

Notes on the Statistics Used in this Report

Environmental reporting covers all Total-operated sites:

- Upstream: all Exploration & Production and Gas & Power sites.
- Downstream: all refineries, most Marketing sites (France, Europe, Overseas, Asia) and most Specialties sites (lubricants, other specialty fluids, LPG, bitumen and asphalt, jet fuel).
- Chemicals: nearly all sites (Total Petrochemicals, Arkema, Grande Paroisse, Hutchinson, Cray Valley and Bostik Findley).

A total of 801 production sites out of 977 responded to the reporting questionnaire. The statistics published in this report cover greenhouse gases, chronic and accidental emissions and releases to the air and water, the amount of water released into the natural environment, waste, and certain data related to energy and site management systems.

In November 2004, we asked Ernst & Young and Salustro-Reydel to audit our procedures and reporting processes for some of our environmental data in a pilot project.

Safety reporting covers all Total and contractor employees working at Group-operated sites and sites contracted to Total. Each site submits its reporting to the relevant business unit. The data are then consolidated at the business level and, every month, at the Group level. In 2004, the Group safety reporting scope covered 397,229,000 man-hours worked, equivalent to around 230,000 people.

Social reporting is based on two resources—the Global Workforce Analysis and the Worldwide Human Resources Report. The Global Workforce Analysis is conducted twice a year, on June 30 and December 31, in all fully consolidated companies owned 50% or more and included in the Annual Report. The survey covers worldwide workforces, hiring under permanent and fixed-term contracts, nationality, and employee hires and departures, to produce a breakdown of the workforce by gender, category (managers and non-managers), age and nationality.

The **Worldwide Human Resources Report (WHRR)** is an annual survey that comprises 140 indicators in addition to those used in the Global Workforce Analysis. The indicators are selected in cooperation with the businesses and cover major components of our human resources policy, such as mobility, career management, employee dialogue, human rights at work, health, compensation, retirement and insurance. The survey covers a representative sample of 104 consolidated companies with 83,376 employees. The statistics in this report are taken from the most recent survey, conducted in December 2004 and January 2005. A total of 102 companies accounting for 74% of the consolidated workforce and operating in 37 countries responded. In 2004, 15 new indicators were added to cover areas such as recruitment of disabled people, average length of time in a job, identification of high potentials, application of the Group's diversity policy, part-time work and medical leave.

Both surveys are conducted using the Enablon application, introduced at end-2003, and undergo similar internal control and validation processes. Since December 2004, Ernst & Young has been conducting a pilot project to audit our procedures and certain indicators.

Total and The Global Compact

Many of the actions described in the report are extensions of one of the ten principles of the Global Compact. To make the report easier to read, the principles are covered on:

- **Principles 1 and 2: Human Rights**
Pages 11, 12, 40, 60-62, 66, 67
- **Principle 3: Freedom of Association**
Pages 53, 55
- **Principles 4 and 5: Elimination of Forced and Compulsory Labor and Child Labor**
Pages 11, 12
- **Principle 6: Elimination of Discrimination**
Pages 47, 49-52, 54
- **Principle 7: Precautionary Approach to Environmental Challenges**
Pages 14, 29, 30
- **Principle 8: Promote Greater Environmental Responsibility**
Pages 14, 20-22, 25, 31, 75
- **Principle 9: Environmentally Friendly Technologies**
Pages 26, 28, 30, 31, 33, 71, 77, 78, 81, 82
- **Principle 10: Work against All Forms of Corruption**
Pages 13, 14, 58, 59