



CSR
in Total's business model

Total Safety Policy

Jean-Marc Jaubert

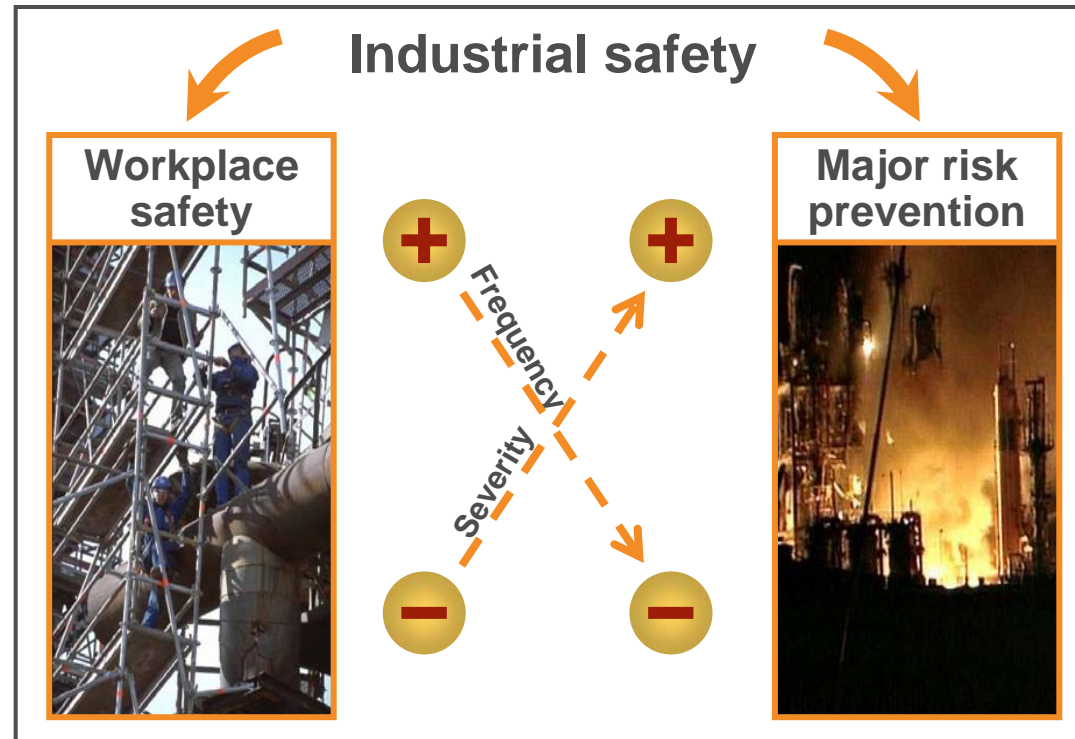
Senior Vice President, Industrial Safety

Investor Relations, London, November 19th, 2009



Industrial safety : a critical management process

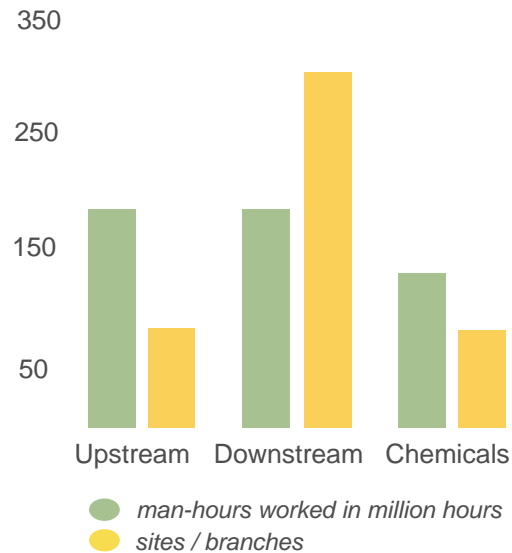
- › Workplace incidents often occur but with minor consequences
- › Fortunately, serious accidents are rare
- › A major component of industrial safety is prevention



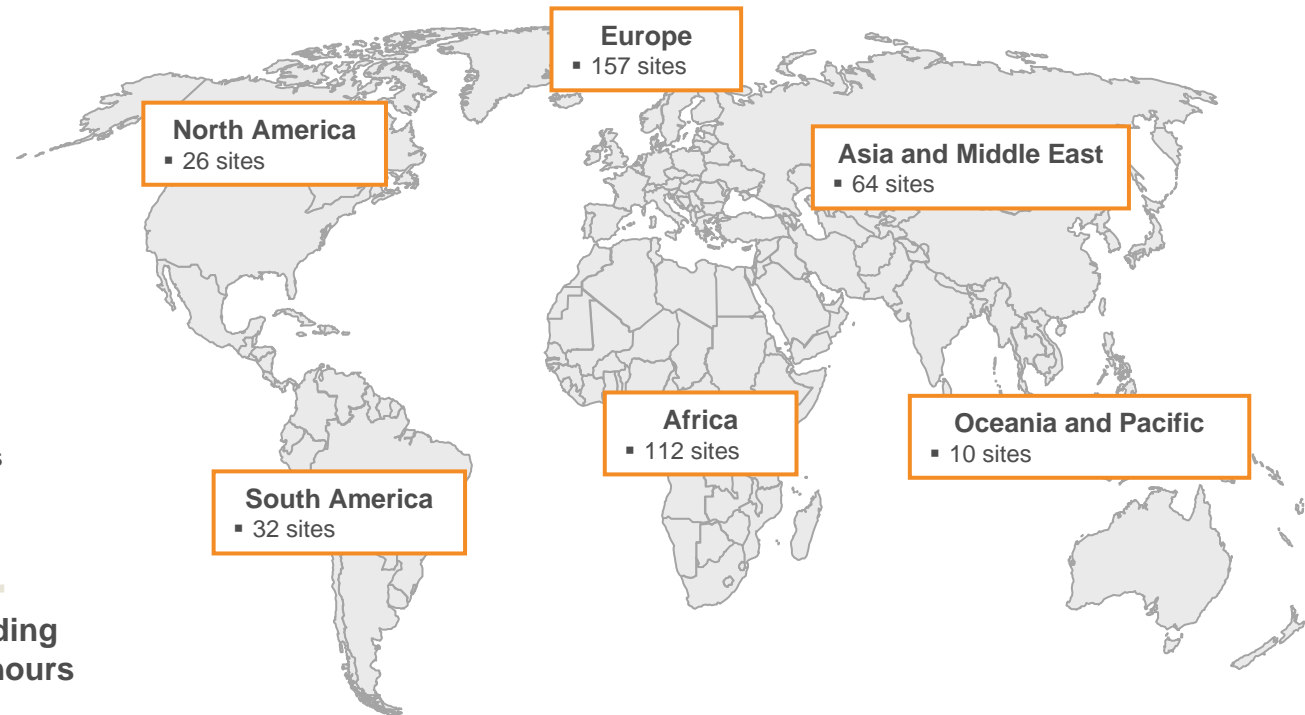
Industrial safety covers the whole spectrum of risks, from minor incidents to potentially major events

Our first priority is the safety of our people and our contractors

Number of man-hours worked and number of sites



Group sites with technological risks as of December 31, 2008



> Consolidated operations including contractors : 430 million man-hours worked in 2008

400 operated sites with technological risks
Responsible for more than 200,000 people
Worldwide safety organization

Safety, a commitment of Total management

› Safety Health Environment Quality (SHEQ) Charter

- Article 1 - Priorities : people safety, health protection, operational safety, environmental respect, customer satisfaction, stakeholders listening

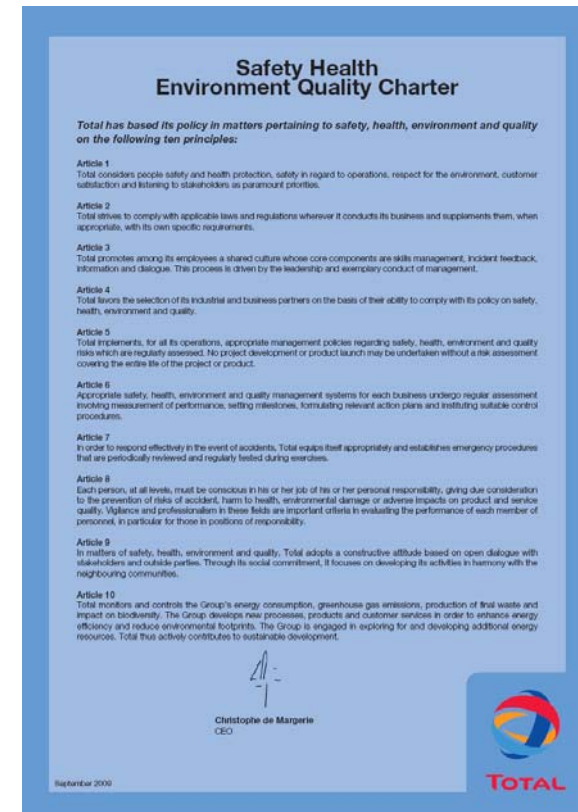
› Line management is accountable for SHEQ responsibility

› HSE managers in all business segments report directly to a Group management member

› All presentations to Group management begin with report on safety

› Serious incidents carefully analyzed by senior management

› SHEQ division at corporate level providing expertise within the Group

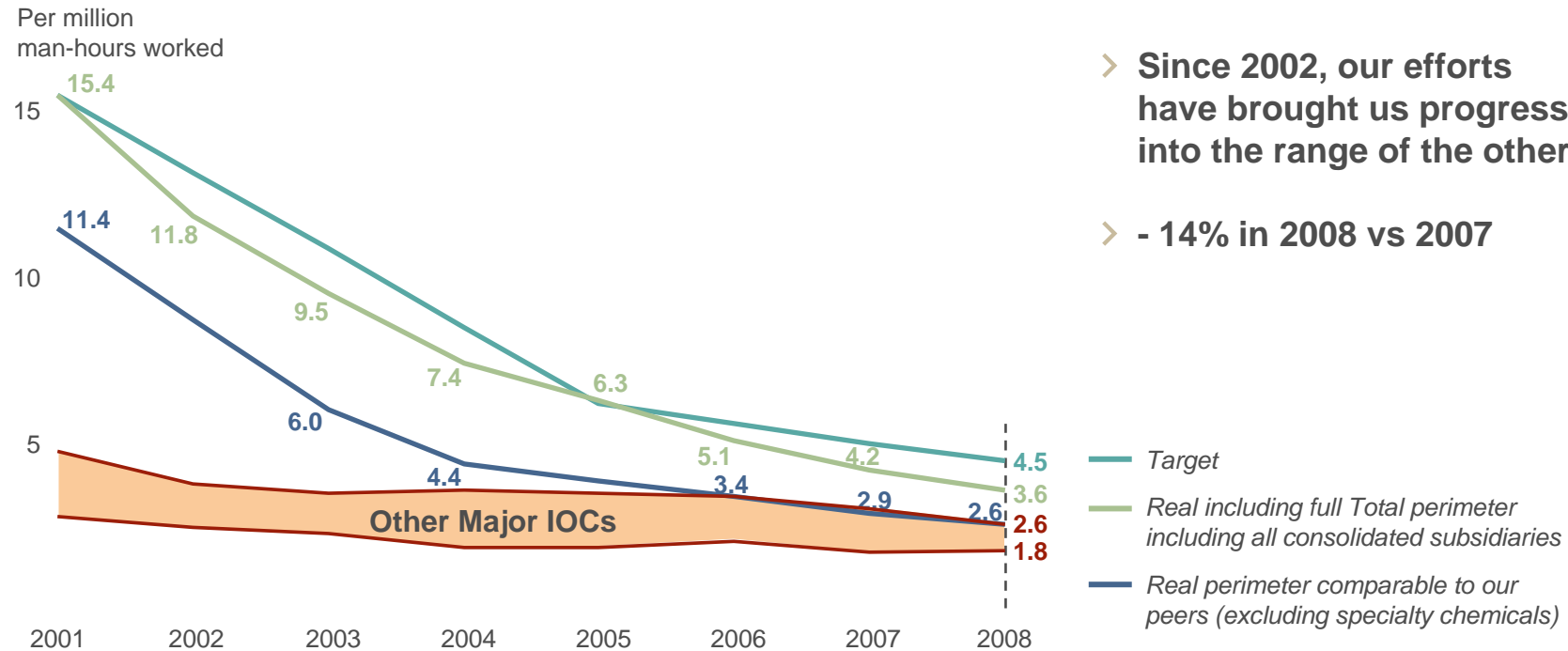


Applying best practices

Injury rate indicators : meaningful and objective tools to track our progress

Group Total Recordable Injury Rate (TRIR)

(430 million man-hours worked in 2008 in the Group)

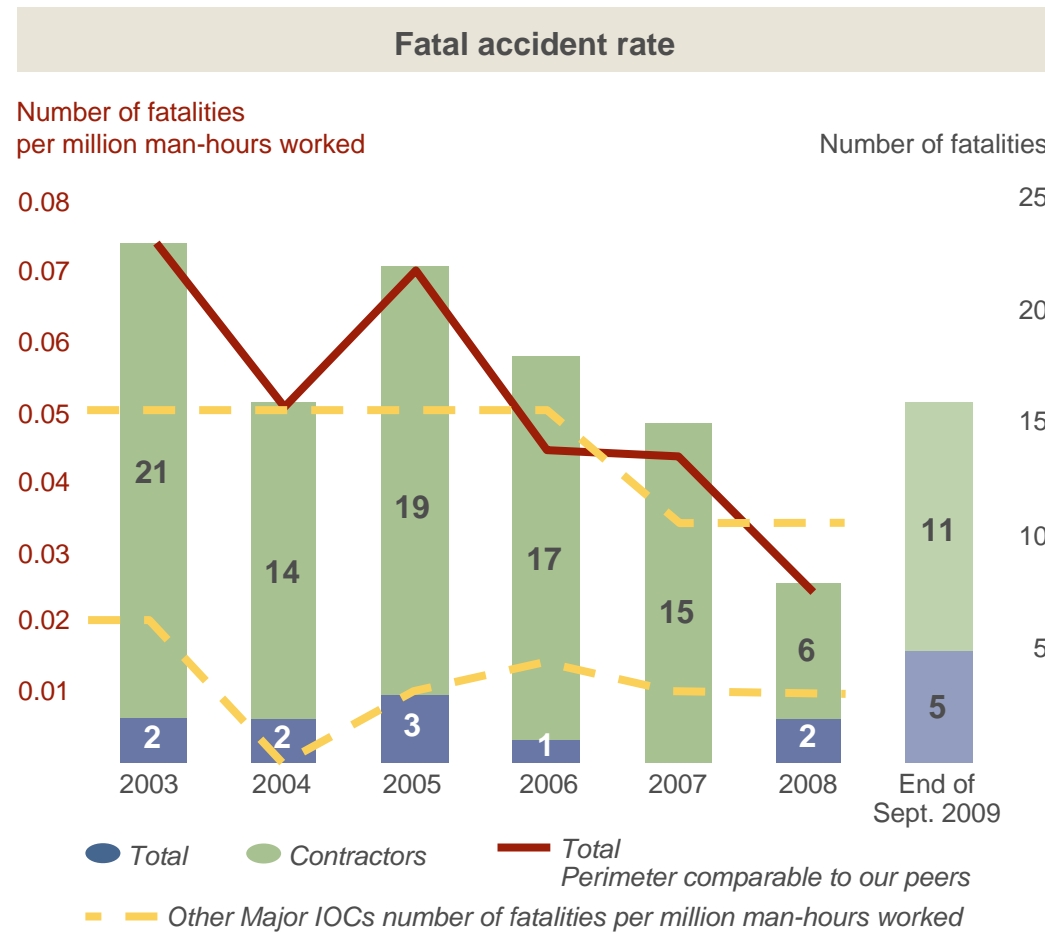


- > Since 2002, our efforts have brought us progressively into the range of the other Majors
- > - 14% in 2008 vs 2007

Regular improvement over the past 8 years
Further improvement still necessary to match best in class



Still too many fatalities



> 2009 incidents

- In France on refining and chemical sites
- On-road in Africa

> Total still too high compared to peers

> Actions :

- « 12 Golden Rules » addressing the most dangerous situations
- General Safety Inspection (GSI)
- On-road safety training programs

Group objective is zero

Group safety action plan : 2010-2013

› Improving safety management

- Safety Management System (SMS)
- Professional safety audits
- Process safety analysis
- Incident analysis and lessons learned

› Group safety guidelines

- Best practice guides

› Key performance indicators

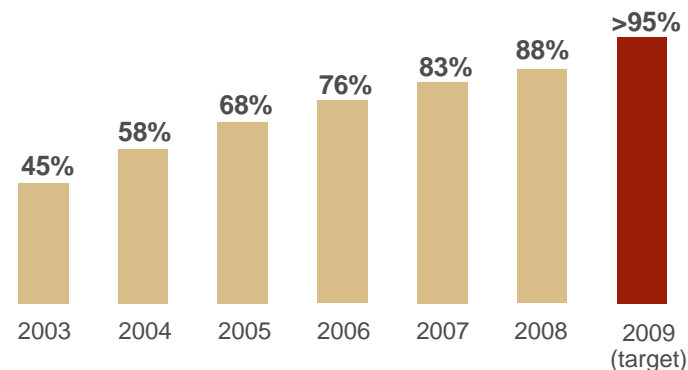
- Lagging and leading indicators

› Group safety culture reinforcement

- A key element to succeed in safety management :
Group employees involvement

Audited Safety Management System

(Assessments using protocols recognized by outside experts)

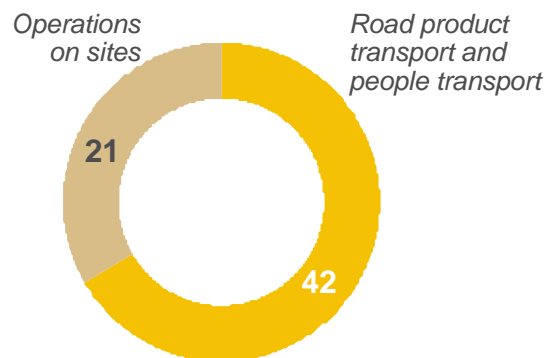


***Monitoring a broad and complex range of activities
Managing and building Culture Based Safety***

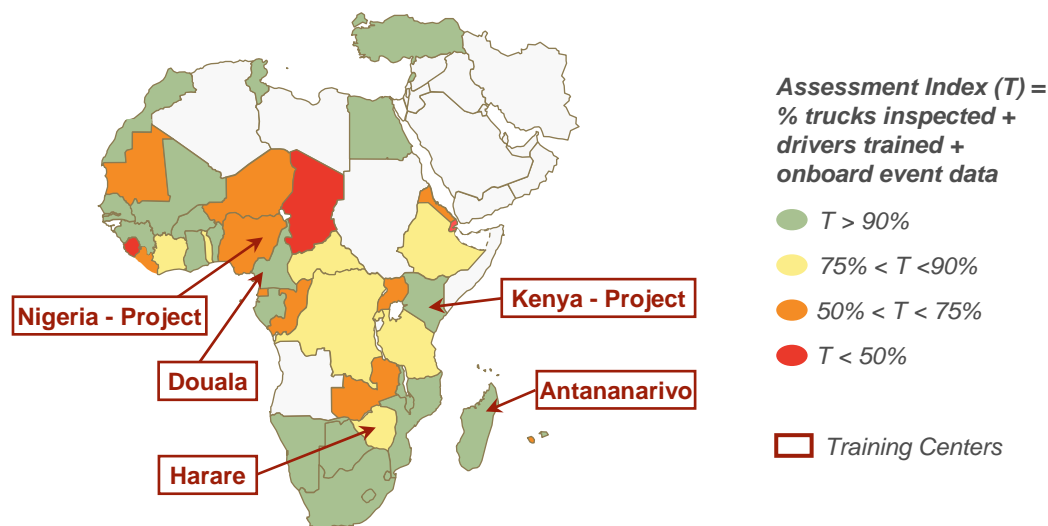
Focus on road safety

Total fatalities

63 fatalities in 4 years
(2005-2008)



Total on-road safety improvement program in Africa for product transport : PATROM



- > Improving on-road safety transport in Africa, Asia and South America
- > Requiring our contractors to follow our safety practices
- > Worldwide on-road safety education for drivers

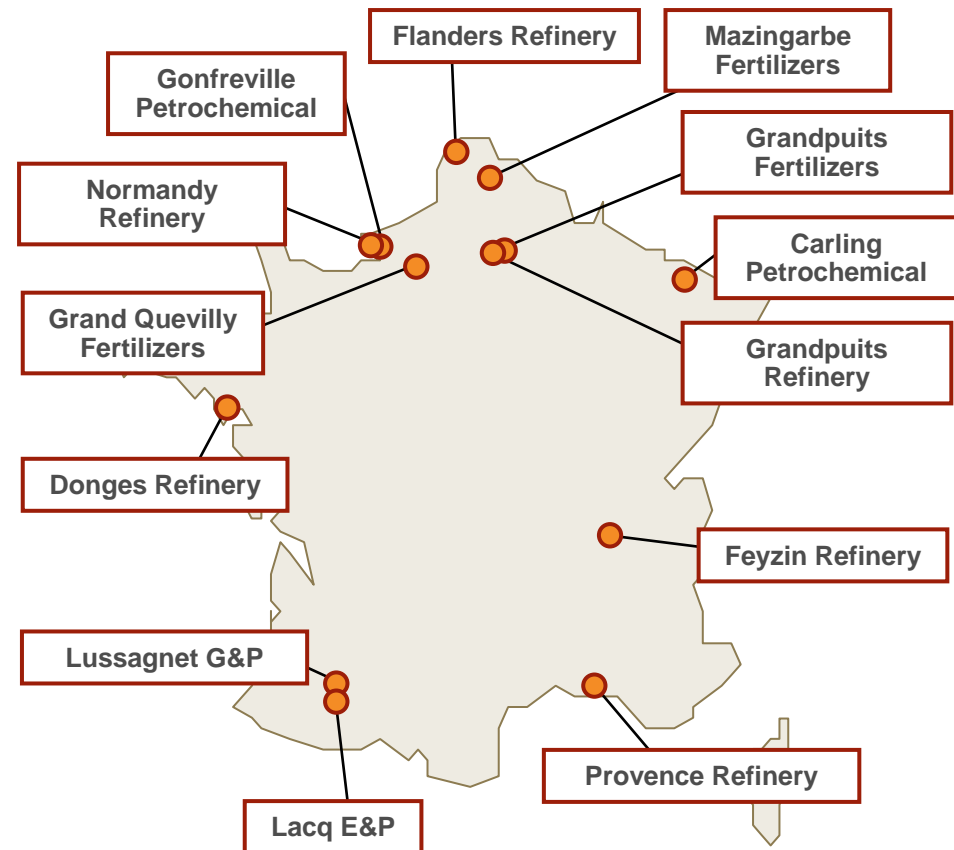
Key figures (end-2008)

- > 85% of the fleet under PATROM contract
- > 82% of drivers already trained
- > 88% of trucks already inspected
- > 58% of the fleet equipped with onboard event data recorders

Implementing practical answers to a major issue

General Safety Inspection : a major initiative in France

- > Launched in August 2009 after a series of serious incidents in our plants
- > Experts from various positions and business segments
- > 13 sites inspected (September 2009 to January 2010)
- > 7 focus points including site organization, contractor and operation management, risk analysis...



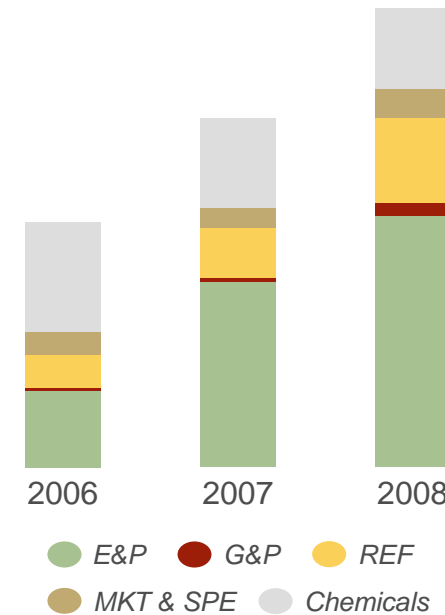
Assessing the gap between prescribed safety rules and observed practices

Improving asset risk management by encouraging near-miss reporting

- **Management of major risks by analysis and monitoring of :**
 - Technological risk indicators
 - Near-miss monthly reporting
 - Past accidents from Total and our peers
 - Formalized safety feedback
- **Implementing the necessary action plans and sharing information within the Group**
- **Ongoing improvement of our Group procedures**

Number of reported near-misses
Level of potential gravity 4&5

(Group scale 1 to 5)



Increasing our risk awareness to improve safety rules efficiency

Total's ambition

> Safety culture

- To be an international safety reference

> Occupational incidents frequency

- To be among the best in all our businesses

> Management of technological risks

- To implement the best standards and technologies to industrial facilities and transports



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Business segment information is presented in accordance with the Group internal reporting system used by the Chief operating decision maker to measure performance and allocate resources internally. Due to their particular nature or significance, certain transactions qualified as "special items" are excluded from the business segment figures. In general, special items relate to transactions that are significant, infrequent or unusual. However, in certain instances, certain transactions such as restructuring costs or assets disposals, which are not considered to be representative of normal course of business, may be qualified as special items although they may have occurred within prior years or are likely to recur within following years.

The adjusted results of the Downstream and Chemical segments are also presented according to the replacement cost method. This method is used to assess the segments' performance and ensure the comparability of the segments' results with those of the Group's main competitors, notably from North America.

In the replacement cost method, which approximates the LIFO (Last-In, First-Out) method, the variation of inventory values in the income statement is determined by the average price of the period rather than the historical value. The inventory valuation effect is the difference between the results according to FIFO (First-In, First-Out) and replacement cost.

In this framework, performance measures such as adjusted operating income, adjusted net operating income and adjusted net income are defined as incomes using replacement cost, adjusted for special items and excluding Total's equity share of the amortization of intangibles related to the Sanofi-Aventis merger. They are meant to facilitate the analysis of the financial performance and the comparison of income between periods.

Dollar amounts presented herein represent euro amounts converted at the average euro-dollar exchange rate for the applicable period and are not the result of financial statements prepared in dollars.

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