

* Chief Executive Officer's Message

Total is a world-class group of oil, gas and chemical companies, with operations in more than 130 countries and nearly 100,000 employees from a wide diversity of backgrounds and in a broad range of professions. As a result, our growth and long-term viability depend on all of us embracing the ethical shared values and principles that motivate and guide our day-to-day undertakings. Expressed in our Code of Conduct, these values and principles are critical to the success of an integrated company like ours.

Our ethical commitment is based on three core values:

- **Respect**, the source of sustainable, trust-based operations and relations.
- **Responsibility** toward others and in our jobs.
- **Exemplary behaviour**, which underpins the internal and external credibility of our actions and initiatives.

For these ethical values to have a meaningful impact, they have to be expressed through a certain number of business principles applied in our sphere of activity—upholding human rights, an ongoing concern with safety and environmental protection, respect for everyone we work with, integrity towards the company and in our business relationships, non-interference in political processes, and support for colleagues, host communities and businesses partners.

In every unit, senior management is responsible for instilling these ethical values and ensuring that the corresponding principles are applied.

You can consult the Ethics Committee on any issue related to application of the Code, in particular to help you to make any sensitive decisions that may arise in the course of your work.

It is through these fundamental principles that we will be able to build the strong, sustainable growth that benefits everyone. I know I can rely on each and every one of you to apply the Code of Conduct appropriately in your day-to-day work.

A handwritten signature in black ink, consisting of a stylized 'C' and 'M' followed by a horizontal line and a vertical line.

Christophe de Margerie
Chief Executive Officer