



AFRICA/MIDDLE EAST DIVISION, MARKETING & SERVICES

HEALTH, SAFETY, ENVIRONMENT, QUALITY AND SUSTAINABLE DEVELOPMENT CHARTER

In line with the principles set out in Total S.A.'s Code of Conduct and its Safety Health Environment Quality Charter, the Africa / Middle East (AMO) Division's policies regarding health, safety, the environment, quality and sustainable development – applicable to all AMO units and all operations conducted under its oversight – are based on the following commitments and principles:

Article 1: Priorities

Health, safety, respect for the environment, customer satisfaction, listening to stakeholders and personal security are paramount priorities.

Article 2: Safety

Safety is an obligation for all, in our own entities as well as with regard to the contractors with whom we work. An efficient organization, stringent management practices, employee skills and personal commitment are key factors in ensuring high level of safety during operations.

Article 3: Product Transportation

Preventing the risks of accidents related to product transportation is a key focus. Appropriate resources and action plans are deployed for both road transportation and shipping. Road safety campaigns are regularly conducted towards users in order to raise their awareness in this matter.

Article 4: Industrial Risk Prevention

Industrial risks are an inherent part of our activities, especially with regard to product handling. It is everyone's responsibility to prevent them by demonstrating strong operational proficiency, by ensuring that assets, equipment and tools are in good working order and by introducing effective safety systems. Our risk prevention and mitigation process is deployed in every project throughout its life cycle. In particular, it is based on:

- Analyzing major risks.
- Implementing action plans to respond to different industrial risks.
- Conducting regular assessments and audits, through self-assessments and internal and external inspections.

Article 5: Health and Industrial Hygiene

We apply stringent regulations with regard to personal health, industrial hygiene and product quality in all our operations, with initiatives divided into three categories:

- "Health at work", through monitoring the health of employees and service providers and managing the risks to which they may be exposed.
- "Health and the environment", through environmental impact assessments for people living and working near our facilities or likely to be exposed to them.
- "Health and products", throughout the life cycle with material safety data sheets for our customers that are specific to each type of product.

Article 6: Environment

The environmental impact of our operations and products is assessed, to find solutions as to manage our risks and identify the resources to be implemented to mitigate their impact.

Our initiatives focus on five main areas:

- Managing waste and performing life cycle assessments of products.
- Promoting new energies.
- Enhancing energy efficiency.
- Protecting soil and water.
- Rehabilitating sites.

Article 7: Sustainable Development

Community development is an integral component of the operational excellence of the Division and all business units in its scope.

Our initiatives, particularly in the areas of public health, education, road safety and access to energy are designed to ensure that we are recognized as:

- An industrial operator with a strategy centered on respect, listening, dialogue and stakeholder involvement.
- An accountable operator that is exemplary in its management of the impacts related to its activities.
- A partner in the sustainable human, economic and social development of Total's host communities and countries.
- A company that is setting a benchmark for the promotion of access to energy.

Article 8: Security

The security process applies to people, assets and data.

It is designed to continuously assess threats to our operations, with the aim of providing and implementing an appropriate response.

Momar Nguer

Senior Vice President, Africa / Middle East