
JULY 2016

Human Rights Briefing Paper



TOTAL
COMMITTED TO BETTER ENERGY

About Total's Human Rights Briefing Paper

This Human Rights Briefing Paper, dated July 2016, is a milestone for us – it is the first time we are reporting on our Human Rights performance using the **UN Guiding Principles Reporting Framework** (the “Reporting Framework”), published in February 2015.

With its concise set of questions, the Reporting Framework helps us to show our current approach to embedding respect for Human Rights in our operations and business relationships and to identify areas where we should continue our efforts. Our primary audience for this Briefing Paper are our stakeholders who have a particular interest in this subject, but we also expect that this Briefing Paper will be of interest to all our stakeholders.

We will build on the work done so far in the future and we shall continue to report on our Human Rights efforts on a regular basis.

We will continue to affirm our values, raise awareness among our employees, contractors and suppliers as well as our business partners, assess our performance and take action where necessary, because we are dedicated to further advancing respect for Human Rights as an integral part of our operations.

We are happy to receive your feedback on our Human Rights Briefing Paper.

Feedback can be sent to : ethics@total.com.



Table of contents

Message from the Chairman and CEO



1. Introduction

- Total at a Glance p. 6
 - Total's Human Rights Journey p. 8
-



2. Our Approach to Respecting Human Rights

- Policies and Commitments p. 11
 - Awareness Raising and Training p. 12
 - Dedicated Organization and Communication Channels p. 13
 - Assessment Processes p. 13
-



3. Our Salient Issues and how we are addressing them

- How we identified our Salient Issues p. 16
 - Human Rights in the Workplace p. 18
 - Human Rights and Local Communities p. 24
 - Human Rights and Security p. 31
-



4. Continuing our Efforts



Message from the Chairman and CEO

With long-term projects in many countries, Total has made a firm commitment to our internal and external stakeholders to be accountable and to show how we are embedding respect for Human Rights.

Respect for Human Rights is one of our three key business principles. It guides our conduct in the more than 130 countries where we operate, and we work to ensure that these principles become reality on the ground for our employees, contractors and suppliers, as well as for all other stakeholders.

In our **Human Rights Guide** updated in 2015, we identified three focal Human Rights areas – the workplace, local communities and security. In this Human Rights Briefing Paper, we review these focal areas, identify the salient Human Rights issues we may face, and explain how we are addressing them.

We use the **United Nations Guiding Principles on Business and Human Rights Reporting Framework** – becoming the first oil and gas company to do so – as a tool to deepen internal conversations, identify gaps, drive improvements where relevant and publicly report on our approach to embedding respect for Human Rights in our operations and business relationships.

Respect for Human Rights in our activities is paramount to maintain the degree of trust we need - inside and outside our Group - to develop our projects.

The publication of this Human Rights Briefing Paper is also an integral part of our engagement towards the United Nations Global Compact and its LEAD Initiative, which remains of utmost importance to us.

Meeting our commitment to embed respect for Human Rights is clearly stated in our Code of Conduct. We are determined to challenge ourselves to keep improving.

It's the right thing to do and it is consistent with our commitment to better energy.

Patrick POUYANNÉ

Chairman and Chief Executive Officer

Introduction

Total at a Glance

Total's Human Rights Journey



1. Introduction



2. Our approach



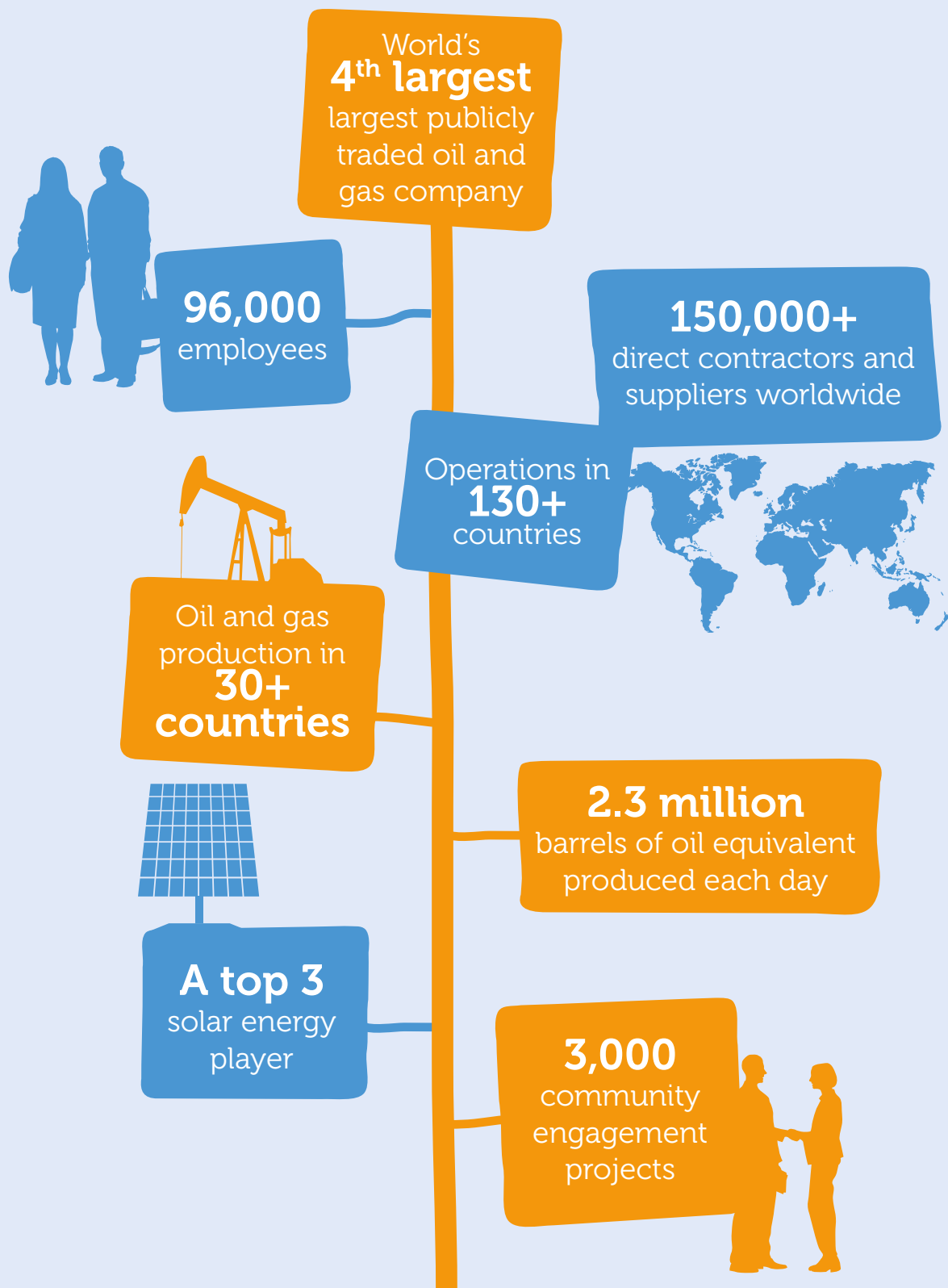
3. Our salient issues



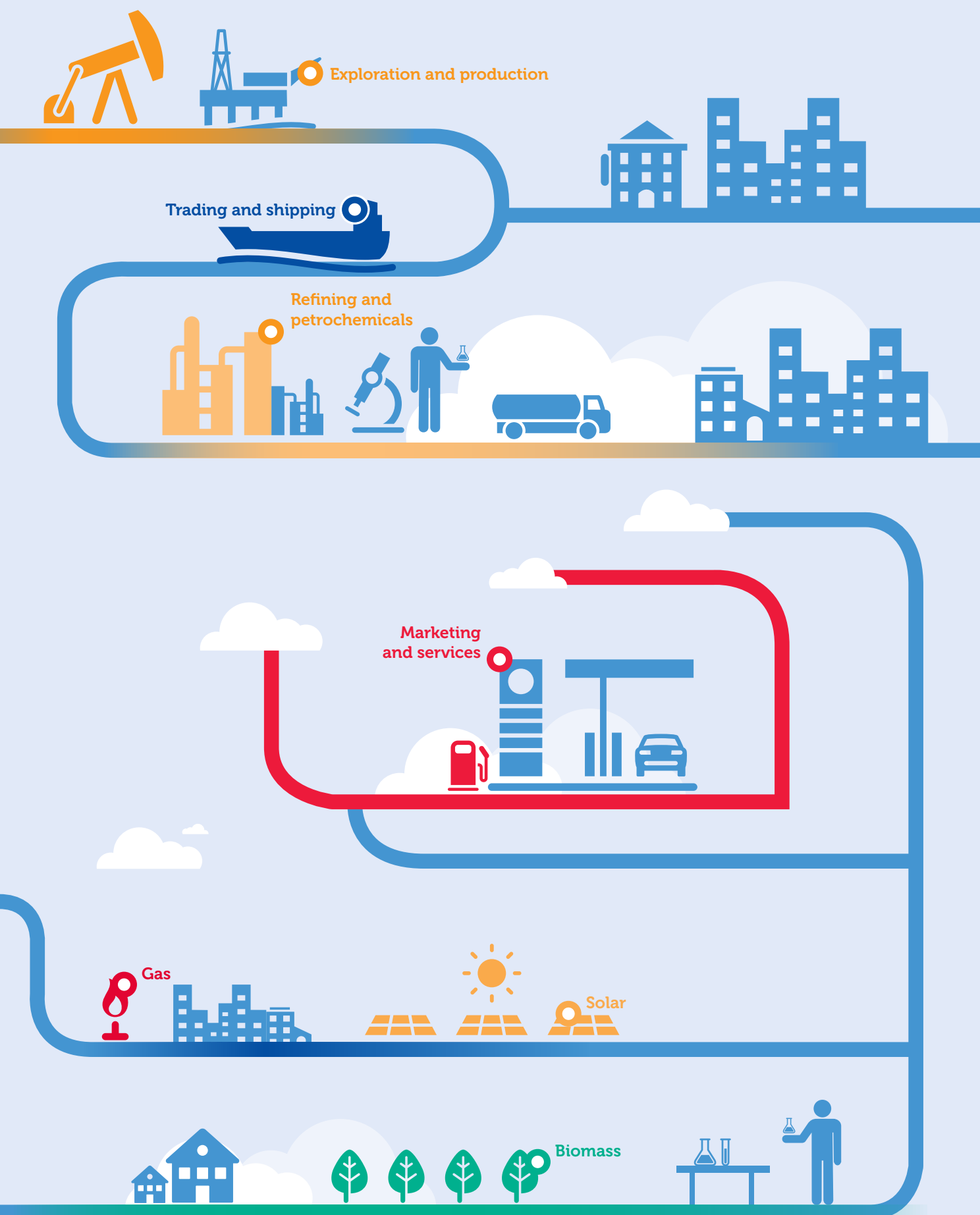
4. Continuing our efforts

Total at a Glance

Total is a global **energy leader**. From exploring and producing to refining, processing, shipping and marketing, our activities span from the resources to the end users. We are committed to **better energy** that is reliable, affordable, clean and available to as many people as possible.



OUR BUSINESS ACTIVITIES



Our Human Rights Journey

Total...

2000

...publishes a Group-wide Code of Conduct, after the merger of TotalFina and Elf Aquitaine

2002

...becomes a member of the UN Global Compact.

...joins the Extractive Industries Transparency Initiative.

...starts working with a third party ethics organization to conduct ethical assessments of its business units.

...engages a third party non-profit organization to assess the social impact of its operations in conflict-sensitive areas.

2005

...creates a Human Rights Coordination Committee to coordinate the Group's initiatives and actions relating to Human Rights.

2006

...partners with an international Human Rights organization to work on strengthening Total's Human Rights assessments and due diligence.

2010

Pilot project is implemented in Angola, in partnership with a third party ethics organization, to check that the business practices of our main contractors and suppliers meet our ethical standards.

2011

...produces a Human Rights Guide, available in 4 languages.

...becomes a member of the UN Global Compact's LEAD initiative.

...joins the Business Learning Program of Shift, a non-profit center of expertise on business and Human Rights.



Total...

2012

...becomes a corporate member of the Voluntary Principles on Security and Human Rights initiative.

2013

...develops a Human Rights Roadmap (2013-2015).

2014

...revises its Code of Conduct to reinforce its commitment to embedding respect for Human Rights and the UN Guiding Principles on Business and Human Rights.

...issues a Group Directive on the integration of Human Rights into its purchasing policies.

...sets up a dedicated Human Rights Legal Department.

2015

...updates its Human Rights Guide.

...completes 120th ethical assessment in a business unit.

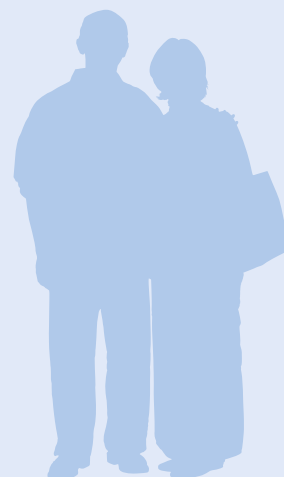
...strengthens its commitment to be a responsible employer by signing a global agreement with IndustriALL Global Union, which represents 50 million workers in 140 countries.

...holds the 1st edition of its Annual Business Ethics Day on December 9, 2015 – this is an annual event set up to engage employees and other stakeholders on specific Human Rights' and business ethics' topics across our business units.

...publishes a Guide for Transactional Lawyers on Integrating Human Rights Considerations in Mergers & Acquisitions.

2016

...publishes a Human Rights Briefing Paper.



Our Approach to Respecting Human Rights

Policies and Commitments

Awareness Raising and Training

Dedicated Organization and Communication Channels

Assessment Processes



1. Introduction

2. Our approach



3. Our salient issues



4. Continuing our efforts

We recognize that it is not enough to simply put in place policies. Beyond our policies are structures and initiatives which we continue to undertake to ensure that the policies are implemented across our business activities.

Our approach to embedding respect for Human Rights is based on four pillars:



2. Our approach

Policies and Commitments

Total's commitments to Human Rights are articulated in its core document – our **Code of Conduct** – and several key guides, policies and initiatives. The embedding of Human Rights in our **Fundamental Principles of Purchasing** means that we also expect our suppliers to comply with standards equivalent to our own.

Code of Conduct

Introduced in 2000, the Group's **Code of Conduct** serves as a Group-wide primary

document for all employees, as well as for our stakeholders. In 2014, our Group Executive Committee endorsed a revision of the Code of Conduct to further enshrine Human Rights into its principles, identifying the topic as a priority business principle critical to Total's success as a responsible company. An updated Code of Conduct was thus published in 2014. Our Code of Conduct is available in eighteen (18) languages, distributed to our employees and available on our **website**.



Total's Human Rights Roadmap

In June 2013, the Group developed a strategic Human Rights Roadmap and action plan. This Roadmap was validated by the Group's Executive Committee on the occasion of the visit by Professor John Ruggie, former UN Secretary General's Special Representative on Business and Human Rights. The main objective of the Roadmap was to systematically embed respect for Human Rights into our risk and impact management processes, for example, in our mergers & acquisitions, social performance, security, procurement, training and human resources processes. Notably amongst other milestones, under this Roadmap framework, the Group's Code of Conduct and Human Rights Guide were both updated. We also published Guidance for our transactional lawyers on integrating Human Rights considerations in mergers & acquisitions, and we adopted a number of specific tools and policies such as a new directive on the Fundamental Principles of Purchasing for our contractors and suppliers.

-----> See Section 4 on how we are updating our Human Rights Roadmap.



Other Group Resources

A **Human Rights Guide** was published in 2011 to complement the Code of Conduct and further raise awareness of our employees and other stakeholders on Human Rights.

It was last updated in December 2015 to include additional case studies from Myanmar, Uganda, and

the Democratic Republic of Congo. New topics – on prohibition of child labor and non-discrimination related to gender, race and sexual orientation – were also added.

We also have a number of other internal policy documents and tools on specific topics related to Human Rights.

Charters



Safety, Health,
Environment, Quality
Charter



Security Charter



Indigenous And Tribal
Peoples Charter



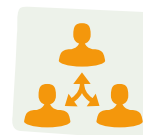
Lobbying Ethics Charter



Financial Code of Ethics



Risk Management,
Internal Control and Audit
Charter



Usage Charter for the
IT and Communication
Resources

Main policies, directives and rules



Compliance Policy
and Program
(internal document)



Safety Golden Rules



Purchasing
Fundamental
Business Principles



Societal Policy
(Internal Document)



Rules of Procedures
of the Board
of Directors

Awareness Raising and Training

Total provides support for employees worldwide to help ensure that they respect Human Rights in the work that they do for Total.

To raise awareness and help employees respect Human Rights, Total has set up corporate communication channels such as the Ethics and Human Rights intranet sites and intranet videos on key Human Rights topics. We also provide specific e-learning programs and training

tailored to the various challenges encountered on the ground.

Actions are also taken to raise awareness among Total's external stakeholders, such as training on responsible security for its private security providers.

Specific information on some of our awareness raising and training initiatives are provided in Section 3 of this publication.



Dedicated organization and communication channels



Total has set up **two committees and a dedicated service** to advise employees and other stakeholders, and monitor efforts to promote respect for Human Rights in its operations:

- The **Ethics Committee** is a seven-member body whose main mission is to ensure that the Code of Conduct is shared, understood and implemented across the company. Its Chairman reports directly to Total's Chief Executive Officer and presents an annual report to Total's Group Executive Committee and Board of Directors. All our employees and other stakeholders are welcome to seek advice concerning our Code of Conduct by contacting the Ethics Committee on **ethics@total.com**. All members of the Ethics Committee are committed to protect confidentiality and personal data.

In 2015, there were 475 reported cases Group-wide, relating to the Code of Conduct. 51 of these

inquiries were handled directly by the Group Ethics Committee while the remaining inquiries were handled at the business units' level.

- The **Human Rights Coordination Committee** coordinates the initiatives and actions taken by the various Total business segments and business units, relating to Human Rights. It is led by the Ethics Committee Chair in cooperation with the Group's Human Rights lawyers. Representatives from key corporate and business segments – including security, communication, procurement, societal and sustainable development – take part in this information and decision-making forum that meets once every quarter.
- **Human Rights Legal Department:** In-house lawyers specialized in Ethics and Human Rights provide expertise to business units e.g. on integrating Human Rights considerations into project decisions and transactions, and anticipate emerging trends on Human Rights.

Assessment Processes

We regularly conduct assessments, sometimes in partnership with independent third party organizations, to identify, prevent or mitigate Human Rights impacts that may be caused directly by our business unit's operations or by project partners, contractors and suppliers.

Examples of our assessment processes and resources include:

- **Ethical Assessments:** In 2002, we drew up an external assessment process for the implementation of our Code of Conduct, in partnership with a specialist service provider, GoodCorporation.

This assessment process, carried out in our business units, is based on a review of a number of important evidence points on Human Rights, labor law, fair competition and other ethics-related issues. Following the assessments, appropriate action plans and follow-up processes have been defined. In addition to the objectivity and independence that these assessments

assure, they also serve the purpose of sharing experiences and best practices encountered on the ground.

- **Human Rights Compliance Assessments ("HRCA"):** By using HRCA in our business units, we are able to integrate Human Rights into our business unit's management systems and to build capacity. We work with third party experts such as the Danish Institute for Human Rights (the "Danish Institute").
- **Societal Assessments:** To analyze and improve the impacts of our projects on local communities and external stakeholders, we conduct societal assessments. The Group engages independent experts in community relations and company-community conflict such as CDA Collaborative Learning Projects ("CDA"). Similarly, we work with International Alert, a UK-based, independent peace building organization to conduct assessments in conflict-sensitive social contexts.

Further information on our assessment processes are provided in Section 3 of this publication.





External Initiatives and Partnerships

Total participates in several international initiatives to advance business and Human Rights. Listed below is a selection of important external initiatives and partnerships that help us embed respect for Human Rights in our operations:



WE SUPPORT

We are a member of the **United Nations Global Compact (UNGC)**, which brings together more than 10,000 companies committed to implementing 10 principles related to Human Rights, labor, environment and anti-corruption. We are involved in the UNGC's LEAD Initiative, which aims to achieve higher levels of performance, tackle frontier corporate sustainability issues and encourage greater action by the broader business universe.



We joined and support the **Extractive Industries Transparency Initiative**, which promotes open and accountable management of natural resources.



We implemented the recommendations of the **Voluntary Principles on Security and Human Rights**, which guide companies in respecting Human Rights including with regards to the proportionate use of force by government security forces and private security providers, while maintaining the safety and security of their operations.



IPIECA

We actively take part in the work of **IPIECA**, a global oil and gas industry association for environmental and social issues which, among other things, develops guidance and tools on how to integrate Human Rights into environmental, social and health impacts assessments.



We have continued to participate in **Shift's Business Learning Program** since its inception in 2011, following the adoption of the UN Guiding Principles on Business and Human Rights, allowing us to receive tailored advice and support on the implementation of these Principles.



GLOBAL BUSINESS INITIATIVE ON HUMAN RIGHTS

We are a founding member of the **Global Business Initiative on Human Rights (GBI)**, a cross-industry association that seeks to advance Human Rights in business through peer learning.



We signed an agreement with **IndustriALL Global Union** to promote Human Rights and diversity in the workplace, develop social dialogue and comply with our health and safety policy.

Our Salient Issues and how we are addressing them

How we identified our Salient Issues

Human Rights in the Workplace

Human Rights and Local Communities

Human Rights and Security



1. Introduction



2. Our approach

3. Our salient issues



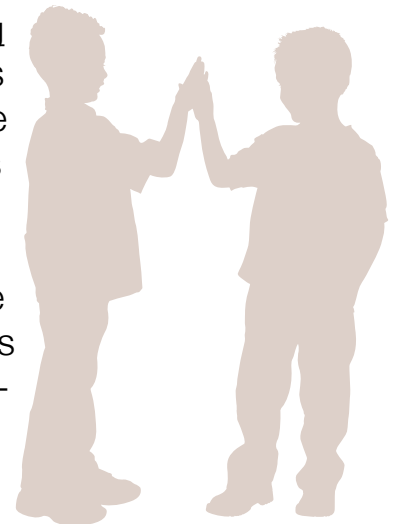
4. Continuing our efforts



How we identified our Salient Issues

Salient Human Rights Issues as defined in the **UN Guiding Principles Reporting Framework** are those Human Rights that stand out because they are at risk of the most severe negative impact through the company's activities or business relationships.

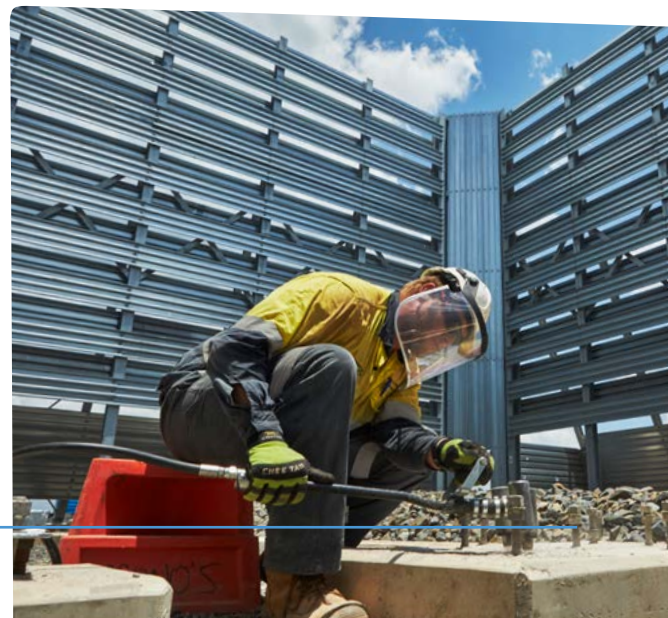
This concept of salience uses the lens of risk to people, not the business, as the starting point, while recognizing that where risks to people's Human Rights are greatest, there is strong convergence with risk to the business.



Based on earlier consultations with our internal and external stakeholders, including peers, our Code of Conduct and Human Rights Guide identified three broad and important focal Human Rights areas that are relevant to our operations:

- **HUMAN RIGHTS IN THE WORKPLACE** – Within our sites, Human Rights concern the employment and working conditions of our employees and in our supply chain (for example, prohibition of forced labor and child labor, prohibition of discrimination and harassment, fair remuneration, freedom of association).
- **HUMAN RIGHTS AND LOCAL COMMUNITIES** – Due to the impact of our operations, special attention must be given to the rights and concerns of local communities in countries where we work (for example, environmental protection, access to water, use of land or other relevant rights, as well as access to effective grievance mechanisms).
- **HUMAN RIGHTS AND SECURITY** – Security involves taking protective measures against risks and/or threats to both personnel and

assets. Correct identification and management of Human Rights issues related to security help avoid potential impacts on people and ensure that the company is better integrated into the local environment.



Building on these three focal areas, we then sought to identify more specific **Salient Human Rights Issues** associated with our activities and business relationships, based on the UN Guiding Principles Reporting Framework. The process of identifying our Salient Human Rights issues involved in particular the following:

- 1** • **We organized three internal, multi-disciplinary workshops** in March 2016, reflecting each of our three focal Human Rights areas mentioned above. Participants and contributors were drawn from our corporate and business segments' headquarters and our business units (including Nigeria, Bolivia and Myanmar). These workshops were organized with the assistance of independent third parties including Shift.
- 2** • **A series of follow-up discussions and interviews** were then set up with representatives from our various business segments and some of our business units from all over the world. Interviews were also set up with external stakeholders such as GoodCorporation, Danish Institute, International Alert and CDA, who have been involved in assessments of some of our business units most exposed to Human Rights risks and impacts, over the years.
- 3** • **We also took into account issues which have been raised** in our: Group Ethics Committee, Human Rights Coordination Committee, independent internal survey on workplace situations and perceptions amongst our employees ("Total Survey"), International Procurement Office China and Sustainable Procurement Working Group. Some key take-aways from our 1st Business Ethics Day (held in 2015) were also helpful in the process.



This engagement process allowed us to identify the **six Salient Human Rights Issues** highlighted at the beginning of this Section.

While we sought to identify our Salient Human Rights Issues using our three focal Human Rights areas as a baseline, these three broad areas did not limit the potential issues we considered in the engagement process.

In addition to our Salient Issues, this process also identified other topics:

- Freedom of Association as an “enabling” right in the workplace
- Access to effective grievance mechanisms as a “Human Rights enabler” for local communities
- Climate Change
- Transparency

We will now discuss each of these issues in turn, as well as how we are addressing them.

1 Human Rights in the Workplace

● Forced Labor and Child Labor

In 2015, nearly 21 million women, men and children were still subjected to forced labor, according to the International Labor Organization (ILO). Of that total number, an estimated 18.7 million are exploited in the private economy, by individuals or enterprises, the remaining 2.2 million are in state-imposed forms of forced labor. Forced labor refers to any work or service exacted from any individual under the threat of some penalty or punishment and for which the individual did not volunteer. In particular, it is characterized by a restriction on freedom of movement, coercion of the worker and lack of free consent from the worker.

The ILO says that around a quarter of the victims of forced labor are children.

In accordance with ILO standards, the hiring of employees aged under 15 is prohibited. In addition, the minimum age for recruitment for any kind of hazardous work is 18 years of age.

Salient Issue

Human Rights assessments and ethical evaluations conducted in some of our business units in high-risk countries have found that the risk of forced labor, and to a lesser extent, the risk of child labor are significant issues to which we need to pay attention, especially in our value chain, including in our retail activities where independent dealers own and/or operate Total-branded service stations.

While we expect our suppliers, contractors and business partners to apply Human Rights standards that are equivalent to ours including on issues such as forced labor and child labor, a major challenge is how to make sure that these standards are implemented even in farther removed tiers of our supply chain and by some of our business partners, especially where these companies are small and medium sized enterprises (SMEs) and/or operate in weak-governance countries. For instance, in a particular country in Asia, it was a challenge to accurately verify the age of some contractor employees because of a lack of reliable public birth records, and because it was proven to be relatively easy for underage

persons to obtain forged birth certificates. See page 23 for further information on the way we address this complex issue.

● Discrimination

Any form of discrimination characterized by unfair and unfavorable treatment of certain individuals because of their origin, gender, age, disability, sexual orientation and gender identity or affiliation with a political, religious, union organization or minority is unacceptable. Discrimination negatively impacts a person's employment opportunities and results in unequal treatment in the workplace.

Salient Issue

Perceptions of discrimination came out as an important issue in our internal survey for employees (Total Survey 2015) to which about 65,000 employees at 508 business units from 115 countries responded. The survey included detailed statements of feedback from employees on perceptions of discrimination related to gender, employment status, nationality, disability and sexual orientation in their respective business units.



During the chat sessions in the 1st edition of our Annual Business Ethics Day, held on December 9, 2015, which focused on Human Rights and anti-corruption, concerns or perceptions of discrimination also emerged as one of the Human Rights issues raised. Some questions and requests for guidance that came to the Group Ethics Committee in the course of the past year were also related to allegations of discrimination in the workplace.



Julie VALLAT

Head, Human Rights
Legal Department



Discrimination related to sexual orientation and gender identity.

“Total continuously seeks to improve the way things work. We are involved in a number of initiatives to promote diversity. One of them relates to LGBT (lesbian, gay, bisexual and transgender) rights.

“In 2014, Total signed the LGBT Charter, a document prepared by the L’Autre Cercle Association that establishes a framework for combating discrimination related to sexual orientation and gender identity in the workplace in France. It only covered France but we wanted to widen its use so we explicitly included the prohibition of this discrimination in our Code of Conduct.

“Things are more difficult in a number of countries that criminalize same-sex acts, putting the rights of our LGBT staff at risk, within and outside of the workplace.

“We are monitoring recent legal developments related to LGBT rights in some countries in Eastern Europe, Africa, and the Middle East. We are having internal discussions to define actions we can take to ensure that there is no discrimination against our workers.”

● Just and favorable conditions of work and safety

Such conditions include the establishment of an employment contract, working hours, fair remuneration, training and **workplace safety** for our employees, contractors’ and suppliers’ employees and their subcontractors.

As **Safety is a core value in the Group**, we deploy safety management systems and a shared safety culture that engages our employees and contractors and suppliers. Between 2009 and 2013, **the number of workplace accidents** decreased by 57 percent, surpassing our 25 percent target.

Our ultimate target is zero fatalities in the workplace.

Salient Issue

A key finding of our evaluations in some of our business units is that adequate monitoring of working conditions including safety is an important Human Rights issue. It is not sufficient to insert Human Rights clauses in agreements. We need to improve the ongoing monitoring of the implementation of these contractual clauses.

Another major area that came to our attention during this process is transport safety, particularly in countries with poor public infrastructure, including bad roads, absence of standard vehicle inspection centers, non-existent or poorly enforced highway regulations. These factors could have negative impacts on conditions of work, safety and security of lives and security of properties.

Other Topic - Freedom of Association as an Enabling Right

We identified the right to freedom of association as a Human Right which enables the realization of other Human Rights in the workplace. While this is not a Salient Issue in our operations based on the UN Guiding Principles Reporting Framework, we considered it as an enabling right.

Freedom of Association represents the workforce’s right to form and join organizations promoting and protecting their interests in the workplace. In the course of identifying our Salient Human Rights Issues, the Human Right to Freedom of Association came up as being essential to ensuring a spectrum of Human Rights in the workplace including just and favorable conditions of work, fair employment terms, collective bargaining, freedom of opinion and expression, safety at work, freedom from discrimination and harassment, amongst other Human Rights.



Addressing our Salient Issues in the Workplace



OUR POLICIES

Prohibition of forced labor and child labor, non-discrimination, just and favorable working conditions and safety are all emphasized in our Code of Conduct and Human Rights Guide.

Building on the above, in January 2015 Total's CEO signed a Global Framework Agreement with a worldwide trade union federation, IndustriALL Global Union, which represents over 50 million workers in the mining, energy and industry sectors. The agreement focuses on the protection of the rights and working conditions of our employees, as well as that of our contractors' and suppliers' employees, including areas such as the prohibition of forced labor and child labor, non-discrimination, just and favorable working conditions.

Total employees must respect Human Rights. We also expect our contractors and suppliers to:

- Adhere to principles equivalent to those in our Code of Conduct;
- Make sure that their own suppliers and subcontractors respect equivalent principles to ours;
- Pay particular attention to their Human Rights standards and procedures including their employees' working conditions;
- Agree to be audited on their compliance with the above-stated principles.



In this regard, a Group Directive was published in 2014, applicable to all our business units, which made it mandatory that the Group's Fundamental Principles of Purchasing ("FPP") be attached to, or transposed into the various processes for selection of contractors and suppliers of goods,

services and works, and be formalized in contracts with contractors and suppliers. The FPP sets out the commitments expected from suppliers in several areas including respect for Human Rights at work and safety. We undertake audits of some of our high-risk contractors and suppliers to verify the implementation of the **FPP**.



AWARENESS RAISING AND TRAINING

- Presentation on Human Rights/CSR in the Supply Chain at the "We Are Purchasers Seminar 2015" attended by **over 160** contracts & procurement personnel from all the Group's Business Segments.
- Suppliers' Day held in 2015 in our Exploration & Production business segment, which brought together **300 people, including 200 representatives of approximately 100 suppliers**. The Suppliers' Day included discussions on HSE and Human Rights-related issues and experiences.
- Suppliers' Day held in 2015 in our Refining & Chemicals ("RC") business segment, attended by **250 representatives** from RC's main European suppliers. The Supplier Day included discussions on HSE and Human Rights-related issues and experiences.
- **12 sustainable procurement training sessions** have been held in France since 2013, with a total of 130 Group employees receiving training, including with respect to Human Rights/CSR issues.
- About **30 Purchasers** within the Group participated in a Purchasers' Workshop on Human Rights in 2015.
- Business Ethics Day focused on Human Rights and Anti-Corruption held in various Total affiliates on December 9, 2015 – an updated version of the Group's Human Rights Guide was released during the event.
- **50 Group** Senior Executives took part in "Ethics and Business" trainings in 2014-2015. The 2-day course is mandatory for all newly-appointed Senior Executives.
- "Responsible Leadership for a Sustainable Business" training for 33 Group Senior Executives in 2014-2015.
- **2,026** new recruits have attended a "Total Integration Day" since October 2013. The 3-day mandatory training includes an induction on Ethics and Human Rights.
- **260** out of 326 Group Senior Executives have attended mandatory 2-day "HSE Leadership for Group Senior Executive" training through Total University since 2012.
- **928** managers have taken part in "HSE for Managers" trainings since 2011.
- A Short Video on Human Rights at work is available on the Total Intranet page.

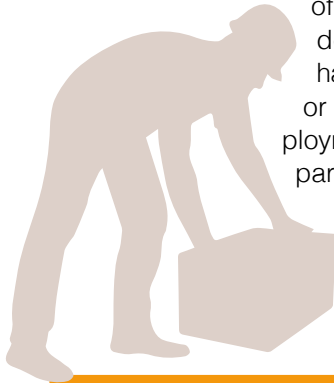




OUR DUE DILIGENCE ACTIONS

LABOR RIGHTS

In accordance with international guidelines and standards, we require our business units to ensure that their employees have freely accepted their jobs and are free to leave under their terms of employment. For instance, requesting deposit guarantees from employees to have access to safety protection equipment or other material is prohibited. Every employment contract must state the component parts of the job (salary, working conditions, working time and especially the issue of overtime, etc). Our business units are required to pay fair and equitable remuneration, regularly and personally to each of their employees.



We are committed to respecting the right of our employees to freedom of association and collective bargaining to promote and protect their interests in the workplace, including their employment terms and working conditions.

In some countries where we operate, the right to unionize and bargain collectively may be restricted under the law. Under such circumstances, other forms of workers meetings and independent representation are explored in the business units e.g. ensuring that informal channels of communication between management and employees concerning work-related issues are in place with identified contacts.

Following the execution of the Global Framework Agreement with IndustriALL, a follow-up committee – the FAIR Committee (Facilitate the Application, Involvement of all and regular measurement of the Results of the agreement) was set up to monitor the implementation of the Agreement. On April 26, 2016, the FAIR Committee held its 1st meeting with representatives from various continents where we operate including trade union representatives from some of our business units across the globe. A major point that came up during this meeting is the need to increase awareness on the agreement within the Group and in our supply chain. The Group's Audit department is undertaking an ongoing assistance program (called "Mission d'Assistance") to assess the level of awareness and implementation of the Global Agreement in some of our business units. The pilot phase of this mission involves 37 business units selected

based on risk of potential Human Rights issues and the geographical spread of our operations.

With regards to **sustainable procurement**, we continue to work to promote respect for Human Rights in our supply chain. In 2011, an internal Working Group (WG) on Sustainable Procurement was set up, with representatives from all the Group's Business segments and various functions (Procurement, Legal, Societal, Human resources, CSR reporting, Sustainable development). In 2012, the Sustainable Purchasing WG performed a CSR mapping of the Group's main categories of purchasers (e.g. drilling and wells, gas bottles, supply vessels etc). The mapping included 3 areas: ethics and Human Rights risks, environmental impact, and opportunities for the development of local communities. Thereafter, pilot projects were implemented in certain categories in order to integrate the monitoring of Human Rights aspects in the purchasing process through concrete measures (e.g. specific questionnaire focusing on the Fundamental Principles of Purchasing, insertion of suitable contract clauses, good practices guide for specific purchases etc). The mapping was further updated in 2015.

This WG is currently working on a Group-wide methodology for monitoring Human Rights compliance in our supply chain, with particular attention to the Salient Human Rights Issues of forced labor and child labor. Our Marketing & Services business segment has also commenced a program of assessments and evaluations of their business units with a particular focus on forced labor and child labor as Salient Human Rights Issues, especially in challenging operational contexts.

Total also actively contributes to the ongoing work of the IPIECA Human Rights Task Force to engage with contractors with a view to embedding the UN Guiding Principles and Human Rights in the oil & gas industry's value chain. We are active members of the IPIECA Supply Chain Taskforce which has recently developed a Library of Questions and Resources on Human Rights in the supply chain.





NON-DISCRIMINATION AND GENDER DIVERSITY

Our human resources survey (Total Worldwide Human Resources Survey 2015) enables us to measure important aspects of our human resources and labor rights policies. This survey is performed on a sample of employees from representative companies in our various business segments in all geographies. It includes issues relating to forced and child labor at work; employment and working conditions; health & safety; non-discrimination related to race, employment status, gender, disability, sexual orientation and gender identity, diversity etc.

In 2015, the Total Worldwide Human Resources Survey covered 91% of the Group's employees in 134 subsidiaries from 54 countries.

The feedback has helped us identify Human Rights issues and concerns in the workplace and determine action plans to address the issues. For instance, we have recently commissioned an independent global study on LGBT and Business with a focus on preventing discrimination in our workplace on the basis of sexual orientation and gender identity. Also, we are currently working on an action plan to address the issue of career development opportunities for all employees regardless of employment status.

Regarding gender diversity, we have continued to take sustained measures to increase the number of women in all of our businesses and at all levels in the Group.

As of May 2016, we have six women on our Board of Directors (representing 55 percent). We also understand that a main obstacle to gender parity in hiring is the relatively small percentage of women enrolled in the STEM (Science, Technology, Engineering and Management) technical programs or universities. Consequently, our efforts to increase the proportion of female hires must focus on girls and young women, to introduce them to the wealth and diversity of professional fields and careers in the oil & gas industry. In this regard, we have now introduced a "She's an Engineer" campaign.

Additionally, Total's TWICE Network, an organization set up to facilitate the development of women's careers by realizing their potential within the Group, via networking, the organization of events and a mentoring program, continues to support our gender diversity policy. We also have a Diversity Council which reviews progress and helps management to achieve their diversity goals and initiates various actions to promote diversity. It also reports annually on key indicators and the initiatives conducted in the business segments. Other concrete actions which we have taken to promote non-discrimination, equal opportunity and diversity in the workplace can be found in **Total's Registration Document 2015** (p. 136 – 137).

WORKPLACE HEALTH AND SAFETY

Workplace health and safety, both for our employees and for our contractors and suppliers, continue to be very important for us; Safety is indeed a core value of the Group.

We use specific indicators to measure the main results in these areas, and monthly reporting of occupational incidents: LTIR (Lost Time Injury Rate – number of lost time incidents per million hours worked) and TRIR (Total Recordable Injury Rate – number of recorded incidents per million hours worked) are used to monitor performance overall and by site; we do not differentiate between the safety of our employees and that of our contractors and suppliers.

In addition, HSE-related information forums are organized for our contractors, suppliers and business partners at regular intervals. Inspired by our Safety Document entitled “Safety at Work: TOTAL’s Twelve Golden Rules”, our safety efforts are focused on preventing major accidents and accidental spills, occupational accidents and transport accidents both in the activities of our employees as well as our contractors and suppliers.

With respect to **road safety**, we have launched improvement programs for transporters in particular in our retail activities in Africa and the Middle East. These improvement programs go beyond audits, in that the transporters are assisted in improving their transport management systems and driver training capacity in order to achieve compliance with the safety requirements set out by us. Between 2013 and 2015, there has been a 40 percent decrease in the number of serious accidents (roll-overs and collisions), involving our transporters.

These programs enable dialogue with the transporters and lead to an assessment which, if necessary, is followed up by an improvement plan, then a follow-up inspection. Between 2012 and 2015, 98 percent of the transporters in our retail business units in Africa and the Middle East were inspected and 28 percent of the contracts were terminated due to proven non-compliance and non-improvement. In 2015, 172 initial and 35 follow-up inspections were performed. Given these results, we intend to extend this program to Marketing & Services in the Latin America and Asia Pacific Regions.

We have also developed an interactive tool for developing road safety awareness amongst children – the road safety “Cube”. We have chosen to raise awareness amongst school children, because they

are the most vulnerable on the roads, especially in Africa. The awareness raising is also a long-term objective to change perceptions and the culture on road safety in these areas, thereby reinforcing the importance of the Human Right to life. Total is also a member of the Global Road Safety Partnership (GRSP), a public-private partnership aimed at improving road safety.

We conduct **assessments**, working with independent third party experts such as GoodCorporation, in some of our business units, every year. We have evaluated more than 120 of our business units since 2002. We also carry out Human Rights assessments in some of our business units, working with the Danish Institute.

These assessments focus on a number of Human Rights issues such as forced labor, child labor, discrimination, working conditions and workplace safety, including in relation to contractors and suppliers.

In specific instances, our ethical evaluations have focused exclusively on contractors on our project sites, for instance in Congo in 2015.

During the assessments, numerous internal and external stakeholders are interviewed over the course of several weeks. The assessing organization then issues a report identifying the ethical and/or Human Rights issues requiring improvement. The assessed business unit then has to correct the issues that have been identified. For example, in one of the evaluations conducted in a country in Asia, we found some under-age teenagers working in one of our retail activities value chain. In this case, the teenagers were removed from their position and offered vocational trainings and financial support. In addition, we work with external stakeholders such as local authorities and NGOs to find suitable, sustainable alternative solutions for such situations. In instances where it is challenging to accurately verify the age of contractor employees due to lack of reliable public birth records or relative ease for underage persons to obtain forged birth certificates, we can use medical checks to determine the concerned contractor employee’s age and take appropriate follow-up actions. Where there is a conflict between local laws and international law on minimum work age and/or any other Human Rights standards, we uphold the higher standards.



2 Human Rights and Local Communities

● Access to Land

The operations in our business units may require land, for temporary or permanent use, including the possibility of physical and/or economic displacement and resettlement, which can, in turn, impact the Human Rights of neighboring communities. Depending on the specific societal context such as population density, land occupation and use, gender dimensions or livelihood patterns, there may be negative impacts on livelihoods.

Salient Issue

Access to land can be a significant issue, both in developed and developing countries, and it is a particularly important topic in areas where land is used by communities for farming, tourism or where there are cultural heritage concerns around land. It can also be especially complex in developing countries where land grabbing could be prevalent

and where the land titling process is inefficient or not transparent. Our operations are sometimes located in these challenging environments. Some of our societal assessments and Human Rights assessments have shown that land access is a significant Human Rights issue in our operations.

Usually, we subcontract our exploration project activities on the ground - for example, seismic or drilling activities - and we specify procedure on access to land to the designated contractors. However, it has emerged that contractors do not systematically follow these procedures. This could potentially have significant Human Rights impacts on the neighboring communities. It is important that we ensure our contractors respect the procedures put in place along the life cycle of the project, at all times.

CASE STUDY 1

Land Access during exploration works in Uganda.

Between 2012 and 2014, Total E&P Uganda needed to access 19 well pad locations and the right of way for 850 kilometers of seismic lines crossing more than 13,200 parcels of land.

Despite forward planning, stakeholder engagement on the ground and the use of a specialized land valuation agency to determine fair compensation for land access, Total E&P Uganda experienced a number of challenges. These included a lack of reliable land demarcation and land title resulting in conflicts between community members.

Additionally, during the 3D seismic campaign, some contractors also did not systematically respect the procedures that the Total affiliate had put in place regarding access to land. Even with a well prepared assessment team scouting before the seismic campaign began, some contractors changed the course of the mulching tractor and recording vehicles at the last minute. For example, there were cases where a contractor would take a short cut between one place and the other, and drive through someone's land when no access to this person's land had been negotiated. This meant that the affiliate had to identify the landowner and compensate him or her for the land use and any damages after the impact had occurred.

Our teams are aware that such issues arise, hence the emphasis placed on having one of the Total affiliate's societal teams present on the ground. These teams are our eyes and ears on the ground. The objective is to quickly identify any problems that come up, consult with those affected, identify remedial actions if necessary, and work with the contractor to ensure that they are not repeated."



Jean LENNOCK

Total EP,
Societal Departement



Olivier MICHEL

Total EP, Societal
Departement

● Right to Health and An Adequate Standard of Living

Oil and gas activities have the potential to negatively impact the environment.

Salient Issue

Noise, dust, emissions and other impacts could have implications for the health of local communities,

their livelihood and access to ecosystem services - i.e. services delivered by nature to people - like drinking water. Working with community and societal teams in our business units in some countries (e.g., Indonesia, Gabon, Congo, Nigeria, Papua New Guinea) to address the environmental impacts of our projects, the right to health and an adequate standard of living emerged as a salient issue.

Addressing our Salient Issues in Local Communities



OUR POLICIES

Our commitment to Human Rights in local communities including their property and land rights, as well as right to an adequate standard of living, is clearly affirmed in our **Code of Conduct** and **Human Rights Guide**. See also, our **Safety, Health, Environment and Quality Charter** and **the Indigenous Peoples Charter**.

Our Societal (Social Performance) Policy includes these two key aspects:

- We seek to establish dialogue with affected communities at a very early stage, and maintain constructive relationships with them and other stakeholders. Using our Stakeholder Relationship Management Tool (SRM+) and in compliance with other internal policy documents including our Group's Societal Directive, we conduct regular and meaningful consultation - ensure transparency regarding operational activities, listen to stakeholder concerns, needs and perceptions, consult communities about impacts and mitigation measures which are all critical to establish and maintain constructive relationships with stakeholders throughout the life cycle of our operations.
- Through due diligence and other processes, the Group respects the rights of communities by

identifying and addressing impacts, particularly on their environment and way of life, and where appropriate by providing remedy for adverse impacts that could not be avoided.



AWARENESS RAISING AND TRAINING

- In 2014-2015, **17** training sessions were held in nine countries for **224** Exploration & Production managers, specialists and Community Liaison Officers.
- **69** Exploration & Production employees from eight countries participated in a new societal e-learning training launched in October 2015.
- Various training seminars and workshops include societal issues: *HSE for managers; Our Ethical, Environment and Social responsibilities*; country representative seminars, HSE seminars. Specific societal engineering training sessions have been designed, some of them targeting particularly local managers. For example, five one-day training courses on Fundamentals of Societal Commitment were conducted, dedicated to affiliate managers & HSE managers. Two of these courses were held in Paris (**27** participants). The other three courses took place in Argentina (**32** participants), Indonesia (**35** participants) and Gabon (**28** participants).
- E-Learning training on "Societal Commitment in Exploration & Production" was initiated in 2015. Another on "Societal Commitment at Total" is currently being developed.
- At the corporate level, a two-day Seminar titled: "Responsible leadership for a sustainable business" with a focus on stakeholder engagement has been implemented for top managers and senior executives.
- 2 sessions of 5 days' Group Societal Seminar "Societal commitment and Creating Shared Value" in October 2015 in Paris for societal managers with a dedicated 1-hour roundtable on Human Rights
- 2-day Group Societal Seminar is organized every 2 years for societal managers: in 2015, one day was dedicated to a specific training on Human Rights facilitated by the DIHR.
- A short Video on Human Rights and local communities is available on the Total Intranet page.





OUR DUE DILIGENCE ACTIONS

In order to effectively implement our societal and social performance policies, we have a dedicated team of professionals on the ground in our various business segments. Our local teams in various business units are trained on how to implement stakeholder engagement and societal performance processes. It is also a requirement for our contractors to have a social performance team on the ground.

The Stakeholder Relationship Management+ (SRM+) Tool

Since 2006, Total has been implementing its SRM+ (Stakeholder Relationship Management) tool which helps to identify and map our main stakeholders, schedule meetings and engagement sessions, understand their perceptions and concerns, and then define an action plan for building a long-term, sustainable relationship. This mechanism represents a unique opportunity to explain the Group's business activities viz-a-viz the communities and other stakeholders and also to listen to the expectations of local stakeholders, including identifying and developing specific engagement strategies for those individuals and groups who may be vulnerable or marginalized in a given context, such as women, minorities, indigenous peoples. It also facilitates the development of a trust-based relationship with our stakeholders.

In 2015, our Exploration & Production business segment deployed the SRM+ tool in some countries. In our Marketing & Services business segment, a specific module of SRM+ was set up for small sites, allowing more than 10 business units of the Africa-Middle-East division to begin a consultation process with stakeholders, at more than 30 sites. In total, the SRM+ tool has been rolled out in more than 200 sites within the Group and continues to be used in our operations.

Community Liaison Officers

We have also put in place other initiatives to be able to effectively engage our stakeholders and appropriately take action to prevent negative Human Rights issues or provide adapted remedies where these issues exist. An example is the use of Community Liaison Officers (CLOs) in our Exploration & Production business segment. The CLOs, typically members of the local community, whose language they speak and whose customs they understand, are employed by our business units so that they can maintain a dialogue with the local communities.

→ **For example,** a Community Affairs team has been recruited by Total E&P Papua New Guinea. This team consists of six positions for Community Liaison Officers (12 staff working on rotation so ensuring daily presence) and two field based supervisory posts known as Heads of Community Relations (four staff on rotation). The team is deployed in the field, close to the different operational sites. The team is managed by a Community Affairs Coordinator and a Community Affairs Manager based in Port Moresby. This team is composed of experienced staffs that have previous experience in mining or oil and gas. Following recruitment, a one-week training course was organized for the team including one day dedicated to the company's approach to the management of social and Human Rights issues including issues relating to access to land and well being of the communities where we operate.





Yadaira ORSINI

Head of Economic
Development for Peace
International Alert

CASE STUDY 2

Dialogue with Indigenous communities in Bolivia

Since 2011, Total Exploration & Production Bolivia (TEPBO) has been developing a natural gas field located in the country's eastern lowlands. The Incahuasi project involves the construction of a gas plant located on the Guarani territory of Alto Parapet as well as a 100-kilometer pipeline, which will run through three other Guarani territories. Total asked several non-profit organizations to assess TEPBO's relationship with local communities and also determine possible impacts of the projects on the local communities:

"Total came to see us after an incident in the project area, which started with the finding of archaeological remains in the area where their plant is being built. We identified a number of issues, many of which stemmed from the company's initial response. That attitude dramatically improved following our findings and recommendations.

For example, we didn't think the Human Rights discussion within TEPBO was as broad as it should be. So as a first measure, TEPBO organized a series of Human Rights workshops delivered by the **Office of the High Commissioner for Human Rights in Bolivia** to train all the relevant staff – and not just the corporate sustainability team. We saw this as a key entry point to start breaking down barriers between the company and local communities.

Total also brought in a conflict transformation specialist to understand, through workshops with its personnel, what the company had done well and what they had not done so well when it comes to this particular incident and with a wider goal of generating inter-cultural dialogue. One of the things that came out of this was that some of the Bolivian staff doubted historical evidence of slavery among Indigenous communities, which was quite concerning. Total's sustainability manager rapidly developed a workshop aimed at Community Liaison Officers with an historian specialized in Indigenous people in Bolivia. It was quite noteworthy that Total took action so quickly.

Another issue was that communication had not been conducted properly in the first instance. We helped Total better grasp the dynamics inside the communities and as a result they developed a new communications approach that goes beyond informing only the community's leader. They now look at different instances and different audiences depending on what the communication needs are."

You can also consult the [CDA's Field Visit Report in Bolivia \(December 2013\)](#)

Access to Land

We continue to apply international best practice in our land access and acquisition process so as to avoid or minimize Human Rights impacts. This includes avoiding any physical displacement whenever possible, establishing clear and transparent procedures in consultation with affected people, proposing replacement land of equal quality whenever possible, providing support for livelihood restoration, ensuring people are compensated appropriately and by paying specific attention to vulnerable people and households. We are also making efforts to centralize our learnings and share best practices such as the International Finance Corporation (IFC) Performance Standards, amongst our business units; we acknowledge that this is work in progress for us.

The operations of our business units may require intensive use of resources such as water, and of other infrastructure and essential services like sewage treatment which

can place such resources/infrastructure under strain in the communities. In such situations, we require our business units to investigate the extent to which the local communities will be affected by their activities in order to ensure that the operation's use of locally provided resources does not negatively affect the local population's health and right to enjoy an adequate standard of living.

Stakeholder consultations are held and the local authorities responsible - for example for water - are consulted so that a plan is put in place before initiating operations.

In this engagement process, we pay particular attention to identifying and including isolated individuals in the community, such as women, socially and culturally disadvantaged persons, ethnic minorities, and immigrants.



Health, Safety and Environment

We deploy appropriate technologies and infrastructure to prevent, or at the least minimize the impacts of our activities on the environment in the communities where we operate. In addition to complying with applicable legislation, we actively pursue a policy of minimizing emissions and other environmental impacts from our activities. For example, our sites use various systems (such as using predictive models to control peaks in SO₂ based on weather forecast data and the improvement of combustion processes management) and technical measures (such as setting up wastewater treatment plants, using low NO_x burners, as well as well-maintained low emission vehicles for transportation to project sites and biological treatment of processed waters).

Our project design and execution are influenced by our environmental and social impact assessments.

We also include clauses in our agreements with contractors and suppliers, requiring them to ensure respect for environment, health and safety and periodically monitor compliance with these clauses. Further details on our initiatives and actions in this area can be found in the **Total Registration Document 2015 (p. 140 – 146)** and our recently published **Climate Report 2016**.

MAESTRO Audits

Since 2012, societal issues have been integrated into Exploration & Production's and Refining & Chemical's HSE management systems, known

as MAESTRO (Management and Expectations Standards Towards Robust Operations). Five MAESTRO audits were conducted within our Exploration & Production business segment in 2015 (Qatar, Russia, Angola, Nigeria and Congo). The recommendations of this audit help support efforts to improve the societal and Human Rights impacts arising from our operations. We plan to roll out these audits across all our business segments in the future.

Societal and Human Rights Assessments

Our Human Rights Roadmap validated by the Group's Executive Committee (EXCOM) in 2013, identified the need to update our General Specifications (Guidelines) for **Social Baseline Studies and Social Impact Assessment Studies** in our Exploration & Production business segment **with greater focus** on Human Rights issues, including those relating to access to land and an adequate standard of living for the communities where we operate. In November 2014, revised versions of these General Specifications were issued.

Additionally, a pilot stand-alone Human Rights and Conflict Risk Assessment was conducted in the Democratic Republic of Congo (DRC) in 2013 with the expert support of international NGO, International Alert and a local network. Following this pilot, a new General Specification (Guidelines) on **dedicated Human Rights Impact Assessments (HRIA)** that sets out the criteria and methodology for conducting an HRIA in our activities was developed in 2015.



Yadaira ORSINI

Head of Economic
Development for Peace
International Alert



CASE STUDY 3

Human Rights and Conflict Risk Assessment in the Democratic Republic of Congo

At the end of 2013, Total commissioned British non-governmental organization [International Alert](#) to conduct a Human Rights and Conflict Risks Assessment in the Democratic Republic of Congo in order to better understand the country's complex dynamics and limit any negative impact its exploration activities may have on this sensitive environment.

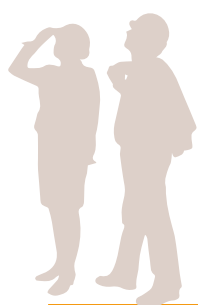
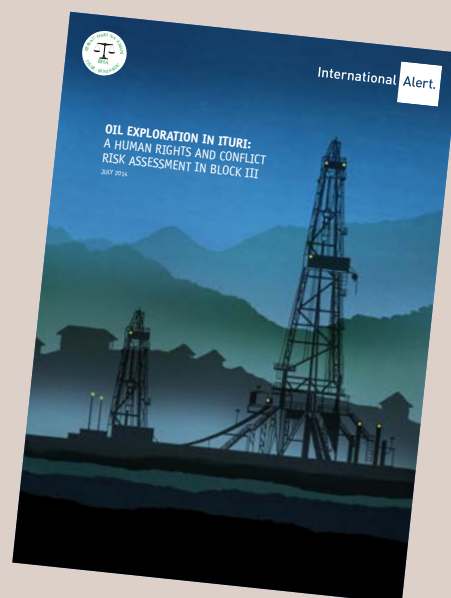
"We were approached by Total to conduct this assessment because of security issues. They were in the process of conducting a social and environmental impact evaluation ahead of a seismic acquisition survey.

They tried including Human Rights in their assessment but the complexity of the context – a fragile and volatile country with continuous cycles of violence, poor governance and Human Rights violations – meant that a standalone Human Rights and Conflict Risks impact assessment was needed.

Total was quite transparent with us. Their biggest concern was of further destabilizing the region. It was very useful for us to know this right from the start as it helped us tailor our research. We consulted close to 300 people, a quarter of whom were women, and identified six key risk areas. We made a number of recommendations on security, employment policies, community consultations and on managing the expectations of local communities.

We were quite impressed by the company's response immediately after our report. Actions were taken locally to implement some of our recommendations. This responsiveness is something that sets Total apart, at least in our experience working with other companies from the mining and energy industry."

This report is available online



Working with experts

We analyse the social and Human Rights impacts of our projects on local communities especially in conflict-sensitive contexts and identify areas of improvement, sometimes with the support of third party experts such as CDA.

For example, a team from CDA regularly visits our Yadana pipeline region of Myanmar to conduct in-depth assessments of the impact of the Yadana consortium's operations on surrounding communities.

During its seventh visit to Myanmar in 2014, the CDA team noted a genuine appreciation for Total E&P Myanmar's presence in the region and for the CSR and Human Rights program. They found that Total E&P Myanmar needed to put in place a more rigorous approach to developing a long-

term sustainable strategy for its socio-economic Program. The CDA report suggested the need to consider how Total would further leverage its years of experience and position as a leader in the oil and gas industry in Myanmar as the country changes and to consider options for broader engagement with all of its stakeholders – including local communities, regional and national government officials, other operators, contractors and suppliers – in order to maintain and advance its responsible business reputation.

We have continued to take follow-up actions with respect to these findings. CDA has also performed independent assessments of our activities in various countries (Mauritania in 2006, Uganda in 2011, Nigeria and Bolivia in 2013 and Argentina in 2015). The reports are available on the **CDA website**.

Grievance Mechanisms

Business units design and implement where necessary, effective local grievance mechanisms and remediation processes, on various issues such as access to land for local communities. These mechanisms provide access to our stakeholders, including affected vulnerable individuals and groups such as minorities, persons who are illiterate, women, indigenous peoples etc.

For example, a dedicated mechanism for the handling of grievances was introduced in Uruguay as part of stakeholder communications as early as the seismic campaign (exploration phase). This plan, which was drawn up by the business unit's societal team is supported by the presence in the field of a Community Liaison Officer (CLO) who is a member of the local community.

Our target for 2020 is 100 percent community grievance mechanisms for exposed business units, using internal indicators to define these units.

Inspired by the UN Guiding Principles, our Exploration & Production business segment published a Guide that details our procedure for the handling of grievances. Today, a dozen of the business units in Exploration & Production have effective grievance mechanisms in place.

We have also started to put in place a system to track grievances. We acknowledge that this is

work in progress for us and we continue to make efforts to improve our identification and tracking processes. For example, through our societal software tool, Management Operational Societal Tool (MOST), we are able to identify issues that generate grievances in relation to our site activities (e.g. noise, dust, industrial lights etc) and are able to track follow-up actions that are taken with regards to the grievances. In 2015, we used the tool in 13 countries and we plan to implement it more widely in the future.

Our Marketing & Services business segment has also published a brochure to raise awareness of grievance management issues across our operating sites. The brochure helps the operating sites familiarize with this subject and introduce their own systems for the handling of grievances separate from those used for dealing with commercial complaints.

The grievance procedure in our business units need to be designed in collaboration with representatives from the local communities to reflect their needs and interests and to create ownership and trust in this mechanism. Our contractors and suppliers are also expected to have grievance mechanisms in line or equivalent with ours.

Our responses to Human Rights issues in local communities are coordinated by the Group's social performance teams working closely with the legal, security and environment teams.



Patricia MANI

Head of Societal
Department,
Total Exploration
& Production

Community Grievance Mechanisms – an essential tool in stakeholders' engagement

"Total's affiliates have handled grievances for a number of years but we formalized the process in 2012 with a mechanism that provides dedicated communication channels – allowing individuals or groups who are our neighbors to raise questions or concerns related to our activities – and processes to ensure grievances are promptly and fairly dealt with.

"We try to adapt these channels to the local situation and generally offer several channels in a given project or affiliate so that literacy or language barriers do not prevent a person from making his or her grievances known.

"This is an important tool for us to identify negative impacts that our activities may have, impacts that our impact assessments may have failed to flag or, in some cases, unforeseen impacts. For instance in Congo, we received a grievance from a farmer whose plot of land, which is adjacent to our operations, was flooded with water coming from our site. What we did is work to remedy the issue from a civil engineering point of view, to ensure this situation would not happen again, and the managing director of the affiliate personally signed the compensation agreement with the farmer to settle the issue.

"We also revisit existing processes, like we did in Congo after a pilot project on grievance mechanisms with industry association IPIECA. We do this to ensure we don't miss out on certain grievances. This is essential for us in our work to identify local issues and find the appropriate remedy or compensation.

"Grievance mechanisms are already active in a dozen Exploration & Production affiliates such as Congo, Uganda, Nigeria, Myanmar or Papua New Guinea. Similar processes should be expanded to Argentina in 2016 and to Cyprus in 2017 ahead of Total's exploration work there. Our focus is really to continue the deployment of this process to other affiliates with significant societal exposure – where we have large onshore presence for instance."



● Risk of Misuse of Force

The provision of security is a state duty. In some contexts, the intervention of government security forces or private security providers may be necessary to provide security for our business units' activities, including personnel and assets.

Salient Issue

In the contexts described above, the Group's Internal Security Audits have highlighted risk of misuse of force as a salient Human Rights issue.

A notable challenge is how to get representatives of government security forces to enter into agreements on security and respect for Human Rights. This continues to be addressed through the use of ongoing dialogue with security forces and other stakeholders (See page 33 for further information).



**Hubert
DE BREMOND D'ARS**

Total Corporate Security,
VPSHR Coordinator

CASE STUDY 4

Ensuring security in a country in conflict– Yemen

"Armed conflicts in Yemen have led Total to stop its production in the country, in early 2015. Total expatriates in our Sana'a office and our Balhaf site and Block 10 area, as well as numerous Yemeni employees, were evacuated.

"The Yemeni army was controlling both sites to ensure their security. They withdrew from the sites in April 2015. The local tribes continued to implement security.

"Throughout these troubled times, in line with international standards such as the Voluntary Principles on Security and Human Rights (VPSHR), we have maintained a constant dialogue with government, local authorities and community leaders in order to avoid security incidents.

"We've had no incident reported, which given the challenging environment, can be considered a success."



Addressing our Salient Issue relating to Security



OUR POLICIES

In the words of our CEO: *“The Group is committed to respect internationally recognized Human Rights standards in the countries where we work. In doing so we focus on the following important issues: [...] Ensuring that the security of our people and facilities is managed in a responsible way and that the rights of neighboring communities are respected; the management of security risks, including the use of government security forces and private security providers, should be in line with applicable international standards related to the proportionate use of force”.*

We commit in our Code of Conduct to respect internationally recognized Human Rights standards.

This includes the Voluntary Principles on Security and Human Rights (the “Voluntary Principles”) of which Total is a member. Our Voluntary Principles Annual Report 2015 is available [here](#).

We have incorporated our commitment to the Voluntary Principles in our Security Policy since 2003. Our Security Policy sets out that:

“Total adopts a constructive attitude towards safety, security, health, the environment and quality, based on transparency and an open dialogue with stakeholders... Through its societal commitment, Total is particularly keen on contributing to the sustainable development of neighboring communities, with a focus on human, economic and social issues. It conducts its operations in such a way as to responsibly ensure security, in compliance with the Voluntary Principles on Security and Human Rights”.



AWARENESS RAISING AND TRAINING

- 1-day in-depth induction workshop held in Paris in 2015 for **27** security and HSE managers and general managers from Exploration & Production, Refining & Chemicals, and Marketing & Services.
- Total EP Myanmar held VPSHR training sessions for **35** employees.
- In Total EP Nigeria, VPSHR inductions and awareness sessions were organized for **70** Security coordinators and vessel captains as well as **1,180** mobile police, army and regular police units assigned to the protection of Total business units in the country.

- VPSHR trainings organized for the Group’s business units and joint venture entities in Columbia, Bolivia, Venezuela, Haiti, Mexico and Brazil.
- A short Video on Human Rights and security is available on the Total Intranet page.



OUR DUE DILIGENCE ACTIONS

Our Societal and Community relations teams in our business units typically coordinate the process for mapping and engaging our stakeholders in the areas where we operate. In this regard, our Community Liaison Officers (CLOs) who are on the ground are key assets in recognizing early warning signals that could trigger a potential issue related to Human Rights and security in the communities where we operate. This collaborative process helps to provide valuable insight to the Security team who are then able to properly identify the relevant risks and find ways to prevent them.

In 2014, we developed ‘easy-to-use’ tools to help our business units to more efficiently identify, prevent or mitigate the risks and impacts related to Security and Human Rights: the Voluntary Principles Risk Assessment Tool (the “VPRA”) and the Voluntary Principles Auto-Diagnostic Tool (the “VPAD”).

In 2015, following a pilot deployment of these tools in 20 of our exposed business units, we were able to get useful feedback from the field on our Salient Human Rights Issue relating to security and the use of force. We were also able to further improve the content of these tools, to strengthen ownership and future autonomous use by more of our business units. These Voluntary Principles tools now include a Dashboard (“VPDB”) - a color-coded form that gives a complete briefing on the particular business unit’s performance.

In our Human Rights and security risk assessment process using the above-mentioned tools, we have also evolved from a “Voluntary Principles Risk countries” analysis to a “Voluntary Principles Risk business units” focus. This will further enable us to identify where the potential and actual risks are and provide targeted measures to prevent or remedy them, taking into consideration the operational context, nature and scope of security services provided (for example, private security only or government security forces for a given business unit). Business units identified as Voluntary Principles Risk business units will benefit from



advanced support from our Corporate Security Department and will have to report annually on their Voluntary Principles implementation processes and activities.

Our Security Policy, including our Corporate Security Directive and Operational Guide, provides extensive guidance on relationships between our business units and governments, recruitment criteria for private security companies' employees, training criteria for all security personnel, rules applying to the transfer of equipment and responses to potential Human Rights violations.

A major challenge we are facing is to get **representatives of government security forces** to accept entering into agreements (e.g. a Memorandum of Understanding - MoU on security and respect for Human Rights). Nevertheless, we have been able to enter into MoUs with a few countries, at national or regional level. These MoUs provide us with a platform to address potential gaps in Human Rights awareness in relation to security and the misuse of force in the particular region or country. We also exchange views with the government during the course of our operations, whenever needed. Total's standard framework agreements incorporate Voluntary Principles clauses.

Security-related contracts also include provisions specifying that the private security provider should comply with the Voluntary Principles, perform security services with skilled and qualified personnel, and ensure personnel are trained and/or attend information sessions on the Voluntary Principles. We also require our security providers to pay fair

remuneration to their personnel. The Human Rights of the security personnel contracted to work on our sites, to just and favorable working conditions must always be respected.

Total also actively participates in IPIECA's Responsible Security Task Force and International Alert's Corporate Committee on Conflict Sensitive Business Practice (CSBP). International Alert is currently undertaking a project to develop a Human Rights Due Diligence Guidance in Conflict-Sensitive Contexts. We attended IPIECA and International Alert workshops in which we shared best practices and challenging situations with our peers and other stakeholders to improve the way we are addressing these issues.

Regarding the provision of appropriate responses in the event of Human Rights and security-related incidents in which our business units may be involved, our Corporate Security Directive provides that the following steps must be taken:

- Ensure that appropriate medical care is provided to any injured person;
- Immediately report the incident to the relevant authorities at Group and Business unit levels – follow-up actions will be taken depending on the local context and type of incident;
- Ensure the protection of any witnesses from internal or external pressure;
- If applicable, conduct internal investigations to establish facts and responsibilities, and monitoring and follow up;
- Ensure that remediation actions are put in place for affected stakeholders (for example, compensation).

CASE STUDY 5

Security in Myanmar

Total has been active in Myanmar for two decades. It operates the Yadana natural gas blocks M5 and M6 – and a connecting pipeline – that currently supply half of all gas consumed by Myanmar and meets 15 percent of Thailand's needs. The Yadana project employs around 900 people, including contractors. In June 2015, Total organized a seminar focusing on the Voluntary Principles guidelines in Yangon, attended by government representatives, Myanmar national companies, non-governmental organizations and embassies.

"We tried, through this workshop, to foster a dialogue with local security forces, the police and the army, as well as NGOs, other oil and gas companies, and of course private security providers. When signing a contract with a private security provider, the question of implementation on the ground is quite critical for us. We need to make sure that every guard working for a firm that we hire has proper training, has been properly profiled through background checks and knows how to react in the case of violence or intrusion in our facilities.

Private security providers work for us - so we are responsible for what they do. Total has been operating the Yadana pipeline for many years, and consultation and compensation mechanisms are in place but there may be seasonal activities by the farmers who may want to cross over the pipeline. This then becomes a safety issue and we need to ensure it is handled properly.

"About a year ago, we changed one of our suppliers, resulting in job cuts. Workers decided to demonstrate. We knew the demonstration was happening and prepared for it. We kept security teams at an appropriate distance from demonstrators, and our teams started discussions with demonstrators. Today, this is no longer an issue."



Cedrick MAMES
HSE & Security Manager,
Total Exploration
& Production Myanmar.



Other Topics

Our engagement process also identified two broad topics that have Human Rights dimensions - Climate change and Transparency. See below.

Climate Change

Oil and gas activities have impact on the climate and climate change has negative impacts on a number of rights, including the rights to health, water, food, housing, livelihood and life.

Recognizing the importance of this subject, Total published its 1st dedicated Climate Report 2016 titled: **“Integrating Climate into our Strategy”**, in May, 2016. The Report discusses our strategies and actions to address climate change, as well as our ambitions going forward.

Transparency

Oil and gas development by extractive industry operators generates substantial revenues for producing countries, but the benefits may not be distributed fairly among the local population and the exact amounts involved are not always disclosed to the public. Linked to weak governance in public institutions, this situation can have negative impacts on the realization of Human

Rights and result in conflict for the control of these resources. We therefore believe that it is important to promote the principle of revenue transparency to producing countries.

We are committed to transparency concerning the revenues generated by our activities and we participate actively in intergovernmental initiatives and dialogue on this issue.

We joined the **Extractive Industries Transparency Initiative (EITI)** on its creation in 2002. Since then, we have been elected a permanent member of the EITI Board. We have also joined other international initiatives which contribute to the fight against corruption and participate in the dissemination of good practices and the promotion of dialogue between companies and civil society. As part of our commitment to the implementation and success of the EITI in the countries where we operate, we leveraged our relationship with the Myanmar government to explain the benefits of EITI membership for countries and companies. Myanmar committed to joining the EITI in late 2012 and was admitted as a candidate country by the International EITI Board in July 2014. The country then hosted the next meeting of the International Board in October 2014 in Nay Pi Taw, when participants also visited our Yadana project area and took stock of our Human Rights and CSR initiatives first-hand. Further information available [here](#).

We have also recently published payments made to governments by project and **by type of payment**, in all the countries where we operate. This is included in **p. 311-323 of Total's 2015 Registration Document**.

➔ **The six Salient Human Rights Issues identified by Total – at the time of publication of this report** – are those relating to the Human Rights that could be most severely impacted by the Group's operations. We know this is by no means an exhaustive list of Human Rights issues in our operations, and that this list may evolve. Hence, we see the process of identifying and addressing our Salient Issues **as a dynamic and an ongoing one**.



**Michael
LITTLECHILD**

Chief Executive
and Co-Founder,
GoodCorporation



Working with Total : A word from GoodCorporation

“We’ve been conducting Total’s ethical evaluations for 15 years. Our general experience of working with the company is good. We’ve seen quite a dramatic mentality change in particular at the corporate level.

The headquarters and project management teams take Human Rights very seriously, but there’s still more to be done on the ground so that personnel is made to understand that Human Rights are absolute priorities, just like Health, Safety & Environment policies.

A lot of this trickling down also depends on follow-up and implementation including close monitoring of contractors and service providers. The current progress review process for ethical evaluations may be further strengthened; and progress reviews should be a bit heavier with shorter and more frequent check-up visits.”



Continuing our Efforts



1. Introduction



2. Our approach



3. Our salient issues

4. Continuing our efforts

“The era of declaratory Corporate Social Responsibility is over; we’ve moved into ‘prove it’ time.” These words by Professor John Ruggie, former UN Secretary-General’s Special Representative for Business and Human Rights, drive our efforts to meet our responsibility to respect Human Rights.

As a leading international oil and gas company, we have a responsibility to go beyond stating our commitment to respect Human Rights. We must demonstrate what we do to implement them in practice across our organization.

Updating our Strategic Human Rights Roadmap

We know there is still much more to be done. As we update our Human Rights Roadmap (2016-2018), our focus is more than ever on embedding our Human Rights framework into our day-to-day operations.

Our organization still has a lot of work to do to ensure that our approach to Human Rights is understood and implemented in our activities and in our supply chain.

Internal and external assessments have helped us identify some key improvement areas where we need to focus our efforts. Our revised Roadmap will focus on:

- a more holistic integration of Human Rights considerations in our business decisions at local level;
- scaling-up awareness and accountability of our management at all levels of the business, on Human Rights issues; and
- improving our assessment processes & follow-up of action plans for business units at-risk in the Group.

Advancing respect for Human Rights in our supply chain will be one of our key goals. The 2016 edition of our Annual Business Ethics Day will be focused on integrity and Human Rights in the supply chain.

We also aim to improve on our initiatives to develop a constructive dialogue with local communities around our project sites with a specific focus on continued deployment of effective community grievance mechanisms. We will continue our efforts on tracking grievances and integrating lessons learnt.

This takes time and resources but our commitment to make it happen is clear. Our company will give itself the means to meet its ambitious goals because it is critical to gaining the social acceptance we need from our stakeholders to conduct our business, and more importantly, simply because it is the right thing to do.

Appendix: UNGP Reporting Framework Index

Total's Human Rights Briefing Paper follows the **UN Guiding Principles Reporting Framework**, published in February 2015. This index is designed to help you identify the location of answers to questions according to the UN Guiding Principles Reporting Framework, either in the Human Rights Briefing Paper or in other Group publications.

Section of the UN Guiding Principles Reporting Framework	Location in Total's Human Rights Briefing Paper	Location in other Group publications
A – GOVERNANCE OF RESPECT FOR HUMAN RIGHTS		
A1 - Policy commitment		
A1.1	11-14	Total's Code of Conduct Total's Human Rights Guide Total's 2015 VPSHR report, pages 1-2
A1.2	16	Same as for A1.1
A1.3	13, 36	See www.total.com
A2 - Embedding respect for Human Rights		
A2.1	13, 36	Total's 2015 Registration document, p. 155-156 Total's 2015 VPSHR report, pages 2-3
A2.2	4, 8-9, 11-14, 28	Same as for A2.1
A2.3	11-14, 20-23	Total's 2015 Registration document, p. 155-156 Total's 2015 VPSHR report, pages 3-4
A2.4	11-14, 20-23, 25-34	Total's 2015 Registration document, p. 135 and 152-154 Total's 2015 VPSHR report, page 5
A2.5	16-19, 36	Total's 2015 Registration document, p. 147-148 and 155-156 Total's 2015 VPSHR report, page 8
B - DEFINING THE FOCUS OF REPORTING		
B1 statement of salient issues	16, 18-19, 24, 31	Total's Human Rights Guide
B2 determination of salient issues	16-17	Total's Human Rights Guide
B3 choice of focal geographies	N.A.	-
B4 additional severe impacts	17, 19, 30, 34	-
C – MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES		
C1 - Specific policies		
C1.1	20, 25, 32	Total's Code of Conduct Total's Human Rights Guide Total's Safety Health Environment Quality Charter Total's Fundamental Purchasing Principles Total's policy regarding Indigenous Peoples Total's 2015 Registration document, p. 146-151
C2 - Stakeholder engagement		
C2.1	14, 20, 21-23, 25-34	Total's 2015 Registration document, p. 147-148
C2.2	14, 20, 21-23, 25-34	Same as for C2.1
C2.3	14, 20, 21-23, 25-34	Same as for C2.1
C3 - Assessing impacts		
C3.1	22-23, 25-30	-
C3.2	31-34	-
C4 - Integrating findings and taking action		
C4.1	36	-
C4.2	32-33	-
C4.3	23, 25-34	-
C5 - Tracking performance		
C5.1	20-34	-
C6 - Remediation		
C6.1	13, 26, 30	-
C6.2	30, 32-33	-
C6.3	30	-
C6.4	30	-
C6.5	32-33	-

Glossary

Acronyms

CDA	Collaborative for Development Action
CLO	Community Liaison Officer
CSR	Corporate Social Responsibility
DIHR	Danish Institute for Human Rights
EITI	Extractive Industries Transparency Initiative
E&P	Exploration & Production (Total business segment)
FPP	Fundamental Principles of Purchasing (Total policy)
HRIA	Human Rights Impacts Assessments
HSE	Health, Safety & Environment
IA	International Alert
ILO	International Labor Organization
LGBT	Lesbian, Gay, Bisexual and Transgender
MAESTRO	Management and Expectations Standards Towards Robust Operations (Total tool)
MoU	Memorandum of Understanding
M&S	Marketing & Services (Total business segment)
NGO	Non-governmental organization
R&C	Refining & Chemicals (Total business segment)
SRM+	Stakeholder Relationship Management (Total tool)
UDHR	Universal Declaration of Human Rights
UNGP	United Nations Guiding Principles on Business and Human Rights
VPSHR	Voluntary Principles on Security and Human Rights

Definitions

UN Guiding Principles Reporting Framework

The UN Guiding Principles Reporting Framework is the first comprehensive guidance for companies to report on Human Rights issues in line with their responsibility to respect Human Rights. This responsibility is set out in the UN Guiding Principles on Business and Human Rights, which constitute the authoritative global standard in this field. The UNGP Reporting Framework, launched in February 2015, provides a concise set of questions to which any company should strive to have answers in order to know and show that it is meeting its responsibility to respect Human Rights in practice. It offers companies clear and straightforward guidance on how to answer these questions with relevant and meaningful information about their Human Rights policies, processes and performance. (www.ungpreporting.org)

Salient Human Rights Issues

As defined by the UNGP Reporting Framework, they are those Human Rights that stand out because they are at risk of the most severe negative impact through a company's activities or business relationships. This concept of salience uses the lens of risk to people, not the business, as the starting point, while recognizing that where risks to people's Human Rights are greatest, there is strong convergence with risk to the business. Salience therefore focuses the company's resources on finding information that is necessary for its own ability to manage risks to Human Rights, and related risks to the business. In this way, it helps companies report on the Human Rights information that shareholders, investors, governments, customers, consumers, media, civil society organizations and directly affected people want to see. (www.ungpreporting.org/key-concepts/salient-human-rights-issues)

Shift

Founded in 2011, Shift is the leading center of expertise on the UN Guiding Principles. Its experts work globally with businesses, governments, civil society and international organizations to embed the Guiding Principles into practice. Shift helped Total report on its Human Rights performance in the Total's Human Rights Briefing Paper. (www.shiftproject.org)

GoodCorporation

U.K.-based firm specialized in assessing socially responsible businesses. GoodCorp has conducted more than 100 assessments in Total affiliates and business units since 2002. The methodology for evaluating the implementation of Total's Code of Conduct is based on 85 evidence points, a quarter of which related to Human Rights, and six different stakeholder categories – employees, customers, suppliers and contractors, business partners, shareholders, and host countries and local communities. (www.goodcorporation.com)

Danish Institute for Human Rights

Independent institution funded by the Danish state, whose mandate is to promote and protect Human Rights and equal treatment in Denmark and abroad. The Copenhagen-based organization works with states, independent organizations and the corporate sector to enable them to strengthen their Human Rights performance. DIHR has worked with Total since 2011, assessing how the Group's policies, procedures and practices impact Human Rights, and supporting effective implementation of Human Rights principles in Total operations. (www.humanrights.dk)

CDA

An independent U.S. non-profit organization with recognized expertise in the field of conflict-sensitive business practice, corporate respect for Human Rights, and human security safeguards in and around corporate operations. CDA has a programme that helps extractive companies such as Total identify and manage the impacts of their activities in complex regions or conflict zones. (www.cdacollaborative.org)

International Alert

London-based NGO with 30 years of experience helping people find peaceful solutions to conflict. Total commissioned International Alert to conduct an impact study focusing on Human Rights in the Democratic Republic of Congo to get a better understanding of the potentially negative impacts of its operations on Human Rights in the region. (www.international-alert.org)

Fundamental Principles of Purchasing

Total's policy to promote a sustainable purchasing process. The policy requires that the Group's suppliers comply with – and ensure their own suppliers and subcontractors comply with – current laws and the following principles: Respecting Human Rights at work, protecting health, safety, and security, preserving the environment, preventing corruption, conflict of interests, and fighting against fraud, respecting the competition law, and promoting economic and social development. (www.total.com/sites/default/files/atoms/files/principes-fondamentaux-achats-va.pdf)

Community grievance mechanism

A community grievance mechanism is a process for receiving, investigating, responding to, and closing out complaints or grievances from communities affected by a company's activities in a timely, fair and consistent manner. Community grievance mechanisms are usually separate from any workforce grievance mechanism.

SRM+

Deployed since 2006, SRM+ is a Total tool that helps the Group identify the views of external stakeholders through a structured and consistent process for dialogue with our stakeholders in more than 130 countries worldwide.

VPSHR

Established in 2000, the Voluntary Principles on Security and Human Rights are a set of principles designed to guide companies in maintaining the safety and security of their operations within an operating framework that encourages respect for Human Rights. (www.voluntaryprinciples.org)

UN Basic Principles on the Use of Force and Firearms by Law Enforcement Officials

The Basic Principles provide guidance to governments and law enforcement officials. Force should be used as a last resort, and when used, should be used in a restrained and proportionate manner to minimize injury. The Basic Principles also emphasize the importance of providing assistance and medical aid to those injured by the use of force, and the necessity of notifying both the relevant authorities and friends and family of the status of such persons. (www.ohchr.org/EN/ProfessionalInterest/Pages/UseOfForceAndFirearms.aspx)

IndustriALL

In January 2015, Total signed a global agreement with IndustriALL Global Union, an international union representing more than 50 million workers in 140 countries in the energy, mining and manufacturing sectors. The agreement includes the promotion of Human Rights in the workplace and diversity, the involvement of employees and their representatives in conducting social dialogue, and a focus on workplace health and safety. (www.industriall-union.org)

IPIECA

A global oil and gas industry association on social and environmental issues, which among other things, develops guidance and tools on how to integrate Human Rights into companies' environmental, social and health impacts assessments. (www.ipieca.org)

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Additional information concerning factors, risks and uncertainties that may affect Total's financial results or activities is provided in the most recent Registration Document, the French-language version of which is filed with the French securities regulator Autorité des Marchés Financiers (AMF), and in Form 20-F filed with the United States Securities and Exchange Commission (SEC).

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Supplying affordable energy to a growing population, addressing climate change and meeting new customer expectations are the three main challenges Total must meet as an energy major.

That is what guides what we do. With operations in more than 130 countries, we are a top-tier international oil and gas company. We are also a world-class natural gas operator and a global solar leader through our affiliate SunPower. Our activities span oil and gas production, refining, petrochemicals and marketing. Demonstrating their commitment to better energy, our 100,000 employees help supply our customers worldwide with safer, cleaner, more efficient and more innovative products that are accessible to as many people as possible. Our ambition is to become the responsible energy major.



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