



**Global Compact**  
Network France

# Communication on Progress

## GC-Advanced Level

### Self-assessment



# Reporting period: July 2017 – June 2018

## GC Advanced COP Self-Assessment

1. Please enter a short title for your submission

Total's 2017-2018 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 2017 – June 2018

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 Global Compact recognizes that there are various options in terms of external assessment. High-quality external assessment should ideally encompass qualitative and quantitative information and performance data in the COP, as well as an explanation of the management systems and processes that foster their credibility. A credible third party is defined as groups or individuals external to the reporting organization who are demonstrably competent in the subject matter and eligible to provide feedback on the basis of their role towards the company and their independent position. For guidance on*

the assurance process, companies may refer to [Your Path to External Assessment](#).

- 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:

Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.

**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 2017-2018:

1. [Total's 2017 Registration document](#), (RD), which includes a chapter ("Chapter 5") 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; an integrated report ("Chapter 1") and a Vigilance Plan ("Chapter 3").
2. [Total's 2017 Climate report](#);
3. [Total's 2018 Human Rights Briefing Paper](#);
4. Information published on Total's corporate web site ([www.total.com](http://www.total.com));
5. Information published on sustainable performance (<https://www.sustainable-performance.total.com/en>)
6. Total's Code of Conduct
7. 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. Since 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 2018 Human Rights Briefing Paper – Message from the Chairman and CEO \(page 5\)](#)

## 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 anti-corruption

#### ***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

Total's ambition over the next 20 years is to become the responsible energy major by contributing to the supply of more affordable, more available and cleaner energy to the greatest number of people. This corporate responsibility is reflected in all of the Group's activities.

Total relies on the support provided by its **governance** and by a diverse **shareholder** base to fulfill its collective ambition to become a responsible energy major. It takes into account the needs of today's consumers and the interests of future generations by fully integrating the environmental, social and economic dimensions in its strategy.

While these dimensions are expected to be followed by all employees, specific functions exist to coordinate Total's commitments, assess its performance and provide guidance, on topics such as climate strategy, environmental and societal stewardship, human rights, responsible procurement, human resources policy, ethics, compliance, etc.

All 98 000 employees must understand and respect the three priority business principles contained in our **Code of Conduct** (namely the highest safety, security and environmental standards where we operate, zero tolerance principle against violations of applicable anti-trust, anti-fraud, anti-bribery and anti-corruption laws, and respect of Human Rights within its operations). The Code of Conduct is completed by different Charters and information guides, namely the Safety Health Environment Quality Charter, the Fundamental Principles of Purchasing, the Lobbying ethics principles, the Integrity guide and the Human Rights Guide.

Respect of the application of the Code of Conduct is monitored by the **Ethics Committee**, supported by a network of about 100 ethics officers. Any breaches of these business principles can lead to internal and/or legal sanctions.

Overall, the Group is structured around **business segments to which the Group's operational entities report**, they are all invested with the same objective of avoidance of unintended negative impacts. These are responsible, within their area of responsibility, for ensuring that operations are carried out in accordance with the strategic objectives defined by the Board of Directors and General Management.

Regular **Executive Committee meetings** are organized to assess the efficient running of these operations and the pertinence of the strategies settled to achieve them.

Our **board of Directors** is dedicated to determine the Company's strategic orientations: it relies on four committees, among which **the Strategic & CSR committee**.

[Total's Code of Conduct, p. 9](#)

[Total's RD 2017, p. 4-5; p. 9](#)

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

<p>Meeting the energy needs of a growing global population, providing concrete solutions to help limit global warming, adapting to new patterns of consumption and changes to the expectations of customers and stakeholders constitute the challenges that a major energy player like Total can help to tackle. “One Total” is the company project that has been drawn out by the Group in order to reach these objectives within the next 20 years.</p> <p>A new organization, fully effective since January 1, 2017, was therefore put in place and is structured around four business segments: Gas, Renewables &amp; Power (GRP), Exploration &amp; Production (EP), Refining &amp; Chemicals (RC) and Marketing and Services (MS). Two new divisions involved with sustainability strategy have also been created: the <b>People &amp; Social Responsibility division</b>, which aims to place People at the center of our organization and which consists of: the Human Resources division, the Health, Safety and Environment division (which combines HSE departments across the different segments to establish a strong, unified environmental and safety model), the Security division, and the Civil Society Engagement division; and the <b>Strategy-Innovation division</b>, which is made of the Strategy &amp; Climate division, responsible notably for ensuring that Total’s strategy incorporates climate issues. Corporate strategy and climate responsibility go therefore hand in hand.</p> <p>This projects aims to coordinate more efficiently the deployment of top-down strategical changes in line with our contemporary global issues.</p> <p>In every business unit, management is in charge of instilling Total’s core values and strategies, while ensuring that our business principles are respected, in line with applicable laws. The role of the <b>Country Chairs</b> (Group Representatives in each country where Total operates), has been introduced to address several objectives of the One Total Project, including:</p> <ul style="list-style-type: none"> <li>• Promoting certain major Group policies evenly across the various affiliates in a given country: Security, Safety, Ethics and Corporate Social Responsibility (CSR).</li> <li>• Promoting Total's business interests by more effectively coordinating the various Group businesses and projects with stakeholders, particularly local authorities.</li> <li>• Offering improved career development opportunities to local employees in a given country through cross-LBU human resources (HR) management.</li> <li>•</li> </ul>	<p><a href="#">RD 2017, p. 26-27</a></p> <p><a href="#">web - Total, Our integrated business model</a></p>
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☑ **Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary**

<p>As mentioned above, in each business unit, management is in charge of instilling Total’s core values and strategies. <b>Country chairs</b>, Total’s appointed representative in each country, play a substantial role here again in the implementation of our corporate sustainability as their role is focused on diffusing major Group policies (security, safety, ethics and CSR) evenly across the various affiliates in a given country.</p> <p>In given subsidiaries, and depending on the size and activities of the subsidiary, specific individuals or teams might be responsible for deploying the company’s sustainability engagements: HR, CSR, societal, HSE, legal, liaison officers, etc.</p>	<p><a href="#">Total’s Code of Conduct (p. 20-21)</a></p> <p><a href="#">DR 2017 – p. 129-133</a></p>
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☑ **Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs**

<p>In 2016, Total committed itself to contributing to the achievement of the Sustainable Development Goals (SDGs) by implementing the recommendations of the United Nations. To this end, the Group started by identifying the goals to which it already contributes by pursuing its own improvement targets. In 2017, the Group launched an action plan to prioritize its actions in accordance with the SDGs which are the most significant in relation to its activities and to update its public commitments in 2018. The Group has embarked on a structured approach to identify and prioritize the SDGs on which it can have the greatest impact, such as climate change, decent work and human rights, and access to energy.</p> <p>TOTAL considers the SDGs to be an opportunity to better measure and value its contribution to society as a whole. The Group manages its activities and assesses its performance on three sustainable development pillars: financial results (Profit), the creation of value for stakeholders (People) and the preservation of ecosystems (Planet). For each of them, clear commitments have been taken and the company publishes measurable improvement targets notably in the areas of health and safety, climate, environment, shared development and diversity.</p>	<p><a href="#">DR 2017, Presentation of the Group – Integrated report p. 4-13</a></p>
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**Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts**

<p>The Group conducts its activities in an ever-changing environment and is exposed to risks that, if they were to occur, could have a material adverse effect of its business financial condition, including its operating income and cash flow, reputation and outlook. These risks are directly linked to the negative impacts our activities could potentially have on our surrounding environment and are thus apprehended in various ways at the highest level.</p> <p><b>The Risk Committee</b> is chaired by a member of the Executive Committee, the Senior Vice President Strategy &amp; Innovation or the Chief Financial Officer. It is made up of representatives from the Strategy &amp; Climate, Finance, Legal, Insurance and HSE corporate divisions.</p> <p>The Risk Committee meets on the same schedule as the Executive Committee. Any project submitted to the Executive Committee (and therefore giving rise to a financial commitment that exceeds certain thresholds) is first presented to the Risk Committee by the relevant operational division.</p> <p>This process allows the management to have a global vision of the projects, taking into account both the operational aspects and their potential impacts.</p> <p>In order to inform the Risk Committee, the Group follows <b>due diligence processes</b> for all new projects in an effort to detect, assess and address risks at a very early stage. As such, the Group performs <b>regular assessments</b>, following various procedures, of the risks and impacts of its activities in the areas of industrial safety (particularly process safety), the environment and the protection of workers and local residents:</p> <ul style="list-style-type: none"> <li>- prior to approving new investment, acquisition and disposal projects;</li> <li>- during operations (safety studies, environmental impact assessments, health impact studies);</li> <li>- prior to releasing new substances on the market (toxicological and ecotoxicological studies, life cycle analyses).</li> </ul> <p>These assessments incorporate the regulatory requirements of the countries where the Group’s activities are carried out and generally accepted professional practices.</p> <p>Additionally, the Group has <b>frameworks</b>, such as the Code of Conduct and the Safety Health Environment Quality Charter that set out the Action Principles to be followed</p>	<p><a href="#">RD 2017, Risks and control –p. 88-102</a></p> <p><a href="#">Total’s Code of Conduct</a></p> <p><a href="#">Total’s Safety Health Environment Quality Charter</a></p>
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<p>in order to respect the Group's values and prevent severe impacts on human rights and fundamental freedoms, human health and safety and the environment.</p> <p>As described in Total's Vigilance Plan (in accordance with Article L. 225-102-4 of French Commercial Code), the Group's organization is structured around three main levels: holding, business segments and operational entities. This organization aims to support operational managers in the implementation of the Action Principles. Each level is involved in and accountable for identifying and implementing the reasonable vigilance measures deemed appropriate.</p> <p>The <b>Ethics Committee</b> is made up of members representing all of the Group's business segments. One of its duties is to ensure that the Code of Conduct is distributed, understood and implemented within the Group.</p> <p>The <b>Human Rights Committee</b> is made up of representatives from different departments (including in particular safety, purchasing and societal commitment) and business segments. It meets several times a year and coordinates actions relating to human rights and fundamental freedoms taken by the various business segments and Subsidiaries, in line with the road map approved by the Executive Committee in this regard.</p> <p>Since 2016, a single <b>HSE division</b> combines the Group's Occupational Health, Safety and Environment functions. Its role is to implement a strong and unified HSE model.</p> <p>Since January 1, 2017, <b>Total Global Procurement</b> covers a large proportion of the Group's goods and services purchasing, both for categories specific to one business activity and categories shared between several business activities. In the Subsidiaries, purchasers implement framework agreements and manage local procurement.</p> <p>Regular <b>Executive Committee meetings</b> are organized to assess the efficient running of these operations and the pertinence of the strategies settled to achieve them.</p>	
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**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>The Group's internal control and risk management systems are structured around this three-level organization – Holding level, business segments, operational entities – where each level is directly involved and accountable in line with the level of delegation determined by General Management.</p> <p>The Group implements a <b>risk-management system</b> that is an essential factor in the deployment of its strategy, based on responsible risk-taking. The Executive Committee, with the assistance of the Group Risk Management Committee (GRMC), is responsible for identifying and analyzing internal and external risks that could impact the achievement of the Group's objectives. The main responsibilities of the GRMC include ensuring that the Group has a map of the risks to which it is exposed and that efficient risk management systems are in place. The GRMC's work focuses on continuously improving risk awareness and the risk management systems. Risk mapping, which has been carried out since the 2000s, is a dynamic process that has taken shape over the years. The Group's risk map is included in the inputs of the audit plan, which is based on an analysis of the risks and the risk management systems, together with the work of the GRMC.</p>	<p><a href="#">Total's 2017 Registration Document, p. 96-101 ; p.199-200</a></p>
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<p>In accordance with Article L.225-102-4 of the French Commercial Code, the Vigilance Plan aims to present the reasonable measures of vigilance put in place within the Group in order to identify the risks and prevent severe impacts. The mapping work which has been achieved was carried out following the Group’s existing risk management tools.</p> <p>For <b>Human Rights and fundamental freedom</b>, the identification work was carried out in 2016 in consultation with internal and external stakeholders. The process included in particular workshops with representatives of key functions within the Group and Subsidiaries operating in sensitive contexts or situations particularly exposed to risks related to human rights and fundamental freedoms, and a series of interviews with independent third parties (GoodCorporation, International Alert and Collaborative Learning Project).</p> <p>Total has also developed <b>safety, health and environment risk assessment procedures</b> and tools applicable to its Activities at various levels (Group, activities and/or industrial sites):</p> <ul style="list-style-type: none"> <li>- Prior to approving new investment, acquisition and disposal projects, through individual identification of potential risks using methods developed by the relevant business segments within the Group, mainly the HSE (Occupational Health, Safety and Environment) and Security departments;</li> <li>- During operations (safety studies, security reviews, environmental and societal impact assessments, health impact studies); and</li> <li>- Prior to releasing new substances on the market (toxicological and ecotoxicological studies, life cycle analyses).</li> </ul> <p><b>Suppliers</b></p> <p>As part of the “One Total” company project, a specific branch, TOTAL Global Services (TGS), pools the various segments’ support services, including the Procurement functions of the business segments which have been combined since 2017 into a traversal subsidiary, Total Global Procurement. This new entity has a global approach to managing supplier relations and aims to improve the integration of supply chains into the Group’s processes. This allows the Group to apply the same standards to all of its suppliers as well as to harmonize their recruitment process.</p> <p>In order to better support its suppliers, Total has updated the procurement mapping of the risks and harmonized its suppliers’ qualification process (including audits) by integrating criteria related to human rights, the environment, health and safety. Deployment within the Total Global Procurement central purchasing entity is planned for 2018, and will then be gradually rolled out to our subsidiaries over the next two years.</p>	
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**Communicate policies and expectations to suppliers and other relevant business partners**

<p><b>Suppliers</b></p> <p>In its <b>Code of Conduct</b>, TOTAL states that it works with its suppliers to ensure the protection of the interests of both parties on the basis of clear and fairly negotiated contractual conditions. This relationship is founded on three key principles: dialogue, professionalism and adherence to commitments.</p> <p>Total expects its suppliers to :</p> <ul style="list-style-type: none"> <li>- Adhere to principles equivalent to those in its own Code of Conduct, such as those set out in the Fundamental Principles of Purchasing Directive and,</li> </ul>	<p><a href="#">Total’s 2018 Human Rights Briefing Paper (page 20-26 “Addressing our salient issues in the workplace”)</a></p>
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<p>- agree to be audited, be particularly attention the human rights-related aspects of their standards and procedures, in particular their employee's working conditions.</p> <p>To ensure the conveyance of its principles and values to its suppliers, Total has developed a document that must be attached or transposed in contracts: the "<a href="#">Fundamental Principles of Purchasing</a>".</p> <p>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.</p> <p>The deployment of the anti-corruption policy in purchasing also continued in 2017 with awareness raising sessions held for over 100 strategic suppliers in 2017 at <b>Suppliers Day</b>.</p> <p><b>Contractors</b></p> <p>The deployment of a series of measures intended to strengthen the Group's safety culture in 2015 has helped to improve the safety of employees working for external contractors. Since 2010, the basic rules to be scrupulously followed by all personnel, employees and contractors alike, in all of the Group's businesses worldwide, have been set out in a safety document entitled "<i>Safety at Work: <b>TOTAL's Twelve Golden Rules</b></i>". The Group's safety efforts are focused on preventing occupational and transport accidents, and on preventing major accidents and accidental spills. They cover both employees of Group companies and employees of external contractors, whose safety indicators are monitored with the same vigilance.</p> <p><b>Security providers</b></p> <p>As an official member of the <b>Voluntary Principles on Security and Human Rights</b> since 2012, Total contributes to global improvement on these subjects by sharing its challenges, learning and best practices with regards to security and human rights issues and, where appropriate, reports VPSHR incidents. This reflects how the Group aims to continuously improve its security and human rights practices at the operational level. Actions are taken to raise awareness among the Group's external stakeholders, such as training related to the VPSHR for its security providers.</p>	<p><a href="#">web – SP, Supply Chain Management</a></p> <p><a href="#">web – SP, Vigilance Plan</a></p> <p><a href="#">Fundamental Principles of Purchasing charter</a></p> <p><a href="#">Total's Code of conduct</a></p> <p><a href="#">Safety at Work: TOTAL's Twelve Golden Rules</a></p> <p><a href="#">VPSHR Charter</a></p> <p><a href="#">Safety Health Environment Quality charter</a></p>
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**Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence**

<p><b>Social CSR Commitment</b></p> <p>Within the <b>IndustriALL Global Union agreement</b> signed in 2015, a Global CSR agreement that guarantees for the Group's employees a high level of commitment to social matters in countries where the Group operates, an annual FAIR (Facilitation, Application, involvement and Results) Committee was created to follow up on the application of the provisions of the agreement. Annual meetings are held to review and monitor the implementation. The Group entities have therefore disclosed the principles of this agreement to their main suppliers and service providers.</p> <p><b>Suppliers</b></p> <p>As part of the new Total Global Procurement <b>qualification and monitoring methodology</b> which will be gradually launched across our business units starting</p>	<p><a href="#">web – SP, Supply Chain Management</a></p> <p><a href="#">Total's 2018 Human Rights Briefing Paper (p. 14 on "Improving our assessments</a></p>
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<p>2018, a human rights risk analysis will be carried out for potential suppliers, or suppliers renewing a contract with Total up to certain monetary threshold. The analysis will be based on country human rights risks and product category risks (e.g. labor/manpower risks). The methodology also incorporates self-assessments, audits, and action plans where necessary i.e. depending on the level of risks identified. Where action plans are recommended to ensure respect for human rights, we require our suppliers to implement them and provide support.</p> <p>We acknowledge that it will take time, ongoing sensitization and resources to evenly roll out this method in our business units. We are committed to a roll-out across our business units over the next few years.</p> <p>To improve on our suppliers' audits process in line with our Group's Human Rights Roadmap, we entered into a partnership with a third party service provider in September 2016 to conduct social and labor rights audits of our suppliers. We continue to periodically review the audit process with a view to strengthening its value in improving respect for human rights, including the prohibition of forced labor and child labor in our supply chain.</p>	<p><a href="#">and actions")</a></p> <p><a href="#">CSR Total Global Agreement</a></p>
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**Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners**

<p>The Group has put in place a variety of communication and information channels so that all employees of Total S.A., its Subsidiaries and suppliers can access its Action Principles in relation to human rights and fundamental freedoms, health, safety and the environment.</p> <p>As such, the Code of Conduct, the Human Rights internal Guide are distributed to all employees and suppliers. They can also be consulted on the <b>Group's website</b>.</p> <p>In October 2017, we held our <b>Suppliers Day</b>. The event brought together 110 strategic suppliers from all of Total's business segments. It provided an opportunity to highlight our values and our suppliers' responsibility to respect human rights. We also disseminated our Fundamental Principles of Purchasing guidance leaflet to our suppliers during the event and pursued the deployment of the anti-corruption policy in purchasing with awareness raising sessions held during Supplier Day.</p> <p>Information for Suppliers, including the Fundamental Principles of Purchasing, is also available on the Group's website.</p>	<p><a href="#">web – SP, Supply Chain Management</a></p> <p><a href="#">web – SP, Vigilance Plan</a></p> <p><a href="#">Total's 2018 Human Rights Briefing Paper (page 22)</a></p> <p><a href="#">web – SP, Human rights</a></p>
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**Other established or emerging best practices**

<p><b>Suppliers and contractors</b></p> <p>Total is an active member of the IPIECA (global oil and gas industry association for environmental and social issues). and of its Supply Chain Task Force. Building on the workshops held in 2015 and 2016, Total continued to participate in the Operationalization of the UN Guiding Principles work organized by the IPIECA, aimed at both oil and gas companies and engineering, procurement and construction (EPC) contractors.</p> <p><b>Advancing transparency</b></p> <p>Total joined the EITI (Extractive Industries Transparency Initiative) as soon as it was launched at the 2002 Johannesburg Summit. Its main purpose is to improve transparency in transactions between governments and companies from the extractive industry. In conjunction with the initiative's secretariat, the Group is</p>	<p><a href="#">web – SP, Business Ethics</a></p>
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<p>committed to promoting the EITI principles among the host States in which it operates, and to assist them in the practical implementation of these principles.</p> <p>Finally, as far as non-operated joint ventures are concerned, Total makes ongoing efforts so that the operating party applies equivalent principles to ours.</p>	
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## 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)**

<p>The Group’s <b>Code of Conduct</b> was revised and published in 2015 to reinforce TOTAL’s commitments in terms of respect for human rights, one of the three priority business principles of Total which are critical to our success as a responsible company, alongside the highest safety, security and environmental standards where we operate, and zero tolerance principle against violations of applicable anti-trust, anti-fraud, anti-bribery and anti-corruption laws.</p> <p>The Code of Conduct sets out the Group’s adherence to the principles as described in:</p> <ul style="list-style-type: none"> <li>• the 1948 <a href="#">Universal Declaration of Human Rights</a>,</li> <li>• the Fundamental <a href="#">conventions of the International Labour Organization</a>,</li> <li>• the <a href="#">United Nations Guiding Principles on Business and Human Rights</a></li> <li>• the <a href="#">OECD Guidelines for Multinational Enterprises</a></li> <li>• the United Nations <a href="#">Global Compact</a></li> <li>• the <a href="#">Voluntary Principles on Security and Human Rights</a></li> </ul> <p>In the event of any discrepancy between legal provisions and the Code of Conduct, the highest standard of protection of human rights applies.</p> <p>While respecting the sovereignty of the host countries in which it operates, the Group reserves the right to express its conviction on the importance of respecting human rights in matters concerning it.</p>	<p><a href="#">Total’s Human Rights Briefing Paper 2018: p. 10</a></p> <p><a href="#">p 8</a></p>
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- Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company**

<p>Respecting Human Rights is a key requirement for us, working as we do in varied, often complex environments. That is why in his statement published in the latest version of <a href="#">Total's Code of Conduct</a> in 2015, our CEO affirms that the respect of Human Rights is one of the three priority business principles of Total, and a critical component of our success as a responsible company.</p> <p>It is also confirmed by one of our cardinal values, “Respect for each other”. Respect for Each Other means, among other things, respect for human rights. At Total, we are committed to remaining vigilant on this point. This involves:</p> <ul style="list-style-type: none"> <li>- Respect for human rights in the workplace</li> </ul>	<p><a href="#">Total’s Human Rights Briefing Paper 2018: p. 5</a></p> <p><a href="#">Total’s Code of Conduct: CEO message – page 4</a></p>
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<ul style="list-style-type: none"> <li>- Respect for the human rights of local communities</li> <li>- Ensuring that the security of our personnel is managed in a responsible way so that the human rights of neighboring communities and other stakeholders are respected.</li> </ul>	
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**Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services**

<p>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.</p> <p><b>The Code of Conduct</b> serves as a reference and a guide for all employees, both in their daily decisions and their relations with stakeholders, it also applies for all of our suppliers and business partners. With its Code of Conduct, Total is committed to respecting all applicable national and international laws and norms.</p> <p>A companion handbook, the <b>Human Rights Practical Guide</b>, complements the Code of Conduct. It provides guidance on human rights-related issues and sets clear expectations for employees, managers, suppliers and other business partners.</p> <p><b>The Integrity Guide</b> was designed by the Ethics Committee and the Group Legal Department. It reflects our commitment to encouraging the application of the Code of Conduct by explaining the principles of integrity.</p> <p>The <b>Fundamental Principles of Purchasing</b>, launched in 2010 and formally set out in a Group directive in 2014, specify the commitments that Total expects of the Group entities' suppliers in the following areas: respect for human rights at work, health protection, assurance of safety and security, preservation of the environment, prevention of corruption, conflicts of interest and fraud, respect for competition law, as well as the promotion of economic and social development. The rules set out in the directive must be included or transposed into the agreements concluded with suppliers. These principles are available for consultation by all suppliers in both French and English on Total's website (under "Suppliers").</p>	<p><a href="#">Total's Code of Conduct, p. 8-9</a></p> <p><a href="#">Total integrity guide</a></p> <p><a href="#">Total's Human Rights Practical Guide</a></p> <p><a href="#">Fundamental Principles of Purchasing</a></p>
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**Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties**

<p>In July 2016, Total became the first Oil &amp; Gas company to publish a detailed <b>Human Rights Briefing Paper</b> based on the UN Guiding Principles Reporting Framework (published in February 2015). This information paper aims to show and explain Total's commitments and actions to embed respect for Human Rights in its activities. In line with this framework we identified our salient issues and explained how we manage these risks. This information document has been updated in May 2018.</p> <p>Total is a signatory of <b>7 Charters and Conduct Guides</b> (ex. <i>Code of Conduct, Integrity Guide, Purchasing fundamental Business principles</i>) both available internally and externally.</p> <p>Total raises employee awareness on Human Rights via corporate communications channels, such as the platform for sharing best practices and challenges in the area of respect for human rights accessible to Group employees on the Total</p>	<p><a href="#">Total's Human Rights Briefing Paper 2018</a></p> <p><a href="#">web – SP, Human rights</a></p>
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<p>intranet, and through events such as the annual <b>Business Ethics Day</b>. The latter is used to raise awareness among employees of Total S.A and its Subsidiaries. In December 2017, the theme of the Business Ethics Day was the Group’s value, “Respect for Others”, and ethical dilemmas. The new Guide to taking into account religious teachings in the Group was then distributed.</p>	
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**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><b>The Group has established an Ethics Committee</b> made up of members representing all of the Group’s business segments. One of its duties is to ensure that the Code of Conduct is distributed, understood and implemented within the Group. It is assisted by the relevant Departments, as well as by local Ethics Officers. Employees and stakeholders can refer any breach of the Code of Conduct to the Ethics Committee at any time, in accordance with our internal procedure. It also provides individual feedback and assistance.</p> <p><b>A Human Rights Committee</b> is also in charge of the coordination and monitoring of actions relating to human rights and fundamental freedoms taken by the various business segments and Subsidiaries.</p> <p><b>The Human Rights Department</b>, within the Civil Society Engagement division, supports the Group’s operational managers with its expertise in implementing the Action Principles relating to human rights and fundamental freedoms.</p> <p><b>The Community Liaison Officers (CLOs)</b> maintain a dialogue between the business unit and the local communities. CLOs are employees of Total, come from the local community and therefore speak the local language and understand local customs.</p> <p><b>Managers</b> have specific responsibilities. They are accountable for making respect for Human Rights part of their business decisions. Practical tools, such as the Human Rights compliance assessment “Quick Check” or Human Rights Practical Guide, are available to help them in this task.</p> <p><b>Human rights and ethical assessments</b> We have been partnering with the third party, independent ethics organization <b>GoodCorporation</b> for more than 15 years now conducting ethical assessments in our business units. The partnership was recently renewed to revise the assessment methodology using a risk-based approach to enhance the process. More than 120 business units have been assessed since 2002.</p> <p>Total has been working with the independent, national human rights organization the <b>Danish Institute for Human Rights</b> for over a decade to conduct human rights compliance and impact assessments, and to build internal capacity for human rights, among others.</p>	<p><a href="#">Total’s Code of Conduct (pages 20-22)</a></p> <p><a href="#">RD 2017, Risks and control –p. 88-102</a></p> <p><a href="#">Human Rights internal guide web – SP, Human rights</a></p>
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**On-going due diligence process that includes an assessment of actual and potential human rights impacts**

<p>Among the <b>Human Rights impacts evaluations</b> in place within the Group, Total conducts :</p>	<p><a href="#">Human Rights internal guide, p. 14</a></p>
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<p>- a pilot training program on human rights and the new Total Global Procurement (TGP) methodology for qualification of suppliers,</p> <p>- a global ethical assessment program carried out in selected Total business units across the world with the support of independent third party organization, GoodCorporation,</p> <p>- societal and Human Rights impact assessments of our Exploration &amp; Production/Gas Renewables &amp; Power entities made by CDA, the Danish Institute for Human Rights, International Alert, etc.</p> <p>- grievance mechanisms that identify and address these impacts,</p> <p>- security procedures (VPSHR risk analysis tools and self-assessment for subsidiaries)</p> <p>Based on a series of interactions with our stakeholders, we identified that we needed to deepen and widen the human rights assessment processes for our business units and supply chain, including an increased focus on our salient issues, high-risk operational geographies and more systematic follow-up of assessment action plans.</p> <p>Our <b>Stakeholder Relationship Management Tool+</b> (SRM+) is an effective tool for defining and regularly re-adjusting the societal/CSR strategy of our business units. Based on identifying and mapping our main stakeholders and a clear understanding of local expectations and issues, the aim is to assess the quality of the relationship and then jointly define an action plan to build a long-term trusting relationship grounded in respect for human rights. Since 2006, SRM+ has been implemented in over 100 entities.</p> <p>We also developed <b>MOST (Management Operational Societal Tool)</b> which allows societal/CSR teams at the business units level to manage stakeholder relations, community-related grievances and socioeconomic projects. Specific modules (access to land, compensation and community employment) can be added to this common framework. In 2016, the tool was deployed in three new countries (Angola, Argentina and Papua New Guinea), bringing to 15 the number of Exploration &amp; Production business units that use it.</p> <p>In 2016, we held series of <b>consultations</b> with our internal and external stakeholders to identify the salient human rights issues associated with our activities and business relationships, based on the UN Guiding Principles (UNGPs) Reporting Framework. The process enabled us to identify six salient issues across our three broad, focal human rights areas:</p> <ul style="list-style-type: none"> <li>- <i>Human Rights in the workplace</i></li> <li>- <i>Human Rights and local communities</i></li> <li>- <i>Human Rights and security</i></li> </ul> <p>In light of our Human Rights Briefing Paper Update 2018, we have held another round of similar meetings, the conclusions thereof being that our salient issues relating to our business activities and business relationships remain the same.</p>	<p><a href="#">Human Rights Briefing paper 2018, p. 16-33</a></p> <p><a href="#">web – SP, Human rights</a></p>
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*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 <b>Human Rights Guide</b> 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.</p> <p>Internal <b>awareness-raising and training</b> on human rights for management and employees is achieved through numerous presentations held at various occasions (meetings, seminars, etc.)</p> <p>Dedicated communication channels, e-learning and training sessions on Ethics and Human Rights are available for the Group’s employees and managers. Awareness-raising sessions for the Group’s suppliers are also available in some contexts for specific issues, such as responsible security.</p> <p>Following the UN Guiding Principles Reporting Framework, details are provided in Total’s Human Rights Briefing paper on the awareness and training initiatives carried out for each of our salient issues.</p> <ol style="list-style-type: none"> <li>1) Human rights in the workplace, <i>Human Rights Briefing Paper 2018</i>, p. 22</li> <li>2) Human rights and local communities, <i>Human Rights Briefing Paper 2018</i>, p. 27</li> <li>3) Human rights and security, <i>Human Rights Briefing Paper 2018</i>, p. 33</li> </ol>	<p><a href="#">Total’s Human Rights Guide</a></p> <p><a href="#">Human Rights Briefing Paper 2018, p. 13; p. 22; p. 27; p. 33</a></p> <p><a href="#">Total’s Code of Conduct</a></p>
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**Operational-level grievance mechanisms for those potentially impacted by the company’s activities**

<p>Total works to provide responses to local communities and to reduce the nuisances that may be caused by its activities.</p> <p>At Exploration &amp; Production, the subsidiaries received a toolkit containing a standard online <b>procedure to handle grievances raised by local communities</b> in line with the United Nations’ guidelines for companies and human rights.</p> <p>Some figures regarding the Community Grievance Mechanisms (CGMs) in our Exploration and Production operated business units have been compiled: <a href="#">HR p. 31 – CGMs, from compliance to performance</a></p> <p><b>Grievance management mechanisms</b> are in place on every Refining &amp; Chemicals platforms. Some grievances can also be addressed with the participation of the local communities: by way of example, programs to monitor odors in the vicinity of industrial zones have been developed by the Donges and Gonfreville platforms in France in partnership with NGOs and volunteers.</p> <p>A <b>guide to raise awareness of grievance management</b> has been available at Marketing &amp; Services since 2014 to allow subsidiaries and operating sites to introduce a dedicated system separate from the one used to handle commercial complaints.</p> <p>To support employees on a day-to-day basis, the Group encourages a climate of dialog and trust that enables individuals to express their opinions and concerns. Employees can thus go to their line manager, an HR or other manager, their <b>Compliance Officer or their Ethics Officer</b>. The Group’s employees and Suppliers, as well as any other external stakeholder, can contact the <b>Ethics Committee</b> to ask questions or report any incident where there is a risk of non-compliance with the Code of Conduct using the generic email address (ethics@TOTAL.com). The system is supplemented by specific <b>whistleblowing mechanisms</b> implemented at certain</p>	<p><a href="#">Total’s 2018 Human Rights Briefing Paper (page 30-32)</a></p> <p><a href="#">RD 2017, p. 194 – 5.3.2.2 Handling grievances from local communities</a></p> <p><a href="#">RD 2017, p. 96-101 – Vigilance plan</a></p>
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<p>subsidiaries (SunPower, Hutchinson).</p> <p>The Group’s Suppliers can also contact the <b>internal supplier mediator</b> using a generic email address (<a href="mailto:mediation.fournisseurs@TOTAL.com">mediation.fournisseurs@TOTAL.com</a>).</p> <p>The mediator is available to Suppliers and purchasers, and restores dialog so that solutions can be found when measures taken with the usual contact have been unsuccessful.</p>	
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**Allocation of responsibilities and accountability for addressing human rights impacts**

<p>Our policies and strategies help to underscore our commitments to our stakeholders - including our contractors, suppliers and joint venture partners - and what we expect in return. They also provide guidance to our employees and everyone who works on our behalf. We continue to review and update (or add to) them when necessary to reinforce our ambition to become “the responsible energy major” and to deepen stakeholder understanding of our responsibilities, including embedding respect for human rights.</p> <p>As an update to our first <b>Human Rights Roadmap and action plan</b>, and with a view to continuous improvement, our Executive Committee adopted a new Human Rights Roadmap and action plan for 2017-2018. The updated roadmap focuses primarily on the following areas:</p> <ul style="list-style-type: none"> <li>- Consolidating the integration of human rights into operational decisions at local levels of our business;</li> <li>- Improving on the level of awareness and locus of accountability on the management of human rights issues at all levels of our business. This is particularly important given the periodic turnover of managers in business units across our Group, the need to avoid a potential fatigue effect regarding human rights and to maintain an evenness on human rights culture and performance by management across the Group;</li> <li>- Strengthening our human rights risk assessment processes, making the tools available and understandable by our business units, and more systematic follow-up of assessments</li> </ul> <p>The <b>Ethics Committee and the Human Rights Department</b> advise employees on how to respect human rights. They are also members of the Human Rights Committee that coordinates and monitors the actions taken internally and externally by the various Group entities.</p> <p>Finally, at the beginning of this year 2018, as part of the “One Total” project, the Group’s Executive Committee appointed <b>Country Chairs</b> for each country where Total is present. The Country Chair (who is a Managing Director of one of Total’s business units in the country in question) will, among other responsibilities, fairly promote the implementation of major Total policies, including on ethics and human rights, across the business units in the relevant country.</p>	<p><a href="#">web – SP Human Rights</a></p> <p><a href="#">RD 2017, p. 202-203 – Respect for human rights</a></p> <p><a href="#">Total’s Human Rights Guide</a></p>
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**Internal decision-making, budget and oversight for effective responses to human rights impacts**

<p>In June 2013, the Group developed a strategic Human Rights Roadmap and action plan. It was endorsed by the Executive Committee on the occasion of the visit by Professor John Ruggie, former UN Secretary General’s Special Representative on Business and Human Rights. The Executive Committee approved the updated Group’s Human Rights Strategic Roadmap at the beginning of 2017, along</p>	<p><a href="#">RD 2017, p. 202-203 – Respect for human right</a></p>
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<p>corresponding budgets and resources, which were subsequently allocated or adjusted. The Human Rights Committee monitors the implementation of the agreed actions.</p>	
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**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 <b>policy commitments, due diligence, remediation processes, and grievance mechanisms</b>.</p> <p>Indeed, the Group respects the rights of communities by identifying and preventing negative impacts, particularly on their environment and way of life and by providing remedy when those impacts could not be avoided. The Group’s Business units design and implement effective local grievance mechanisms and remediation processes. Access to these mechanisms for vulnerable individuals and groups (e.g., illiterate people, minorities, etc.) should be ensured.</p> <p>A recent example of an effective grievance mechanism management is the one established in Papua New Guinea. Total E&amp;P PNG has a grievance resolution process that is based on the values of mutual understanding, consensus and fair play in a participatory framework.</p> <p>Along the Purari River, close to the company’s logistics base, the backwash from the company personnel transportation boat caused a family’s canoe to tip over. The locals claimed that their belongings (gardening tools, flashlight and food items) were lost as a result of the canoe capsizing.</p> <p>Upon receiving the grievance, the company grievance officer activated the grievance mechanism. Following the investigative process, the Onsite Grievance Committee (OGC) met to discuss the matter and offered to compensate the complainant “in kind” in preference to cash settlements. The proposed solution (food rations, including rations that the claimant could distribute to other clan members who would in return assist with building a new canoe, gardening tools and solar lamps) was accepted by aggrieved party.</p> <p>The settlement process was completed quickly (in 14 days) and community representatives and leaders witnessed it, in order to add transparency.</p>	<p><a href="#">Total’s Human Rights Guide, p. 10; p. 30</a></p>
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**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>Total is actively involved in numerous initiatives and working groups on human rights that bring together various stakeholders including Global Compact, the Decent Work in Global Supply Chains Action Platform, Global Business Initiative on Human Rights, IPIECA, VPSHR and non-profit organizations such as Shift.</p> <p>In 2015, a CSR Global Agreement was signed with the IndustriALL trade union federation. Total pledges through this agreement to guarantee minimum social standards for subsidiaries to more than 50%, as well as to recognize all international conventions related to Human Rights in the workplace.</p> <p>The Group is also one of the first French companies that has joined the Global Deal initiative at the end of 2017, to work collectively to promote social dialogue, fight against inequalities and promote a more equitable and inclusive globalization.</p> <p>Total is proactively committed to integrating the SDGs into its activities, particularly in those areas where they have the greatest impact. That includes</p>	<p><a href="#">RD 2017, p. 202-203 – Participation in external initiatives</a></p> <p><a href="#">Total’s agreement with international union federation IndustriALL Global Union</a></p>
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addressing its salient issues by making positive and differentiating contributions. With this in mind, Total is currently working on a project to target its priority issues and determine its public commitments, taking into account its salient human rights issues.	
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**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. Our Group’s <b>Ethic Committee</b> is responsible for the general oversight of the implementation of the Code of Conduct. It is entitled to visit any Group facility or subsidiary. <b>Ethic assessments</b> are however performed by third parties to check the implementation of our business principles and the Chairman of the Group Ethic Committee follows-up on the results of these evaluations.</p> <p>For several years, we have been working with three external organizations (<a href="#">GoodCorporation</a>, the <a href="#">Danish Institute for Human Rights</a> and <a href="#">CDA</a>) to assess our practices within the Group. We also conduct <b>social and labor rights audits of our suppliers and contractors</b> with the assistance of an external service provider.</p>	<p><a href="#">Total’s Code of Conduct, p.20-21</a></p> <p><a href="#">Human Rights Briefing Paper 2018</a></p>
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- Monitoring drawn from internal and external feedback, including affected stakeholders**

<p>The Ethics Committee is a central, independent structure that represents all of TOTAL’s business segments. Its role is to listen and support. Both employees and people outside the Group can refer matters to it by email at <a href="mailto:ethics@total.com">ethics@total.com</a>. The Committee maintains confidentiality with regard to referrals, which can only be lifted with the agreement of the person in question. At the local level, mechanisms for handling grievances raised by local communities are also implemented by subsidiaries exposed to societal risks in accordance with the UN Guiding Principles on Business and Human Rights (UNGPR).</p>	<p><a href="#">RD 2017, p. 202-203 – Respect for human right</a></p>
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- Leadership review of monitoring and improvement results**

<p>Total’s Executive Committee approved the adoption of our updated Human Rights Roadmap and Action Plan 2017-2018 in January 2017, it also endorsed the content of the Human Rights Briefing Paper update 2018.</p> <p>The Human Rights Committee is in charge of the coordination and the monitoring of the actions taken internally and externally by the various Group entities including the implementation of the Group’s Human Rights Roadmap.</p>	<p><a href="#">RD 2017, p. 202-203 – Respect for human right</a></p>
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- 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 line with internationally recognized human rights standards, we require our business units to engage with their stakeholders on a regular basis and to avoid, minimize, mitigate and remedy (as appropriate) negative impacts on local communities related to their activities.</p> <p>Grievance mechanisms are also in place to address potential impacts the company</p>	<p><a href="#">RD 2017, p. 202-203 – Respect for human right</a></p>
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might have, to receive and facilitate the resolution of concerns and grievances of local communities affected by its activities.	
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**Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights compatible, a source of continuous learning, and based on engagement and dialogue**

<p>At Exploration &amp; Production, the subsidiaries received a toolkit containing a standard online procedure to handle grievances in line with the United Nations' guidelines for companies and human rights.  <b>Please refer to our Human Rights Briefing Paper 2018, p. 30-31, for more information.</b></p> <p>Grievance management systems are in place on every Refining &amp; Chemicals platform.</p> <p>A guide to raise awareness of grievance management has been available at Marketing &amp; Services since 2014 to allow the subsidiaries and operating sites to introduce a dedicated system separate from the one used to handle commercial complaints.</p> <p>We will also continue to share lessons learned and experience from our Exploration &amp; Production business segment on how we can implement effective grievance mechanisms in line with the UNGPs in our Marketing &amp; Services business segment.</p> <p>In 2017, an operational grievance management system was in place in more than 135 Group subsidiaries and sites.</p>	<p><a href="#">RD 2017, p. 194 – 5.3.2.2 Handling grievances from local communities</a></p> <p><a href="#">Total's Code of Conduct: Speaking up, page 22</a></p> <p><a href="#">Human Rights Briefing Paper 2018</a></p>
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**Outcomes of integration of the human rights principles**

<p>In accordance to our Principles on transparency and leadership in reporting, Total followed the UN Guiding Principles Reporting Framework and published a first dedicated Human Rights report in 2016. This information document was updated in 2018. The publication of this Human Rights Briefing Paper Update is our way of demonstrating a tangible application of our commitment to remain an industry leader in embedding respect for human rights and addressing our salient human rights issues.</p> <p>As a member of the VPSHR since 2012, we continue to issue annual VPSHR reports, the most recent in February 2018, describing how we implement the VPSHR in our operations. In particular, we share our challenges, learning and best practices with regards to security and human rights issues and, as appropriate, report VPSHR risk incidents connected to our activities. Our VPSHR Report 2017 is available <a href="#">here</a>.</p>	<p><a href="#">Total's 2018 Human Rights Briefing Paper (pages 20-36 "Addressing our salient issues...")</a></p> <p><a href="#">VSPHR 2017</a></p>
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○ **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.*
- o **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.*
- o **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.	<a href="#">Corporate Human Rights Benchmark 2017 results</a>
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## 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**
  - o *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>Total seeks to ensure the highest Safety, Health, Security and Environmental standards wherever it operates. <b>Total is committed to respecting internationally recognized Human Rights standards within its operations.</b></p> <p>The <b>Code of Conduct</b> 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.</p> <p>Total adheres to the principles set out in:</p> <ul style="list-style-type: none"> <li>• the 1948 <a href="#">Universal Declaration of Human Rights</a>,</li> <li>• the <a href="#">fundamental conventions of the International Labour Organization</a>,</li> <li>• the <a href="#">United Nations Guiding Principles on Business and Human Rights</a></li> <li>• the <a href="#">OECD Guidelines for Multinational Enterprises</a></li> <li>• the United Nations <a href="#">Global Compact</a></li> <li>• the <a href="#">Voluntary Principles on Security and Human Rights</a>.</li> </ul> <p>In 2015, Total signed a global agreement with the worldwide trade union federation, IndustriALL Global Union, which represents 50 million employees in 140 countries. Under this agreement, the Group made a commitment to maintain minimum Corporate Social Responsibility (CSR) standards and guarantees worldwide for subsidiaries in which it has more than a 50% stake. As specified in this agreement, The Group respects internationally recognized human rights.</p>	<p><a href="#">Total's Code of Conduct, pages 8-9</a></p> <p><a href="#">Total's agreement with international union federation IndustriALL Global Union</a></p>
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<p>As such, it is committed to applying the principles of the fundamental conventions of the International Labor Organization (ILO) regarding human rights in the workplace:</p> <ul style="list-style-type: none"> <li>- Forced labor, 1930 (convention no. 29).</li> <li>- Freedom of Association and Protection of the Right to Organize, 1948 (convention no. 87).</li> <li>- Right to Organize and Collective Bargaining, 1949 (convention no. 98).</li> <li>- Equal Remuneration, 1951 (convention no.100).</li> <li>- Abolition of Forced Labor, 1957 (convention no. 105).</li> <li>- Discrimination, 1958 (convention no. 111).</li> <li>- Minimum Age, 1973 (convention no. 138).</li> <li>- Worst Forms of Child Labor, 1999 (convention no. 182).</li> </ul> <p>It observes local laws in the countries where it operates, and international standards. In the event of a conflict between standards, the Group seeks to apply the one affording the most comprehensive Human Rights protection. The Group pays special attention to employees' working conditions, respect for individuals, a discrimination-free environment and health and safety, regardless of the political and social context or any difficulties encountered in the countries where it operates.</p>	
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**Reflection on the relevance of the labour principles for the company**

<p>The Group is an image of its employees: diverse. The diversity of talents within TOTAL is crucial to its competitiveness, innovative capacity and attractiveness. Such diversity is an essential asset for the Group. The capacity of Group employees to mobilize themselves and act in an entrepreneurial spirit is vital. It enables ambitious projects to be completed and offers everyone the opportunity to give meaning to their work and grow professionally.</p> <p>The Group addresses its challenges thanks to the commitment of its employees. It is for this reason that the Group strives to ensure that the most demanding safety, ethics and integrity, management and social performance practices are implemented wherever it operates. The aim of this process is to create the conditions that enable everyone to fulfill his or her potential and Total to pursue its development.</p> <p>Total has adopted a proactive approach by subscribing to the principles of numerous national and international agreements that fight against all forms of discrimination and by striving to ensure the safety and security of its employees and the respect of their fundamental rights. The Group has a long-standing commitment to promoting equal opportunity and diversity, which constitute, for everyone, a source of development where only expertise and talent count.</p> <p>The Group is also committed to social dialogue, which is one of the vectors used to modernize companies. Among the numerous stakeholders with which Total maintains regular dialogue, the Group's employees and their representatives have a privileged position and role.</p>	<p><a href="#">Total's Code of Conduct, page 11</a></p> <p><a href="#">RD 2017, p. 11-12, Integrated report</a></p>
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- *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>The Group's ethical commitment is based on three core values :</p> <ul style="list-style-type: none"> <li>- Respect, the source of sustainable, trust-based operations and relations.</li> <li>- Responsibility toward others and a professional attitude.</li> <li>- Exemplary conduct, which underpins the internal and external credibility of its actions and initiatives.</li> </ul> <p>These ethical values are implemented and enforced thanks to the development of various tools. Namely, the <b>Code of Conduct</b>, which sets out the values and principles guiding the Group's actions and the obligation for employees to comply with them, the <b>Health, Safety, Environment and Quality Charter</b> which supports the basic principles of Group policy, the <b>Guide to Human Rights</b>, which provides guidance for employees in applying the approach set out in the Code of Conduct. It lists and adds to the standards and internal recommendations in line with international law. In addition, the Business Integrity Guide, which seeks to prevent risks and ensure integrity in professional relationships.</p> <p>In January 2015, Total signed an agreement with international union federation <b>IndustriALL Global Union</b>, 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>Within the IndustriALL agreement, an annual FAIR (Facilitation, Application, involvement and Results) Committee has been set to monitor the agreement implementation through annual meetings. Three such meetings were held <b>to date</b> in 2016, 2017 and 2018).</p> <p>On December 21th, 2017, the Group also adhered to the <b>Global Deal initiative</b>, together with some 60 partners, states, trade unions, companies and international organizations. This international multi-stakeholder partnership aims at fighting against inequalities, encouraging effective social dialogue and promoting more equitable globalization. It promotes social dialogue, collective negotiations and freedom of unionization as essential tools to achieve the United Nations Sustainable Development Goals (SDGs) 8, 10 and 17.</p> <p>At the end of 2017, there were 256 active agreements signed with employee representatives, of which 160 in France.</p>	<p><a href="#">Total's agreement with international union federation IndustriALL Global Union</a></p> <p><a href="#">Fundamental Principles of purchasing</a></p>
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**Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners**

<p>In its Code of Conduct, Total states that it works with its suppliers to ensure the protection of the interests of both parties on the basis of clear and fairly negotiated contractual conditions. This relationship is founded on three key principles: dialogue, professionalism and adherence to commitments.</p> <p>Total expects its suppliers to:</p> <ul style="list-style-type: none"> <li>- adhere to principles equivalent to those in its own Code of Conduct, such as those set out in the Fundamental Principles of Purchasing directive; and</li> <li>- agree to be audited, be particularly attentive to the human rights-related aspects of their standards and procedures, in particular their employees' working conditions.</li> </ul> <p>The <b>Fundamental Principles of Purchasing</b>, launched in 2010 and formally set out in a Group directive in 2014, specify the commitments that TOTAL expects of the</p>	<p><a href="#">Fundamental Principles of Purchasing</a></p> <p><a href="#">RD 2017, Vigilance plan, p. 96</a></p> <p><a href="#">RD 2017, Chapter 5, p. 199</a></p> <p><a href="#">Human Rights Briefing Paper</a></p>
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<p>Group entities' suppliers in the following areas: respect for human rights at work, health protection, assurance of safety and security, preservation of the environment, prevention of corruption, conflicts of interest and fraud, respect for competition law, as well as the promotion of economic and social development. The rules set out in the directive must be included or transposed into the agreements concluded with suppliers. These principles are available for consultation by all suppliers in both French and English on Total's website (under "Suppliers").</p>	<p><a href="#">2018</a></p>
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**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 develops its employees' skills and careers while prohibiting any discrimination related to origin, gender, sexual orientation or identity, disability, age or affiliation with a political, labor or religious organization. This policy is upheld by the Diversity Council, which is chaired by a member of the Group's Executive Committee.</p> <p><b>Diversity</b></p> <p>The current focus areas of the Diversity Council are:</p> <ul style="list-style-type: none"> <li>• Ensuring equal pay for men and women.</li> <li>• Improving work-life balance.</li> <li>• Increasing gender diversity.</li> <li>• Helping change attitudes through awareness-raising initiatives, training and extensive communication.</li> </ul> <p>These areas are still work in progress for us. Each entity is responsible for creating a suitable work environment to fully benefit from skills and diverse approaches. This commitment is supported at the highest level to ensure that all employees, regardless of their gender or nationality, are offered the same career opportunities.</p> <p>Total's commitment of non-discrimination is clearly stated in its Code of Conduct (p. 11). The Group thus ensures that employees' rights are protected and prohibits any form of discrimination against them, including due to sexual orientation or identity.</p> <p>Non-discrimination is also mentioned in the Article 2 "Promotion of Human Rights in the workplace" of <a href="#">the agreement signed with international union federation IndustriALL Global Union</a>.</p> <p>In regards to diversity, the Group's targets for 2020 are:</p> <ul style="list-style-type: none"> <li>- women represent 25% of senior executives (having represented approximately 5% in 2004 and 21.1% in 2017);</li> <li>- non-French nationals represent 40% of senior executives (having represented approximately 19% in 2004 and 28.9% in 2017); and</li> <li>- women represent more than 20% of Management Committee members (head office and subsidiaries) (having represented 21% in 2017).</li> </ul> <p>In 2010, Total expressed its commitment for advancing equality between women and men by signing the <a href="#">Women's Empowerment Principles – Equality Means Business</a> defined by the United Nations Global Compact.</p>	<p><a href="#">Total's Code of Conduct, page 11</a></p> <p><a href="#">Total's agreement with international union federation IndustriALL Global Union web – SP, Our people</a></p>
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<p><b>Equal Pay</b></p> <p>The Compensation structure of the Group’s employees is based on the Group’s Human Resources policy, which applies to all companies in which Total holds the majority of voting rights, and which aim is to ensure external competitiveness and internal fairness.</p> <p>Fair treatment is ensured within the Group through the widespread implementation of a job level evaluation using a common method (the Hay method), which associates a salary range to each job level. Performance of the Group’s employees (attainment of set targets, skills assessment, overall evaluation of job performance) is evaluated during an annual individual review and formalized in accordance with principles common to the entire Group.</p> <p><b>Non-discrimination/tolerance</b></p> <p>In June 2017, a guide to taking into account religious teachings in the Group was distributed in-house. The guide provides concrete answers to the questions that managers and employees might have in this regard, and is based on feedback from subsidiaries in the field in the different countries where the Group operates. The guide promotes respect for differences and tolerance of other people’s beliefs.</p> <p><b>Disabled workforce</b></p> <p>For over 20 years, Total has expressly set out its disability policy in France through successive agreements signed with employee representatives to promote the employment of workers with disabilities. Three framework agreements signed for three years (2016-2018) with the French representative unions set out Total’s policy with regard to integrating people with disabilities into the work world.</p> <p>In France, the Group’s purchases from the disabled and protected employment sectors enabled the achievement of an indirect employment rate of nearly 1% in 2017. TOTAL is a member of the Pas@Pas association and provides its buyers with an online directory that can be used to identify potential suppliers and service providers from the disabled or protected employment sectors by geographical area and by category.</p>	
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**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>As a direct and indirect employer, Total has an impact on hundreds of thousands of jobs. Our presence in 130 countries gives us the opportunity to have a positive impact in the most disadvantaged countries.</p> <p>Among the numerous stakeholders with which Total maintains regular dialogue, the Group’s employees and their representatives have a privileged position and role, particularly in constructive discussions with management. In countries where employee representation is not required by law (for example in Myanmar and Brunei), the Group companies strive 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 some are shared throughout, such as health and safety, work time, compensation, training and equal opportunity.</p> <p>At the end of 2017, there were 256 active agreements signed with employee representatives, of which 160 in France. 78,9% of companies had employee representation, 73,1% of employees were covered by collective agreements.</p>	<p><a href="#">web – SP, Our people</a></p> <p><a href="#">Total’s 2018 Human Rights Briefing Paper (pages 20-26 on “Human Rights in the Workplace”</a></p>
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<p>In 2015, Total signed a CSR Global Agreement with the IndustriALL trade union federation. Total pledges through this agreement guarantees and minimum social standards for subsidiaries it owns at more than 50%.</p> <p>The Group was one of the first French companies to join the Global Deal initiative at the end of 2017 to work collectively to promote social dialogue, fight against inequalities and promote a more equitable and inclusive globalization.</p> <p>At the local level and fully aware of the difficulty of maintaining appropriate living standards on project sites and base camps, Total has defined its minimum requirements on sites under construction for its employees and suppliers/contractors in a respect of Minimum Living Conditions in Base Camps Guide.</p>	
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**Structural engagement with a global union, possibly via a Global Framework Agreement**

<p>In January 2015, <a href="#">Total signed an agreement with international union federation IndustriALL Global Union</a>, 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>Under this agreement, the Group made a commitment to maintain minimum Corporate Social Responsibility (CSR) standards and guarantees worldwide for subsidiaries in which it has more than a 50% stake (occupational health and safety, human rights in the workplace, enhancement of the dialogue with employees, life insurance, professional equality, social responsibility and assistance with organizational changes).</p> <p>The Group also ensures that the principles of the agreement on health, safety and human rights are disclosed to and promoted among its service providers and suppliers. The implementation of this agreement is monitored annually with representatives who are members of trade unions affiliated with the IndustriALL Global Union and appointed by this federation. An initial follow-up meeting was therefore held in July 2017 to assess the implementation of the agreement and identify certain areas of improvement and actions to be taken.</p>	<p><a href="#">Total's agreement with international union federation IndustriALL Global Union</a></p>
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**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**

Different procedures have been set up to assess our Subsidiaries and Suppliers, in order to identify and prevent risks of severe impacts on human rights and fundamental freedoms, human health and safety, in the area of labour.

**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. It comprises approximately 100 indicators in addition to those used in the Global Workforce Analysis. The indicators are selected in cooperation with the relevant counterparties and cover major components of the Group Human Resources policy, such as mobility, career management, training, work conditions, employee dialogue, Code of Conduct application, human rights, health, compensation, retirement benefits and insurance. The survey covers a representative sample of the consolidated scope. This tool was upgraded in 2014 with new indicators regarding the ILO Fundamental Conventions.

Since 2002, the Group is partnering with GoodCorporation, a company specializing in **ethical assessments**, to check the application of the principles set out in the Code of Conduct at the Subsidiary level. These assessments include criteria relating to human rights and fundamental freedoms, and corruption. As part of the process, a selection of employees and external stakeholders of the Subsidiary is questioned to gain an understanding of how its Activities are perceived locally. Following the assessment, the Subsidiary in question defines and implements an action plan and a monitoring procedure.

Moreover, the **Supplier qualification process** was harmonized in 2017 by Total Global Procurement and it will be rolled out gradually throughout the Group using a consolidated database. The process covers human rights, environment, health and safety. Depending on the results of a risk analysis carried out by Supplier, a detailed assessment is carried out. It includes questionnaires addressing the aforementioned issues and, if needed, an action plan, a technical inspection of the site by an employee or an audit of working conditions carried out by a specialist service provider with which a framework agreement was signed in 2016.

[Human Rights Briefing Paper 2018, p. 20-26, "Addressing our salient issues in the workplace-"](#)

[RD 2017; p. 100 – Assessment procedures](#)

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

A European Committee (single representative body for the employees at the Group level) has been set up in order to inform employees and hold discussions on the Group's strategy, its social, economic and financial situation, as well as questions of sustainable development, environmental and societal responsibility, and safety on a European scale. It examines any significant proposed organizational change concerning at least two companies in two European countries, to express its opinion, in addition to the procedures initiated before the national representative bodies. A new agreement was reached in July 2017 that contains some innovative measures allowing for better dialogue with the members of the European Committee (field safety visits and learning expeditions to discuss the Group's strategy directly on site).

The FAIR Committee made up of members from Total and trade unions affiliated with IndustriALL meets annually to assess the implementation of the Global Agreement with IndustriALL Global Union and identify areas for improvement and actions to be carried out. The first meeting was held in April 2016; two other

[RD 2017 p. 174 – Dialogue with employees](#)

[Total's 2018 Human Rights Briefing Paper \(page 21\)](#)

meetings have been held since then in 2017 and 2018.	
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**Allocation of responsibilities and accountability within the organization**

Lapour principles are monitored by the People & Social Responsibility division, one of the two corporate divisions, which consists of: the Human Resources division, the Health, Safety and Environment division (which combines HSE departments across the different segments to establish a strong, unified environmental and safety model), the Security division, and the Civil Society Engagement division. The Senior Vice President, People & Social Responsibility, is a member of the Executive Committee.

Accountability also resides with line management and the Human Resources teams in the different entities within the Group.

The role of the Country Chairs (Group Representatives), has been introduced to address several objectives of the One Total Project, including:

- Promoting certain major Group policies evenly across the various affiliates in a given country: Security, Safety, Ethics and Corporate Social Responsibility (CSR).
- Offering improved career development opportunities to local employees in a given country through cross-LBU human resources (HR) management.
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[RD 2017 p. 27 – a revamped operational structure](#)

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

The Group has put in place a variety of communication and information channels so that all employees of Total S.A. and its Subsidiaries can access its Action Principles in relation to human rights and fundamental freedoms, health, safety and the environment.

The Group’s actions in the field of training address sharing Total’s corporate values, particularly respect to HSE, ethics, leadership, innovation and digital technology. Labour principles and working conditions are thus addressed in various internal presentations and training programs.

**Code of conduct**

The Code of Conduct is distributed to all employees and can be consulted on the Group’s website. All new employees must confirm that they are familiar with it. A number of practical guides are available on the Group’s intranet, such as for example the Human Rights Guide and the Guide to dealing with religious questions within the Group, to help Group employees apply the commitments set out in the Code of Conduct to individual cases.

**HSE**

Tools have been developed for employee use, for instance the “Safety +” web application in the field of HSE, which aims to provide a unique forum for sharing and promoting significant individual or collective safety actions (good practice, compliance with rules, initiatives) implemented at the Group’s 750 entities

The HSE division organizes the Group’s World Safety Day, which aims to bring teams on board and raise awareness of ways to put the HSE Action Principles into practice. The Group’s employees implement its safety culture on a day-to-day

[RD 2017, p. 175 – Training: p. 101 - Awareness and training actions](#)

basis through “Safety Moments” at the beginning of meetings or before hazardous operations, consisting of a short discussion to reiterate the key safety messages and focus participants on their mutual commitments.	
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**Active engagement with suppliers to address labour-related challenges**

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 supplier audits performed by an external service provider, and through the new suppliers qualification and monitoring methodology.	<a href="#">RD 2017, p. 96 – Vigilance plan; p. 199-200 – Contractors and suppliers</a>  <a href="#">Human Rights Briefing Paper 2018</a>
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**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>To support employees on a day-to-day basis, the Group encourages a climate of dialog and trust that enables individuals to express their opinions and concerns. Employees can thus go to their line manager, an HR or other manager, their Compliance Officer or their Ethics Officer.</p> <p>The Total’s Worldwide Human Resources Survey is used to monitor Human Resources management within the Group, through an annual survey performed on a sample of employees from the consolidated companies, representative of their distribution by business segment and region.</p> <p>The Group’s employees and Suppliers, as well as any other external stakeholder, can contact the Ethics Committee to ask questions or report any incident where there is a risk of non-compliance with the Code of Conduct using the generic email address (<a href="mailto:ethics@TOTAL.com">ethics@TOTAL.com</a>). The system is supplemented by specific whistleblowing mechanisms implemented at certain subsidiaries (SunPower, Hutchinson).</p> <p>For suppliers, an internal mediator acts as a facilitator, should disagreements reach an impasse. Serving suppliers and purchasing officers, the mediator restores communication and helps find out-of-court solutions when attempts to resolve differences with a regular contact have been unsuccessful.</p> <p>Grievance handling procedures are also in place within the Group in order to receive and facilitate the resolution of concerns and grievances of local communities affected by its Activities.</p>	<a href="#">RD 2017, p. 171-177 – Social information</a>  <a href="#">Human Rights Briefing Paper 2018, p. 20-26, “Addressing our salient issues in the workplace-”</a>  <a href="#">Web-Sustainable purchasing, a day-to-day commitment</a>
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**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 aggregates a series of <b>social indicators</b> that allow us to follow the evolution of our performance as we aim to reach for our objectives. Social reporting is based on two surveys: the Global Workforce Analysis, and the complementary Worldwide Human Resources Survey. Two centralized tools (Sogreat and HR4U) facilitate performance of the above surveys.	<a href="#">RD 2017, p. 144 – Dialogue with employees</a>  <a href="#">web – SP, Social indicators</a>
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**Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future**

<p>Total's commitment to dialogue with the representative organization of workers is stated in its Code of Conduct. This approach is illustrated by several commitments made by the Group, such as the signing of a global agreement with the trade union federation IndustriALL in and its adhesion on December 21, 2017 to the Global Deal initiative.</p> <p>A CSR global agreement monitoring committee, known as the "FAIR Committee", meets every year in the presence of representatives who are members of trade unions affiliated with the IndustriALL Global Union and appointed by this federation to monitor and implement the agreement. It identifies good practice and areas for improvement.</p> <p>A European Committee (single representative body for the employees at the Group level) has been set up in order to inform employees and hold discussions on the Group's strategy, its social, economic and financial situation, as well as questions of sustainable development, environmental and societal responsibility, and safety on a European scale. It examines any significant proposed organizational change concerning at least two companies in two European countries, to express its opinion, in addition to the procedures initiated before the national representative bodies. A new agreement was reached in July 2017 that contains some innovative measures allowing for better dialogue with the members of the European Committee (field safety visits and learning expeditions to discuss the Group's strategy directly on site).</p>	<p><a href="#">Total's Code of Conduct, pages 10-11</a></p> <p><a href="#">RD 2017, p. 144 – Dialogue with employees</a></p>
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**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**

<p>Total is committed to conveying its principles and values to its suppliers and has developed a document that must be attached or transposed in contracts with them, called "<a href="#">Fundamental Principles of Purchasing</a>". Suppliers are expected to respect and make sure that their own suppliers respect these principles that are priorities for the Group: respecting Human Rights at work (Universal Declaration of Human Rights and fundamental principles of the ILO); protecting health, safety and security, preserving environment, preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development.</p> <p>Starting in 2018, a human rights risk analysis will be carried out for potential suppliers, or suppliers renewing a contract with Total up to certain monetary threshold. The analysis will be based on country human rights risks and product category risks (e.g. labor/manpower risks). The methodology also incorporates self-assessments, audits, and action plans where necessary i.e. depending on the level of risks identified. Where action plans are recommended to ensure respect for human rights, we require our suppliers to implement them and provide support.</p>	<p><a href="#">Fundamental Principles of purchasing</a></p> <p><a href="#">Human Rights Briefing paper 2018</a></p> <p><a href="#">RD 2017, p. 96 – Vigilance plan</a></p>
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**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**

<p>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</p>	<p><a href="#">RD 2017, p. 96 – Vigilance plan;</a></p>
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<p>through annual supplier reviews or supplier days and through the new suppliers qualification process..</p>	<p><a href="#">p. 199-200 – Contractors and suppliers</a></p> <p><a href="#">Total’s agreement with international union federation IndustriALL Global Union</a></p>
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**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.*

<p>To measure the outcomes of integration of the Labour principles in our operating processes, indicators are used to measure the main results in these areas.</p> <p>For instance, 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.</p> <p>The Group’s efforts on preventing occupational and transport accidents cover both employees of Group companies and employees of external contractors, whose safety indicators are monitored with the same vigilance.</p> <p>The integration of the Labour principles therefore allows the Group to apprehend more easily the potential societal and social risks threatening its operations.</p>	<p><a href="#">RD 2017, p. 178-179 - Occupational Health &amp; Safety</a></p> <p><a href="#">Total’s 2018 Human Rights Briefing Paper (pages 20-23 on “Human Rights in the Workplace”)</a>.</p> <p><a href="#">SP- Social indicators</a></p>
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**Other established or emerging best practices**

<p>A large majority of employees benefit from laws that guarantee a minimum wage, and, whenever this is not the case, the Group’s policy ensures that compensation is above the minimum wage observed locally. Regular benchmarking is used to assess <b>compensation</b> based on the external market and the entity’s competitive environment. Each entity’s positioning relative to its reference market is assessed by the Human Resources department of each business segment, which monitors evolutions in payroll, turnover and consistency with the market.</p> <p>In 2017, 92.1% of Group companies payed salaries above the legal minimum of their country. These companies represent 85% of the workforce. (<i>Source: PSM 2017 Indicators RM 50 and RM 50b</i>)</p> <p>The Group also offers <b>pension and employee benefit programs</b> (health and death) meeting the needs of the subsidiaries and the Group’s standards. These programs, which supplement those that may be provided for by local regulations, allow each employee to:</p> <ul style="list-style-type: none"> <li>• Benefit, in case of illness, from coverage that is at least equal to the median amount for the national industrial market;</li> <li>• Save or accumulate income substitution benefits for retirement;</li> <li>• Arrange for the protection of family members in case of the Employee’s death via insurance that provides for the payment of a benefit</li> </ul>	<p><a href="#">RD 2017, p. 172-173 - Compensation</a></p>
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<p>recommended to equal two years' gross salary.</p> <p>These programs are reviewed on a regular basis and adjusted when necessary.</p> <p>Additionally, <b>employee shareholding</b>, one of the pillars of the Group's Human Resources policy, is extended via three main mechanisms: the grant of performance shares, share capital increases reserved for employees, and employee savings. In this way, TOTAL wishes to encourage employee shareholding, strengthen their sense of belonging to the Group and give them a stake in the Group's performance by allowing them to benefit from their involvement.</p> <p>In terms of <b>health</b>, in 2017, 98.0% of employees benefited from regular medical monitoring.</p> <p>The Group's actions in the field of <b>training</b> are also aimed to increase key skills in all business areas to maintain a high level of operating performance and promote employees' integration and career development: in 2017, 76,8% of all Group employees received training.</p> <p>Numerous actions are taken to <b>promote diversity</b>, as it is an essential component to the Group's competitiveness, innovative capacity and attractiveness. That is why Total develops its employees' skills and careers while prohibiting any discrimination related to origin, gender, sexual orientation or identity, disability, age or affiliation with a political, labor or religious organization, (a new Guide to taking into account religious teachings in the Group was distributed). This commitment is supported at the highest level to ensure that all employees, regardless of their gender or nationality, are offered the same career opportunities.</p>	
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## 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)**
  - *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>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 <a href="#">Total's Human Rights Guide</a>.</p> <p>Total has been a member of the <b>World Bank's Global Gas Flaring Reduction</b> 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.</p> <p>In November 2014, Total decided to join the call from the <b>United Nations Global Compact</b>, which encourages companies to consider a CO<sub>2</sub> 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</p>	<p><a href="#">Total Human Rights Guide</a></p> <p><a href="#">RD 2017, p. 189-192 - TCFD</a></p> <p><a href="#">web – SP, CDP</a></p>
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<p>engage while preventing the distortion of competition between industries or regions in the world.</p> <p>In the same spirit, in June 2015, Total was one of six European Oil &amp; Gas companies to send a joint letter to the <b>UNFCCC’s Executive Secretary</b> 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>In November 2014, Total also announced that it was joining the <b>World Bank’s planned Zero Routine Flaring by 2030 Initiative</b> as well as <b>the Climate and Clean Air Coalition</b>, which works to more effectively measure, manage and mitigate methane emissions.</p> <p>Launched in 2014 by Total and nine other companies, the <b>Oil &amp; Gas Climate Initiative (OGCI)</b> has set itself the objective of driving practical action to mitigate the industry’s greenhouse gas emissions. The organization has expressed its collective support for the <b>Paris Agreement</b> and welcomed its entry into force in November 2016.</p> <p>In June 2017, the <b>TCFD</b> (Task Force on Climate-related Financial Disclosures) of the G20’s Financial Stability Board published its final recommendations on information pertaining to climate to be released by companies. After analyzing the final report, TOTAL publicly announced its support for the TCFD and its recommendations during the summer of 2017.</p>	
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**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.</p> <p>We take the 2°C Sustainable Development Scenario of the International Energy Agency (IEA) 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>Environmental stewardship is an essential aspect of our business model. As a major player in the oil and gas industry, Environmental risks are an inherent part of the oil and gas business. This creates a dual challenge for the industry, which has to both meet energy needs and protect the environment. That's why the concept of environmental performance is so important to Total. We address environmental factors with the utmost diligence. This improvement approach is not only a prerequisite for carrying out our operations in our host countries, but also a decisive competitive advantage. What's more, it is a source of pride for our team members and a powerful commitment to our stakeholders.</p>	<p>Total’s 2017 Climate report p. 22</p> <p><a href="#">RD 2017, p. 76-77 – Industrial and environmental risks and risks related to climate issues</a></p>
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**Written company policy on environmental stewardship**

<p><b>Environment</b></p> <p>Total’s environment policy is based on the Group’s <a href="#">Safety, Health, Environment and Quality charter</a>.</p> <p>TOTAL implements <b>an active policy of avoiding, reducing, managing and monitoring</b> the environmental footprint of its operations. As part of this policy,</p>	<p><a href="#">RD 2017, p. 180 – Environmental protection</a></p>
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emissions are identified and quantified by environment (water, air and soil) so that appropriate measures can be taken to better control them.	
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 <a href="#">Total's Human Rights Guide</a> .	

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

To ensure the conveyance of its principles and values to its suppliers, Total has developed a document that must be attached or transposed in contracts: the " <a href="#">Fundamental Principles of Purchasing</a> ". Suppliers are expected to respect and make sure that they, and 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, <b>preserving environment</b> , preventing corruption and conflict of interests, fighting corruption, respecting the competition law as well as promoting economic and social development.	<a href="#">Fundamental Principles of purchasing</a>
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**Specific commitments and goals for specified years**

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: <ul style="list-style-type: none"> <li>- Continue its efforts to reduce greenhouse gas (GHG) emissions, particularly through: <ol style="list-style-type: none"> <li>1. an 80% reduction of routine flaring with the aim to eliminate it by 2030,</li> <li>2. an average 1% improvement per year in the energy efficiency of the Group's operated facilities;</li> </ol> </li> <li>- decrease SO2 air emissions by 50%;</li> <li>- maintain hydrocarbon content of water discharges below 30 mg/l for offshore sites and below 15 mg/l for onshore and coastal sites.</li> </ul> <p>Moreover, the Group has committed to:</p> <ul style="list-style-type: none"> <li>- Systematically developing biodiversity action plans for production sites located in protected areas;</li> <li>- refrain from conducting oil and gas exploration or production operations at natural sites included on the UNESCO World Heritage List of June 4, 2013, as well as not to conduct any exploration activities of oil fields under sea ice in the Arctic.</li> </ul> <p>In July 2018, Total reaffirmed its biodiversity commitments by signing, along other French companies, the Act4Nature initiative led by EpE (<b>Entreprises pour l'Environnement</b>). In addition to the global commitments taken by the group of companies, Total disclosed its individual commitments. These can be found on the biodiversity brochure available <a href="#">here</a>.</p>	<a href="#">RD 2017, p. 180 – Environmental protection</a>
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**Other established or emerging best practices**

Total's environmental objectives and goals, as well as the yearly results of associated performance indicators, are available on the Group's corporate website.	<a href="#">web – SP, Environmental indicators</a>
<b>Circular economy</b>	<a href="#">RD 2017, p. 70 –</a>

<p>Total announced in February 2017 a circular economy action plan covering the 2017-2020 period which comprises five commitments (purchasing, waste, new ranges of polymers with recycled plastics, solarization of service stations and improvement of energy efficiency).</p> <p><b>R&amp;D</b> To achieve the Group’s 20 year ambition, the portfolio of R&amp;D program is divided between transverse programs developed at all of the R&amp;D centers and vertical programs specific to the different businesses. The portfolio aims to understand the impact of the Group’s operations and products on environments and ecosystems, develop and industrialize carbon capture, use and storage (CCUS), solar and biomass technologies to help prepare for future energy needs and to continue addressing climate issues, and designing and producing practical, innovative and competitive products and materials that meet customers’ needs by delivering better performance and helping to improve energy efficiency and reduce environmental impacts.</p> <p><b>Partnerships</b> The Group also actively contributes to the development of best practices related to biodiversity and ecosystem management in the extractive industry through its partnerships with IPIECA, the Cross-Sector Biodiversity Initiative (which brings together the Equator Principles signatory banks and the mining and oil industries), the United Nations Environment Program’s World Conservation Monitoring (UNEP-WCMC) and other work groups on biodiversity bringing together stakeholders from beyond the private sector, such as the Business and Biodiversity Offset Program (BBOP), which includes international NGOs, governments, universities, the World Bank, etc.</p> <p><b>Corporate citizenship</b> In order to boost the impact of its societal initiatives, Total has selected four areas of intervention that it considers to be vital for the territories’ sustainable development. One of them is forests and climate, for a beneficial environment for humans, by:</p> <ul style="list-style-type: none"> <li>- protecting forests and sensitive ecosystems (mangroves, wetlands),</li> <li>- reforestation and tree planting,</li> <li>- educating young people about environmental protection.</li> </ul>	<p><a href="#">Research and Development; p. 183 – Circular economy</a></p>
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**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 <b>Risk Committee</b> (called “Corisk”), chaired by a member of the Executive Committee, the Senior Vice President Strategy &amp; Innovation or the Chief Financial Officer. 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 <b>environment, community development, social responsibility, health and hygiene, industrial safety, security</b> and Human Rights. The environmental risks and impacts are there for assessed and reviewed before the final decision is made.</p>	<p><a href="#">RD 2017, p. 181 – Incident risk; p. 190 – 5.2.4.1 Governance</a></p>
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☑ **Assessments of lifecycle impact of products, ensuring environmentally sound management policies**

<p><b>Sites</b></p> <p>The environmental management systems on Total’s major sites are ISO 14001 certified: 100% of the 67 production sites emitting more than 10kt of GHG per year (excluding start-ups or newly acquired sites, which have two years to be certified) are ISO 14001 certified.</p> <p>Overall, at year-end 2017, 252 sites had ISO 14001 certification.</p> <p>Group rules require certification to be obtained within two years of start-up of operations.</p> <p><b>Products</b></p> <p>Many of the products that TOTAL markets pose potential risks; for example, if they are used incorrectly. The Group therefore aims to meet its current and future obligations with regard to information and prevention in order to minimize the risks throughout its products’ life cycle. TOTAL’s health and products directive sets out the minimum requirements for marketing the Group’s products worldwide in order to reduce potential risks to consumer health and the environment.</p> <p>TOTAL identifies and assesses the risks inherent to its products and their use, and then informs customers and users of these risks and the applicable prevention and protection measures.</p>	<p><a href="#">RD 2017, p. 180 – Environmental protection RD 2017, Chapter 3 – Point 3.3.3.1, p. 90, Chapter 5 – points 5.3.5.3 Consumer health &amp; safety p. 203</a></p>
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☑ **Allocation of responsibilities and accountability within the organisation**

<p><b><u>New organisation</u></b></p> <p>In 2016, Total set up a new organization, under the “One Total” project, to implement its ambition, with, in particular:</p> <ul style="list-style-type: none"> <li>• a Strategy-Innovation corporate division, which includes a Strategy &amp; Climate division tasked with incorporating climate issues into the Group’s strategy.</li> <li>• a People &amp; 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.</li> </ul> <p>The Senior Vice President Climate chairs the <b>Climate-Energy steering committee</b>, which includes transverse Holding functions and representatives of Strategy and HSE management from the various business segments. The mission of this committee consists of structuring the Group’s approach to the climate</p> <p><b>The HSE division and the HSE departments</b> within the Group’s entities seek to ensure that both applicable local regulations and internal minimum requirements are being met.</p> <p><b><u>Executive Committee</u></b></p> <p>The Executive Committee relies on the work done by the <b>Group Risk Management Committee</b> to have a map of the climate-related risks to which the Group is exposed, and to make sure that the risk management measures in place are efficient.</p> <p>Moreover, the <b>Risk Committee (CORISK)</b> assesses investment projects, the risks and the corresponding climate-related issues (flaring, greenhouse gas emissions, sensitivity to CO2 prices) before they are presented to the Executive Committee.</p>	<p><a href="#">RD 2017 p. 190 – 5.2.4.1 Governance</a></p>
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<p><b>Board of Directors</b></p> <p><b>TOTAL's Board of Directors</b> ensures that climate-related issues are incorporated into the Group's strategy. Every year, the Board of Directors reviews the main issues related to climate change in the strategic outlook review of the Group's business segments, which are presented by the respective general management structures.</p> <p>Also, within the Board, <b>the Audit Committee</b> does more specific work on the climatic and environmental reporting processes in the review of the performance indicators published by TOTAL in its annual reports and audited by an independent third-party organization.</p> <p>In 2016, <b>the Compensation Committee of the Board</b> also decided to introduce changes to the variable compensation of the Chairman and Chief Executive Officer to take better account of the achievement of Corporate Societal Responsibility (CSR) and HSE targets.</p> <p>Finally, in September 2017, the Board of Directors decided to change the regulations of the Strategic Committee in order to broaden its missions in the realm of CSR and in questions relating to the inclusion of climate-related issues in the Group's strategy. This committee is now called the <b>Strategic &amp; CSR Committee</b>.</p>	
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**Internal awareness-raising and training on environmental stewardship for management and employees**

<p>Total seeks to ensure that all employees share its environmental protection requirements. Employees receive training in the required skills. Total also raises employee awareness through internal communication campaigns (e.g., in-house magazines, intranet, posters) and provides annual information about the Group's environmental performance.</p> <p>Training courses are organized for managers and senior executives. 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>Following Total's biodiversity commitments announced in July 2018 as part of the Act4Nature initiative, Total committed to promoting the awareness of its employees on biodiversity issues through actions promoting biological diversity within the French headquarters buildings.</p>	<p><a href="#">RD 2017, p. 180 – General policy and environmental targets</a></p> <p><a href="#">web-SP, Environment</a></p>
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**Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts**

<p>The Group's employees and Suppliers, as well as any other external stakeholder, can contact the Ethics Committee to ask questions or report any incident where there is a risk of non-compliance with the Code of Conduct using the generic email address (<a href="mailto:ethics@TOTAL.com">ethics@TOTAL.com</a>). The system is supplemented by specific whistleblowing mechanisms implemented at certain subsidiaries (SunPower, Hutchinson).</p> <p>Grievance handling procedures are also in place within the Group in order to receive and facilitate the resolution of concerns and grievances of local communities affected by its Activities.</p>	<p><a href="#">Total's Code of Conduct: Speaking up p. 22</a></p> <p><a href="#">Total's 2018 Human Rights Briefing Paper (page 30-32)</a></p> <p><a href="#">RD 2017, p. 194 – 5.3.2.2 Handling</a></p>
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Mechanisms are also in place at all of Total's main industrial sites so that neighbors can reach the company in case an environmental incident is detected.	<a href="#">grievances from local communities</a>  <a href="#">RD 2017, p. 96-101 – Vigilance plan</a>
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**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**

<p>For many years, the Group has been developing a <b>normative framework</b> relating to safety, security, industrial health and hygiene, the environment and societal, as well as the corresponding management systems in these areas (Management and Expectations Standards Toward Robust Operations, MAESTRO) which meets the requirements of the standards ISO 14001, ISO 9001 and OHSAS 18001, as well as the new ISO 45001.</p> <p>In this respect, directives have been drawn up for occupational health and safety.</p> <p>These directives set out TOTAL's requirements in these areas for personnel working on its sites. TOTAL's HSE division conducts MAESTRO audits of all operated sites every four years. Audits conducted with MAESTRO give rise to recommendations and strengthen efforts in order to better manage the Group's operations.</p> <p>The Group's <b>reporting</b> for environmental indicators is based on a Group reporting procedure, together with segment-specific instructions.</p> <p>In 2017, environmental reporting covered all activities, sites and industrial assets in which Total S.A., or one of the companies it controls, is the operator, i.e. either operates or contractually manages the operations ("operated domain"): 796 sites at year-end 2017. Greenhouse gas (GHG) emissions "based on the Group's equity interest" are the only data which are published for the "equity interest" scope. This scope, which is different from the "operated domain", includes all the assets in which the consolidated entities have a financial interest or rights to production.</p>	<p><a href="#">web – SP, Environmental Indicators</a></p> <p><a href="#">web – SP, Environment</a></p> <p><a href="#">web – SP, Reporting scopes and method</a></p> <p><a href="#">web – SP, Materiality analysis</a></p>
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**Leadership review of monitoring and improvement results**

The <b>HSE division and the HSE departments</b> within the Group's entities seek to ensure that both applicable local regulations and internal minimum requirements are being met.	<a href="#">RD 2017, p. 180 – General policy and environmental targets</a>
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**Process to deal with incidents**

<p><b>Crisis management</b></p> <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.</p> <p>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</p>	<a href="#">RD 2017, p. 181-182 – Incident risk</a>
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<p>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 the event of accidental pollution, the Group companies can call on in-house human and material resources (Fast Oil Spill Team, FOST) and benefit from assistance agreements with the main third-party organizations specialized in the management of hydrocarbon spills.</p>	
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**☑ Audits or other steps to monitor and improve the environmental performance of companies in the supply chain**

<p>The Fundamental Principles of Purchasing, introduced in 2010 and formally set out in a Group directive in 2014, specify the commitments that Total expects from its suppliers in numerous areas, including the preservation of the environment.</p> <p>During the working conditions assessment of our suppliers, done by a third party service provider, the audit referential includes some management systems and environment aspects.</p>	<p><a href="#">Fundamental principles of purchasing</a></p>
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**☑ 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.*

<p>To measure the outcomes of integration of the Environmental principles in our operating processes, indicators are used to measure the main results in these areas, they are available on our website (Climate and Environmental indicators).</p> <p>Having clear objectives allows the group to continually improve its performances. Overall, most of our 2020 environmental goals have been achieved already, as such:</p> <ul style="list-style-type: none"> <li>• 87% of routine flaring reduction between 2010 and 2017 (against a 80% target for 2020)</li> <li>• Improvement by 14% of the energy efficiency of the Group's facilities between 2010 and 2017 (against an average 1% improvement per year in the energy efficiency of the Group's operated facilities)</li> <li>• More than 50% of reduction of SO2 emissions since 2016 (50% was our objective for 2020)</li> <li>• More than 100% of the Group's oil sites met the target for the quality of offshore and onshore discharges since 2016.</li> </ul> <p>The integration of the Environmental principles also allows the Group to apprehend more easily the potential Environmental risks threatening its operations (<a href="#">see RD 2017, p. 76 – Industrial and environmental risks and risks related to climate issues</a>).</p>	<p><a href="#">web – SP, Climate indicators</a></p> <p><a href="#">web – SP, Environmental indicators</a></p>
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**☑ Other established or emerging best practices**

<p>Total has been responding to the CDP's annual survey on greenhouse gas emissions since 2003. Our responses are published at the <a href="#">CDP site</a> and obtained the A- mark in 2017.</p> <p>In 2017, Total also responded to the CDP Water questionnaire and also obtained the A- mark.</p>	
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## 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.</p> <p>As stated in its Code of Conduct, <b>Total rejects corruption in all its forms</b>. The Group adopts a <b>'zero tolerance' approach to corruption</b> and adheres to the strictest integrity standards. This Code sets out the business principles and individual behavior that everyone must follow both in their day-to-day decision-making and in their relations with the Company's stakeholders. In it, Total also reiterates its support for the OECD Guidelines and the Tenth Principle of the United Nations Global Compact, which urges businesses to work against corruption in all its forms.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**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 <a href="#">Code of Conduct (page 9)</a> states 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> 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><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**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 <b>OECD Guidelines for Multinational Enterprises</b>. In its <b>Business Integrity Guide</b>, Total 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.</p> <p>Indeed, as a member of the <b>Global Compact Anti-Corruption Working Group</b>, Total took part in the writing of <a href="#">"Fighting Corruption in the Supply Chain: A Guide for Customers and Suppliers"</a> in 2010.</p> <p>As a member of the Global Compact's Anti-Corruption Working Group, Total's CEO signed the "Call to action" on December 2<sup>nd</sup>, 2014.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**Detailed policies for high-risk areas of corruption**

<p>Total has implemented internal norms aimed at ensuring that its business practices are in compliance with its Code of Conduct as well as anti-corruption regulations. They are based on the Anti-Corruption Compliance Policy establishing the scope and organization of the Anti-Corruption Compliance Program.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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<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.</p> <p>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>	
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**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 <a href="#">Business Integrity Guide</a> 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 previously, such as the one on joint ventures, also contains principles to be applied in our business relations to prevent corruption.</p>	<p><a href="#">Total's Business Integrity Guide</a></p> <p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**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>As advanced in our Code of Conduct, signed and approved by Total's CEO, one of our three priority business principles is the compliance with the highest integrity standards, in particular by preventing corruption.</p> <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><a href="#">web – SP, Business ethics</a></p>
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**Carrying out risk assessment of potential areas of corruption**

<p>As a priority of General Management, the Group deploys an <b>ethics policy and compliance programs</b>, in particular for the prevention of corruption, fraud and competition law infringement. These programs include reporting and control actions (review and audit missions).</p> <p><b>Risk assessments</b> are conducted through risk mappings drawn up by 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><b>Ethics assessments</b> are also conducted (GoodCorporation, CDA, International Alert and the Danish Institute for Human Rights). In these areas, the Group also relies on the Compliance network and the Ethics Committee, the role of which is to listen and provide assistance.</p> <p><b>Anti-corruption and human rights</b></p>	<p><a href="#">RD 2017, p. 88 – Control environment; p. 201 – Fair operating practices</a></p> <p><a href="#">HR Briefing paper</a></p>
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<p>Over the years, various experts and stakeholders have recognized the strong connection between anti-corruption and human rights. At Total, we recognize this connection, considering that our activities are oftentimes in challenging governance and operating contexts, as well as the opportunities for synergy to enable even progress in these areas in relation to our activities.</p> <p>Hence, both our Anti-corruption compliance and human rights teams continue to work together on a range of areas including:</p> <ul style="list-style-type: none"> <li>- Our Business Ethics Day, which each year focuses concurrently on anti-corruption and human rights</li> <li>- Our due diligence process for mergers and acquisitions within the Group which now seeks, on a case-by-case basis, to cover both anti-corruption and human rights issues</li> <li>- Our supplier qualification and monitoring methodology which adapts relevant learning from our anti-corruption compliance monitoring methodology</li> <li>- Our land acquisition processes e.g. in the context of pipeline projects to ensure transparency in the engagement and payment/compensation process as well as the communities' land rights.</li> </ul>	
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**Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees**

<p>More than <b>360 Compliance Officers</b> are in charge of deploying our Anti-corruption program in our subsidiaries under the supervision of our Chief Compliance Officer.</p> <p>Since 2015, Total holds a <b>Group-wide Business Ethics day</b> on an annual basis. This event is an occasion to reiterate our values and commitment regarding our fight against both corruption and fraud. 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. The third of these events was held in 2017 and was dedicated to the Group’s value, “Respect for Others”, and ethical dilemmas. Our subsidiaries are effectively taking part in our prevention program, thanks to local initiatives and participation to our annual <b>Business Ethics Day</b>.</p> <p>One of the pillars of our anticorruption program is <b>training and awareness raising</b>:</p> <ul style="list-style-type: none"> <li>• 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) as well as all new employees in our headquarters in Paris;</li> <li>• more targeted training activities intended for the most highly exposed positions (particularly for implementation of new rules); and</li> <li>• in-depth training for all Compliance Officers.</li> </ul> <p>Moreover, a <b>Business Integrity Guide</b> spells out the Group’s integrity standards which are expressed as five key priorities: the fight against corruption, the rejection of fraudulent practices, the declaration of conflicts of interest, the respect of competition law and fulfilling commitments. It is distributed to employees and are available on the intranet. They also set out the rules of individual behavior expected of all employees in the countries where the Group has a presence.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p> <p><a href="#">Total’s Business Integrity Guide</a></p>
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**Internal checks and balances to ensure consistency with the anti-corruption commitment**

<p><b>The Ethics Committee</b>, among others, ensures that the Code of Conduct is disseminated, understood and applied across the Group.</p> <p>Implementation on the ground is conducted with the help of a network of more than 360 <b>Compliance Officers</b>, with a coordination at corporate level.</p> <p>In addition, missions carried out by the <b>Group Audit Department</b> include, depending on their purpose, controls to ensure compliance processes are being followed.</p> <p>Moreover, <b>six to eight audits</b> 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.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**Actions taken to encourage business partners to implement anti-corruption commitments**

<p>Communication and sensitization campaigns are frequently renewed to increase awareness of our employees and third parties to ensure that our values are shared at every stage of our business relations.</p> <p><b>Total's Code of Conduct</b> is distributed to the main business partners.</p> <p>Total's suppliers must be made aware of our <b>Fundamental Principles of Purchasing</b>, 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.</p> <p>The deployment of the anti-corruption policy in purchasing also continued in 2017 with awareness-raising sessions held for over 100 strategic suppliers at the <b>Supplier Day</b>.</p> <p>To contribute to collective action in the fight against corruption, Total joined the <b>Partnering Against Corruption Initiative (PACI)</b> in 2016. By signing the PACI Principles, Total insisted on its will to raise awareness among all of its host countries, where Total conducts its industrial and commercial activities, worldwide, to gradually strengthen their legal framework in order to prevent corruption and respect human rights. This is one of the major stakes of the Future of Trust and Integrity project which is actively followed-up by Total.</p> <p>Total also signed <b>the Global Compact Anti-Corruption Call to Action</b> in 2014.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p> <p><a href="#">Fundamental Principles of purchasing</a></p> <p><a href="#">Total's Code of Conduct</a></p>
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**Management responsibility and accountability for implementation of the anti-corruption commitment or policy**

<p><b>The Chairman and CEO</b> 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><b>The Ethics Committee</b>, 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 360 <b>Compliance Officers</b>, with a coordination at corporate level.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**Communications (whistleblowing) 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>The Group’s employees and Suppliers, as well as any other external stakeholder, can contact the Ethics Committee to ask questions or report any incident where there is a risk of non-compliance with the Code of Conduct using the generic email address (<a href="mailto:ethics@TOTAL.com">ethics@TOTAL.com</a>). The system is supplemented by specific whistleblowing mechanisms implemented at certain subsidiaries (SunPower, Hutchinson).</p>	<p><a href="#">Total’s Code of Conduct: Speaking up, page 22</a></p>
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**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><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**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.</p> <p>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><a href="#">web – SP, Business Ethics</a></p> <p><a href="#">RD 2017, p. 127-129</a></p> <p><a href="#">HR p.15 – Transparency</a></p>
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**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 and/or legal actions.</p> <p><b>Alerts</b></p> <p>Every employee should alert on any fact that might constitute a behavior contrary to the principles of the Code of Conduct, for example, a case of corruption. In order to do so they can contact:</p> <ul style="list-style-type: none"> <li>• their hierarchy who must report any incident to the entity’s Compliance Officer, the Compliance Officer or Ethics Officer for their entity or Branch,</li> <li>• the Group Ethics Committee through the email address : <a href="mailto:ethics@total.com">ethics@total.com</a> (also available to third parties).</li> </ul> <p><b>Reporting</b></p> <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 and the Audit Committee of the Board together with recommendations to reinforce the program, if applicable.</p>	<p><a href="#">web – SP, Business Ethics</a></p> <p><a href="#">RD 2017, p. 88 – Control environment; p. 201 – Fair operating practices</a></p>
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<p><b><u>Investigations and disciplinary actions</u></b></p> <p>Total expects its employees and stakeholders to adhere to the values of the Code of Conduct.</p> <p>Any suspicion of practices contrary to the Group's integrity standards is immediately investigated in order to stop same, if proven. Employees who have been proven, after reviewing all relevant facts, to have offered, accepted or benefited from corruption will be held liable and will be subject to disciplinary actions, up to dismissal. The entity's general management may decide to take legal action after a case by case analysis of the situation.</p>	
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**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>For more information, please refer to our Registration Document 2017 – p. 87, Legal Arbitration and proceedings.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**Use of independent external assurance of anti-corruption programmes**

<p>The Group's commitment is embodied by a robust anti-corruption compliance program, in accordance with the undertakings made by the Group to the United States authorities as part of the monitorship (2013-2016) and with the requirements of the French law of December 9, 2016 on transparency, the fight against corruption, modernization of the economy.</p>	<p><a href="#">RD 2017, p. 201 – Fair operating practices</a></p>
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**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>Strong policies to avoid ethical misconduct (notably with respect to human rights) or non-compliance with applicable laws and regulations (including corruption, fraud and competition laws) by Total or any third party acting on its behalf allows the Group and/or its employees to avoid criminal and civil penalties and damage to their reputation and shareholder value.</p>	<p><a href="#">RD 2017 p. 81 – Ethical misconduct and non-compliance risks</a></p>
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## 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
- Migration
- Food Security

- **Human Rights**
- Children's Rights
- **Gender Equality**
- Health
- Education
- Humanitarian Assistance
- **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](http://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><b>Climate and access to energy</b></p> <p>Meeting the energy needs of a growing global population, providing concrete solutions to help limit global warming, adapting to new patterns of consumption and changes to the expectations of customers and stakeholders constitute the challenges that a major energy player like TOTAL can help to tackle.</p> <p>To respond to these challenges, Total's ambition over the next 20 years is to become the responsible energy major by contributing to the supply of more affordable, more available and cleaner energy to the greatest number of people.</p> <ul style="list-style-type: none"> <li>• more affordable – as low-cost energy is essential to favor the economic development of billions of people who wish to improve their living conditions;</li> <li>• more available – as people expect energy to be continuously available and accessible on a daily basis;</li> <li>• cleaner – as the Group intends to reduce the environmental footprint and the CO2 emissions of its operations, and to actively contribute to finding solutions that limit the impact of climate change, particularly by providing its customers with a mix of energy products whose carbon intensity is regularly reduced.</li> </ul> <p>To fulfill this ambition, Total is deploying a clear strategy integrates the challenges of <b>climate change</b>, using as a point of reference the 2°C Sustainable Development Scenario of the International Energy Agency (IEA).</p> <p><b>SDGs</b></p> <p>In 2016, Total committed itself to contributing to the achievement of the <b>Sustainable Development Goals (SDGs)</b> by implementing the recommendations of the United Nations. Consequently, the Group has embarked on a structured approach to identify and prioritize the SDGs on which it can have the greatest impact, such as climate change, decent work and human rights, and access to energy.</p> <p><b>Human rights</b></p> <p>Total is committed to respecting internationally recognized <b>Human Rights standards</b> in its activities, all over the world. Its policies and strategies help to underscore its commitments to its stakeholders – including its contractors, suppliers and joint venture partners - and what it expects in return. They also provide guidance to its employees and everyone who works on its behalf.</p> <p>Total continues to review and update (or add to) them when necessary to reinforce its ambition to become “the responsible energy major” and to deepen stakeholder understanding of its responsibilities, including embedding respect for human rights.</p> <p><b>Diversity</b></p>	<p><a href="#">web – SP, Vision</a></p>
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<p>To promote <b>diversity and gender equality</b>, Total is committed to proactive policies, particularly in terms of recruitment, remuneration, representativeness and career management. The Group has objectives of diversity and access to women in management positions (i.e.: <i>Reach 25% of women executives in 2020. They were 5% in 2004, they are 21.2% in 2017</i>).</p> <p><b>Biodiversity</b>  Given their nature, our activities might be located in sensitive environments. Total thus ensures <b>that biodiversity and ecosystems</b> are taken into account in its standards and operations.  With the upcoming launch of its biorefinery in France, Total has taken steps to ensure a sustainable palm oil procurement. As such, it has committed to advocating for a European Union high-quality sustainable certification system. The company has also decided to dedicate an axis of its global citizenship program to preserve forests, mangroves and wetlands. Moreover, Total actively participated in drafting the recently announced commitments on biodiversity and ecosystems taken by a panel of French companies as part of the Act4nature initiative led by the French organisation Entreprises pour l'Environnement.</p> <p><b>Decent work</b>  In 2015, Total signed a CSR Global Agreement with the <b>IndustriALL</b> trade union federation. Total pledges through this agreement guarantees and minimum social standards for subsidiaries it owns at more than 50%. 2018 is a year of evaluation to assess the axes of progress in the social field for Total in 2019 and the years to come.</p> <p>The Group is also one of the first French companies that has joined the Global Deal initiative at the end of 2017, to work collectively to promote social dialogue, fight against inequalities and promote a more equitable and inclusive globalization.</p> <p>Moreover, by working on promoting its social standards in its affiliates and to its suppliers, Total identified the need to strengthen its supplier qualification process with a procedure which will be gradually rolled out and will cover human rights, environment, health and safety at work.</p> <p><b>Health &amp; Road safety</b>  Finally, in line with its security objectives, Total became a founding member of the <b>United Nations Road Safety Trust Fund</b>. Total will contribute \$1 million to this prevention fund, as a contribution to achieve the United Nations Sustainable Development Goal which aims to halve the number of global deaths and injuries from road traffic accidents by 2020.</p> <p><b>Many other initiatives and objectives have already been pointed out in this COP. For more information please refer to our Registration Document 2017 and our <a href="#">Sustainable Performance Website</a>.</b></p>	
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**Develop relevant products and services or design business models that contribute to UN goals/issues**

<p><b>Renewable energies</b>  Total is deploying a clear strategy to expand along the full gas value chain by unlocking access to new markets, and develop profitable low carbon businesses to account for nearly 20% of the Group's portfolio in 20 years. Total is already actively participating in the development of renewable energies, especially solar. Its subsidiaries Total Solar, and SunPower make an important contribution.</p>	<p><a href="#">web – Total, Ecosolutions</a></p> <p><a href="#">web – Total, Solar the focus of our renewable</a></p>
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<p>In addition, on September 19, 2017 Total signed an agreement for the acquisition of a 23% indirect stake in EREN Renewable Energy (EREN RE), which develops solar power plants in emerging countries where electricity needs are growing.</p> <p>Total is able to provide a growing number of residential and professional customers with natural gas and green electricity through our subsidiaries <b>Lampiris, Total Spring and Direct Energie in Europe</b>. With the development of its offer, Total promotes the integration of renewable electricity on the grid.</p> <p>Total also invests in <b>sustainable mobility</b>, whether in the field of new transport technologies: development of CNG stations (Compressed Natural Gas), electric vehicle charging solutions, and hydrogen, etc., notably in Europe.</p> <p><b>Ecoperformance Products &amp; Services</b>  <b>The Total Ecosolutions program</b> 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>Through its R&amp;D program, Total designs technologies that will enable polymers (including polystyrene) to be recycled under acceptable conditions for final product quality, cost and environmental footprint. Total has developed processes for incorporating up to 50% <b>recycled plastics</b> (polyethylene but also polystyrene) into plastics manufacturing.</p> <p>Participation in <b>CCUS</b> (Carbon Capture and Storage) development through pilot projects (Northern Lights in Norway, demonstration unit in China). Up to 10% of the R&amp;D budget of the Oil &amp; Gas activities will be dedicated to CCUS.</p> <p><b>Access to energy</b>  A program called <b>Total Access to Solar (TATS)</b> was designed to provide access to solar energy for lighting and communication uses to low-income people. 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. By the end of 2017, 2.3 million lamps and solar kits had been sold, improving the day-to-day lives of nearly 10 million people.</p>	<p><a href="#">energy ambition</a></p>
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**Adopt and modify operating procedures to maximize contribution to UN goals/issues**

<p>The “One Total” company project, led to a new organization, fully effective since January 1, 2017.</p> <p>The Vice President for <b>People &amp; Social Responsibility division</b>, who sits at the Executive Committee, brings to the table subjects such as Human rights, Decent Working Conditions, Environmental and societal procedures, external stakeholder’s dialogue or diversity, to name a few.</p> <p>The Vice President for <b>Strategy-Innovation division</b>, which is made of the Strategy &amp; Climate division, responsible notably for ensuring that Total’s strategy incorporates climate issues, is also the Executive Vice President of the Gas, Renewable and Power branch, Philippe Sauquet, who is part of the EXCOM. This leads to integrating the climate issue into Total’s day-to-day operations and pushing forward the low carbon businesses of the company.</p> <p>In addition, Total has an Ethics Committee that is independent and reports directly to the Chairman. The different CSR topics are thus brought to the highest level.</p>	<p><a href="#">RD 2017, p. 27 A Revamped operational structure</a></p>
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Total has also committed to support the United Nations' recommendations for the implementation of the <b>Sustainable Development Goals (SDGs)</b> and launched in 2017 a project to identify and prioritize the SDGs to which it can make the most significant contribution and to define public commitments.	
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**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**

<p>The Group is building a global, <b>integrated local development approach</b> (“in-country value”) that creates synergies among all the value-creating elements for host countries (employment, subcontracting, infrastructure, support for local industries, socioeconomic development projects, education, access to energy, etc.) <b>by promoting the Group’s industrial know-how.</b></p> <p>In addition to the societal initiatives that are directly related to the Group’s industrial initiatives, Total has also been committed to taking general-interest measures in the countries where it operates. In the face of growing inequality and significant environmental challenges, the Group wishes to bolster its civic engagement and implement a <b>new societal engagement policy</b> as from 2018. It wishes to act in a way that ensures the vitality and sustainability of the territories in which the Group is present by putting actions that benefit young people first.</p>	<p><a href="#">RD 2017, p. 195-198 – Acting as a partner in the socio-economic development of the territories where the Group is present</a></p> <p><a href="#">RD 2017, p. 14 – A local socio-economic development partner</a></p>
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- Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors**

<p>One of the guiding principles of the group is collective action. Total collaborates with numerous international instances such as the UNGC, the Global Deal, VPSHR...</p> <p>Total promotes actions that help to strengthen the capacity of individuals and local organizations to organize their development independently and durably, <b>by favoring co-construction and partnerships with local players.</b></p>	<p><a href="#">RD 2017, p. 195-198 – Acting as a partner in the socio-economic development of the territories where the Group is present</a></p>
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- 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**

<p>With regards to compensation, as recommended by the IFC Performance Standards, Total’s entities are compensating (when appropriate) local communities in-kind and not in cash, so as to promote sustainable use of these resources by vulnerable groups.</p> <p>More generally, a Chart on Indigenous Peoples (IPs) has been signed, where we commit to respect local culture when dealing with consultation, recruitment or other societal actions.</p>	<p><a href="#">Total’s Human Rights Guide, p. 28-32</a></p>
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**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	<a href="#">Human Rights</a>
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<p>Communication on Progress, the CEO’s continuous statement of support, press releases, CEO speeches at various conferences, involvement in local Global Compact forum and workgroups. Since 2016, Total shows how the actions conducted by the Group align with the 17 SDGs in an index table based on the SDG-GRI mapping tool that was published at the beginning of 2016 by the SDG Compass, an SDG mapping in our Registration Document and on our Sustainable Performance Website.</p> <p>Total is committed to <b>transparency in disclosing its performance</b>. It was the first oil and gas major to publish an annual climate report in 2016. In 2016, Total published a Human Rights Briefing Paper, which was updated in April 2018. Total is the first company in the oil and gas industry to have published a report based on the UN Guiding Principles Reporting Framework. We believe that this transparency effort can encourage other stakeholders to embark on this journey with us and clarify our expectations in relation to external stakeholders.</p> <p>Total promotes <b>transparency in respect of the revenue generated by its activities</b> and actively participates in intergovernmental initiatives and dialogue in this regard. Total joined the Extractive Industries Transparency Initiative (EITI) as soon as it was launched at the 2002 Johannesburg Summit. Both within the EITI and with states in which we operate, Total promotes the EITI and its principles. For example, our affiliate in Myanmar has been actively promoting greater transparency in the extractives industry and leveraged its relationship with the government to explain the benefits of Myanmar joining EITI. More recently, Total made a public statement on the importance of transparency in transactions between governments and extractive companies and encourages governments to disclose their petroleum contracts and licenses.</p> <p>Total is a member of the <b>Voluntary Principles on Security and Human Rights (VPSHR)</b>, which gathers governments, extractive companies and NGOs, and provides guidelines on how to ensure the security of oil and mining operations in a manner that respects human rights. In particular, Total is actively involved in the promotion of these principles through in-country implementation groups in Nigeria and Myanmar. These multi-stakeholder groups engage with the governments’ representatives of Nigeria and Myanmar to discuss security and human rights issues, raise awareness of the Voluntary Principles and encourage them to join the initiative through workshops and briefings.</p>	<p><a href="#">Briefing paper 2018 – p. 5</a></p> <p><a href="#">Climate Change Report 2017</a></p>
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**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><b>Global Compact</b></p> <p>Total has joined a number of call for action and initiatives led by the Global compact, such as on women’s empowerment, CO<sub>2</sub> pricing, or fight against corruption .</p> <p>Total is also a Board member of the Global Compact France. The Group’s CEO made an intervention on corporate responsibility, in 2018 at the General Assembly of the French local network.</p> <p><b>Other initiatives</b></p> <p>Total also works alongside the World Bank as part of the <b>Carbon Pricing Leadership Coalition (CPLC)</b>: 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>	
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<p>In 2015, <a href="#">Total was one of six European Oil &amp; Gas companies</a> 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>	
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**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><b>Climate Change</b></p> <p>Total supports the introduction of carbon pricing mechanisms with the implementations of projects with different organizations such as the <b>World Bank’s Carbon Pricing Leadership Coalition, Caring for Climate – United Nations Global Compact, Paying for Carbon call:</b> Total and five other industry leaders, as well as with the incorporation since 2008 of a long-term CO2 price of \$30 to 40/t in the economic assessment of its investments.</p> <p>The Group also aims for the end of routine flaring of associated gas (the <b>World Bank’s Zero Routine Flaring by 2030 initiative</b>), as well as to control over methane emissions (<b>Oil &amp; Gas Methane Partnership of the Climate and Clean Air Coalition</b>, the Oil &amp; Gas Climate Initiative in cooperation with UN Environment and EDF, etc.).</p> <p>Another of our objectives stands into greater transparency on our Climate Change objectives and performances. In this regard, Total publicly announced its support for the <b>TCFD</b> and its recommendations during the summer of 2017, while noting that it is up to companies to define the information about climate-related risks and opportunities that is material, which should, consequently, be disclosed in financial fillings, and the additional information that they choose to report on a voluntary basis.</p> <p><b>Human rights</b></p> <p>After having implemented the recommendations contained within the <b>VPSHR</b> (Voluntary Principles on Security and Human Rights) for several years, Total became a full participant of this global multi-stakeholders (NGOs, states, companies) initiative in March 2012. Local sub-working groups have been created to make sure the initiatives are well-relayed at the operational level.</p> <p><i>Assessment of entities regarding human rights and fundamental freedoms:</i> Total works with the <b>Danish Institute for Human Rights (DIHR)</b>, an independent national body for the defense and promotion of human rights and fundamental freedoms, which assesses the impact on human rights and fundamental freedoms of the Group’s oil and gas exploration and production activities in sensitive contexts. The DIHR has also developed a self-assessment tool, the Human Rights Compliance Assessment (HRCA), to help companies evaluate their compliance with international human rights standards. The Group has used the tool several times to raise awareness at the Subsidiaries and incorporate respect for human rights and fundamental freedoms into their everyday operational management.</p> <p><i>Social implementation assessment:</i> <b>CDA</b> 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</p>	<p><a href="#">RD 2017 p. 26 – Support for global initiatives</a></p>
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<p>were independently performed by CDA. The final reports are publicly available on the <a href="#">CDA website</a>.</p> <p><b>Corruption and transparency</b></p> <p>Total also actively supports collaborative and multi-stakeholder initiatives in areas in which the coordinated involvement of governments, companies and civil society is key to global progress, particularly:</p> <ul style="list-style-type: none"> <li>• The fight against corruption: TOTAL joined the Partnering Against Corruption Initiative (PACI) in 2016;</li> <li>• Total joined the EITI (Extractive Industries Transparency Initiative) in 2002 to improve transparency in transactions between governments and companies from the extractive industry.</li> </ul> <p><b>Social dialogue/inclusive growth</b></p> <ul style="list-style-type: none"> <li>• In 2015, a CSR Global Agreement was signed with the IndustriALL trade union federation. Total pledges through this agreement to guarantee minimum social standards for subsidiaries to more than 50%, as well as to recognize all international conventions related to Human Rights in the workplace.</li> <li>• The reduction of inequalities through the development of social dialogue to favor more inclusive economic growth: TOTAL was one of the first French companies to adhere to the Global Deal initiative at the end of 2017.</li> </ul> <p><b>Gender equality</b></p> <ul style="list-style-type: none"> <li>• In 2010, TOTAL signed the “Women’s Empowerment Principles – Equality Means Business” set out in the United Nations Global Compact and its commitment to equal opportunities and the treatment of women and men is regularly embodied in agreements, such as the global agreement signed with IndustriALL.</li> <li>• In 2016, TOTAL, along with 20 other oil and gas companies, made a commitment at the World Economic Forum by signing “Closing the Gender Gap – a Call to Action”.</li> </ul> <p><b>Biodiversity</b></p> <ul style="list-style-type: none"> <li>• In July 2018, Total reaffirmed its biodiversity commitments by signing, along other French companies, the Act4Nature initiative led by EpE (<b>Entreprises pour l’Environnement</b>). In addition to the global commitments taken by the group of companies, Total disclosed its individual commitments. These can be found on the biodiversity brochure available <a href="#">here</a>.</li> </ul>	
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- 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 <a href="#">Shift</a>, 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 <a href="#">IPIECA</a>, the global oil and gas industry association for environmental and social issues. We continue to actively participate in international working groups that address human rights issues in the supply chain. We are active members of the IPIECA Supply Chain Task Force and Human Rights</p>	<p><a href="#">Human Rights Briefing paper 2018 – Our due diligence actions, p. 22</a></p> <p><a href="#">web – SP, Business ethics</a></p>
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<p>Task Force. In this connection, we continue to contribute to IPIECA’s work on operationalizing the UNGPs in the oil and gas industry value chain. We also participate in the UN Global Compact Action Platform on Decent Work in Global Supply Chains.</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. Since joining in 2002, the Group continues to be actively involved, particularly with the presence of a Total representative on the Board of Directors. We are committed to promoting the EITI principles among the host States in which it operates, and to assist them in the practical implementation of these principles.</p> <p>Total joined the <a href="#">Global Business Initiative on Human Rights (GBI)</a> 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>In addition, a Human Rights Impact Assessment was implemented by IA for the benefit of Total E&amp;P Democratic Republic of Congo in the Great Lake Area. A training session on the VPSHR was also held by IA for Total E&amp;P Bolivia in La Paz. <a href="#">IA’s DRC report</a> is publicly available.</p>	
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## 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>Please consult</p> <ul style="list-style-type: none"> <li>- the CEO Letter attached to this COP, addressed to the Global Compact</li> <li>- the CEO Letter of the updated Human Rights Briefing Paper 2018</li> <li>- the CEO Letter of the Climate Change report 2017.</li> </ul>	<p><a href="#">Human Rights Briefing paper 2018</a></p> <p><a href="#">Total’s Climate report 2017</a></p>
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- CEO promotes initiatives to enhance sustainability of the company’s sector and leads development of industry standards**

<p>Total is a founding member of <a href="#">OGCI</a> (the Oil &amp; Gas Climate Initiative), which is a CEO-led organization.</p> <p>Total supports the TCFD recommendations and is continuing to dialogue as part of the Oil &amp; Gas Preparer Forum set up by the TCFD under the World Business Council on Sustainable Development and signed the “CEO Guide to Climate-related Financial Disclosures”.</p>	<p><a href="#">Total’s Climate report 2017</a></p>
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- CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation**

<p>The Board of Directors, composed of our CEO, Patrick Pouyanné and members with a wide variety of backgrounds, ensures that the highest standards of corporate governance are enforced. The Board defines the Company’s strategic vision, where the sustainability strategy holds a central position.</p>	<p><a href="#">web - Total, A corporate governance that supports our</a></p>
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	<a href="#">ambition</a> <a href="#">RD 2017 p. 9 - 1.2 An ambition that goes hand in hand with sustainable growth: "become the responsible energy major"</a>
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**Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team**

<p>In 2013, the Board of Directors decided to add a new criterion for the attribution of the CEO's variable remuneration, based on CSR performance (CO2 emissions, energy efficiency,...) for the determination of the personal contribution made by the CEO (see Total's 2017 Registration Document, p. 142-143).</p> <p>In 2015, the portion relating to the HSE/CSR performance criteria taken into account when calculating Mr. Pouyanné's variable compensation was set at a maximum of 16% of his base salary.</p> <p>For 2016, the Board of Directors increased this portion to 30%, with 20% tied to safety performance and 10% to CSR performance. The latter is measured based on the achievement of targets for carbon emissions, energy efficiency and Total's position in the rankings published by ESG rating agencies.</p> <p>For 2017, these proportions are maintained and CSR performance takes into account climate issues in the Group's strategy as well as the Group's reputation in the domain of CSR.</p> <p>Additionally, executive officers are generally incentivized on their ability to communicate on climate change issues, whereas business unit managers and facility managers are incentivized on the achievement to meet emission reduction targets.</p>	<p><a href="#">RD 2017, p. 141 – Summary table of the components of the 2017 compensation for Mr. Patrick Pouyanné</a></p> <p><a href="#">RD 2017 p. 9 - 1.2 An ambition that goes hand in hand with sustainable growth: "become the responsible energy major"</a></p>
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**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>Corporate governance is the way a company is organized, managed and controlled. At Total, corporate governance is primarily <b>the responsibility of the Board of Directors and General Management</b>. The Board of Directors, composed of our CEO, Patrick Pouyanné and members with a wide variety of backgrounds, ensures that the highest standards of corporate governance are enforced, and uses the criteria set out in the AFEP-MEDEF Corporate Governance Code of Listed Corporations as its guideline. The Board defines the Company's strategic vision, where the sustainability strategy holds a central position.</p> <p><b>The Strategic &amp; CSR Committee</b> is central to examine the Group's overall strategy proposed by the Company's Chief Executive Officer and additional questions. Patrick Pouyanné is the Chairperson of the Committee. Within the Governance Board, the <b>Compensation Committee</b> plays a significant part in ensuring the implementation of our corporate sustainability strategy as it</p>	<p><a href="#">RD 2017, p. 129-132- Committees of the Board of Directors</a></p> <p><a href="#">RD 2017 p. 9 - 1.2 An ambition that goes hand in hand with sustainable growth: "become the responsible energy major"</a></p>
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<p>evaluates and recommends the compensation of the Chairman based (among other criteria) on his Corporate Social Responsibility performance.</p> <p>Finally, <b>the Governance and Ethics Committee</b>, ensures compliance with ethics rules and examines any questions related to ethics and conflicts of interest. 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. A presentation is made to the Board Governance and Ethics Committee each year in July.</p>	
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- Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability**

<p>The Strategic &amp; CSR Committee is central to examine the Group’s overall strategy proposed by the Company’s Chief Executive Officer and additional questions. Patrick Pouyanné is the Chairperson of the Committee.</p>	<p><a href="#">RD 2017, p. 132 – The strategic and CSR Committee</a></p>
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- Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)**

<p>The Communication on Progress is mainly based on the Registration Document which notably includes the non-financial reporting and Total’s integrated report. The Board of Directors validates the Registration Document annually and therefore the information used for the COP.</p>	
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**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>The Group’s integration policy in the regions where it operates is founded on three pillars:</p> <ul style="list-style-type: none"> <li>• <b>Dialogue and involvement of local stakeholders;</b></li> <li>• Control of the societal impacts of the Group’s activities; and</li> <li>• Acting as a socio-economic partner in the territories where the Group is present.</li> </ul> <p>We publicly recognize our responsibility on our stakeholders in our Code of Conduct, where we state Total’s business principles and commitments to our different stakeholders.</p>	<p><a href="#">Total’s Code of Conduct</a></p>
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- Define sustainability strategies, goals and policies in consultation with key stakeholders**

- *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 puts in place procedures for dialog with its stakeholders at every level of its organization. Among the numerous stakeholders with which TOTAL maintains regular dialog, the Group’s employees and their representatives have a privileged position and role, particularly in constructive discussions with management.</p>	<p><a href="#">RD 2017, p. 193</a> <a href="#">web - SP - stakeholders</a></p>
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**Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance**

<p>In addition to complying with regulations, TOTAL encourages dialogue at every level of its organization. Each entity regularly consults its stakeholders to gain a clearer understanding of their expectations and concerns, measure their level of satisfaction regarding the Group and identify avenues of improvement for its societal approach.</p> <p>Stakeholders are also consulted during Social Impact Assessments, and during external assessments performed by GoodCorporation or CDA.</p>	<p><a href="#">RD 2017, p. 193-194 - Dialogue and involvement of local stakeholders</a></p>
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**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 2017.</p> <p>The Ethics Committee provides employees with assistance in resolving ethical problems that may arise in the course of performing their duties. All questions and correspondence are treated confidentially, as stipulated in the Code of Conduct (<i>"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."</i>).</p> <p>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.</p>	<p><a href="#">Total's Code of Conduct: Speaking up (page 22)</a></p>
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