



**TOTAL**  
COMMITTED TO BETTER ENERGY

# A RESPONSIBLE OPERATOR

**EXPERTISE & TECHNOLOGY**



Stakeholder consultation in the Democratic Republic of Congo.

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With over 95,000 employees working in over 130 countries, Total knows that to operate at all it must do so responsibly. We must inform, engage and share with the host communities where we work. It is embedded in our business strategy to invest sustainably in the prosperity of these communities with training, education and employment. We respect both the human and natural environments to ensure that peoples and ecosystems are not adversely impacted, and may even benefit from our presence.



## POLICY OBJECTIVES ACROSS ALL OUR ACTIVITIES



Combating climate change is a key part of Total's strategy. Our commitment to **zero routine flaring** is one example of how we are reducing GHG's.



We ensure planned **water management** to both minimise pollution as well as ensuring that water supplies are not over stressed.



We have a policy commitment to **protect biodiversity** and to integrate this into our management system and actions. We do not explore for oil on the Arctic sea ice or on World Heritage Natural Sites.



We insist on being **prepared in case of any oil spill.**



## WORTH NOTING

Total's "In Country Value" approach supports: employment, local industry, education, socioeconomic development and access to energy.

## OUR COMMITMENT IS OUR CHALLENGE

Higher ambition means tighter and more challenging targets. We have already reduced our flaring by half, but have committed to zero routine flaring by 2030. We fund schooling and promote access to knowledge with more than 40 educational projects supported in over 20 countries. To innovate and progress you cannot stand still. We are committed to being a preferred partner in economic and social development, to listening to our stakeholders, to being accountable for our environmental and economic impacts and to being a leader in delivering access to energy.



Children in Qatar participating in "Road Safety Day"

## POSITION & STRENGTH

Total enforces a strict and integrated HSEQ policy (Health, Safety, Security, Societal, Environment and Quality). This policy directs and empowers our affiliates worldwide to adopt leadership and commitment in each area of operation, and we press for all our suppliers do likewise. We identify and provide for necessary training, and performance is measured. We have stated environmental and societal policy targets:

### ENVIRONMENT

We have a proactive policy of anticipating, measuring and reducing our footprint wherever we operate.

### SOCIETAL

We know that our operations have social and economic impacts in the communities where we operate, we are committed therefore to delivering positive outcomes whenever we can.



### Key figures

# 3,470

The number of global community development actions Total supported in 2014.



We endeavor to engage in transparent and constructive **relationships with all stakeholders**.



We seek to **reduce negative socio-economic impacts** related to our operations.



We set out to use local workers and contractors wherever operations permit, we participate in the **economic diversification** and **human development** of host communities and countries, particularly through **capacity-building activities**.



We have rolled out an innovative solar solution to provide **access to clean energy** to low income populations in remote areas.

# WITH WIDE RANGING EXPERTISE



Deploying an oil spill recovery boom during exercise LULA off Angola.

© Franck Cassar / CAPA

From climate change to the protection of habitats, from community engagement to enabling access to energy, wherever it operates Total has dedicated teams to ensure minimal environmental impacts and best economic outcomes for local society, searching for continual improvement and cleaner and better energy for all.

## FLARING REDUCTION

**B**etween 2005 and 2014, the Group reduced flaring from its operated projects by 50%. A strong supporter of the Global Gas Flaring Reduction (GGFR) partnership, we were the first company to join the World Banks Zero Routine Flaring by 2030 initiative.

## WATER MANAGEMENT

**W**e have a strong R&D program developing advanced filtration systems to clean produced water. This enables the reuse of water not only for reinjection, thus reducing water burden, but also making water available to local communities for non potable uses. The net result is reduced stress on water supply and minimized environmental risk.

## PROTECTING BIODIVERSITY

**T**he systematic approach of our Environment Management Plan ensures that prior to any major project we undertake an Environmental Baseline Study (EBS) and an Environmental Impact Assessment (EIA). This approach at Laggan Tormore in northern Scotland enabled us to identify vulnerable otter populations and take measures to protect their breeding sites.



## WORTH NOTING

100% of our E&P producing sites are certified to the international environmental standard ISO 14001.

## OIL SPILL PROTECTION

Using “Spill Watch” we are able to track any offshore oil spills using updated metocean and satellite photo data, this enables us to predict landfall and be prepared in case of recovery and clean up. To demonstrate its efficacy, in 2013 Total E&P Angola ran a full scale exercise “LULA” with the Angolan authorities using a controlled sub-sea release.

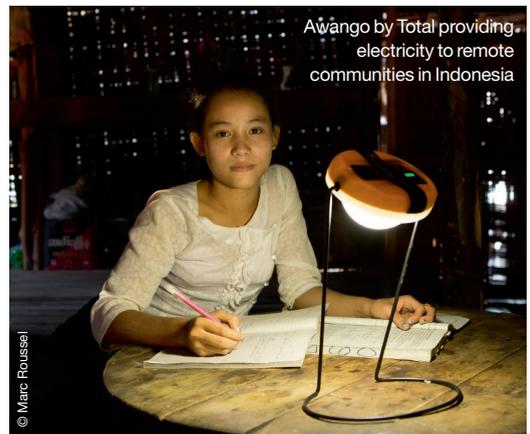
## ENGAGING IN DIALOGUE

Local communities form an integral part of our activities. In 2014 our Stakeholder Relationship Management program (SRM+) was used in Myanmar to focus on neighbouring communities and our understanding of their key expectations. SRM+ requires that this is re-evaluated periodically to demonstrate effectiveness.

## ENSURING POSITIVE OUTCOMES

The objective of a Local Content policy is to contribute to the economic development of the host country. In 2013 Total E&P Angola created a dedicated department for this purpose, setting ambitious

goals in the five key areas of; (1) Local job creation, (2) Skills development, (3) Increase of local industrial capacity, (4) Transfer of expertise and technology, & (5) sharing success with local communities.



Awango by Total providing electricity to remote communities in Indonesia

© Marc Rousset

## CONTRIBUTION TO SOCIAL AND ECONOMIC DEVELOPMENT

This is essential for good integration within host communities and creates a vision of “Shared Value”. In piloting the latest SRM+ “Societal Portfolio Management” module, Total E&P Congo was able to analyze its community development support plan and re-align it more with Group objectives focusing on access to energy, supporting SMEs, and higher education/vocational training.

## ACCESS TO ENERGY

**1.2** billion people worldwide have no electricity. Total’s Access to Energy program is widely deploying innovative, affordable solar solutions to low income, remote populations in Africa and Asia. Awango by Total has sold more than one million lamps, providing lighting to more than six million people in 25 countries. As we continue to build the offer, we are integrating new solar solutions such as mini-grids, solar home systems, solar kiosks and clean cooking solutions. Our goal is to reach 25 million people in Africa by 2020.



European Otters, 12% of the UK breeding population is found in Shetland.

© photo courtesy of Alan Lindsay



© Malcolm Younger

# CONSIDERATE PLANNING

At Laggan Tormore in Scotland two large concrete stores hold peat for use in restoration in years to come after site closure.

By planning ahead and building environmental and societal considerations into our operations we avoid extensive damage and also costly reparations. A better outcome for all involved.

## UGANDA: USE OF WIRELESS SEISMIC TECHNOLOGY TO HELP PROTECT BIODIVERSITY



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The protection of this habitat was a priority for Total E&P Uganda.

**I**n planning a 3D seismic survey it was apparent to Total E&P Uganda that nearly 90% of the survey area was in the Murchison Falls National Park (MFNP), Uganda's largest protected

area, and home to many vulnerable wildlife species. Total E&P Uganda and the Ugandan Wildlife Authority are both fully committed to the conservation of the park. Being such an important bio-diverse habitat, a clear and well defined strategy, with minimal environmental impact, was required. A strategy that included extensive mapping of avoidance features to guide seismic operations, the restoration of impacted habitat, plus offsetting, resulting in a zero net loss was agreed.

Then, in a novel approach, Total E&P Uganda used a series of wireless seismic receivers to reduce the huge vegetation clearance normally associated with cable use, this also prevented injury or death to animals getting tangled in wires. This new approach can now be a model for any future activity in sensitive areas. Verified results have shown little impact to local biodiversity, and where there was disturbance subsequent monitoring has shown that all sites have regenerated well.



Ofon 2 zero operational flaring delivering value and creating local jobs.

© Peter Livemore

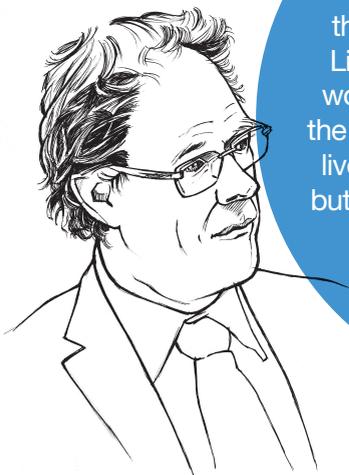
## OFON 2: A GAS FLARING REDUCTION INITIATIVE BRINGING VALUE AND LOCAL JOBS

**I**n December 2014 when Total E&P Nigeria achieved flare down in the Ofon field 65 km offshore from the Nigerian coast it instantly delivered a reduction of 1

million cu meters per day of flared gas, or a 10% reduction of the Group's E&P gas flaring. A further example of Total's active implementation of the World Bank's initiative to

eliminate routine gas flaring by 2030.

In 2015 TEPNG received international recognition for Ofon 2, with the "Award of Excellence" from the Global Gas Flaring Reduction partnership. However the project delivered much more than this. Sanctioned in 2006 to meet forthcoming Nigerian federal government requirements, and a "stop flaring" milestone the Ofon 2 development has resulted in significant local investment, with virtually all the fabrication contracts being let to local companies for the first time in Nigeria, and supported by local training and knowledge transfer. Finally, a 70 km pipeline now delivers gas to the Nigerian energy market, increasing domestic access to energy. This monetizing of recovered gas is further demonstration of Total's commitment to better energy.



"With Total's commitment to Net Gain for biodiversity in Murchison Falls National Park, the Independent Biodiversity and Livelihood Advisory Committee is working with the Project to achieve the best outcome for biodiversity and livelihoods. This is not always easy, but innovative and good results have already been achieved"

**Ward Hagemeyer**  
Chairman,  
Biodiversity and Livelihoods  
Committee (Uganda)



The TEPC grievance mechanism quickly resolved the issue of local flooding.

## CONGO: GRIEVANCE MECHANISM

**I**n 2014 Total E&P Congo introduced a best practice grievance mechanism aimed at potential disputes related to activities at the company operated Djéno oil processing terminal. In August, at the terminal, a surface water discharge pumping operation was carried out. The operation should route the water to an existing lagoon; but crop plots adjacent to the site

were flooded, particularly between the furrows. The flooding prevented local farmers from carrying out their normal activities. A grievance was filed by the owners and given to the CLO (Community Liaison Officer) who was able to rapidly and effectively verify the situation with terminal technicians and complainants. In compliance with the procedure, Total agreed to take the necessary

measures of immediately stopping pumping, and to expand the discharge channel increasing its capacity. The measures were acceptable to both parties, who agreed using the Compensation Settlement Agreement. The grievance procedure was a framework for a quick and simple solution and now the issue is closed.

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Energy drives progress where it is readily available. Two of the biggest challenges in building a responsible energy future are ensuring access for all and using energy wisely.

This is the environment in which we conduct our business. With operations in more than 130 countries, we are a leading international oil and gas company. We produce, refine and market oil, manufacture petrochemicals. We are also a world-class natural gas operator and rank second in solar energy with SunPower. Demonstrating their commitment to better energy, our 100,000 employees help supply our customers worldwide with safer, cleaner, more efficient and more innovative products that are accessible to as many people as possible. We work alongside our stakeholders to ensure that our operations consistently deliver economic, social and environmental benefits.



TOTAL S.A.

Share capital: 5,963,168,812.50 euros  
542 051 180 RCS Nanterre

Exploration & Production – Paris  
Phone: +33 (0)1 47 44 45 46  
2, place Jean Millier – La Défense 6  
92078 Paris La Défense Cedex – France

Exploration & Production – Pau  
Phone: +33 (0)5 59 83 40 00  
Avenue Larribau – 64018 Pau Cedex – France  
[www.total.com](http://www.total.com)