

MARCH 2021 | ISSUE 5



# THE HORIZON

The Official Newsletter of TOSL Engineering Limited

## Our Strategic Direction TOSL's Roadmap of Change

### TOSL's Roadmap of Change 2021 to 2025

We began our journey in February 2020 to chart our path for the next five (5) years (2021-2025) by developing and implementing a strategic plan for the organization through the combined efforts of our Management and Middle Management teams.

The COVID-19 pandemic steered us into unfamiliar territories, forcing us to adapt to alternative ways of working. Nevertheless, our persistence brought dividends.

We successfully reviewed and revised our **Vision and Mission statements** as well as our **Core Values** to ensure they were robust enough to keep everyone focused on their goals and the new direction of the organisation over the next five years. Our core values of Integrity, Passion, Accountability, Customer Focus and Teamwork are reflective of the behavioural attributes we aspire for our people and by extension the organisation.

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## THIS MONTH'S FEATURED ARTICLES

### Company News PG 1 - 5

- MD - Our Strategic Direction
- HSSE & Quality Stats
- Launch of TOSL's E-Commerce Store

### Product Spotlight PG 6

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- Green IT

### Employee Insights PG 7 - 9

- Long Service Employee
- New Employees
- Carnival with TOSL



**\$1,000**  
SHOPPING  
VOUCHER AT JTA!

SEE PAGE 10 FOR MORE INFO

***"TOSL Engineering is well poised to reach its next level of evolution due to the hard work and dedication of our employees"***

Our strategic plan progressed into eleven (11) strategic initiatives to be implemented over the next five years, using the balance scorecard system to provide effective feedback to our stakeholders. In the first quarter of 2021 emphasis was placed on developing Key Performance Indicators (KPI's) to support our balanced scorecard.

This alignment was cascaded to all levels within the organization, generating multiple action plans, and involvement and interactions of personnel, which we can only achieve by living our core values

Our Management Team has embarked on the drive to help transition our people to live our core values. We have implemented two (2) simple guiding principles to be used daily:

- Start having conversations that will not cause us to be ashamed if they were overheard
- Stop using blame culture to avoid taking responsibility for our mistakes

This is one out of many initiatives to enhance our culture within the organization. TOSL Engineering is well poised to reach the next level of evolution through the hard work and dedication of our employees, by ensuring our efforts, words and deeds are unified. Information gathered and our progress throughout this journey will be shared with staff as we work towards achieving our goals.

**Mr Ricardo Mahadeo**  
*Managing Director, TOSL Engineering Limited*



# Launch of TOSL's E-Commerce Store

We are excited to celebrate the launch of TOSL's new E-Commerce Store! Located at the easy-to-remember [shop.tosl.com](http://shop.tosl.com), this launch heralds a new era for TOSL as we further embrace our smaller or one-off customers while continuing to provide industry-beating service and support to our more established partners.

The new site is styled in ways that distinguish it from the main website while ensuring instant visual and thematic recognition this is, in every way, clearly a TOSL experience.

Key features of the site include:

- Navigation that is set up to closely mimic the department structure used on our corporate site, capitalizing on familiarity to ensure customers can find products quickly.
- Products that are searchable by brand, category and keyword.
- The ability to highlight/feature products on the store landing page.
- Time-limited sale pricing automatically reverts to regular price at the end of the period.
- A clear path for customers to Request a Quote as needed, or for products where pricing is not listed.
- Emailed order status information sent directly to the customer.

The site also supports internal efficiency and critical data security through:

- Which notifications which are sent to key staff to follow up on orders to ensure timely delivery.
- Re-order reminders that are generated based on configurable thresholds.
- Avoiding storing customer credit card information – all information is

captured and processed by our payment processor, ensuring that our customers' information is protected.

As pleased as we are with the launch, we now eagerly look forward to building out of the full product and service catalogue as the E-Commerce store grows in functionality and usage.

## HSSE STATS 2021 Q1:

- Lost Time incidents – 0
- OSHA Recordable – 2
- Manhours – 224,954



## Report It!



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](http://www.tosl.com)**

**username: tosltd**

**Password: reportit**

# HSSE SPOTLIGHT

## LESSONS LEARNT

### FACTS

On 2021.01.15, during the installation of a ladder truss on a scaffold, an unauthorised employee accessed the scaffold in order to verify that sufficient end caps were being utilized on the structure. In so doing, the employee did not check the tag to verify that the scaffold was inspected and green tagged. The employee accessed a red tagged scaffold. He was seen by the Client who asked him to disembark the scaffold.

### CONSEQUENCES

- Violation of Client's and TOSL's procedures.

### INCIDENT TYPE

- Violation of Client's and TOSL's procedures.

### ACTION TAKEN

- A conversation was held with the employee concerning the unsafe act that was committed. Disciplinary action was also taken for the violation.
- A stand down meeting was held with the team to communicate the incident and the lessons learnt.
- Discussion to be held with the leadership team onsite to clearly identify the requirements for the placement of end caps by the authorised personnel (scaffolders).

### LESSONS LEARNT

- Compliance with the Client's and Company's procedures is of utmost importance. Employees must ensure that scaffold tags are verified prior to accessing a scaffold. Scaffolding with red tags or no tags is NOT to be accessed by unauthorised personnel. Green (fit for use) or yellow (with precautions) tagged scaffolding can be accessed by personnel.

## CUSTOMER FEEDBACK ACTION

### COMPLAINT

- Customer Feedback received indicated that the customer had internal complaints about the quality of TOSL's coveralls. The complaints were when washed, the colour of the coveralls changed and the coveralls tore easily in the crotch and underarm area.

### CONSEQUENCES

- Lost opportunity for business & negative impact on TOSL's reputation.

### ROOT CAUSE

- Inconclusive as no evidence was available. However, TOSL will ensure quality of goods are verified before delivery to the customer.

### ACTION TAKEN

- Sizing kit, washing and care instructions sent to customer.
- For customized coveralls, on hand measurements will be done to ensure proper fitting before PO is processed.
- Should any future issue arise with TOSL coveralls, it is to be packaged, tagged and sent to TOSL for analysis.

### LESSONS LEARNT

- Through timely communication and discussions with the customer most situations can be resolved with minimal effects to both parties.
- Negative feedback can be turned into an opportunity for further business - additional orders and future purchases of safety products (boots, helmets, etc.) supplied by TOSL.

# SERVICE SPOTLIGHT

## INNOVATIVE CUTTING-EDGE TECHNOLOGIES



### SAFE, EFFICIENT ONLINE DESANDING

- Sand removed whilst vessel in production.
- Compact equipment footprint - modular system.
- Attaches to vessels operating at up to 1160 PSI.
- Can be used with Gas Condensate producers.
- Operates through small bore 2 inch nozzles.
- Reduce
  - Deferral cost
  - Shutdown cleaning operation
  - Sand carry over
  - Confined space entry
  - Risk to manpower

### IMPROVE WELDING QUALITY & SPEED

- K-TIG can perform a full penetration Keyhole TIG weld in thickness up to 1/2 inch/12mm in a single pass with no edge preparation and no root gap needed.
- K-TIG welds thicker, faster and at higher quality, delivering dramatic productivity gains and competitive advantage.
- K-TIG allows you to complete a stainless steel 10 inch schedule 40 butt weld in under 3 minutes.
- 94% Average welding time saved by fabricators.

### INLINE INSPECTION OF PIPELINES

- Keeps companies on top of pipeline wall conditions, deposits and leaks while keeping their operations going.
- Self-serve—Maximum control of your pipeline integrity program without shutting down operations and without the need for a service crew.
- Inspect all Pipelines—Pipers® give easy access to all types of pipelines and fluids, down to 2 inch in diameter.
- 100% uptime—Ready for use under operational conditions.
- Multi sensor surveys—Leaks, deposits and wall condition in one go.
- 10x cost advantage—Optimize your pipeline integrity program with greater pipeline access and regular inline inspection of your assets.

#### FOR MORE INFORMATION

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# Green IT - The Future of Energy

Much debate continues about the future of energy (and hydrocarbon-based energy in particular). Even so, there is global agreement that responsible energy use is a requirement for mankind's continued survival and development. The "Green Technology" (or "Clean Technology") industry (to which "Green IT" belongs) is a champion for such change.

Classically defined as the practice of environmentally sustainable computing, Green IT is not only about the implementation of particular hardware or software, but is about developing and implementing strategies to achieve a few main goals:

- Reducing energy usage (and its accompanying costs).
- Increasing computational efficiency (often by seeking ways of increasing capacity and performance without incurring additional energy usage for power, cooling etc.).
- Contributing to and/or driving organizational corporate social responsibility by reducing the carbon footprint.

Like many organizations, TOSL is pursuing these goals in a combination of three main ways:

- Best practice adoption in data centre design (focusing on physical and conceptual design, including considerations like physical location, renewable energy sources, airflow/cooling, efficient utilization of space and so on). TOSL's approach involves usage of top-tier data centre vendors with best-in-breed energy ratings.

- Focusing on "computer power per kilowatt" as a defining metric that is actively monitored, and action is taken to push the unit cost down as much as possible. TOSL does not currently monitor this except as part of the overall data centre knowledge mentioned above.
- Making a wider/general green commitment, where we adopt a strategy of making the best/most energy-conscious one-of decisions as we go.

## Employee Spotlight

# Meet One of Our Long Service Employees: Pradeep Moon



*Pradeep Moon, Splicer/ QA/ QC, Wire Rope & Rigging Division*

In this Horizon issue, we will be having a one-on-one discussion with one of TOSL's long service employees, Pradeep Moon, Splicer/QA/QC, Wire Rope & Rigging Division.

**Q: How many years have you worked at TOSL?**

**PM:** I've been working at TOSL Engineering for the past seventeen years.

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

**PM:** Working to the best of your ability.

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

**PM:** Commend each employee when the job is done well, treat them fairly and groom them to be the best that they can be. For example, team-building exercises, which can be one hour a week during the evenings by having a cricket or all fours cards match.

*"Being part of a team that do all these great things"*

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

**PM:** Being part of a team that does all these great things. Manufacturing and assembling of wire rope slings which is used to lift big items offshore and onshore.

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

**PM:** I've started at TOSL as a very young man, from warehouse to washing cars to working in the Rigging Department. Everyone taught me along the way. I am grateful that I had the opportunity to train and learn from these experiences and great people and continue to do so.

## Tennis Time!

Recently TOSL's Managers got together and contributed and purchased a Table Tennis board for TOSL staff to use. The designated play area is at the Building #5 shop. All are welcomed to participate during lunch and after work, but please note all COVID-19 and other safety precautions are in effect. **Have Fun!**



## Employee Updates



We would like to warmly welcome two (2) new employees:

- Reuben Rampersad Singh – HSSE Officer
- Akeel Ali - PdM Engineer

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 to our continued success as a company. Welcome aboard!



# TOSL's Online Calypso & Ole Mas Competition

TOSL held its first 2021 event on Carnival Friday, February 12th 2021, which was an Online Calypso & Ole Mas Inter-Divisional Competition.

The three Teams which participated in the event were:

- Corporate Governance - "De Pelt Waist Crew"
- Strategic Sourcing - "Yesteryear"
- Projects & Operations - "Covid Farmers"

All teams went the extra mile by displaying their creativity and originality with their outstanding performances. It was indeed an exceptional event as it was full of laughter, excitement and togetherness.

All who participated and observed experienced teamwork, engagement, unity and camaraderie. Despite Covid and our first online event, Managers and employees stepped out from their usual element to have fun with their teams.

Congrats to all teams who participated in this fun filled event.

## WINNERS



**Strategic Sourcing**  
**"Yesteryear"**



**Corporate Governance**  
**"De 'Pelt' Waist Crew"**



**Projects & Operations**  
**"Covid Farmers"**

Congratulations to all the winners from the Management and Staff of TOSL!



"A Year From Now You'd Wish You Started Today"

*Karen Lamb*

# QUIZ

**1. What are TOSL's new Core Values?**

**2. Where is TOSL's New Company Profile located on its website?**

**3. When was TOSL's Quality Policy last updated?**

**4. Does TOSL have an Online Store?**

**5. Which are the three (3) new brands/ technologies TOSL acquired?**

**6. What are the two (2) Covid-19 forms TOSL have on its website?**

**7. Is TOSL UL E507790 Certified?**

**8. How often does TOSL publish its newsletters?**

## Rules

- Quiz should be completed and an image sent to our WhatsApp - 868-355-7167 by May 20th, 2021.
- Employees and family members of TOSL are NOT allowed to participate.
- One submission per person.
- Submissions will not be accepted after May 20th, 2021.
- Results (with permission) will be announced in our next edition.
- Prize to be collected at TOSL Marabella office with one (1) form of ID.



**GRANDPRIZE**  
**\$1,000 SHOPPING VOUCHER AT JTA!**

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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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