

QUALITY CHARTER

INDIVIDUAL SHAREHOLDER RELATIONS

We value the strong relationship we have with our individual shareholders, who form a loyal and steadfast group. This is why we strive to develop a long-term relationship with you, built on trust and dialogue.

The Individual Shareholder Relations Department undertakes to:

BE AVAILABLE
AND RESPONSIVE

PROVIDE YOU
WITH QUALITY
COMMUNICATION

FORGE CLOSE
TIES WITH YOU

ENSURE
A CONTINUOUS
IMPROVEMENT
APPROACH



The Individual Shareholder Relations Department undertakes to:

BE AVAILABLE AND RESPONSIVE

- A **dedicated service** is available to answer your questions. The individual shareholder relations department is open from Monday to Friday, 9 a.m. to 12:30 p.m. and 1:30 p.m. to 5 p.m. (Paris time) on:
 - > From Belgium: +32 (0)2 288 3309
 - > From France: 0 800 039 039
 - > From Germany: +49 30 2027 7700
 - > From the United Kingdom: +44 (0)20 7719 6084
 - > From the United States: +1 713 483 5070
 - > From other countries: +33 1 47 44 24 02
- No question is left unanswered. **We process your e-mails and letters within three working days** if they are sent by e-mail to us at shareholders@total.com or by post at the following address:

TOTAL S.E.
Individual Shareholder Relations Department
2, place Jean Millier
Arche Nord – Coupole/Regnault
92078 Paris La Défense Cedex
France

PROVIDE YOU WITH QUALITY COMMUNICATION

- Transparency and equal treatment for all our shareholders are the principles that guide our actions. We make sure that you are regularly informed, with a preference for digital media to reduce our carbon footprint:
 - > Useful information is posted online at **total.com** under the heading **'investors'**.
 - > Three times a year, we produce **the Shareholders' Newsletter**, an open-access publication available on total.com and sent out in digital format if we have your e-mail address in our records.
 - > We send you 7 or 8 **Webzines** per year when we have your e-mail address in our records, to keep you informed of the latest news in the Group.
 - > Every year, we publish **the Shareholder's Guide** which covers all the information you need to know when you are a Total shareholder.
 - > We publish posts on the Group's major financial events (Annual results, Annual Shareholders' Meeting and Investor Day) on **Twitter** and **LinkedIn**.
- We make sure that all your queries and our written answers to you are traceable, in compliance with legislation on the protection and confidentiality of your personal data.

FORGE CLOSE TIES WITH YOU

- We organize **Total Annual Shareholders' Meeting**, a key moment of democracy and shareholder dialogue of the Group.
- At Total we like to go out and meet our individual shareholders at **shareholder meetings** scheduled throughout France and at **shareholder events** held in different countries (France, Belgium, United Kingdom, etc.)*. We also organize interactive **web conferences** so that we can continue to communicate with you, even remotely. About fifteen such meetings are organized every year.

ENSURE A CONTINUOUS IMPROVEMENT APPROACH

- We consult the members of a **Shareholders' e-Advisory Committee** for their opinion on our different communication channels via an on-line platform and in face-to-face meetings (at least twice a year*).
- Every year, we send a satisfaction survey to all our shareholders who are subscribers to our financial communications by e-mail, **to evaluate the quality** of our services.
- Since 2010, the Individual Shareholder Relations Department is certified **ISO 9001: 2015**.

* Current health context permitting.