

Paris, 1st February 2018

Voluntary Principles on Security and Human Rights

Total SA – 2017 Annual Report

Introduction

Total (or “the Group”) is a global integrated energy producer and provider and a leading international oil and gas company with activities in more than 130 countries. It is the world’s second largest solar energy operator, through SunPower. Total joined the Voluntary Principles on Security and Human Rights (the “VPSHR” or “VP”) Initiative in March 2012, however it had supported and implemented the Initiative’s recommendations for a number of years beforehand. The Group is maintaining its efforts to embed and promote the VPSHR into its day-to-day business activities.

In 2017, Total’s primary achievement is the progress made by some of its affiliates operating in sensitive countries in implementing the VPSHR (see section C. Country implementation).

A. Commitment to the Voluntary Principles

A.1 Public statement of commitment or endorsement of the Voluntary Principles, engagement in the Voluntary Principles Initiative and for transparency.

As indicated in our Code of Conduct, the Group commits to respecting internationally recognized Human Rights standards, in particular:

- core International Labor Organization (ILO) conventions;
- United Nations Guiding Principles on Business and Human Rights (The “Guiding Principles”). Endorsed by the UN in 2011, this set of principles clarifies the complementary roles and responsibilities of States and businesses in relation to human rights;
- Voluntary Principles on Security and Human Rights (The “Voluntary Principles”).

The Group’s Code of Conduct highlights our five priority areas:

- establishment of formal relations between subsidiaries and States to organize the deployment of security forces in accordance with our principles;
- transfer of equipment that should only occur on an exceptional basis and be strictly controlled;
- verification of security companies’ recruitment procedures;
- specific training;
- reporting of incidents.

Total released the second edition of its Human Rights Guide in December 2015, in which it renews its commitment to the VPSHR.

Patrick Pouyanné, the Chairman and Executive Officer of Total SA reiterated that:

*“The Group is committed to respect internationally recognized Human Rights standards in the countries where we work. In doing so we focus on the following important issues:
[...] Ensuring that the security of our people and facilities is managed in a responsible way and that the rights of neighboring communities 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”.*

This Guide complements the Group’s Code of Conduct and is designed to provide guidance on any issues, questions or concerns relating to Human Rights. It is primarily intended for internal use but copies have also been sent to our external stakeholders for general guidance purposes and to clarify our expectations. Total’s Human Rights Guide is available online¹.

In July 2016, the Group published a Human Rights Briefing Paper outlining its salient Human Rights issues as defined in the UN Guiding Principles Reporting Framework, i.e. 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.

They include:

- 1) Forced Labor and Child Labor;
- 2) Discrimination;
- 3) Just and Favorable Conditions of Work and Safety;
- 4) Access to Land;
- 5) Communities Health and Adequate Standard of Living;
- 6) Risk of Misuse of Force (see Annex 1 for further details on security issues²).

Based on the United Nations Guiding Principles Reporting Framework, this Briefing Paper is the first of its kind to be disclosed by an international oil and gas company. Not only does it publicly report on the approach Total has adopted to embed respect for human rights into its operations, but it also attempts to identify shortcomings and drive improvements as and where required.

The Briefing Paper describes Total’s policy, awareness raising, training and due diligence actions in relation to each salient issue. It provides case studies on the challenges faced in Yemen and in Myanmar (see p. 31 & 33). This Human Rights Briefing Paper is currently under review and an update is due for release in July 2018.

¹ Available on line: http://www.Total.com/sites/default/files/atoms/files/human_rights_internal_guide_va.pdf

² A copy of this comprehensive Human Rights Briefing Paper is available online: http://www.sustainable-performance.Total.com/sites/analystecsr/files/atoms/files/Total_human_rigths_briefing_paper_july_2016.pdf

A.2 Examples of promoting awareness of the Voluntary Principles throughout the organization

Total has continued to facilitate training sessions and awareness workshops on the VPSHR both at operational and corporate level.

The training programs, which are constantly reviewed and updated, are implemented regularly by our affiliates.

Following a reorganization of its security worldwide, the Group's Corporate Security Department organized a three-day security seminar for newly assigned country security officers between 20th-22nd November 2017. One half-day session was dedicated to the VPSHR using case studies and role-plays. 50% of the new country security managers attended this session. The remaining 50% will attend a second course scheduled on 10-12 April 2018.

All attendees of Corporate Security training sessions are provided with a VPSHR Kit to help them implement the VPSHR locally. It includes:

- original text of the Voluntary Principles in English, French and Spanish;
- international standards documents (*e.g. the Guiding Principles, the Basic Principles on the Use of Force and Firearms by Law Enforcement Officials, etc.*);
- Group's security and human rights policies;
- training presentations for different type of trainees, attendance sheet templates, video materials;
- Group implementation tools such as the VPSHR Auto-Diagnostic and VPSHR Risk Assessment method;
- Private Security Company contract VPSHR clause and Memorandum of Understanding (MoU) templates.

This Kit is very well appreciated by all affiliate attendees.

A.3 Promoting and advancing the implementation of the Voluntary Principles internationally

Total recognizes the importance of promoting and advancing the implementation of the VPSHR globally.

In 2017, the Group was involved in VPSHR initiative activities, including:

- Participation in the work of the Maritime Security & Human Rights working group;
- Support to the "in-country implementation" groups in Nigeria and Myanmar;
- A commitment by Total to participate in the 2018 Plenary Meeting presentations.

In Myanmar, Total has actively participated in the preparation of a procedure, common for all Oil & Gas operators, and covering "Migrants rescue at sea".

B. Policies, procedures and related activities

B.1 Implementation of the Voluntary Principles: relevant policies, procedures, and/or guidelines (or any changes thereof from the previous reporting year)

Total's human rights roadmap and action plan have been approved by the EXCOM. The plan aims to:

- increase VPSHR buy-in from affiliates;
- enhance the Group's visibility on VPSHR implementation by affiliates;
- improve the management and reporting of VPHSR incidents or near-misses through existing H3SEQ processes;
- use lessons learned to develop best practices on the use of force.

The Group's approach to security with regard to the protection of personnel, assets, information and corporate reputation is outlined in the Corporate H3SEQ Charter and the Corporate Security Directive. The latter also includes its approach to VPSHR. Total has fully incorporated its commitment to the VPSHR in its H3SEQ Charter. It clearly sets out that *"Total adopts a constructive attitude towards safety, security, health, the environment and quality, based on transparency and an open dialogue with stakeholders and outside parties. Through its societal commitment, Total is particularly keen on contributing to the sustainable development of neighboring communities, with a focus on human, economic and social issues. It conducts its operations in such a way as to responsibly ensure security, in compliance with the Voluntary Principles on Security and Human Rights."* Group entities are explicitly required to observe the VPSHR.

An Operational Guide (*VPSHR – Explanatory and Enforcement Table*) has been designed to define the actions Total's entities must take in relation to the implementation of the above priorities as well as associated reporting and monitoring activities.

The VPSHR referential will be regularly reviewed to incorporate improvements and lessons learned as part of a continuous improvement process.

Corporate Security guides and manuals will be revised in 2018 to formalize implementation procedures and the use of our VPSHR Group tools by all entities worldwide.

Many Group affiliate entities issue policies that are consistent with the Group's policy and which are reviewed jointly by the Corporate Security and Human Rights Departments. An example of these policies is provided below.

B.2 Group procedure for conducting Security and Human Rights risk assessments and integrating findings

In 2014 and 2015, Total's main achievement was the development of two VPSHR tools to help the Group and its affiliates better assess security and human rights risks/impacts in order to identify them and prevent them from occurring, i.e.: the risk assessment tool (VPRA) and the auto-diagnostic tool (VPAD).

The Group identifies entities as "VP at-risk entity" in light of the nature of their operations or operating environments, when they use, or may have to call for, Government Security Forces (GSF) or Private Security Companies (PSC) using weapons. Their presence could indeed generate greater VPSHR-related risks.

“VP at-risk entities” identified as a result of a security audit or assessment using the VP tools benefit from increased support from the Corporate Security Department and are required to report regularly on their VP implementation processes and activities.

Today, our VPSHR tools are used by 46 entities mostly in Sub-Saharan Africa, North Africa/the Middle-East, Latin America and Asia.

The roll-out phase for all remaining countries, scheduled for 2017, has been postponed due to the fact that the Corporate Security Department is going to issue a Corporate Security Risk Assessment Method incorporating the VPSHR Risk Assessment tools during the first semester of 2018. In order to simplify procedures and contribute to a full involvement of security management and execution teams in VPSHR implementation in the field, the VPSHR risk assessment tool will be amended in 2018 to comply with this new method. Following this review, the tool will then be distributed to all Group affiliate worldwide.

At Total, every operational project is analyzed using a formalized risk assessment process. Under this process, experts assess various risks such as health, safety and environmental risks, security and societal risks, and risks of human rights abuses. The risk of misuse of force in security operations is explicitly covered. In 2017, over 50 project risk assessments have been conducted.

B.3 Group procedure or mechanism for reporting and addressing security-related incidents involving Human Rights implications by public/private security forces in relation to the Group’s activities.

Whenever a VPSHR incident or near-miss incident occurs in a subsidiary, the security manager and General Manager must complete and file a VPSHR incident report, using the template provided by the Group. This document includes in particular:

- Event description;
- Follow up and immediate actions taken;
- Ongoing actions;
- Way forward;
- Analysis and conclusions;
- Recommendations.

The Corporate Security Directive incorporates Group rules on responses to Human Rights violations. The Human Rights Briefing Paper reiterates the process for managing VPSHR incidents occurring within the scope of the Group’s activities (see Annex 1).

The following measures must be taken by any Business Unit involved in security-related incidents with Human Rights implications:

- ensure that appropriate medical care is provided to any injured person;
- immediately report the incident to the relevant authorities at Group and Business Unit levels – follow-up actions will be taken depending on the local context and type of incident;
- ensure the protection of any witnesses from internal or external pressure;
- conduct internal investigations to establish facts and responsibilities, and monitoring and follow up, where applicable;
- ensure that remediation actions are put in place for affected stakeholders (e.g., compensation, etc.).

Corporate Security reporting mechanisms are currently under review. VPSHR incident reporting procedures will ultimately be integrated into the Corporate Security reporting mechanism. VPSHR incidents are one of 12 categories of incidents which are classified as “serious” and which must be reported within 24 hours to the Corporate Security and Human Rights Departments.

B.4 Group procedure for taking into consideration the Voluntary Principles when entering into relations with private security providers

The Human Rights Guide and the Corporate Security Policy provide our managers with specific guidelines on the selection of private security providers.

In particular, the means and resources used by security personnel should be assessed so as to ensure that no incident can occur and that they are in line with the Group’s security requirements. Business Units are required to conduct due diligence, covering human rights respect issues, when recruiting security personnel. Security contractors are to apply the same procedures.

In 2017, the Group reviewed at Corporate level its template contract with private security providers.

Group entities were then instructed to review their security-related contracts to include provisions whereby private security companies undertake to:

- comply with Voluntary Principles commitments and expectations in terms of conduct of personnel;
- conduct a preliminary survey of potential security providers and apply employee selection criteria to ensure that no-one involved in Human Rights abuses has been recruited;
- use skilled and qualified personnel who are familiar with the VPSHR and fully aware of the Group’s principles and in particular of the Business Units’ security policy to perform services;
- ensure personnel are trained and/or attend information sessions on the VPSHR;
- clearly acknowledge the primarily protective and defensive nature of this work and proportionate use of force;
- report any security-related incidents to Total and manage them properly;
- provide emergency medical aid to injured persons using available medical teams where force is used.

Instructions also state that the text of the VPSHR must be attached to master service agreements.

C. Country implementation

C.1 Overview of country operations selected for reporting purposes (including any notable changes from the previous reporting year for countries featured in consecutive reports)

Total conducts operations in many sensitive countries. Examples of countries where Total's implementation efforts have been pursued in 2017 (see C.2 below for details) include Papua New-Guinea (PNG), Nigeria and Bolivia. This choice was made according to the likelihood of exposure to VP-related breaches.

C.2 Examples of country implementation

Papua New Guinea

a) Context

Total E&P Papua New Guinea (TEP PNG)'s current operations consist of pre-development activities within the Gulf Province of Papua New Guinea. In early 2017 Total affiliate conducted a **dedicated Human Rights Impact Assessment (HRIA)** with the Danish Institute for Human Rights (DIHR) in Papua New Guinea (PNG) with a focus on **gender, security and conflict**.

Key finding and recommendation for security from this HRIA is:

“Work with public security forces towards Voluntary Principles on Security and Human Rights (VPSHR) training and ensure security risks assessment.”

The foregoing is work in progress for the affiliate. It has signed contracts with three Private Security Companies. A MoU with the Royal Papua New Guinea Constabulary was established in July 2016.

b) Policies and procedures

TEP PNG's internal policy is consistent with the Group's VPSHR directive. Training is a cornerstone of the affiliate security department's efforts to meet VPSHR standards. In 2017, a Total of 72 security related personnel received detailed training packages on the VPSHR. In addition to this training, site managers and superintendents, contracted security personnel, Reserve Police, site-based contractors and Community Relations Department personnel received a general VPSHR briefing in the form of a Safety Share information package at the PRL 15 Logistics base.

c) Relations with Private Security Companies (PSC)

TEP PNG has pledged to establish formal relations with PSC that respect VPSHR requirements. Each contract signed by the affiliate with its PSC includes a VPSHR clause that is explained and agreed upon during the contract negotiation phase.

All newly deployed security personnel are trained to understand, respect and promote the VPSHR. Subjects covered in these training sessions include: the sensitivity of local communities, the proportionate use of force, intervention methods and incident reporting. TEP PNG has also introduced a new form of training which focuses specifically on conflict resolution. Its purpose is to provide trainees with the knowledge to detect and defuse aggressive behavior in order to avoid any escalation of violence or the use of force. Subjects covered in this course include impact factors having a negative influence on human behavior, external signs of aggressiveness and body language, desired reactions and non-violent communication methods. A shorter version of this course was used as a safety moment which was shared with all personnel at the PRL 15 Logistics base to raise awareness on issues regarding security and human rights among TEP PNG's staff, contractors and visitors.

d) Relations with Government Security Forces (GSF)

TEP PNG maintains formal working relations with PNG GSF. A MoU was signed with the PNG police in July 2016 and reviewed in January 2018. TEP PNG used this review to reiterate its expectations that VPSHR standards be respected.

In order to reinforce the skills of the PNG police forces on human rights issues, and with the help of the local Provincial Police Commander, TEP PNG has worked in coordination with the Police training department, providing them with training materials and presentations on the VPSHR and international human rights law applicable to the use of force. In so doing, the Police Training department is able to provide future police officers with consistent and sound knowledge of the provisions promoted by the VPSHR, which are enshrined in TEP PNG's internal policies.

Nigeria

a) Context

Despite a difficult geopolitical situation in the country, no VPSHR incidents were reported in Total's areas of responsibility throughout 2017. Total Upstream Companies in Nigeria (TUCN) and Total Nigeria PLC's (TNPLC) commitment to implementing the VPSHR remains very strong and active.

b) Policies and procedures

In 2017, TUCN produced a new procedure: *Voluntary Principles for Security and Human Rights Reaction Procedure* which is consistent with the Group's policy. It clarifies and references roles and responsibilities in the event of a security incident with suspected human rights implications in the affiliate's documentation. Provisions include but are not limited to:

- launching an investigation for every human rights violation or suspicion of violation reported in the TUCN's area of activity;
- following up on every incident, even if outside TUCN's area of responsibility;
- reporting any VPSHR incident, confirmed or suspected, to the highest level of management;
- providing victims with medical assistance regardless of their status;
- completing an incident report form;
- protecting witnesses;
- in the event of an incident involving external stakeholders and/or local communities, collecting and/or confirming the information received by meeting the community representatives and all the people involved.

c) Relations with Government Security Forces (GSF) and Private Security Companies (PSC)

Total affiliates in Nigeria continue to implement and have increased the number of VPSHR training sessions for their security personnel in 2017. 36 training sessions were organized throughout the year and 866 security staff received training, in various areas of the country, versus 733 in 2016. All personnel recruited to work within our areas of responsibility are given an induction course on VPSHR before they start their assignment.

d) Engagement with external stakeholders

In 2015, Total E&P Nigeria invited the Danish Institute for Human Rights (DIHR) to review its operations' compliance with international human rights standards and best practices. In July 2016, DIHR issued a report, a number of recommendations of which were taken into consideration by the affiliate. In November 2017, a joint meeting was held with Total E&P Nigeria, Corporate Human Rights Department and DIHR. DIHR issued a follow-up report, in which improvement is noted.

e) Participation in the work of the VPSHR Initiative

TUCN is an active member of the VPSHR initiative thematic work group. It is also a member of the in-country implementation group. Through these activities, efforts are geared towards encouraging the Federal Government of Nigeria to see reasons for signing into the Voluntary Principles.

Bolivia

a) Context

The entity's operations consist of a pipeline network, offices and industrial plants located in remote areas. The affiliate has signed contracts with two Private Security Companies. In 2016, site visits by top government officials including President Morales emphasized security was a priority for the affiliate.

b) Policies and procedures

Total E&P Bolivia's Health, Safety and Environment Policy and Security Declaration were reviewed in 2014 and signed by the affiliate's Managing Director. These two documents enshrine the protection of local communities and the respect of VPSHR as core priorities.

In 2015, Total E&P Bolivia completed Total's VPSHR Risk Assessment. At the time, the entity employed more than 3,000 staff due to the Incahuasi construction project.

In 2016, the affiliate completed another VPSHR Risk Assessment after the end of the construction period.

c) Relations with Private Security Companies (PSC)

Total E&P Bolivia has signed two separate PSC contracts for the surveillance of its pipeline network and for the protection of its gas plant in the Incahuasi area. Since the beginning of the contract negotiations, Total's security policy documents were included in the bridging document, expectations concerning the VPSHR were discussed and each contract now includes a VPSHR clause in line with Total's VPSHR directive.

This VPSHR clause includes procedures such as compulsory VPSHR training for all security personnel and background checks for the recruitment of security personnel.

All security personnel receive VPSHR training from a specialist training contractor, who is a former high-ranking police officer. In 2017, 61 new security staff were trained.

Contracts with PSC include a clause on the recruitment and appointment of new staff working for Total E&P Bolivia. This clause mentions background checks as a compulsory measure to be put in place by the PSC. Total E&P Bolivia has identified key positions for security staff. For these positions, Total E&P Bolivia runs a second background check on applicants, in relation with the police as well as other companies in the oil & gas sector.

d) Relations with Government Security Forces (GSF)

GSF are not part of Total E&P Bolivia's security system. In exceptional security situations, Total E&P Bolivia will inform the Bolivian entities in charge of the petroleum industry – the YPFB and Petroleum Ministry, in accordance with the Operations Contract signed with the national oil company. These central government entities will call upon GSF if it is considered necessary, in accordance with their contractual obligations and existing national legislation.

In 2014, in collaboration with International Alert, 120 army officers received VPSHR training. Total E&P Bolivia also invites all new police officers stationed in the Incahuasi area to come and visit its industrial plant. During this visit, police officers go through a VPSHR induction course which focuses on intervention methods and the proportionate use of force. They are also introduced to the sensitive local context, in particular the presence of local communities in the vicinity of the plant. In 2017, 5 trainings were organized for 70 police officers.

D. Lessons and issues – plans for 2018

D.1 Notable Security Incident with human rights implications

Congo - 2017

a) Context

Total E&P Congo operations is operator of Djeno national terminal, on the coast 20km south of Pointe-Noire and 500km west of Brazzaville. Access control and internal security of the site is handled by PSC units. Outer perimeter and surrounding area are controlled by a unit of 20 GSF posted close to the site. Our affiliate has regular meetings, covering the VPSHR and the GSF rules of engagement, with the Army General commanding these forces. A MoU was signed with the Army of Congo regarding the protection of the Djeno Terminal in 2011 and it was reviewed by the Group's Human Rights Department. A covenant to this MoU was signed in 2013. The MoU is still in effect.

b) Incident

On 15th April 2017, at 5:30PM local time, 6 civilian individuals were stopped for questioning by a team of the Djeno protection GSF unit. The military alleged the civilians had flown a drone over the terminal site.

A week after, on 23rd April, the civilians reported violence and destruction of their drone by the military.

c) Affiliate reaction

Total E&P Congo received intelligence regarding the incident on 23rd April 2017. An internal investigation was subsequently undertaken by the affiliate. It showed that no drone had been seen by Total E&P Congo's or contracted companies' personnel on the day of the incident and that Total had not been made aware of the military intervention decided by the GSF.

Upon reception of the incident report, an appointment with the Army General commanding the GSF was immediately requested. During this meeting, Total's expectations with regard to GSF's behaviors in line with the VPSHR were reiterated.

The following actions were taken:

- Army General committed to have GSF responsible for the incident disciplined;
- all 20 GSF on site at the Djeno terminal were replaced;
- a meeting was organized between Total E&P Congo and the alleged victims of the incident;
- after the incident, a new procedure was introduced whereby, at each changeover of the GSF, a VPSHR briefing led by Total E&P Congo Security Supervisor is provided.

D.2 Lessons or issues from this reporting year, as well as plans or opportunities for the organization to advance the Voluntary Principles

Since Total joined the VPSHR Initiative, the Group has valued this platform for the intense amount of sharing and learning between members on the three pillars. Conference calls and meetings were held with participants to share best practices and discuss challenges on various VPSHR implementation issues.

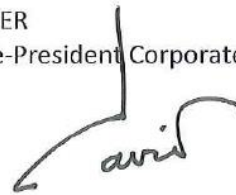
To fine-tune and introduce more effective processes to implement and follow-up on the VPs by local entities, the Group continuously identifies and updates the list of its entities exposed to VPSHR incidents. Furthermore, it is necessary to follow up more closely on detailed implementation of VPSHR at local level, and this will be a Group priority for 2018.

In 2018, Total will continue to further implement the VPSHR within its own scope of activities. The Group's VPSHR implementation objectives are to:

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

Total will continue to support the implementation of the VPSHR internationally and to participate in VPSHR initiative working groups.

Denis FAVIER
Senior Vice-President Corporate Security

A handwritten signature in black ink, appearing to read 'D. Favier', with a vertical line extending upwards from the top of the signature.

Annexes

I- Human Rights Briefing Paper



3 Human Rights and Security

Risk of Misuse of Force

The provision of security is a state duty. In some contexts, the intervention of government security forces or private security providers may be necessary to provide security for our business units' activities, including personnel and assets.

Salient Issue

In the contexts described above, the Group's Internal Security Audits have highlighted risk of misuse of force as a salient Human Rights issue.

A notable challenge is how to get representatives of government security forces to enter into agreements on security and respect for Human Rights. This continues to be addressed through the use of ongoing dialogue with security forces and other stakeholders (See page 33 for further information).



3 Our salient issues



Hubert DE BREMOND D'ARS
Total Corporate Security, VPSHR Coordinator

CASE STUDY 4 Ensuring security in a country in conflict– Yemen

"Armed conflicts in Yemen have led Total to stop its production in the country. In early 2016, Total expatriates in our Sana'a office and our Balhaf site and Block 10 area, as well as numerous Yemeni employees, were evacuated.

"The Yemeni army was controlling both sites to ensure their security. They withdrew from the sites in April 2016. The local tribes continued to implement security.

"Throughout these troubled times, in line with International standards such as the Voluntary Principles on Security and Human Rights (VPSHR), we have maintained a constant dialogue with government, local authorities and community leaders in order to avoid security incidents.

"We've had no incident reported, which given the challenging environment, can be considered a success."



Addressing our Salient Issue relating to Security

OUR POLICIES

In the words of our CEO: *"The Group is committed to respect internationally recognized Human Rights standards in the countries where we work. In doing so we focus on the following important issues: [...] Ensuring that the security of our people and facilities is managed in a responsible way and that the rights of neighboring communities 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"*.

We commit in our Code of Conduct to respect internationally recognized Human Rights standards.

This includes the Voluntary Principles on Security and Human Rights (the "Voluntary Principles") of which Total is a member. Our Voluntary Principles Annual Report 2015 is available [here](#).

We have incorporated our commitment to the Voluntary Principles in our Security Policy since 2003. Our Security Policy sets out that: *"Total adopts a constructive attitude towards safety, security, health, the environment and quality, based on transparency and an open dialogue with stakeholders... Through its societal commitment, Total is particularly keen on contributing to the sustainable development of neighboring communities, with a focus on human, economic and social issues. It conducts its operations in such a way as to responsibly ensure security, in compliance with the Voluntary Principles on Security and Human Rights"*.

AWARENESS RAISING AND TRAINING

- 1-day in-depth induction workshop held in Paris in 2015 for 27 security and HSE managers and general managers from Exploration & Production, Refining & Chemicals, and Marketing & Services.
- Total EP Myanmar held VPSHR training sessions for 35 employees.
- In Total EP Nigeria, VPSHR inductions and awareness sessions were organized for 70 Security coordinators and vessel captains as well as 1,180 mobile police, army and regular police units assigned to the protection of Total business units in the country.

- VPSHR trainings organized for the Group's business units and joint venture entities in Columbia, Bolivia, Venezuela, Haiti, Mexico and Brazil.
- A short Video on Human Rights and security is available on the Total Intranet page.

OUR DUE DILIGENCE ACTIONS

Our Societal and Community relations teams in our business units typically coordinate the process for mapping and engaging our stakeholders in the areas where we operate. In this regard, our Community Liaison Officers (CLOs) who are on the ground are key assets in recognizing early warning signals that could trigger a potential issue related to Human Rights and security in the communities where we operate. This collaborative process helps to provide valuable insight to the Security team who are then able to properly identify the relevant risks and find ways to prevent them.

In 2014, we developed 'easy-to-use' tools to help our business units to more efficiently identify, prevent or mitigate the risks and impacts related to Security and Human Rights: the Voluntary Principles Risk Assessment Tool (the "VPRA") and the Voluntary Principles Auto-Diagnostic Tool (the "VPAD").

In 2015, following a pilot deployment of these tools in 20 of our exposed business units, we were able to get useful feedback from the field on our Salient Human Rights Issue relating to security and the use of force. We were also able to further improve the content of these tools, to strengthen ownership and future autonomous use by more of our business units. These Voluntary Principles tools now include a Dashboard ("VPDB") - a color-coded form that gives a complete briefing on the particular business unit's performance.

In our Human Rights and security risk assessment process using the above-mentioned tools, we have also evolved from a "Voluntary Principles Risk countries" analysis to a "Voluntary Principles Risk business units" focus. This will further enable us to identify where the potential and actual risks are and provide targeted measures to prevent or remedy them, taking into consideration the operational context, nature and scope of security services provided (for example, private security only or government security forces for a given business unit). Business units identified as Voluntary Principles Risk business units will benefit from

advanced support from our Corporate Security Department and will have to report annually on their Voluntary Principles implementation processes and activities.

Our Security Policy, including our Corporate Security Directive and Operational Guide, provides extensive guidance on relationships between our business units and governments, recruitment criteria for private security companies' employees, training criteria for all security personnel, rules applying to the transfer of equipment and responses to potential Human Rights violations.

A major challenge we are facing is to get **representatives of government security forces** to accept entering into agreements (e.g. a Memorandum of Understanding - MoU on security and respect for Human Rights). Nevertheless, we have been able to enter into MoUs with a few countries, at national or regional level. These MoUs provide us with a platform to address potential gaps in Human Rights awareness in relation to security and the misuse of force in the particular region or country. We also exchange views with the government during the course of our operations, whenever needed. Total's standard framework agreements incorporate Voluntary Principles clauses.

Security-related contracts also include provisions specifying that the private security provider should comply with the Voluntary Principles, perform security services with skilled and qualified personnel, and ensure personnel are trained and/or attend information sessions on the Voluntary Principles. We also require our security providers to pay fair

remuneration to their personnel. The Human Rights of the security personnel contracted to work on our sites, to just and favorable working conditions must always be respected.

Total also actively participates in IPIECA's Responsible Security Task Force and International Alert's Corporate Committee on Conflict Sensitive Business Practice (CSBP). International Alert is currently undertaking a project to develop a Human Rights Due Diligence Guidance in Conflict-Sensitive Contexts. We attended IPIECA and International Alert workshops in which we shared best practices and challenging situations with our peers and other stakeholders to improve the way we are addressing these issues.

Regarding the provision of appropriate responses in the event of Human Rights and security-related incidents in which our business units may be involved, our Corporate Security Directive provides that the following steps must be taken:

- Ensure that appropriate medical care is provided to any injured person;
- Immediately report the incident to the relevant authorities at Group and Business unit levels – follow-up actions will be taken depending on the local context and type of incident;
- Ensure the protection of any witnesses from internal or external pressure;
- If applicable, conduct internal investigations to establish facts and responsibilities, and monitoring and follow up;
- Ensure that remediation actions are put in place for affected stakeholders (for example, compensation).



Cedrick MAMES
HSE & Security Manager,
Total Exploration
& Production Myanmar.

CASE STUDY 5 Security in Myanmar

Total has been active in Myanmar for two decades. It operates the Yadana natural gas blocks M5 and M6 – and a connecting pipeline – that currently supply half of all gas consumed by Myanmar and meets 15 percent of Thailand's needs. The Yadana project employs around 900 people, including contractors. In June 2015, Total organized a seminar focusing on the Voluntary Principles guidelines in Yangon, attended by government representatives, Myanmar national companies, non-governmental organizations and embassies.

"We tried, through this workshop, to foster a dialogue with local security forces, the police and the army, as well as NGOs, other oil and gas companies, and of course private security providers. When signing a contract with a private security provider, the question of implementation on the ground is quite critical for us. We need to make sure that every guard working for a firm that we hire has proper training, has been properly profiled through background checks and knows how to react in the case of violence or intrusion in our facilities.

Private security providers work for us - so we are responsible for what they do. Total has been operating the Yadana pipeline for many years, and consultation and compensation mechanisms are in place but there may be seasonal activities by the farmers who may want to cross over the pipeline. This then becomes a safety issue and we need to ensure it is handled properly.

"About a year ago, we changed one of our suppliers, resulting in job cuts. Workers decided to demonstrate. We knew the demonstration was happening and prepared for it. We kept security teams at an appropriate distance from demonstrators, and our teams started discussions with demonstrators. Today, this is no longer an issue."

World Economic Forum “Responsible Investment in Fragile Contexts” report – Total’s case study

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Myanmar

Investing in Fragile Contexts: Total in Myanmar

Background to Total: Total E&P Myanmar (TEPM) is a company with more than 300 employees that has an offshore gas field which produces gas sold to both Myanmar for distribution in Yangon and to the Thai state for distribution in Bangkok. TEPM operates the Yadana gas field (under a production-sharing contract) with a 31.2% interest.

Challenges: Total’s presence in Myanmar has been contested by human rights activists and NGOs, who have accused the company of cooperating with the former junta that was accused of widespread human rights abuses. Ensuring that Human Rights are respected requires reinforced vigilance and commitment, particularly in the context of Myanmar.

Role of Total: Since 2003, TEPM has undertaken human rights training of its employees and relevant stakeholders in Myanmar in collaboration with the Danish Institute of Human Rights and the ILO on good labour practices, with a focus on forced labour, to raise awareness of the population on their rights. Further, TEPM engages with the Collaborative for Development Action (CDA), a US non-profit organization expert in community relations and company community conflict.

As a member of the Voluntary Principles on Security and Human Rights (VPSHR), TEPM took steps to make its Myanmar stakeholders more aware of the rules governing security and human rights in the regions where it is operating. TEPM has also been strongly promoting greater transparency in the extractives industry in Myanmar. TEPM has been fully committed to the implementation and success of the Extractive Industry Transparency Initiative (EITI) and has leveraged its relationship with the Government to explain the benefits of Myanmar joining EITI.

Results and social impact: The VPSHR training aimed to ensure that each person involved in enforcing the security of a region or facility fully understood how to react in the event of forced entry or violence. Concrete scenarios were examined and discussed at the seminars. Myanmar committed to joining the EITI in late 2012 and was admitted as a candidate country by the International EITI Board in July 2014. The country then hosted the meeting of the International Board in October 2014 in Nay Pyi Taw, when participants also visited the Yadana pipeline area and took stock of the CSR initiatives first-hand.

Keywords: human rights, security, training, Myanmar
Sector: Oil & gas

[Link to full case study](#)



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