



Global Compact
Network France

Communication on Progress

GC-Advanced Level

Self-assessment



Reporting period: July 2016 – June 2017

GC Advanced COP Self-Assessment

1. Please enter a short title for your submission

Total's 2016-2017 Communication on Progress

2. The Communication on Progress is in the following format:

- Stand-alone document
- Part of a sustainability or corporate (social) responsibility report
- Part of an annual (financial) report

3. What is the time period covered by your COP?

July 2016 – June 2017

4. Does your COP contain a statement by the CEO (or equivalent) expressing continued support for the Global Compact and renewing your company's ongoing commitment to the initiative and its principles?

- Yes
- No

5. Does your COP contain a description of actions and policies related to the following issue areas?

Human Rights	Labour	Environment	Anti-Corruption
<input checked="" type="checkbox"/> Yes			
<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No

6. Does your COP include qualitative and/or quantitative measurement of outcomes illustrating the degree to which targets/performance indicators were met?

- Yes
- No

7. How does your organization share its COP with stakeholders?

- Through the UN Global Compact website only
- COP is easily accessible to all interested parties (e.g., via its website)
- COP is actively distributed to all key stakeholders (e.g., investors, employees, consumers, local community)
- Both b) and c)

8. How is the accuracy and completeness of information in your COP assessed by a credible third-party?

- The COP describes any action(s) that the company **plans** to undertake to have the credibility of the information in its COP externally assessed, including goals, timelines, metrics, and responsible staff
- Information is reviewed by multiple stakeholders (e.g., representatives of groups prioritized in stakeholder analysis)
- Information is reviewed by a panel of peers (e.g., members of the same industry, competitors, benchmarked leaders, others organized via Global Compact Local Network)
- Information is assured by independent assurers (e.g., accounting or consulting firm) using their own proprietary methodology
- Information is assured by independent assurers (e.g., accounting or consulting firm) against recognized assurance standard (e.g., ISAE3000, AA1000AS, other national or industry-specific standard)
- Other established or emerging best practices:

9. The COP incorporates the following high standards of transparency and disclosure:

- Applies the GRI Sustainability Reporting Guidelines
- Is 'in accordance - core' with GRI Standards
- Is 'in accordance - comprehensive' with GRI G4
- Applies elements of the International Integrated Reporting Framework
- Provides information on the company's profile and context of operations

10. Which of the following Sustainable Development Goals (SDGs) do the activities described in your COP address? [Select all that apply]

- [SDG 1](#): End poverty in all its forms everywhere
- [SDG 2](#): End hunger, achieve food security and improved nutrition and promote sustainable agriculture
- [SDG 3](#): Ensure healthy lives and promote well-being for all at all ages
- [SDG 4](#): Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
- [SDG 5](#): Achieve gender equality and empower all women and girls
- [SDG 6](#): Ensure availability and sustainable management of water and sanitation for all
- [SDG 7](#): Ensure access to affordable, reliable, sustainable and modern energy for all
- [SDG 8](#): Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- [SDG 9](#): Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
- [SDG 10](#): Reduce inequality within and among countries
- [SDG 11](#): Make cities and human settlements inclusive, safe, resilient and sustainable
- [SDG 12](#): Ensure sustainable consumption and production patterns
- [SDG 13](#): Take urgent action to combat climate change and its impacts
- [SDG 14](#): Conserve and sustainably use the oceans, seas and marine resources for sustainable development
- [SDG 15](#): Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

- [SDG 16](#): Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
- [SDG 17](#): Strengthen the means of implementation and revitalize the global partnership for sustainable development.

11. With respect to your company's actions to advance the Sustainable Development Goals (SDGs), the COP describes: *[Select all that apply]*

- Opportunities and responsibilities that one or more SDGs represent to our business
 - *E.g., new growth opportunities; risk profiles; improved trust among stakeholders; strengthened license to operate; reduced legal, reputational and other business risks; resilience to costs or requirements imposed by future legislation.*
- Where the company's priorities lie with respect to one or more SDGs
 - *Conducting an assessment on the current and potential, positive and negative impacts that your business activities have on the SDGs throughout the value chain can help you identify your company's priorities.*
- Goals and indicators set by our company with respect to one or more SDGs
 - *Setting specific, measurable and time-bound sustainability goals helps foster shared priorities and drive performance. To do this: Define scope of goals and select KPIs; define baseline and select goal type; set level of ambition; announce commitment to SDGs; select indicators and collect data.*
- How one or more SDGs are integrated into the company's business model
 - *Integrating sustainability has the potential to transform all aspects of the company's core business, including its product and service offering, customer segments, supply chain management, choice and use of raw materials, transport and distribution networks and product end-of-life. It involves anchoring sustainability goals within the business up to the board level, embedding sustainability across all functions, and engaging in partnerships.*
- The (expected) outcomes and impact of your company's activities related to the SDGs
 - *Example: For a food company that sells nutritionally balanced breakfasts and lunches to primary schools, an output is the number of meals served. An outcome is the rate of malnutrition among children served. Impact is the company's contribution to SDG Target 2.1, "end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round."*
- If the companies' activities related to the SDGs are undertaken in collaboration with other stakeholders
 - *E.g., United Nations agencies, civil society, governments, other companies.*
- Other established or emerging best practices

Foreword:

The present Communication on Progress to the UN Global Compact refers to all components of Total's sustainability reporting in 2016-2017:

1. [Total's 2016 Registration document](#), which includes a chapter ("Chapter 7") on sustainable development in compliance with 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 2017 Climate report](#);
3. [Total's 2016 Human Rights Briefing Paper](#);
4. Information published on Total's corporate web site (www.total.com);
5. From reporting cycle 2014, Total used the GRI G4 guidelines and reported in accordance with the 'Core' level. Since 2016, our [GRI index table](#) also includes references to the UN Sustainable Development Goals. In 2017, Total now adopts the GRI Standards and continues to report in accordance with the 'Core' level.

I. CEO STATEMENT OF CONTINUED SUPPORT TO THE GLOBAL COMPACT

See [Total's 2016 Human Rights Briefing Paper - Message from the Chairman and CEO \(page 4\)](#).

II. SELF-ASSESSMENT ON THE 21 GC-ADVANCED CRITERIA

Summary of Criteria

Implementing the Ten Principles into Strategies & Operations

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Criterion 2: The COP describes value chain implementation

Robust Human Rights Management Policies & Procedures

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

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

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

Robust Labour Management Policies & Procedures

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

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

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

Robust Environmental Management Policies & Procedures

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

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

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

Robust Anti-Corruption Management Policies & Procedures

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

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

Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anticorruption

Taking Action in Support of Broader UN Goals and Issues

Criterion 15: The COP describes core business contributions to UN goals and issues

Criterion 16: The COP describes strategic social investments and philanthropy

Criterion 17: The COP describes advocacy and public policy engagement

Criterion 18: The COP describes partnerships and collective action

Corporate Sustainability Governance and Leadership

Criterion 19: The COP describes CEO commitment and leadership

Criterion 20: The COP describes Board adoption and oversight

Criterion 21: The COP describes stakeholder engagement

Criteria, Best Practices and Explanation

Implementing the Ten Principles into Strategies & Operations

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Indicate which of the following best practices are described in your COP:

- Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc) ensuring no function conflicts with company's sustainability commitments and objectives

<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 three priority business principles contained in our Code of Conduct. The Ethics Committee is responsible for making sure the Code of Conduct is properly applied. The Committee is a key point of contact for any employee facing an ethics-related issue. It can be consulted at any time in the strictest confidentiality. The Ethics Committee is supported by a network of about 100 Ethics Officers.</p>	<p>Total's Code of Conduct, page 10</p>
--	---

- Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy

<p>Click here to enter text.</p>	<p>Location in the COP</p>
----------------------------------	----------------------------

- Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary

<p>In addition to the Ethics Committee, the people involved in Social Responsibility in the various entities within the Group (at headquarters and in the subsidiaries) 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.</p>	<p>Total's Code of Conduct (pages 20-21)</p>
---	--

- Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs

<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.</p>	<p>Total's Code of Conduct (page 4)</p>
---	---

- Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts

<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. A discussion forum that meets quarterly, its members include representatives of the Public Affairs, Corporate Legal Affairs, Corporate Communications, Security, Civil Society Engagement, 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. See Total's 2016 Human Rights Briefing Paper (page 11 on "Total's Human Rights Roadmap").</p>	<p>Total's 2016 Human Rights Briefing Paper (page 13 on "Dedicated Organization and Communication Channels")</p>
---	--



Criterion 2: The COP describes value chain implementation

Indicate which of the following best practices are described in your COP:

- Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts**

<p>In 2015, Total has updated its 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.</p>	<p>Total's 2016 Registration Document, pages 167-169</p>
--	--

- Communicate policies and expectations to suppliers and other relevant business partners**

<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 "Fundamental Principles of Purchasing". 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 the environment, preventing corruption and conflict of interests, fighting corruption, respecting competition law as well as promoting economic and social development. (also see Total's website: Suppliers).</p>	<p>Total's 2016 Human Rights Briefing Paper (page 11 "Our Policies and Commitments")</p>
---	--

- Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence**

<p>In March 2014, Total received the "Responsible supplier relationships" label for its Holding and Marketing & 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 until 2015 and Asea since 2016).</p> <p>In January 2015, Total signed an agreement with international union federation IndustriALL Global Union, which represents 50 million workers in 140 countries. This agreement includes two clauses related to contractor and supplier relations: clause 2.5 (promotion of human rights in the workplace) and clause 4.5 (health, safety in the workplace and social responsibility). Within this agreement, an annual FAIR (Facilitation, Application, involvement and Results) meeting is held to review and monitor the implementation. Two such meetings were held to date (one in 2016 and one in 2017).</p>	<p>Total's website: Sustainable purchasing, a day-to-day commitment</p>
---	---

- Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners**

<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.</p> <p><u>Ethical assessments:</u> see Total's 2016 Registration Document, pages 170-171.</p> <p>On 9 December, 2016, Total decided to dedicate the 2nd edition of its Business Ethics Day to the themes of anti-corruption and human rights issues in the Supply Chain. Various events were held at the Group's headquarters and in subsidiaries. A brochure designed to explain the Fundamental Principles of Purchasing to employees and suppliers was handed out to the workforce and uploaded onto the intranet. A video of the interview with the Chairman and Chief Executive Officer was widely disseminated over the intranet to spread the word about Total's commitment. It included a discussion about the feedback from a major supplier. The Business Ethics Day will continue to be an annual event in Total.</p> <p>In 2016, Total signed a contract with an auditing firm specializing in working conditions with the aim of developing support for suppliers in this area. A number of such audits of critical suppliers of Total have been scheduled in 2016 and 2017.</p>	<p>Total's 2016 Human Rights Briefing Paper (page 13 on "Assessment Processes" and pages 21-23, 26-30, 32-34 on "Our Due Diligence Actions")</p>
--	--

Other established or emerging best practices

The Total Ecosolutions program was designed to develop products and services to help our customers to consume less and/or reduce their environmental footprint.	Our priority: Eco-efficiency
---	--

Robust Human Rights Management Policies & Procedures

Criteria and best practices under human rights implementation have been modified to reflect the [Guiding Principles on Business and Human Rights: Implementing the United Nations “Protect, Respect and Remedy” Framework](#) (the Guiding Principles), as well as the [Human Rights COP Reporting Guidance](#).

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

Indicate which of the following best practices are described in your COP:

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)

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 express to governments, when necessary, our position concerning our operations, employees and shareholders and our belief in the importance of respecting Human Rights. The latest version of Total’s Code of Conduct was published in 2015, 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.	Total’s Code of Conduct: CEO message – page 4
---	---

Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company

The latest version of Total’s Code of Conduct was published in 2015, 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.	Total’s Code of Conduct: CEO message – page 4
---	---

Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services

Our businesses lead us to set up long-term operations in many developing countries. As a major economic player, we are committed to exemplary conduct, especially in terms of respecting internationally recognized Human Rights standards within our operations. To show and explain its commitments and actions to embed respect for Human Rights in its activities, Total has released a dedicated report: Total’s Human Rights Briefing Paper , in July 2016.	Total’s Human Rights Briefing Paper
--	---

Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties

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. Total adheres to the principles set out in): <ul style="list-style-type: none"> • the 1948 Universal Declaration of Human Rights, • the key conventions of the International Labour Organization, • the OECD Guidelines for Multinational Enterprises • the United Nations Global Compact • the United Nations Guiding Principles on Human Rights • the Voluntary Principles on Security and Human Rights. 	Total’s Code of Conduct, pages 8-9
---	--

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

Indicate which of the following best practices are described in your COP:

Process to ensure that internationally recognized human rights are respected

<p>The Ethics Committee’s composition, scope of work and procedures are described in the Code of Conduct. The members are Total Group employees who collectively have broad experience on the Group’s different businesses and have demonstrated the necessary independence and freedom of judgment. The Chairman of the Committee reports directly to the Chief Executive Officer. 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>Total’s Code of Conduct (pages 20-22)</p>
---	--

On-going due diligence process that includes an assessment of actual and potential human rights impacts

<p>Human Rights are included in the guidelines for ethical evaluations that are carried out annually by GoodCorporation (6 affiliates were assessed in 2016). CDA performed a human rights assessment in 2016 at Total E&P Bolivia, which was a follow-up of a previous visit. A Human Rights Impact Assessment with the Danish Institute for Human Rights was also performed in Papua New Guinea in March 2017.</p>	<p>Total’s 2016 Human Rights Briefing Paper (page 13 on “Assessment Processes”)</p>
--	---

The Guiding Principles suggest that the assessment:

- *Include the risk of impacts the business enterprise may be involved in through its own activities, business relationships, and country and/or industry context*
- *Involve meaningful consultation with potentially affected groups and other relevant stakeholders to assess actual and potential impacts as well as risks*
- *Be ongoing and evolving, adapted to size and complexity*
- *Be included in risk management systems.*

The Guiding Principles also suggest that risks should not be limited to the risks to the company itself (material) but should also include risks to right-holders. Lastly the Guiding Principles suggest that findings from impact assessments should be integrated across relevant internal functions and processes.

Internal awareness-raising and training on human rights for management and employees

<p>A Human Rights Guide was first published in 2011 and revised in 2015, in order to strengthen vigilance and raise the awareness of our employees and other stakeholders on human rights issues. Internal awareness-raising and training on human rights for management and employees is achieved through numerous presentations held a various occasions (meetings, seminars, etc.) and is also integrated into training and e-learning programs.</p>	<p>Total’s Human Rights Guide</p>
---	---

Operational-level grievance mechanisms for those potentially impacted by the company's activities

<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. Total E&P Myanmar and Total Kenya are examples of subsidiaries that have adopted a specific charter or code of ethics that they publicize in their business and institutional dealings. Operational grievance mechanisms aligned with the UN Guiding Principles are in place in a dozen E&P affiliates and deployment is continuing.</p>	<p>Total's 2016 Human Rights Briefing Paper (page 30 - "Grievance mechanisms")</p>
--	--

Allocation of responsibilities and accountability for addressing human rights impacts

<p>Following the adoption by the Group's Executive Committee of a Group Human Rights Strategic Roadmap in May 2013, an Ethics & Human Rights Unit was created within the Compliance and Corporate Social Responsibility Department (Corporate Legal Affairs) to provide coordination and legal expertise in the areas of Ethics and Human Rights. In 2016, a new Civil Society Engagement department was created within Total's People and Social Responsibility division, which now includes this team of legal specialists in the area of Ethics and Human Rights.</p>	<p>Total's 2016 Registration Document, pages 169-170</p>
--	--

Internal decision-making, budget and oversight for effective responses to human rights impacts

<p>The Executive Committee approved the updated Group's Human Rights Strategic Roadmap at the beginning of 2017, and corresponding budgets and resources were subsequently allocated or adjusted.</p>	<p>Total's 2016 Registration Document, pages 170-171</p>
---	--

Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to

<p>To meet our responsibility to respect Human Rights, the Group has adopted a Human Rights approach articulated on policy commitments, due diligence, remediation processes, and grievance mechanisms. See Total's Human Rights Guide, page 10.</p>	<p>Total's 2016 Human Rights Briefing Paper, pages 20-23, 25-30, 32-34 on "How we are addressing our salient human rights issues")</p>
--	--

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

<p>See Total's 2016 Registration Document.</p>	<p>Total's 2016 Registration Document, pages 161-171</p>
--	--



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

Indicate which of the following best practices are described in your COP:

- System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain**

<p>Embedding Human Rights is an ongoing process. For several years, we have been working with three external organizations (GoodCorporation, the Danish Institute for Human Rights and CDA) to assess our practices. In 2017, we renewed all three arrangements. See Total's web site: Ethics and Values / Human Rights.</p>	<p>Total's 2016 Registration Document, pages 170-171</p>
--	--

- Monitoring drawn from internal and external feedback, including affected stakeholders**

<p>Total is a member of IPIECA, the global oil and gas industry association for environmental and social issues. Total plays an active role in various IPIECA working groups, particularly its Human Rights Task Force, of which a Total representative is a vice chair.</p> <p>Total is also a member of GBI (Global Business Initiative on Human Rights) and Shift. We also work with International Alert in specific cases involving fragile or conflict-affected contexts. See Total's web site: Ethics and Values / Human Rights.</p>	<p>Total's web site: Ethics and Values</p>
--	--

- Leadership review of monitoring and improvement results**

<p>The Group's Human Rights Coordination Committee is also monitoring, on an ongoing basis, the implementation of the Group's Human Rights Roadmap.</p>	<p>Total's 2016 Human Rights Briefing Paper (page 11 on "Total's Human Rights Roadmap"</p>
---	--

- Process to deal with incidents the company has caused or contributed to for internal and external stakeholders**

<p>The Ethics Committee's helpline can be contacted by all internal and external stakeholders. The issues raised are dealt with by the Ethics Committee and relevant or specialist teams.</p> <p>In January 2015, Total signed an agreement with the international union federation IndustriALL Global Union, which represents 50 million workers in 140 countries. This agreement covers the promotion of Human Rights in the workplace and diversity and incorporates an annual review process.</p>	<p>Total's 2016 Registration document, p. 148</p>
---	---

- Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights compatible, a source of continuous learning, and based on engagement and dialogue**

<p>Regarding our grievance mechanisms, see Total's Code of Conduct: Speaking up, page 22 and Total's 2016 Registration document, p. 162.</p>	<p>Total's 2016 Registration document, p. 162</p>
--	---

Outcomes of integration of the human rights principles

See Total's 2016 Human Rights Briefing Paper.	Total's 2016 Human Rights Briefing Paper (page 13 on "Assessment Processes" and pages 21-23, 26-30, 32-34 on "Our Due Diligence Actions")
---	---

- **Outcomes of due diligence process**
Suggested GRI Indicators: HR2 Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken. HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.)
- **External and formal reporting of operations or operating contexts that pose risks of severe human rights impacts. The Guiding Principles suggest that communications should:**
 - a. Be of a form and frequency that reflect an enterprise's human rights impacts and that are accessible to its intended audiences;
 - b. Provide information that is sufficient to evaluate the adequacy of an enterprise's response to the particular human rights impact involved;
 - c. In turn not pose risks to affected stakeholders, personnel or to legitimate requirements of commercial confidentiality.
- **Disclosure of main incidents involving the company.**
The Global Compact Office acknowledges that providing such details may be counterproductive for various reasons related to the protection of human rights, and that confidentiality may, at times, be more effective in alleviating human rights abuses.
- **Outcomes of remediation processes of adverse human rights impacts**
Suggested GRI Indicator: HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.)

Other established or emerging best practices

In the results published in 2017 by the Corporate Human Rights Benchmark, Total was the highest ranked Oil & Gas company with an overall score of 49 / 100.	Corporate Human Rights Benchmark 2017 results
---	---

Robust Labour Management Policies & Procedures

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

Indicate which of the following best practices are described in your COP:

Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies

- *While the 10 Global Compact principles are based on international conventions, organizations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.*

<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"> • the 1948 Universal Declaration of Human Rights • the key conventions of the International Labour Organization • the OECD Guidelines for Multinational Enterprises • the United Nations Global Compact • the United Nations Guiding Principles on Human Rights • the Voluntary Principles on Security and Human Rights. 	<p>Total's Code of Conduct, pages 8-9</p>
---	---

Reflection on the relevance of the labour principles for the company

<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.</p>	<p>Total's Code of Conduct, page 11</p>
---	---

- *The company should reflect on:*
 - 1) *significant labour-related social and economic impacts of the enterprise and*
 - 2) *whether such impact could substantively influence the assessments and decisions of the organization's stakeholders.*

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>As stated in its Code of Conduct, Total complies with the ILO conventions. In January 2015, Total signed an agreement with international union federation IndustriALL Global Union, which represents 50 million workers in 140 countries. This agreement covers the promotion of labor rights in the workplace and the Supply Chain. Within this agreement, an annual FAIR (Facilitation, Application, involvement and Results) meeting is held to review and monitor the implementation. Two such meetings were held to date (one in 2016 and one in 2017).</p>	<p>Total's agreement with international union federation IndustriALL Global Union</p>
---	---

Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners

<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 "Fundamental Principles of Purchasing". 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>Fundamental Principles of Purchasing</p>
--	---

Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation

- *Examples: Inclusion of vulnerable/discriminated groups in the workforce (e.g., women, disabled, migrant, HIV/AIDS, older/younger workers); equal pay for work of equal value; contribution to national strategies to eliminate child/forced labour, etc.*

<p>Total's commitment of non-discrimination stated in its Code of Conduct (p. 11) is also mentioned in the agreement signed with international union federation IndustriALL Global Union.</p> <p>In 2010, Total expressed its commitment for advancing equality between women and men by signing the Women's Empowerment Principles – Equality Means Business 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's annual events held in New York City in recent years.</p>	<p>Total's Code of Conduct, page 11</p>
--	---

Participation and leadership in wider efforts by employers' 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>See Total's website:</p> <ul style="list-style-type: none"> • Human Resources • Establishing good working conditions to protect the health and safety of everyone • Respecting Human Rights in our Sphere of Operations. 	<p>Total's 2016 Human Rights Briefing Paper (pages 20-23 on "Addressing Human Rights in the Workplace")</p>
--	---

Structural engagement with a global union, possibly via a Global Framework Agreement

<p>In January 2015, Total signed an agreement with international union federation IndustriALL Global Union, which represents 50 million workers in 140 countries. This agreement covers the promotion of labor rights in the workplace and the Supply Chain.</p>	<p>Total's agreement with international union federation IndustriALL Global Union</p>
--	---

Other established or emerging best practices

<p>Click here to enter text.</p>	<p>Location in the COP</p>
----------------------------------	----------------------------

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

Indicate which of the following best practices are described in your COP:

Risk and impact assessments in the area of labour

<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>Total's 2016 Registration document, p. 148</p>
---	---

Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards

<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>Total's 2016 Human Rights Briefing Paper (page 21)</p>
---	---

Allocation of responsibilities and accountability within the organization

<p>Accountability resides with line management and the Human Resources teams in the different entities within the Group. See Total's 2016 Registration Document.</p>	<p>Total's 2016 Registration document, p. 148</p>
--	---

Internal awareness-raising and training on the labour principles for management and employees

<p>Labour principles and working conditions are addressed in various internal presentations and training programs. Total's Worldwide Human Resources Survey 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 was upgraded in 2014 with new indicators regarding the ILO Key Conventions.</p>	<p>Total's 2016 Registration document, p. 148</p>
---	---

Active engagement with suppliers to address labour-related challenges

<p>Active engagement with suppliers is achieved through various channels: by the Group's purchasers when they negotiate new contracts or perform annual supplier reviews; through ethical assessment conducted by GoodCorporation; and now through supplier audits performed by an external service provider.</p>	<p>Total's 2016 Registration Document, pages 167-169</p>
---	--

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>The Ethics Committee's helpline can be contacted by all internal and external stakeholders as well as line management in all the Group's subsidiaries.</p> <p>Measures to foster non-discrimination and diversity</p> <p>At Total, diversity is a decisive factor for our competitiveness, attractiveness and ability to innovate and adapt. We develop our employees' professional skills and careers without any discrimination, whether based on origin, gender, age, disability, sexual orientation, gender identity or affiliation with a political, religious, union organization or minority group.</p> <p>See Total's 2016 Human Rights Briefing Paper (pages 20-23 on "Addressing Human Rights in the Workplace").</p>	<p>Total's 2016 Registration document, p. 145-150</p>
---	---

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

Indicate which of the following best practices are described in your COP:

System to track and measure performance based on standardized performance metrics

Total's Worldwide Human Resources Survey 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 was upgraded in 2014 with new indicators regarding the ILO Key Conventions.	Total's 2016 Registration document, p. 148
--	--

Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future

Total's commitment to dialogue with the representative organization of workers is stated in its Code of Conduct is also mentioned in the agreement signed with international union federation IndustriALL Global Union .	Total's Code of Conduct, pages 10-11
--	--

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

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 " Fundamental Principles of Purchasing ". 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. In 2016, Total signed a contract with an auditing firm specializing in working conditions with the aim of developing support for suppliers in this area. A number of such audits of critical suppliers of Total have been scheduled in 2016 and 2017.	Fundamental Principles of Purchasing
--	--

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

Active engagement with suppliers is carried out by the Group's purchasers in the process of prequalification of new suppliers, the negotiation of contracts or through annual supplier reviews or supplier days. In January 2015, Total signed an agreement with international union federation IndustriALL Global Union , which represents 50 million workers in 140 countries. This agreement includes two clauses related to contractor and supplier relations: 2.5 (promotion of human rights in the workplace) and 4.5 (health, safety in the workplace and social responsibility).	Total's agreement with international union federation IndustriALL Global Union
---	--

Outcomes of integration of the Labour principles

- *To report main incidents involving the company, disclosure that your organization had no labour-related abuses in the past year satisfies this best practice where providing details may be counterproductive. Suggested GRI Indicators: LA4, HR4-7.*

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 Total's 2016 Human Rights Briefing Paper (pages 20-23 on "Addressing Human Rights in the Workplace") .	Total's 2016 Registration document, p. 151-152 ("Occupational Health & Safety")
--	---

Other established or emerging best practices

<p>Compensation All employees are paid at least the country's minimum wage and within the scope of the WHRS, 91% of the Group's employees were paid at a rate higher than the applicable minimum wage in 2016 (source: Total's Worldwide Human Resources Survey).</p>	<p>Total's 2016 Registration document, p. 146-147</p>
--	---

Robust Environmental Management Policies & Procedures

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

Indicate which of the following best practices are described in your COP:

Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)

- o *While the 10 Global Compact principles are based on international conventions, organisations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.*

<p>Climate Change Total has been a member of the World Bank's Global Gas Flaring Reduction partnership since 2005. We achieved our objective to halve flaring at our operated sites between 2005 and 2014. New environmental objectives have been set by Total at the beginning of 2016 for a 2010-2020 period. In November 2014, Total decided to join the call from the United Nations Global Compact, which encourages companies to consider a CO₂ price internally and publicly support the importance of such a price via regulation mechanisms suited to the local contexts. Total advocates in particular, the emergence of a balanced, progressive international agreement that encourages countries and companies to engage while preventing the distortion of competition between industries or regions in the world. In November 2014, Total also announced that it was joining the World Bank's planned Zero Routine Flaring by 2030 Initiative as well as the Climate and Clean Air Coalition, which works to more effectively measure, manage and mitigate methane emissions. In the same spirit, in June 2015, Total was one of six European Oil & Gas companies to send a joint letter to the UNFCCC's Executive Secretary and to the President of the COP21, to call for the introduction of carbon pricing systems and the creation of clear, stable and ambitious policy frameworks that eventually could connect national systems.</p>	<p>Total's 2016 Registration document, p. 153</p>
--	---

Reflection on the relevance of environmental stewardship for the company

<p>Integrating climate issues into our strategy goes beyond reducing emissions at our facilities. It also involves gradually decreasing the carbon intensity of our production mix. We take the 2°C scenario into account in our strategy. To do this, we compare the change in the carbon intensity of our projected growth profile for primary energy production to the change in carbon intensity under the 2°C scenario, on a like-for-like energy basis (coal, oil, gas, solar, wind power and biofuels).</p>	<p>Total's 2017 Climate report (page 22)</p>
--	--

Written company policy on environmental stewardship

<p>Environment Total's environment policy is based on the Group's Safety, Health, Environment and Quality charter. The Rio declaration (1992), which defines the right to a healthy environment of a quality that permits a life of dignity and well-being, is mentioned on page 27 of Total's Human Rights Guide.</p>	<p>Total's 2016 Registration document, p. 153-160</p>
---	---

Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners

<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 "Fundamental Principles of Purchasing". 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>Fundamental Principles of Purchasing</p>
--	---

Specific commitments and goals for specified years

<p>In early 2016, the Group defined a new set of coherent environmental targets aligned with the 2010-2020 period, as well as a number of commitments. See Total's 2016 Registration Document, page 153.</p>	<p>Total's 2016 Registration document, p. 153</p>
--	---

Other established or emerging best practices

<p>Total's environmental objectives and goals, as well as the yearly results of associated performance indicators, are available on the Group's corporate website.</p>	<p>Total's website - Sustainable Performance / Environmental targets</p>
--	--

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

Indicate which of the following best practices are described in your COP:

Environmental risk and impact assessments

<p>All investment or divestment proposals submitted for approval by the Group's Executive Committee are analyzed by a Risk Committee (called "Corisk"), chaired by the Vice President Strategy. 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>Total's 2016 Registration document, p. 79</p>
--	--

Assessments of lifecycle impact of products, ensuring environmentally sound management policies

<p>See Total's 2016 Registration document – Chapter 4 p. 63-65 – "Industrial and environmental risks and risks related to climate issues"), p. 151-152 ("Safety, health and environment information") and p. 161-162 ("Dialogue and involvement with stakeholders").</p>	<p>Total's 2016 Registration document, p. 63-65</p>
--	---

Allocation of responsibilities and accountability within the organisation

<p>In 2016, Total set up a new organization to implement its ambition, with, in particular:</p> <ul style="list-style-type: none"> • a new Gas, Renewables & Power business segment, whose President is a member of the Executive Committee, which spearheads the Group's ambitions in low-carbon and energy efficiency businesses. • a Strategy-Innovation corporate division, which includes a Strategy & Climate division tasked with incorporating climate issues into the Group's strategy. • a People & Social Responsibility corporate division, whose President is a member of the Executive Committee, which includes an HSE (Health Safety Environment) division bringing together all the central HSE divisions of the business segments, whose mission is to implement a strengthened HSE model. 	<p>Total's 2016 Registration document, p. 144</p>
---	---

Internal awareness-raising and training on environmental stewardship for management and employees

<p>Training courses are organized for managers and senior executives. In 2016, 48 training sessions were attended by more than 800 participants in 1,900 training days across 11 countries. Three HSE training courses are made available to the operational entities: "HSE for Managers", "HSE Implementation" and "HSE Leadership for Group Senior Executives".</p>	<p>Total's 2016 Registration document, p. 153</p>
---	---

Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts

<p>Regarding our grievance mechanisms, see Total's Code of Conduct: Speaking up (page 22). Mechanisms are also in place at all of Total's main industrial sites so that neighbours can reach the company in case an environmental incident is detected.</p>	<p>Total's 2016 Human Rights Briefing Paper (page 30 - "Grievance mechanisms")</p>
---	--

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

Indicate which of the following best practices are described in your COP:

System to track and measure performance based on standardized performance metrics

See Total's 2016-2017 GRI Standards G4 core content index (environmental disclosures) .	Sustainable Performance / Reporting scope and method
---	--

Leadership review of monitoring and improvement results

See Total's website: Sustainable Performance / Environmental targets .	Total's 2016 Registration document, p. 153
--	--

Process to deal with incidents

<p>The Group has set up a crisis management process with a dedicated organization and a crisis management center at the head office to enable the management of two simultaneous crises. As part of this process, Total regularly trains in crisis management on the basis of risk scenarios identified through analyses. In particular, the Group has response plans and procedures in place in the event of a hydrocarbon leak or spill. For accidental spills that reach the surface, oil spill contingency plans are regularly reviewed and tested during exercises. These plans are specific to each company or site and are adapted to their structure, activities and environment while complying with Group recommendations.</p> <p>In 2016, all sites with maritime and river terminals had oil-spill response plans compliant with Group requirements. This means that they include an alert procedure, accident scenarios, a description of the response strategies corresponding to these scenarios and a description of the technical and organizational means for implementing these strategies.</p>	Total's 2016 Registration document, p. 153-154
--	--

Audits or other steps to monitor and improve the environmental performance of companies in the supply chain

<p>Continuously improving and auditing</p> <p>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>	Total's 2016 Registration document, p. 153
--	--

Outcomes of integration of the environmental principles

- *To report main incidents involving the company, disclosure that your organization had no environmental incidents in the past year satisfies this best practice. Suggested GRI Indicators: EN 1-3, 5-6, 8, 10, 13, 16, 18-20, 26-27.*

See Total's website: Sustainable Performance / Assurance report .	Total's 2016 Registration document, p. 175-176
---	--

Other established or emerging best practices

Click here to enter text.	Location in the COP
---------------------------	---------------------



Robust Anti-Corruption Management Policies & Procedures

Criteria and best practices under Anti-Corruption implementation have been modified to reflect the [Anti-Corruption Reporting Guidance](#). Best practices reflect specific reporting elements of the guidance, either Basic (numbers starting with B) or desired (numbers starting with D).

Criterion 12: The COP describes robust commitments, strategies or policies in the area of anticorruption

Indicate which of the following best practices are described in your COP:

- Publicly stated formal policy of zero-tolerance of corruption**

<p>The oil industry must be particularly vigilant concerning the risk of corruption, especially given the scale of investments and the number of countries in which operations are conducted. Preventing corruption is therefore a major challenge for the Group and all its employees. Total’s stance on the issue of corruption is based on the principles set out in its Code of Conduct: “The Group adopts a ‘zero tolerance’ approach to corruption and adheres to the strictest integrity standards”.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
---	--

- Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes**

<p>The Group’s Code of Conduct (page 9) states that “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.”. As stated in its Code of Conduct, Total is committed to complying with all applicable national and international laws. Where there is a difference between a legal requirement and its Code of Conduct, Total seeks to apply the more protective standard.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
--	--

- Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption**

<p>As stated in its Code of Conduct, Total adheres to the principles set out in the highest international standards such as the OECD Guidelines for Multinational Enterprises. In its Business Integrity Guide refers to several convention against corruption including the UN Convention.</p> <p>Total has joined international initiatives that 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 “Fighting Corruption in the Supply Chain: A Guide for Customers and Suppliers” in 2010. As a member of the Global Compact’s Anti-Corruption Working Group, Total’s CEO signed the “Call to action” on December 2nd, 2014.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
--	--

- Detailed policies for high-risk areas of corruption**

<p>The anti-corruption compliance program is based on seven pillars, one of them being a framework of internal rules that allow employees, with the support of their Compliance Officers, to identify risk situations, conduct due diligence and implement the appropriate actions such as mitigation measures. The Anti-corruption Policy is supplemented by specific rules addressing such risk situations and covering the following issues: representatives dealing with public officials; purchasing and sales; gifts and invitations; donations, sponsorships and CSR contributions; acquisitions and divestments; joint ventures; conflict of interest; and human resources.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
---	--



Policy on anti-corruption regarding business partners

<p>As stated in its Code of Conduct, Total expects its suppliers to adhere to principles equivalent to those in its own Code of Conduct, such as those set out in the Fundamental Principles of Purchasing.</p> <p>The Business Integrity Guide supports the implementation of the integrity principles, including rejection of corruption, mentioned in Total's Code of Conduct. It provides concrete examples of possible risk situations encountered and guidance on how to address them. The examples are specific to each of Total's stakeholders such as its business partners, suppliers, etc.</p> <p>The specific rules mentioned in the previous question, such as the one on joint ventures, also contains principles to be applied in our business relations to prevent corruption.</p>	<p>Total's Business Integrity Guide and Total's 2016 Registration Document, pages 169-170</p>
--	---

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

Indicate which of the following best practices are described in your COP:

Support by the organization's leadership for anti-corruption

<p>One of the pillars of our anticorruption program is the "tone at the top". The Chairman and CEO regularly reiterates the principle of zero tolerance with regard to corruption, for example during the annual Business Integrity Day. It is also expected from all managers that they promote the anticorruption program, by renewing the zero tolerance message and reminding employees of their role in implementing this program.</p>	<p>Total's 2016 Registration Document, pages 79-81 and 169-170 and Total's web site: Ethics</p>
---	---

Carrying out risk assessment of potential areas of corruption

<p>Risk assessments are conducted through risk mappings drawn up by the the local entities and/or by the business segments and the functional departments, as well as through and the due diligence processes described in the specific rules mentioned above.</p>	<p>Total's 2016 Registration Document, pages 169-170</p>
--	--

Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees

<p>One of the pillars of our anticorruption program is training and awareness raising:</p> <ul style="list-style-type: none"> • activities designed to raise awareness among all employees: an initial e-learning course was rolled out in 2011 in 12 languages, followed by a more in-depth e-learning module in late 2015. This module is accessible to all employees and mandatory for the target groups (approximately 30,000 employees); • more targeted training activities intended for the most highlyexposed positions (particularly for implementation of new rules); and • in-depth training for all Compliance Officers. 	<p>Total's 2016 Registration Document, pages 169-170</p>
---	--



Internal checks and balances to ensure consistency with the anti-corruption commitment

<p>The Ethics Committee, among others, ensures that the Code of Conduct is disseminated, understood and applied across the Group. Implementation on the ground is conducted with the help of a network of more than 370 Compliance Officers, with a coordination at corporate level. Since 2015, Total holds a Group-wide Business Ethics day on an annual basis. It was dedicated to “Human rights and anti-corruption” in 2015 and to the issues of human rights and the prevention of corruption in the supply chain in 2016. Moreover, six to eight audits dedicated to compliance covering all the Group’s activities are organized each year. These audits are followed up the next year to verify that the formulated recommendations have been implemented. In addition, missions carried out by the Group Audit Department include, depending on their purpose, controls to ensure compliance processes are being followed.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
--	--

Actions taken to encourage business partners to implement anti-corruption commitments

<p>Total’s Code of Conduct is distributed to the main business partners. Total’s suppliers must be made aware of our Fundamental Principles of Purchasing, which apply to all the Group’s companies, by including or transposing them into the agreements concluded with these suppliers. Our internal rules provide a template of an anticorruption clause, to be included in the contracts. As mentioned above, the theme for Total’s 2016 Business Ethics Day was the Supply Chain.</p>	<p>Fundamental Principles of Purchasing</p>
--	---

Management responsibility and accountability for implementation of the anti-corruption commitment or policy

<p>See first point of criterion 13 and Total’s 2016 Registration Document.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
--	--

Communications (whistle blowing) channels and follow-up mechanisms for reporting concerns or seeking advice

<p>As explained in the Code of Conduct, all employees can directly contact their hierarchy or their compliance officer in case of any concern regarding corruption. Incident feedback mechanisms, including an ethics alert system are in place and available internally and externally.</p>	<p>Total’s Code of Conduct: Speaking up, page 22</p>
--	--

Internal accounting and auditing procedures related to anticorruption

<p>Six to eight audits dedicated to compliance covering all the Group’s activities are organized each year. These audits are followed up the next year to verify that the formulated recommendations have been implemented. In addition, missions carried out by the Group Audit Department include, depending on their purpose, controls to ensure compliance processes are being followed.</p>	<p>Total’s 2016 Registration Document, pages 169-170</p>
--	--



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

Indicate which of the following best practices are described in your COP:

- Leadership review of monitoring and improvement results**

<p>Processes have been created in order to implement a periodic information reporting from entities and affiliates to the Branches and the Group. Periodic reports on the deployment and implementation of the Anti-Corruption Compliance Program are also presented to the Executive Committee, the Audit Committee and the Governance and Ethics Committee of the Board, together with recommendations to reinforce the program, if applicable.</p>	<p>Total's web site: Ethics and Our Governance / the Board</p>
---	--

- Process to deal with incidents**

<p>Any suspicion of practices contrary to the Group's integrity standards is investigated and employees involved are subject to disciplinary actions. An internal rule provides guidelines to be followed in case of a fraud incident. A grievance mechanism is also gradually introduced at the Group's subsidiaries and sites.</p>	<p>Total's 2016 Registration Document, pages 81, 162 and 169-170</p>
--	--

- Public legal cases regarding corruption**

<p>Under the settlements reached in 2013 between Total, the U.S. Securities and Exchange Commission and the U.S. Department of Justice, an independent monitor was appointed for three years to conduct a review of anti-corruption compliance and related internal control procedures implemented by the Group and to recommend improvements, when necessary. In July 2016, the monitor submitted his third and final report, in which he certified that Total has devised and implemented an appropriate compliance program. As a result of this certification, the U.S. authorities, after having reviewed the monitor's report, concluded that Total has fulfilled all of its obligations, thus bringing an end to the monitoring process.</p>	<p>Total's 2016 Registration Document, pages 169-170</p>
--	--

- Use of independent external assurance of anti-corruption programmes**

<p>Under the settlements reached in 2013 between Total, the U.S. Securities and Exchange Commission and the U.S. Department of Justice, an independent monitor was appointed for three years to conduct a review of anti-corruption compliance and related internal control procedures implemented by the Group and to recommend improvements, when necessary. In July 2016, the monitor submitted his third and final report, in which he certified that Total has devised and implemented an appropriate compliance program. As a result of this certification, the U.S. authorities, after having reviewed the monitor's report, concluded that Total has fulfilled all of its obligations, thus bringing an end to the monitoring process.</p>	<p>Total's 2016 Registration Document, pages 169-170</p>
--	--

- Outcomes of integration of the anti-corruption principle**

Outcomes of assessments of potential corruption (D3) and mechanisms for seeking advice /reporting. Procedures supporting anti-corruption policy. Disclosure that your organization had no incidents suffices where providing details is counterproductive. GRI indicators SO2-4.

<p>Under the settlements reached in 2013 between Total, the U.S. Securities and Exchange Commission and the U.S. Department of Justice, an independent monitor was appointed for three years to conduct a review of anti-corruption compliance and related internal control procedures implemented by the Group and to recommend improvements, when necessary. In July 2016, the monitor submitted his third and final report, in which he certified that Total has devised and implemented an appropriate compliance program. As a result of this certification, the U.S. authorities, after having reviewed the monitor's report, concluded that Total has fulfilled all of its obligations, thus bringing an end to the monitoring process.</p>	<p>Total's 2016 Registration Document, pages 169-170</p>
--	--



Taking Action in Support of Broader UN Goals and Issues

⊕ "Broader UN Goals and Issues" refers to an array of global issues - based on the most acute or chronic global challenges - including:

- Peace & Security
- Sustainable Development Goals
- Human Rights
- Children's Rights
- Gender Equality
- Health
- Education
- Humanitarian Assistance
- Migration
- Food Security
- Sustainable Ecosystems and Biodiversity
- Climate Change Mitigation and Adaptation
- Water Security and Sanitation
- Employment and Decent Working Conditions
- Anti-Corruption

For a list of further Global Issues that are relevant to the work of the UN as well as business, please refer to www.business.un.org

Criterion 15: The COP describes core business contributions to UN goals and issues

Indicate which of the following best practices are described in your COP:

Align core business strategy with one or more relevant UN goals/issues

<p>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:</p> <ul style="list-style-type: none"> • Drive profitable, sustainable growth in our exploration and production operations. • Develop competitive, top-tier refining and petrochemical platforms. • Respond to customer needs by delivering innovative solutions, particularly in terms of energy efficiency. • Focus on solar energy and biomass to secure the energy future. 	<p>Total's 2016 Registration Document, pages 157-160</p>
--	--

Develop relevant products and services or design business models that contribute to UN goals/issues

<p>The Total Ecosolutions program was designed to develop products and services to help our customers (both businesses and consumers) to consume less and/or reduce their environmental footprint.</p> <p>A program called Total Access to Solar (TATS) was designed to provide access to solar energy for lighting and communication uses to low-income people (the so-called BOP – Bottom of the Pyramid). It is deployed under the commercial brand "Awango by Total" and has now been launched in more than 30 countries in Africa, Asia and the Caribbean. To date, more than one million solar lamps have been sold since the inception of the program, which means that more than 5 million people are already benefiting from "Total Access to Solar" (see Total's 2016 Registration document, page 165).</p>	<p>Our priority: Eco-efficiency</p>
---	---

Adopt and modify operating procedures to maximize contribution to UN goals/issues

<p>In 2015, the United Nations adopted the 17 Sustainable Development Goals (SDGs). These goals acknowledge the decisive role corporations can play in economic development and growth and ask of them to show creativity and innovation in finding solutions to global sustainable development challenges.</p> <p>Total is proactively committed to incorporating the SDGs into its activities, especially in those areas where its activities have the greatest impact or enable the Group to make a positive and differentiating contribution.</p> <p>See Total's 2016 Registration Document, page 144.</p>	<p>Total's 2016 Registration Document, page 144</p>
--	---

Criterion 16: The COP describes strategic social investments and philanthropy

Indicate which of the following best practices are described in your COP:

- Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy

See Total's 2016 Registration document, page 166 .	Total's 2016 Registration Document, page 166
--	--

- Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors

See Total's web site: Ethics / Communicating and promoting our ethics policy.	Ethics and values
---	-----------------------------------

- 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

See Total's Foundation web site.	Total's Foundation
--	------------------------------------

Criterion 17: The COP describes advocacy and public policy engagement

Indicate which of the following best practices are described in your COP:

- Publicly advocate the importance of action in relation to one or more UN goals/issues

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.	Total's 2016 Human Rights Briefing Paper (page 4)
--	---

- 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>In 2014, Total decided to join the call of the UN Global Compact, which encourages companies to consider a CO₂ price internally and publicly support the importance of such a price via regulation mechanisms suited to the local context. Total also works alongside the World Bank as part of the Carbon Pricing Leadership Coalition (CPLC): in 2016 the Group was appointed co-chair of one of the CPLC working groups (Convening Leadership). In particular, Total advocates the emergence of a balanced, progressive international agreement that prevents the distortion of competition between industries or regions of the world.</p> <p>In 2015, Total was one of six European Oil & Gas companies to send a joint letter to the UNFCCC Executive Secretary and to the President of the COP21, to call for the introduction of carbon pricing systems and the creation of clear, stable, ambitious policy frameworks that could eventually connect national systems.</p>	Total's 2016 Registration document, page 160
--	--

Criterion 18: The COP describes partnerships and collective action

Indicate which of the following best practices are described in your COP:

- 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>See Total's web site: Our commitment / Working with Institutions and NGOs.</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 on human rights risks</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. A Human Rights Compliance Assessment was conducted in Nigeria in 2015.</p> <p><u>Social implementation assessment</u>: CDA 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 2014, in Sudan in 2005, in Mauritania in 2006, in Uganda in 2011, in Nigeria and in Bolivia in 2013 and in Argentina in 2015 were independently performed by CDA. The final reports are publicly available on the CDA website.</p>	<p>Total's 2016 Human Rights Briefing Paper (page 13 on "Assessment Processes" and pages 21-23, 26-30, 32-34 on "Our Due Diligence Actions")</p>
--	--

- Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain**

<p>As a member of Shift, an independent not for profit organization for business and Human Rights practice, representatives from Total attended several Shift workshops. Furthermore, through Total's participation in Shift's Business Learning Program, Shift provides ongoing expertise and guidance to Total on the implementation of the United Nations Guiding Principles on Business and Human Rights in our operations.</p> <p>Total is a member of IPIECA, the global oil and gas industry association for environmental and social issues. Total plays an active role in various IPIECA working groups, particularly its Human Rights Task Force, of which a Total representative is a vice chair.</p> <p>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.</p> <p>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 participated in the GBI meetings in the USA and Geneva in 2015.</p> <p>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. IA's DRC report is publicly available.</p>	<p>Global Business Initiative on Human Rights (GBI)</p>
--	---

Corporate Sustainability Governance and Leadership

Criterion 19: The COP describes CEO commitment and leadership

Indicate which of the following best practices are described in your COP:

- CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact

<p>In the introduction to the Code of Conduct, Total's CEO, Patrick Pouyanné, says: "Operating in more than 130 countries, including complex environments, our growth and long-term viability are based on three shared values that guide all our activities: Respect, Responsibility, Exemplary Conduct. The Code of Conduct describes how we put these values into practice every day. [...] The Executive Committee and I are confident that each and every one of us will do business in line with the Code of Conduct. Working together, we will be able to build sustainable growth, create value for all our stakeholders and reinforce our commitment to better energy".</p>	<p>Total's Code of Conduct</p>
---	--

- CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards

<p>The CEO's commitment and leadership is also reflected in all other major company documents, such as the Human Rights Guide and the Business Integrity Guide and annual documents such as Total's Climate reports and Human Rights Briefing Paper. Total is also a founding member of OGCI (the Oil & Gas Climate Initiative), which is a CEO-led organization.</p>	<p>Total's Climate report</p>
---	---

- CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation

<p>See Total's 2016 Human Rights Briefing Paper, Message from the Chairman and CEO (page 4).</p>	<p>Total's Climate report</p>
--	---

- Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team

<p>Click here to enter text.</p>	<p>Location in the COP</p>
----------------------------------	----------------------------

Criterion 20: The COP describes Board adoption and oversight

Indicate which of the following best practices are described in your COP:

- Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance

<p>Apart from reporting on special referrals, the Ethics 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 2016 annual review to the Executive Committee. A presentation is made to the Board Governance and Ethics Committee each year in July. See Total's 2016 Human Rights Briefing Paper (pages 13 on "Dedicated Organization and Communication Channels").</p>	<p>Total's 2016 Registration document, chapter 5 ("Corporate Governance")</p>
---	---

- Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability

<p>Click here to enter text.</p>	<p>Location in the COP</p>
----------------------------------	----------------------------

- Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)

<p>Click here to enter text.</p>	<p>Location in the COP</p>
----------------------------------	----------------------------

Criterion 21: The COP describes stakeholder engagement

Indicate which of the following best practices are described in your COP:

- Publicly recognize responsibility for the company’s impacts on internal and external stakeholders

<p>External stakeholder engagement and dialogue: see Total’s Code of Conduct and Total’s 2016 Registration document, pages 161-162.</p>	<p>Total’s 2016 Registration document, pages 161-162</p>
---	--

- Define sustainability strategies, goals and policies in consultation with key stakeholders

- o *Regular stakeholder consultations in the area of human rights, labour, environment and anti-corruption. List of stakeholder groups engaged by the organization. Develop process for identifying key stakeholders and report on outcomes of consultation.*

<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. See Total’s 2016 Human Rights Briefing Paper (pages 13 on “Dedicated Organization and Communication Channels”).</p>	<p>Total’s 2016 Human Rights Briefing Paper (page 13 on “Dedicated Organization and Communication Channels”)</p>
---	--

- Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance

<p>See Total’s Human Rights Briefing Paper, July 2016 (pages 22-27 on “Our Due Diligence Actions”). Stakeholders are also consulted during Social Impact Assessments, and during external assessments performed by GoodCorporation or CDA.</p>	<p>Total’s 2016 Human Rights Briefing Paper - pages 21-23, 26-30, 32-34 on “Our Due Diligence Actions”</p>
--	--

- Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect ‘whistle-blowers’

<p>Every other year, Total conducts an internal staff satisfaction survey, which is carried out by a third party polling institute. The last employees’ engagement survey was held in 2015. The next one will take place in the fall of 2017. 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.”). In 2016, 114 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 2016, 1,148 cases of alleged breaches to the Code of Conduct were dealt with throughout the Group.</p>	<p>Total’s Code of Conduct: Speaking up (page 22)</p>
--	---



III. BUSINESS AND PEACE

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>☑ Information on how policies, strategies and operating practices have been adapted to the specific high-risk/conflict context based on due diligence</p> <p>☑ 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 Code of Conduct 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>Security and human rights</p> <p>Total's latest update (in 2014) of its corporate Safety, Health, Environment, Quality charter now includes Security among the Group's core management systems, which confirms in particular the overriding priority of employees' security, which can be threatened in some situations, and defines our business principles in that respect (see Total's web site). Among them, Total commits to implementing the recommendations of the Voluntary Principles on Security and Human Rights (VPSHR). 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>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>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> <p>Total also actively participates in the Conflict-Sensitive Business Practice Consultative Committee meetings organized by NGO International Alert.</p> <p>See Total's Human Rights Briefing Paper, July 2016 (pages 32-34 on "Addressing Human Rights and Security").</p>

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"> • Establishment of formal relations between subsidiaries and States to organize the deployment of security forces in accordance with our principles, • Transfer of equipment that should only occur on an exceptional basis and be strictly controlled, • Verification of security companies' recruitment procedures, • Specific training, • Reporting of incidents. <p>The Group's Code of Conduct states (page 9) 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: Ethics and values / Preventing Corruption and Fraud.</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: Ethics and values/ Promoting Financial Transparency).</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 "Fighting Corruption in the Supply Chain: A Guide for Customers and Suppliers" in 2010.</p> <p>The Group's Compliance Program and Policy are 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 Human Rights Guide.</p> <p>See Total's Human Rights Briefing Paper, July 2016 (pages 32-34 on "Addressing Human Rights and Security").</p>

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

Best practice	Reference
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Stakeholder engagement mechanisms across company and contractor operations <input checked="" type="checkbox"/> Approaches to stakeholder engagement involving civil society, international organizations, etc <input checked="" type="checkbox"/> Actions toward constructive and peaceful company-community engagement <input checked="" type="checkbox"/> Sustainable social investment projects 	<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. Total also participated in many external meetings related to this subject during the reporting period, in particular:</p> <ul style="list-style-type: none"> • The director of Corporate Affairs of Total (Executive Committee member) represented the Group at the UN Global Compact CEO Leaders Summit in September 2015. • Every year, Total takes part in the United Nations Forum on Business and Human Rights in Geneva (Switzerland). • The Annual Plenary Meeting of the VPSHR in 2016 in Bogota (Colombia) and in 2017 in Ottawa (Canada). • Total also actively participates in the Conflict-Sensitive Business Practice Consultative Committee meetings organized by NGO International Alert. <p>See Total’s 2016 Human Rights Briefing Paper, pages 21-23, 26-30, 32-34 on “Our Due Diligence Actions”.</p>



IV. WOMEN'S EMPOWERMENT

The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the workplace

Best practice	Reference
<p>Achieving and maintaining gender equality in senior management and board positions</p> <p>Achieving and maintaining gender equality in middle management positions</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Equal pay for work of equal value <input checked="" type="checkbox"/> Flexible work options <input checked="" type="checkbox"/> Access to child and dependent care <input checked="" type="checkbox"/> Support for pregnant women and those returning from maternity leave <input checked="" type="checkbox"/> Recruitment and retention, including training and development, of female employees <input checked="" type="checkbox"/> Gender-specific health and safety issues <input checked="" type="checkbox"/> Gender-based violence and harassment <input checked="" type="checkbox"/> Education and training opportunities for women workers <input checked="" type="checkbox"/> Creating and maintaining workplace awareness of gender equality and, inclusion and non-discrimination for all workers <input checked="" type="checkbox"/> Mentoring and sponsorship opportunities for women workers 	<p>In 2010, Total expressed its support for advancing equality between women and men by signing the Women's Empowerment Principles – Equality Means Business 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 5th Annual Event held in New York City in March 2013 and again in March 2015. This support was also 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"> • Objective 1: Establish high-level corporate leadership for gender equality. <ul style="list-style-type: none"> ○ Establishment of the Diversity Council in 2004, chaired by a member of the Executive Committee, to act as a think tank. ○ Executive Committee Objectives set up in 2011 on gender equality: 18% of women to be senior executives by 2015 (achieved) and 25% by 2020. ○ Objectives have also been set up for Management committees: at least 20% of women by 2020. ○ In 2016, Total was among 20 other energy companies to sign "Closing the gender gap in Oil & Gas – A call to action for the industry" at the World Economic Forum in Davos. • Objective 2: Treat all women and men fairly at work - respect and support human rights and non-discrimination. <ul style="list-style-type: none"> ○ The first edition of the Total Group's Code of Conduct was issued in October 2000 (the latest update was in February 2015). 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. ○ Since 2001, the Ethics Committee has offered assistance and receptiveness allowing each individual to ask questions about compliance with the Code of Conduct. • Objective 3: Ensure the health, safety and well-being of all women and men workers. <ul style="list-style-type: none"> ○ 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 & Chemicals and Marketing & 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. ○ In January 2015, Total signed an agreement with international union federation IndustriALL Global Union, which represents 50 million workers in 140 countries. To give an example related to women in this agreement: maternity leave will not have a negative impact on an employee's compensation or future career path.

Best practice	Reference
	<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. 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 25% by 2020 (versus 14% in 2010). In addition, since May 24, 2016, Total has 6 women on its Board of Directors (representing 54.5%).</p> <p>The main obstacle to gender parity in hiring is the relatively small percentage of women enrolled in the STEM (Science, Technology, Engineering and Management) technical programs or universities. 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 has had a signed partnership agreement, since 2011, with the organization "Elles bougent" in France and took on the presidency of the organization in 2015. The number of female employees (engineers or technicians) committed in this non-profit organization has more than doubled: from 60 to 130. An internal initiative called "She is an engineer" was also launched in our affiliates.</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 2016, at Total, women account for 30% of recruitment (manager level open-ended contracts) and 32% of the workforce, 26% of managers and 29% of high potential employees, reflecting the impacts of measures taken by the Group over the last years.</p> <p>Total is committed to the professional advancement of women: over 60 women are invited to participate in empowerment training each year on the theme of "managing your career as a woman".</p> <p>"Twice" was created in 2006: it's a network of women working at Total, now represented in 20 local networks worldwide in countries such as France, Angola, Belgium, Cameroon, Canada, USA, China, Congo, Germany, the United Arab Emirates, Gabon, Indonesia, Italy, Nigeria, Singapore and the Asia Pacific (3,000 women members).</p> <p>The Twice Network's objectives are to: facilitate the development of women's careers by realising their potential within the Group, via "networking", the organization of events, the "mentoring" program...: Since 2010, more than 500 women have benefited from Twice's mentoring programs. Another goal is to 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.</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 age limit for high potential applicants).</p> <p>In March 2014, Total's Diversity Council celebrated its 10th anniversary. This event (that took place in Singapore) was an opportunity to familiarize 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. Every year, the Diversity Council holds a meeting abroad to raise awareness among managers. In 2016, the meeting held in Johannesburg gathered 51 persons from African affiliates. In 2017, the Council met in Houston, TX under the theme Understand-Engage-Act. The seminar included a panel debate on diversity & inclusion with senior women executives from the engineering sector. In May 2017, the biannual Diversity Days took place, during which events, seminars and awareness sessions were hosted at Total affiliates and sites around the world under the theme "Respect for others, every day".</p>

The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the marketplace

Best practice	Reference
<p>Supplier diversity programme</p> <p>Gender-sensitive marketing</p> <p>Gender-sensitive product and service development</p> <p>Composition of supplier base by sex</p> <p>Support for women business owners and women entrepreneurs</p> <p>Supplier monitoring and engagement on women's empowerment and gender equality including promotion of the Women's Empowerment Principles to suppliers</p> <p><input checked="" type="checkbox"/> No practice for this criterion has been reported</p>	<p>Total currently has no specific policies and practices related to supporting women's empowerment and advancing gender equality in the marketplace.</p>

The COP describes policies and practices related to supporting women's empowerment and advancing gender equality in the community

Best practice	Reference
<p><input checked="" type="checkbox"/> Designing community stakeholder engagements that are free of gender discrimination/stereotyping and sensitive to gender issues</p> <p><input checked="" type="checkbox"/> Gender impact assessments or consideration of gender-related impacts as part of its social and/or human rights impact assessments</p> <p><input checked="" type="checkbox"/> Ensuring female beneficiaries of community programmes</p> <p><input checked="" type="checkbox"/> Community initiatives specifically targeted at the empowerment of women and girls</p> <p><input checked="" type="checkbox"/> Strategies to ensure that community investment projects and programmes (including economic, social and environmental) positively impact women and girls</p> <p><input checked="" type="checkbox"/> Strategies to ensure that community investment projects and programmes (including economic, social and environmental) include the full participation of women and girls</p>	<p>Total's societal policies and practices generally make no particular distinction between men and women: so community stakeholder engagements are designed and implemented in a way that is free of gender discrimination / stereotyping, but nonetheless sensitive to gender issues, in particular regarding Human Rights assessments. An illustration of this is provided in International Alert's report on Total E&P Democratic Republic of Congo.</p> <p>See also Total's 2016 Registration Document, pages 161-166.</p> <p>See Total's 2016 Human Rights Briefing Paper (page 29 - Case Study on Human Rights and Conflict Risk Assessment in the Democratic Republic of Congo).</p>

The COP contains or refers to sex-disaggregated data

Best practice	Reference
<p>Achieving and maintaining gender equality in senior management and board positions</p> <p>Achieving and maintaining gender equality in middle management positions</p> <p><input checked="" type="checkbox"/> Equal pay for work of equal value</p> <p><input checked="" type="checkbox"/> Flexible work options</p> <p><input checked="" type="checkbox"/> Access to child and dependent care</p> <p><input checked="" type="checkbox"/> Support for pregnant women and those returning from maternity leave</p> <p><input checked="" type="checkbox"/> Recruitment and retention, including training and development, of female employees</p> <p>Gender-specific health and safety issues</p> <p><input checked="" type="checkbox"/> Gender-based violence and harassment</p> <p><input checked="" type="checkbox"/> Education and training opportunities for women workers</p> <p><input checked="" type="checkbox"/> Creating and maintaining workplace awareness of gender equality and, inclusion and non-discrimination for all workers</p> <p><input checked="" type="checkbox"/> Mentoring and sponsorship opportunities for women workers</p>	<p>See section 2.9.1 for further details.</p>

V. CARING FOR CLIMATE

Total signed up to the Caring for Climate initiative in September 2015. See the following components of Total’s reporting on Climate:

- [Total’s 2016 Registration document \(Chapter 7.2.3, pages 157-160\)](#);
- [Total’s 2017 Climate report](#);
- Total’s response to [CDP Climate Change](#);
- Total’s [GRI report](#);
- Additional information published on [Total’s corporate web site](#).
