

Total's response to the challenges of sustainable development

In addition to complying with applicable laws and regulations and respecting the local culture in its countries of operation, Total has clearly expressed its ethical commitment in its Code of Conduct, which applies to every sector of its activity.

In keeping with its commitment, and aware of its responsibility toward society and the environment, Total seeks to work hand in hand with civil society in the shared quest for sustainable development. The Group pursues its role in meeting this challenge through three action plans.

1. Controlling and reducing the impact of its activities on people and the environment

In accordance with its Health Safety Environment Quality Charter, the Group has made operational safety, human health and environmental protection its highest priorities, and thus enforces:

- a systematic and preliminary risk assessment of all new development projects and products, covering their complete life cycle
- the implementation of recognized, certified management systems
- the definition of progress targets and the implementation of appropriate action plans
- audited environmental reporting
- the reduction of its own, as well as its customers' greenhouse gas emissions, in order to combat climate change.

To better integrate its operations into the local context, Total also encourages stakeholder outreach and dialogue with the people living near its facilities.

2. Contributing to the economic and social development of stakeholders

Creating value on behalf of the relevant stakeholders in the Group's operations is one of Total's major aims, as reflected in:

- the Group's voluntary support for socio-economic programs put in place to promote health, education, economic progress and access to energy. In developing countries, this support notably entails aid for local organizations and institutions in charge of such programs
- the creation of direct and indirect jobs in host countries
- financial contributions to host community development, made in a transparent manner through taxes, royalties and fees in accordance with local legislation.

3. Anticipating tomorrow's needs

Total's mission is not confined to meeting the world's current demand for energy and chemicals; the Group also aims to anticipate and meet the needs of future generations by developing:

- new products offering improved life-cycle performance and designed especially to improve energy efficiency
- new processes to reduce its own consumption of water and energy, curb pollutant emissions and limit the quantity of final waste it generates
- new energy resources able to supplement fossil energy supplies, with a concurrent effort to extend the life of existing fossil resources.

Learn more by visiting: www.total.com

September 2007



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