

---

APRIL 2018

---

# Human Rights

## Briefing Paper Update





## ABOUT TOTAL'S HUMAN RIGHTS BRIEFING PAPER UPDATE

In our first **Human Rights Briefing Paper**, published in July 2016, we made a commitment to build on our efforts to embed respect for human rights in our operations and business relationships and to regularly report on these efforts.



This Update to our **Human Rights Briefing Paper**, July 2016 provides an overview of our progress, challenges and continuing efforts in our journey to further embed respect for human rights and to address salient human rights issues relating to our business activities.

We invite you to take this journey with us as you read through the pages of this Update.

As always, we are happy to receive your feedback, which can be sent to: **ethics@total.com**.

# TABLE OF CONTENTS

MESSAGE FROM THE CHAIRMAN AND CEO .....5

**1** TOTAL AT A GLANCE .....6

**2** REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS .....9

- Strengthening Our Governance ..... 11
- Raising Awareness ..... 13
- Improving Our Assessments and Actions ..... 14
- Fostering Disclosure and Transparency ..... 15

**3** ADDRESSING OUR SALIENT ISSUES: UPDATE AND NEXT STEPS .....16

- Determining our Salient Issues ..... 17
- Human Rights in the Workplace ..... 20
- Human Rights and Local Communities ..... 27
- Human Rights and Security ..... 33

**4** LOOKING AHEAD .....36



## MESSAGE FROM THE CHAIRMAN AND CEO

Safety and Respect for Each Other are two cardinal values of our five values.

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:

- **Respect for human rights in the workplace** for our employees and promotion of these principles and practices in our supply chain, in particular by preventing child and forced labor, avoiding discrimination and ensuring just and favorable conditions of work and safety.
- **Respect for the human rights of local communities that are potentially affected by our operations**, in particular in relation to land and property rights, the right to health and an adequate standard of living, and by providing access to remedy for unavoidable adverse impacts related to our operations.
- **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.** The management of security risks, including the use of government security forces and private security providers, should be in line with applicable international standards related to the proportionate use of force.

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, using the United Nations Guiding Principles on Business and Human Rights (UNGPs) Reporting Framework.

It is also an integral part of our engagement in the United Nations Global Compact and its LEAD initiative.

We remain committed to continuous progress in implementing respect for human rights. We remain committed to becoming **the responsible energy major**.

**Patrick POUYANNÉ**

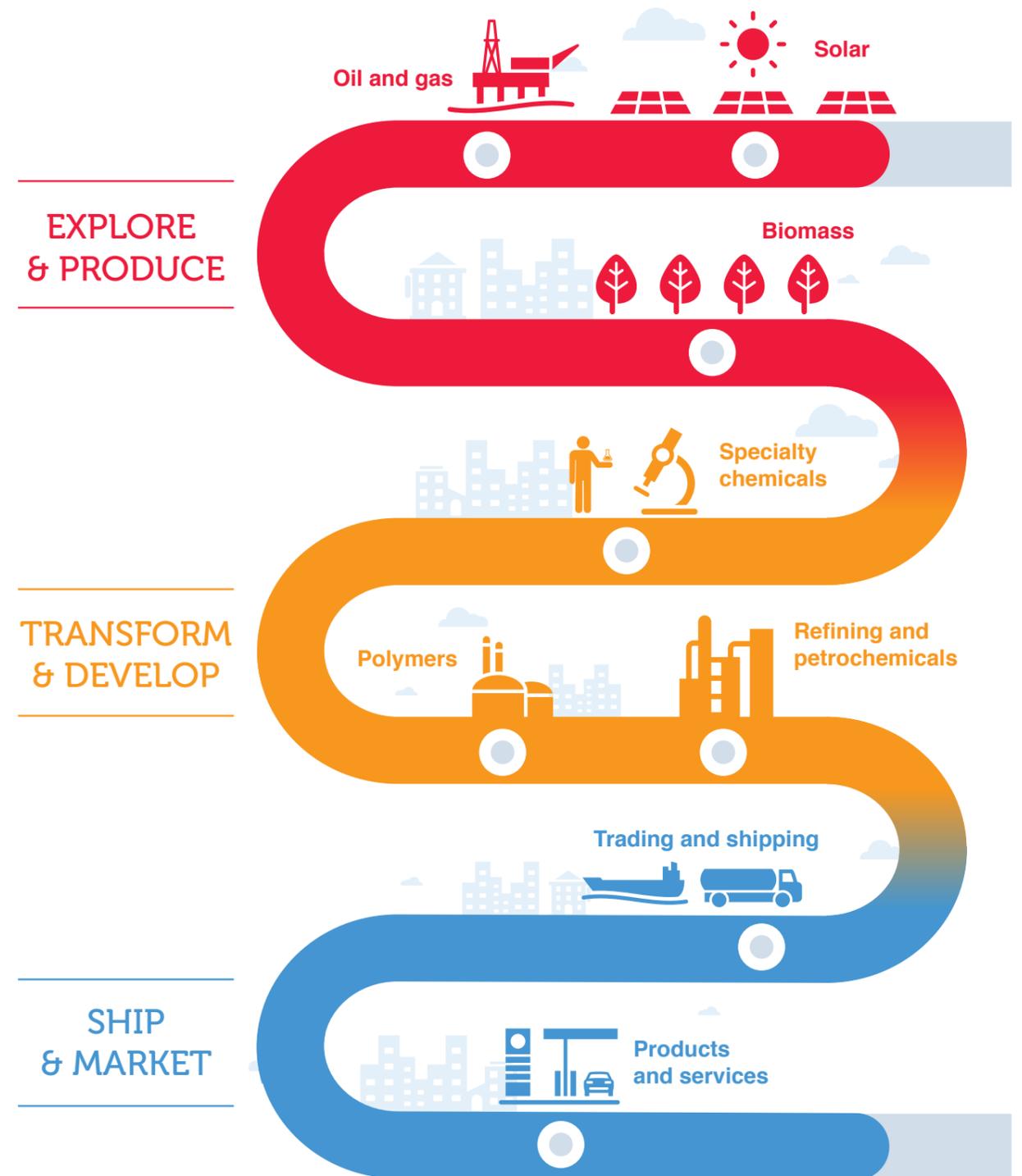
Chairman and Chief Executive Officer, Total.



# 1 TOTAL AT A GLANCE

Total's ambition is to become **the responsible energy major**. We are committed to better energy that is reliable, affordable, clean and available to as many people as possible. We are also committed to innovation that contributes to solving the challenge of climate change and lets us stay ahead of the changing energy needs of today's world.

## OUR ACTIVITIES



# KEY FIGURES

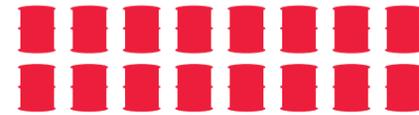
**No. 4** ←  
oil and gas company  
worldwide



→ **98,000+** employees



Operations in **130+**  
countries



→ **2.5 million**  
barrels of oil equivalent  
produced each day

**150,000+** direct  
contractors and suppliers  
worldwide



→ **8 million+**  
customers served at Total  
service stations worldwide  
each day



**3,000+** community  
engagement projects

→ **23%** decrease in greenhouse  
gas emissions since 2010 in our  
operated scope



**A Leader** in solar energy ←



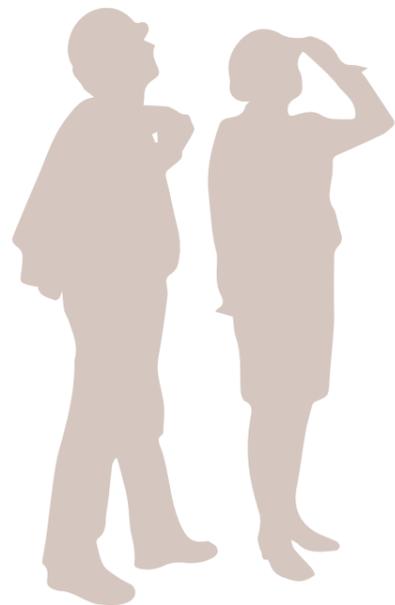
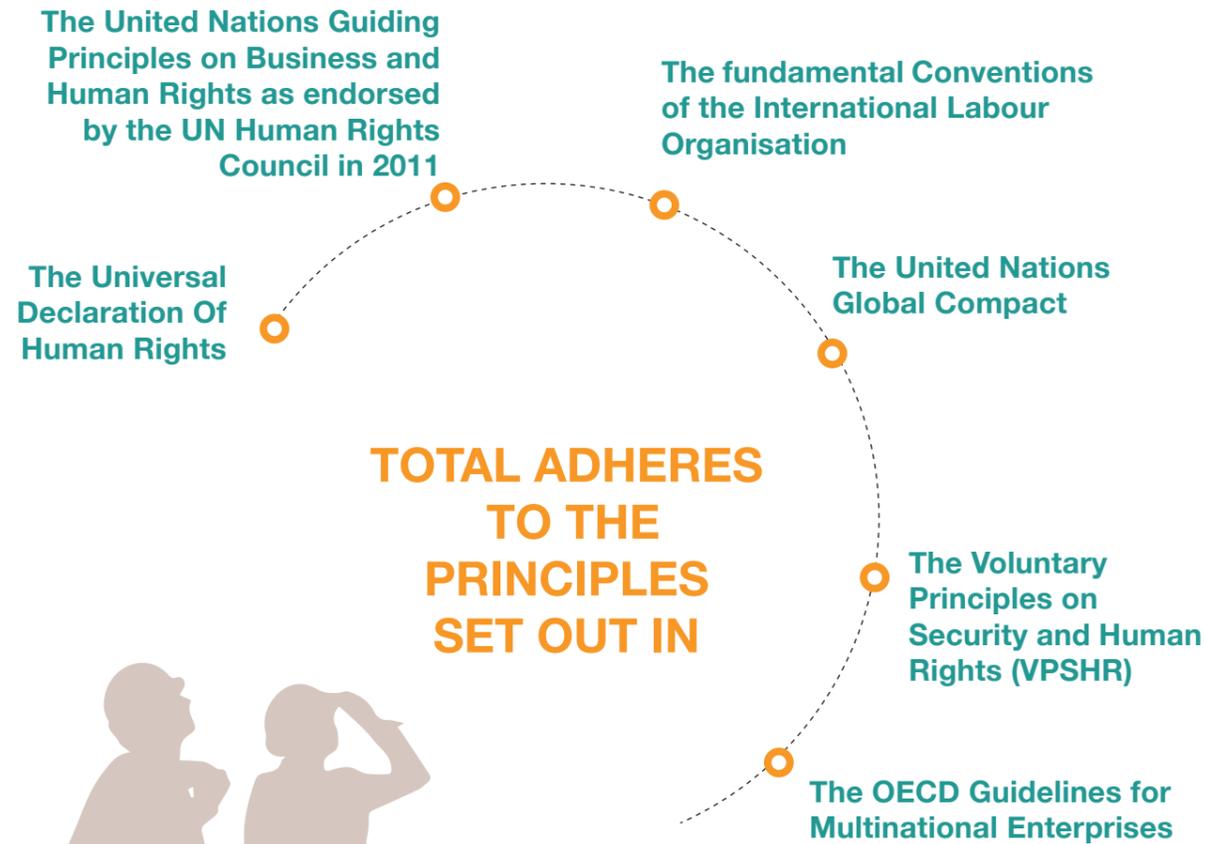
## 2 REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS

We recognize the importance of implementing respect for human rights across our business activities.

**Human rights are everybody's concern.**

We are committed to respecting internationally recognized human rights standards in our activities, all over the world.

REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS



As a Group committed to better energy, we recognize that beyond our policy commitments, embedding respect for human rights across our business activities in principle and practice is key.

Over the past year or so, we have had consultations and broad engagement with both our internal and external stakeholders regarding our approach to respecting human rights. We have decided to use our core values, new organization and strategy as well as our risk management and assessment processes to reinforce this approach.

**THIS HAS BEEN MADE POSSIBLE BY:**

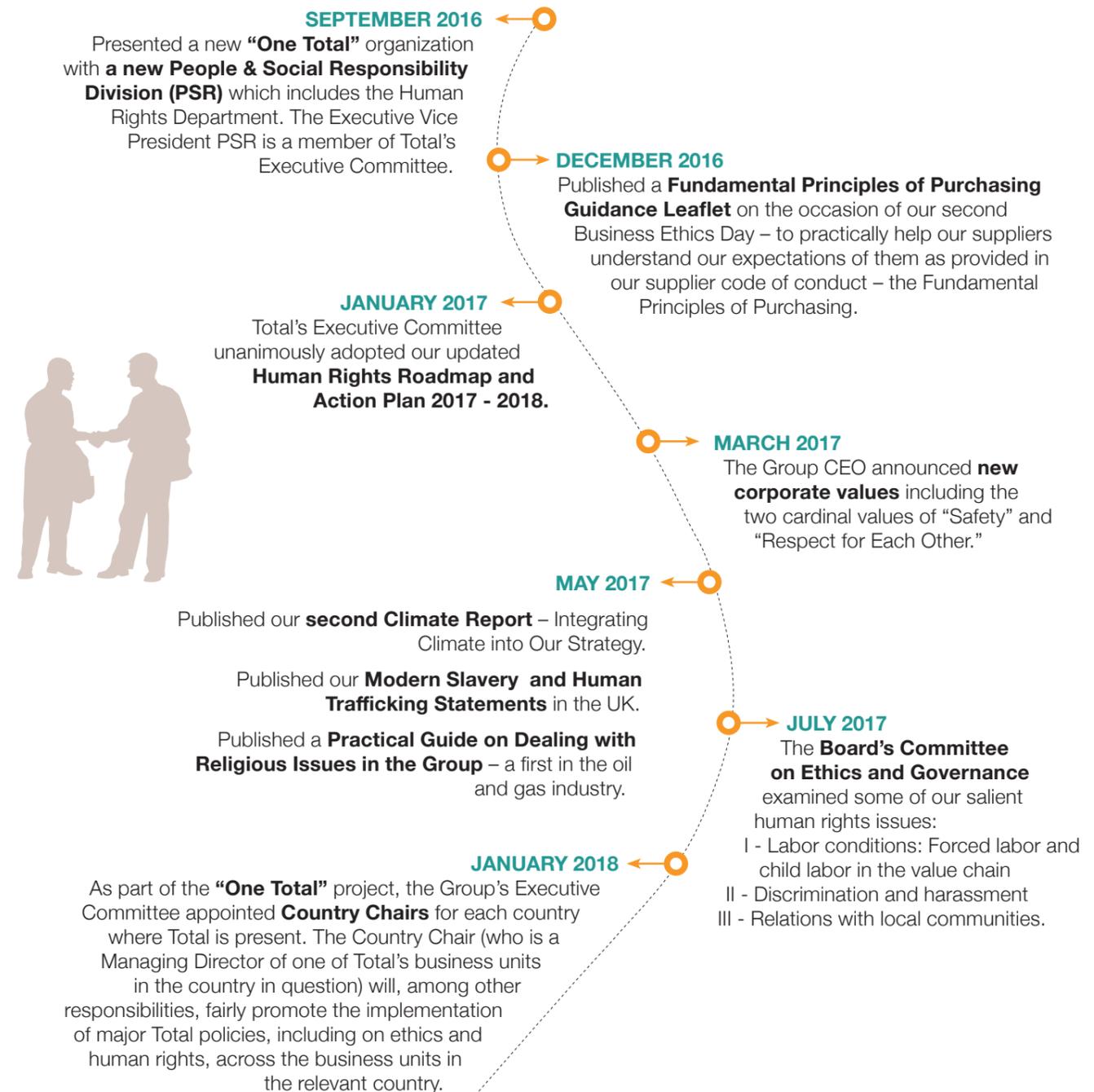
- **Strengthening our governance**
- **Raising awareness**
- **Improving our assessments and actions**
- **Fostering disclosure and transparency**

# STRENGTHENING OUR GOVERNANCE

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.

**Since July 2016, we have:**



REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS



As part of the **“One Total”** project, the Group's Executive Committee appointed **Country Chairs** 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.

- JULY 2017**  
The **Board's Committee on Ethics and Governance** examined some of our salient human rights issues:
- I - Labor conditions: Forced labor and child labor in the value chain
  - II - Discrimination and harassment
  - III - Relations with local communities.

**Our Updated Human Rights Roadmap and Action Plan 2017-2018**

As an update to our first Human Rights Roadmap and action plan, 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:

- Consolidating the integration of human rights into operational decisions at local levels of our business;
- 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;
- Strengthening our human rights risk assessment processes, making the tools available and understandable by our business units, and more systematic follow-up of assessments.

**+** Read more about some specific actions relating to our updated Human Rights Roadmap in Section 3 of this Update



# RAISING AWARENESS

Our commitment to respect human rights should be “known by” and “shown” to our stakeholders, particularly our employees in over 130 countries worldwide including complex governance and operating environments, as well as in our business relationships. As part of the developments regarding the above, we have put in place a number of awareness-raising and training initiatives on human rights, sometimes with overarching themes and at other times focused on specific salient human rights issues.

**+** More details on training initiatives focused on our salient human rights issues are provided in Section 3 of this Update.

**On an overarching-theme basis, we have:**

**JUNE 2016**

Launched an interactive e-learning course on “The Challenges of Business Ethics.”

**OCTOBER 2017**

Held **Total Suppliers’ Day 2017**, highlighting our shared responsibility with our suppliers to respect human rights in our activities and value chain.

Held a **Contracts and Human Rights Session** facilitated by Shift with the **Contracts Legal Practice Group** – on embedding human rights in contracts for lawyers.

**DECEMBER 2016**

Held the **second edition of our Annual Business Ethics Day** (to mark the UN International Human Rights and Anti-Corruption Days). The theme was **Supply Chain Challenges: Anti-Corruption & Human Rights**.

**DECEMBER 2017**

Held the **third edition of our Annual Business Ethics Day** with the theme: **Business and Respect for Each Other: How to Handle Dilemmas**.

**The Annual Business Ethics Day: A Word from the Chairwoman of the Group’s Ethics Committee**

*“Well-written guides alone are not enough to realize our ambition to fully embed Respect for Each Other in our business operations. Here we can learn from the way we handled Safety; I dare say that for Safety we made a huge leap forward the day we decided it would become a fixed component in every decision that we make.*

*That’s why an event such as the Business Ethics Day is really important. It allows us to bring the teams together, to deliver the tone from the top, while having an open discussion about our policies as well as the conditions and difficulties of implementing them.”*

**“ Hilde Luystermans,**  
Chairwoman, Total Group Ethics Committee





REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS

## IMPROVING OUR ASSESSMENTS AND ACTIONS

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.

**+** Details of our human rights due diligence actions in relation to our salient issues are further elaborated in Section 3 of this Update.

Some of the developments in this area over the past year or so, are:

### SEPTEMBER 2016

Launched a partnership with an independent third party service provider – to conduct social and labor rights audits of our suppliers and contractors.

### SEPTEMBER 2017

Developed a revised ethical evaluation methodology with an independent third party organization, GoodCorporation. **Self-assessments** have also been introduced to further widen the reach of the assessments in our business units.

### MARCH 2017

Conducted **dedicated Human Rights Impact Assessments** with the Danish Institute for Human Rights (DIHR) in Papua New Guinea (PNG) with a focus on gender, security and conflict. See some key findings in Section 3 of this Update.

### 2016 - 2017

Conducted a baseline study of **22 affiliates in our Marketing & Services business segment on respect for human rights**, with a focus on forced labor, child labor and working conditions.

### 2016 - 2018

Conducted **ethical assessments** in our business units in

- Morocco (Marketing & Services),
- France (Corporate),
- Italy (Exploration & Production),
- Belgium (Refining & Chemicals),
- Saudi Arabia (Marketing & Services),
- Vietnam (Marketing & Services),
- Zimbabwe (Marketing & Services),
- Papua New Guinea (Exploration & Production),
- The Philippines (Marketing & Services).

**+** See some key findings in Section 3 of this Update

## FOSTERING DISCLOSURE AND TRANSPARENCY

We know that there is still a lot to be done to embed respect for human rights in our activities at all levels. However, our commitment to disclose our continuing efforts, including challenges and opportunities is clear.

Since 2016, we:

### JULY 2016

Published our **first Human Rights Briefing Paper (report)** – becoming the first oil and gas company to do so – identifying our salient human rights issues and explaining how we continue to address them.

### MAY 2017

Published our **second Climate Report** – Integrating Climate into Our Strategy.

**CHRB**  
Corporate Human Rights Benchmark

### MARCH 2017

Been ranked as **Top oil and gas major in the 2017 Corporate Human Rights Benchmark (CHRB) exercise and Leading-scoring company in the extractive industry for embedding respect and human rights due diligence.**

### APRIL 2018

Published an **Update** to our Human Rights Briefing Paper 2016 – as the first oil and gas major to do so.



### Total's Disclosure on Human Rights: Insights from Some Investors

*"We welcome the update to Total's human rights report and the company's efforts in implementing its responsibility to respect human rights across its operations and value chain.*

*We are pleased with Total's responsiveness in engaging with us on a regular basis to make sure it addresses our expectations in this area."*

REINFORCING OUR APPROACH TO EMBEDDING RESPECT FOR HUMAN RIGHTS



# 3 OUR SALIENT ISSUES: UPDATES AND NEXT STEPS

**Salient human rights** issues as defined in **the UN Guiding Principles Reporting Framework** are those human rights that stand out because they are at risk of the *most severe negative impact* through the company's activities or business relationships. This concept of salience uses the lens of **risk to people**, not the business, as the starting point, while recognizing that where risks to people's human rights are greatest, there is strong convergence with risk to the business.

## DETERMINING OUR SALIENT ISSUES

In 2016, we held series of consultations 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.

### 1 HUMAN RIGHTS IN THE WORKPLACE

- Forced Labor and Child Labor
- Discrimination
- Just and favorable conditions of work and safety

### 2 HUMAN RIGHTS AND LOCAL COMMUNITIES

- Access to land
- Right to Health and An Adequate Standard of Living

### 3 HUMAN RIGHTS AND SECURITY

- Risk of Misuse of Force



More recently, we have continued to learn extensively from observations and key findings in:

- **Human rights assessments** carried out in selected Total business units across the world with the support of independent third party organizations such as the Danish Institute for Human Rights.
- **A global ethical assessment program** carried out in selected Total business units across the world with the support of independent third party organization, GoodCorporation.
- **Issues raised in our Group's Ethics Committee and Human Rights Coordination Committee.**
- **The internal Total Survey**, a biennial company-wide confidential survey to gather employee views and expectations regarding professional and social issues relating to workplace conditions and perceptions. In 2017, about 70,000 employees from 124 countries were invited to participate in the survey.
- **The Annual FAIR Committee Review meetings** held to monitor the implementation of the Corporate Social Responsibility Total Global Agreement signed with IndustriAll Global Union in January 2015. Participants at the review include labor union representatives from across the Group. FAIR stands for: "Facilitate the Application, Involvement of all and regular measurement of the Results of the agreement."
- **The Annual Business Ethics Day in 2016 and 2017.**

We have also further engaged with various stakeholders in relation on our salient human rights issues.

Based on those conversations, findings, observations and reflections, we consider that the salient human rights issues identified in our Human Rights Briefing Paper – July 2016 remain the salient human rights issues relating to our business activities and business relationships.



## Spotlight on findings from some of our assessments

### NOTE 1

#### A Global Ethical Assessment Program: Our Partnership with Good Corporation

We have partnered with third party, independent ethics organization GoodCorporation 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.

Under the program, a referential divided into various stakeholder categories – including employees, suppliers and subcontractors, customers and other business partners, host countries, local communities and management – is used to evaluate the practical implementation of the ethical and human rights principles set out in our Code of Conduct. **This process entails conducting on-site visits and multiple conversations with rights-holders**. In very challenging contexts, the Danish Institute for Human Rights can also be part of the assessment team or conduct dedicated assessments focused on human rights issues.

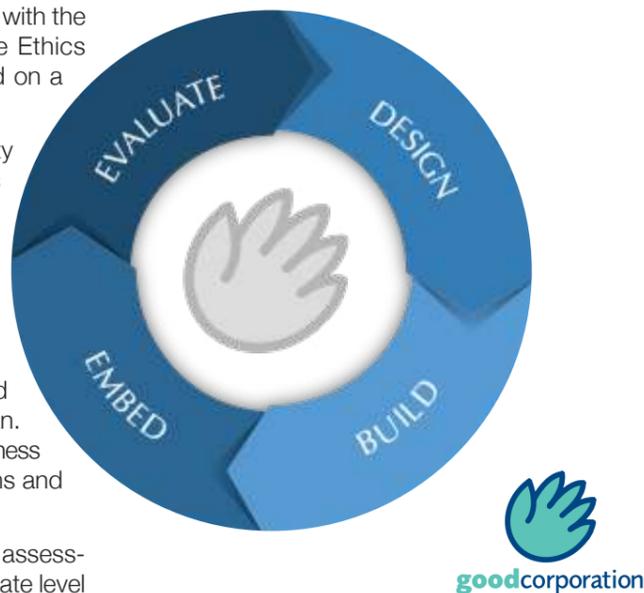
The findings and recommendations of the assessments are shared with the management of the business unit as well as with our Group's Ethics Committee. They are also shared with the Group's Executive Committee and the Ethics & Governance Committee of the Board on a consolidated basis, annually.

The assessments provide an opportunity to identify good ethical and human rights practices in our business units that can be shared with other business segments thereby facilitating peer learning. **The assessments also recommend areas of improvement**. These findings and areas of improvement form a predominant part of the objectives in our updated Human Rights Roadmap and action plan. We continue to work with the relevant business units to implement the recommendations and to make ongoing progress.

For example, one of the findings of the assessments relates to the sometimes inadequate level of awareness of the Total's human rights policies locally. In this regard, we are scaling-up awareness of our human rights policies through the Annual Business Ethics Day observed across our business units globally (like our World Days for Safety), creating a dedicated e-learning module on business ethics and ongoing sensitization of suppliers during special events such as Supplier Days among others.

Another finding concerns the relatively weak position of subcontractor employees vis-à-vis their employers e.g. wages that do not adequately factor in the cost of living in the country. In this regard, through continuous improvement of our procurement methods and best practices identified within the Group, our E&P business segment is strengthening its processes for labor contractors and is making efforts to ensure that they benefit from decent and fair wage conditions down the subcontracting chain - with the support of the headquarters procurement entity. Furthermore, due diligence related to suppliers, contractors and business partners is incorporated into our updated Human Rights Roadmap.

Regarding the finding on poor working and employment conditions in some of our retail activities which are owned or operated by independent dealers, we recently concluded a baseline study that will help achieve further improvements in this area (see Note 3 below). As far as the findings on security and human rights issues go, we are reinforcing trainings and reviewing our risk assessment processes and tools with the support of the Corporate Security Department and our human rights lawyers.



ADDRESSING OUR SALIENT ISSUES: UPDATE AND NEXT STEPS

ADDRESSING OUR SALIENT ISSUES: UPDATE AND NEXT STEPS

### NOTE 2

#### Human Rights Impact Assessment in Papua New Guinea: Our Partnership with the Danish Institute for Human Rights (DIHR)

We have been working with independent, national human rights organization the Danish Institute for Human Rights for over a decade to conduct human rights compliance and impact assessments, and to build internal capacity for human rights, among others.

In early 2017, we conducted a dedicated **Human Rights Impact Assessment (HRIA)** with the DIHR in Papua New Guinea, consistent with our E&P General Specification on HRIAs, with a focus on **gender, security and conflict**.

Some key findings and recommendations from the HRIA include:

- Improve stakeholders' awareness of the project-level community grievance mechanisms (CGMs) in place and periodically evaluate the effectiveness of the CGMs in line with the UNGPs
- The project may intensify economic in-migration and exacerbate violence against girls and women, hence, engage an independent third party to implement a community program addressing domestic violence, sexual health and family planning, targeting both women and men
- Work with public security forces on Voluntary Principles on Security and Human Rights (VPSHR) training and ensure security and human rights risks assessment

The foregoing is work in progress for us and we have started to implement the recommendations of the HRIA as shown in Section 3 of this Update.

### NOTE 3

#### Baseline Study of 22 Affiliates in our Marketing & Services Business Segment

In 2017, our Marketing & Services (M&S) business segment conducted baseline studies on respect for human rights in 22 affiliates across different continents of the globe with a thematic focus on the topics of forced labor, child labor and working conditions. The study also provided an opportunity to engage our service station dealers, transporters, suppliers and joint venture partners on the issues.



#### Key findings from the study include:

- Awareness of our Code of Conduct and Fundamental Principles of Purchasing by some of our affiliates, dealers, suppliers and joint venture partners was sometimes low
- Some of our affiliates did not always prioritize human rights considerations in making business decisions
- Grievance mechanisms to address human rights and social issues (differently from commercial customer complaints) were not always in place.

We will be working with our Marketing & Services business segment to increase awareness and training in our Company Owned Dealer Operated (CODO) network stations and Dealer Owned Dealer Operated (DODO) network stations as well as with our suppliers and joint venture partners.

We will also continue to share lessons learned and experience from our Exploration & Production business segment on how we can implement effective grievance mechanisms in line with the UNGPs in our Marketing & Services business segment.



IN ADDITION TO OUR SALIENT HUMAN RIGHTS ISSUES, OUR PROCESS IDENTIFIED THE FOLLOWING OTHER TOPICS WHICH ARE BECOMING MORE IMPORTANT FOR OUR GROUP:

- Human rights and the UN Sustainable Development Goals (SDGs);
- Anti-corruption and human rights;
- Climate change which remains a shared global challenge, where we believe we can be part of the solution.

We will now discuss highlights of our recent actions in addressing our salient human rights issues, including challenges, ongoing efforts and next steps for the near future.

## ADDRESSING OUR SALIENT ISSUES IN THE WORKPLACE



### LABOR RIGHTS

As a responsible company, we are increasingly concerned with the risk of forced labor and child labor in our value chain, including in our retail activities and in our supply chain. In these situations, we consider it not only a risk but also an opportunity to use our leverage to foster respect for human rights in the workplace. We are constantly on alert concerning this issue.

### STRENGTHENING OUR GOVERNANCE

As part of our new «One Total» organization, the contracts and procurement functions from all our business segments were brought together on January 1, 2017 within

Total Global Procurement. The objective of this new entity is to develop a global approach to our supply chain management process and better integrate our Group's principles and practices, including with regards to human rights, in our supply chains across the world with a clear focus on our salient human rights issues of forced labor and child labor.

Furthermore, in January 2018, in line with our Human Rights Roadmap, we updated our human rights/CSR mapping of procurement risks, taking into account our main purchasing categories (e.g. drilling and wells, rigs, packaging, support

vessels, maintenance and construction) as well as the salient human rights issues of forced and child labor. This included a process of engagement with our business segment leaders, purchasing category managers and others and the collection of over 100 questionnaires from our personnel working in the contracts and procurement function.

Acknowledging the challenge of maintaining international living standards on project sites and base camps and its importance as a foundation to ensuring just and favorable conditions devoid of bonded or forced labor, we have defined our minimum requirements on construction sites for our employees and the employees of our suppliers and contractors in a Guide for the Respect of Minimum Living Conditions in Base Camps. We plan to update this guide.

## Total's First Global Agreement with IndustriALL Global Union

In January 2015, Total signed a **global CSR agreement** with international union federation IndustriALL Global Union, which represents more than 50 million workers in 140 countries in the energy, mining and manufacturing sectors.

The scope of the agreement includes:

- **Promoting human rights in the workplace and diversity**, with specific commitments concerning gender equality.
- **Involving employees and their representatives in conducting social dialogue** and in developing social dialogue in our operations and throughout our global supply chain
- **Making workplace health and safety** as absolute priorities in our operations and global supply chain.
- **Providing an insurance program** that guarantees a minimum of two years of coverage in the event of an employee's death, no matter what the country of residence.

- Sending a clear message that **maternity leave** should not have a negative impact on an employee's compensation or future career path.

- Fulfilling our **corporate social responsibility**, as we develop our operations in harmony with the surrounding communities.

The agreement has helped us to look further into labor rights practices in our local business units and in our supply chain.

The FAIR Committee made up of members from Total and trade unions affiliated with IndustriALL meets annually to assess the implementation of the agreement and identify areas for improvement and actions to be carried out. The first meeting was held in April 2016; the second in June 2017.

A key outcome of these meetings has been recognition of the need to further raise awareness on the principles and the implementation of this agreement in all our business units and in the supply chain.

### The FAIR Committee Review: Views from an Employee Union Representative

*"The FAIR Committee Review is very important for employee representatives/trade unions. The IndustriALL Global agreement has to be filled with life. This includes more discussions between Total's management and the unions on implementation and challenges encountered. The text of the agreement and details on representation at the FAIR Committee should be known by all workers everywhere in the Total Group. More time should also be allotted for the review meetings."*



*Workers really appreciate this very significant initiative by Total and we know that it will take a lot of work and time on both sides to effectively implement it."*

**Dieter Keller,**  
Member of the European Works Council and Total employee

In December 2017, Total joined the worldwide Global Deal initiative, a multi-stakeholder partnership that aims to encourage governments, businesses, unions and other organizations to enhance dialogue with employees. Social dialogue includes all types of negotiation, consultation or exchange of information between or among the representatives of governments, employers and workers on issues of common interest relating to economic and social policy. The Global Deal promotes the idea that effective social dialogue can contribute to decent work and quality jobs and, by extension, to greater equality and inclusive growth from which workers, businesses and societies benefit.

## REINFORCING AWARENESS AND TRAINING

- In December 2016, we held the second edition of our Annual Business Ethics Day (to mark the UN International Human Rights and Anti-Corruption Days). The theme was Supply Chain Challenges: Anti-Corruption and Human Rights, with participation across our business units globally, including our suppliers and contractors to share lessons learned, challenges and experiences, including on our salient human rights issues.
- In October 2017, we held our Suppliers Day 2017. 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 (FPP) guidance leaflet to our suppliers during the event.
- In October 2017, we held a Contracts and Human Rights Session facilitated by Shift, a leading center of expertise on business and human rights, with the Contracts Legal Practice Group – on embedding human rights in contracts for lawyers. This session also provided the opportunity for our lawyers to share relevant examples of contract provisions that have been useful in helping the company ensure that our partners respect human rights.
- In December 2017, we launched a pilot training program on human rights and the new Total Global Procurement (TGP) methodology for qualification of suppliers.

## OUR DUE DILIGENCE ACTIONS

As part of the new TGP qualification and monitoring methodology which will be gradually launched across our business units starting 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. Failing to implement them can result in sanctions.

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.

Furthermore, in addition to the assessment actions mentioned earlier in this Update, and 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.

## COLLABORATION

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 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.

In 2016, we committed to the "Closing the Gender Gap in Oil and Gas: A Call to Action for the Industry Declaration" at the World Economic Forum, signed by Total along with 20 other oil and gas companies. This declaration is based on seven guiding principles:

- I – Leadership: Establish gender diversity and inclusion as a strategic business imperative at all levels of an organization, visibly led by the Chief Executive and top leadership.
- II – Aspiration & Goal Setting: Set and maintain challenging but achievable goals and objectives for gender diversity.
- III – Science, Technology, Engineering and Mathematics (STEM) Pipeline: Support the development of women into STEM subjects at early years in school and university, and their development towards technical roles and careers.
- IV – Clear Responsibility: Ensure that managers are responsible for reaching diversity goals and objectives and that they have appropriate oversight of strategies and initiatives to achieve them.
- V – Recruitment, Retention and Promotion Policies: Review relevant policies and processes including recruitment, retention, evaluation, compensation and career planning to ensure they are gender sensitive. Recognize and mitigate unconscious biases in selection and retention processes.

- VI – Inclusive Corporate culture: Create an open and inclusive corporate culture where all genders can flourish.
- VII – Work Environment and Work-Life Balance: Develop and communicate clear guidelines on the implementation of gender-sensitive work-life balance policies for all staff.



## Respect for Each Other: Spotlight on Total's Guide on Dealing with Religious Issues in the Workplace

*"Eight of ten people in the world identify as religious. With its presence in 130 countries, Total is a home to many beliefs, and is committed to setting an example in terms of diversity. Furthermore, company employees find themselves dealing with questions on the expression of religious beliefs more than ever before, and local executives and managers may have difficulties in providing satisfactory responses.*

*It is for the above reasons that in May 2017, Total issued for the first time in its history a pioneering Guide on dealing with religious issues within the Group. Many internal and external experts including various religious representatives contributed to this Guide.*

*Since it is easier to accept differences and minorities when we understand them, this Guide is intended to be educational. Current religious beliefs and practices described in it often vary depending on the individuals, their life experience, and the circumstances. It is accordingly critical to avoid stereotypes.*

*With a view to providing practical options in answer to questions raised by our employees and managers all over the world, this Guide draws on the experience in our business segments in various countries. These examples demonstrate that it is possible to find solutions suitable for local contexts through dialogue, respect and listening to each other.*

*Employees and managers are invited in this internal Guide to opt for proposed solutions that are appropriate to the situation at issue and compatible with the smooth operation of the business units. For instance, certain clothing, hairstyles, or symbols related to a religious practice are accepted in most of our business units, provided that safety, the principles of our Code of Conduct and the applicable laws are respected."*



**Julie Vallat,**  
Former Head of Human Rights Department  
Now Head of Societal at Exploration & Production



**Nathalie Komatitsch,**  
New Head of Human Rights Department, Total SA

## NON-DISCRIMINATION AND GENDER DIVERSITY

As a company with employees of diverse cultures, lifestyles, gender and perceptions, non-discrimination and diversity is decisive for our commitment to respect human rights and for our competitiveness, capacity for innovation and attractiveness.

### STRENGTHENING OUR GOVERNANCE

In March 2017, our CEO announced new corporate values which include the value of "Respect for Each Other." In line with our Code of Conduct, we promote Respect for Each Other by rejecting all forms of discrimination, whether based on origin, gender, sexual orientation, disability, age or membership of a political, labor or religious organization.

Our Diversity Council champions progress in gender equality in the Total Group. The Council is chaired by a member of the Executive Committee. The current focus areas of the Diversity Council are:

- Ensuring equal pay for men and women.
- Improving work-life balance.
- Increasing gender diversity.
- Helping change attitudes through awareness-raising initiatives, training and extensive communication.

These areas are still work in progress for us.

## REINFORCING AWARENESS AND TRAINING

- We held the most recent edition of our biennial Global Diversity Days in May 2017 with the theme: "Respect for Each Other." The event was held at more than 180 locations across the Group. It aimed to encourage discussions and highlight the practices in place at Total's sites and business units worldwide that show their commitment to diversity.
- In December 2017, we held the third edition of our Annual Business Ethics Day (to mark the UN International Human Rights and Anti-Corruption Days). The theme was Business and Respect for Each Other: How to Handle Dilemmas. It was also an opportunity to launch the "Practical Guide on Dealing with Religious Issues within the Total Group."

with Elles Bougent (Women on the Move), a nonprofit that raises awareness among female high school students with some 130 female mentors from the Total Group who regularly talk to the girls about careers in science and technology.

We are also working at ensuring equal opportunities at work across the Group. This is work in progress for us and there are opportunities for continuous improvement. For example, the number of women considered as high potential at Total increased to 29% in 2016, compared to 16% in 2005. Also, as of 2016, 89% of our headquarters and business units' management committees had at least one female member, compared to 45% in 2005. We are making progress in work-life balance. We have clearly stated in the Total-IndustriALL global agreement that absences due to maternity should have no negative impact on the employees' pay or on the progression of their career. We are also working to implement telework and part-time work in specific situations.

## MOVING FROM POLICIES TO PRACTICE

We consider the recruitment process as a starting point to reflect our commitment to gender diversity. For example, in 2016, we hired 42% female employees in the Group (compared to 34% in 2014). Furthermore, to encourage girls and young women to study the science, technology, engineering and mathematics (STEM) subjects, we created a partnership

### OUR 2020 TARGET FOR GENDER DIVERSITY INCLUDES:

- **Women making up 25% of senior executives (up from approximately 5% in 2004 and 21.1% in 2017).**
- **Non-French nationals making up 40% of senior executives (having represented approximately 19% in 2004 and 28.9% in 2017).**
- **Women making up more than 20% of management committee members (headquarters and affiliates).**



### Focus on the Dynamics of Gender Diversity: Total in Egypt

In 2015, Total Egypt decided to expand employment opportunities for women. Five women were hired as pump attendants in service stations, a first in the country. Our customers and other stakeholders were happy to see women as pump attendants – a conventionally male-occupied role in the country. This diversity in the workforce, especially in a field that had never been entered by women before, has strengthened our reputation. The initiative also received mainstream media coverage in Egypt and beyond as well as on the social media.

See:

- ▶ <http://video.lefigaro.fr/figaro/video/egypte-des-femmes-travaillent-dans-une-station-service-une-premiere/5079719703001/>
- ▶ <http://hebdo.ahram.org.eg/NewsContent/0/34/107/15967/Stations-service--Les-femmes--s%E2%80%99en-m%EAlent.aspx>



## WORKPLACE HEALTH AND SAFETY

### STRENGTHENING OUR GOVERNANCE

In March 2017, our CEO announced that Safety is a value for Total.

In addition, in recent years, we have continued to develop standards relating to workplace health and safety with a focus on the rights to life and just and favorable conditions of work.

In December 2017, a new Group directive on a unified management system for health, safety and environment at Total, known as One-MAESTRO was published. Its objective is to ensure greater overall consistency in the health, safety & environment (HSE) practices in our business segments and business units, while respecting

the specific features of the various business activities. These principles apply in all our business units and at all our sites. We also seek to promote equivalent principles in joint ventures where we do not have operating control. HSE audits are periodically conducted in our business units based on the MAESTRO principles. For example, in 2017, MAESTRO audits were conducted in seven entities in our Exploration & Production business segment, eight entities in our Refining & Chemicals business segment and seventeen entities in our Marketing & Services business segment.

It should be noted that HSE performance is a criterion in determining the variable compensation of our management and employees.

### REINFORCING AWARENESS AND DUE DILIGENCE ACTIONS

Workplace health and safety is the subject of continuous training for our management, employees and suppliers including through our signature "Annual Safety Days" on the occasion of the World Day for Safety and Health at Work.

An e-learning tool developed to train staff on the Total's 12 Golden Rules for HSE was deployed in 2016. The Golden Rules were rewritten as "musts" and "must nots" to ensure more effective implementation of the rules and facilitate monitoring of their application. The new format was published in April 2017, on the occasion of the World Day for Safety and Health at Work.

### The 12 golden rules :

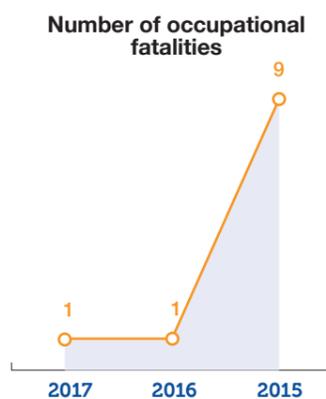
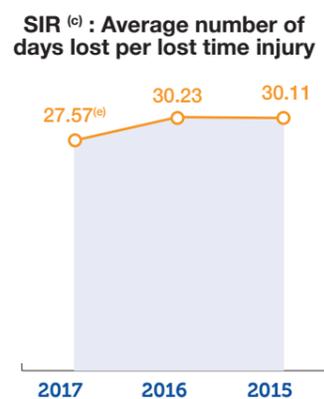
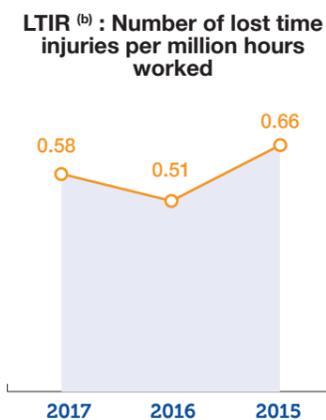
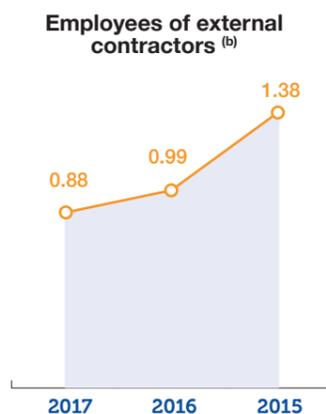
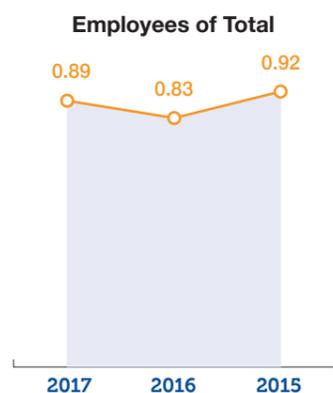
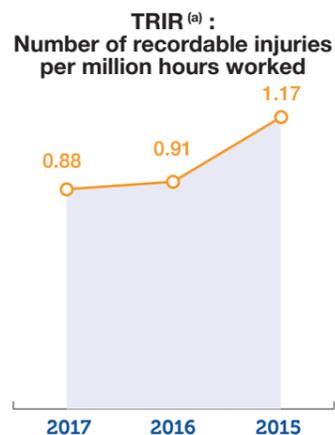
RULE 1	RISK SITUATIONS	RULE 7	WORK ON POWERED SYSTEMS
RULE 2	TRAFFIC, MACHINERY/VEHICLES, CYCLISTS/PEDESTRIANS	RULE 8	CONFINED SPACES
RULE 3	BODY MECHANICS AND TOOLS	RULE 9	EXCAVATION WORK
RULE 4	PROTECTIVE EQUIPMENT	RULE 10	WORK AT HEIGHT
RULE 5	WORK PERMITS	RULE 11	CHANGE MANAGEMENT
RULE 6	LIFTING	RULE 12	SIMULTANEOUS OPERATIONS OR CO-ACTIVITIES

One of the priority programs launched in 2016 to sustain the improvement of safety performance was the strengthening of the HSE practices of our external contractors, who are statistically the main victims of accidents, including the most severe accidents. The program of regular HSE meetings with the management of external contractors, initiated in 2016 continued in 2017.

“Total Suppliers Day” a day dedicated to Total’s strategic suppliers including some of our high-risk suppliers, – was

organized in October 2017. In all, in which 110 companies participated, sharing common policies and rules on ethics, health, safety, human rights and respect for the environment. On this occasion, awards in the categories of safety, digital innovation and operational excellence were presented to three companies, recognizing the excellence of their work. This is helping to promote a culture of safety including safe, just and favorable conditions of work in our supply chain.

### SAFETY INDICATORS



(a) TRIR: Total Recordable Injury Rate.

(b) Any employee of a service provider working at a Group-operated site or assigned by a transportation company under a long-term contract.

(c) LTIR: Lost Time Injury Rate.

(d) SIR: Severity Injury Rate.

(e) Excluding SAFT.

# ADDRESSING OUR SALIENT ISSUES IN LOCAL COMMUNITIES

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. Our response to human rights issues relating to local communities are coordinated by our societal/CSR teams working closely with the security and environment teams.

petroleum development and production in the Albertine Graben area of the country. LARF proposes a voluntary and consistent approach that is compliant with Ugandan legislation, international standards and best practices to further safeguard against social risks, such as, but not limited to those associated with involuntary resettlement. The objective of LARF is to:

- Clearly and comprehensively define a framework of terminology, objectives, policies, principles and organizational arrangements that will govern resettlement activities related to the project;
- Assist with the application of, and compliance with national legal requirements and International Finance Corporation (IFC) standards; and
- Provide practical guidance to project personnel (including joint venture partners, contractors and consultants) in the planning and implementing of the overall project.



### REINFORCING AWARENESS AND TRAINING

We continue to implement awareness-raising and training sessions on human rights and local communities for relevant personnel, including a focus on our salient human rights issues of access to land and right to health and an adequate standard of living. The feedback from these training sessions has helped us to further improve our governance processes. It has also provided a platform for peer learning and experience sharing on how various business units are managing human rights issues related to local communities.

Notably, in 2017 we organized two-day sessions facilitated by a third party firm for our community liaison officers (CLOs) in Papua New Guinea (PNG) and Uganda. This CLO training has now become an example of good practice in our industry.

### STRENGTHENING OUR GOVERNANCE

Over the past year or so, we have recognized the need to enhance understanding and implementation of our stakeholder management process by our practitioners in the business units and sites. In June 2017, we issued a Stakeholder Engagement Guide and Manual for our Exploration & Production business segment.

We seek to apply international best practice in our land access and acquisition processes so as to avoid or minimize human rights impacts. For example, in December 2016, we finalized – in conjunction with the Government of Uganda and other oil and gas operators in the country – a Land Acquisition and Resettlement Framework (LARF) for

The **Community Liaison Officer (CLOs)** maintains a dialogue between the business unit and the local communities. CLOs, who are employees of Total and come from the local community and therefore speak the local language and understand local customs. As such they often play a key role in integrating the company into the local context.

By way of example, in the East African Crude Oil Pipeline (EACOP) project to build a pipeline between Uganda and Tanzania, two additional CLOs were recruited on the Ugandan side, and six on the Tanzanian side, to establish ongoing dialogue with the impacted communities. There are plans to recruit nine more CLOs in 2018.

In addition, in December 2017, we organized a societal, security, ethics and human rights workshop with a National Oil Corporation, a joint venture partner.

ADDRESSING OUR SALIENT ISSUES: UPDATE AND NEXT STEPS

ADDRESSING OUR SALIENT ISSUES: UPDATE AND NEXT STEPS

### Spotlight on Transportation Safety as a Salient Issue

In the area of road safety, improved performance by our transporters in terms of accidents, particularly in countries where traffic regulations are weak and/or transportation infrastructure is poor, remains a constant concern for us. This includes preventing accidents that could harm road users.

Our actions to promote awareness and training on transportation safety, carried out in recent years, reduced serious accidents relating to our activities by more than 50% in the rate of serious accidents relating to our activities between 2013 and 2017. In our Marketing & Services business segment, a transporters’ inspection program is being rolled out in Africa, Asia Pacific / Middle East and the Americas and is expected to be gradually extended to Eastern European countries in 2018.

### Cooperation with National Oil Corporation in Libya

*"Total has been active in Libya for more than 60 years, with a focus on onshore and offshore oil exploration and production. In light of the fragile security situation, our operations in the country have been interrupted at various times.*

*We permanently work with the Libyan National Oil Corporation (NOC), our partner in all the joint ventures, through ongoing dialogue and experience-sharing to build knowledge and capacity in a meaningful and understandable way on the responsibility to respect all ethical principles that Total has committed to. For example, in December 2017, we organized a Societal, Security, Ethics and Human Rights Workshop with the NOC and Mabruk Oil Operations, the joint venture company we have with the NOC to operate some of our assets in Libya. The workshop provided an opportunity to listen to the NOC's difficulties and constraints, and share with them our commitments, methods and constraints as well as opportunities to implement these topics in relation to our operations in Libya. We were also able to share our learnings and experience from other countries with similar conflict-sensitive contexts where we have operations and have been able to make some modest progress in implementing our principles.*

*NOC is promoting the needs for transparency and support of local communities and is eager to continue its co-operation with Total and other foreign companies in the above-mentioned areas."*



**Jean-Daniel Blasco,**  
Managing Director, Total E&P Libya

### Proactive Stakeholder Dialogue – The example of Total E&P Egypt

In 2015, Total E&P Egypt was awarded an onshore exploration block in the Nile Delta. The block covers a densely populated rural region where around 53,000 people live.

Prior to starting its drilling campaign, and taking into consideration the dense population of the area, TEP Egypt started its social and environmental baseline studies and impact assessment studies almost one year and a half before the exploration activities were to be launched.

Total E&P Egypt has also put in place its grievance management procedure that was widely communicated in the surrounding villages through town hall meetings and the distribution of flyers that explained the grievance management process. This prepared community residents to be able to report any concerns and/or complaints they may have regarding the company's upcoming operational activities.

An onsite Community Liaison Office (CLO) was also appointed to ensure ongoing dialogue with the communities, a big part of the CLO's responsibility being the identification of weak signals and providing first level response to concerns and grievances.

### Access to Land

We recognize that land acquisition and resettlement in relation to our projects can be quite complex and that a comprehensive land tenure identification framework is usually key to effectively managing the issues. This remains work in progress for us.

### OUR DUE DILIGENCE ACTIONS Stakeholder Relations

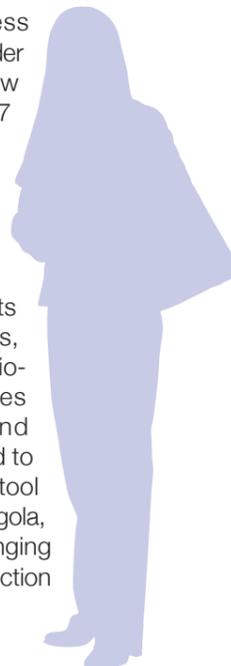
Our Stakeholder Relationship Management Tool+ (SRM+) is an effective tool for defining and regularly re-adjusting the societal/CSR strategy of our business units. Based on identifying and mapping our main stakeholders and a clear understanding of local expectations and issues, the aim is to assess the 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, Deployment continued in 2017:

- In two Exploration & Production business units (in Nigeria, focusing on an onshore asset in the production phase, and in Uganda, where the business unit is currently in the pre-project phase);
- In Refining & Chemicals, at the Grandpuits Gargenville and Carling complexes in France.

In our Marketing & Services business segment, a specific module on stakeholder relations, developed in 2012, has now been deployed widely. In 2016 and 2017 it was deployed in Bangladesh, Brazil, China, Côte d'Ivoire, France, Poland, Romania and Vietnam.

We also developed MOST (Management Operational Societal Tool) which allows societal/CSR teams at the business units level to manage stakeholder relations, community-related grievances and socio-economic 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 & Production business units that use it.



### Access to Land: Focus on the Tilenga Oil Development Project and the East African Crude Oil Pipeline (EACOP) Project

*"Our Exploration & Production teams are currently developing two onshore projects in Uganda and Tanzania: the Tilenga oil development project and the EACOP export pipeline project.*

*One characteristic of these two onshore projects is that land is needed for the infrastructure. The project occupies a lot of land, for its roughly 400 production and injection wells, central processing facility (CPF), which will span 300 hectares, and, of course, the pipeline that will link the CPF to the port of Tanga, in Tanzania. Several local communities will therefore be affected. This human aspect is one of the most sensitive aspects of our work.*

*As a company aiming to be the responsible energy major, we must take a demanding and transparent approach to such a process. For both host countries, Tilenga and EACOP are projects in the public interest and fundamental to the socio-economic development of the region. The downside of this footprint is that some communities will be relocated. We have to make sure that as few people as possible are affected.*



*The keys to acceptance are a method governed by stringent international standards, listening and dialogue, diligent information sharing, ongoing sensitization and fair compensation to create a significant consensus about the project. In doing this, we pay close attention to each country's specific requirements and practices as well as international best practices, as we do everywhere Total operates. It's a tangible application of one of our values "Respect for Each Other."*

**Ahlem Friga-Noy,**  
Vice President, Public Affairs, Africa, Total Exploration & Production

### Indigenous and Tribal Peoples

Some of our activities are been undertaken in communities where there are indigenous and tribal peoples. In such instances, we seek to know and understand the legitimate requirements and expectations of these vulnerable people while respecting the country's sovereignty.

We recognize the International Labour Organization (ILO) Convention No. 169 adopted in 1989, the United Nations 2007 Declaration on the Rights of Indigenous Peoples, and various World Bank Standards including the International Finance Corporation's (IFC) "Performance Standards." In accordance with these instruments, indigenous peoples have a right to free, prior and informed consent (FPIC) for projects affecting their lands or territories and other resources, particularly in connection with the development, utilization or exploitation of mineral, water or other resources.



In line with the foregoing and applicable legal standards, our Group's Principles and Guidelines regarding Indigenous and Tribal People requires our business units to engage meaningfully with indigenous peoples, avoid or minimize negative impacts on them and ensure that they have access to the benefits of our activities including employment and socio-economic development. Where necessary, we conduct Human Rights Impacts Assessments with an engagement focus on vulnerable groups, including indigenous and tribal peoples.

Recognizing the importance of this topic, we carried out two independent studies on indigenous and tribal peoples in different onshore projects in East Africa and the Asia-Pacific region. For example, our study in the Asian-

Pacific country acknowledged that though the government did not refer to its citizens as indigenous people, and people do not commonly use the terminology to self-identify, it does not prevent the application of international standards and conventions designed to safeguard collective rights and avoid harm to indigenous peoples, also considered as well as vulnerable people. Based on the fact that those communities are attached to their land and to the natural resources, it was recommended that we apply our policy regarding indigenous and tribal peoples and strive to meet the requirements of the IFC's Performance Standard 7 on Indigenous Peoples.

### Providing Access to Remedy: Our Community Grievance Mechanisms

In the first quarter of 2017, in line with our Human Rights Roadmap, we carried out an assessment of the status of community grievance mechanisms (CGMs) in our Exploration & Production operated business units starting with the business units exposed to societal/CSR risks, so as to further strengthen their capacity to effectively manage grievances, when they arise.

Further to the above, we realized that it was a challenge for some of our business units to draft CGMs, particularly aligned with the UNGPs. Accordingly, and in line with our Human Rights Roadmap, we developed a new operational-level, internal CGMs toolkit based on the UNGPs in March 2017.

Using the toolkit, we are now working with our Exploration & Production business units to implement CGMs in line with the UNGPs "effectiveness criteria" which require grievance mechanisms to be: legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning and based on engagement and dialogue. We consider it a very important step for our business units to remediate, through timely identification and treatment of grievances, those impacts associated with our operations that might affect local communities.

The priority is to go from paper to practice, from compliance to performance. The CGMs toolkit includes a template (available in English, French and Portuguese) of a grievance procedure aligned with the UNGPs effectiveness criteria to be deployed as a hands-on tool for use by our practitioners in the business.

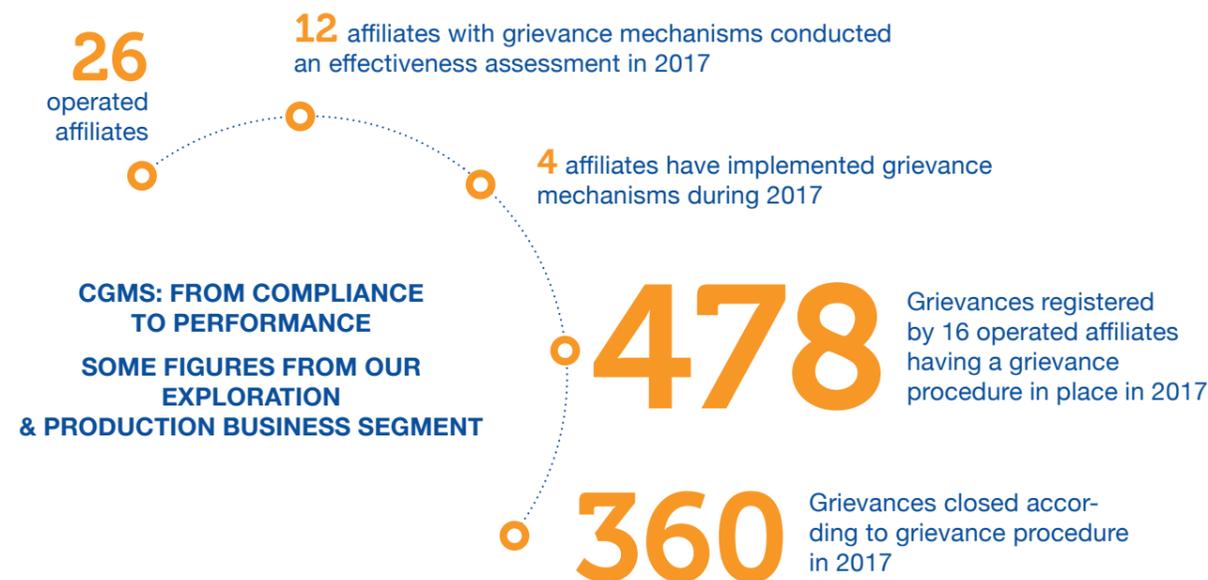
### To help affiliates effective implement grievance mechanisms: The new toolkit contains:

- 1 A template of Grievance Procedure compliant with UNGP requirements
- 2 A Template of DataBase to follow-up the cases
- 3 A Grievance Officer's Job Description
- 4 Some examples of Leaflets from other Affiliates

The first step for us was to review the existing grievance procedure in our business units and to engage with the local societal/CSR teams in order to understand what the outcomes were, the difficulties encountered and the challenges faced in implementing the procedure. For example, one challenge often mentioned by our business units with regards to offshore operations was the fact that they do not have enough personnel to ensure regular contact

with stakeholders; this negatively affected the effectiveness of the mechanism. Other business units struggled with drafting a procedure or defining the role of the grievance officer. Our new toolkit addresses some of these challenges.

The new procedure template is designed to be easily transposable with minimal customization to adapt to local context.



To foster CGMs implementation and effectiveness in 2017, the Exploration & Production (E&P) business segment introduced a monthly societal reporting system that operated business units could use to report to the headquarters E&P Societal Department, with key performance indicators to monitor CGM implementation and management. The next step is to improve on experience-gathering, peer-learning and sharing across our business units regarding CGMs.



### Effective Grievance Management in the Papua New Guinea

“Total E&P PNG Limited’s project area of Influence covers 40 communities and seven language groups. Given the geography of the area (rainforests and no access roads), river transportation is the main transportation mode for local people and, canoes play an important role in sustaining their livelihood.

Like other Total affiliates, Total E&P PNG receives grievances from community stakeholders as a result of company operations. TEP PNG has a grievance resolution process that is based on the values of mutual understanding, consensus and fair play in a participatory framework. A good example highlighting the participatory process of the grievance resolution procedure is one that was experienced along the Purari River, close to the company’s logistics base - the Herd Base. A family was returning from gardening activities on a dugout canoe when the backwash from the company personnel transportation boat – Humbii – caused the 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.

Upon receiving the grievance, the company grievance officer activated the grievance mechanism. The investigative process involved getting the complainant’s testimony along with reports from other witnesses, including the boat captain and other passengers. Following the compilation and review of all statements, the Onsite Grievance Committee (OGC) met to discuss the matter. In line with Total’s Societal Policy and International Finance Corporation (IFC) standards, the OGC offered to compensate the complainant “in kind” in preference to cash settlements. The proposed solution was then communicated to the aggrieved party who accepted the offer consisting of food rations, gardening tools and Awango by Total solar lamps. Following earlier consultations with community members, it had been agreed that fair and just compensation for the loss of a canoe would be to provide food rations that the claimant could distribute to other clan members who would in return assist with building a new canoe. In essence “a canoe for a canoe” would not be possible as a canoe is traditionally made in a collective manner. The settlement process was completed quickly (in 14 days) and community representatives and leaders witnessed it, in order to add transparency.

Since then, other grievances related to canoe sinking have occurred. In response to recurring incidents, Total E&P PNG modified the contractor’s procedure by requiring that cameras be installed on all barges (to allow for a quick identification of any case and of the losses) and that barges modify cruising on the river to mitigate backwash.”



**Jeremy ROEYGENS,**  
Environment & Social Manager, Total E&P PNG

### Partnership with Total: A Word from CDA Collaborative Learning Projects

“We have partnered with Total for over 15 years now, conducting field visits at multiple Total operations to assess how operational activities impact regions affected by socio-political pressures or conflicts. Reports of these visits are published on our website.

We have noted over the years some significant improvements, strong performance and examples of good practices relative to the management of social and human rights risks at some of these sites. We have also observed some unevenness across the sites as a group, however. We continue to engage with Total on this issue with a view to enabling strong performance across the business, globally. A range of factors contribute to this site-to-site variation, but some of it relates to different perspectives, experiences, and levels of autonomy, authority, and responsibility among managers from one business unit to the next. There can also be some continuity issues here, with the periodic turnover of managers.

At one of Total’s sites in Latin America, we observed a noteworthy good practice. Total arranged for local indigenous people to be trained and employed by a third party to monitor the affiliate’s compliance with the agreements it made with indigenous communities about environmental impacts. As the monitors belonged to the local community, the community trusted the monitors, who were able to provide accurate information without being suspected of bias. We think that this practice has been very successful in demonstrating good faith about environmental impacts and community agreements.”



**Ben Miller,**  
Associated Director, CDA Collaborative Learning Projects

## ADDRESSING OUR SALIENT ISSUE RELATED TO SECURITY

### RISK OF MISUSE OF FORCE

We continue to actively implement the Voluntary Principles on Security and Human Rights (VPSHR), an initiative launched in 2000 by States, NGOs and extractive companies, to guide our corporate and business units when working with public security forces and private security providers to prevent the risk of misuse of force and ensure respect for human rights while maintaining the security of our facilities, onshore or offshore.

### STRENGTHENING OUR GOVERNANCE

We have continued to rollout our VPSHR corporate tools (self-evaluation and risk assessment tools) to our business units in countries at risk (in terms of security and human rights).

Today, our VPSHR corporate tools are used by 46 entities mostly in sub-Saharan Africa, North Africa/the Middle East, Latin America and Asia. We acknowledge that the VPSHR tools need to be further simplified to enable a full involvement of our security management and execution teams in VPSHR implementation in the field. In this regard, the tools will be further updated in 2018 in line with our Human Rights Roadmap and thereafter deployed in all our business units. We also intend to review our country at risk identification process (in terms of the VPSHR) in 2018.

### REINFORCING AWARENESS AND TRAINING

Over the past two years, we organized dedicated VPSHR awareness/training sessions with a focus on the risk of misuse of force for our managers, employees, contractor personnel, public security forces and private security providers in various countries where Total is present including Nigeria, the Democratic Republic of the Congo, France, Papua New Guinea, Bolivia, China, Venezuela, Myanmar, Uganda, Jamaica.

The feedback from these training and awareness-raising sessions is helping us to update our VPSHR tools and risk assessment processes.

### COLLABORATION

We actively participate in various human rights workshops and events during which opportunities arise to promote the VPSHR. This includes workshops organized by the IPIECA-led Responsible Security Task Force, NGO International Alert on Heightened Due Diligence in Fragile and Conflict-Affected Situations, and the Danish Institute for Human Rights.

We also contributed to the publication of a **Case study report on “Responsible Investment in Fragile Contexts”** by the World Economic Forum and the International Committee of the Red Cross (ICRC).



### Implementing Security and Human Rights in Bolivia

Total has been present in Bolivia since 1994 as a partner and operator of major national gas production projects and developing major new gas fields in the country.

Notably, Total is operator of the Incahuasi gas development project which is one of the largest gas fields being developed in Bolivia and which will provide gas to meet domestic and international demand. Since 2014, we have organized VPSHR awareness induction and training sessions for 500 participants in the country including private security contractors and public security forces with a focus on our responsibility to respect human rights and proportionate use of force in line with applicable international standards, while working with us on the Incahuasi project and other activities.

*“We make sure that periodic VPSHR training is held on site and in our corporate office. We also make sure that a VPSHR training module is part of the induction package for every person on site, including our contractors and service providers. Anytime we require the police to protect our facilities, we ensure that the VPSHR presentation is made to the security forces so that they are fully aware of our principles and practices”*

*“At one point in 2017, community members demonstrated against a contractor who was working in our gas plant. We ensured that the police providing protection to the site maintained an appropriate distance. We also engaged with the protestors (working together with our CSR colleagues) to ensure that the situation did not escalate and that the misuse of force or any other violation of the human rights of the protesters was prevented. The demonstrators' grievances were resolved amicably.”*

*“We also meet periodically with our industry peers in-country to discuss common challenges and share experiences and learning on how we can continue to promote the implementation of the VPSHR in Bolivia.”*

**Raul Velasquez,**  
Security Manager, Total E&P Bolivia



ADDRESSING OUR SALIENT ISSUES:  
UPDATE AND NEXT STEPS



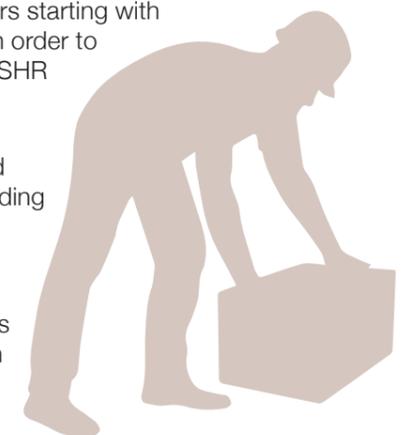
### REPORTING AND TRANSPARENCY

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 [here](#).

We have also entered into a few agreements/memorandum of understanding (MOUs) on VPSHR implementation and respect for human rights with some public security forces at national or regional level. However, having representatives of public security forces enter into agreements such as MOUs remains a challenge for us. To be successful, we must continue to develop trust with the relevant host governments and convince them to agree to negotiate and sign agreements on this matter. The process involves ongoing dialogue with host governments and public security forces to explain the VPSHR and establish our expectations in terms of respect for human rights.

Guided by our Group's Human Rights Roadmap, we will:

- Continue to increase VPSHR buy-in by our business units and provide ongoing support to them
- Expand the provision of user-friendly auto-diagnostic and risk-assessment tools to all countries and business units at risk and improve our follow-up processes
- Improve management and reporting on near-miss or incidents related to VPSHR and business units' feedback
- Continue the conduct of corporate-led VPSHR training for managers starting with Country Security Officers, in order to have more autonomous VPSHR trainings in our entities
- Continue to progress engagement of national and regional governments regarding VPSHR implementation, MoU execution and implementation
- Continue to develop lessons learned on best practices in terms of the use of force.



ADDRESSING OUR SALIENT ISSUES:  
UPDATE AND NEXT STEPS



# 4 LOOKING AHEAD

**Our engagement process for this Update identified some additional topics that have human rights dimensions and are increasingly becoming important for Total. We plan to continue to explore these topics (as issues and opportunities), including with the lens of respect for human rights.**

## HUMAN RIGHTS AND THE UN SUSTAINABLE DEVELOPMENT GOALS



In 2015, the United Nations (UN) adopted the 17 Sustainable Development Goals (SDGs). These goals recognize the critical role of businesses in economic development and growth, and require them to work creatively and innovatively to help solve the global challenges of sustainable development.

Total is proactively committed to integrating the SDGs into our activities, particularly in those areas where they have the greatest impact. That includes addressing our salient issues by making positive and differentiating contributions. With this in mind, we are currently working on a project to target our priority issues and determine our public commitments, taking into account our salient human rights issues.

## ANTI-CORRUPTION AND HUMAN RIGHTS



Over the years, various experts and stakeholders have recognized the strong connection between anti-corruption and human rights, i.e. corruption could be a major obstacle to implementing protection and respect for human rights as well as enabling access to effective remedies.

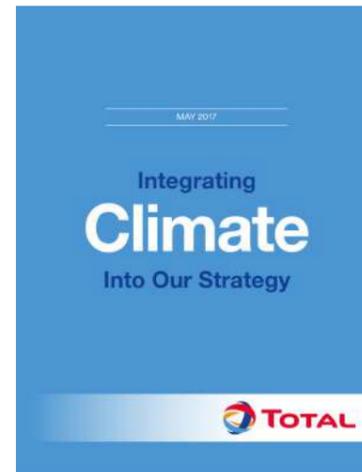
At Total, we recognize this connection, considering that our activities are oftentimes in challenging governance and operating contexts, as well as the opportunities for synergy to enable even progress in these areas in relation to our activities. Hence, both our Anti-corruption compliance and human rights teams continue to work together on a range of areas including:

- Our Business Ethics Day, which each year focuses concurrently on anti-corruption and human rights
- 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
- Our supplier qualification and monitoring methodology which adapts relevant learning from our anti-corruption compliance monitoring methodology
- 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.

# CLIMATE CHANGE

Climate change is a shared global challenge with negative impacts on ecosystems, development and human rights. These negative effects tend to be disproportionately experienced by those who are already in vulnerable situations, such as the elderly, women and children, and the poor.

At Total, we believe that we can be part of the solution to the climate change problem. That explains why we've decided to focus our innovation efforts on developing better, more affordable, more sustainable energy. From reducing our CO<sub>2</sub> emissions to committing to low-carbon, renewable energies and lobbying for a price on carbon, our **Climate Report 2017** details how we are addressing the climate change challenge.



In line with our updated Human Rights Roadmap and action plan, we intend to continue to consolidate the integration of human rights into our day-to-day business activities especially at local levels and in our supply chain. We will also be leveraging on the appointment of Country Chairs in various countries where we are present to scale-up awareness and the locus of accountability on the management of human rights issues across our businesses.

Tracking the effectiveness of our procedures and processes including our policies, training, stakeholder dialogue platforms such as the FAIR Committee meetings and the internal Total Survey, grievance mechanisms, risk assessment and audit processes will be key focus areas for us going forward.

We know it is going to take a lot of time, efforts, listening and dialogue, learning, and partnerships. We are committed to continuous improvement on this journey.

# APPENDIX: UNGPs REPORTING FRAMEWORK INDEX

Our Human Rights Briefing Paper Update 2018 follows the **UN Guiding Principles Reporting Framework**, published in February 2015. This index is designed to help you identify the location of answers to questions according to the UN Guiding Principles Reporting Framework, either in our Human Rights Briefing Paper Update or in other publications of the Total Group.

Section of the UN Guiding Principles Reporting Framework	Location in our Human Rights Briefing Paper Update 2018	Location in other Group publications
<b>A – GOVERNANCE OF RESPECT FOR HUMAN RIGHTS</b>		
<b>A1 – Policy commitment</b>		
A1.1	9-15	<a href="#">Total's Code of Conduct</a> <a href="#">Total's Human Rights Guide</a> <a href="#">Total's 2017 VPSHR report</a> , pages 1 & 2 <a href="#">Human Rights Briefing Paper, July 2016</a> , pages 11-14
A1.2	17	Same as for A1.1
A1.3	9-15, 22, 24-26, 27-28, 33-34	<a href="#">Human Rights Briefing Paper, July 2016</a> , page 13 See: <a href="https://www.sustainable-performance.total.com/en">https://www.sustainable-performance.total.com/en</a>
<b>A2 – Embedding respect for Human Rights</b>		
A2.1	11-12	<a href="#">Human Rights Briefing Paper, July 2016</a> , pages 13 <a href="#">Total's 2017 Registration Document</a> , pages 202 & 203 <a href="#">Total's 2017 VPSHR report</a> , page 3
A2.2	Same as for A2.1	Same as for A2.1 <a href="#">Human Rights Briefing Paper, July 2016</a> , pages 4, 8-9, 11-14
A2.3	13, 22, 24, 25, 27, 33	<a href="#">Total's 2017 Registration Document</a> , pages 202 & 203 <a href="#">Total's 2017 VPSHR report</a> , pages 3-6
A2.4	11, 13, 22, 25-26, 27-28, 33	<a href="#">Human Rights Briefing Paper July 2016</a> , pages 20-23 <a href="#">Total's 2017 Registration Document</a> , pages 174, 199-200 <a href="#">Total's 2017 VPSHR report</a> , page 6
A2.5	12, 18-19, 21, 23, 26, 30-32, 38	<a href="#">Human Rights Briefing Paper July 2016</a> , pages 16-19, 36 <a href="#">Total's 2017 Registration Document</a> , pages 202 & 203 <a href="#">Total's 2017 VPSHR report</a> , pages 6-11
<b>B – DEFINING THE FOCUS OF REPORTING</b>		
B1 Statement of salient issues	16-19	<a href="#">Total's Human Rights Guide</a>

B2 Determination of salient issues	Same as for B1	<a href="#">Total's Human Rights Guide</a>
B3 Choice of focal geographies	N/A	
B4 Additional severe impacts	20, 37-38	
<b>C – MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES</b>		
<b>C1 – Specific policies</b>		
C1.1	20-24, 25-26, 27-28, 30-31, 33	<a href="#">Total's Code of Conduct</a> <a href="#">Total's Human Rights Guide</a> <a href="#">Total's 2017 Registration Document</a> , pages 193 - 198 <a href="#">Total's Safety Health Environment Quality Charter</a> <a href="#">Total's Fundamental Purchasing Principles</a> <a href="#">Total's 2017 VPSHR Report</a>
C2 - Stakeholder engagement		
C2.1	17-19, 21, 26, 27-34	<a href="#">Total's 2017 Registration Document</a> , pages 193-194
C2.2	Same as for C2.1	Same as for C2.1
C2.3	Same as for C2.1	Same as for C2.1
<b>C3 – Assessing impacts</b>		
C3.1	18-19, 24, 26, 30-31	
C3.2	18-19, 26, 29, 32, 34	
<b>C4 – Integrating findings and taking action</b>		
C4.1	20, 22, 25, 27-32, 33-35	
C4.2	23	<a href="#">Total's Lobbying Ethics Charter</a>
C4.3	18-19, 20-26, 27-35	
<b>C5 – Tracking performance</b>		
C5.1	18-35	
<b>C6 – Remediation</b>		
C6.1	17, 21, 27, 30-32	<a href="#">Total's Code of Conduct</a> <a href="#">Total's Human Rights Guide</a>
C6.2	Same as for C6.1	
C6.3	28-29, 30-33	
C6.4	Same as for C6.3	
C6.5	Same as for C6.3	

# GLOSSARY

## Acronyms

<b>CDA</b>	Collaborative for Development Action
<b>CLO</b>	Community Liaison Officer
<b>CSR</b>	Corporate Social Responsibility
<b>DIHR</b>	Danish Institute for Human Rights
<b>E&amp;P</b>	Exploration & Production (Total business segment)
<b>FPP</b>	Fundamental Principles of Purchasing (Total policy)
<b>HRIA</b>	Human Rights Impacts Assessments
<b>HSE</b>	Health, Safety & Environment
<b>IA</b>	International Alert
<b>ILO</b>	International Labor Organization
<b>MoU</b>	Memorandum of Understanding
<b>MOST</b>	Management Operational Societal Tool (Total tool)
<b>M&amp;S</b>	Marketing & Services (Total business segment)
<b>NGO</b>	Non-governmental organization
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>One-MAESTRO</b>	Management and Expectations Standards Towards Robust Operations (Total tool)
<b>R&amp;C</b>	Refining & Chemicals (Total business segment)
<b>SRM+</b>	Stakeholder Relationship Management (Total tool)
<b>TGP</b>	Total Global Procurement (Procurement entity of the Total Group)
<b>UDHR</b>	Universal Declaration of Human Rights
<b>UNGPs</b>	United Nations Guiding Principles on Business and Human Rights
<b>VPSHR</b>	Voluntary Principles on Security and Human Rights

## Definitions

### UN Guiding Principles Reporting Framework

The UN Guiding Principles Reporting Framework is the first comprehensive guidance for companies to report on Human Rights issues in line with their responsibility to respect Human Rights. This responsibility is set out in the UN Guiding Principles on Business and Human Rights, which constitute the authoritative global standard in this field. The UNGPs Reporting Framework, launched in February 2015, provides a concise set of questions to which any company should strive to have answers in order to know and show that it is meeting its responsibility to respect Human Rights in practice. It offers companies clear and straightforward guidance on how to answer these questions with relevant and meaningful information about their Human Rights policies, processes and performance.

([www.ungpreporting.org](http://www.ungpreporting.org))

### Salient Human Rights Issues

As defined by the UNGP Reporting Framework, they are those Human Rights that stand out because they are at risk of the most severe negative impact through a company's activities or business relationships. This concept of salience uses the lens of risk to people, not the business, as the starting point, while recognizing that where risks to people's Human Rights are greatest, there is strong convergence with risk to the business. Salience therefore focuses the company's resources on finding information that is necessary for its own ability to manage risks to Human Rights, and related risks to the business. In this way, it helps companies report on the Human Rights information that shareholders, investors, governments, customers, consumers, media, civil society organizations and directly affected people want to see.

([www.ungpreporting.org/key-concepts/salient-human-rights-issues](http://www.ungpreporting.org/key-concepts/salient-human-rights-issues)).

### Shift

Founded in 2011, Shift is the leading center of expertise on the UN Guiding Principles. Its experts work globally with businesses, governments, civil society and international organizations to embed the Guiding Principles into practice.

([www.shiftproject.org](http://www.shiftproject.org))

### GoodCorporation

U.K.-based firm specialized in assessing socially responsible businesses. GoodCorp has conducted more than 100 assessments in Total affiliates and business units since 2002. The methodology for evaluating the implementation of Total's Code of Conduct is based on 85 evidence points, a quarter of which related to Human Rights, and six different stakeholder categories – employees, customers, suppliers and contractors, business partners, shareholders, and host countries and local communities.

([www.goodcorporation.com](http://www.goodcorporation.com))

### Danish Institute for Human Rights

Independent institution funded by the Danish state, whose mandate is to promote and protect Human Rights and equal treatment in Denmark and abroad. The Copenhagen-based organization works with states, independent organizations and the corporate sector to enable them to strengthen their Human Rights performance. DIHR has worked with Total since 2011, assessing how the Group's policies, procedures and practices impact Human Rights, and supporting effective implementation of Human Rights principles in Total operations.

([www.humanrights.dk](http://www.humanrights.dk))

### CDA

An independent U.S. non-profit organization with recognized expertise in the field of conflict-sensitive business practice, corporate respect for Human Rights, and human security safeguards in and around corporate operations. CDA has a programme that helps extractive companies such as Total identify and manage the impacts of their activities in complex regions or conflict zones.

([www.cdacollaborative.org](http://www.cdacollaborative.org))

### International Alert

London-based NGO with 30 years of experience helping people find peaceful solutions to conflict.

([www.international-alert.org](http://www.international-alert.org)).

### Fundamental Principles of Purchasing

Total's policy to promote a sustainable purchasing process. The policy requires that the Group's suppliers comply with – and ensure their own suppliers and subcontractors comply with – current laws and the following principles: Respecting Human Rights at work, protecting health, safety, and security, preserving the environment, preventing corruption, conflict of interests, and fighting against fraud, respecting the competition law, and promoting economic and social development.

([www.total.com/sites/default/files/atoms/files/principes-fondamentaux-achats-va.pdf](http://www.total.com/sites/default/files/atoms/files/principes-fondamentaux-achats-va.pdf))

### Community Grievance Mechanisms

A community grievance mechanism is a process for receiving, investigating, responding to, and closing out complaints or grievances from communities affected by a company's activities in a timely, fair and consistent manner. Community grievance mechanisms are usually separate from any workforce grievance mechanism.

### SRM+

Deployed since 2006, SRM+ is a Total tool that helps the Group identify the views of external stakeholders through a structured and consistent process for dialogue with our stakeholders in more than 130 countries worldwide.

### VPSHR

Established in 2000, the Voluntary Principles on Security and Human Rights are a set of principles designed to guide companies in maintaining the safety and security of their operations within an operating framework that encourages respect for Human Rights.

([www.voluntaryprinciples.org](http://www.voluntaryprinciples.org))

### IndustriALL

In January 2015, Total signed a global agreement with IndustriALL Global Union, an international union representing more than 50 million workers in 140 countries in the energy, mining and manufacturing sectors. The agreement includes the promotion of Human Rights in the workplace and diversity, the involvement of employees and their representatives in conducting social dialogue, and a focus on workplace health and safety. Annual FAIR Committee review meetings are held to monitor the implementation of the global agreement. Participants at the review include labor union representatives from across the Group. FAIR stands for: "Facilitate the Application, Involvement of all and regular measurement of the Results of the agreement."

([www.industriall-union.org](http://www.industriall-union.org))

### IPIECA

A global oil and gas industry association on social and environmental issues, which among other things, develops guidance and tools on how to integrate Human Rights into companies' environmental, social and health impacts assessments. ([www.ipieca.org](http://www.ipieca.org))

### MOST

This is a Total tool that allows users to manage stakeholder relations, site-related grievances and societal projects. Specific modules (access to land, compensation and employment) can be added to this tool. MOST generates reports that serve as a basis for the analysis of societal performance.

## Disclaimer

This report, from which no legal consequences may be drawn, is for information purposes only. The entities in which Total S.A. directly or indirectly owns interests are separate legal entities. Total S.A. shall not be held liable for their acts or omissions. The terms "Total," "Total Group" and "Group" may be used in this report for convenience where general reference is made to Total S.A. and/or its affiliates. Similarly, the words "we", "us" and "our" may also be used to refer to affiliates or to their employees.

This document may contain forward-looking information and statements that are based on business and financial data and assumptions made in a given business, financial, competitive and regulatory environment. They may prove to be inaccurate in the future and are subject to a number of risk factors. Neither Total S.A. nor any of its affiliates assumes any obligation to investors or other stakeholders to update in part or in full any forward-looking information or statement, objective or trend contained in this document, whether as a result of new information, future events or otherwise.

Additional information concerning factors, risks and uncertainties that may affect Total's financial results or activities is provided in the most recent Registration Document, the French-language version of which is filed with the French securities regulator Autorité des Marchés Financiers (AMF), and in Form 20-F filed with the United States Securities and Exchange Commission (SEC).

## Photo credits

Copyright Total Group • AmmentorpDK • Michel CECCONI • Bruno COHEN • Good Corporation • Dave HERRIMAN • Fatima JELLAOUI • Mohamad MOUSTAPHA • Marc ROUSSEL • Patrick SORDOILLET • Ernst UDO DRAWERT • Laurent ZYLBERMAN

Design: Ressort Graphique - April 2018

**total.com**



Total is a major energy player committed to supplying affordable energy to a growing population, addressing climate change and meeting new customer expectations.

Those commitments guide what we do. With operations in more than 130 countries, we are a global integrated energy producer and provider, a leading international oil and gas company, and a major player in solar energy with Total Solar and our affiliate SunPower. We explore for, produce, transform, market and distribute energy in a variety of forms, to serve the end customer.

Our 98,000 employees are committed to better energy that is safer, cleaner, more efficient, more innovative and accessible to as many people as possible. As a responsible corporate citizen, we focus on ensuring that our operations worldwide consistently deliver economic, social and environmental benefits.

Our ambition is to become the responsible energy major.



**TOTAL**

Corporate Communications  
TOTAL S.A.  
2, place Jean-Millier 92400 Courbevoie, France  
Tel.: +33 (0)1 47 44 45 46  
Share capital: € 6,207,262,032.50  
Registered in Nanterre: R.C.S. 542 051 180  
[www.total.com](http://www.total.com)