
2016

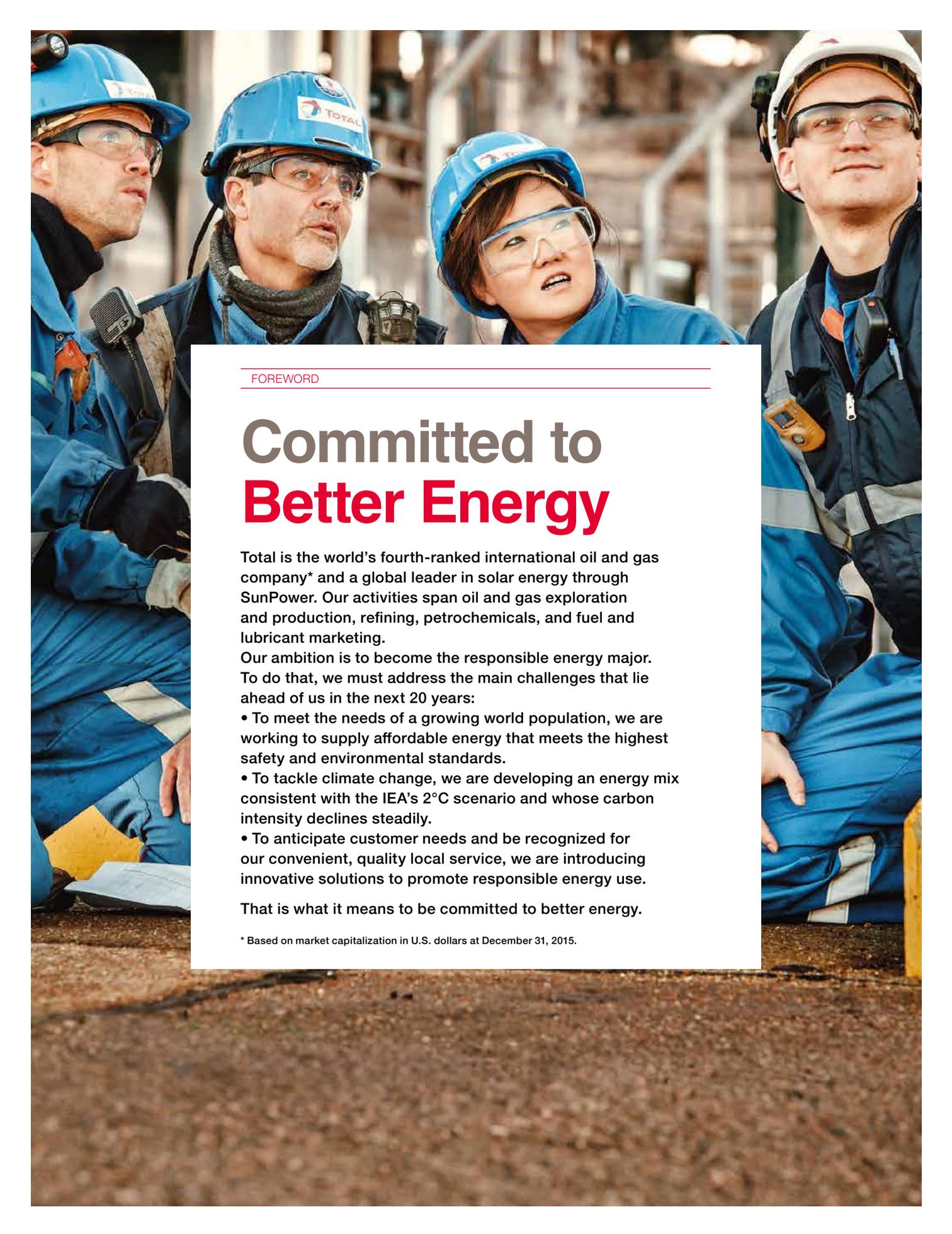
At a Glance



TOTAL
COMMITTED TO BETTER ENERGY

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FOREWORD

Committed to Better Energy

Total is the world's fourth-ranked international oil and gas company* and a global leader in solar energy through SunPower. Our activities span oil and gas exploration and production, refining, petrochemicals, and fuel and lubricant marketing.

Our ambition is to become the responsible energy major. To do that, we must address the main challenges that lie ahead of us in the next 20 years:

- To meet the needs of a growing world population, we are working to supply affordable energy that meets the highest safety and environmental standards.
- To tackle climate change, we are developing an energy mix consistent with the IEA's 2°C scenario and whose carbon intensity declines steadily.
- To anticipate customer needs and be recognized for our convenient, quality local service, we are introducing innovative solutions to promote responsible energy use.

That is what it means to be committed to better energy.

* Based on market capitalization in U.S. dollars at December 31, 2015.

Committed to Safer Energy

Because risks are inherent in what we do, we put safety at the top of our list of values, sparing no effort to reduce accidents at our facilities and manage our industrial risks effectively. Our goal is to become an industry benchmark for safety, the only way to build lasting trust.

It takes an established culture and shared rules to embed safety at an industrial company like Total. We rely on practical tools such as the Stop Card, which allows anyone to step in to prevent risks, identify areas of improvement and facilitate sharing of experience.

Introduced in 2015, this tool — designed to be used by everyone, Total employees and contractors alike, worldwide — is an actual physical card. It gives holders the authority to step in at any time if they think an action or situation is unsafe for people, an installation or the environment.

Their intervention can range from asking a question to make sure there is no risk to stopping the work in progress. Using the card starts a conversation with the workers and their supervisor to eliminate the problem. If it can't be resolved immediately, work is suspended until the appropriate measures can be taken.





THE ARGOS CHALLENGE

A Robot Competition to Enhance Site Safety

To make our operations safer, we have kicked off a challenge dubbed ARGOS, which stands for Autonomous Robot for Gas and Oil Sites. Five teams from across Europe and Japan were selected to design and build, in less than three years, the first autonomous surface robot for oil and gas sites. The winner will be able to perform inspection tasks without help, transmit measurements, images and other data in real time, detect anomalies such as oil and gas

leaks and obstacles at sites, warn operators and work under adverse conditions such as extreme weather and slippery ground. This technological advancement will reduce our operators' exposure to hazards.

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Committed to Cleaner Energy

Balancing economic growth and climate change management is the primary energy transition challenge a major energy player such as Total must face.

All forecasts concur that fossil fuels will still supply nearly 75% of energy needs in 2035. The lowest-carbon fossil fuel is natural gas, a cleaner way to produce power than coal. It is also easy to transport when liquefied. Gas is the best partner for renewable energies, mitigating their variability — that is, when no sun or wind is available. With so many points in its favor, this fast-growing energy will be a key part of the energy mix. And at Total, we are stepping up our capital expenditure in the promising gas sector.

Developing gas is a priority for Total, which now produces as much gas as oil and is pursuing ambitious capital spending in liquefied natural gas (LNG). We are currently the third-largest private-sector LNG operator in the world. By 2020, LNG will account for 20% of our total oil and gas production. Integrated across the value chain, from production through marketing, we have interests in 11 liquefaction plants and reserved regasification capacity in five terminals worldwide.

1



LNG carrier

A ship used to transport liquefied natural gas in tanks. The gas is cooled to -163°C to liquefy it. It is kept at that temperature in the tanks throughout the voyage.

2



Loading arm

System of articulated steel pipes to load and offload liquefied natural gas from the LNG carrier into storage tanks.

3



Tanks

Containers in which the LNG is stored until it can be sent to a regasification terminal, where it will be converted back to gas.



Committed to More Efficient Energy

Energy is precious and must be used wisely. Improving energy efficiency is another one of our actions on behalf of the climate.

We plan to do this by slashing the greenhouse gases generated by our production facilities. We are targeting a 1% per year improvement in our energy efficiency between 2010 and 2020 across the board. Our goal at our oil production sites is to cut routine flaring of associated gas by 80% between 2010 and 2020. And we aim to eliminate the practice altogether by 2030. But the principal way to become more energy efficient is to develop eco-efficient products and services in the transportation and building sectors. This helps our customers be smarter, more frugal consumers and shrink their environmental footprint. A lot is at stake, because the carbon emissions related to our customers'

use of products account for 90% of total emissions attributable to us. That observation was what prompted the introduction in 2009 of the Total Ecosolutions program, which now offers more than 80 products and services that outperform the market standard in terms of environmental and health impact. They include plastics, resins, lubricants, fuels, bitumen and asphalt, car wash solutions and photovoltaic panels. In 2015, sales of products and services with the Total Ecosolutions label avoided 1.7 million tons of carbon emissions across the entire life cycle.



LA MÈDE France's First Biorefinery

To meet the growing demand for biofuels in the French and European markets and make our La Mède site near Marseille competitive again long term, we plan to halt crude oil refining there and convert some of its units to make biofuels. Beginning around 2017, France's first biorefinery — one of the biggest in Europe — will produce a hydrotreated vegetable oil (HVO) biodiesel made primarily from used or residual oil, supplemented by vegetable oil. By embracing the circular economy, the La Mède biorefinery will not only respond to the biofuel market boom, it will also help reduce our customers' environmental impact.



TOTAL EXCELLIUM Next Generation Fuels

The product of two years of research and development, the new Total Excellium Next Generation formulation includes chemical additives that act as detergents on certain critical engine parts. The result is a clean engine that uses less fuel, has a longer life and emits less carbon. By reducing clogging and fouling by up to 99% in gasoline vehicles and 93% in diesel cars, Total Excellium

Next Generation fuels are a technological advancement that is good for both customers and the environment.



The Solar Star Projects in California, the world's largest photovoltaic solar power plant.

Committed to More Innovative Energy



Planning ahead for changing energy needs, designing the products and services of the future, negotiating the energy transition and protecting the environment make for a long list of challenges. There's only one way to meet them, and that's by innovating.

Innovation is what makes the difference in our highly competitive industry. Our affiliate SunPower has always known this. It is a global leader in solar, producing the most competitive solar panels in the market. With high-grade monocrystalline silicon and back contacts, the cells that make up SunPower's photovoltaic panels absorb more light and offer an efficiency of 22.8%, versus an average of 16 to 17% for its competitors.

In 2015, among other projects Total and SunPower inaugurated a solar power plant in Chile and completed construction in the United States of the world's largest photovoltaic solar plant, the Solar Star Projects. In close collaboration with world-renowned research centers, we are continuing to invest in solar R&D, focusing on both storage and improving cell efficiency. One aim is to achieve a faster reduction in costs to offer our customers competitively priced, high-caliber panels.



MOHO NORD

An Oil Development on the Leading Edge of Innovation

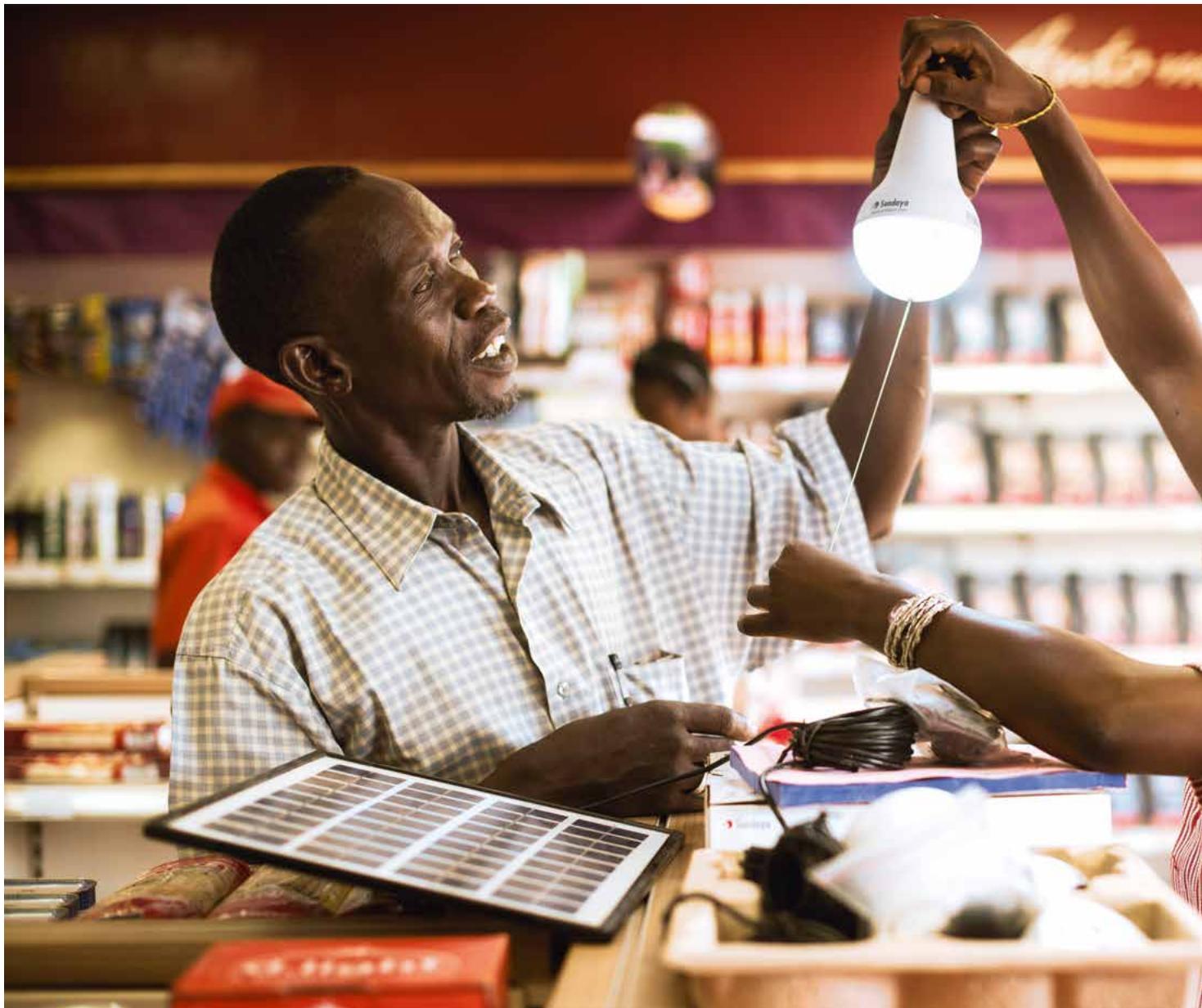


The Moho Nord drilling rig.

The Moho Nord oil project offshore of the Republic of the Congo in waters up to 1,200 meters deep is a new step in our technological transition to safer, more efficient operations. An innovation showcase, Moho Nord is the first project to combine two floating units. A tension-leg platform (TLP) supporting surface wellheads and drilling and production topsides is paired with a floating production unit supplied by a subsea production system. The advantage of this innovation is that it can process two different types of oil from separate Albian and Miocene reservoirs. It is a first for Total in West Africa. And then we pushed the envelope some more. To optimize drilling, we came up with a technology that can move the drilling riser using a slider system, without halting

operations. In addition, Moho Nord's highly viscous oil is extracted using two subsea pumps — the most powerful in the world — and two types of oil are processed. The development is also a significant environmental advance, combining the best available technologies, including an all-electric floating production unit generating all the energy the installation needs; produced water treatment and reinjection with zero discharges into the ocean; and, most important, no routine flaring.





AWANGO BY TOTAL A Reliable Lineup of Solar Solutions

We have developed the Awango by Total lineup of commercial solar solutions to help communities in Africa, Asia, the Caribbean and South America light their homes and power their devices, giving the lowest-income households access to a reliable energy source. The 7 million users of Awango by Total products can work after dark and even charge their phones using more powerful, safer, better quality equipment. Now we want to expand our offering to power for fans, low energy consumption TV sets and, down the line, refrigerators and water purifiers.



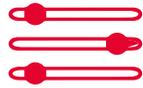
Sale of a Sundaya Awango by Total kit in Burkina Faso.

Committed to Energy Accessible to As Many People as Possible

Energy is a source of progress. Yet 1.3 billion people in the world today have no access to it, either because they can't afford to pay for it or because they're geographically isolated. This is especially the case in developing countries. In OECD countries, energy is readily available, but its cost can put it out of reach. In Europe, for example, 15 to 20% of households are fuel poor.

To facilitate access to energy for as many as possible, we introduced the two-pronged Total Access to Energy program. In developing countries we provide modern, affordable, sustainable energy solutions and distribute them efficiently. One example is our flagship Awango by Total solar lineup. In Europe, we focus our

initiatives on transportation and housing. In France, for instance, as part of the government-sponsored *Habiter Mieux* housing improvement program, we offer financial subsidies to fuel-poor households so that they can insulate and upgrade their homes to permanently reduce their energy bills.



Adjusted net income

\$10.5B
(€9.5B*)



Revenue

\$165.4B
(€149B*)



Organic investment

\$23B
(€20.7B*)



No. 4
international
oil and gas company**

KEY FIGURES

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R&D budget

> \$1B/year,

increasing
3% a year

* Converted at the average exchange rate for 2015 of \$1.1095 = €1.
** Based on market capitalization in U.S. dollars as at December 31, 2015.



Solar
6 GW+
of installed capacity



Employees
96,019

15



Service stations
16,000+



Oil and gas
production
2.347
million barrels
of oil equivalent
per day



Refinery throughput
1.938
million barrels
per day

total.com



Supplying affordable energy to a growing population, addressing climate change and meeting new customer expectations are the three main challenges Total must meet as an energy major.

That is what guides what we do. With operations in more than 130 countries, we are a top-tier international oil and gas company. We are also a world-class natural gas operator and a global solar leader through our affiliate SunPower. Our activities span oil and gas production, refining, petrochemicals and marketing. 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. Our ambition is to become the responsible energy major.



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