

Safety Health Environment Quality Charter

Total has based its policy in matters pertaining to safety, health, environment and quality on the following ten principles:

Article 1

Total considers people safety and health protection, safety in regard to operations, respect for the environment, customer satisfaction and listening to stakeholders as paramount priorities.

Article 2

Total strives to comply with applicable laws and regulations wherever it conducts its business and supplements them, when appropriate, with its own specific requirements.

Article 3

Total promotes among its employees a shared culture whose core components are skills management, incident feedback, information and dialogue. This process is driven by the leadership and exemplary conduct of management.

Article 4

Total favors the selection of its industrial and business partners on the basis of their ability to comply with its policy on safety, health, environment and quality.

Article 5

Total implements, for all its operations, appropriate management policies regarding safety, health, environment and quality risks which are regularly assessed. No project development or product launch may be undertaken without a risk assessment covering the entire life of the project or product.

Article 6

Appropriate safety, health, environment and quality management systems for each business undergo regular assessment involving measurement of performance, setting milestones, formulating relevant action plans and instituting suitable control procedures.

Article 7

In order to respond effectively in the event of accidents, Total equips itself appropriately and establishes emergency procedures that are periodically reviewed and regularly tested during exercises.

Article 8

Each person, at all levels, must be conscious in his or her job of his or her personal responsibility, giving due consideration to the prevention of risks of accident, harm to health, environmental damage or adverse impacts on product and service quality. Vigilance and professionalism in these fields are important criteria in evaluating the performance of each member of personnel, in particular for those in positions of responsibility.

Article 9

In matters of safety, health, environment and quality, Total adopts a constructive attitude based on open dialogue with stakeholders and outside parties. Through its social commitment, it focuses on developing its activities in harmony with the neighbouring communities.

Article 10

Total monitors and controls the Group's energy consumption, greenhouse gas emissions, production of final waste and impact on biodiversity. The Group develops new processes, products and customer services in order to enhance energy efficiency and reduce environmental footprints. The Group is engaged in exploring for and developing additional energy resources. Total thus actively contributes to sustainable development.



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TOTAL