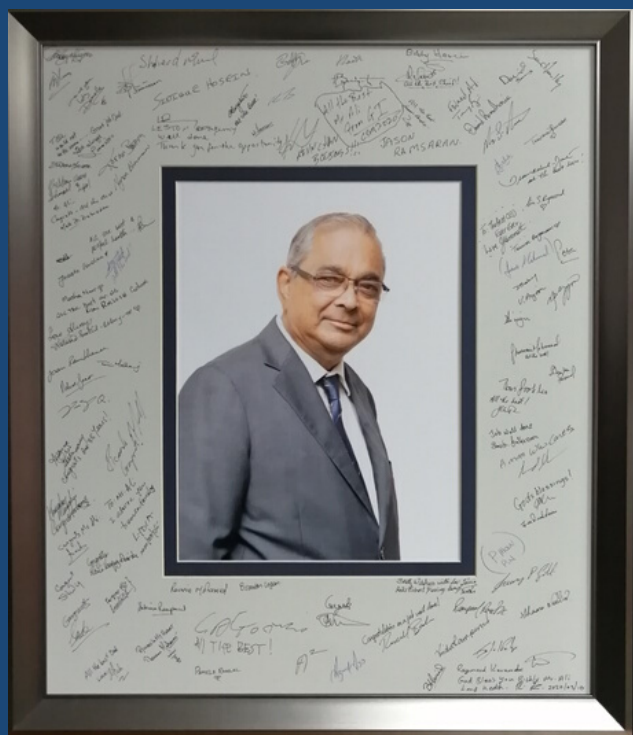
Envisioned and started by Mr. Shazan Ali, TOSL Engineering (then known as Trinidad Oilfield Supplies Limited) began operations on the 1st March 1982, offering essential products and support services to Trinidad's, then-booming, oil industry.

In a tiny, obscure office on Coffee Street, San Fernando, a small team worked steadily to realize a vision of innovation and achievement.

Four (4) decades onwards, TOSL now boasts a total of eight (8) facilities in Trinidad and Tobago. Seven (7) of which are located in Marabella and one (1) at Galeota. Our staff has grown to over 300 professionals and subcontractors in various operating units. Our catalog of products and expertise have also grown exponentially, currently serving over 500 products and services to primary energy and industrial players locally and regionally.

During this time, our founder, Mr. Ali, has been a driving force and instrumental in our successes at every part of the journey.

From reinforcing our vision to providing guidance and support to our staff during our difficult times, Mr. Ali has shouldered these responsibilities through it all.



Portrait of Mr. Shazan Ali, with handwritten words of appreciation and best wishes from staff.

On the evening of 06 March 2020, it was with great pleasure, management took the opportunity to thank him for his unhindered decades of service at our 38th Anniversary function.

The event joined management and staff together to celebrate the achievement of one of Trinidad's great entrepreneurs and a milestone in our company's history.

TOSL'S DONATIONS ENRICHES STUDENT'S LIVES

OUR CORPORATE SOCIAL RESPONSIBILITIES UPDATE

This quarter TOSL continued its extensive CSR initiatives with the donation of a table tennis board and equipment to the Marabella ASJA masjid. This has encouraged the development of the sport among adults and students alike.

TOSL is dedicated to being an agent of change within the community. Corporate Social Responsibilities are engrained in our company's values and culture as we continue to provide assistance and enrich the lives of members of our community and nation.



TOSL's Mr. David Gang, presents Mr. Khunthal Maharaj, Senior Member of the Marabella ASHA Masjid, with the tennis set at the hand over ceremony.

TOSL LAUNCHES NEW CORPORATE WEBSITE

OUR CONTINUED COMMITMENT TO DIGITAL TRANSFORMATION

TOSL first launched our corporate website in 1997, over 20 years ago (that's way before Facebook, Instagram, and even Google if you were wondering).

We were one of the first companies in Trinidad and Tobago to have invested in cyberspace and the online economy. Since then, we've had many iterations and changes to our website and digital presence overall. However, one thing has not changed; our steadfast belief in the power of technology to connect the world, and to improve and inspire business, society, and humanity.

Based on these ideals, we are pleased to announce the launch of our new website. This new website, along with our other social media initiatives, will continue to strengthen TOSL's digital strategy in an increasingly dynamic world.

visit www.tosl.com

STRESS AND COPING WITH COVID-19

TIPS TO HELP YOU AND YOUR FAMILY TO SURVIVE THE PANDEMIC

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Everyone reacts differently to stressful situations. How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19,

like doctors and other health care providers, or first responders

- People who have mental health conditions including problems with substance use

Stress during an infectious disease outbreak can include:

- Fear and worry about your health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- People with pre-existing mental health conditions should continue with their treatment and be aware of new or worsening symptoms.

Taking care of yourself, your friends, and your family can help you cope with stress. Assisting others to deal with their stress can also make your community stronger.

Things you can do to support yourself:

- Take breaks from watching, reading, or listening to news stories, including social media. Repeatedly hearing about the pandemic can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Call your healthcare provider if stress gets in the way of your daily activities for several days in a row. Reduce stress in yourself and others.

Sharing the facts about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful.

When you share accurate information about COVID-19, you can help make people feel less stressed and allow you to connect with them.

For parents:

Children and teens react, in part, on what they see from the adults around them. When parents and caregivers deal with the COVID-19 calmly and confidently, they can provide the best support for their children.

For responders:

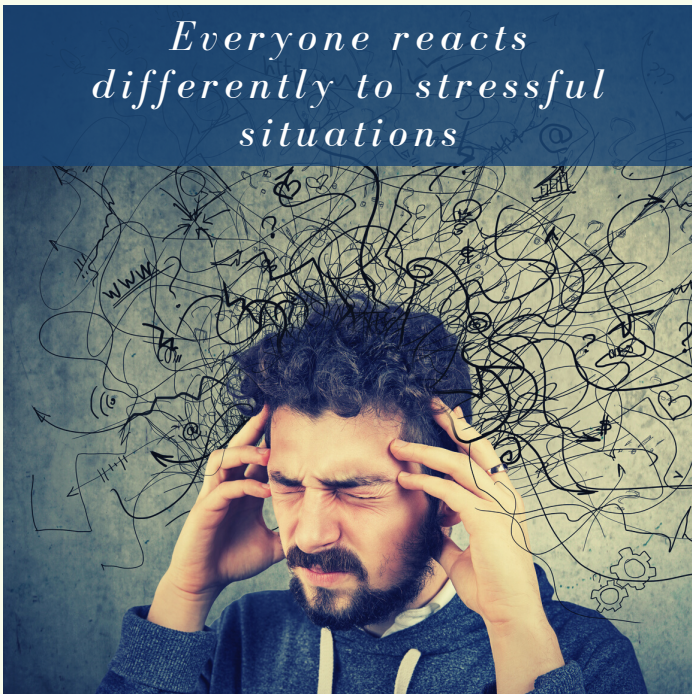
Responding to COVID-19 can take an emotional toll on you. There are things you can do to reduce secondary traumatic stress (STS) reactions:

- Acknowledge that STS can impact anyone helping families after a traumatic event.

- Learn the symptoms, including physical (fatigue, illness) and mental (fear, withdrawal, guilt).
- Allow time for you and your family to recover from responding to the pandemic.
- Create a menu of personal self-care activities that you enjoy, such as spending time with friends and family, exercising, or reading a book.
- Take a break from media coverage of COVID-19.
- Ask for help if you feel overwhelmed or concerned that COVID-19 is affecting your ability to care for your family and patients as you did before the outbreak.

For people who have been released from quarantine:

Being separated from others if a healthcare provider thinks you may have been exposed to COVID-19 can be stressful, even if you do not get sick. Everyone feels differently after coming out of quarantine.



Everyone reacts differently to stressful situations

Some feelings include :

- Mixed emotions, including relief after quarantine
- Fear and worry about your own health and the health of your loved ones
- Stress from the experience of monitoring yourself or being monitored by others for signs and symptoms of COVID-19
- Sadness, anger, or frustration because friends or loved ones have unfounded fears of contracting the disease from contact with you, even though you have been determined not to be contagious
- Guilt about not being able to perform normal work or parenting duties during quarantine
- Other emotional or mental health changes

Children may also feel upset or have other strong emotions if they, or someone they know, has been released from quarantine.

Children and teens react, in part, on what they see from the adults around them.

WORKING FROM HOME DURING COVID-19

5 TIPS TO HELP YOU BE MORE PRODUCTIVE WORKING FROM HOME

TOSL, in response to the CoViD-19 pandemic, proactively allowed employees to work from home, where possible. This is an adjustment for most people and at the beginning and it can be a struggle for many of us to adapt to and maintain productivity at home. We have put together a list of suggestions of what has been working so far for some of our staff.

A Dedicated Workspace

Ensure you have a clean and clear space that minimizes distractions. Make sure to maintain posture and ergonomics. Make sure your chair, desk height, monitor placement, and posture are conducive to prolonged use.

Develop a Routine

Try to match a workday at home as carefully as you would a workday at the office. Make sure to get an early start and create a daily plan. Don't forget to be mindful of others when you schedule meetings and conference calls. Additionally, make sure you have a specific time to wrap up your working day and limit working overtime.

Be A Team Player

Working as a team can be a challenge at first when working at home. Make sure communication channels are kept open with the rest of the team and ensure they are updated on your project and task statuses. Some tactics can include:

- Submit Weekly project updates to the team
- Keep a log of your time allocation for each project and task.
- Use applications such as Microsoft teams, WhatsApp

or Zoom to conduct frequent informal meetings where you think clarifications are necessary.

Use Technology

While you are working from home select applications that are suitable for the problems you are trying to solve. Here are some of the more popular tools that you may already have access to and when to use them:

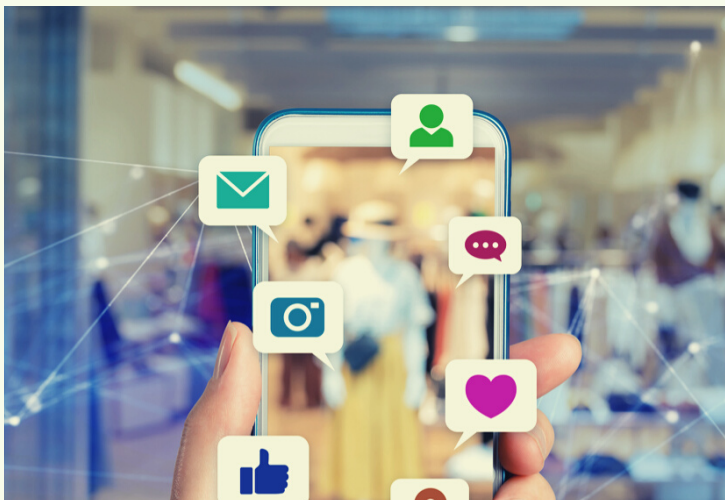
- WhatsApp - Casual conversations and team updates
- Microsoft Teams, Zoom Meetings, and Google Hangouts - use for virtual meetings, presentations and conference calls with more than two individuals
- Microsoft SharePoint and OneDrive, Google Drive and DropBox - shared team access to work documents and media
- Email - follow up to conversations and action items from virtual meetings and conference calls
- Asana, Trello, Slack, Jira - project management and collaboration tools to ensure that the entire team is kept on track.s to ensure that the entire team is kept on track.

Avoid Online Disruptions

Make sure to limit your time on social media, WhatsApp and other online sites and services that can lead to large swaths of unproductive periods during the day.

Consider tools like Offtime and Flipd that help you stay away from online activities that may divert your attention away from work for long periods.

Working from home may be challenging at first but with the right tools and techniques, you can turn it into one of the most productive periods of your work life and private life.



Employees spend about five hours a week on their cell doing things that have nothing to do with the job

WHO IS RESPONSIBLE FOR QUALITY

QUALITY IS EVERYONE'S JOB

When the subject of quality is discussed, it's a safe bet that many would suggest it needs to improve. Additionally, many consider that senior management is most responsible for that improvement. One of the foremost authorities on this topic is the late Dr. Armand V. Feigenbaum. Dr. Feigenbaum, along with other quality professionals, has been quoted as saying, "Quality is everyone's job." Others have challenged that, saying management is responsible. So, the question remains: "Just who is responsible for quality?"

All action and processes flow from the top - money, direction, quality standards, performance standards, everything! Nothing flows downward until the management system turns the handle on the faucet. Of course, this also means that when the handle is turned the other way, things stop flowing. Quality is not a grassroots methodology. Dr. W. Edwards Deming, a noted quality guru, said, "Quality starts in the boardroom." Therefore, quality also flows from the top, right out of the faucet.

"When I say quality, I'm not just talking about goodness. I'm talking about a product or service that meets one of the definitions for quality" as put forth by ASQ or quality giants like Dr. Feigenbaum or Phil Crosby—free of defects, or zero defects, or a product or service free of deficiencies. As stated earlier, Dr. Feigenbaum's "Quality is everybody's job" has been taken out of context because his message was purposely incomplete.

There was a photograph in Life magazine many years ago. In the photo, three professional baseball players stood looking down at a baseball lying on the ground. It was somebody's responsibility to catch that ball.

They all went after it, but nobody caught it. What many don't realize is that Feigenbaum's intended his concept to be about establishing accountability for quality. Because quality is everybody's job, it may become nobody's job! The idea is that quality must be actively managed and have visibility at the highest levels of management.

A big part of Crosby's Zero Defects concept is that people perform to the standard that is set or accepted by their manager. People spend a lot of time, though, and energy trying to figure out what will please (or displease) their manager.

cont'd pg 07

“Quality starts in the boardroom.”



Everyone has someone they report to. Walt, a machine shop technician, realizes there is a CEO and may even be able to recall his or her name. However, Walt’s working hours, salary, and other benefits come from June, Walt’s immediate supervisor.

According to former U.S. Admiral Hyman G. Rickover, “Responsibility is a unique concept; it can only reside within a single individual. You may delegate it, but it is still with you. You may share it with others, but your portion is not diminished. You may disclaim it, but you cannot divest yourself of it. Even if you do not recognize it or admit its presence, you cannot escape it. If the responsibility is rightfully yours, no evasion or ignorance or passing the blame can shift the burden to someone else.”

That’s a powerful thought. All leaders should have that message carved into their desktop. The CEO shares the responsibility for quality with the rest of the leaders in the organization, right down to Walt’s boss, June. Walt, of course, is responsible for doing his job right using the process that was handed to him. If the process - or Walt - is incapable of meeting the requirement, Walt must alert June, who is responsible for correcting the situation. If Walt doesn’t do his job right, or June doesn’t follow through, and a defective product gets out, Walt, June and the CEO must share the ultimate responsibility.

Unfortunately, many don’t seem to understand their responsibility. Every time the “responsibility” issue comes up, think about that baseball on the ground. Everybody’s business can easily become nobody’s business!

GETTING TO KNOW YOUR COUNTRY

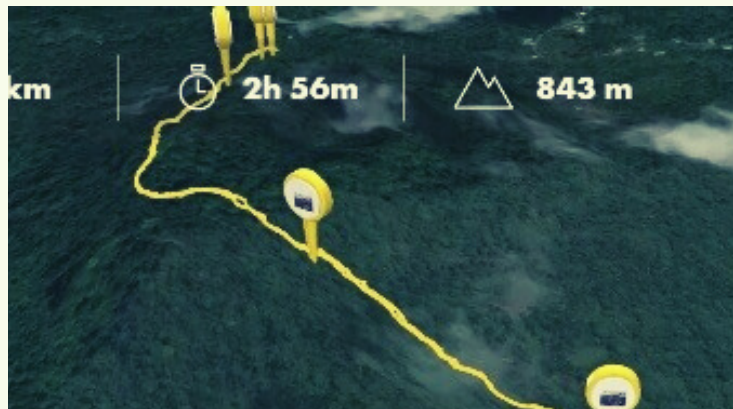
MOUNT TAMANA/TAMANA CAVE ADVENTURE

The distinctive, flat-topped Mount Tamana is the highest in the Central Range at 308m. Its porous limestone core holds a series of lengthy cave systems which provide the perfect home for huge colonies of bats.

To get there, it entails a scenic drive; about 30 minutes from the corner of O’Meara Road and the Churchill Roosevelt Highway, followed by a 45-minute easy/moderate walk to the cave and then a further 20 minutes to the top of Mount Tamana, which will take you through old coffee estates passing silk-cotton trees, vines and stinging nettle along the way.



View from the top of Mount Tamana



Satellite View of the Journey to Mount Tamana, Central Trinidad

The dress code, therefore, requires long-sleeved tops and long trousers along with good sneakers. Sade’s hike (#hikingwithfano) was two-fold; firstly, they passed the caves on the way to the top of Mount Tamana spending some time snapping pictures at the top (this being the highest structure in the Central Range allowed for beautiful pictures from any direction), then they returned to the caves at dusk.

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MEET ONE OF OUR LONG SERVICE EMPLOYEES

ONE ON ONE WITH MR. RAMON
RABATHALY



Mr. Ramon Rabathaly is a PdM Technician, Predictive Maintenance Department, Engineering Products & Services Group and has been with TOSL for the past 13 years. Mr. Rabathaly met with us and answered a few of our questions. We thank him for his time, here's what Ramon had to say.

*"knowledge should
always be
transferred as times
progresses because
ideas are dynamic
in nature and ever-
evolving"*

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

Ramon: It takes a combination of discipline, commitment and fostering healthy relationships with your co-workers in a joint effort to grow effectively.

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

Ramon: More communication, positive teaming and better conflict management.

Q: What is most satisfying/enjoyable about your job and working with TOSL?

Ramon: The lessons learned from interaction with my fellow co-workers and clients over the years.

Q: What has been your most memorable experience thus far with TOSL?

Ramon: No single experience stands out because all in their own way have shaped my growth one way or another, be it personally or technically.

Q: What is the most significant change you experienced at TOSL since you started?

Ramon: In the earlier days of my time here, the "human factor" when it comes to organizational culture was different.

Q: How well do you think your training and development needs were assessed and met?

Ramon: As with all things that are natural to me, as the need arose, they were met

Q: What one thing you would like to be remembered for and feel most proud of accomplishing for TOSL?

Ramon: Knowing that I was able to contribute positively towards the aims and objectives set before me, as well as having that same notion seen in those who would have learned from myself and others whilst we were here. I believe knowledge should always be transferred as times progresses because ideas are dynamic in nature and ever-evolving.

Q: What is the first word that comes to mind when you think of TOSL?

Ramon: It is more a phrase: "Ever Changing"

Q: Why have you chosen to stay with TOSL for so long?

Ramon: I am old fashioned when it comes to my work ethic. To me, it makes sense to stay and grow with an organization rather than make jumps into different territories because seemingly, in the end, one would not have mastered their craft if their craft varied year to year.

The total journey time from the start of the hike to the return to their vehicles was 3 hours. Mount Tamana was said to be a coral reef that rose above sea level due to geological activity (this is believable since most of Trinidad's rock is sandstone-based material).

Mount Tamana was also revered as a sacred mountain to the Guaraheons (South America Amerindians) who fled during Spanish colonization. These days, the caves of Mount Tamana are home to millions of bats. In Trinidad, there are 67 species of bats for which these caves house 11 species, including vampire bats, fruit bats, and insect bats.

At the cave, you should spend most of your time as darkness approaches. Hence, 6-7p.m is a good time while a good headlamp is recommended. The first set of bats made their way out, and then as the darkness thickened, the trickle became a stream as about a million and a half bats shot past like furry, flapping balls, their sonars clicking away as they avoid flying into you.

EMPLOYEE UPDATES

NEW EMPLOYEES Q1 2020

TOSL hired eight (8) new employees across the organization in Q1 2020. TOSL continues to bolster its staff and cultivate value-adding services as we move forward in achieving our strategic imperatives. Despite the difficult times, TOSL remains a preferred employer for both experienced workers and recent graduates in the local Energy Industry, a status-quo we strive to maintain.

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

1. Nyron Ragoonath – Inspector
2. Ronnie Jagan - Site Safety Officer
3. Kevin Chan - Asset Integrity Coordinator
4. Bobby Deo - Team Lead- Quality
5. Faeed Mohammed - Project Coordinator
6. Kavisha Mahabir - Project Engineer Trainee
7. Shane Geoffroy - EI&A Technician
8. Dave Baldeo - Internal Auditor

ANNOUNCEMENTS

- Congratulations to Ms. Anita Sooknanan on the birth of her adorable baby girl! Wishing both mother and daughter all the best.

CULINARY CORNER

ROASTED BONELESS TURKEY BREAST BY VEDESH MAHARAJ

In this issue, Vedesh guides us through his secret recipe for Roasted Boneless Turkey Breasts. It's a mixture of both local and international flavours. This one is going to take some time and planning, as it requires a day to marinate (yes, that's right 24 hours). Vedesh insisted on fresh seasonings and some exotic dried spices for this one. Don't worry though; he assured us that all ingredients can be found in virtually any supermarket.

This meal is perfect for lunch, dinner or workweek meal prep. It can be served as a main course with any side and is great for sandwiches. Thanks, Vedesh for sharing your recipe. Do enjoy this one, and if you try it, let us know how it turned out.

Ingredients

- 1 turkey breast
- Olive Oil
- 1 block margarine
- Salt
- Fresh seasonings:
 - o Chives
 - o Onion
 - o Garlic
 - o Ginger
- Dried Spices
 - o Rosemary
 - o Parsley
 - o Thyme
 - o Ginger powder
 - o White pepper
 - o Cayenne pepper powder
 - o Chilly powder
 - o Garlic powder
 - o Black pepper

Directions


- Use equal proportions to make a rub to completely cover the turkey.
- Mix all ingredients together and add enough olive oil to make a paste.
- Cover turkey breast completely with paste.
- Allow marinating for 1 day in the fridge.
- Melt half-block margarine, blend fresh chives, onion, garlic, and ginger and mix with margarine.
- Use injector and inject margarine mixture into meat especially thicker areas.
- Take the other half block of margarine and place at the bottom of the drip pan; add onion, garlic, and ginger to the pan.
- Preheat oven to 350°F. Place turkey in a pan, loosely cover with foil and bake.
- After 30 mins reinject with the mixture and continue cooking until juices are almost running clear when injected.
- Remove foil, reinject with the mixture and pour the remainder of mixture over the meat. Cook uncovered for approximately 20 mins for coloring or until the juices run clear
- Let turkey rest 10 to 15 minutes before slicing.
- **Serve and Enjoy!**

THE HORIZON ISSUE NO. 1, APRIL 2020

THANK YOU

THE HORIZON IS THE OFFICIAL
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QUESTIONS OR COMMENTS PLEASE FEEL
FREE TO REACH US.

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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

*sections of this newsletter utilized information from various sources including qualitymag.com, peoriomagazines.com, djournal.com, thedawnrehab.com, kgw.com, cdc.gov, ncbhs.org