

**Total S.A. (France)**

**Global Compact: Our Communication on Progress**

Period: July 2013 - June 2014

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**Note:**

Total's 2013 reporting process is composed of following elements:

1. [Total's 2013 Registration document](#), which includes a chapter ("Chapter 7") on sustainable development following the French law "Grenelle II" (section 225) on mandatory sustainability reporting and verification of the information published by an external third party;
2. [Total's 2013 CSR report](#);
3. Information published on Total's corporate web site ([www.total.com](http://www.total.com));
4. Total also submits a report to the Global Reporting Initiative (based on the G3.1 guidelines and the Oil & Gas sector supplement), including an Application Level Check. In 2013 (like in the previous years), [application level A+](#) was received following the GRI check.

The present Communication on Progress to the UN Global Compact refers to all components of Total's sustainability reporting.

## 1. CEO STATEMENT OF CONTINUED SUPPORT TO THE GLOBAL COMPACT



HdL/mm/2014-152

**Mr. Ban Ki-moon**  
**Secretary General**  
**United Nations**  
**10017 New York**  
**U.S.A.**

Paris, July 25<sup>th</sup> 2014

Dear Mr. Secretary General,

Please find attached Total's 2013-2014 Communication on Progress, as well as a copy of our 2013 CSR report, "*Doing business responsibly*", and a copy of the 2014 edition of our Code of Conduct, in which the respect of Human Rights has now become one of the three priority business principles of Total which are critical to our success as a responsible company.

You certainly remember that, in 2012, Total joined the 'Sustainable Energy for All' initiative that you launched and which aims to make sustainable energy for all a reality in 2030. Total committed to develop the solar photovoltaic solutions market by providing access to solar lamps and kits to 5 million low income people by 2015, through the growth of an efficient and sustainable social business program called "Total Access to Solar". We launched the commercial brand "Awango by Total" in November 2012 at the Lighting Africa conference in Dakar (Senegal), of which Total was one of the sponsors. The deployment of this program actively continues: meanwhile, "Awango by Total" has been launched in about 20 countries in Africa, Asia and the Caribbean, and several additional countries will be deployed before the end of this year. More than 600,000 solar lamps have been sold since the inception of the program, which means that more than 3 million people are already benefiting from the "Total Access to Solar" program.

In January 2014 at the WEF in Davos, Total proposed, along with Eni and Saudi Aramco, a "Climate Initiative" which aims to encourage the sector to work in a collaborative way as an industry and to reinforce the positive contribution and the credibility of the Oil & Gas sector in the context of climate change. Since this initiative was launched, more companies have joined our core group and active discussions with a number of other companies are under way. A mission statement and a value proposition have been drafted and concrete actions should be launched in the coming months.

Our engagement in the Global Compact remains of utmost importance to us, and we will continue to deepen the implementation of the criteria outlined in the Blueprint for Sustainable Leadership, which we strive to achieve through our involvement in the Global Compact LEAD.

Yours respectfully,

(original letter signed)

Christophe de Margerie  
Chairman and Chief Executive Officer

## 2. SELF-ASSESSMENT ON THE 21 GC-ADVANCED CRITERIA

### 2.1. Implementing the Ten Principles into strategies & operations

#### 2.1.1 Criterion 1: The COP describes Mainstreaming into Corporate Functions and Business Units

Best practice	Reference
<p><input checked="" type="checkbox"/> Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc.) and ensure that no function is operating in conflict with sustainability commitments and objectives of company</p> <p>Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy</p> <p><input checked="" type="checkbox"/> Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary</p> <p><input checked="" type="checkbox"/> Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs</p> <p><input checked="" type="checkbox"/> Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts</p>	<p>In every business unit, management is in charge of instilling Total's values and ensuring that our business principles are respected. All employees must understand and respect the business principles contained in our Code of Conduct ( see <a href="#">2014 Code of Conduct, page 4</a> and <a href="#">page 6</a>)</p> <p>Our senior executives fully support these measures. They promote ethical business conduct, and set the example by embracing it themselves, instilling and promoting it and ensuring its correct implementation by employees. Total firmly believes that ethics and integrity are the surest path to sustainable, responsible growth (<a href="#">2014 Code of Conduct, page 4</a>).</p> <p><b>Organizations involved in our ethics process:</b> The Ethics Committee is responsible for making sure the Code of Conduct is properly applied. The Committee is, with immediate supervisors, the main point of contact for any employee facing an ethics-related issue. It can be consulted at any time in the strictest confidentiality. The Compliance and Corporate Social Responsibility department of Legal Affairs, the Corporate Internal Audit department and the Human Resources department also play key roles in driving implementation of our ethical process, led by our senior executives and other managers, who set the example for all employees. See Total's web site: <a href="#">The Ethics Committee</a> and <a href="#">the 2014 version Code of Conduct (pages 20-22)</a>.</p> <p>In order to spell out our human rights positions and initiatives, Total has created a Human Rights Coordination Committee, organized by the Ethics Committee Chairman. An informal discussion forum that meets quarterly, its members include representatives of the Public Affairs, Corporate Legal Affairs, Corporate Communications, Security, Sustainable Development, Human Resources Departments and Branch representatives. The meetings mainly address international initiatives, human rights tools and resources under development and the expressed expectations of civil society. The introduction of specific internal policies and procedures (in progress or pending) is also discussed. See Total's web site: <a href="#">Ethics and Values / Human Rights</a>.</p> <p>See also:</p> <ul style="list-style-type: none"> <li>• Interview of the Chairman and CEO of Total (<a href="#">2013 CSR report, pages 1-4</a>).</li> <li>• <a href="#">Total's 2013 CSR report, pages 19-36 – Our responsibilities, our commitments.</a></li> </ul>

**2.1.2 Criterion 2: The COP describes value chain implementation**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts</li> <li><input checked="" type="checkbox"/> Analysis of sustainability risk, opportunity and impact in the value chain, both upstream and downstream</li> <li><input checked="" type="checkbox"/> Communicate policies and expectations to suppliers and other business partners</li> <li><input checked="" type="checkbox"/> Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence</li> <li><input checked="" type="checkbox"/> Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners</li> </ul>	<p>Total is committed to conveying its principles and values to its suppliers and has developed a document that must be attached or transposed in contracts with them, called "<a href="#">Fundamental Principles of Purchasing</a>". Suppliers are expected to respect and make sure that their own suppliers respect these principles that are priorities for the Group: respecting Human Rights at work (Universal Declaration of Human Rights and fundamental principles of the ILO); protecting health, safety and security, preserving environment, preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development. (see <a href="#">Total's Society &amp; Environment report 2011, pages 20-25 - "Empowering our suppliers"</a>).</p> <p>In 2012, Total has conducted a mapping of CSR risks for purchases. The aim was to identify, for each purchasing category, the main issue in terms of CSR risks and to set up improvement plans with lead buyers and their suppliers. 3 categories of risks were analyzed: human rights infringement, local content mismanagement and environmental damages. The risk mapping covers the main purchasing categories, representing around 75% of the Group's spend. Since then, 17 pilot projects have been carried out on purchasing categories identified as presenting a high risk, either on human rights or the environment. In 2013, a specific training program on Sustainable Procurement for purchasers was set up and several training sessions have been organized from mid-2013. See <a href="#">Total's 2013 Registration Document, page 189 (Contractors and Suppliers)</a>.</p> <p>We uphold the Key Conventions of the International Labour Organization (ILO) in our relations with employees wherever we operate and we expect our suppliers to adhere to principles equivalent to ours. Information sheets have been prepared and distributed worldwide to strengthen compliance across all our affiliates. See <a href="#">Total's 2013 CSR report, page 24</a>.</p> <p><u>Ethical assessments</u>: from 2010 to 2012, a pilot project was undertaken by GoodCorporation and Total to assess the ethical performance of contractors and subcontractors in an investment project. The assessment was based on the methodology used for subsidiary evaluations and adapted to projects. The learnings from this pilot have now been used to enhance the management of major projects with complex supply chains from an ethical, human rights and compliance standpoint.</p> <p>In March 2014, Total received the "<a href="#">Responsible supplier relationships</a>" label for its Holding and Marketing &amp; Services activities in France. This label, awarded by the French authorities, recognizes companies that maintain sustainable and balanced relationships with their suppliers. The label is awarded for three years following a CSR evaluation of purchasing practices by an independent third party (ESG rating agency Vigeo).</p> <p>Since 2009, we have launched the Total Ecosolutions program, to develop products and services to help our customers (both businesses and consumers) to consume less and/or reduce their environmental footprint. See Total's web site: <a href="#">Offering Our Customers Energy-Efficient Solutions</a>.</p>

## 2.2. Robust Human Rights Management Policies and Procedures

### 2.2.1 Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights

Best practice	Reference
<p><input checked="" type="checkbox"/> Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g. the Universal Declaration of Human Rights, Guiding Principles on Human Rights)</p> <p><input checked="" type="checkbox"/> Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company</p> <p><input checked="" type="checkbox"/> Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services</p> <p><input checked="" type="checkbox"/> Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties</p>	<p>Our businesses lead us to set up long-term operations in many developing countries. As a major economic player, our conduct there must be exemplary, especially in terms of upholding and promoting civil, economic and social rights. In situations in which insecurity prevails, we deploy internal processes to prevent human rights incidents within our sphere of operations. Operational managers are expected to exercise vigilance on a day-to-day basis and to ensure that the behavior of their teams is above reproach.</p> <p>Total respects national sovereignty and maintains a positive working relationship with government authorities. Stressing dialogue all the way up to the highest levels, we reserve the right to voice our beliefs about the need to uphold human rights when it impacts our operations, employees, shareholders or partners. We would not remain in countries in which we could not apply our <a href="#">Code of Conduct</a> in our activities or in countries embargoed or boycotted by the United Nations or the European Union. A new version of Total's Code of Conduct was published in June 2014, in which the respect of Human Rights has now become one of the three priority business principles of Total which are critical to our success as a responsible company (<a href="#">2014 Code of Conduct: CEO message – page 4</a>).</p> <p>The Code of Conduct serves as a reference and a guide for employees, both in their daily decisions and their relations with stakeholders. With its Code of Conduct, Total is committed to respect all applicable national and international laws and norms. Where there is a difference between a legal requirement and the Code of Conduct, Total seeks to apply the higher standard. The Code formally recognizes that Total adheres to the principles set out in):</p> <ul style="list-style-type: none"> <li>• the 1948 <a href="#">Universal Declaration of Human Rights</a>,</li> <li>• the <a href="#">key conventions of the International Labour Organization</a>,</li> <li>• the <a href="#">OECD Guidelines for Multinational Enterprises</a></li> <li>• the United Nations <a href="#">Global Compact</a>.</li> <li>• the <a href="#">United Nations Guiding Principles on Human Rights</a> as endorsed by the UN Human Rights Council in 2011</li> <li>• the <a href="#">Voluntary Principles on Security and Human Rights</a>.</li> </ul> <p>(see Total's <a href="#">Code of Conduct, pages 8 and 9</a>).</p>

**2.2.2 Criterion 4: The COP describes effective management systems to integrate the human rights principles**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Process to ensure that internationally recognized human rights are respected</li> <li><input checked="" type="checkbox"/> On-going due diligence process that includes an assessment of actual and potential human rights impacts</li> <li><input checked="" type="checkbox"/> Internal awareness-raising and training on human rights for management and employees</li> <li><input checked="" type="checkbox"/> Operational-level grievance mechanisms for those potentially impacted by the company's activities</li> <li><input checked="" type="checkbox"/> Allocation of responsibilities and accountability for addressing human rights impacts</li> <li><input checked="" type="checkbox"/> Internal decision-making, budget and oversight for effective responses to human rights impacts</li> <li><input checked="" type="checkbox"/> Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to</li> <li><input checked="" type="checkbox"/> Process and programs in place to support human rights through: core business; strategic philanthropic/ social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action</li> </ul>	<p>The <a href="#">Ethics Committee</a> was created in March 2001. Its composition, scope of work and procedures are described in the Code of Conduct. The Committee reports directly to the Chairman and Chief Executive Officer and enjoys a large degree of independence. The Ethics Committee is responsible for establishing conditions to help employees embrace the Code of Conduct and for making sure it is properly applied. To this end, the Committee has devised a well-structured process allowing it to verify that employees are familiar with the Code of Conduct, understand its principles and apply them. It also provides individual feedback and assistance.</p> <p>In 2008, a Compliance and Corporate Social Responsibility Department was created within Corporate Legal Affairs, notably comprised of legal specialists in the area of Human Rights.</p> <p>In 2009, an assessment tool on the compliance of the Group's activities with human rights standards was created and tested in Angola in partnership with the Danish Institute for Human Rights. In 2010, it was implemented a second time in South Africa. The Danish Institute for Human Rights also assists the Group for Human Rights training, risk mapping and joint assessments with GoodCorporation (Myanmar in 2011, Bolivia in 2012 and Uganda in 2013).</p> <p>Human rights are included in the guidelines for ethical evaluations that are carried out annually by GoodCorporation (8 affiliates were assessed in 2013). A <a href="#">Human Rights Guide</a> was published in 2011 in order to strengthen vigilance and raise the awareness of our employees and other stakeholders on human rights issues. The Guide is available on Total's website.</p> <p>In May 2013, the Executive Committee played host to Professor John Ruggie, the former United Nations Special Representative for Business and Human Rights. At the meeting, Total renewed and reinforced its commitments to respect Human Rights in its activities via a roadmap and an action plan.</p> <p>Total subsidiaries adopt specific ethics guidelines and charters whenever it seems necessary to clarify priority human rights issues in a particular situation. Aligned with our Code of Conduct, these documents are designed to extend or accentuate certain principles or rights mentioned in it. They can also serve as reference documents for contracts. <a href="#">Total E&amp;P Myanmar</a>, and <a href="#">Total South Africa</a> are examples of subsidiaries that have adopted a specific charter or code of ethics that they publicize in their business and institutional dealings.</p> <p>See Total's website: <a href="#">Ethics and Values / Human Rights</a> and <a href="#">IPIECA's website</a>.</p>

**2.2.3 Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> System to monitor the effectiveness of human rights policies and implementation, including in the supply chain</li> <li><input checked="" type="checkbox"/> Monitoring drawing from internal and external feedback, including affected stakeholders</li> <li><input checked="" type="checkbox"/> Leadership review of monitoring and improvement results</li> <li><input checked="" type="checkbox"/> Process to deal with incidents the company has caused or contributed to for internal and external stakeholders</li> <li><input checked="" type="checkbox"/> Grievance mechanisms, that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning and based on engagement and dialogue</li> <li><input checked="" type="checkbox"/> Outcomes of integration of the human rights principles</li> </ul>	<p>Embedding Human Rights is an ongoing process. For several years, we have been working with three external organizations (<a href="#">GoodCorporation</a>, the <a href="#">Danish Institute for Human Rights</a> and <a href="#">CDA Collaborative Learning Projects</a>) to assess our practices. In 2013, we renewed all three arrangements. See Total's web site: <a href="#">Ethics and Values / Human Rights</a>.</p> <p><u>Societal policy</u>: in 2011, a group-wide initiative called "Societal lab" was conducted in order to clarify and formalize the Group's societal policy, on the basis of a reassessment of what had been accomplished so far, to enhance the strategy and the societal priorities in terms of sustainable economic development, to set overall objectives, to better coordinate the societal functions so that they efficiently support the Group's operational business units, to have this policy shared at all levels throughout the Group (from senior managers to employees) and to identify a set of Key Performance Indicators in order to measure and manage the Group's societal performance. The outcomes of this "Societal lab" were a Group Societal Policy and a Societal Directive.</p> <p>Total E&amp;P Uganda has signed a Memorandum of Understanding with the independent peace building organization, International Alert (IA) to pursue the implementation of our societal Policy. In addition a Human Rights Impact Assessment was implemented by IA for the benefit of Total E&amp;P DRC in the Great Lake Area. Training on the VPSHR was also carried out by IA for Total E&amp;P Bolivia in La Paz.</p> <p>For the yearly Human Rights Day, on December 10, 2013, Total broadcast an in-house video of the conversation between Christophe de Margerie and Professor John Ruggie regarding Total's commitment to Human Rights and its roadmap for the years ahead. In July 2014, this video was seen more than 3,500 times on the Group's intranet site as of to date, and it was viewed on various occasions by participants in internal meetings and seminars.</p> <p>In December 2013, Total's Chairman of the Ethics Committee made an intervention during the Plenary of the United Nations Forum on Business and Human Rights in Geneva (Switzerland).</p> <p>In March 2014, at the Annual Plenary Meeting of the VPSHR, a video of Total in Uganda, made in collaboration with Shift, was shown.</p> <p>Regarding our grievance mechanisms, see <a href="#">2014 Code of Conduct : speaking up, page 22</a>.</p>

## 2.3. Robust Labour Management Policies and Procedures

### 2.3.1 Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour

Best practice	Reference
<p><input checked="" type="checkbox"/> Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies</p> <p><input checked="" type="checkbox"/> Reflection on the relevance of the labour principles for the company</p> <p><input checked="" type="checkbox"/> Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide, and engage in dialogue with representative organization of the workers (international, sectoral, national)</p> <p><input checked="" type="checkbox"/> Inclusion of references to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners</p> <p><input checked="" type="checkbox"/> Specific commitments and Human resources policies, in line with national development priorities or decent work priorities in the country of operations</p> <p><input checked="" type="checkbox"/> Participation and leadership in wider efforts by employer's organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business – trade union – government)</p> <p>Structural engagement with a global union, possibly via a Global Framework Agreement</p>	<p>The Code of Conduct serves as a reference and a guide for employees, both in their daily decisions and their relations with stakeholders. With its Code of Conduct, Total is committed to respect all applicable national and international laws and norms. Where there is a difference between a legal requirement and the Code of Conduct, Total seeks to apply the higher standard. The Code formally recognizes that Total adheres to the principles set out in:</p> <ul style="list-style-type: none"> <li>• the 1948 <a href="#">Universal Declaration of Human Rights</a>,</li> <li>• the <a href="#">key conventions of the International Labour Organization</a>,</li> <li>• the <a href="#">OECD Guidelines for Multinational Enterprises</a></li> <li>• the United Nations <a href="#">Global Compact</a>.</li> <li>• the <a href="#">United Nations Guiding Principles on Human Rights</a> as endorsed by the UN Human Rights Council in 2011</li> <li>• the <a href="#">Voluntary Principles on Security and Human Rights</a></li> </ul> <p>(see Total's <a href="#">Code of Conduct, pages 8 and 9</a>).</p> <p>Total pays particular attention to employees' working conditions, especially the respect for each individual, the absence of discrimination, freedom of association and collective bargaining, as well as the protection of their health and safety. No form of harassment is tolerated (see <a href="#">2014 Code of Conduct, page 11</a>).</p> <p>In 2010, Total expressed its commitment for advancing equality between women and men by signing the <a href="#">Women's Empowerment Principles – Equality Means Business</a> defined by the United Nations Global Compact. The Principles present seven steps that business and other sectors can take to advance and empower women. Total confirmed its support by participating in the WEP 5<sup>th</sup> Annual Event held in New York in March 2013.</p> <p>Total is engaging, on an ongoing with various stakeholders on human rights policies and case studies, including with companies from emerging countries. Alongside with Eni, Total was invited in June 2014 by the ILO office in Milan (Italy) to contribute to Lukoil training on CSR.</p> <p>Total is committed to conveying its principles and values to its suppliers and has developed a document that must be attached or transposed in contracts with them, called "<a href="#">Fundamental Principles of Purchasing</a>". Suppliers are expected to respect and make sure that their own suppliers respect these principles that are priorities for the Group: respecting Human Rights at work (Universal Declaration of Human Rights and fundamental principles of the ILO); protecting health, safety and security, preserving environment, preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development.</p> <p>See Total's website:</p> <ul style="list-style-type: none"> <li>• <a href="#">Human Resources</a></li> <li>• Establishing good working conditions to protect the <a href="#">health</a> and <a href="#">safety</a> of everyone</li> <li>• <a href="#">Ethical Business Conduct / Upholding Human Rights / Human rights in our ethics process</a>.</li> </ul>

**2.3.2 Criterion 7: The COP describes effective management systems to integrate the labour principles**

Best practice	Reference
<p><input checked="" type="checkbox"/> Risk and impact assessments in the area of labour</p> <p><input checked="" type="checkbox"/> Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards</p> <p><input checked="" type="checkbox"/> Allocation of responsibilities and accountability within the organisation</p> <p><input checked="" type="checkbox"/> Internal awareness-raising and training on the labour principles for management and employees</p> <p>Active engagement with suppliers to address labour-related challenges</p> <p><input checked="" type="checkbox"/> Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers</p>	<p>Total's employees and their representatives have a privileged position and role among the numerous stakeholders with which the Group has and intends to develop regular dialogue. In countries where employee representation is not required by law, Total strives to set up such representation; there are therefore employee representatives in the majority of Group companies, most of whom are elected. The subjects covered by dialogue with employees vary from company to company, but there are common major themes such as work time, health and safety, compensation, training and equal opportunity.</p> <p>A structure for information and dialogue with European employee representatives exists in the form of the European Works Council. Its scope covers all European Union countries where the Group operates as well as Norway. Another representative body, the Group Committee, covers all Group activities in France.</p> <p><b>Measures to foster non-discrimination and diversity</b> At Total, promoting diversity is also synonymous with combating all forms of discrimination, for which dedicated resources have been introduced. Gender diversity and nationalities of teams are not the only issues to be considered. We also work <a href="#">to integrate the disabled and maintain them in their jobs</a> and <a href="#">combat discrimination against visible minorities</a>.</p> <p>See <a href="#">Total's 2013 Registration document, pages 166-171</a>.</p> <p><b>Women's Empowerment Principles</b> In 2010, Total expressed its support for advancing equality between women and men by signing the <a href="#">Women's Empowerment Principles – Equality Means Business</a> defined by the United Nations Global Compact. The Principles present seven steps that business and other sectors can take to advance and empower women. Total confirmed its support by participating in the WEP 5<sup>th</sup> Annual Event held in New York City in March 2013. This support was reaffirmed by Total's General Counsel at the UN Leaders Summit in New York City in September 2013.</p> <p>Here are a few WEP-related examples:</p> <ul style="list-style-type: none"> <li>• Objective 1: Establish high-level corporate leadership for gender equality. <ul style="list-style-type: none"> <li>○ Establishment of the Diversity Council in 2004, chaired by a member of the Executive Committee, to act as a think tank.</li> <li>○ ExCom Objectives for 2011 on gender equality: 18% of women to be senior executives by 2015 and 22% by 2020.</li> </ul> </li> </ul>

Best practice	Reference
	<ul style="list-style-type: none"> <li>• Objective 2: Treat all women and men fairly at work - respect and support human rights and non-discrimination. <ul style="list-style-type: none"> <li>○ The first edition of the Total Group's Code of Conduct was issued in October 2000. This document sets out our values, including non-discrimination, our principles of action and the obligation for the Group's employees to comply therewith in all spheres of their working lives. This Code of Conduct is a reference document.</li> <li>○ Since 2001, the ethics committee offers assistance and receptiveness allowing each individual to ask questions about compliance with the code of conduct.</li> </ul> </li> <li>• Objective 3: Ensure the health, safety and well-being of all women and men workers. <ul style="list-style-type: none"> <li>○ Every year, improvements are sought for the existing pension and social protection arrangements within the Group's subsidiaries (health insurance, pensions, etc.). Some noteworthy examples since 2011: the gradual introduction of a supplementary pension in certain subsidiaries in the Refining &amp; Chemicals and Marketing &amp; Services sectors; benchmarking and development of complementary health and welfare services in eight Asian countries and for all employees of subsidiaries in Mexico (2013). Additional advances were achieved in other countries in 2013 concerning compensation in case of death: most Group companies (86%) now have an insurance plan providing for the payment of an allowance of two years of minimum wage in case of death, whatever the cause.</li> </ul> </li> </ul> <p>Since 2001, sustained measures have been taken to increase the number of women in all of Total's businesses and at all levels of the Group. Total is not in favor of quotas, we always stress skills and competences. In 2011, senior management made a commitment to promote diversity all the way up to the executive suite, with the objective of increasing the percentage of women in the leadership team to 22% by 2020 (versus 14% in 2010). In addition, since May 2012, Total has five women on its Board of Directors (representing 33%).</p> <p>The main obstacle to gender parity in hiring is the relatively small percentage of women enrolled in technical programs. Consequently, our efforts to increase the proportion of female hires must focus on targeting girls and young women, to introduce them to the wealth and diversity of professional fields and careers in the oil industry. In this regard, Total signed a partnership agreement with the associations "Elles bougent" and "Women Up".</p> <p>Recruitment is a key driver of this policy and we have set a goal of aligning the percentage of women recruits with the percentage of women graduates from our target schools and universities, for a total of 20% in technical disciplines and 50% in business and support disciplines. In 2013 At Total, women account for 36% of the recruitment (open-ended contracts) and 32% of the workforce, 24% of managers and 34% of managers under the age of 30, reflecting the impacts of measures taken by the Group over the last years.</p>

Best practice	Reference
	<p>Total is committed to the professional advancement of women: over 50 women are invited to participate in empowerment training each year on the theme of "conjugating your career in the feminine tense".</p> <p>Creation of the "Twice" Network in 2006, a network of women working at Total, now represented in Paris, Pau, Nantes and Lyon as well as in Angola, Belgium, Cameroon, Canada, China, Congo, Germany, the United Arab Emirates, Gabon, Indonesia, Italy, Nigeria, Singapore and the Asia Pacific (3.200 women members).</p> <p>The Twice Network's objectives are to: facilitate the development of women's careers by releasing their potential within the Group (via "networking", the organization of events, the "mentoring" program...); make women's voices heard on Total's business issues (establishment of working groups on sensitive issues); and raise awareness and provide gender equality education for men and women (dedicated training / workshops). Twice plays the role of a think tank for the development of innovative practices. For 2013, the objective was to further develop the international Twice network (USA, UK...)</p> <p>Commitments are made to promote the same percentage of women and men with equivalent qualifications and experience, from the overall group of women and men eligible for the promotion in question (replacement plans, removal of the age limit for high potential applicants).</p> <p>By the end of 2013, 26% of the Group's "high potentials" were women.</p> <p>In March 2014, Total's Diversity Council celebrated its 10<sup>th</sup> anniversary. This event was an opportunity to raise familiarise participants with the work of the Council, a think tank whose primary mission is to be an ambassador for the diversity policy, in conjunction with the Executive Committee and branches. The composition of the Council, which meets twice per year, mirrors the diversity of the Group (branch, geographical area, nationality, gender balance). The Council helps senior management to achieve their diversity goals and initiates various actions to promote diversity. It also reports annually on key indicators and the initiatives conducted in the branches. The Council is supported in its work by the Diversity department, which coordinates policy implementation and the network of Diversity correspondents.</p>

Best practice	Reference
	<p>In 10 years, the Group has implemented a number of initiatives that have helped anchor the diversity approach, including the signing of the Diversity Charter in France, the introduction of the Twice mentoring programme to help women develop their careers, the creation of dedicated training courses... Not to mention, of course, Global Diversity Days. In May 2013, Total organized the second edition of the Global Diversity Days which involved 85 affiliates in 53 countries, and we received the prize for international communication at the Diversity Awards ceremony.</p> <p>In addition, two years ago, the Council drew up a roadmap - a reference document* designed to help affiliate heads and HR and Diversity managers to structure their action plan around six key areas:</p> <ol style="list-style-type: none"> <li>1. Business case &amp; governance for diversity</li> <li>2. Sourcing &amp; recruitment</li> <li>3. Integration and training</li> <li>4. Career management</li> <li>5. Management of competencies and Total culture</li> <li>6. Internal and external communications.</li> </ol> <p>The Global Summit of Women, for which Total was the main sponsor, took place in Paris from 5 to 7 June 2014 and was attended by 1,000 women from around the world. This event, held each year in a different country, brings together influential figures from the world of politics and economics with the aim of promoting women's leadership. Christophe de Margerie gave the opening address. "I fundamentally believe in the need for a proactive approach to ensure that gender diversity quickly becomes the norm. We therefore have to set precise objectives and hold to them, to make gender diversity one of Total's strengths", he said. To coincide with the summit, about a hundred Total female employees were invited to a meeting by Corporate Affairs, to discuss the challenges to overcome and actions to pursue or initiate at Total. They then presented their findings to Christophe de Margerie. Yves-Louis Darricarrère, and the Directors Patricia Barbizet and Marie-Christine Coisne-Roquette, were also present at the event.</p> <p>Regarding our grievance mechanisms see <a href="#">2014 Code of Conduct: speaking up, page 22</a>.</p>

**2.3.3 Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> System to track and measure performance based on standardized performance metrics</li> <li><input checked="" type="checkbox"/> Dialogue with the representative organization of workers to regularly review progress made and jointly identify priorities for the future</li> <li><input checked="" type="checkbox"/> Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards</li> <li><input checked="" type="checkbox"/> Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices</li> <li><input checked="" type="checkbox"/> Outcomes of integration of the Labour principles</li> </ul>	<p><b>Worldwide Human Resources Survey</b>  The Worldwide Human Resources Survey (WHRS) is a powerful tool to monitor Human Resources management within the Group, through the annual survey performed on a sample of employees from the consolidated companies, representative of their distribution by business segment and region. This tool is in the process of being upgraded. A new information system will be implemented in 2014 with new indicators regarding ILO's Keys Conventions.</p> <p><b>Compensation</b>  Within the scope of the WHRS, more than 87% of the Group's employees were paid at a rate higher than the applicable minimum wage in 2013.</p> <p><b>Ensuring good working conditions</b>  Indicators are used to measure the main results in these areas, and monthly reporting of occupational incidents: LTIR (Lost Time Injury rate – number of lost time incidents per million hours worked) and TRIR (Total Recordable Injury rate – number of recorded incidents per million hours worked) are used to monitor performance overall and by site. The Group does not differentiate between the safety of its employees and that of external contractors. See <a href="#">Total's 2013 Registration document – chapter 7 p. 173</a> (“Occupational Health &amp; Safety”).</p> <p><b>Dialogue with employees</b>  Every other year Total carries out an internal survey to gather its employees' views and expectations with regard to their work situation and perception of the company, locally and as a Group. See <a href="#">Total's 2013 Registration document – chapter 7 p. 169</a> (“Dialogue with employees”).</p> <p>Total is committed to conveying its principles and values to its suppliers and has developed a document that must be attached or transposed in contracts with them, called “<a href="#">Fundamental Principles of Purchasing</a>”. Suppliers are expected to respect and make sure that their own suppliers respect these principles that are priorities for the Group: respecting Human Rights at work (Universal Declaration of Human Rights and fundamental principles of the ILO); protecting health, safety and security, preserving environment, preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development.</p>

## 2.4. Robust Environmental Management Policies and Procedures

### 2.4.1 Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)</li> <li><input checked="" type="checkbox"/> Reflection on the relevance of environmental stewardship for the company</li> <li><input checked="" type="checkbox"/> Written company policy on environmental stewardship</li> <li><input checked="" type="checkbox"/> Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners</li> <li><input checked="" type="checkbox"/> Specific commitments and goals for specified years</li> </ul>	<p><b>Climate Change</b> Total has been a member of the World Bank's Global Gas Flaring Reduction partnership since 2005. We voluntarily pledged to halve flaring at our operated sites between 2005 and 2014.</p> <p><b>Environment</b> Total's environment policy is based on the Group's <a href="#">Safety, Health, Environment and Quality charter</a>.</p> <p>See <a href="#">Total's 2013 Registration document – chapter 7 p. 174-180</a> and Total's 2013 CSR report, pages <a href="#">26-29</a> and <a href="#">48-53</a>.</p> <p>Total is committed to conveying its principles and values to its suppliers and has developed a document that must be attached or transposed in contracts with them, called "<a href="#">Fundamental Principles of Purchasing</a>". Suppliers are expected to respect and make sure that their own suppliers respect these principles that are priorities for the Group: respecting Human Rights at work (Universal Declaration of Human Rights and fundamental principles of the ILO); protecting health, safety and security, preserving environment, preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development.</p> <p>Environmental objectives and goals: see Total's website – <a href="#">CSR Analysts / Total's CSR objectives</a>.</p>

### 2.4.2 Criterion 10: The COP describes effective management systems to integrate the environmental principles

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Environmental risk and impact assessments</li> <li><input checked="" type="checkbox"/> Assessments of lifecycle impact of products, ensuring environmentally sound end-of-life management policies</li> <li><input checked="" type="checkbox"/> Allocation of responsibilities and accountability within the organisation</li> <li><input checked="" type="checkbox"/> Internal awareness-raising and training on environmental stewardship for management and employees</li> <li><input checked="" type="checkbox"/> Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts</li> </ul>	<p>All investment or divestment proposals submitted for approval by the Group's Executive Committee are analysed by a Risk Committee (called "Corisk"), also chaired by the Vice President Strategy and Economic Intelligence This committee meets twice a month in order to review new projects before approval by the Group's Executive Committee and to make sure that all risks have been properly assessed based on the "Corisk" checklist. Whether the expenditure involves a new project or a proposal to expand, acquire, divest or wind up an operation, the checklist is designed to verify compliance with Total's standards, in particular in the areas of environment, community development, social responsibility, health and hygiene, industrial safety, security and human rights. The checklist takes into account the construction, operating and revamping phases.</p> <p>See <a href="#">Total's 2013 Registration document – chapter 4 p. 82-85 – "Industrial and environmental risks"</a>, <a href="#">p. 172-180 ("Safety, health and environment information")</a> and <a href="#">p. 181 ("Dialogue and involvement with stakeholders")</a>.</p> <p>Regarding our grievance mechanisms, see <a href="#">2014 Code of Conduct : speaking up, page 22</a>.</p>

**2.4.3 Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> System to track and measure performance based on standardized performance metrics</li> <li><input checked="" type="checkbox"/> Leadership review of monitoring and improvement results</li> <li><input checked="" type="checkbox"/> Process to deal with incidents</li> <li><input checked="" type="checkbox"/> Audits or other steps to monitor and improve the environmental performance of companies in the supply chain</li> <li><input checked="" type="checkbox"/> Outcomes of integration of the environmental principles</li> </ul>	<p>See Total's website: <a href="#">CSR Analysts / Reporting scope and method</a>.</p> <p>See Total's website: <a href="#">CSR Analysts / Total's CSR objectives</a>.</p> <p>See Total's website: <a href="#">CSR Analysts / Assurance report</a>.</p> <p>See Total's website: <a href="#">CSR Analysts / Environmental indicators</a>.</p> <p>See <a href="#">Total's 2013 GRI content index</a> (environmental indicators).</p> <p><b>Continuously improving and deploying external audits</b>            We have deployed an Environmental Management System (EMS) at our sites that complies with ISO 14001, which provides a framework for achieving continuous improvement in environmental performance. ISO 14001 certification is awarded by accredited independent organizations following an audit of the site concerned. These audits are carried out on a regular basis, in order to renew certification.</p> <p>Monitoring and improving the environmental performance of companies in the supply chain are included in the guidelines for ethical evaluations that are carried out annually by GoodCorporation.</p>

## 2.5. Robust Anti-Corruption Management Policies and Procedures

### 2.5.1 Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Publicly stated formal policy of zero-tolerance of corruption</li> <li><input checked="" type="checkbox"/> Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes</li> <li><input checked="" type="checkbox"/> Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption</li> <li><input checked="" type="checkbox"/> Detailed policies for high-risk areas of corruption</li> <li><input checked="" type="checkbox"/> Policy on anti-corruption regarding business partners</li> </ul>	<p>The amounts of money involved and the diversity of the various regions require the oil industry to be particularly vigilant about corruption and fraud. About 25% of Total's employees work in high-risk countries with scores of less than fifty on the Transparency International Corruption Perceptions Index. Therefore, reinforcing integrity and preventing corruption are major objectives for the Group and all employees.</p> <p>The Group's <a href="#">Code of Conduct states (page 9)</a> that "<i>Total has a rigorous Compliance Program based on a "zero tolerance" principle designed to prevent and detect violations of applicable anti-trust, anti-fraud, anti-bribery and anti-corruption laws worldwide.</i>". See Total's web site: <a href="#">Ethics and values / Combating Fraud and corruption</a>.</p> <p>With its Code of Conduct, Total is committed to respect all applicable national and international laws and norms. Where there is a difference between a legal requirement and the Code of Conduct, Total seeks to apply the higher standard.</p> <p>Total has joined international initiatives which contribute to the fight against corruption and participates in the dissemination of good practices and the promotion of dialogue between companies and civil society. Indeed, as a member of the Global Compact Anti-Corruption Working Group, Total took part in the writing of "<a href="#">Fighting Corruption in the Supply Chain: A Guide for Customers and Suppliers</a>" in 2010.</p> <p>At the end of 2009, the Executive Committee approved the Compliance Program and Policy, supported by a dedicated organization, official Policies and Procedures and training. The Anti-Corruption Compliance Directive and its associated procedures were adopted at the beginning of 2011. This specific guidance provides our employees with clear rules of conduct if they are exposed to corruption risks. It lays down rules in compliance with the most restrictive laws in relation to the choice of an intermediary dealing with public officials, in business partnerships, acquisitions, procurement, as well as donations, gifts, entertainment, travel, contributions to social development, corporate philanthropy and sponsorship.</p> <p>The <a href="#">Business Integrity Guide</a>, first published in March 2008, was revised in 2013 to support the implementation of the integrity principles (rejection of corruption and fraudulent practices, avoidance of conflicts of interest) contained in the Code of Conduct. It provides concrete examples of possible risk situations encountered in our business relations and reiterates Total's policies with regard to corruption, fraud and conflicts of interest.</p>

**2.5.2 Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Support by the organization's leadership for anti-corruption</li> <li><input checked="" type="checkbox"/> Carrying out risk assessment of potential areas of corruption</li> <li><input checked="" type="checkbox"/> Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees</li> <li><input checked="" type="checkbox"/> Internal checks and balances to ensure consistency with the anti-corruption commitment</li> <li><input checked="" type="checkbox"/> Actions taken to encourage business partners to implement anti-corruption commitments</li> <li><input checked="" type="checkbox"/> Management responsibility and accountability for implementation of the anti-corruption commitment or policy</li> <li><input checked="" type="checkbox"/> Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice</li> <li><input checked="" type="checkbox"/> Internal accounting and auditing procedures related to anticorruption</li> </ul>	<p>Our integrity process to prevent and combat fraud and corruption is based primarily on a network of Compliance Officers and Fraud Risk Coordinators across the Group, branches and subsidiaries/entities.</p> <p>At Group level, there are two centers of expertise:</p> <ol style="list-style-type: none"> <li>1. the Anti-corruption Compliance Committee which is in charge of anti-corruption initiatives,</li> <li>2. the Fraud Risk Coordinators which are in charge of the anti-fraud activities.</li> </ol> <p>At subsidiaries / entities level, these officers work together within an Integrity Committee in which the different functions are represented.</p> <p>The Ethics Committee complements this integrity process by ensuring that the Code of Conduct is disseminated across the Group and that the procedures are in place for the Group's employees to become thoroughly familiar with the Code of Conduct, understand its provisions and apply them.</p> <p>In 2011, an anti-corruption e-learning has been developed in 12 languages to strengthen knowledge of corruption risks and prevention procedures. It is based on practical business situations, and available to all Group employees. At the end of the e-learning training session, employees must answer a quiz to check that they have effectively acquired the corresponding knowledge; more than 45,000 employees have followed this e-learning at the end of 2013.</p> <p>Reminding employees of the need to be vigilant with respect to integrity and anti-corruption is done at all presentations made as part of the Ethics process (56 presentations in 2013, including 43 internally and dedicated seminars, bringing together approximately 2,000 persons).</p> <p>See Total's web site: <a href="#">Ethics and values/ Combating Fraud and corruption</a>.</p> <p>Procedures for analyzing and assessing the risks related to the prevention of corruption have been implemented. See <a href="#">Total's 2013 Registration document, page 188 ("Preventing corruption")</a>.</p> <p>A network of over 350 compliance officers at branches, subsidiaries and entities level has been established. As it was explained in the e-learning training, all employees can directly contact these compliance officers in case of any concern regarding corruption.</p> <p>The corporate Internal Audit department also checks, during internal audit assignments of the Group's entities and subsidiaries, that the anti-corruption program is effectively implemented.</p> <p>Total's <a href="#">Code of Conduct</a> is distributed to the main business partners. The "<a href="#">Fundamental Principles of Purchasing</a>" must be attached or transposed in contracts with suppliers.</p>

**2.5.3 Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption**

Best practice	Reference
<input checked="" type="checkbox"/> Leadership review of monitoring and improvement results	See Total's web site: <a href="#">Ethics and values/ Combating Fraud and corruption</a>
<input checked="" type="checkbox"/> Process to deal with incidents	See <a href="#">Total's 2013 Registration document, page 188</a> .
<input checked="" type="checkbox"/> Public legal cases regarding corruption	Under the settlements reached in 2013 between Total, the SEC (Securities and Exchange Commission) and the U.S. Department of Justice, an independent monitor was appointed to conduct a 3 year review of the anti-corruption compliance and related internal control procedures implemented by the Group and to recommend improvements, when necessary. The monitor's mission started on December 2, 2013 (see <a href="#">Chapter 5, point 1.10</a> ).
<input checked="" type="checkbox"/> Use of independent external assurance of anti-corruption programs	
<input checked="" type="checkbox"/> Outcomes of integration of the anti-corruption principle	See <a href="#">Total's 2013 GRI content index</a> , indicators SO2, SO3 and SO4.

**2.6. Taking action in support of broader UN goals and issues**

**2.6.1 Criterion 15: The COP describes Core Business Contributions to UN Goals and Issues**

Best practice	Reference
<input checked="" type="checkbox"/> Align core business strategy with one or more relevant UN goals / issues	Total's strategic vision is aligned with the UN Global Compact goals and issues. To realize our vision, we are leveraging our integrated business model, which enables us to capture all of the synergies in our business base. Together, our commitments to ethical practices, safety and corporate social responsibility form a shared foundation for our four strategic objectives:
<input checked="" type="checkbox"/> Develop relevant products and services or design business models that contribute to UN goals / issues	<ul style="list-style-type: none"> <li>• Drive profitable, sustainable growth in our exploration and production operations.</li> <li>• Develop competitive, top-tier refining and petrochemical platforms.</li> <li>• Respond to customer needs by delivering innovative solutions, particularly in terms of energy efficiency.</li> <li>• Focus on solar energy and biomass to secure the energy future.</li> </ul>
<input checked="" type="checkbox"/> Adopt and modify operating procedures to maximize contribution to UN goals / issues	<p>Since 2009, we have launched the Total Ecosolutions program, to develop products and services to help our customers (both businesses and consumers) to consume less and/or reduce their environmental footprint. See Total's web site: <a href="#">Offering Our Customers Energy-Efficient Solutions</a>.</p> <p>In 2010, Total launched a program called Total Access to Solar (TATS) to provide access to solar energy for lighting and communication uses to low-income people (the so-called BOP – Bottom of the Pyramid). In 2011, 3 countries (Kenya, Cameroon and Indonesia) were selected as pilots in order to deploy the program. We launched the commercial brand "Awango by Total" in November 2012 at the Lighting Africa conference in Dakar (Senegal), of which Total was one of the sponsors. The deployment of this program actively continues: "Awango by Total" has now been launched in 16 countries in Africa, Asia and the Caribbean, and 3 new countries (Malawi, India and Pakistan) should be deployed before the end of 2014. More than 600,000 solar lamps have been sold since the inception of the program, which means that more than 3 million people are already benefiting from "Total Access to Solar" (see <a href="#">Total's 2013 Registration document, page 186-187</a>).</p> <p>In 2012, Total also joined the UN Global Compact 'Sustainable Energy for All' initiative and has made the commitment to develop the solar photovoltaic solutions market by providing access to solar lamps and kits to 5 million low income people by 2015 (i.e. one million solar lamps sold).</p>

Best practice	Reference
	<p>Total has a continuous process to modify its internal operating procedures. They have been adapted to maximize contribution to UN goals / issues in particular in following areas:</p> <ul style="list-style-type: none"> <li>• Anti-corruption: in 2009, a Corruption Prevention Policy and a Compliance Program was approved by the Executive Committee. It is supported by a dedicated organization, official Policies and Procedures (Anti-Corruption Compliance Directive and its associated procedures), as well as a program of sensitizing and training employees.</li> <li>• Societal policy: in 2011, a group-wide initiative called “Societal lab” was conducted in order to clarify and formalize the Group’s societal policy, on the basis of a reassessment of what had been accomplished so far, to enhance the strategy and the societal priorities in terms of sustainable economic development, to set overall objectives, to better coordinate the societal functions so that they efficiently support the Group’s operational business units, to have this policy shared at all levels throughout the Group (from senior managers to employees) and to identify a set of Key Performance Indicators in order to measure and manage the Group’s societal performance. The outcomes of this “Societal lab” were a Group Societal Policy and a Societal Directive.</li> <li>• Ethical assessments: between 2011 and 2012, joint GoodCorporation / Danish Institute of Human Rights evaluations have been performed in Myanmar in 2011, in Bolivia in 2012 and in Uganda in 2013 to reinforce the human rights aspects of our ethical assessments. Following these tests, the new tool is now available when required.</li> <li>• <a href="#">CDA Collaborative Learning Projects</a>) performed two field sites visits in 2013 of Total subsidiaries to assess the social impact of our activities on local communities. These field site visit reports are publicly available on CDA’s website: <a href="#">Total E&amp;P Nigeria</a> in September 2013 and <a href="#">Total E&amp;P Bolivia</a> in December 2013.</li> </ul>

**2.6.2 Criterion 16: The COP describes Strategic Social Investments and Philanthropy**

Best practice	Reference
<input checked="" type="checkbox"/> Pursue social investments and philanthropic contributions that tie in with the core competences or operating context of the company as an integrated part of its sustainability strategy	<p>See <a href="#">Total's 2013 Registration document, pages187-188</a>.</p> <p>See Total’s web site: <a href="#">Ethics and values / Initiatives and partnerships</a>.</p>
<input checked="" type="checkbox"/> Coordinate efforts with other organizations and initiatives to amplify – and not negate or unnecessarily duplicate – the efforts of other contributors	<p>See <a href="#">Total's Foundation</a> web site.</p>
<input checked="" type="checkbox"/> Take responsibility for the intentional and unintentional effects of funding and have due regard for local customs, traditions, religions, and priorities of pertinent individuals and groups	

### 2.6.3 **Criterion 17: The COP describes Advocacy and Public Policy Engagement**

Best practice	Reference
<p><input checked="" type="checkbox"/> Publicly advocate the importance of action in relation to one or more UN goals / issues</p> <p><input checked="" type="checkbox"/> Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals / issues</p>	<p>Total regularly supports and promotes UN objectives through the yearly Communication on Progress, the CEO's continuous statement of support, press releases, CEO speeches at various conferences and involvement in local Global Compact forums.</p> <p>For example, Mr. de Margerie made a speech during the consultation with business stakeholders on the implementation of the U.N. "Protect, Respect and Remedy" framework organized by Mr. John Ruggie in Paris on October 5, 2010: he provided the closing remarks to this conference. Mr. de Margerie also had the opportunity to speak during the United Nations Rio+20 conference on sustainable development, at an event organized by the Global Compact France on June 18, 2012, during which he teamed up with Fátima Jardim, the Environment minister of Angola.</p> <p>The General Counsel of Total represented the Group at the UN Global Compact CEO Leaders Summit in September 2013.</p> <p>In January 2014 at the WEF in Davos, Total announced, along with Eni and Saudi Aramco, a "Climate Fairness Initiative" which aims to increase the visibility and credibility of the actions undertaken by Oil &amp; Gas companies regarding the energy transition and climate change related subjects.</p> <p>Total was widely represented at the IPIECA 40<sup>th</sup> Anniversary in London on 3 April 2014. The event gathered over 200 participants from more than 70 global organizations.</p> <p>Total's Executive Vice President Sustainable development and Environment participated in the Abu Dhabi Ascent meeting (United Arab Emirates) in May 2014, whose goal was to encourage announcements of greater action and ambition by world leaders at the UN Secretary-General's Climate Summit in New York City on September 23, 2014.</p>

### 2.6.4 **Criterion 18: The COP describes Partnerships and Collective Action**

Best practice	Reference
<p><input checked="" type="checkbox"/> Develop and implement partnership projects with public or private organizations (UN entities, government, NGOs, or other groups) on core business, social investments and/or advocacy</p> <p><input checked="" type="checkbox"/> Join industry peers, UN entities and/or other stakeholders in initiatives that contribute to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives that extend the company's positive impact on its value chain</p>	<p>See Total's web site: <a href="#">Group presentation / Working with Institutions and NGOs</a>.</p> <p>Total is a member of <a href="#">IPIECA</a>, the global oil and gas industry association for environmental and social issues.</p> <p>After having implemented the recommendations contained within the VPSHR (Voluntary Principles on Security and Human Rights) for several years, Total became a full participant of this initiative in March 2012.</p> <p><u>Self-assessment process on human rights risks and compliance:</u> in 2006, Total has joined the Human Rights and Business Project created by the Danish institute for Human Rights. Through this project, a dedicated tool for business, the Human Rights Compliance Assessment (HRCA), has been designed. The HRCA fulfils two roles: first, it is a self-assessment by the unit of the Human Rights compliance of its own activities; secondly, it is an educational tool to raise Human Rights awareness in various subsidiary departments, stimulating collective deliberation and discussion of such issues.</p>

Social implementation assessment: CDA Collaborative Learning Projects is a not-for-profit organization working in the field of economic and social development. It has introduced a program to educate multinationals on how their activities impact regions affected by sociopolitical pressures or conflicts. Several case studies examining Total's presence in Myanmar between 2002 and 2010, in Sudan in 2005, in Mauritania in 2006, in Uganda in 2011 and in Nigeria and in Bolivia in 2013 were independently performed by CDA. The final reports are publicly available on the [CDA website](#).

As a member of Shift, an independent non for profit organization for business and human rights practice, Total's General Counsel attended several Shift workshops.

Total plays an active role in various IPIECA, the global oil and gas industry association for environmental and social issues, working groups, particularly its Human Rights Task Force, of which a Total representative is a vice chair.

Total is a member of the Board of the Extractive Industries Transparency Initiative (EITI). This initiative gathers extractive industries, states and civil society representatives to increase the transparency of transactions between governments and the oil and mining industries. Whenever possible, Total is using its leverage to encourage host countries to join this Initiative, for instance in Myanmar. Total was pleased to learn that the Myanmar was accepted as an EITI candidate in July 2014.

Total joined the Global Business Initiative on Human Rights (GBI) when it was first set up in 2009. The initiative aims to promote respect for human rights in the business world by providing a platform for discussion across multiple industries. As a core member, Total participates at the GBI working Group meeting in November 2013.

Total E&P Uganda has signed a Memorandum of Understanding with the independent peace building organization International Alert (IA) to pursue the implementation of our societal policy. In addition, a Human Rights Impact Assessment was implemented by IA for the benefit of Total E&P Democratic Republic of Congo in the Great Lake Area. A training session on the VPSHR was also held by IA for Total E&P Bolivia in La Paz.

In 2014, Total joined the Energy and Climate Group of the World Business Council for Sustainable Development (WBCSD).

## 2.7. Corporate Sustainability Governance and Leadership

### 2.7.1 Criterion 19: The COP describes CEO Commitment and Leadership

Best practice	Reference
<p><input checked="" type="checkbox"/> CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact</p> <p><input checked="" type="checkbox"/> CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards</p> <p><input checked="" type="checkbox"/> CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation</p> <p>Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team</p>	<p>In the introduction to Total's <a href="#">Human Rights Guide</a>, the CEO Christophe de Margerie emphasized that <i>"Respecting Human Rights in our activities remains a key requirement for us, working as we do in over a hundred countries, against varied, often challenging, cultural and political backdrops. It is therefore natural that Human Rights are one of the foundations of the common values that underpin our Group's identity and our ethical commitments everywhere we operate."</i></p>

### 2.7.2 Criterion 20: The COP describes Board Adoption and Oversight

Best practice	Reference
<p><input checked="" type="checkbox"/> Board of Directors (or equivalent) assumes responsibility and oversight for long term corporate sustainability strategy and performance</p> <p>Board establishes, where permissible, a committee or assigns an individual Board member with responsibility for corporate sustainability</p> <p>Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)</p>	<p>See <a href="#">Total's 2013 Registration document, chapter 5 ("Corporate Governance")</a>.</p> <p>Apart from reporting on special referrals, the Committee Chairman reports on the Committee's work and objectives to the Executive Committee and the Board of Directors at least once a year. The Chairman of the Ethics Committee presented the 2013 annual review to the Executive Committee in early 2014. A presentation was held to the Board Governance and Ethics Committee in July.</p>

**2.7.3 Criterion 21: The COP describes Stakeholder Engagement**

Best practice	Reference
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Publicly recognize responsibility for the company's impacts on internal and external stakeholders</li> <li><input checked="" type="checkbox"/> Define sustainability strategies, goals and policies in consultation with key stakeholders</li> <li><input checked="" type="checkbox"/> Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance</li> <li><input checked="" type="checkbox"/> Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle-blowers'</li> </ul>	<p><u>External stakeholder engagement and dialogue:</u> see Total's website: <a href="#">CSR Analysts / Stakeholder contribution</a>.</p> <p>Total's "Stakeholder Relationship Management" (SRM+) tool is used since 2006 to identify and map our local stakeholders, drive their consultation, prioritize their societal expectations, establish a diagnosis and prepare a societal management plan. It helps to adapt the strategy to the actual context of its operations, to highlight possible misunderstandings and ensures global consent on company activities.</p> <p><u>Internal stakeholders:</u> Every other year, Total conducts an internal staff satisfaction survey, which is carried out by a third party polling institute. The last employees' satisfaction survey was held in 2013. See <a href="#">Total's 2013 Registration document, page 169</a>.</p> <p>The Ethics Committee provides employees with assistance in resolving ethical problems that may arise in the course of performing their duties. All questions and correspondence are treated confidentially, as stipulated in the Code of Conduct ("All members of the Ethics Committee are committed to protect confidentiality and personal data. We will not tolerate retaliation against employees who raise concerns in good faith."). See <a href="#">2014 Code of Conduct, page 22</a>.</p> <p>In 2013, 75 cases/questions were raised to the Ethics Committee, the majority by employees. If Total employees need guidance on any topic related to the Code of Conduct, contacting their line manager is usually the best option. If they feel more comfortable they can also ask the local Human Resources or other manager. They can always seek advice by contacting the Ethics Committee. In total in 2013, 597 cases were dealt with throughout the Group. See <a href="#">2014 Code of Conduct: speaking up, page 22</a>.</p>

## 2.8. ANNEX: Business & Peace

### 2.8.1 The COP describes policies and practices related to the company's core business operations in high-risk or conflict-affected areas

Best practice	Reference
<p><input checked="" type="checkbox"/> Information on how policies, strategies and operating practices have been adapted to the specific high-risk/conflict context based on due diligence</p> <p><input checked="" type="checkbox"/> Adherence to best practices even where national law sets a lower standard, including in the management of security services</p> <p>Management of the supply chain to avoid contributing to conflict through purchasing decisions and practices.</p>	<p>Total's <a href="#">Code of Conduct</a> applies in all countries where we operate. Where there is a difference between a legal requirement and our Code of Conduct, we seek to apply the higher standard.</p> <p><b>Security and human rights</b></p> <p>Total's approach to security in terms of using private or public security personnel is based on the Universal Declaration of Human Rights, the United Nations Basic Principles on the Use of Force and Firearms by Law Enforcement Officials and the United Nations Code of Conduct for Law Enforcement Officials.</p> <p>Managing security is based on risk prevention, planning for potential crisis situations, training and dialogue. Like other companies, Total sometimes uses external security personnel to protect its employees and facilities. To forestall problems, we make it our top priority to ensure effective coordination between security teams and employees in charge of community relations, an outreach effort that promotes good local integration and thereby minimizes risks.</p> <p>Total's Corporate Security Policy Statement, signed in 2003 and updated in 2011, as well as the Corporate Security Charter, signed in 2011 by Christophe de Margerie, Chairman and CEO, confirms the overriding priority of employees' security, which can be threatened in some situations, and defines our business principles in that respect (see <a href="#">Total's web site</a>). Among them, Total commits to implementing the recommendations of the <a href="#">Voluntary Principles on Security and Human Rights (VPSHR)</a>. The VPSHR are an international multi-stakeholder initiative, composed of States, extractive companies and NGOs, providing mining and oil and gas companies with guidelines aimed at ensuring the protection of their personnel and assets while preserving neighboring local communities and other stakeholders' Human Rights.</p> <p>Our support for the VPSHR was reinforced by our access to full membership in March 2012. Since 2013, Total submits annual reports to the initiative of the VPSHR and participates in the VPSHR Annual Plenary meetings.</p>

**2.8.2 The COP describes policies and practices related to the company's government relations in high-risk or conflict-affected areas**

Best practice	Reference
<p>Assessment of opportunities for constructive engagement with government actors in order to support peace</p> <p><input checked="" type="checkbox"/> Measures undertaken to avoid complicity in human rights violations by government actors</p> <p><input checked="" type="checkbox"/> Management practices aimed at preventing corrupt relationships with government officials</p>	<p>Total has integrated the VPSHR into its Security Policy and five priority areas have been identified:</p> <ul style="list-style-type: none"> <li>• Establishment of formal relations between subsidiaries and States to organize the deployment of security forces in accordance with our principles.</li> <li>• Transfer of equipment that should only occur on an exceptional basis and be strictly controlled.</li> <li>• Verification of security companies' recruitment procedures.</li> <li>• Specific training</li> <li>• Reporting of incidents.</li> </ul> <p>The Group's <a href="#">Code of Conduct states (page 9)</a> that <i>"Total has a rigorous Compliance Program based on a "zero tolerance" principle designed to prevent and detect violations of applicable anti-trust, anti-fraud, anti-bribery and anti-corruption laws worldwide."</i></p> <p>See Total's web site: <a href="#">Ethics and values / Preventing Corruption and Fraud</a>.</p> <p>Total joined the Extractive Industries Transparency Initiative (EITI) on its creation in 2002 at the World Summit on Sustainable Development, known as the Johannesburg Summit. Since then, Total has been elected a permanent member of the EITI Board. The EITI is an initiative that gathers extractive industries, states and civil society representatives to increase the transparency of transactions between governments and the oil and mining industries (see Total's web site: <a href="#">Ethics and values/ Promoting Financial Transparency</a>).</p> <p>Total has joined international initiatives which contribute to the fight against corruption and participates in the dissemination of good practices and the promotion of dialogue between companies and civil society. Indeed, as a member of the Global Compact Anti-Corruption Working Group, Total took part in the writing of <a href="#">"Fighting Corruption in the Supply Chain: A Guide for Customers and Suppliers"</a> in 2010.</p> <p>At the end of 2009, the Executive Committee approved the Compliance Program and Policy, supported by a dedicated organization, official Policies and Procedures and training. The Anti-Corruption Compliance Directive and its associated procedures were adopted at the beginning of 2011. This specific guidance provides our employees with clear rules of conduct if they are exposed to corruption risks. It lays down rules in compliance with the most restrictive laws in relation to the choice of an intermediary dealing with public officials, in business partnerships, acquisitions, procurement, as well as donations, gifts, entertainment, travel, contributions to social development, corporate philanthropy and sponsorship.</p> <p>Procedures for analyzing and assessing the risks related to the prevention of corruption have been implemented.</p> <p>Also see Total's <a href="#">Human Rights Guide</a>.</p>

**2.8.3 The COP describes local stakeholder engagement and strategic social investment activities of the company in high-risk or conflict-affected areas**

Best practice	Reference
<p><input checked="" type="checkbox"/> Stakeholder engagement mechanisms across company and contractor operations</p> <p><input checked="" type="checkbox"/> Approaches to stakeholder engagement involving civil society, international organizations, etc</p> <p><input checked="" type="checkbox"/> Actions toward constructive and peaceful company-community engagement</p> <p><input checked="" type="checkbox"/> Sustainable social investment projects</p>	<p>Total has a number of operations in high-risk countries. The Group's stakeholder engagement mechanisms are the same across all its operations, whether the country is high-risk or not.</p> <p>Total is a member of the Global Compact working group on Responsible Investment in Conflict-Affected Countries. On March 18, 2013, Total gave a presentation during the 3<sup>rd</sup> CSR Lebanon forum held in Beyrouth (the session was called "Business' contribution to peace and development").</p> <p>Total also participated in many external meetings related to this subject during the reporting period, in particular:</p> <ul style="list-style-type: none"> <li>• The General Counsel of Total represented the Group at the UN Global Compact CEO Leaders Summit in September 2013.</li> <li>• In December 2013, Total took part in the United Nations Forum on Business and Human Rights in Geneva (Switzerland).</li> <li>• The Annual Plenary Meeting of the VPSHR in March 2014 at Montreux.</li> <li>• The IPIECA 40<sup>th</sup> Anniversary in London on April 3, 2014, with over 200 participants from more than 70 global organizations.</li> <li>• Total participated in various panels at the second OECD Global Forum on "Responsible Business Conduct" held in Paris in June 2014, including the Myanmar panel.</li> <li>• The Global Compact XII<sup>th</sup> Annual Local network Forum and UN System Private Sector Focal Points meeting in June 2014 in Ethiopia, on effective ways to engage in activities and partnerships that advance sustainable development priorities with a special focus on Africa.</li> </ul>

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