



The Horizon

TOSL's OFFICIAL NEWSLETTER

I S S U E 1 0



Table of Contents

- 03** Managing Director - Enhancing Customer Service
- 05** Company News - Energy Chamber Award
- 05** Company News - TOSL at OTC 2022
- 06** HSSE - Lessons Learnt
- 07** Quality - Lessons Learnt
- 08** Product and Service Spotlight - Easy Laser
- 09** Product and Service Spotlight - V-Deck
- 10** Case Study - TOSL's Paraffin Inhibitor helps customer maintain Oil Production



Enhancing Customer Service

What's the last major purchase that you made? For me, it was a new car. After a horrible experience, I was looking for something very reliable, with good safety features and a reasonable resale value. There were two candidates, Hotel and Tango, both top sellers in the same category. I was leaning towards the Tango, which had a good resale value and top-of-the-line reliability. In the end, though, I surveyed friends and colleagues who owned the Hotel, recalled my experiences from owning an older model many years ago, and chose that. I essentially bought something I trusted.

In business, we make decisions based on the same criteria. Did we or our trusted colleagues have a good experience with this supplier? Do they have a good reputation? Does the industry trust them?



Ricardo Mahadeo
Managing Director
TOSL Engineering Limited

At TOSL, we have a system to ensure we keep our eye on this critical aspect of our business. At the top, we have our Vision, Mission, and Core Values – all with elements referring to Customer Focus. The rubber hits the road with our Balanced Scorecard, comprising 37 KPIs, with five internal and four external customer satisfaction KPIs. Our performance management system also identifies customer satisfaction KPIs at the organization's Managing Director, Management, Middle Management, and Supervision layers. Individual projects and long-term contracts also have up to 18 KPIs to track performance. Rewards are tied in a tangible way to ensuring that our clients are satisfied.

The biggest bang for our buck came from shifting our attitude when dealing with failure. Our new mantra at the Management level is 'Overreact.' This means that once a problem is identified

"Strive not to be a success, but rather to be of value."

Albert Einstein

Deliver a World-Class Customer Experience

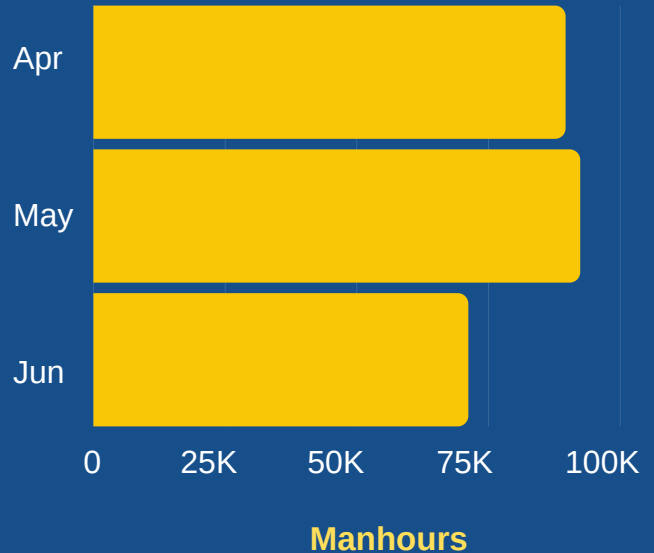
(Quality or HSE), the Manager must get involved as early as possible to classify the situation and only hand it over to the Team if the magnitude allows that to happen. Included here is calling the client to assure them the problem is being addressed, and once it is, calling back to ensure the client is once again happy.

What is measured gets done, and if you care about your internal and external customers, ensure you measure how happy they are with you regularly. It costs a lot more to gain trust than maintain trust.

**"Courteous treatment will make a customer a walking advertisement."
JC Penny**

HSSE STATS 2022 Q2:

- Lost Time incidents – 0
- OSHA Recordable – 2
- Medical Treatment Case - 1
- Manhours – 252,875



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

username: tosltd

Password: reportit

Company News

4th Win of the Corporate Governance Award

Since 1998 TOSL has embraced Corporate Governance (CG) as part of its strategic plan, vision, mission, and operations. As such, as a sign of this commitment and TOSL's initiatives we won the Energy Chamber's CG Award for three (3) consecutive years i.e. 2013 – 2015.

Thereafter, TOSL continued with its CG improvements which included, amongst others:

- Ensuring there was an active Board of Directors by revamping such to include both a non-executive chairman and Board members with the relevant expertise.
- Implementing Board sub-committees and the associated charters.
- Performing risk-based internal audits.
- Continuing its annual online anti-bribery training via TRACE International for new and existing employees.
- Reviewing and updating of our CG policies.

As a result of our continuous improvements since 2015, TOSL was the recipient of this award for a fourth time at the Energy Conference



Russell Boodoo (left), TOSL Business Development Manager receiving the Corporate Governance award

on May 31, 2022. This year the Excellence in CG Award was based on the Energy Chamber's CG Assessment Tool for which TOSL scored the highest.

This continues to be a significant honour to all of us at TOSL for which we congratulate and thank our staff for their efforts and commitment to our CG practices.

TOSL at Offshore Technology Conference (OTC) 2022

TOSL recently took part in the 2022 Offshore Technology Conference (OTC) at NRG Park. Offshore energy experts from all over the world gathered to talk about the most recent developments in the offshore oil and gas business. They praised the role the offshore energy sector plays in the energy transition. In order to continue guaranteeing inexpensive energy while advancing climate goals, experts from various offshore technologies gave essential insights into how their projects and companies are taking advantage of the most recent advancements.



HSSE Lessons Learnt



HSSE

1

FACTS

- While an employee was in the process of reversing the tip of his paint gun, his right index finger inadvertently touched the trigger of the paint gun, causing the paint to pierce his left index finger which resulted in paint being injected into his finger.

2

IMMEDIATE ACTIONS

- Incident was reported to TOSL's supervisor, the Client and TOSL's Team Lead.
- IP was taken to the Public Health Facility and was administered first aid treatment to the affected area.
- IP was sent to the Hospital where he received an injection, and then was taken to a private medical facility where he underwent surgery.

3

CONSEQUENCE

- Employee sustained a high-pressure paint injection in his left index finger, which resulted in an OSHA recordable (Medical Treatment).

4

LESSONS LEARNT

- To ensure employees receive the best possible medical care in a timely manner.
- To ensure the Incident Command System has redundancies.
- To ensure all hazards and control measures are communicated during the toolbox briefing for the specific task.
- To ensure adequate onsite supervision.
- To reiterate the need to identify line of fire hazards and implement controls.

5

COMMUNICATIONS

- Communicate incidents to all TOSL's work crew on different sites during toolbox meetings.
- Review of Client's HSSE Policies and Procedures with personnel.
- Communicate TOSL's work procedure.

Quality Lessons Learnt



1

WHAT HAPPENED

- The final dossier package for a tank project was not completed and submitted to the customer on time for the completion of the works. Inspection and Test reports were not completed for works done for both the original scope of work and variation works.

2

IMMEDIATE ACTIONS

- Assign a SPA (single point accountable) to close out all outstanding reports.
- Completed the final dossier package.
- Raise a Non-Conformance Report (IAF – Improvement Action).
- Include submittal of final Dossier Package to the KPI / Targets & Objectives plan for the project and track the progress intermittently.

3

CONSEQUENCE

- The customer expressed their dissatisfaction.

4

LESSONS LEARNT

- To ensure inspection and test reports are completed and submitted in a timely manner.
- To ensure we have adequate resources to carry out the works efficiently.
- To ensure proper planning and supervision.
- To ensure Quality Risk Assessment are completed for all projects.

5

COMMUNICATIONS

- Immediately contacted the customer to discuss shortcomings.
- Quality department held a meeting with the Team Lead of the project and Inspection department to discuss and determine the way forward.

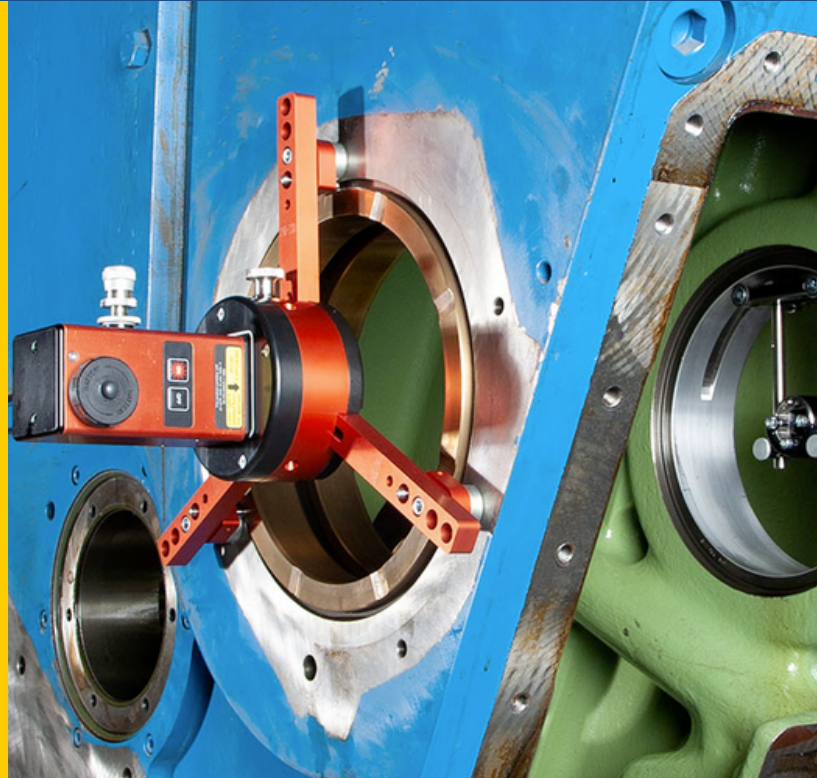
Product & Service Spotlight

Easy-Laser® is the world's leading manufacturer and supplier of laser based measurement and alignment systems. We develop straightforward products made to quickly and accurately perform measurements and align machines for assignments in all types of industry.

EASY-LASER®

Geometric measurement

Geometric measurement technology spans an extremely wide field. From relatively simple straightness measurements of a member to considerably more complicated right angle measurements of machine tools and checks of turbines for power generation. The Easy-Laser® systems are excellent for taking all these types of measurements quickly and easily. The universal and intelligent design gives you many application possibilities, because the laser transmitter and detectors are designed to be twisted, turned and mounted in all possible and impossible ways!



Shaft alignment tools for rotating machinery

There is an Easy-Laser® shaft alignment system for every situation and industry, from the most simple to the most advanced, and for use in potentially explosive environments. All systems are designed to be easy to mount on the machines. Vital components are made of aluminium and stainless steel to guarantee reliable measurement values and the highest reliability in even the toughest of environments.



Ramon Rabathaly,
PDM Technician

+1 (868) 354 2226
+1 (868) 657 TOSL (8675) Ext 254

ramon.rabathaly@tosl.com
www.tosl.com

Product & Service Spotlight

V-Deck Modular Platform



The V-Deck™ is a modular temporary work platform that provides a strong and stable platform for underdeck works. The System is based upon high tensile steel V-Trusses™ which are supported by Grade 10 steel V-Chains™ and attached to the structure by high tensile steel locking V-Clamps™. The 100% marine-grade aluminium V-Decks™ latch onto the V-Truss™ forming a continuous work platform. V-Deck™ is best suited to bridges, under deck structures, helidecks, internal storage tanks, pipe-racks, jetties and flare booms.



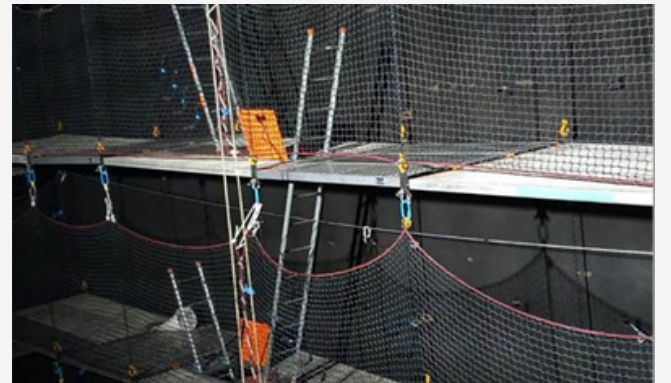
Jetties and Bridges



Boilers & Incinerators



Offshore Underdecks, Helidecks



FPSO Tanks & Hulls

ADVANTAGES OVER TRADITIONAL SCAFFOLDING

- **Up To 88% time savings**
 - Reduces Labour Costs
 - Reduces POB Requirement
 - Reduces Safety Boat Requirement
 - Reduces Exposure to Work at Height
- **5 x Lighter**
 - Reduces Load on the Structure
 - Improves efficiency of access to helidecks, pipe bridges and other weak structures
 - Reduces Manual Handling
- **75% Less Volume**
 - Reduces the Wind Load on the Structure & System
 - Minimizes Transportation Logistics Minimizes Storage of Product on Site
- **100% Fewer Contact Points**
 - Improves Quality of Coatings
 - Reduces Cost of Coatings Application
 - Extends life of assets
- **79% Reduction in Components**
 - Reduces Dropped Objects Risk
- **Stronger**
 - Withstands High Winds
 - Takes Heavy Loads
- **Higher Factor of Safety (FoS)**
 - Higher In-built Safety

Case Study

TOSL's Paraffin Inhibitor helps customer maintain oil production.



**“Turn your
obstacles into
opportunities
and your
problems into
possibilities.”**

Roy T. Bennett

- An Oil Company was experiencing wax deposition in one of its well in South Trinidad which led to a decline in the production volumes by as much as 30%.
- This required well intervention in the form of a workover every eight months.
- TOSL Engineering conducted extensive testing on the produced fluid and identified a chemical treatment program for the well which controlled the wax deposition.
- Since the introduction of this program the well has been producing at an average of 75 bbls. of oil per day and has not required any intervention for 18 months.

THE HORIZON ISSUE NO. 10, JUNE 2022


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)

 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: +1 800 872-2281

OR

+1 877 RPT-LINE

OR

Report Online www.tosl.com

username: tosltd

Password: reportit