

TERMS OF THE TOTAL SHAREHOLDERS' CLUB

Article 1 - Purpose and definitions

1.1 This document sets out the detailed conditions under which Total offers its shareholders the opportunity of becoming members of their Shareholders' Club.

1.2 The Total Shareholders' Club offers its members information services and specific events designed to help them gain a better understanding of Total group activities.

1.3 Membership of the Shareholders' Club does not entitle members to access price-sensitive information likely to influence Stock Market prices.

1.4 A membership number is allocated to members as evidence of their membership in the Total Shareholders' Club.

1.5 All communications issued by the Shareholders' Club are written in French.

Article 2 - Membership conditions

2.1 Club membership is open to all Total shareholders (bearer or registered shares) who are natural persons and hold individually:

- at least 100 Total bearer shares or at least 50 Total registered shares,
- and an e-mail address.

In the event of any change in the par value of the shares, the minimum holdings for membership would be adjusted accordingly.

2.2 Anyone under 18 and who fulfills the above membership conditions is entitled to join the Shareholders' Club with the consent of his/her legal guardian.

2.3 In the case of jointly held shares, only the natural person who represents the joint shareholders may apply for membership in the Club and benefit from the services offered to Club members.

2.4. Total employees holding only mutual fund units as part of the Corporate Savings Plan are not entitled to membership of the Shareholders' Club, since such units cannot be assimilated to shares.

2.5 By becoming a member of the Shareholders' Club, the shareholder accepts to receive in electronic format only all publications issued by Total's Individual Shareholder Relations Department (Shareholders' Newsletter, Shareholders' Club Program, etc.).

Article 3 - Formalities, effective date and duration of membership

3.1 To become a member of the Shareholders' Club, shareholders must complete the online membership form on the internet site <https://e-cercle.total.com>.

Once the shareholder has completed the membership form and proven ownership of bearer shares, s/he becomes a member of the Shareholders' Club. A membership number will be sent to the e-mail address s/he declared on the membership form.

3.2 There is no fee for joining the Shareholders' Club. It is valid as long as the shareholder meets the conditions described in Article 2.1 of this document.

3.3 Total reserves the right to terminate membership of any shareholder whose declaration of ownership of Total shares is found to be false or incorrect.

Total is also fully entitled to terminate membership of any member who no longer fulfills the conditions set out in Article 2.1 of these terms. Conditions are automatically checked every two years, and memberships are terminated accordingly.

Article 4 - Membership number

4.1 The membership number is allocated individually to each member and may not be used by any other person. Members will be required to give their membership number to the Shareholders' Club Department in order to receive information and participate in events reserved for Club's members.

4.2 Each member is responsible for the use and safekeeping of his/her membership number. Total shall have no liability should a member communicate his/her number to a third party.

Article 5 - Conditions for participating in events

5.1 Shareholders register for events exclusively on the internet site <https://e-cercle.total.com> over a given period. Registration dates are specified in the Club program and on the website <https://e-cercle.total.com>. The day and time of registration on the internet site are not selection criteria. The Shareholders' Club team reserves the right to modify the procedure for registering for Club events at any time.

5.2 Members of the Shareholders' Club are informed of the conditions for participating in events proposed to them via specific Club information supports. Participation in events implies total acceptance of these conditions.

5.3 In joining the Shareholders' Club, each member implicitly authorizes the use of his/her picture in photographs and/or films taken at meetings and/or events organized as part of Club activities, to be used exclusively in information material published by Total (Shareholders' newsletter, Shareholders' Club Program, website <https://e-cercle.total.com>, shareholders' area of the website www.total.com, etc.).

5.4 Sites visited as part of events reserve the right to refuse participation of anyone under 18.

Article 6 - Selection process for events

6.1 Shareholders who are to participate in events are selected automatically by our software program which calculates a priority index according to past events attended by each member (the more events the member has been selected to attend, the higher his/her index). For members with the same index, the program runs a random draw.

Participation in conferences, webconferences, meetings and shareholders' exhibitions is excluded from the index calculation.

6.2 The definition of the event participation index (0, 1, 2 or 3) is determined according to the number of people registered for the event, and therefore on the number of people not selected to actually participate in the event. When the number of people registered is lower than the number of places available for the event, the index is set at zero.

6.3 If the shareholder selected to participate in an event does not turn up on the actual day of the event, or does not give notice of his/her non-attendance at least 72 hours before the event, s/he nonetheless retains the event participation index.

6.4 The Shareholders' Club team reserves the right to zero the indexes of Shareholders' Club members at any time, in which case, members are informed by e-mail as soon as possible.

6.5 Shareholder members selected to participate in an event are informed by e-mail..

6.6 Warning: if the Shareholders' Club member unsubscribes from the distribution list of the Individual Shareholder Relations Service (in particular by clicking on the link "If you do not wish to receive any further emails from Total, click here"), s/he will not receive any communication from the Shareholders' Club.

Article 7 - The Shareholders' Club

7.1 The Shareholders' Club service can be contacted:

- By phone 0 800 039 039 (toll-free number for calls from France only) or at + 33 1 47 44 24 02 (from abroad).
- By e-mail: cercledesactionnaires@total.com
- Via the "Contact us" page of the Shareholders' Club internet site: <https://e-cercle.total.com>
- By mail: Cercle des actionnaires Total - 2 place Jean Millier - Arche Nord-Coupole/Regnault - 92078 Paris La Défense cedex

7.2 Total reserves the right to modify the Shareholders' Club rules at any time.

Club members are expected to keep themselves regularly informed of updates to the Shareholders' Club regulations on the website www.total.com or <https://e-cercle.total.com>.