



June 2004

## CORPORATE SECURITY POLICY STATEMENT

The goal of TOTAL Corporate Security is to protect the company's employees, assets, information, integrity and reputation from potential threats.

This company commitment is guided by the basic core values, code of conduct and business ethics which fashion and influence the way we operate throughout the world. These core values include professionalism, respect for employees and stakeholders and a permanent concern for health, safety and the protection of the environment.

### CORE PRINCIPLES

The Group recognises that secure operations are dependent upon employee participation, commitment and accountability. All security activities must adhere to the general principles laid down in the Chairman's Charter. Where appropriate these are elaborated below to provide the basis by which Corporate Security will shape the direction and conduct of security.

1. The security and protection of employees must be the overriding priority of all business activity.
2. Security policies and procedures must be implemented according to the Universal Declaration of Human Rights, the international and national laws, and the Voluntary Principles on security and Human Rights. Respect for human dignity is paramount at all times.
3. Line management must be continually aware of and take responsibility for the security aspects of its business activities.  
Security organisation and resources must reflect this commitment.
4. Prevention must be the first priority. Threats analysis and risk evaluation should be carried out on a continuous basis.
5. Preparedness is essential to mitigate incidents rapidly and effectively. Response plans must be developed and tested to deal with assessed risks.
6. Security measures and procedures must be submitted to regular inspections, validations and verifications by security specialists so as to maintain high levels of security standards in TOTAL operations world-wide.
7. The level of professionalism, knowledge and integrity of staff involved in security matters on behalf of TOTAL must be tightly controlled and exemplary. Appropriate training plans, recruitment and contracting procedures must be established and implemented.
8. All incidents, including security breaches and irregularities must be reported and recorded. Corrective action should be taken and followed up through the regular verifications to improve the overall security standard.
9. Generally security forces used by TOTAL are non armed guards. However if no other alternative exists to properly manage the risk, armed guards could be used within the scope of legally and governmentally approved practices.  
Armed guards must be selected carefully, trained regularly and supervised closely.
10. Mindful of the need to introduce security measures to protect its employees and local personnel, TOTAL nonetheless makes every effort to minimise the impact of these measures on local communities.

As far as possible, security procedures and guidelines reflect the seamless integration of security and business activities.

A handwritten signature in black ink, appearing to read "JP. CORDIER", written over a horizontal line.

Jean-Pierre CORDIER  
Senior Vice President Security