



**TOTAL**

COMMITTED TO BETTER ENERGY

TOTAL IN QATAR

# Sustainability Report 2015



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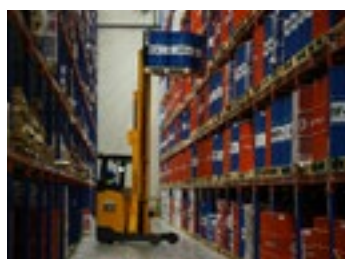
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IN 2016, TOTAL WILL CELEBRATE  
**80 YEARS OF PARTNERSHIP** WITH QATAR







## MESSAGE BY GROUP CEO

“Qatar is probably the only country in the world where Total can say they were there when it all began, since 1936. Total is proud of being a pioneer in this country, and in developing an exceptional relationship with Qatar and with QP.

This success is the result of a permanent quest for excellence by the company, in innovation, in our capacity to operate, to control our costs, and in knowing our customer market and our financial capacities”.

**PATRICK POUYANNE**  
Chairman and CEO

## OUR CORPORATE CSR

Our Corporate CSR strategy is based on our contribution to the social and economic development of host communities and countries by maximizing the local content of our activities through training and knowledge transfer, support of small business initiatives and reinforcing the use of local contractors.

We are present in more than 130 countries, and are committed to developing transparent, constructive relationships with all our stakeholders and to contributing to human development.

Ensuring safety at every step in all our operations is our first duty. Total is dedicated to limiting the environmental and social impacts of all activities and our teams are committed to optimizing energy consumption, and offering multi-energy solutions to increase access to energy.

**PATRICIA MANI**  
Head of Societal Department







Message by

**GUILLAUME CHALMIN,**  
Managing Director of Total E&P Qatar,  
Group Representative

## "OUR COMMITMENT TO BUILDING THE FUTURE TOGETHER"

Qatar is an important part of our history and of our future.

Having been continuously present in the country for over 79 years, together we have forged a remarkable history.

This long history was possible because of the support of all our stakeholder companies such as QP, Qatargas, QAPCO, and our other partners, as well as Qatar's citizens and residents. This support has given us the confidence to work well and the assurance of Qatar as a good place to make significant investments.

As we look forward to many more years of presence in Qatar, we recognize the commitment that we have made to the society, and this indeed is a special one. Qatar has one of the highest growth rates in the world, which has given us opportunities to create and support ambitious projects.

Today, we look at the demand for energy which is continuously rising, our main aim is to build a responsible energy future, ensuring that each individual has access to safe and clean energy in the most efficient way possible. We are indeed committed to better energy.

Our main projects rely upon Qatar National Vision 2030 and through this we have had the opportunity to work together with the people of Qatar, get to know and understand each other better, and contribute to mutual development by sharing our experience and expertise with our host country.

Our commitment to this unique vision has influenced largely on how we work with all our partners, customers, suppliers, investors, etc. It also means to run our operations safely, to minimize their impact on the environment, to keep on bringing new technology and innovation, while sharing the technical skills with the younger generation, the future of the country.

With operations in all areas of Qatar's oil and gas sector -production, refining, petrochemicals, and marketing of lubricants, as well as holding stakes in Dolphin Energy, Qatargas, Ras Laffan Refinery, QAPCO and Qatofin petrochemical plants, we work alongside our stakeholders to ensure that our operations consistently deliver economic, social and environmental benefits.

With the health and safety of our employees as our top priority, we follow a strict policy of safety at home, at work, and everywhere.

This year's edition of our sustainability report summarizes our approach and initiatives demonstrating our commitment to sustainable development.

It also contains some testaments from our employees, some of whom have been with us from the beginning of their career. They have developed in an environment where it is a must to possess the 'Total Attitude' – Boldness, Cross Functionality, Mutual support, Listening, and Respect.

And this is the environment in which we conduct our business.

We welcome you to send us your feedback or comments to [ep-qa.communication@total.com](mailto:ep-qa.communication@total.com)

# OUR HIGHLIGHTS OF 2015

## JANUARY



**Total employees show appreciation of Qatari culture**  
during the traditional welcome party 'Marhaba day' organized in Qatar Racing and Equestrian Club to welcome new employees to the company and to Qatar.

[More on page 49](#)

## FEBRUARY



**Total commemorates Qatar Tennis Federation**  
with a masterpiece, created by artist Thamer Mubarak Al Dossari, a student in Qatar University. The artwork had become Total's signature for Qatar Total Open 2015.



**Total Tennis stars awarded by world ranked player**  
Casey Dellacqua following the finals of the internal Tennis tournament 'Total Cup'. The awarding ceremony for men, women and children took place in Khalifa International Tennis and Squash Complex.



**Qatar chosen as a top destination for Total's Business Skills Seminar**, where 40 senior employees from Total's affiliates worldwide participated. The seminar aimed to strengthen their abilities to work in a multicultural environment – by promoting integration, cultural awareness, networking, team spirit and cross functionality.

## MARCH



**Total and QEERI (Qatar Environment & Energy Research Institute) take a step toward supporting water security**  
by signing an agreement on water analysis technologies, to collaborate on a research project on the re-use of produced water.



### Total's Halul beach cleanup

took place in the southern-coast of the island where over 200 of employees and contractors participated. The team collected over one ton of waste in the one-day event as a part of our advocacy to promote sustainability and environmental responsibility.

[More on page 30](#)

## APRIL



### Total & QP celebrate the success of the full field shutdown Al-Khalij field (Block 6)

which lasted 14 days, and had over 350 personnel involved. It was an opportunity to stop all production operations for purposes involving maintenance, inspection and modification of equipment to ensure their full integrity.



### Total's World Safety Day celebrations

was a combination of multiple activities in our offices, Research Centre, Warehouse, production site on Halul Island, and the Rig in offshore Al Khalij field. Employees and Contractors took part in presentations and open discussions, and gave their feedback on anomalies and best practices, while participating in a team building program called 'Hunting Anomalies'.

[More on page 23](#)

## MAY



### Al-Attiyah commemorates Christophe de Margerie.

the late CEO of Total, with a posthumous Honorary Lifetime Achievement Award for the Advancement of International Energy Policy & Diplomacy. During the 3rd edition of The Abdullah Bin Hamad Al-Attiyah International Energy Awards, Mrs. De Margerie accepted the award on Christophe De Margerie's behalf.



### Celebrating Diversity makes us stronger

and this was showcased during our week-long Diversity Days celebration in all of Total's affiliates worldwide. It was a unique culturing sharing experience. Total teamed up with Carolin Zeitier, an external motivational speaker, who inspired the audience with her views on how women balance their personal life and professional career.

[More on page 50](#)



### Qatar University Innovation Day

was sponsored by Total to stimulate students' minds with sparks of innovation in Qatar and around the globe. This unique event was dedicated toward presenting cutting edge technologies that are taking place here in Qatar. Over 50 students and faculty members of Qatar University gathered in their premises to exchange ideas on awareness for this initiative.

[More on page 36](#)



# OUR HIGHLIGHTS OF 2015

## JUNE



### French Ambassador visits Total

Total hosted the French Ambassador to Qatar, H.E. Mr. Eric Chevallier, and other delegates from the French Embassy in its state of the art research centre TRC-Q (Total Research Center, Qatar). “We are supportive of their contributions as a French company towards the development of Qatar”, said Mr. Chevallier.

[More on page 37](#)



### QP Scholarship Program

also known as Total's International Scholarship Program (TISP), was initiated in 2001 and offers Qatari employees of Qatar Petroleum (QP) and other partner institutions the opportunity to complete a master degree in France's leading universities every year. Four talented Qatari employees were selected for this year's scholarships.

[More on page 43](#)

## JULY



### During Eid Celebrations with Hamad Medical Corporation

volunteers from Total transformed the hospital hall with vibrant colors and arts, while bringing in music, traditional sweets, gifts and other goodies. For this occasion, mascots were also brought in who visited children in a story-telling adventure.

[More on page 49](#)

## AUGUST



### Total's teams stand out in its annual sports challenge

following several months of sports competitions as part of the annual 'Total Cup' tournament. More than 300 participants were divided into 4 different teams. The competitions started with Total Olympics during Qatar National Sports Day. Other activities included in the tournament were Tennis, held during Qatar Total Open, Football, Bowling, Badminton, Table Tennis and Basketball.

[More on page 51](#)



### Total Steps into health

with the launch of the 'Step into Health Program' sponsored by ASPETAR as part of its dynamic healthy lifestyle initiative. It engaged more than 130 employees to walk an average amount of 10,000 steps per day. The challenge was an extension of Total Cup, Total's annual sports competition.

[More on page 25](#)

## SEPTEMBER



### Total E&P Managing Director Guillaume Chalmin

delivered a presentation on the overview of the upstream oil and gas industry to students at Hamad Bin Khalifa University (HBKU), pursuing their Executive Master of Energy and Resources degree. The presentation was part of their energy module course.

[More on page 46](#)

## OCTOBER



### Total goes pink for Cancer Awareness

in collaboration with Qatar Cancer Society. Following an interactive presentation focused on Breast Cancer, and a self-examination practical for ladies, all employees were invited to enjoy pink cupcakes and wear pink ribbons to support the cause.

[More on page 25](#)

## NOVEMBER



### Al-Khalij Joint Venture reaches a milestone 200 million barrels of oil produced

in this offshore field. This was a big achievement for Total, reflecting the quality of its relationship with QP, Total's commitment to Qatar, and its operational excellence.

[More on page 15](#)

## DECEMBER



### Total Business Ethics Day was celebrated with UN Human Rights worker

Yusra Diab, who along with our Legal team, conducted a session on “How to conduct business in an ethical way”. The session focused on anti-corruption laws, compliance and human rights.

[More on page 27](#)



### Halul Football tournament

organized by QP and sponsored by Total, resulted in a win by 'Total Eagles' (Total's football team) for a 2nd time in a row. The tournament had more than 1000 persons attended the finale, and over 10 participating teams.

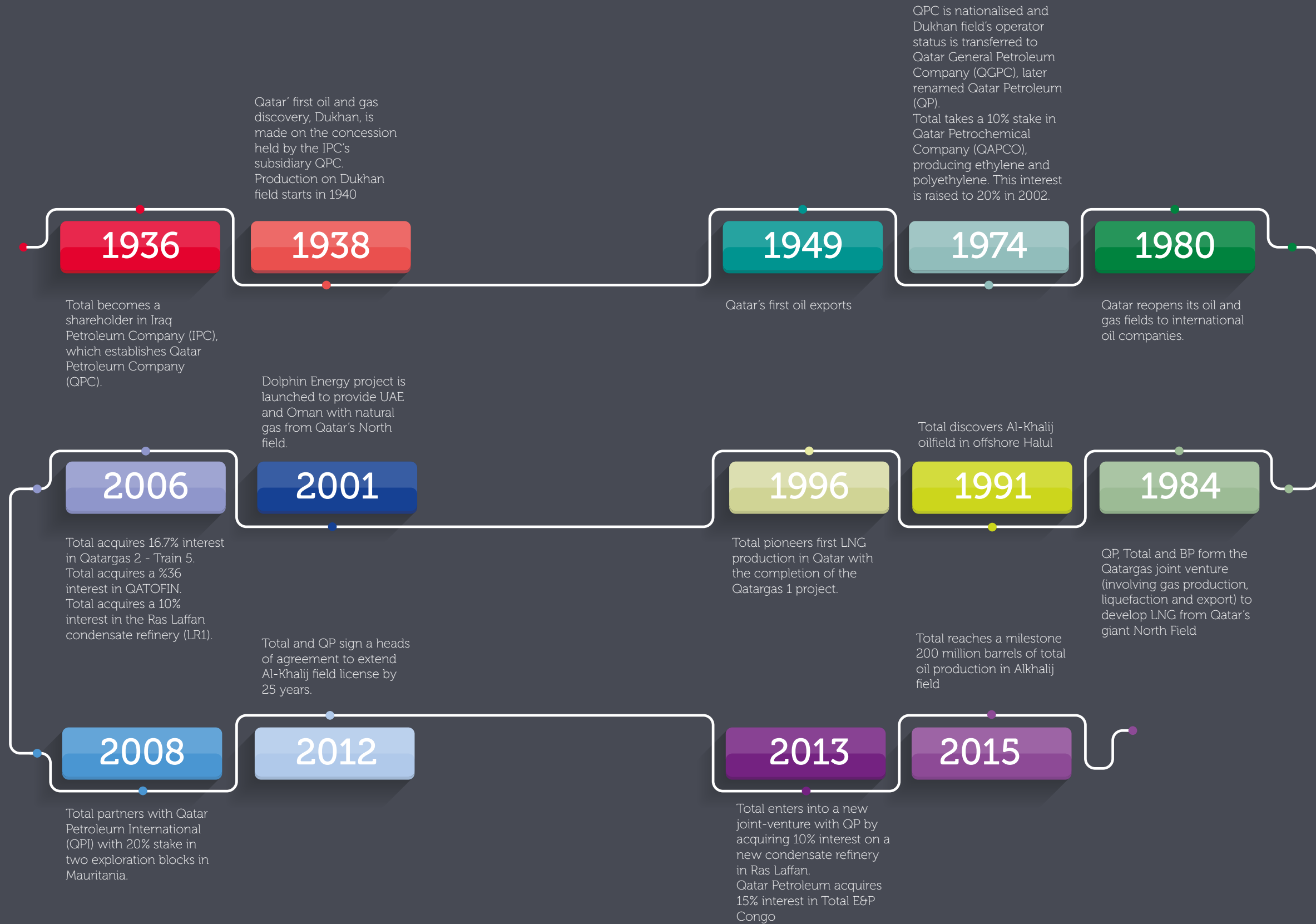


### International Petroleum Technology Conference (IPTC)

where Total was a principal sponsor, showcasing its industry leading technologies in exploration and production, deep offshore, solar technology and research. Total also won the IPTC Excellence Award in Project Integration for the CLOV project.

[More on page 38](#)

# OUR HISTORY IN QATAR





# OUR ACTIVITIES IN QATAR

Total is the operator and shareholder of Al-Khalij, a complex and challenging offshore oilfield discovered in 1991 on Block 6 in Halul.

Al-Khalij is located around 120km north-east of Doha and comprises of eight platforms and 61 wells, 50 of which are oil producing.

Production from this geologically complex and challenging oilfield started in 1997.

Today, around 22,000 barrels of oil per day are sent via two subsea pipelines to a treatment facility located on Halul Island.

In November 2015, a milestone 200 million barrels of oil produced from this field was achieved.

About  
**300**  
employees &  
contractors working in  
Halul island

Approx.  
**22,158**  
barrels oil produced per  
day in 2015

More than  
**200 Million**  
barrels of oil produced  
since start up in 1996  
until end of 2015



**EISA AL-ALI**  
Field Operations Dept.

“As an inspection engineer, my main task is to have a clear idea how well each equipment at site works in order to issue safe and reliable inspection procedure and an inspection scope of work.

My job is filled with challenges, which makes me excited to face them. Working in a team, and sharing ideas helps increase my knowledge and improve my personal skills”.



## QATARGAS

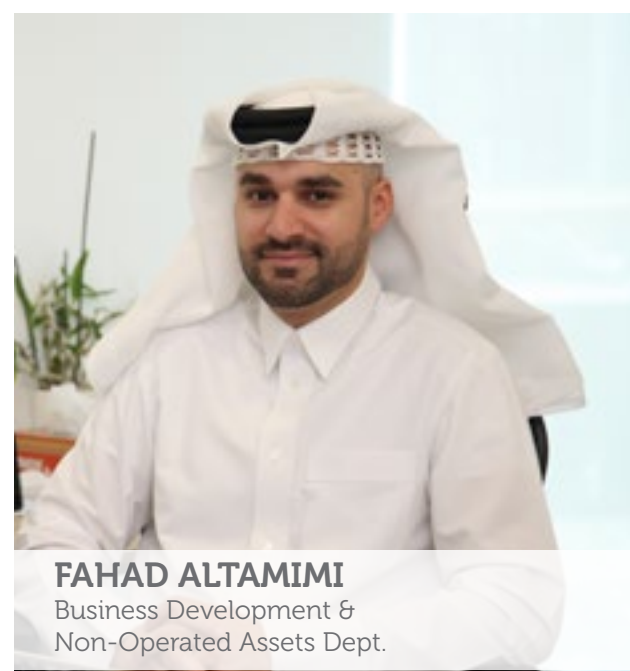
PARTNERING WITH THE WORLD'S  
LARGEST LNG PRODUCER

Total is a founding partner of Qatargas, the world's largest LNG producer, which was established in 1984.

Qatargas supplies LNG to consumers in Asia, Europe and Americas. Total Group owns a 20% share in the upstream component of Qatargas 1, which is the production of condensates from North Field's 'Bravo' Block (NFB block), and a 10% interest in the Qatargas 1 gas liquefaction plant which has three liquefaction trains.

It also has a 16.7% interest in Train 5 of Qatargas 2.

The yearly global LNG output is just below 10 million tons from Qatargas 1, and 8 million tons from Qatargas 2 Train 5."



**FAHAD ALTAMIMI**  
Business Development &  
Non-Operated Assets Dept.

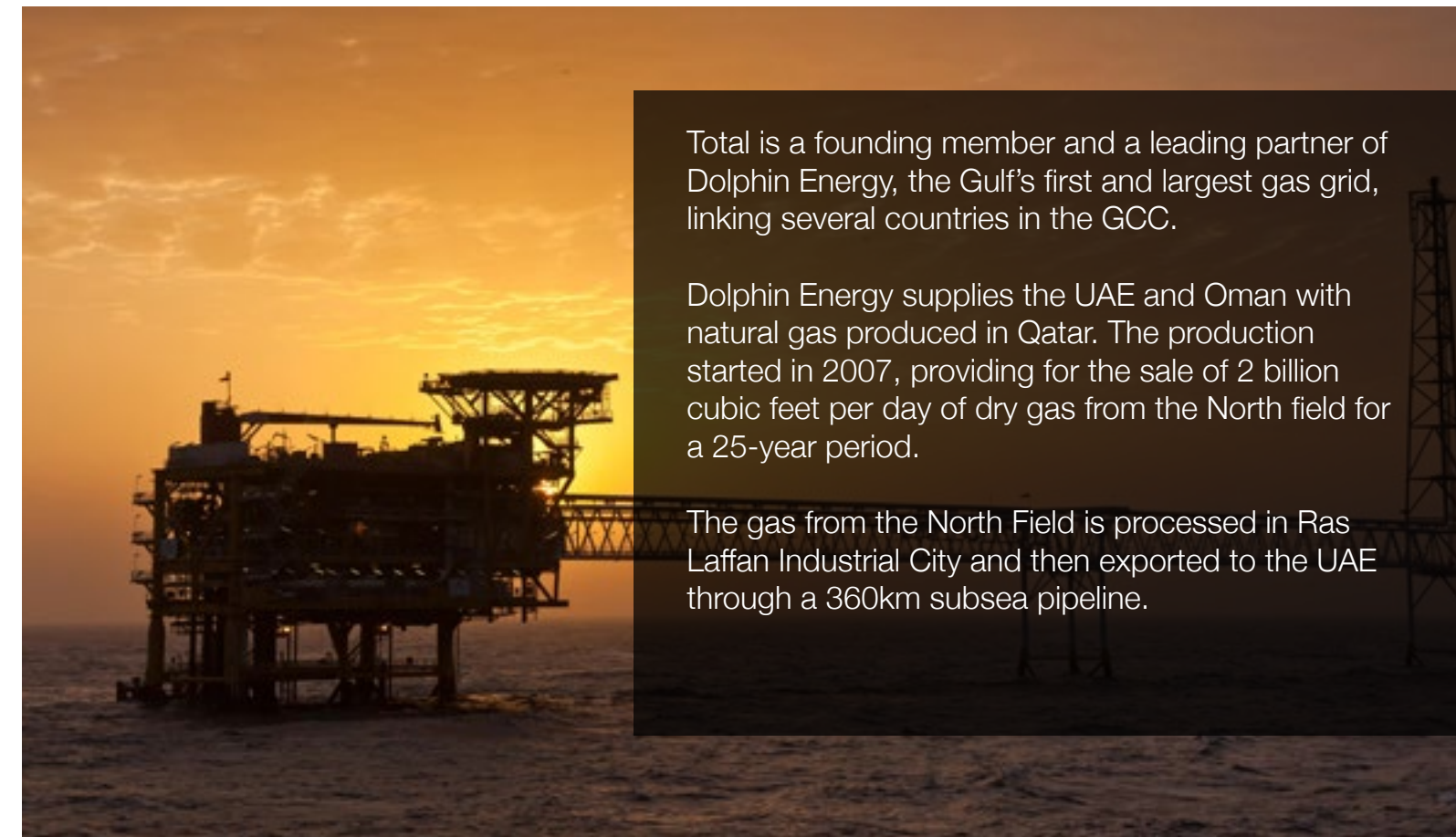
"I started at Total as a Geologist which gave me a wealth of knowledge on exploration and production that led me to my new role as Business Analyst.

Currently, I'm working in developing a more robust domestic gas balance and studying Qatar's solar potential.

I look forward in gaining understanding of requirements and processes through interactions with a very experienced business development management and learning about new competencies like shipping, LNG, and other components of the oil and gas value chain".

## DOLPHIN ENERGY

A PIONEER OF GAS SUPPLY  
BETWEEN STATES



Total is a founding member and a leading partner of Dolphin Energy, the Gulf's first and largest gas grid, linking several countries in the GCC.

Dolphin Energy supplies the UAE and Oman with natural gas produced in Qatar. The production started in 2007, providing for the sale of 2 billion cubic feet per day of dry gas from the North field for a 25-year period.

The gas from the North Field is processed in Ras Laffan Industrial City and then exported to the UAE through a 360km subsea pipeline.

## RMOP PROJECT



RMOP (Reservoir Management Optimization Project) is aimed at designing and drilling 6 wells from the 2 existing platforms in order to optimize the management of the reservoir.

The project was triggered in 2013 with initial studies, and drilling will commence in 2016.

Total was designated as the delegated operator for this project. We were keen to do it due to our heavy involvement in the initial development of the field in 2005-2007.

It is also our commitment to the successful development of the north field, by sharing our expertise and knowledge with our key partners.



## QAPCO

A PETROCHEMICAL MAJOR

Total joined Qatar in its first chemicals joint venture in 1974, and today has a 20% share in Qatar Petrochemicals Company (Qapco).



Qapco operates a petrochemical complex manufacturing ethylene and low-density polyethylene (LDPE), a type of plastic commonly used in food packaging, for worldwide export.

Qapco major assets are an ethane cracker with a capacity of 800,000 tonnes per year, and three LDPE plants with a capacity of over 700,000 tons per year (the latest one having been inaugurated in November 2012 with a capacity of 300,000 tons per year), and are located in Mesaieed in the south-east of Qatar.



## QATOFIN

OWNER OF THE LARGEST ETHANE CRACKER  
IN THE WORLD

In 2002, in partnership with Qapco, Total entered the Qatofin joint venture. Total has a 36.36% direct shareholding in the company.

Qatofin major assets are the largest ethane cracker in the world in Ras Laffan operated by the Ras Laffan Olefins Company (RLOC) in which Qatofin has a 45.7% stake (which was started-up in April 2010 and designed to produce 1.3 Million tons per year of ethylene) and a linear low density polyethylene plant operated by Qapco and located in Mesaieed (which was started up in 2009 with a current capacity of 525,000 tons per year of LLDPE).

## RASLAFFAN CONDENSATE REFINERIES

Total holds a 10% interest in the Ras Laffan Refinery Company, a condensate splitter with a capacity of 160,000 barrels per day which was set up on September 2009 and a 10% interest in the Ras Laffan Refinery 2, a condensate splitter with a capacity of 146,000 barrels per day due to start by end of 2016.

The refineries produce LPG, naphta, de-sulfurized kerosene and ultra low-sulfur diesel both for the local consumption, and for export.



## MARKETING & SERVICES



Specializing in lubricants and special fluids, Total Marketing Qatar has a prominent market share for lubricants in the Qatari Market.

It caters to the needs of major automotive, construction, industrial and marine customers in Qatar. Total's lubricant products in Qatar are widely used by many leading Japanese & European Car Dealers in addition to many famous Retail Service centers in Doha.



# HEALTH & SAFETY



**MOHAMED BASSAR**

Health, Safety, Environment and  
Security Manager

“Achieving Zero Accident at the workplace requires collaboration of all personnel to develop the safety culture, and changing the perception and behavior of our workers with respect to safety”

As part of Total's global safety campaign of 'Safety for me, Safety for you and Safety for all', Total in Qatar promotes the motto "Safety is our core value".

To further disseminate the good safety behavior at Total, we have adopted a culture-based safety approach which consists of a 'Bottom up and Top Down strategy'. This facilitates mutual interaction in decision making process for both employees and management – a culture where everyone is involved.

Through our various initiatives, we are committed to ensuring their safety and minimizing all risks to acceptable levels or to as low as reasonably practicable levels, and we endeavor to provide a safe and healthy environment for them and for the community.

# SAFETY IN THE WORKPLACE

## GOLDEN RULES

12 “Golden Rules” were established to significantly reduce the risk of incidents. They are mandatory norms in all Total in Qatar sites, which must be followed by Total's staff as well as contracted employees.

The rules are based on the 12 different subjects (risky situations, traffic, permit to work, protective equipment, lifting, work on powered system, confined spaces, gestures/postures/ tools, work at height, change management, excavation to work, simultaneous operations & co- activities).

## COMPASS

Compass, an acronym for “Competences Passport”, is a system to ensure that each employee has the appropriate competences to anticipate risks and prevent incidents. Each employee is issued a ‘passport’ to keep track of their trainings and update them.

For each position held in the company, the HSE competences required are defined and trainings are accordingly put in place. When an employee is appointed to a position, a matrix highlights the trainings attended and those which are pending.



## STOP CARD

Total's STOP CARD program, launched in 2015, gives all employees and contractors a virtual authority to step in and stop ongoing work if they feel that an action or situation is unsafe, or has the potential to lead to an accident.

The person using the STOP CARD will not receive any sanction even if they are later proven wrong for stopping the work. The use of STOP CARD is accompanied by Anomaly Card to analyze the situation and prevent accidents.

The STOP CARD is embodied by a physical card.

## ANOMALY CARD

Anomaly Card encourages a “Speak Up for Safety” attitude. It carries the motto ‘an anomaly reported today is an incident prevented tomorrow’. It encourages employees to remain vigilant about any anomalies in the workplace, and to report the same to the concerned officials for prevention and mitigation measures.



## WORLD SAFETY DAY



During Total's World Safety Day celebrations held on 28th April 2015, employees and contractors took part in presentations, open discussions and anomaly exercises to raise alertness and share best practices.

Six employees from our different sites in Qatar (Total Research Centre-Qatar, Al-Fardan Towers, Paragon Rig, Warehouse, and offshore Halul Island) were honored for their exceptional attitude, commitment and contribution to Health, Safety and Environment best practices.

## DEFENSIVE DRIVING:

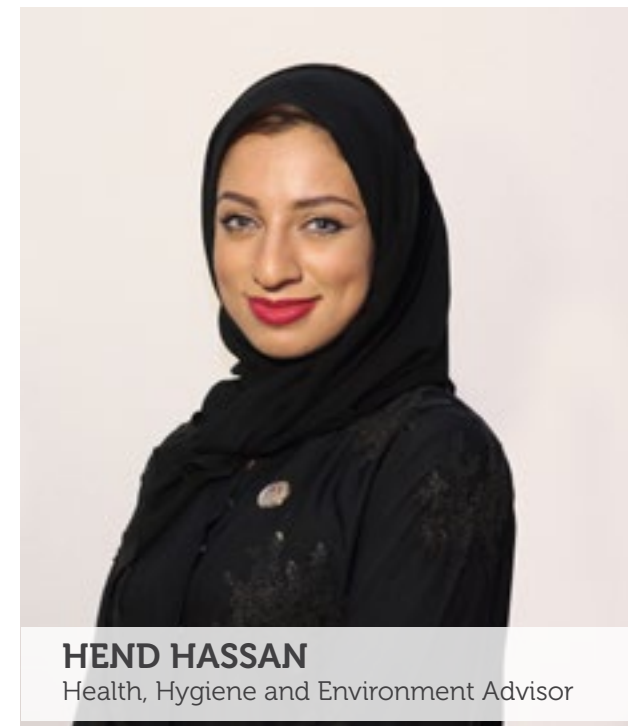
We periodically organize Defensive Driving course for all employees in coordination with Karwa Transport and Training Development Centre, to implement driving best safety practices.

Participants are coached on how to reduce driving risks by anticipating situations and making safe, well informed decisions. The practical course consists of slaloming, obstacle avoidance, emergency braking steering and practice driving. It also focuses on ways to overcome physiological factors such as road rage and emotional distress that can affect driving, as well as human factors such as driving under the influence of banned substances.

## HSE CONTRACTORS FORUM



Every year, Total joins forces with its contractors for its HSE forum. This encourages active interaction and dialogue between all parties to reinforce our commitment to safety. Participating companies are invited to share their perspectives on different subjects every year. In 2015, the theme was Total's Golden rules, and attendees shared the challenges they faced, and lessons learnt. Contractors with the best HSE performance are also awarded in a special ceremony.



"My current job allows me to head campaigns, and my most successful one is the healthy lifestyle campaign launched last year. It's a combination of several events carried out throughout the year to encourage people to make positive changes in the way they live. Now I can see a positive difference in the health culture of our employees who are committed to this campaign".

Total number of man-hours achieved by employees:

**28%**

Total number of man-hours achieved by contractors:

**72%**

LTIF (Lost Time Incident Frequency)

**0.41**  
(Target: 0.53)



# HEALTH IN THE WORKPLACE



## STEP INTO HEALTH

Total employees partnered with Aspetar for their 'Step into Health Challenge', which provided a great benefit to get fit and stay healthy.

Pedometers were distributed to participants allowing them to track their progress in their physical activities. Lasting a full month, employees were able to compete individually as well as in teams.

More than  
**130**  
participating  
employees

Average  
**10,000**  
collective steps walked  
per day

## CANCER AWARENESS

In an effort to promote Cancer Awareness, particularly Breast Cancer, we collaborated with Qatar Cancer Society. An hour-long interactive presentation was carried, followed by a self-examination practical for ladies. Throughout the week, everyone was encouraged to wear pink, in solidarity. At the end, everyone was more aware and supportive of the cause.



## HEALTH RISK ASSESSMENT

Health risk assessment is one of the most important keys to prevent exposure of personnel to chemical, biological, physical, ergonomics, and psychosocial hazards. Total in Qatar has implemented health risk assessments and annual review in all its sites.

# WORKING WITH INTEGRITY & COMPLIANCE AT TOTAL

Total follows a strict Anti-Corruption and Compliance program to ensure employees rights to working in an ethical environment, as well as their responsibility in maintaining integrity at work.

The program is based on three key principles:

### PREVENTION:

Commitment of top management to compliance, detailed policies and procedures on anti-corruption and integrity, and awareness campaigns and trainings.

### DETECTION:

Audits, risk assessments and due diligence, as methods of detecting deviations.

### RESPONSE:

If any concerns arise, this principle details the appropriate response; like sanctions, reporting, etc.

We have put in place a whistle-blowing tool, and an alert system to respond to complaints and concerns of unethical behavior.





## OUR INTEGRITY POLICY:

The founding principles of our integrity policy are based on raising awareness, training employees, and providing them with user friendly tools.

Total in Qatar's Integrity Committee oversees the implementation of the Integrity program, which aims at eliminating:

- corruption
- fraud
- anti-trust behaviors
- Conflicts of Interest

## ANTI-FRAUD TRAINING

All employees and contractors participated in an anti-fraud training to understand fraud risk, its assets and to increase awareness of the Anti-Fraud Compliance Program and Total's policy regarding fraud prevention.

## TEPQ COMPLIANCE REGISTER

A mandatory e-Register Compliance IT tool was launched for all employees in order to declare whenever they offer, or receive gifts, hospitality, donations and/or sponsorships, in line with Total's Prevention of Corruption policy.

The tool is basically designed so people can be more open and transparent about items received and given to employees outside the organization. This is done for clear business reasons; we want to avoid circumstances that result in a bad faith, or a bribe. Once everything is properly recorded in our books and records, we then review it to make sure it's reasonable.



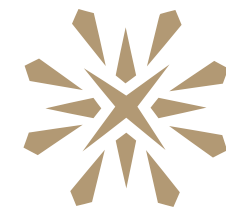
## CELEBRATING TOTAL BUSINESS ETHICS DAY

As part of an initiative decided at the Group level, we celebrated Total Business Ethics Day in December 2015, by hosting a panel discussion featuring a presentation by the Compliance Officer, and one by a speaker from the UN Human Rights Training and Documentation Centre for Southwest Asia and the Arab region. The discussions focused mostly on anti-corruption laws and compliance.

# TOTAL IN QATAR SUPPORTS QATAR NATIONAL VISION 2030



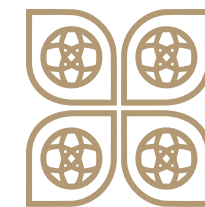
HUMAN DEVELOPMENT



SOCIAL DEVELOPMENT



ECONOMIC DEVELOPMENT



ENVIRONMENTAL DEVELOPMENT\*



**YUSEF AL-JABER,**  
Head of CSR and Institutional Relations

“Sustainable development and social responsibility are deeply embedded in Total's DNA, and as such it is fully integrated into its strategy, its business model and day-to-day operations. By working with our stakeholders, we firmly believe in contributing to a livable society, showcasing its long-term commitment to Qatar National Vision 2030.”

\* Logos used for Qatar National Vision 2030 are not properties of Total.



# OUR ENVIRONMENTAL RESPONSIBILITY



The protection of our environment is an important part of our corporate social responsibility. We acknowledge our responsibility as a an energy producer to respect the environment in a sustainable way by keeping it clean and preserve the natural resources of our host country Qatar.

## GOING GREEN!

Total has launched a Green Office Initiative among employees focusing on 5 main areas: Waste management, Green IT & paperless, Food & beverages, Stationery & Furniture, Water & Electricity.

Green office initiative aims to make employees more aware and sensitive to unnecessary consumption, reducing waste, promoting recycling and finding environmental friendly solutions and alternatives. At Total, we believe in sharing ideas, and staff are encouraged to participate in Green battles while making suggestions for new initiatives.

Water Management	Green IT & Paperless	Food & Beverage	Stationery & Furniture	Water & Electricity
Segregating and recycling waste.	Promoting network printers rather than personal printers, and encouraging black & white, and 2-sided printing to save paper.	Removing soda cans & coffee capsules.	Recycling re-usable furniture instead of purchasing new ones.	Replacing florescent lights by LED ones & fitting aerators into water taps to reduce water waste.



**SARA AHMAD**  
Lead Telecom Engineer

“Being in charge of Green IT, it is my duty to ensure the reduction wastage to the minimum. We’ve taken some steps so far, such as controlling the paper waste by setting the computers to print on reversible mode, encouraging employees use the back page of printed documents to write down their notes and then shred these documents to be sent for recycling. Employees have realized how important waste management and recycling are, so I am optimistic that within few years we will be able to have the minimum amount of wastage”.

## OUR SUPPORT FOR A MORE SUSTAINABLE WATER CULTURE

Total Research Centre Qatar (TRC-Q) and Qatar Energy and Environment Research Institute (QEERI) have signed an agreement to collaborate on a research project on co-produced water. The project aims to analyze trace elements in water which is produced during oil and gas extraction. These are a part of the efforts made by the two companies to support water security.

In this way, we aim to support the Qatari government in their move to a more sustainable water culture and this is a great example of capacity building due to the collaboration between universities and the oil and gas industry.

### HALUL BEACH CLEANING

Our yearly beach cleanup campaign

Total’s annual beach cleaning campaign in the southern coast of Halul Island, situated 80 kilometers north-east of Doha is part of our renewed commitment to environmental protection.

Over 200 of Total’s employees and contractors participated in the last clean-up of the island which contains facilities processing the production of several neighboring oil and gas fields, in particular Al Khalij field operated by Total. 1 ton of waste was collected in the day-long event.

“We are very lucky to work in such an environment as Halul, which is also home for us. Organizing such a clean-up gives us a wonderful opportunity to develop our team spirit internally, as well as with all other workers on the island. This campaign reminds us every time the fragility of the ecosystem where we are living. It helps to increase the environmental awareness of the Halul residents toward the waste segregation and treatment requirement”.



**AHMAD TARZI**  
Halul Site Manager



## TOTAL REACHES MILESTONE WITH WATER TREATMENT PROJECT



One of Total's key projects in Al Khaliq field, the Produced Water Treatment – Crude Oil Desalination (PWT-COD) project was established to improve the components of both crude oil and produced water, and has involved modification of the existing equipments used in the Halul treatment plant (which is jointly shared with QP and operated by Total) and the installation of new equipments to the plant.

## SUPPORTING ONE OF THE BIGGEST ENVIRONMENTAL INVESTMENTS



Qatargas Jetty Boil-off Gas Recovery (JBOG) Project in Ras Laffan represents a significant milestone in Qatar's efforts to reduce carbon emissions from its liquefied natural gas (LNG) industry,

The project will result in a 90% reduction in current flaring at Ras Laffan LNG loading berths, equivalent to annual greenhouse gas (GHG) savings of 1.6mn tonnes of carbon dioxide (CO<sub>2</sub>), which is the same amount of annual GHG emissions of 175,000 vehicles. It will provide savings of 29bn standard cubic feet (bscf) per year flaring reduction, which is enough gas to produce 750MW to power 300,000 homes.



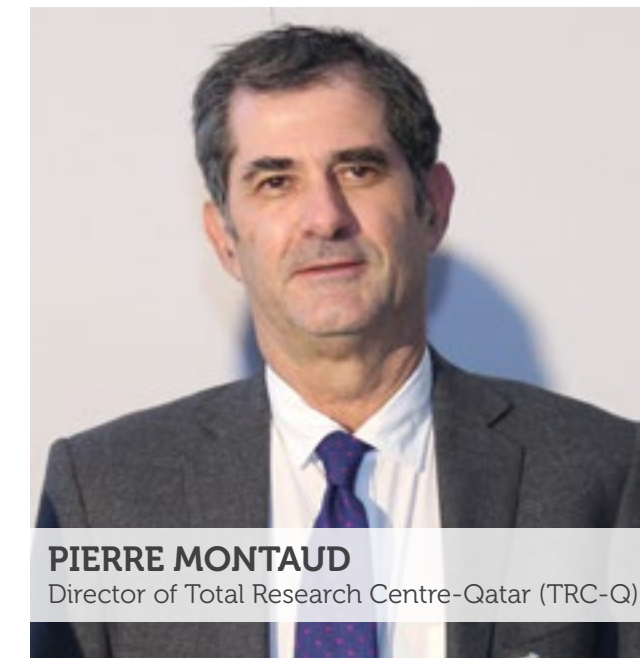
TOTAL RESEARCH CENTRE-  
QATAR (TRC-Q)**Better energy through technological innovations**

Established in 2009, TRC-Q is one of the 7 worldwide Research and Development Centers of Total E&P, and has become a hub for development of new technologies, research and knowledge-sharing with Qatari partners.

TRC-Q has taken over innovative research projects in Qatar and the Middle East, especially in carbonate reservoirs as the vast majority of Qatar's currently producing oil and gas reservoirs are carbonates.

It is a state of the art facility containing one laboratory involved in analytical organic geochemistry and another involved in acid stimulation of wells to improve production. In the Geochemistry lab, several high-tech equipments are available, including gas chromatographs and sophisticated systems to measure the isotope composition of oil and gas and biomarkers in oil.

TRC-Q research is quite active and innovative, with several patents filed and scientific publications presented in international conferences. Our main objectives are not only to develop new technologies but also to cooperate with local entities on innovations related to Qatari challenges, to share our research and transfer our know-how to our Qatari partners. In 2015 alone two new patents related to carbonates were filed, on Geochemistry and Acid stimulation.

INNOVATION &  
TECHNOLOGY

“Innovation and sustainability are among the driving forces of the company.

Our aim in Total is to not only develop new technologies, but to also produce innovations related to regional challenges, and to share them with our Qatari partners.

In our research center, we are very proud to have leading edge and innovative research projects, which mark our support for a more knowledge based economy”.





**FATIMA MAHDAOUI**  
Geochemist

“Working in the geochemistry lab, one of our challenges faced is collecting information from different disciplines involved in a given project, understanding it and linking it to our geochemistry results.

I feel like solving an enigma of a criminal investigation, but it's always an occasion to learn something new as every study case we receive is different”.

## MAIN SPONSOR OF INNOVATION DAY AT QATAR UNIVERSITY

Total is proud to have supported Center for Entrepreneurship (CFE) at Qatar University (QU) as a sponsor of their ‘Innovation Day’ event.

The event was aimed to stimulate the students’ minds with sparks of innovation in Qatar and around the globe, by presenting cutting edge technologies that are taking place here in Qatar. Over 50 students and faculty members of Qatar University (QU) gathered in their premises to exchange ideas on awareness for this initiative. We also launched an innovative contest for the students, calling upon them to solve a case using their creativity, critical thinking and problem solving skills.

At Total, we believe it is vital to present innovation to the youth and get them involved at university level. We strongly believe the infrastructure and innovations put in place in universities will encourage the leaders of tomorrow.

## LIPS INNOVATION

The Laser Induced Pyrolysis System (LIPS) is a completely new equipment installed in TRC-Q that measures the organic content of cores.

This high-tech system uses a high power laser impacting the surface of rock samples, or ‘petroleum cores’, to obtain a high resolution log of the organic carbon present in those cores. The number of measurements on the cores may be multiplied by a ratio larger than 100 compared to the conventional technology available in the industry. The ‘LIPS’ is the only one of its kind available in the industry.





## TOTAL WELCOMES FRENCH AMBASSADOR IN ITS RESEARCH FACILITY



Total hosted H.E. the French Ambassador, Mr. Eric Chevallier, and other delegates from the French embassy in Total Research Center Qatar to discover its innovative research projects and research-based operations.

The Ambassador and the delegates were welcomed by Dr. Philippe Julien, former Director of TRC-Q who introduced them to the fully operational laboratories in Geochemistry, Acid Stimulation and Petrochemicals.

H.E. Eric Chevallier then commented “I am pleased to see the initiatives undertaken by Total in delivering innovation and sharing their expertise. We are supportive of their contributions as a French company towards the development of Qatar.”

## MEALF



Total was a silver sponsor of the two-day MEALF forum (Middle East Artificial Lift Forum), and co-chaired a technical session, while delivering four technical presentations and participating in a panel session during the conference and exhibition. Total also conducted a presentation of Al Khalij Dual ESP experience, for which Bjorn Viguerie, Total E&P Qatar’s Well Performance Manager, received the MEALF 2015 best speaker award.

## IPTC AS A PLATFORM TO HELP ADAPT TO CHALLENGES



Total was a principal sponsor of International Petroleum Technology Congress (IPTC), which ran from Dec 6-9.

The event was attended by over 50 of Total’s senior company representatives, including Patrick Pouyanne, Chief Executive Officer of Total Group, Stephane Michel, President Middle East and North Africa E&P, and Namita Shah, Senior Vice President, Corporate Affairs. It was also a unique celebration for Total who had won IPTC Excellence Award in Project Integration for the CLOV project, which brings together deep off-shore development technology and commitment to society.

It was a platform for Total to showcase its industry leading-technologies in oil and gas exploration and production and deep offshore, its solar technology, and research. Our booth displayed a 3D hologram of the award-winning Clov project in the exhibition, and was especially packed during the booth sessions at our mini auditorium which covered different topics such as Geosciences, Research, Solar Energy, CLOV etc.



# HUMAN DEVELOPMENT

HUMAN  
DEVELOPMENT

Our Qatarization Policy is not only limited to recruitment, but also the development of talented citizens and to unlock our host country's potential.

Working at Total offers Qatari employees a true international exposure, and an opportunity to quickly develop a high level of competency both in terms of technical know-how as of managerial capacity. It also offers a stimulating and very competitive environment.



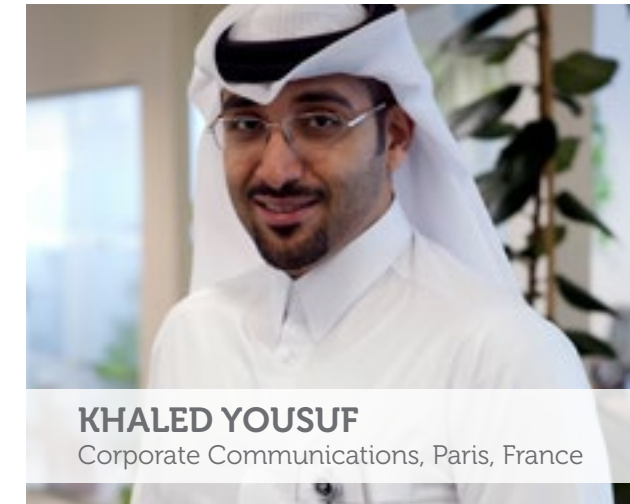
"I started my career in a construction company then I moved to Total as a Recruitment Officer and now I am in the Training department. Human resources offers support for many divisions and entities, and I love to work in support. Training is one of the most important support functions. If we recruit our employees, how could they succeed if we do not offer them the opportunity to develop themselves?"

## PROFESSIONALIZATION PATH FOR QATARI EMPLOYEES

Total's Professionalization Path is a 6 year program for Qatari and other employees who have less than 5 years experience. It is a combination of job positions and trainings to enhance competency through exposure and trainings. It also involves close monitoring by various actors to ensure efficient progress and mentoring and it validates competency acquisition through regular assessment.

## INTERNATIONAL MOBILITY

Total believes in the values of developing individuals to acquire a global set of skills through international experience. As a result, we have supported our Qatari and expatriate colleagues to apply for positions in Total worldwide through our various international assignment programs. Today, 6 employees have been sent on international assignments in France, UK and Angola.



"Being one of the few Qataris that accepted the challenge of an international career at the Headquarter came after the support and motivation I received from the Management at Total in Qatar. The real objective is to refine and sharpen my global knowledge and expertise in transversal management and strategic communications. It is an honor to represent Total worldwide".

## INTERNAL MOBILITY

Total also encourages internal mobility, particularly for those employees in management positions. Qatari employees are trained and given the right development tools to acquire leadership and operational skills, giving them access to all suitable job opportunities.



"Being a chemical engineer, I was hired by Total in Nov. 2005, and during my first year, I worked offshore on a 2 week rotation basis. After 3 years, I had the opportunity to work in Paris for 2 years, followed by a three month training in preparation for my Well Performance Engineer position.

I am really proud to be part of Total Group and today I am happy to be heading the Production team. If we succeed in having new fields in Qatar, we will be looking forward to new challenges and experiences in order to be one of the key oil and gas companies in Qatar".



## WORK INTEGRATION & DEVELOPMENT

In Total, we believe that integrating new-comers in their new environment and roles is essential to help them adjust in a better and timely manner. This also leads to a more positive experience for them. It is important that all our employees feel welcome and to realize that they are an integral part of Total.

### GET ON BOARD



A good way to effectively integrate new recruits is by organizing orientations with senior managers, as well as gatherings with existing employees and other new-comers. The yearly 'Get on Board' initiative, serves as a way to offer strong support to new employees, leading to better relationships and loyalty.

Employees are invited to attend presentations by senior managers on the various functions and departments of the energy company, in order to have a complete overview of Total in Qatar, to learn more about our core activities, as well as to familiarize with other employees, with the Qatari culture, and to build a network within Total.



### LUNCH & LEARN

Lunch & Learn' is an initiative to gather all of Total's employees to learn more about Total's strategy and different projects over lunch. Every month, a focus topic is chosen and employees are invited to present and share their thoughts on the topic. At the end, employees will have a better understanding about Total as an oil, gas and energy major.

### EMPLOYEE FORUM

To encourage open dialogue and exchange between employees and management, employees are invited to a yearly forum held with an open discussion on any HR – related matters. This has proven to be a good form of employee engagement and presents the opportunity to discuss different matters that can be areas of interest for employees. This two way communicative platform where employees' views are important increases trust and communication between employees and management.

## TOTAL IN QATAR – OUR COMMON CHALLENGES



Total's bi-annual internal symposium, involving all employees, was designed as an opportunity for knowledge sharing between departments. The event enlightens staff about the new initiatives undertaken by the company in the industrial, business and scientific, and also includes presentations by Department Managers, as well as Q&A sessions and team building activities, with a big focus on the business development and non-operated assets of Qatar.

It not only creates a positive atmosphere in the workplace, but also heightens enthusiasm among employees, acting as a productive vehicle for each department within Total to promote their work, analyze issues and share experiences.



## SUPPORT TO EDUCATION & CONTINUING EDUCATION

Supporting education is a part of our strategy to help build a strong team spirit and strengthen leadership skills.

### QP SCHOLARSHIP PROGRAM



“I joined QP scholarship program in order to strengthen my career, and I started with the International Student Exchange Programs (ISEP) classes in France. It was a very successful program, which provided me with knowledge and the needed experience. Following this, I completed an internship in Total E&P Qatar, where I was a part of a diverse team, and I gained practical knowledge in telecoms, system, security and project management. Prior to the program I was a system engineer in QP. I now work as a Senior Planning Engineer in QP's IT department.

**NOORA AL-NOAMI**

A graduated QP Scholar

Initiated in 2001, Total's International Scholarship Program (TISP) offers Qatari employees of Qatar Petroleum (QP) the opportunity to obtain their master degrees from France's leading universities.

Each year, three to five QP employees are shortlisted in a selection process done in collaboration with Total headquarters. Prior to their departure, the selected candidates are welcomed in Total's offices by Total E&P Qatar's Managing Director and other senior officials for a clear understanding of their future expectations.

The graduates are sometimes required to complete an internship, usually between 4 to 6 months during which we welcome them back to Total Qatar for that period. Upon completion of their graduation project, the scholars are awarded their master degrees and they then rejoin their companies.

## TOTAL QATAR BECOMES A TOP CHOICE FOR IFP STUDENTS' VISIT

Due to the longstanding partnership between Total and Institut Français du Pétrole (IFP), Total hosted a cohort of 23 IFP students pursuing engineering master degrees in France. The three days program included visits to Total's offices and research centre, and industrial cities in Raslaffan and Dukhan.

Total organizes this visit yearly for the students as part of their commitment to education. The visiting students had an opportunity to witness the scale and importance of Qatar's oil and gas projects which serve global energy markets.

The students also met with Total's top managers, and engaged in fruitful discussions on topics ranging from Total's operations and assets, to the geosciences projects, research and development and importance of HSE (health, safety and environment). They were given presentations showcasing Total's various initiatives in the field of scientific research and sustainability. They also interacted with Total's research teams who work in Total's state of the art research facility (TRC-Q).

Their visit ended with a tour of the LNG facilities in Raslaffan, and Qatar Petroleum's Dukhan facility.





## SPONSORSHIP OF CONTINUING EDUCATION

Our sponsorship program for talented Qatari employees is to further their education in Qatari and international universities. As a part of their career development program, sponsored students get exposure to universities of their choice, and upon completion of their studies, employees then return back to work in the company with their newly acquired skills.

In 2015, we had 5 employees in the process of continuing their education in leading universities in Qatar, UK and France.



**HEBA AL-SAFFAR**  
Field Operations Project Coordinator

"I Completed a bachelor degree in sciences at Texas A&M university in Qatar and then I decided to complete a master degree at the French Petroleum Institute (IFP). After this program, I definitely feel more confident when it comes to technical and engineering fields in the industry, and I can perform much better in my current position. Having had a diverse program, with students coming from all around the world has helped me a lot in the learning process".

## KNOWLEDGE-SHARING IS KEY TO OUR SUCCESS

Total periodically organizes technical training sessions in Total Research Centre-Qatar (TRC-Q) by its senior international specialists from its Exploration & Production Scientific and Technical Centre in Pau, France as well as its headquarters in Paris.

The training sessions are conducted on various subjects such as energy transition, Petroleum Organic Geochemistry and Reservoir and Production Geochemistry, Gas and CO<sub>2</sub>, Enhanced Oil Recovery (EOR), carbonates environment.



Knowledge-sharing is a key to success, and we are strongly committed to such scientific exchanges with our Qatari industrial and academic partners, for the benefit of all. How we work is by developing new ideas, testing them on producing fields, and analyzing the results so they may be used in the oil and gas industry. In this way, Total supports the building of a knowledge-based economy in Qatar

## TOTAL'S MD SPEAKS TO STUDENTS IN QATAR FOUNDATION

Guillaume Chalmin, Managing Director of Total E&P Qatar engaged with students pursuing their Executive Master of Energy and Resources degree at Hamad Bin Khalifa University (HBKU), while delivering a presentation on the overview in the upstream oil and gas industry for the students as part of their energy module.

Hamad bin Khalifa University (HBKU), is a member of Qatar Foundation for Education, Science, and Community Development (QF), has been established to continue fulfilling QF's vision of unlocking human potential. Total strongly supports that vision, as a part of their efforts to share their technical knowledge and expertise with their academic partners.





## TPA (TOTAL PROFESSEURS ASSOCIÉS)



Total Professeurs Associés, is an initiative within Total Group to build bridges between the oil and gas industry and the academic industry. Made up of over 270 Total professionals, it was established in 2001 and the association aims to deliver lectures, conferences and short courses to university students.

Two senior experts were deployed by Total in collaboration with Qatar University to deliver lectures for students of the Materials Science Master program at Qatar University over a two-week period from February end to March.

The courses on “Introduction to Thermodynamics and Applied Fluid Mechanics” and “Introduction to Petrochemicals and Industrial Polymerization: From Oil and Gas to Polymers and Plastics” were offered by members of TPA Dr. Alfred Hignard and Dr. Robert Pelletier.

## LYCEE BONAPARTE INTERNSHIP PROGRAM

Our annual internship program for senior year students of Lycee Bonaparte is organized to help them understand the activities and career paths related to oil, gas and energy industry.

The students are hosted in Total E&P Qatar’s headquarters in Alfardan towers, where they meet with Guillaume Chalmin, Managing Director of Total E&P Qatar as well as Total’s Vice Presidents and senior executives. The students then visited Total’s research facility, Total Research Centre – Qatar (TRC-Q).

The aim of this program is to heighten awareness among the young generation to the Oil, Gas and Energy industry sectors, vital for Qatar’s economy.

This internship program is a way for students to guide them in their future career decisions.



## SOCIAL & CULTURAL ENGAGEMENT

SOCIAL  
DEVELOPMENT



It is very important to appreciate the traditions of our host country Qatar, as we live and work here.

As we come from more than 40 different nationalities, it is important that we all feel a part of the country, and to embrace Qatar as our second home.

## EXPERIENCING QATARI HOSPITALITY IN NATIONAL DAY CELEBRATIONS

Total’s National Day celebration is held every year in Total’s offices with variety of Qatar-themed events instilling the national spirit among all employees.



During the last celebrations, Qatari employees and expatriates alike experienced a taste of Qatari hospitality and a better understanding of the culture, with members of Total’s Qatari community conducting talks on Qatar’s history, traditions, and the do’s and don’ts in Qatari customs. Everyone is encouraged to come dressed in the national attire or to reflect the national colors, and to decorate their offices in a Qatar-based theme.

Such celebrations help promote a sense of unity and belonging among Qataris and Non-Qataris alike.



**ABDULLA MOHSEN**  
Head of Government Liaison & Employee Relations

“Working in a diverse environment made up of 42 different nationalities has taught me how to be more culturally sensitive and respectful. There is a very positive energy mobilized when all the different nationalities come together, and this inspires each and every one of us. I am a part of the Qatari community at Total, in charge of organizing events to promote and highlight Qatar’s rich traditions, which in turn promotes a greater appreciation of our culture”.



## SHARING THE FESTIVITIES OF EID WITH CHILDREN

Following the holy month of Ramadan, 6 Total volunteers paid a visit to children hospitalized in Hamad Medical City, with little gifts as tokens of support to them.



## APPRECIATING QATARI CULTURE THROUGH MARHABA DAY



Total's traditional themed welcome party called 'Marhaba day' to welcome new employees was organized by the company's Qatari committee in Qatar Racing and Equestrian Club (QREC). Attendees were welcomed with a taste of Qatari hospitality and traditional Qatari music by a local live band.

The event's goal is to help our colleagues understand and embrace Qatari culture, and this event indeed enabled them to learn more about Qatari traditions through a transforming and enjoyable experience.

Total had strategically chosen QREC as a venue due to their longstanding partnership as well as their recognition of horse racing as a major tradition in the region and particularly in Qatar.



**FATIMA AL-SHARSHANI**  
Communications Coordinator

"Celebrating Eid with the children was a wonderful day for the volunteers who were accompanied by Barney the mascot, and felt their efforts had painted a smile on the children's faces and were in turn motivated to do more for their community.

These children are an integral part of our community and they must always remember that"

## CELEBRATING OUR DIVERSITY - MAKES US STRONGER

Total in Qatar celebrated its biennial diversity week, bringing together employees, contractors and partners from over 42 different nationalities in a full week of educational and cultural events.

Employees gathered in daily 10 minute exercises '10@10', which are experience-sharing sessions on culture, history, folklore etc. Many employees were also interviewed on their thoughts and ideas on how to work together and these suggestions were put forth in a 'diversity newsletter' addressing common questions and misconceptions.



**PAYAL GUJADHUR**  
Communications Officer

"The positive energy mobilized when all the employees come together, promotes respect, diversity and cultural awareness among everyone in the company, regardless of differences, customs and background".



On its part to celebrate the women present in the company, Total partnered with Carolin Zeitier, an external motivational speaker, who inspired the audience with her views on women balancing their family and work life (dual careers). She was joined in this session by two of Total's employees.

To conclude the week, employees and contractors gathered in Total Research Centre-Qatar (TRC-Q) for a grand celebration. The venue became a blend of vibrant colors with all the countries and regions represented by the employees. Different departments worked together to present their vision of diversity through a painting. A final cultural show ensured with participants sharing cultural tips, dances, facts and videos.



## TOTAL'S TEAMS STAND OUT IN ANNUAL SPORTS CHALLENGE (TOTAL CUP)

For the eighth time in a row, Total employees and their families competed in several months of individual and team sporting events, as part of the annual 'Total Cup' tournament. More than 300 participants were divided into 4 different teams representative of Total's official colors.

The competitions started with Total Olympics during Qatar National Sports Day as an initiative to promote physical health and healthy competitive spirit. It promotes the benefits of an active and healthy lifestyle through sporting activities, as well as a great tool for unity in common competition. Other activities included in the tournament are Tennis, held during Qatar Total Open, Football, Bowling, Badminton, Table Tennis and Basket ball. To promote a spirit of fair competition, several employees were awarded for their commitment to fair play and their helping hand.



## TOTAL BIDS FAREWELL TO ITS DEPARTING EMPLOYEES IN GALA EVENT



Total organizes a yearly farewell party to honor its employees who will soon be leaving the affiliate. The gala event is attended by the company's employees and families.

## LONG SERVICE EMPLOYEES HONORED IN ANNUAL PARTY

Total commends its employees for their long-standing dedication and commitment to the company, during its Annual Party celebrations held every year for employees and their families. The gala event also features an agenda full of special performances by local and international artists.





## OTHER COMMUNITY ENGAGEMENT

### Raising Awareness on Road Safety Through Children

We are proud of our partnership with the General Department of Traffic and Patrols under the Ministry of Interior to carry out a Road safety campaign targeting over 14,000 children aged 5 to 8 in Qatar. This is one of the key drivers in our Corporate Social Responsibility to teach the drivers of tomorrow to follow traffic rules and be safe.



For this, a road safety cube containing the major international road signs was produced to visually aid the students.

In the end, participants received a coloring booklet explaining basic road signs along with a certificate recognizing their awareness of basic road safety guidelines. This campaign will aim to reach a total of 14,000 children by 2016, and will expand in the coming years to help save thousands of lives.

The participating schools include Philippine International School-Qatar, Qatar International School, Al Khawarzmi Arabic School for Girls and Newton International School-Lagoona.



**MARIAM NORCIO-RECALDE**  
CSR Officer

“Our aim is to encourage children of today who will be the drivers of tomorrow, to follow traffic rules and be safe. This in turn will lead them to encourage their families to do the same. Their goal is to see this initiative grow and expand in the coming years, and help save thousands of lives. For this we would like to thank the Traffic department for their constant support and successful partnership”.

## QATAR TOTAL OPEN



**SAAD AL-MOHANNADI**  
Tournament Director, Qatar tennis Federation

Qatar Total Open is a world class tournament providing tennis lovers the opportunity to see world’s best female players compete in Qatar soils. Total is a title sponsor of the prestigious tournament which was held in Khalifa International Tennis and Squash complex, from February 23 to 28, 2015.

For the tournament, Total set up a booth in the public area, where visitors had a ‘complete Total experience’ - fans were able to meet with top Tennis players in autograph signing sessions, and spectators enjoyed our virtual tennis game which features top ranking players.

We are proud to have partnered with Qatar Tennis Federation (QTF) from the very beginning, when the 1st Total open was launched in 2001. We’ve seen the tournament grow in momentum year by year, to what it has become now - one of the greatest events in the Qatari sporting calendar.

“The Qatar Total Open is a cornerstone in the Qatar sports calendar. The event began in 2001 and as a WTA Premier 5 event, and the stars that have played here include legends of the game. We are also honored of our partnership with Total, who have been a loyal title sponsor for this world-class event for years. We have witnessed the growth of the event together, and we look forward to more years of fruitful collaboration”.





Both events have reached international dimensions and bring about a great mix of local culture and tradition. Horse Racing is a tradition which had been followed for many generations in the Gulf as well as in France.

Total started this partnership with HH Emir Sword Race in 2009 and has ever since been keen to support Qatar Racing and Equestrian Club (QREC) in developing horseracing in Qatar, and in their efforts to sustain Pure Bred Arabian which are the pride of Qatar.

The Qatar Prix de l'Arc de Triomphe weekend brings together all the leading players from the international horse racing scene - the horses, owners, breeders, trainers and jockeys - in the verdant setting of Longchamp racecourse in Paris for an intense 2400 meters run.







**TOTAL**

COMMITTED TO BETTER ENERGY

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