

JUNE 2021 | ISSUE 6



# THE HORIZON

The Official Newsletter of TOSL Engineering Limited

## Leading Through Uncertainty

The true mettle of a leader is tested during times of uncertainty. It is during these times that great leaders must act and act decisively. Great leaders whether of a Country or an Organization must set the right example and must lead from the front and it is their leadership capabilities which will stand as the difference between thriving in a crisis or suffering irreparable damage.

Indeed in turbulent times, as we now face in Trinidad & Tobago, with a decline in Energy Sector Revenues, Covid-19, Climate Change and the need to re-structure our businesses in order to reduce our carbon footprint, our financial woes, the rapid changes in technology and our need to quickly diversify our economy then it is important that all of our leaders must of necessity lead from the front, be optimistic, team and get ideas from all around them and paint a clear vision of the future so that all can buy in to these plans. It is also of critical importance that our leaders must exude confidence, paint a picture of a bright future and give hope and direction to those who follow them.

cont'd on pg 02

## THIS MONTH'S FEATURED ARTICLES

Company News PG 1 - 6

- CEO Emritus- Leading Through Uncertainty
- Vaccination Drive
- HSSE & Quality Stats

Product Spotlight PG 7

Service Spotlight PG 8

IT - The Biggest

Threat Is You - Pg 9

Employee Insights PG 9 - 11

- Employee Welfare
- Long Service Employee
- New Employees

## Quiz Time!



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

SEE PAGE 11 FOR MORE INFO

***“This requires our leaders to be honest, have integrity, communicate effectively...”***

Leaders must show all that there is light at the end of the tunnel and they must have the ability to mobilize all so that each of their followers know exactly what part each has to play to achieve the vision so that all are aligned in the same direction.

This requires our leaders to be honest, have integrity, communicate effectively and share their vision and encourage feedback so that all avenues are explored and the best way of moving forward is adopted. In uncertain times of adversity as well as other times it is critical that our leaders surround themselves with people of competence to whom they can exchange ideas so that the best solutions are chosen.

Great leaders must of necessity have a clear purpose to build people with the required competence so that they all can do great things, teamwork must be a clear focus and above all listening and getting feedback is critical for moving forward. The vision and the execution strategy must be shared and have buy-in to set the tone at all times.

One cannot play with a finite mindset in an infinite game. Creativity and Innovation have to come to the fore and the passion has to be present in all to achieve the required objectives. In times of crisis people must be inspired and it is the job of our leaders to show what can be achieved so that all can see the light at the end of the tunnel.

Lee Hsien Loong, Prime Minister of Singapore, in a recent message to his people said that Covid-19 will remain in the world and we need to be able to face a new normal and be able to adapt and carry on with our lives.

While Jacinda Ardern, Prime Minister of New Zealand, has shown the kind of leadership in these times of uncertainty by leading from the front and making sacrifices at the top and she has got buy-in for her vision from her people so that they can adapt in the post Covid era.

How then must effective leaders lead in times of uncertainty?

I suggest to you that there are five (5) things they need to do:

1. Speak charismatically.
2. Cast an inspiring vision.
3. Have a story to tell about the outcome and plan for the future.
4. Lead by example. Be authentic, honest, passionate and team.
5. Be always open to dialogue and criticism and be able to admit when wrong and make the necessary corrections.

In addition, I wish to suggest that there are ten (10) things that leaders in crisis times need to consider.

These are as follows:

1. Communicate well. Silence will be interpreted as bad news.
2. Help others to develop their leadership qualities.
3. Plan for the short term and lay the foundation for the long term and the post Covid era.
4. Have a clear focus on one's Organization's Core Values. Its Mission, Culture and Values will be put to the test in times of crisis. One's Core Values are the best tools for navigating in times of Uncertainty and Turbulence.
5. Engage all others early and get them to share their views so that they are part of the solution. Listen well and listen with humility.
6. Look outwards at all times. Consult with one's staff, customers, suppliers, Board Members and gather the insight that one will need in order to make the right decisions.

7. Create order at all times. Identify early the areas that need attention and allocate the resources which will be required to get the desired outcome. Provide a sense of direction to prevent paralysis.
8. Know when to pivot and make changes as circumstances changes. Be nimble. Understand clearly that success is not dependent on the leader alone and hence at all times elicit the views of others as teamwork is a critical factor of success.
9. Be optimistic at all times and be able to transmit that optimism to others. When one is a leader one's whisper becomes a shout so be careful with one's words.
10. Grit and determination must be demonstrated at all times and see all tasks to completion. This will lift the collective resilience of the entire team.

It is important that all know the numbers and targets to be achieved and the part each has to play to achieve these goals. Get all involved and hold people accountable. Teamwork and passion will carry the team through difficult times. These are also the times to be creative and innovative and seek out new opportunities. Leadership requires that those in authority to take care of those they lead and stay close to your people.

In the end teamwork will always conquer. Some of you will recall that Usain Bolt in 2009 set the world record of 9.58 seconds for the 100 metres sprint, a record which still stands up to today. Yet in 2012, the Jamaican 4x100 metres relay team set a world record of 36.84 seconds which works out to 9.21 seconds for each 100 metres leg which is 0.37 seconds faster than Usain Bolt's individual record. This is the power of teamwork. Working together as a team one can reach heights that an individual can hardly achieve.

Finally, Covid-19, Climate Change, our dire financial situation in the country and the rapid changes in technology will create a new normal and changes will come fast and furious and we must be adaptable and be prepared for the new normal.

We need to craft a new vision for the post-pandemic era and communicate that vision to all. We all need to take time and stay in the game. We are here for the long haul and we need to look around for the opportunities which will present themselves and grasp them. Let us look at our competitors as rivals and learn from them as they may do some things better than us and this can reveal some of our weaknesses which we can correct and hence improve our own performance.

Enjoy each day, live life to the fullest and let each of us leave a legacy which will encourage others so that we can create a better society for the generations which will follow us.



**Mr Shazan Ali**  
*CEO Emeritus*  
*TOSL Engineering Limited*

# Vaccination Drive for TOSL's Employees

Vaccination is one of the measures being implemented globally to assist with reducing the spread and risks associated with and building protection against the COVID-19 virus. The Urban Development Corporation of Trinidad & Tobago Limited (UDeCOTT), alongside the Ministry of Health (MoH) embarked on a vaccination drive for the Construction Sector.

As an essential service provider to the Construction Sector, TOSL was given the opportunity to have our employees vaccinated. Approximately one hundred and forty of our employees signed up to receive the COVID-19 vaccination. The first batch of employees received their vaccine on June 13 while another batch is currently being scheduled.

All employees who were scheduled and attended the first vaccination drive held in Arouca received their first jab of the COVID-19 vaccine. Based on the feedback received, the process went smoothly, was very well organized with minimal hiccups and only took approximately forty-five minutes for the process to be completed. We are very appreciative of UDeCOTT's invitation and thank them for involving us in their drive.

We remind our employees that becoming vaccinated reduces the risk of severe effects of the virus which can lead to hospitalization or even death from the COVID-19 virus. We will continue to provide updates and information on the vaccine as they become available and encourage those employees who have not received the vaccine to consider this as an option to protecting oneself and loved ones.

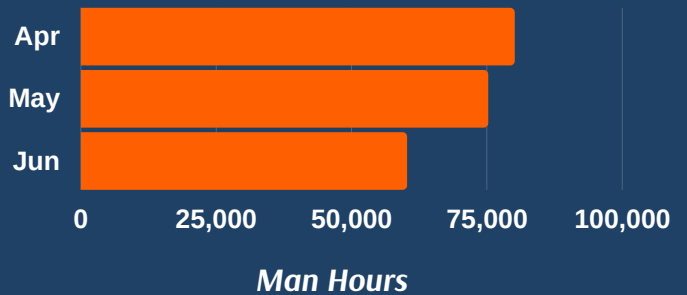
We all want to return to some semblance of normalcy in our daily lives while ensuring all are healthy and safe.

We continue to urge our staff, to continue to take every precaution to remain safe and comply with the COVID-19 protocols and health directives as issued by the authorities and the Ministry of Health.

Should you have any questions or concerns feel free to contact the HSSEQ and HR Departments.

## HSSE STATS 2021 Q2:

- Lost Time incidents – 0
- OSHA Recordable – 0
- Manhours – 215,453



## 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: +1 800 872-2281**

**OR**

**+1 877 RPT-LINE**

**OR**

**Report Online [www.tosl.com](http://www.tosl.com)**

**username: tosltd**

**Password: reportit**

# QUALITY IS THE BEST BUSINESS PLAN

## LESSONS LEARNT

### FACTS

Some supporting documents were not submitted with invoices to the Client. This resulted in delays for approval and processing.

### CONSEQUENCES

Delay in Payment, negative impact on TOSL's reputation .

### INCIDENT TYPE

Non-conformance to TOSL's internal processes.

### ACTION TAKEN

- Missing documentation required for the transaction was delivered to Client.
- Account Receivables was informed of the submission.
- Awareness session was held with employees on the importance of ensuring that invoices are accompanied with the required documentations as per client requirements and reviewed before delivery.

### LESSONS LEARNT

- Always review documents before submissions to all Parties.

**MISSING**

**INFORMATION**



# HSSE SPOTLIGHT

# HSE

## COMPLAINT

While the employee was disembarking from the left side of the tray of the truck via the side step, the employee's foot slipped and he fell to the ground. Instinctively, the employee used his hand to brace the fall. The employee started experiencing pain in his wrist and sought medical assistance later that evening. The incident was reported the following morning.

## CONSEQUENCES

Fracture of the scaphoid bone in the wrist. The employee being placed on light duties.

## INCIDENT TYPE

Restricted Work Case.



**Figure 1: Three (3) point contact to be maintained when embarking or disembarking trays. To disembark**

1. Hold on to the headboard of the tray with two hands.
2. Place left foot on the step and move the right foot over the tray.
3. Hold onto the tray with right hand as right foot is being placed on the ground.
4. Ensure that you are facing the tray when embarking or disembarking.

## ACTION TAKEN

- The employee sought medical attention at the public health facility for immediate treatment.
- The employee was taken to the Company doctor for further evaluation and treatment, upon the incident being reported the following day.
- A discussion being held with the worker concerning reporting of incidents in a timely manner.
- An awareness session was held with

drivers to show proper embarking and disembarking from trays of trucks and the procedure was updated with this information.

## LESSONS LEARNT

- Employees to maintain three (3) points of contact when embarking or disembarking all trucks and trays of vehicles.
- There must be immediate reporting of all incidents, especially near miss incidents, so that persons can be promptly treated and actions can be implemented to prevent recurrence.

# PRODUCT SPOTLIGHT

BLACKMER

## TX SERIES SLIDING VANE PUMPS

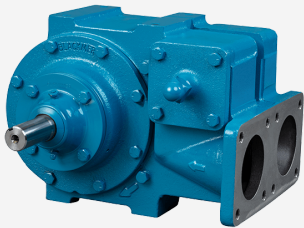


Blackmer® TX Sliding Vane Pumps, which are part of the Iron Line, are durable pumps utilized for fast and quiet operation. The sliding vane design provides sustained performance and trouble-free operation. These pumps are designed for use in the transport of petro-chemicals, gasoline, biofuels and solvents, as well as fleet refueling and in aviation refueling.

Adjustable relief valve protects the pump from excessive pressure. An optional air-operated relief valve offers easy hose and nozzle handling. T-type strainers are available to protect pumping systems from damage caused by welding slag and foreign matter in the piping and tanks.

The TXD models are equipped with FKM O-rings and Blackmer mechanical seals that are compatible with all biodiesel and ethanol blends. TXD options include corrosion resistant relief valve, pneumatic relief valves and Buna or PTFE elastomers and seals.

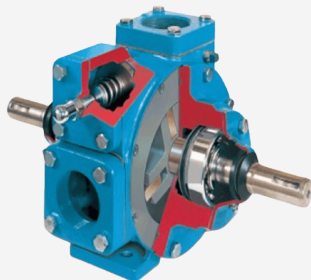
These pumps are available in 1.5-, 2-, 2.5-, 3- and 4-inch port sizes with flow rates from 10 to 500 U.S. gpm (2 to 113 m3/h) and pressures up to 125 psi (8.6 bar).



### TXH SLIDING VANE PUMPS

Cast-Iron Pumps Designed for Easy Connections and High-Speed Drives on Tank Trucks and Transports

TXH3C pumps are designed with horizontal parallel porting that can offer installers easier piping connections than pumps with 90° ported pumps. TXH3C pumps are also installed using mounting feet rather than brackets.



### TXV SLIDING VANE PUMPS

High-Temperature Rotary Vane Pumps for Asphalts and Viscous Fluids

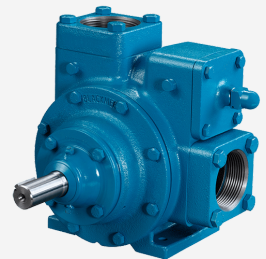
Blackmer® TXV Rotary Vane Pumps, are part of the Iron Line of sliding vane pumps, feature an open-rotor design and have been specifically designed for the high-temperature transfer of thick, viscous fluids, including asphalts.



### TXD1220 SLIDING VANE PUMPS

High-Speed Truck Pumps with Adjustable Relief Valve for Excessive Pressure Protection

With pump speeds of up to 1,200 RPM, the durable, high-speed, Iron Line, TX1220 truck pumps provide fast and quiet operation while the sliding vane design offers sustained performance and reliability.



### TXD SLIDING VANE PUMPS

Pumps Utilized for Fast and Quiet Operation, Compatible with All Biodiesel and Ethanol Blends

Part of the Iron Line, Blackmer® TX/TXD/TXDI Series Sliding Vane Pumps are durable pumps utilized for fast and quiet operation. The sliding vane design provides sustained performance and trouble-free operation.

**AVAILABLE AT TOSL ENGINEERING**

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# PRODUCT SPOTLIGHT

BK VIBRO

## VIBROPORT 80 & VIBROTEST 80



Brüel & Kjær Vibro

### Handheld vibration analyzers, balancers and data collectors.

Since the early 1970s, Brüel & Kjær Vibro has been successfully developing solutions for condition-based maintenance and field balancing of rotating equipment. This cumulative experience has resulted in the development of the VIBROPORT 80 (VP-80) and VIBROTEST 80 (VT-80) handhelds for vibration analysis and diagnostics. Both instruments are suitable for a wide variety of industrial applications.

Using these instruments provides you with a lead-time of several months to replace a component or a machine. Their powerful and reliable analysis and trending capabilities help you avoid sudden outages. The Analyzer, Balancer or Data Collector measurement modules are fully customizable and scalable. As a customer, you can add more modules as needed at any time.



### Versatile applications, powerful analysis and diagnostics and ease of use

Get lead-time of several months to replace a component or a machine. Their powerful and reliable analysis and trending capabilities help you avoid sudden outages. The Analyzer, Balancer or Data Collector measurement modules are fully customizable and scalable. As a customer, you can add more modules as needed at any time.

### VIBROPORT 80

With its larger screen, polar chart display and docking station, this instrument is ideal for on-site fixed position use, such as balancing, acceptance testing and comprehensive measurement reporting.

### VIBROTEST 80

At a significantly lower weight and size, the VIBROTEST 80 is easy to use and ideal for mobile data collection.



### AVAILABLE AT TOSL ENGINEERING

#### FOR MORE INFORMATION

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# The Biggest Threat Is - You



It seems that every few days there is a new story about a company being hacked, data being leaked, or systems being held to ransom. Clearly, we have entered some sort of technology “Wild Wild West” where sheriffs and well-intentioned though sometimes clueless lawmen are battling both lone gunmen and gangs alike. The spoils may no longer be bars of gold, but they’re certainly no less valuable.

As technology practises invest more and more into the protection of digital assets, it is fundamentally important to realise that the biggest threat to an organization’s data and systems is generally not a weak firewall, or a missing update, but the behaviours of the people using those systems. Every attack requires an entry-point and in technology as in physical life, it is simply easier to find a window or door left open by a human, than to find and exploit a weak lock or a broken hinge.

With that in mind, here are 3 high-risk behaviours to avoid, since they pose much greater risk than just corruption of an individual device:

1. Installation of unknown (typically free) apps on phones or laptops. Many apps claiming to be free can be loaded with malware (harmful software) that can monitor your activity on the device, including logging usernames and password that you enter.

If you need (or want) a particular app, talk to the IT team before for advice.

2. Opening of un-expected email attachments. An invitation to tender might seem urgent but do some research before you open that attachment – is the company real? Do they have a good online presence, or is their website filled with errors, typos and bad translations? Did the “from” email address match the company claiming to be represented? (For example, an email supposedly from XYZ Limited may come from an email address like bob@xyz.com, but not from simon@hotmail.com).

3. Responding in haste to pop-up messages, alerts and even emails. A new way of stealing information is to email someone with a fake payment receipt but providing a link, email address or phone number in case of a query. The hope of the attacker is to get you to provide your credit card or other information so that they can “cancel or reverse” the fictitious charge. Take these things seriously, but stay calm, read carefully and reach out to the IT team before responding in haste.

**Small behaviour changes go a long way in ensuring the safety of both your personal information, and company digital assets.**

## Financial Literacy

TOSL's management has recognised the need for our employees to make sound financial decisions amidst this pandemic. As such we decided to engage a Financial Consultant, Mr Nigel Romano to deliver a Financial Literacy Programme over three (3) sessions.

Mr Romano is currently the Director and Partner, at Moore Trinidad and Tobago. In his work as a financial educator, he has helped many individuals learn the basics of Financial Literacy.

cont'd on pg 10

The program covered the essentials of budgeting, savings, and investing. Participants learned about how to set goals for their finances, how to save money for their goals, and how to invest.

Staff were excited and happy to have gained the life-changing knowledge they received and expressed their sincere gratitude to the Management Team.

### Employee Spotlight

## Meet One of Our Long Service Employees: Susan Bissoon



*Administrative Assistant, Industrial Sales Division.*

In this Horizon issue, we will be having a one-on-one discussion with one of TOSL's long service employees, Susan Bissoon, Administrative Assistant, Industrial Sales Division.

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

**SB:** August 20th will be 14 years I have been employed with TOSL Engineering Limited.

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

**SB:** To be successful I believe being able to delegate tasks efficiently and treat every task with importance. Most importantly getting the job done.

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

**SB:** Giving employees the freedom to learn and grow. A culture of continuous improvement. Paying attention to employee recognition and appreciation and having a special way to recognize and honour good work.

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

**SB:** To me the most satisfying thing about my job are colleagues whom you enjoy working with, makes the work a little less stressful and a lot easier.

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

**SB:** Job security. Many jobs are specifically structured with little or no job security with contracts that treat workers not as employees but as a business-to-business relationship.

## Employee Updates

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

- Rayan Ramoutar – Training & Competency Co-ordinator, HR Department.
- Nadir Ali - Mechanical Technician III, Engineering Services , Product Division.

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!

# QUIZ

**1. TOSL educated their employees on budgeting & savings from this program?**

**2. What is the Vibro Test device used for?**

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

**4. How can you report complaints to TOSL?**

**5. How many posts was published on TOSL's Facebook account in June?**

**6. What is the Blackmer brand best known for?**

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

**8. What is TOSL's 24hr hotline number?**

**Rules**

- Quiz should be completed and an image sent to our WhatsApp - 868-355-7167 by July 31st, 2021.
- Employees and family members of TOSL are NOT allowed to participate.
- One submission per person.
- Submissions will not be accepted after July 31st, 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!**

THE HORIZON ISSUE NO. 6, JUNE 2021

# 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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**OR**

**Report Online [www.tosl.com](http://www.tosl.com)**

**username: tosltd**

**Password: reportit**