



Health Safety Environment Quality Charter

Total has established the following objectives in matters pertaining to health, safety, environment and quality:

ARTICLE 1

Total considers safety in regard to operations, human health, respect for the environment and customer satisfaction as paramount priorities.

ARTICLE 2

No development or product launch may be undertaken without prior assessment of risks to safety, health and the environment over the entire life of the project or product.

ARTICLE 3

Total will favor the selection of its industrial and business partners on the basis of their ability to comply with its policy on safety, health, environment and quality.

ARTICLE 4

Total will comply with laws and regulations applicable to it wherever it conducts its business.

ARTICLE 5

Appropriate safety, environment and quality management systems for each business activity will undergo regular evaluation involving measurement of performance, setting milestones, formulating relevant action plans, and instituting suitable control procedures. Implementation of management systems will be based on exchanges of information, performance reviews, consultation and training.

ARTICLE 6

In addition to the Group's risk prevention policy, emergency facilities and procedures will be implemented in order to respond effectively in the event of accidents. These facilities and procedures will be periodically reviewed and tested during regularly organized emergency drills and exercises.

ARTICLE 7

Each person, at all levels, must be conscious of his or her personal responsibility, giving due consideration to the prevention of risks of accident, harm to health, or environmental damage associated with his or her activities.

ARTICLE 8

Proper attention to safety, health, environmental protection and the quality of products and services will be an important criterion in evaluating the performance of each member of personnel, in particular for those in positions of responsibility.

ARTICLE 9

In matters of health, safety, environment and quality, Total will adopt a constructive attitude based on open dialogue with outside parties.

ARTICLE 10

Total will monitor and control the Group's energy consumption, greenhouse gas emissions and production of final waste. The Group will develop new products and processes and contribute to the development of new energy resources. Total will thus actively contribute to the implementation of sustainable development policies.

Thierry Desmarest
Chairman and CEO

A handwritten signature in black ink, appearing to read "T. Desmarest".