

SUSTAINABILITY REPORT 2018



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Our Sustainability Review

Our sustainability review will give you a quick view of our performance and key activities in 2018, and our reinforced commitment towards sustainability through operational, environmental and social excellence. This review highlights the major social initiatives that we have undertaken from January to December 2018, as well as our efforts to enhance dialogue and engagement with our stakeholders and community.

E-versions of this report are also available on www.total.qa



Our Awards & Recognitions



Total Qatar drills the longest small-diameter hole in Total Group.

Total is honored by General Mohammad Marafih, Director of Engineering and Traffic Safety, for its participation in the Traffic Week.

Total is recognized by the General Directorate of Traffic and the National Traffic Safety Committee during the 8th Annual Seminar and Workshop on Reducing Road Traffic for its Road Safety initiative.

Total's Research Center-Qatar celebrates its 9th year without incident.

Total Qatar advances to win the first E&P TOP award among other Total affiliates worldwide. Dolphin Energy awards Total for its cost optimization efforts.

Total and Muntajat sign an agreement to use Total's polypropylene to create the seats for the 2022 FIFA World Cup, which will be held in Qatar.

Message from Our Management



Patrick Pouyanne
Chairman & Chief Executive Officer

“ **Our mission at Total is to become the responsible energy major and to supply more affordable, more accessible, and cleaner energy to as many people as possible.** ”

We do this by addressing climate challenges and through our business principles of collective action and transparency. We strive to make Total's presence and our business principles drivers for positive change in the areas where we operate.

”



Manoelle Lepoutre
Senior Vice President
for Civil Society Engagement

“ **Becoming the responsible energy major means engaging not only in business operations, but also in citizenship initiatives that benefit the communities around us.** ”

To make Total's collective actions more effective, we have identified priority commitments to our host communities: road safety, forests and climate, youth inclusion and education, and cultural dialogue and heritage. These four areas of focus are aligned with our ambition, our history and our values.

We are focusing in particular on youth, because we believe they should be given the tools to empower them to reach their potential and build a better future.

”

Message from Our Management

Laurent Wolffsheim
Managing Director Total E&P Golfe
Country Chair



“ **At Total, we are actively committed to initiatives that will not only boost our economic presence, but also support Qatar in its development efforts for Qatar National Vision 2030.**

Our corporate social responsibility pillars are, therefore, based on road safety, the integration and qualification of young people, climate and environment, and culture and heritage.

Our presence in Qatar, which has lasted over 80 years, is reinforced by the dedication and teamwork of our people, who epitomize our “One Total Values”, such as respect for each other and standing together, and these serve as guiding principles for everything that we do.

”



Dekhil Abu Salaa
Vice President HR, Communications & CSR
Total E&P Qatar

“ **Total strives to continue its CSR legacy by being a partner of choice.**

Working with our local communities in the government, industry, and academia has better enabled us to create programs and initiatives and is key to our long-term sustainable programs.

We will, therefore, continue our efforts to support a stronger road safety culture in Qatar, continue pursuing excellence in our scholarship and traineeship programs for young citizens and residents, and pioneering research aligned to Qatar's needs.

”

Internationally

Total is a major energy player that produces and markets fuels, natural gas and low-carbon electricity.

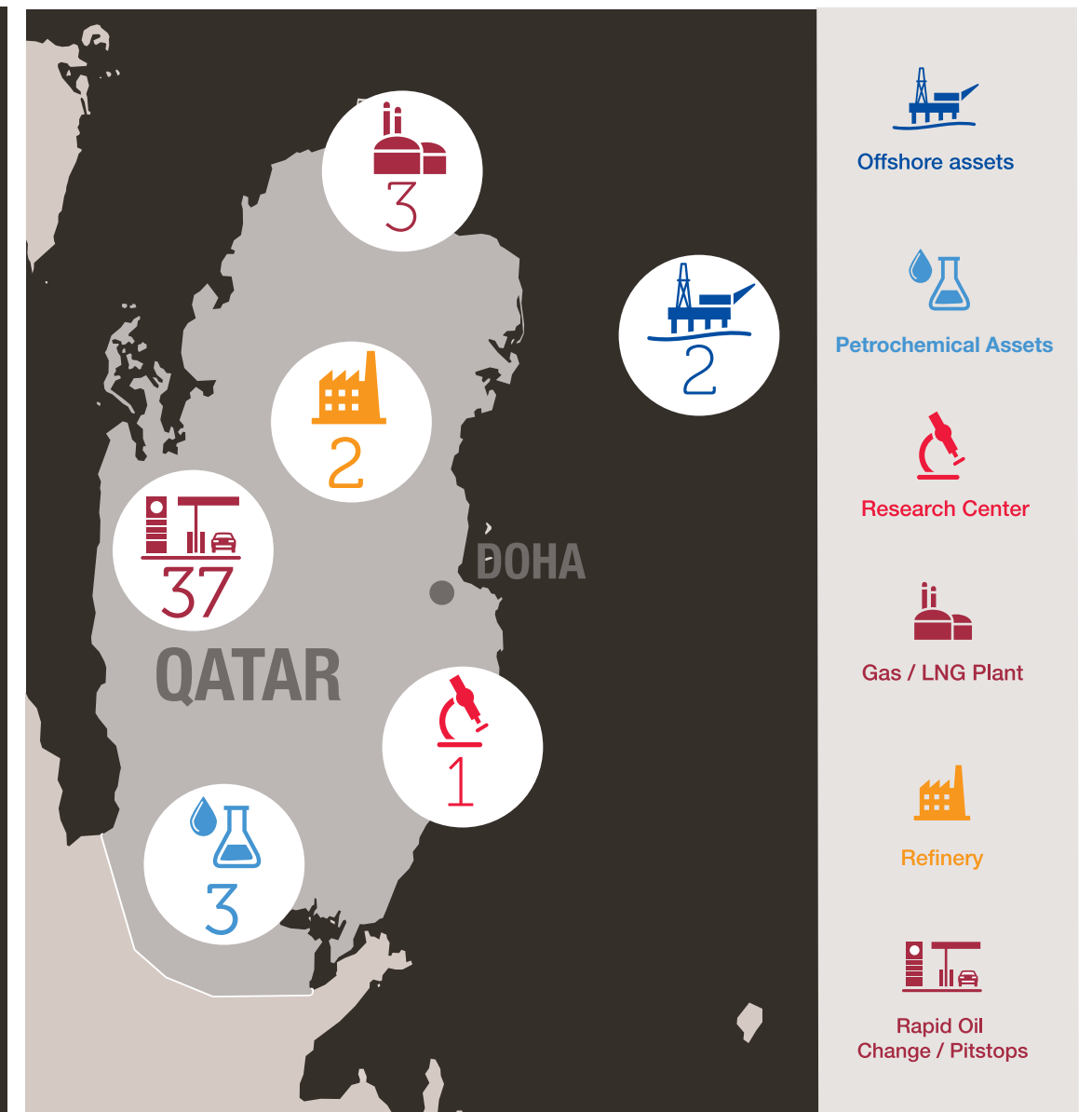
Our 100,000 employees are committed to better energy that is safer, more affordable, cleaner and accessible to as many people as possible. We are active in more than 130 countries, and our ambition is to become the responsible energy major.



In Qatar

We have been present for over 80 years and are active in petrochemicals and lubricant hydrocarbon, production, refining, and retail.

In addition to operating the Al Khalij offshore field, Total has stakes in prominent energy joint-ventures in Qatar, including Qatargas 1 & 2, Dolphin Energy, the Ras Laffan refinery, QAPCO and QATOFIN. This operational portfolio is complemented by our involvement in the local community R&D, education and sports.





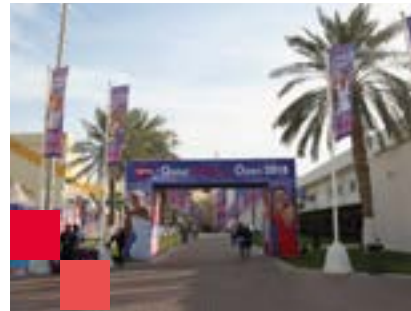
Our Highlights for 2018

Our Highlights for 2018



FEBRUARY 2018

Total signs contract to deliver hybrid solar solutions in Qatar.



FEBRUARY 2018

Total sponsors Qatar Total Open, the 1st "Premier 5" category tournament of the 2018 season.



FEBRUARY 2018

Total and Red Bull join hands in the Lusail Drift.



FEBRUARY 2018

Launch of Total's Elf Perfo HDX 50 20W50 small pack.



MARCH 2018

Total and Muntajat renew and expand cross-agency contract for polymer sales in the Middle East region.



MARCH 2018

Total Experts meet with engineers from North Oil Company (NOC) to exchange knowledge on oil lubricants in a seminar.



MARCH 2018

Mercedes Benz owners and gold enthusiasts gather in the Mercedes Trophy Golf Tournament, sponsored by Total.



MARCH 2018

Total promotes safety awareness during Traffic Week.



MARCH 2018

Total representatives deliver keynote speeches during the Qatar Foundation Annual Research Conference which aims to address Qatar's needs and challenges.



MARCH 2018

Total houses discussions with partners Qatar University, QAPCO and Muntajat on Middle East polymer effects and in celebration of Women's Day.



MARCH 2018

Total's Research Center participates in 'Safety & Health at Work' event organized by QSTP.



MARCH 2018

Total reaffirms its commitment to safety on the 'World Day for Safety and Health at Work' celebrations.

Our Highlights for 2018



MARCH 2018

Total's women employees talk about women empowerment and ways to reduce the gender parity gap.



APRIL 2018

Total shares best practices with industry and academic leaders at the Qatar Process Safety Symposium.



MAY 2018

The Qatar University Annual Research Forum and Exhibition, sponsored by Total, offered a melting pot for students, researchers and academics to assess and review the institution's research enterprise.



MAY 2018

Total discusses biodiversity, safety culture, risk management, and a host of societal, environment, and other HSE issues during the HSE for Managers seminar, which brought together 80 managers from NOC, Dolphin and QP.



MAY 2018

In preparation for the holy month of Ramadan, Total organizes a gathering with the Islamic Cultural Center (Al-Fanar) during which charity, reflections and fasting are discussed.



MAY 2018

Total & Hamad General Hospital organize a blood donation drive as a means to support the Blood Bank reserves and help the people in need.



JUNE 2018

French Ambassador to Qatar, H.E. Eric Chevallier, amazed with his offshore visit organized by Total to the Al-Shaheen field, operated by the North Oil Company.



JULY 2018

Texas A&M University students in the US and Qatar visit Total's Research Center Qatar to engage with researchers.



SEPTEMBER 2018

WOQOD and Total launch a customer tailored promotion for award winning Total Quartz engine oil.



OCTOBER 2018

Muntajat's young professionals enroll in Total's Refining & Chemicals training program.



OCTOBER 2018

A cancer survivor inspires the audience and spreads awareness during a Lunch & Learn session.



DECEMBER 2018

Total employees discuss ethical, human rights, and corruption issues in the workplace during Business Ethics Day celebrations.

Our Operations in Qatar

Total in Qatar drives its operations towards sustainable operational excellence where safety is a core value across all three segments of its operations: Exploration and Production, Refining and Petrochemicals, and Marketing and Services.

Total is very proud of its longstanding partnership with Qatar spanning over 80 years (since 1936), and its cooperation with Qatar Petroleum.





Our Upstream Operations

Total started its upstream operations on the Al Khalij oil field in 1991. Total is one of the founding partners of Qatargas, the world's largest LNG producer, owning interests of Qatargas 1&2. Total is also a leading partner of Dolphin Energy.

Launched on July 14, 2017, the North Oil Company is a new joint venture between Qatar Petroleum (70%) and Total (30%). The North Oil Company will develop and operate the Al-Shaheen oil field for the next 25 years.

Al Khalij Field

A complex and challenging offshore oilfield

In Qatar, Total is a producer of crude oil. Each day oil is extracted from wells drilled from various platforms located in the Al Khalij field, located 120km northeast of Doha. Afterwards, the oil is sent to Halul Island (35km from Al Khalij Field) via two sub-sea pipelines for processing. The entirety of our processed oil is transferred to our partner, Qatar Petroleum, for final export.

Longest small diameter hole section drilled in Total Group



Total Qatar's drilling team (onshore and offshore) managed an incredible feat on DP4 in the Al Khalij field, where they drilled the longest small hole diameter in Total globally (4,972m) over a three-month campaign. As the main aim of constant development in the field is to push the envelope and achieve longer wells, this gave the Geoscience team the option to have full contact with the reservoir layer. The outcome of this well has helped design longer wells and to apply the same practice on larger diameter wells.

Facts and figures



18,461

Barrels of oil produced per day in 2018



8

platforms



17

drilling and wells operations in 2017



117

personal on board



221,065,676

barrels of oil produced since the start of operations in 1997.



58

wells, 44 of which are oil producing

Al Khalij Full Field Shutdown



Another great accomplishment and reason to celebrate was the successful completion of the shutdown of Total's offshore production facilities at Halul.

The shutdown was carried out in the Al Khalij field (block 6) located 130km off the coast of Doha, and was an opportunity to stop all production operations involving maintenance, inspection and the modification of equipment to ensure their full integrity.

With safety as the highest priority, all efforts were made to effectively safeguard personnel, the plant, equipment and the environment in accordance with Total's strict HSE standards and procedures.



16" Pipeline Replacement Project in Full Launch



March 2018

The project was launched to replace the 16" pipelines extending from the DP2 platform to the DP3 platform (with a distance of 5.8 kilometers), and then from the DP3 platform to the DP4 platform (with a distance of 9.6 kilometers) while re-using the existing 16 "risers and decommissioning the old lines (decrudding, cleaning and preservation). 16 kilometers of 16" coated line pipe were used for this purpose.

The pipe laying started on March 22, 2018 with the DP2-DP3 pipeline, followed by the DP3-DP4 pipeline.



Qatargas

The World's Premier Liquefied Natural Gas (LNG) Company

Total is the one of the founding partners of Qatargas, the world's largest LNG producer, in 1984, owning interests in Qatargas 1&2. Qatargas produces 77 million tons of LNG per annum. As the cleanest burning fossil fuel, natural gas has the advantage of limiting greenhouse gas emissions. Abundant supplies of this gas will contribute to a secure and stable energy future while helping address a number of environmental concerns.



Qatargas strongly believes in implementing state-of-the-art solutions to further reduce environmental impact across the LNG value chain while maintaining a robust performance. For now and well into the future, Qatargas will continue to seek increased energy efficiency across its facilities, and continual improvement for a better tomorrow. We are proud to play our part in preserving the environment for future generations to come.

Khalid Al-Hemaidi

Cheif Operating Officer - HSE & Q in Qatargas



Facts and figures



Total owns a 20% interest in the upstream of Qatargas 1



10% interest in the downstream of Qatargas 2



Total has a 16.7% stake in Train 5 of Qatargas 2.

Qatargas has engaged in major projects to reduce its environmental impact

The Flare Reduction Project

The project aims to reduce the flaring required by operations. It is a complex project launched in 2013, involving feed gas interconnection between several LNG trains and off-spec gas recycling. Upon its planned completion before the end of 2019, it will help Qatargas achieve its target to flare less than 0.3% of its sweet gas production.

Wastewater Recycling and Re-use Project

This project is meant to eliminate the disposal of treated effluence to sea, and to significantly reduce the volumes of produced water sent to the onshore disposal injection wells. This project will be completed by the end of 2019.

Jetty Boil-Off Gas (JBOG) Facility

Jetty Boil-Off Gas (JBOG) Facility, which minimizes flaring at the Liquefied Natural Gas (LNG) loading berths in Ras Laffan City. This facility commenced operations in October 2014 and recovers more than 90% of the boil-off gas that was previously flared near the jetties. The JBOG collects the boil-off gas and transports it to a central compressor prior to returning it to the LNG plants where it is used as fuel gas or converted back into LNG. The facility reduces jetty flaring by approximately 90% and CO2 emissions by approximately 1.6 million tonnes per annum. The reduction in CO2 emissions is equivalent to the emissions of 175,000 cars. As a result, the JBOG facility supports the environmental protection and sustainability targets of the Qatar National Vision (QNV) 2030, and supports the State of Qatar's commitment to reducing climate-changing carbon emissions. This project was awarded a Qatar Sustainability Award by the Qatar Green Building Council, a member of Qatar Foundation, in November 2018.

Dolphin Energy

The Gulf's first and largest transnational gas grid

In 1999, Dolphin Energy's Dolphin Gas Project was launched to provide natural gas to the UAE and Oman from Qatar's North Field.

In 2001, Total signed a Development & Production Sharing Agreement with the government of Qatar to become a strategic partner, holding a 24.5% stake.

Gas production, processing and export began in 2007, and the project reached its full production capacity of 2 billion scf/day (of exported gas from Ras Laffan Industrial City, to Taweelah Receiving Facilities in Abu Dhabi, UAE through Dolphin Energy's 364km subsea 48" export pipeline) in early 2008. Supplies to Oman started later in the same year. Today, the Dolphin Gas Project is the region's first and largest gas grid.



Facts and figures



Dolphin Energy meets **30% of UAE's natural gas** requirements on a daily basis



Dolphin Energy supplies **5% of Oman's gas** needs every day



In 2018, Dolphin Energy achieved its **8th trillion scf** net gas sales milestone



In 2018, Dolphin Energy achieved cumulative production of **two billion barrels** of oil equivalent (all products)



Dolphin Energy successfully fulfills its production objective of **730 billion scf** (max. allowed) of natural gas per year since 2009



Dolphin Energy's Reservoir Management Optimization Project (RMOP)

Dolphin Energy's Reservoir Management Optimization Project (RMOP) involves designing and drilling six wells at Dolphin Energy's two production platforms to balance reservoir pressure, and increase condensate production and production plateau. The drilling of the first three wells started in 2016 and was completed successfully in 2017 on the DOL-1 platform (in 380 days, one million man-hours, zero LTI), with the performance of the longest registered perforating guns ever run in the North Field. In

addition, two of these wells are North Field's first-ever horizontal wells. The drilling of the three remaining wells on the DOL-2 platform started in February 2018 and was to be completed in Q2 2019.

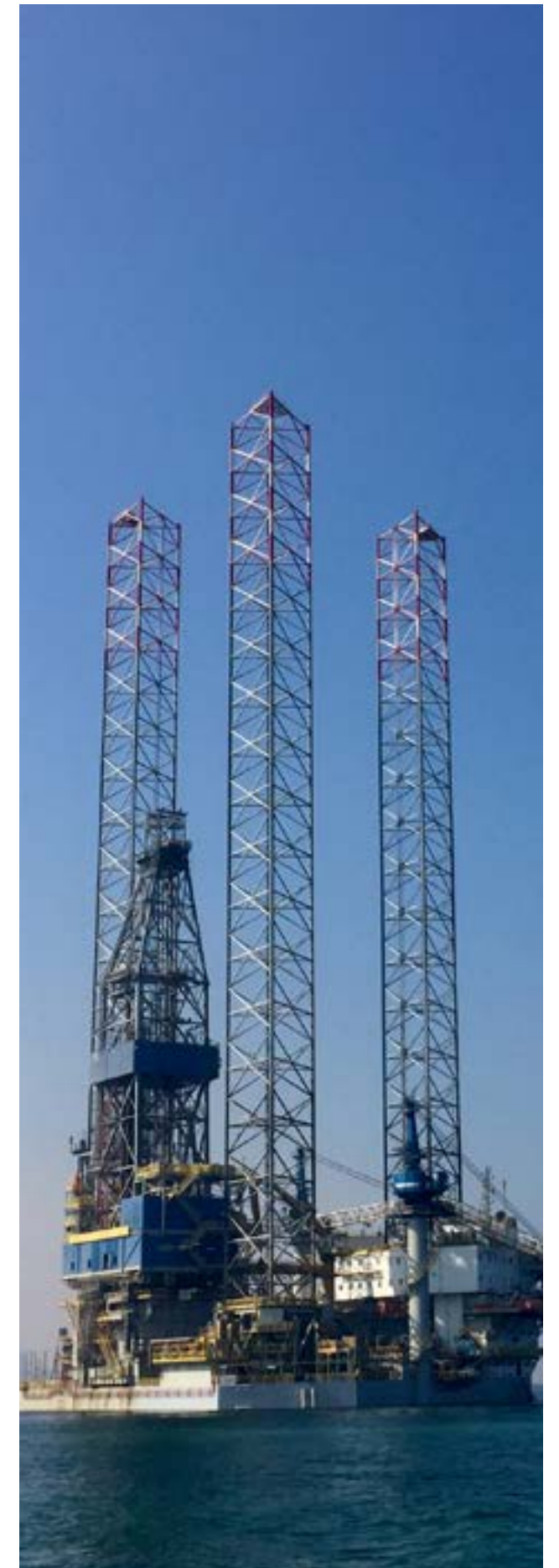
RMOP has enabled Total to share its expertise and knowledge with its key partners and provide opportunities to extend its commitment to the prolonged success and development of the North Field.

The CORE Project

The CORE Project was launched in 2016 in response to the low oil price environment. CORE is a long-term cost optimization program called CORE Project (Cultural Change, Optimizing Productivity, Resourcefulness and Efficient Expenditure). Working closely with Total in the initial stages of the project, it was based on elements of Total's 4C&D Program (Change Culture, Compete on Costs & Deliver). The scope of CORE focused on four main points:

- Reinforce the project's governance structure to build the project
- Kick-start the cultural and communication effort
- Transfer knowledge, tools and train key Dolphin Energy personnel
- Initiate and drive idea generation efforts through a formal implementation process

Since the start, the project has registered significant cost savings and helped improve the cost culture of the company. Significant interest has also been registered by Dolphin Energy's peers across the oil and gas industry, who had considered launching similar programs. In 2018, the project entered a new phase by focusing additionally on process improvements (Lean) with the support of Total's 3C Team (Consolidation Cost Culture) to complement the cost savings element. In 2018, Dolphin recognized Total for its dedication to cost-saving as a part of its CORE program.



North Oil Company

The North Oil Company is a joint-venture between Qatar Petroleum (70%) and Total (30%), operating the Al-Shaheen offshore oilfield, one of the largest and most complex offshore oilfields in the world. Its production of around 100 million barrels per annum accounts for 45% of Qatar's oil production. Its objective is to maximize production from Al-Shaheen over the next 25 years.



1,287
NOC workforce



7
reservoirs



2 out of 4
of the world's
biggest FSO (Ultra
Large Crude
Carrier category)



850,000 bbl
injected per day.
One of the largest
waterfloods in the
world



EOR project
(Water alternate gas
injection)
on 15 wells.



At NOC, minimizing the ecological footprint is embedded in our DNA, and we are highly committed to the reduction of gas flaring and venting, to the diminution of the overboard discharging of treated water, and to the release of hazardous waste into the environment. In 2018, numerous projects have been launched,

Pascal Meyer
HSE&Q Manager at North Oil Company

such as a portfolio of facility upgrade projects, the debottlenecking of water treatment and disposal facilities to reduce and ultimately eliminate the overboard disposal of produced water (environmental footprint) and the launch of pilots to test new Enhanced Oil Recovery (EOR) production modes.



Our Downstream Operations

Total Refining & Petrochemicals has a stake in both the Qatar Petroleum Company (QAPCO), operating a petrochemicals complex manufacturing ethylene and low-density polyethylene, and QATOFIN.

Total is a partner in the Ras Laffan refinery and also markets and sells lubricants and special fluids.

Ras Laffan Refinery

Qatar's first condensate refinery

The Ras Laffan refineries are processing condensates to produce LPG, naphtha, kerosene and ultra-low sulfur diesel both for local consumption and for export. Laffan Refinery 1 started in 2009 and Laffan Refinery 2 in 2016. Total holds a 10% interest in the Ras Laffan Refineries. Laffan Refinery is currently building a Near Zero Liquid Discharge Project to recycle almost all wastewater produced.

Facts and figures



2 condensate refineries with
an overall capacity of

300,000 barrels of
condensate per day.

QAPCO

A Petrochemicals Major

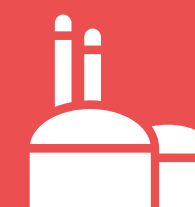
Total supported QAPCO to build the first ethane feedstock cracker in the Middle East in the late 1970s. Located in Mesaieed in the south east of Qatar, the Qatar Petrochemical Company (QAPCO) operates a world scale petrochemical complex producing ethylene and low-density polyethylene (LDPE), a type of plastic commonly used for packaging. Total has a 20% share in QAPCO.



820,000
ton-per-year
ethane steam cracker



20%
joint venture.



800,000
tons per year.
of low-density
polyethylene

Facts and figures

Muntajat

Muntajat, (Qatar Chemical and Petrochemical Marketing and Distribution Company) Q.J.S.C. is a state-owned company established in Qatar in 2012. The company sells and distributes the State of Qatar's chemicals, polymers and fertilizers. Muntajat and Total have a cross agency contract, widening Muntajat's role as agent of Total for polymer sales in the Middle East region, and particularly to Qatar.

Total and Muntajat Renew their Agency Contract

During the meeting, the two partners discussed the possibilities for developing activities, particularly regarding the circular economy. A highlight of the meeting was the presentation by Muntajat to Total senior management of a seat using polypropylene produced by Total in Europe and signed by Qatar's leading CEOs, which will be

used in the stadiums in Qatar for the 2022 football World Cup. Total management, in turn, presented to Muntajat a replica of the Carling autoclave high-pressure reactor, which is also the same as that of the QAPCO low-density polyethylene plant in Qatar, which uses Total technology.

Total Refining & Chemicals organizes training program for Muntajat young professionals

This training program, which is now in its fourth cycle, was well received by all four delegates. QBO tailored the program to meet the expectations of the different levels of Muntajat management who are attending. The program covered Total activities, both global and in Qatar, and focused

on the marketing of polymers, while emphasizing social responsibility and the challenges of recycling and the development of the circular economy. The program's compliance and integrity module was also addressed by the Total Compliance Officer in Qatar.



Total's Polymers will make a debut in Qatar's World Cup

Total's polypropylene will be used to create the seats for the next FIFA World Cup, which will be held for Qatar in 2022. The polypropylene will be manufactured in our Total's Feluy and Gonfreville plants in Europe. Qatar, a leading

polyethylene producer, does not manufacture polypropylene, and instead imports this plastic via Muntajat. Total and Muntajat, long-established partners, have therefore reached an agreement for this major project.

QATOFIN

Owner of one of the largest ethane crackers in the world

In 2006, in partnership with QAPCO, Total entered the QATOFIN joint venture. Total has a 36.36% direct shareholding in the company and a total stake of 49% when its investment in fellow shareholder QAPCO is included.

One of the largest ethane crackers in the world

One of the largest ethane crackers in the world operated by the Ras Laffan Olefins Company (RLOC) in which QATOFIN has a 45.7% stake alongside Q-Chem II. The ethane-based steam cracker, which started operation in 2010, is designed to produce 1.3 million tons of ethylene per year.

A world-class linear low-density polyethylene (LLDPE) plant

A world-class linear low-density polyethylene (LLDPE) plant, commissioned in 2009 in Mesaieed, with a production capacity of more than 570,000 tons per year.

Facts and figures



49% in the QATOFIN joint venture (13% through QAPCO). QATOFIN has a linear low-density polyethylene line (LLDPE) in Mesaieed that produces 550,000 tons per year



1.3 million tons of ethylene per year



22% (via QATOFIN) in the steam cracker using ethane from RLOC (Ras Laffan Olefins Company), in which QATOFIN has a 46% stake. Capacity of 1.4 million tons per year



570,000 tons low-density polyethylene (LLDPE) per year



Marketing & Services

Specialized in lubricants and special fluids, Total Marketing Qatar (TMQ) has a prominent market share for lubricants in the country.

Marketing & Services

It caters to the needs of major automotive, construction, industrial and marine customers. Total's products are widely used by leading Japanese & European car dealers, in addition to the main retail service centers in the city of Doha.

Facts and figures


30

Total branded rapid oil change / pitstops


60

Products available at woqod fuel stations



Elf perfo HDX 50 20W50 small pack

Total Marketing Qatar launched Elf perfo HDX 50 20W50 small pack in a special event, leading to a record booking of approximately 18,000 packs (250T plus) in 20 minutes. The event was

attended by 140 partners from the retail high street segment. Key wholesalers were recognized and awarded during the meeting.

Seminar for North Oil Company employees

Total Marketing Qatar organized a seminar for North Oil Company employees to share experience and provide recommendations on their lubrication

concerns. Ten engineers from the North Oil Company, mainly from Operations, Reliability and Procurement, attended the seminar.

WOQOD customer promotion on engine oil and oil filter sponsored by Total

The promotion for Quartz engine oil ran for 4 months, from the 1st of September to the 31st of December 2018. During this period, Total Quartz doubled its sales and WOQOD increased their oil change sales by 25% to benefit consumers in Qatar (car owners / limousine companies). The aim was to highlight the association between TOTAL & WOQOD and to increase our lubricant sales at WOQOD stations.





Safety & Quality in our Core Business

At Total, safety is a never-ending journey. All employees must stay vigilant all the time including during their most basic activities, to ensure everybody goes home safe by the end of the day.

Safety and Quality in Core Business



HSE Tools in Total Qatar

HSE Pass
the HSE training
management tool

HSE Plan
summarizing the
main HSE
objectives of the
affiliate for the
subsequent year

**Total's 12
Golden Rules**

Maestro
One Maestro governing
the affiliate HSE
management system

SYNERGI
to register all main
anomalies, incidents,
audit findings, etc...
and ensure their
follow up

**Stop Cards &
Anomaly Cards**

Safety+
a tool to share
and get recognition
for significant safety
actions

Enablon
to register and
consolidate all our
environmental data

Prevent
to register all our
industrial hygiene
data and ensure
proper monitoring of
exposure groups

Perfect Day Initiative

In 2017, TEPCO became one of the first affiliates to adopt and deploy the "Perfect Day" initiative on all operational sites. The essential aim behind this initiative is to further improve our HSE and operational performance. On-site personnel are expected to reach eight Key Performance Indicators daily. The first two KPIs are the same for all sites, while all the others are decided from the analysis of site performance and identified weaknesses. The Perfect day awarding system is as below in Halul:

- No events with human consequences
- Environmental performance
- No behavior anomaly noted/reported (PPE, attitude...)
- Everyone got their rest time
- All surfer or helicopter departures as planned and on time
- All received material is acceptable
- All daily programmed activities are completed
- No unplanned shutdown



Total shares best practices with industry and academia leaders at the Qatar Process Safety Symposium

April 2018:

Total participated in the two-day symposium that program was mainly developed around the theme of emergency response planning with a somewhat provocative punchline: “Are we ready? By failing to prepare you are preparing to fail.” The symposium allowed delegates from industry, regulatory institutions, and academia to hear about safety success stories, incident case studies, best practices, new legislative

regimes, and recent advances in research on process safety. Christophe Dubau, Vice President HSEQ & Security, presented the massive scale exercise (code name LULA) that was organized in Angola in 2013. The scenario of this drill was a deep-water subsea blowout (similar to the Macondo accident) and involved the actual mobilization of a subsea dispersant injection skid all the way from Norway to offshore Angola.



1 year without LTI at Total Qatar

July 2018:

Two major milestones were achieved incident free:

- The Al Khalij Full Field Shutdown, which has enabled us to replace the 16 subsea pipeline as well as to resolve a number of downgraded situations.
- Our warehouse was moved from the Industrial Area to Ras Laffan, where it is now shared with the North Oil Company (NOC).



Total wins first E&P TOP Award

June 2018:

The first initiative to be recognized by Total Group's E&P's HSE Division was posted on Safety+ by Total E&P Qatar. A team from Qatar considerably improved the Toolbox Talk (TBT) form. Instead of a long list of written questions, their form is more user friendly and picture based. The checklist includes all the 12 Golden Rules and the key risks - electrical, chemical, impacts and heavy loads - illustrated by pictograms. It was designed collaboratively and tested before being deployed across the Qatari affiliate.



Safety+ tool launched by Total Qatar to encourage sharing

April 2018:

Total Qatar has launched a new tool called “Safety+” to gather all safety initiatives and recognition and share them with all the Total affiliates worldwide. Compiling best individual and collective safety practices, Safety+ aims to spotlight, recognize and share safety performance. Safety isn't only about applying

strict rules, preventing incidents and dealing with unfortunate accidents, it's most importantly a culture that is becoming more deeply rooted across the Group, hence, it is essential to encourage efforts and celebrate progress. Total Qatar received awards from Total's headquarters in France for this initiative.



Total and energy partners talk HSE issues in 3-day seminar

January 2018:

The ‘HSE for Managers’ seminar was a 3-day training seminar held by Total Qatar for senior managers in the Health, Safety and Environment (HSE) & Operational divisions that brought together 55 managers from major energy companies in Qatar in the oil, gas, and petrochemicals field and from across Total's

worldwide network. It served as a platform to focus on the HSE roles of managers. The main issues discussed ranged from HSE stakes and responsibilities, what is expected from managers, HSE leadership and management towards an integrated safety culture, and a wide range of other HSE issues.



Research & Innovation

Total Research Center - Qatar (TRC-Q) opened its doors in 2009 to spearhead Total's R&D activities in the Middle East. It is located in the Qatar Science and Technology Park (QSTP) and is ideally positioned to facilitate the transfer of innovations developed at Total's head office.

Total Research Center in Qatar (TRC-Q)

Supporting Operations to Enhance Production

Total Research Center Qatar (TRC-Q) opened its doors in 2009 to spearhead Total's R&D activities in the Middle East. TRC-Q is a cornerstone of the Group's international network of seven research and development facilities, and has rapidly become a hub for applied research, development of expertise, and knowledge sharing with Qatari partners.

Today we have four active programs: two under the Exploration and Production R&D branch (geochemistry and acid stimulation) and two under the Transversal R&D programs (sustainable development and CCUS). TRC-Q activities cover research and development, advanced training and technical assistance to local industries, notably the North Oil Company, Qatargas, Dolphin Energy, Qatar Petroleum, and Al Khaliq Asset.

In 2018, we continued our contributions to the National Priority Research Program (NPRP) flagship program, which operates under Qatar Foundation (QF) R&D, along with our partners Qatar University (QU), Texas A&M University at Qatar (TAMUQ), the Qatar Energy and Environment Research Institute (QEERI) and Qatar Foundation (QF).



17
Researchers



4
Laboratories



1,500 m²
of laboratories
and offices

Facts and figures

Total Research Center Qatar supported Qatar Science & Technology Park (QSTP)'s Safety & Health event to promote safety at the workplace and healthy lifestyle. The event featured a number of exhibitions and demonstrations from several QSTP and Qatar Foundation tenant and guest companies. TRC-Q showcased the best practices applied in the Total Group, with a focus on Lean methodologies to promote and sustain safe environment and behavior at work. It was a great opportunity as TRC-Q had celebrated its 9-years of operations without any injury, having maintained a clean record since its opening in 2009.

Our Participation in the 6th edition of Waste Free Environment Day was through a waste collection work party in Al Wakrah Beach involving local authorities side by side with nearby partner businesses, including QAPCO and Muntajat. Waste Free Environment is an environmental education and anti-litter campaign led by the Gulf Petrochemicals and Chemicals Association (GPCA). It aims to raise awareness among primary and middle school students on the importance of environmental protection and how to ensure it. There was a particular focus on educating young Qataris about current challenges, notably recycling issues, to better manage end-of-life plastics.



Total participated in Qatar Foundation Annual Research Conference (QFARC) with a presentation during the oil and gas technical session by Dr. Priyank Maheshwari, Organic Geochemistry Project Leader at TRC-Q.

The presentation highlighted the research and development activities being conducted jointly in Total Qatar and in headquarters in France in the area of acid stimulation and reactive transport in carbonates.

QFARC highlighted and identified the current and future needs in terms of development and technology deployment. Opportunities for improving the current status and defining the required actions were an integral part of the panel discussion with other local and international companies.

Texas A&M University in US and Qatar students visited TRC-Q and met with some of Total's key researchers, gaining an insight into some of the main issues and challenges currently being tackled in Qatar.

The visit comes as a part of the ELCIR program, (Engineering Learning Community Introduction to Research), established by The College of Engineering at Texas A&M University in Qatar. The program's objective is to increase diversity in the engineering field and to better prepare the engineers who are joining today's global and dynamic workforce.

Valvometry Project

Biomonitoring the marine water quality In partnership with: Qatar University

The marine ecosystem, particularly around the offshore platforms is facing major stressors including oil and gas exploitation, shipping, noise pollution, declining oxygen, and climatic changes. Using the High Frequency Non-Invasive (HFNI) Valvometry biotechnology as a tool to measure the water quality would help in the prevention of pollution risks and reduction of the industrial

environmental footprint. A Valvometry pilot will be launched for two years on two offshore platforms belonging to Total and will be equipped with HFNI valvometers using local pearl oysters provided by Qatar University as biosensors to record data 24/7 in near real time (multi-parameter probes automatically sending data will be set near the oysters). The objective would be to study the operational impact on water quality and the reproductive cycle of oysters.

QATAREEF Project

Enhancing coral reef restoration In partnership with: Qatar University and SEABOOST

Coral reefs represent one of the most biologically and socio-economically important natural assets in the Arabian region, particularly in Qatar. Stresses such as increasing sea temperatures, high salinity, and growing coastal development have resulted in shifts in reef communities across the region in recent years. To remedy this problem, artificial reefs (passive and displaceable device) can be used as a mean to compensate for the

degradation of natural habitats as well as the conservation and restoration of corals in Qatar. For this project, an artificial coral reef built by SEABOOST will be deployed in close proximity to the Halul Island healthy coral reefs area for 3 to 4 years to allow the growth of new coral larvae. These artificial reefs will be built using innovative technologies and specific materials to increase the settlement of coral larvae. The artificial reefs will then be moved to a new location where monitoring will occur for an additional period.

Environmental Offshore Monitoring Campaign

This survey consists of gathering water, sediment, plankton and benthic sampling that will be analyzed and compared to the 2014 survey and to ensure that there is no degradation of the ALK eco-system. On behalf of Total Qatar, Fugro performed an environmental monitoring survey (EMoS) of the Al-Khalij field, located in Block 6 of the Arabian Gulf, in 2014. The issued report detailed the results of the EMoS, used to determine spatial and temporal trends in local environmental conditions within the Arabian Gulf.



Governance & Corporate Social Responsibility

CSR Structured Approach

Total operates a sustainability framework considering main elements that shape our overall CSR strategy.





These key elements are:

- **Qatar National Vision 2030**, which is aligned with
- **Group's Societal Priorities**, and
- Managing our **stakeholder expectations** (through SRM+).

Qatar National Vision 2030

	Human Development
	Social Development
	Economic Development
	Environmental Development

L Group Societal Priorities

	Youth inclusion & Education
	Forest and climate
	Road Safety
	Culture & Heritage

Managing our Stakeholder expectations

The Stakeholder Relationship Management module (SRM+) is a module created in 2005 that allows us to have structured dialogue with stakeholders, understand the issues at stake and collaboratively define areas for improvement in terms of societal actions.



“SRM+ has enabled us to listen to our stakeholders and align their needs and expectations with our CSR priorities.”

The assessments have helped us build a shared vision of the community and more effective coordination with our competencies. We have conducted successful assessments of SRM+ in 2018, where we met with our key stakeholders in the industry, government and civil society authorities, and academic institutions. This assessment has helped us establish a new corporate social responsibility strategy for the next three to five years.

Wafaa Al-Saffar, CSR Lead



Managing Risk

Total activities in Qatar present a wide variety of risks related to the production, refining, processing, and transportation of flammable products, and the workplace.

Through our integrated risk management systems we manage risks as effectively as possible, taking safety culture aspects into account, along with preparations for emergency situations, crisis management, and active collective feedback. The process is thoroughly monitored through internal audits and enhanced by corrective action plans. Our approach also calls for a systematic risk analysis for all projects before presentation to the established Risk Committee. Total pays utmost attention to its relationships

with contractors, including the inclusion of clear contractual clauses that establish agreements with our contractors in full compliance with the international standards (such as the Universal Declaration of Human Rights of the United Nations and the UN Code of Conduct for Law Enforcement Officials, to name but a few). Total has firm established standards in the area of Health, Safety and Environment (HSE), and all contractors are inducted in HSE management systems and best practices at Total's locations.



Ensuring Ethics

Our ethical commitment is expressed through the business principles we apply in our relationships with all of our stakeholders in Qatar.

As a subsidiary of Total Group, we deploy the corporate Code of Conduct across our entire scope of operations. We constantly strive to guarantee equal treatment for all of our employees worldwide.

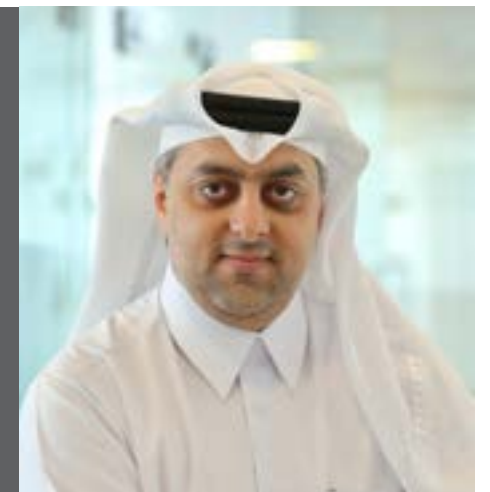
We also implement our Code of Conduct in our relationships with our partners and we ensure that our suppliers and contractors uphold human rights; moreover, we maintain dialogue with

them and support their social and economic development. Business Ethics Day was established in 2015, to coincide with the United Nation's International Anti-Corruption Day (December 9) and Human Rights Day (December 10). The event encourages dialogue on these issues, and aims to get people talking, asking questions, reporting difficulties and sharing best practices in that area.

Everyone must speak up about any issues which do not feel right, any suspected cases of non-compliance, or any concerns or questions regarding Ethics. If people are simply not sure, they should just approach their manager or someone from the Ethics Team and just ask.

Abdulla Mohsen

Deputy Vice President Human Resource, Communications & Corporate Social Responsibility / Ethics officer



TOTAL

Corporate Social Responsibility Initiatives



Total's Annual Blood Donation Campaign

Total organizes an annual campaign in partnership with Hamad General Hospital and Al Fardan Towers to support the Blood Unit through the donation of blood.



Total Sponsors Red Bull Lusail Drift

Total sponsored the Red Bull Lusail Drift, which was held on February 23 at Lusail circuit car park. The event was organized by Red Bull in partnership with the Qatar Motor & Motorcycle Federation.

Total Collaborates with NBK for Mercedes Trophy Golf Tournament

Total Marketing Qatar sponsored the 3rd edition of the Mercedes Trophy Golf Tournament, held in collaboration with Nasser Bin Khaled Automobiles, the exclusive dealers of Mercedes-Benz in Qatar on March 17 at the Doha Golf Club, with the participation of Mercedes-Benz car owners &

golf enthusiasts in Qatar. The tournament gathered 88 players in three main categories, and is one of the many efforts through which Total Qatar reiterates its commitment to promote sports and social engagement with its valued customers and golf enthusiasts in Qatar.



Total's Experts Share Experience with Universities & Stakeholders

Total Professeurs Associes member, Dr. Robert Pelletier, presented a detailed perspective on significance of R&D in polymer technology and product development during an event organized by Total Refining & Chemicals,

Qatar at Total Research Center Qatar (TRCQ) in March.

The presentation was attended by more than 35 representatives from QAPCO, QATOFIN and Muntajat.



Total Employees Participate in Donation Drive with Qatar Charity

Total in Qatar employees were involved in a week-long donation drive for clothes, shoes, toys, electronics and books on 17 May 2019. Employees were given collection bags to segregate their donations and all proceeds were handed to Qatar Charity, who undertook the distribution to those in need. As a follow up to the campaign, close to 100 food packages

were donated to families on 27 May 2019, also in collaboration with Qatar Charity. Total is strongly committed to social development in Qatar. We value the importance of charity and volunteer work and welcome the opportunity to be able to serve our community, as giving back is a strong expression of social solidarity in Qatari society.



Total's Employees Talk About Women Empowerment and Ways to Reduce the Gender Parity Gap

Female and male employees in Total Qatar gathered together on 8 March 2018 to celebrate International Women's Day and the bold steps undertaken for women empowerment, and discussed steps needed to reduce the gender parity gap. Employees were given certain topics affecting women today, and they had to work together to find a restitution. In addition, they participated in a panel session called «Bold Women, Common Steps», signifying the bold steps undertaken by women in recent years, which, despite all obstacles, have ended in

success. Guest speakers for the event included Sara Al-Derham, a lecturer and award winning filmmaker in Qatar, and Marion Desmurger, who works in the UNESCO cluster office for GCC and Yemen, who talked about women's efforts to empower other women in the region. The TWICE Women's chapter in Qatar, established in March 2017 for Total Qatar employees to raise awareness about gender diversity, also presented their vision and mission towards women's empowerment in Total Qatar, and how each one can play a role.



Qatar National Day Celebrations

Total in Qatar celebrated Qatar National Day through various activities throughout the week. Employees proudly displayed traditional colors, arts, crafts etc., with many decorating their offices as part of the 'My Space Challenge'

Total Sponsors QU Annual Research Exhibition

The Qatar University Annual Research and Exhibition, sponsored by Total, was an occasion to demonstrate new tools, or report on the implementation of new programs, collaborations,

innovations and other relevant projects that take bearing from the QU Research Roadmap 2014 - 2019, Qatar National Research Strategy and Qatar National Vision 2030.





Our year in photos

OUR YEAR IN PHOTOS



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TOTAL

TOTAL IN QATAR

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