

Amazon

Amazon Oil Services



الأمزون للخدمات النفطية

APRIL, 2017



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Amazon

Amazon Oil Services is registered in Libya

Please contact us below:

LIBYA | Amazon Oil Services | Taqsim Ben Zeglam / Nofleen

Tripoli Libya | Cell: 00218 92 804 9559 | Tel: 00218 21 340 4664 | Fax: 00218 21 3403978

E-mail: amazonoilservices@ao-s.com

General Manager

Welcome to the April issue, 2017.

Once again on behalf of AMAZON management, I wish to express my appreciation for your unrelenting support during these difficult times. Whereas we have experienced the departure of some old family members we continue to welcome new members to the Amazon Family.

To further increase our presence in Libya, we now issue an AMAZON Staffing Solutions chronicle to our clients which documents currently available and interested individuals who seek employment in Libya. Whereas the information is limited to basics by discipline, we furnish interested parties with full details and CVs on request.

We would also advise that we have now moved office within the same premises.

As previously advised in the past, AMAZON seeks to attain full ISO accreditation this year. Currently, the team is actively engaged in ensuring that company protocols are well documented and implemented. You will no doubt appreciate that you, the employee, require to play your part and ensure that you adhere to company requirements such as sending completed Travel Requests for example. On accreditation, we, as a company, demonstrate our professional ability to provide an exemplary service to the Oil and Gas sphere of operation in Libya.



We continue to pray for peace and stability in Libya and have a proven track record in our ability to circumvent unprecedented events and still provide an incomparable service to our clients however we recognise that this is down to the continued support and dedication from our loyal staff.

In conclusion, I would like to express my thanks to each and every one of you for your continued support and understanding and we trust that 2017 will see an overall improvement in the current situation and AMAZON will continue to flourish.

Travel News

As you will no doubt appreciate, the current fluid situation has proven to be an overall logistical nightmare however AMAZON continues to be diligent in their efforts to ensure seamless travel where possible on the dates as requested by yourselves.

2017, a New Year and new challenges in the Travel sphere of operation however we continue as always to find equitable solutions to unprecedented events as they arise. Our employees continue to rotate to / from Libya even during these difficult times and indeed AMAZON still continues to say farewell to old employees and to welcome new employees to the 'family.'

Where this has not always been possible, we have sought an equitable compromise seeking as always your approval before the tickets are issued.

Whereas you may determine your travel date relative to your rotation cycle unfortunately travel from / to Mitiga still proves to be a challenge even though we have a choice between three airlines namely Libyan Arab Airlines, Afriqiyah Airways and Libyan Wings. Each airline has its own timetable however they are not scheduled to fly every day. It is also salient to note that we do NOT arrange late night flights as travel to / from the airport at these times can prove to have a high risk factor and we have a duty of care towards both you and the driver. We also have to consider Departure / Arrival times as you are no doubt aware, flights are subject to random delays which can have an impact on scheduled

international flights thereafter. Indeed, we recently encountered a substantial delay wherein the flight from Libya was delayed due to a lack of fuel resulting in the employee requiring to have his onward flights re-scheduled. As soon as the delay was identified alternative arrangements were made. As you will have noted we now include emergency contact details to ensure contact whilst in transit. Likewise, It is important that AMAZON have your mobile phone contact details.

You will have noted that on occasion we are unable to issue your Return ticket to Libya by a Libyan Airline when tickets are issued as they do not make provision for advance bookings until their future schedules are available. Your ticket is however forwarded to you as soon as the 'system' makes reservations possible.

Commercially, we source Libyan tickets through Libyan based agents through our nominated agent in Malta which now results in you receiving an additional ticket for the Libyan leg of your journey however we continue to retain overall control in the event of unforeseen changes being required.

We would reiterate that once a ticket is agreed and issued, you

recognise that AMAZON incurs a substantial penalty charge from the individual airlines should we be required to change a ticket so please ensure that any ticket changes are limited and justified. Further, should an employee make their own arrangements and procure alternative tickets without AMAZON prior approval, then they could become liable for such costs.

As previous, the extortionate rates being charged for the Malta Charter flights due to inflated insurance premiums prevents us from considering this as a viable mode of transport at this time.

Our current preferred route to / from Libya is via Istanbul although we also use Tunisia and Amman where required. As you are aware, certain nationalities require a Transit Visa for Istanbul whilst others are exempt. The Transit Visa will be arranged for you and is furnished with your ticket. Transit Visas are valid for 90 days with multi-entry so it is important that you retain this document for future travel use. AMAZON tracks the validity of these documents and will issue new ones as and when required.

With regards to Canadian employees from Calgary, there are only certain days that we can route them direct without being required to travel via Ottawa. In



such cases, they are advised on the closest date available to ensure direct flights.

As you are aware, Libyan Immigration rules now prevent Foreign Nationals boarding their flight in Istanbul to Libya unless they hold an approved document confirming the authenticity of their visa. This apparently is the result of fraudulent visas being in circulation. Accordingly, Foreign Nationals are issued with a Mitiga Airport Approval document for their return journey to Libya. Whereas this requirement predominantly relates to certain nationalities, we issue all employees with this document in order to pre-empt any potential problems. The approved document is forwarded to you before you are due to return to Libya so ensure you check your E-Mails.

When you are required to obtain a new Business Visa or Passport whilst on vacation, employees must ensure that a copy of the new visa / passport is sent promptly to the Tripoli Office for their records as this has a material impact on other required documentation such as the now mandatory Mitiga Airport Approval.

We continue to emphasise the importance of submitting approved AMAZON Travel Request Forms to facilitate the arrangement of flights and that employees ensure that Brega flight connections are in place. Recently, after having issued an employee's tickets, we were informed that they were then unable to acquire a seat from Brega requiring the ticket to be changed at a substantial additional imposed penalty charge.

As previously advised, AMAZON is currently actively engaged in obtaining ISO 9001 accreditation. Whereas we as a company are required to demonstrate strict adherence to defined protocols you, the employee, are required to play your part such as ensuring that fully completed and approved Travel Requests are submitted to initiate arrangement of your travel requirement.

In conclusion, once again we have faced every possible unprecedented scenario and have determined viable solutions to same and have been able to continue operating as normal within reason and we have you, the employee, to thank for your understanding and perseverance during these difficult times. Needless to say, unfortunately the 'Force Majeure' status still exists pending the resumption of International carriers to Libya following the closure of Tripoli International Airport on the 13 July 2014 and stability returns. We trust that the situation will improve this year and we can return to some form of normality.

Employee Profile

Mr. Rajesh Malayil - IT Consultant



Rajesh has a Masters degree in Computer Application, with seventeen years working experience in various countries such as the UAE, Qatar, Iraq and Libya. He enjoys working with different cultures and professional atmospheres. Rajesh has really enjoyed his professional period in Iraq as well as in Libya.

Rajesh joined the AMAZON family in 2015, working as an IT Consultant for Sirte Oil Company in Marsa El Brega, Libya. He feels very comfortable with Amazon Oil Service management and he states, "from the beginning until now I am getting a good support for professional tasks as well as personal matters."

Rajesh is looking forward to future opportunities, such as SOC implementing SAP this year, which he will be involved in from the beginning. He has a lot of opportunities to learn different technical aspects from this project and to use past experience to aid him in ensuring the projects runs well. Outside of working hours, Rajesh likes to spend time with his family, communicating through skype or viber. His hobbies include volleyball and swimming. Rajesh is fortunate to be located near the sea, which he states is "crystal clear". He enjoys the beauty of the sea with his friends from different nations, during the evening. Rajesh thoroughly enjoys the Libyan climate that he feels is an important attraction of the country.

Rajesh is very thankful to AMAZON and Sirte Oil Company for giving him various opportunities in his professional life with fully fledged support. We wish him all the best in all his future endeavors.

Amazon Manpower Control Database



This article gives an insight into the control of manpower and travel of Amazon employees. It is a sophisticated system and has proven very useful. This system was introduced in anticipation of the ISO accreditation.

AMAZON TRAVEL DATABASE

For several years now **AMAZON** has been using a bespoke database using Microsoft Access to manage employee details and travel. This database is developed and managed by the Travel Department. The intent of this article is to inform

you of the content and versatility of the database.

This is the opening screen which is the **CONTROL CENTRE** allowing access to a raft of reports, lookup tables to simplify input and ensure consistency in drop-down menus and, the '**EMPLOYEE**' screen. Pressing a 'Button' takes one to the requested Report, Table

or Screen.

For demonstration purposes, we have created three 'dummy' employees so the data therein is completely fictitious and bears no resemblance to actual employees either past or present however gives the reader an idea as to how the system works and the level of data contained therein.

EMPLOYEE MAIN SCREEN

This is the **EMPLOYEE MAIN SCREEN** which gives one all the employee's details and access to Desert Pass, Passport, Visa, Travel and, Transit Visa details pertinent to that employee. Access to the individual screens for that employee is via the 'Buttons' located on the lower left hand corner. Pressing that 'button' will take one to the record(s) held for that specific individual. The last entry entered will always be displayed however one may view previous records using the 'Record navigation buttons' located on the lower right hand corner.

You will note on the top right hand corner three buttons namely 'New Start', 'Current Employee' and 'Employment Terminated'

buttons, Only records wherein 'Current Employee' is selected will appear on any reports thereafter so at any given time we are only looking at current employees however may access or reinstate records for ex-employees as and when required.

The 'key' to all records is the unique AOS number issued to each employee.

The photograph is that submitted when an employee joins **AMAZON** appears on this screen and subsequent reports so a good passport type photograph helps !

You will notice that there is a 'tab' section wherein personal phone numbers etc. are held and any bespoke comments relative to that employee.

DESERT PASS SCREEN

This is the **DESERT PASS SCREEN** accessed by pressing the 'Desert Pass' button on the bottom left hand button on the employee screen. This screen is

'linked' to the specific employee screen. On closing the form one is returned to the employee main screen.

It will be noted that the start date and expiry date are recorded

however the system gives an automatic 'look-ahead' when we should start to arrange renewal of that individual's Desert Pass.

The screenshot shows a web application window titled "AMAZON OIL SERVICES - DESERT PASS REGISTER" for user "Mohammad NADUR". The form includes fields for "ENTER EMPLOYEE'S BADGE NUMBER" (92), "DESERT PASS START DATE" (12/11/2016), "DATE DESERT PASS EXPIRES" (12/02/2017), and "DATE TO RENEW DESERT PASS" (02/02/2017). A "STATUS" dropdown menu is set to "EXPIRED", with a "VALID" option also visible. There is a large yellow text area for "DESERT PASS NOTES". At the bottom, there are buttons for "SAVE RECORD", "ADD NEW RECORD", and "CLOSE FORM", along with navigation arrows.

PASSPORT DETAIL SCREEN

Similar to the Desert Pass screen this screen records the employee's Passport details and, a copy of the passport.

Copies of the passport are held on a sub-directory on the hard disk and are displayed by accessing the sub-directory which reduces the overall size of the database. This also allows us to attach a copy of the passport to travel requests

which is a requirement with Libyan airlines.

Having a copy of the passport adjacent to the Passport details ensures the integrity of the data held.

The screenshot shows a web application window titled "AMAZON OIL SERVICES - PASSPORT DETAILS" for user "Mohammad NADUR". The form includes fields for "AOS" (92), "NATIONALITY" (Canadian), "PASSPORT NUMBER" (HD321456), "DATE of ISSUE" (31/12/2015), "DATE EXPIRES" (31/12/2020), "PLACE OF ISSUE" (CALGARY), and "PASSPORT LOCATION" (C:\Users\JOHN\Desktop\nadur.jpg). A "REFRESH DATA" button is next to the location field. On the right, there is a preview of a Canadian passport. At the bottom, there are buttons for "SAVE RECORD", "ADD NEW RECORD", and "CLOSE FORM", along with navigation arrows. The status bar at the very bottom shows "ord: 11 1 of 1" and "Filtered Search".

EMPLOYEE VISA DETAILS SCREEN

This is the BUSINESS VISA REGISTER which tracks all visas issued to an employee. When the term is entered and the start date then the system computes the

expiry date and provides a 'look ahead' warning when the process for a new visa should commence. As with other screens the latest record is displayed.

Whereas the system computes the expiry date logically we are aware

that each embassy may compute the expiry date differently so our system allows one to amend the automatically generated date and enter a new date which then amends the now revised application date.

AMAZON OIL SERVICES - BUSINESS VISA REGISTER
Mohammad **NADUR**

182 ENTER EMPLOYEE'S NUMBER

REF NO:

EMBASSY

VISA TERM APPROVED (DAYS)

VISA START DATE Date Visa Stamped in Passport

DATE VISA EXPIRES Start Date + Visa Term Approved

DATE TO APPLY FOR NEW VISA Start Date + Term Less 12 Days

DELETE RECORD **SAVE RECORD** **ADD NEW RECORD** **CLOSE FORM**

AMAZON OIL SERVICES - TRANSIT VISA REGISTER
Mohammad **NADUR**

ENTER EMPLOYEE'S BADGE NUMBER

TRANSIT VISA REFERENCE

TRANSIT VISA START DATE

TRANSIT VISA EXPIRE DATE

SAVE RECORD **ADD NEW RECORD** **CLOSE FORM**

TRANSIT VISA DETAILS

This is the TRANSIT VISA SCREEN wherein all Transit Visa details are recorded. Copies of the 'hard copy' Transit Visa are retained in a sub-directory for issue when tickets are issued.

When a travel reservation is made the validity of that individual's transit visa is immediately available.

DTP

SAVE THE DATE

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TRAVEL SCREEN

This is the “TRAVEL SCREEN” where all details pertaining to an employee’s travel is recorded. On entry, the employee’s Home Airport and Rotation Cycle details are displayed automatically. Details are entered from the Travel Request received such as date entered Libya, first day worked, last day worked and number of days

in Libya. This gives an immediate indication as to compliance with that employee’s specific rotation schedule. Scrolling down makes provision for additional cost information should changes be made to that specific reservation resulting in penalty costs which may be in Euros or Libyan Dinars. This information is important for checking invoices received at a later stage.

Provision is made on this screen to record the quotation received from our agent, whether a transit visa is required with latest details and any hotels required with date and voucher numbers.

We also track when the Travel Request was received, when the employee confirmed acceptance of the proposed travel schedule and finally when the ticket was sent to the employee.

The screenshot shows the 'TRAVEL DETAILS' screen for employee Harry George SMITH. The interface includes a header with the company logo and title. Below this, a summary bar displays the employee's name, home airport (GATWICK), ticket class (ECONOMY), rotation cycle (56 21), and next review due date (10/03/2017). The main form area is divided into several sections: 'ENTER EMPLOYEE'S AOS NUMBER' (36), 'DATE ENTERED LIBYA' (01/10/2016), 'FIRST DAY WORKED' (02/10/2016), 'LAST DAY WORKED' (14/02/2017), and 'NUMBER OF DAYS IN LIBYA' (137). It also includes fields for 'TRF Ref', 'DATE TRAVEL REQUEST RECEIVED' (08/02/2017), 'REASON FOR TRAVEL' (R&R), 'TICKET CLASS' (ECONOMY), 'RETURN / SINGLE' (RETURN), and 'AGENT USED' (PLANIT TRAVEL). A section for 'DEPART FROM LIBYA' and 'ARRIVE IN LIBYA' shows flight details for LN192 and LN193. The 'ROUTING' section shows the path MJI / IST / LGW / IST / MJI. The 'T-VISA REQUIRED' section has a 'YES' button. The 'HOTEL REQUIRED' section has a 'YES' button. The 'TICKET COST DETAILS' section shows 'ETKT COST Eur' (€567.00) and 'ETKT COST LDs' (676.00). The bottom of the screen has buttons for 'Delete Record', 'SAVE RECORD', 'ADD NEW RECORD', and 'CLOSE FORM'.


SAMPLE EMPLOYEE PERSONAL DETAIL FORM

All details from the various input screens are available in one document. As with all databases, the integrity of data produced is only as good as that input so it is important that AMAZON is advised of any changes to personal details.

REPORT AVAILABILITY.

As with all databases, one can extract data and produce bespoke reports thereafter for use within the company. Here are some examples of reports which are available.

The screenshot shows the 'EMPLOYEE PERSONAL DETAIL FORM' for employee Mohammad NADUR. The form includes a header with the company logo and title. Below this, a summary bar displays the employee's name, AOS number (AOS92), and nationality (Canadian). The main form area is divided into several sections: 'ASSIGNMENT DETAILS' (Client: SIRTE OIL COMPANY, Department: Projects Department - Instrument Section, Location: B REGA, Job Title: Snr. Instrument Engineer), 'CORE EMPLOYEE DETAILS' (Passport Number: HD321456, Passport Expires: 31/12/2020, Visa Expires: 11/06/2017, Desert Pass Expires: 12/02/2017, Home Airport: CALGARY, Rotation Cycle: 56 21), 'HOME CONTACT DETAILS' (Home Address: 45 Highfield Court, Calgary, Alberta, ZIP / Post Code: T2Y 4L6, Country: Canada), and 'EMERGENCY CONTACT NUMBER' (Next of Kin: Azra, Relationship: WIFE, Marital Status: MARRIED). The form also includes a 'Transit Visa' section and a 'Report Name' field (EMPLOYEE PROFILE).


 AMAZON OIL SERVICES Current Employees as on : 13 February 2017						
CORE DATA EXPIRE ANALYSIS						
* Reconciled to Latest Controlling Schedule Received 18/09/18						
EMPLOYEE No.	EMPLOYEE NAME	ISTANBUL TRANSIT VISA REF	ISTANBUL TRANSIT VISA EXPIRES	DESERT PASS EXPIRES	BUSINESS VISA EXPIRES	PASSPORT EXPIRES
AOS 86	Harry George SMITH	ZP23456	01/04/2017	01/03/2017	27/06/2017	01/10/2022
AOS 88	Anton ANDREIKIV	Not Req'd		13/02/2017	31/07/2017	01/10/2024
AOS 92	Mohammad NADUR	TG5678	01/03/2017	12/02/2017	11/06/2017	31/12/2020
EXPIRED ?						

CORE DATA EXPIRE ANALYSIS

This report records all the Core Data expiry dates and using the current system date flags any item which has expired. This report is reconciled with Tripoli Office records on a regular basis to ensure mutual accuracy.

TRANSIT VISA REGISTER

This report records all Transit Visas issued and identifies if no transit visa is required depending on Nationality.

 AMAZON OIL SERVICES الأمازون للخدمات النفطية 13 February 2017				
ISTANBUL TRANSIT VISA REGISTER				
EMPLOYEE	NATIONALITY	TRANSIT VISA REFERENCE	DATE ISSUED	DATE EXPIRES
AOS 86 SMITH Harry George	British	ZP23456	01/01/2017	01/04/2017
AOS 88 ANDREIKIV Anton	Ukrainian	Not Req'd		
AOS 92 NADUR Mohammad	Canadian	TG5678	01/12/2016	01/03/2017

ARRIVAL / DEPARTURE REPORTS

The system has the ability to produce scheduled Arrivals and Departures subsequent to the current system date with all the salient data in 'Diary Format' including the status of core data.

 AMAZON OIL SERVICES		Current Employees as on : 13 February 2017			
SCHEDULED DEPARTURES					
SCHEDULED DEPARTURES : 15/02/2017 Wednesday					
AOS 86 Harry George SMITH		 Agent Used : PLANIT TRAVEL Tkt Booking Ref : ZYOH5N Reason for Travel : R&R			
ECR Ref : LN 148-245122999 RETURN ECONOMY TK 235-1093297897		Routing : MJ1/IST/LGW/IST/MJ1 TO / FROM : GATWICK Home Airport : GATWICK			
DEPARTURE / ARRIVAL LIBYA					
Depart 15/02/2017	From MITIGA	On Flight LN192	Depart 09:30 Hrs.		
Return 03/03/2017	To MITIGA	On Flight LN 193	Arrive 17:30 Hrs.		
ISTANBUL TRANSIT VISA					
Transit Visa Ref : ZP23456	Start : 01/01/2017	Expires : 01/04/2017	NATIONALITY : British		
HOTEL ACCOMMODATION					
*HOTEL REQUIRED 15/02/2017	HOTEL NAME : ROX HOTEL ISTANBUL	BOOKING REFERENCE : 8102470994567	NOTES / COMMENTS		
CORE INFORMATION					
Desert Pass Expires : 01/03/2017 Business Visa Expires : 27/06/2017 Passport Expires : 01/10/2022					

STAFF CONTACT DETAILS / PARAMETERS

This report gives an immediate visual record of all current employee details

These are samples of some of the reports available on demand however the types of reports which can be produced is unlimited.

Whereas the reports will only contain current employees as determined by the 'Current Employee Button', historical records can be reinstated and accessed at any time.

It is salient to note that we also have reports by 'Nationality' which facilitates a record of all the pertinent details by Nationality

should this be required in an emergency situation.

The Database is subject to ongoing internal development and improvement on an ad hoc basis as and when new requirements are identified.

AMAZON OIL SERVICES		STAFF CONTACT DETAILS / PARAMETERS						
[NUMERICAL ORDER]		Current Employees as on : 13 February 2017						
Employee No	Employee Name	Client / Location	Mobile Number	Email Address	Nationality	Rot Cycle	Home Airport	Tkt Class
AOS 86 SMITH	Harry George	SOC BREGA	091-717-1234	hgsmith@gmail.com	British	56 21	→ GATWICK	ECONOMY
	Home Telephone 01-347-6262	Projects Department - Electrical Section		☎ 021-3610376 Ext:	Passport Number B123456	Expires 01/10/2022	Next of Kin Mary	
	Home Mobile 07757 123456	Visa Expires 27/06/2017	Desert Pass Expires 01/03/2017	*Emergency Contact Number ☎ 07757 987123				
AOS 88 ANDREIKIV	Anton	WAHA TRIPOLI	091-333-5678	antonandreikiv@hotmail.com	Ukrainian	56 21	→ BORISPOL, KIEV	BUSINESS
	Home Telephone +380 44 495 29 56	Projects Department - Process Section		☎ Ext:	Passport Number FA164613	Expires 01/10/2024	Next of Kin Anna Maria	
	Home Mobile +380 94 493 29 72	Visa Expires 31/07/2017	Desert Pass Expires 13/02/2017	*Emergency Contact Number ☎ +380 44 495 99 88				
AOS 92 NADUR	Mohammad	SOC BREGA	094-123-4545	mohnadur@googlemail.com	Canadian	56 21	→ CALGARY	BUSINESS
	Home Telephone (+1) 403 2675892	Projects Department - Instrument Section		☎ 021-3610376 Ext: 431	Passport Number HD321456	Expires 31/12/2020	Next of Kin Azra	
	Home Mobile (+1) 403 2825769	Visa Expires 11/06/2017	Desert Pass Expires 12/02/2017	*Emergency Contact Number ☎ (+1) 403 2605654				
TOTAL NUMBER OF EMPLOYEES								3



App for travellers

Useful App for travellers to Libya

We thought our readers would be interested to know that there is now an App that can be beneficial to visitors to Libya during their stay. It is available in the Apple App store and on the Android market. It has many good features such as free offline guides including maps and navigation, places to visit and contacts in Tripoli of restaurants, shops, hotels etc.

There are also 2 other apps, one that is a Libya guide that includes 20 cities and one Benghazi guide. For those interested or wanting more information please visit the site below.

<http://guide.ly>

Health

New year, New You



Another year is upon us, 2017 is here and why not make this year, the year of staying healthy. Below are easy and simple ways to ensure you are giving your body the best chance of remaining healthy. So take control of your health, and encourage your family to do the same. Choose one or two of the behaviors below to start with. Once you've got those down, move on to the others.

Maintain a Healthy Weight

Keeping your weight in check is often easier said than done, but a few simple tips can help. Firstly, if you're overweight, focus initially on not gaining any more weight. This by itself can improve your health. Then, when you're ready, try to take off some extra pounds for an even greater health boost.

Way in which you can do this is to integrate physical activity into your lifestyle, eating a diet rich in fruits, vegetables and whole

grains and reducing your portion size whilst eating.

Exercise Regularly

While it can be hard to find the time, it's important to fit in at least 30 minutes of activity every day. More is even better, but any amount is better than none. To encourage yourself, choose activities you enjoy such as walking or even a sport. Make exercise a habit by setting aside the same time for it each day. Try going to the gym at lunchtime or taking a walk regularly after dinner.

Don't Smoke

You've heard it before: If you smoke, quitting is absolutely the best thing you can do for your health. If you are finding it hard to quit keep trying! It can often take six or seven tries before you quit for good.

Eat a Healthy Diet

The basics of healthy eating are actually quite straightforward. You should focus on fruits, vegetables and whole grains and keep red meat to a minimum. It's also important to cut back on bad fats (saturated and trans fats) and choose healthy fats (polyunsaturated and monounsaturated fats) more often. Try to make fruit and vegetables a part of every meal. Instead of red meat, choose chicken or fish. Reduce your intake of fast foods or store bought snacks that are high in bad fats.

Protect Yourself from the Sun

While the warm sun is certainly inviting, too much exposure can lead to skin cancer. Steer clear of direct sunlight between 12pm-2pm; it's the best way to protect yourself. Make sure if you are out your protecting yourself with sunscreens with SPF15 or higher.





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