



TOTAL

Transformational Actions, Generational Impact



Generational Impact

A Transformational Action

Dear Stakeholders,

The year 2019, as every other year, had its own challenges and unique opportunities.

As we navigated through, we did not lose sight of our vision to become the Responsible Energy Major. Through the creation of quality products and services delivered with a strong commitment to safety and respect for the environment, our vision for the sustainable development of resources, alongside our core values, continued to guide our actions.

Our 2019 Sustainability Report chronicles our journey in the past year ahead of a very busy decade on the global scene with respect to sustainable development. In 2019, we continued upholding our culture by creating a great workplace with zero fatalities as a critical success factor. Through our 12 Golden Rules, we made significant progress to reduce high potential incidents and recordable injuries in our operations. We also invested in different interventions towards building a better tomorrow for future leaders through our Job Shadow Initiative, Skills Acquisition Programme, Scholarship Scheme, and the Total Startupper Challenge. To ensure an approach that is inclusive and sustainable, our projects impacted all our host communities through unique partnerships with different stakeholders and institutions.

The years between 2020 to 2030 have been declared the 'Decade of Action' where all stakeholders are expected to play more impactful roles in contributing to the success of the Global Goals as defined by the United Nations. We understand that to achieve these goals and our overarching vision to become the Responsible Energy Major, we must pay attention to how we address critical themes such as climate change and sustainability throughout our operations.

In an ever-evolving world, we will

continue to work towards making our environment a safer and better place to live through the reduction of CO₂ emissions and the production and distribution of eco-friendly products and services to mitigate their impact on the environment. We will continue to invest in alternative energy and reduce our greenhouse gas emissions as achieved in 2019 when we significantly reduced CO₂ emissions by 893 tonnes (equivalent to planting 39,513 trees).

This sustainability report has been prepared in line with relevant global best practices and local regulations, but more importantly, chronicling our contributions to the United Nations Sustainable Development Goals. I am very pleased to present this to all our esteemed stakeholders and wish you a pleasurable reading.





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Our Story

Mission

Total Nigeria Plc is in business to ensure total customer satisfaction, by the creation of quality products and services delivered with strong commitment to safety, respect for the environment and the sustainable development of resources.

Who We Are

Total Nigeria Plc, was incorporated as a private company in June 1956 to market petroleum products. The share capital of the company is ₦169,760,918 made up of 50k ordinary shares authorised and fully paid up with some Nigerian citizens and associations holding 38.28% while 61.72% of the share capital is held by foreign interests.

Over the years, we have diversified our operations by integrating blending plants and renewable energy, and currently offer our customers a range of services – lubricants, car-care service and products, insecticides, shopping at our Bonjour shops and cafes, space rental and partnerships, discounted purchases using Total Card, solar lamp products sales and solar home solutions. We are a market leader, reference point and pacesetter in the downstream sector of the Nigerian oil and gas industry. We continue to explore innovative and efficient ways to create superior value for our customers.

During the period under review, we opened several new retail outlets while some stations underwent the

| | | |
|--|---|--|
| Total worldwide presence: more than 130 countries | 2019 market share 12.7% | Geographical operations across 3 territories |
| Operate in 8 sales areas | Sales areas: Abuja, Kaduna Kano, Port-Harcourt, Benin, Lagos North, Lagos South, and Ibadan | Over 577 service stations |
| 2 blending plants | 5 aviation storage depots | 2 white product depots |
| TNPLC depot total capacity 41,355 m³ | Blending plant installed capacity 64,000 MT | Employ over 1,000 people |

T-Air upgrade (alterations and maintenance). We also went a step further to relocate some of our plants, storage facilities and customer service centres to make them more accessible to customers. Our



Our Ambition

Being a Responsible Energy Major, a brand of choice, close to and creating value for each and every customer



corporate customers' demands for bulk products are met through our Vendor Management Service and Equipment/Technical Assistance Service. These are supported by partners and product distributors working with us to ensure consistent value creation for our customers.

In compliance with stipulated regulations, we file our financial statements with the Financial Reporting Council of Nigeria (FRCN), Nigerian Stock Exchange, and the Securities and Exchange Commission. This is in addition to complying with relevant federal and state tax laws.

As members of the Major Oil Marketers Association of Nigeria (MOMAN), Nigeria Employers' Consultative Association (NECA), Lagos Chamber of Commerce and Industry (LCCI), Franco-Nigeria Chamber of Commerce and Industry (FNCCI), the European Business Organisation (EBO), and Nigerian Institute of Management (NIM), we continue to engage various stakeholders and share in learning opportunities whilst actively contributing to the development of our industry and the Nigerian economy.

Our Supply Chain

For us at Total Nigeria Plc, we approach our supply chain needs through two levels - the retail chain (B2C) and the industrial chain (B2B). The retail chain involves direct product supply from the depot to our one-stop retail service stations nationwide through haulage trucks while the industrial chain involves direct product supply from our depots to the industrial customer with trucks or through the Vendor Management Systems (VMS). Our VMS site ensures professional management of industrial fuel needs at all times.



Our Business Model

Plants

- Lagos Blending Plant has an installed capacity of 40,000 MT (40kt) per annum and also caters for multi-grade lubes.
- Koko Blending Plant has an installed capacity of 24,000 MT (24kt) for lubricants per annum.



Apapa Depot: (Full ownership)

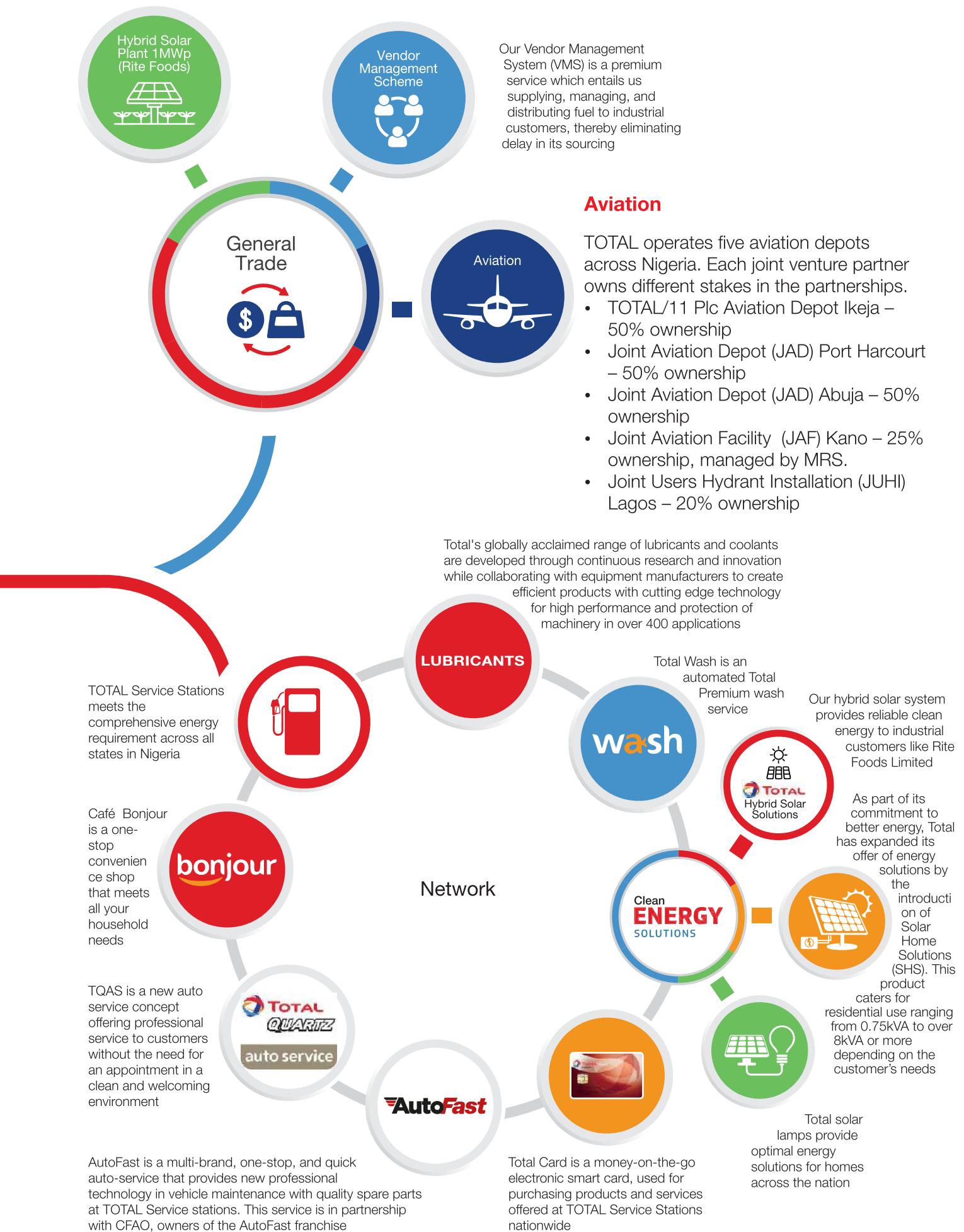
The global storage capacity of our Apapa Depot is 24,484 m³, while the key highlight for the Depot in 2019 are -

- Completed 10 years inspection programme.
- Completed the fire blast radiation wall.

HOGL Depot Apapa: Long Lease

- We achieved a daily throughput of (HOGL) 1.3 million litres per day.

TOTAL/11 Plc JV (50% ownership)





Governance

Total is committed to institutionalising the principles of corporate governance and ethical business practices. We have always adopted a responsible attitude towards corporate governance and issues of Corporate Social Responsibility in Nigeria. The Company conducts its business with integrity and pays due regard to the laws of Nigeria and the legitimate interests of its stakeholders. The Board continually reviews our corporate governance standards and procedures and subscribes to regulation, legislation and international best practices.

The Board has demonstrated commitment towards embedding excellent corporate governance practices across the entire Company. This commitment is visibly seen in its sustained drive to institutionalise practices, policies and structures which accentuate the very essence of good corporate governance and best practices in its functions and across the entire Company.



The Board of Directors

As currently constituted, the Board of Directors comprises the Chairman, the Managing Director, an Executive Director and six Non-Executive Directors.

Our directors are well-established in various fields of endeavour and bring their wealth of experience to bear on the activities of the Board. The Board is responsible for ensuring that the Company is properly managed and meets its strategic objectives. The Directors act in good faith, with due diligence and care and in the best interest of the Company. The Board in discharging its duties, adopts best international practice principles in line with laid down regulations.

Board of Directors





Board Committees

In line with the Companies and Allied Matters Act, the Board established other committees that assist it in effectively performing its guidance and oversight functions. All committees have terms of reference, which guide them in carrying out their responsibilities. The committees comprise Directors and shareholder representatives. There are two board committees and a statutory committee.

Diversity and Staff Development Committee

This committee is charged with studying diversity patterns in the workforce and developing ideas and solutions towards ensuring a balanced and productive human resource base for the Company as well as recommending methods for building and developing employee potential in line with company policy.

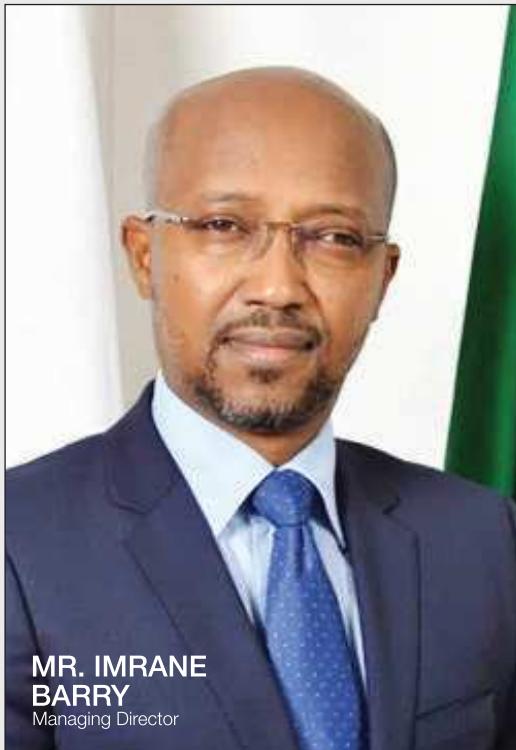
Corporate Governance Committee

This committee's brief is essentially the application of Codes of Corporate Governance to the structure and operations of the Company with a view to ensuring compliance with internationally accepted guidelines, practices and norms of corporate conduct. In this respect, it examines matters that bear potential risks for the Company.

Statutory Audit Committee

This committee is responsible for handling the statutory audit requirements of the Company in compliance with the provisions of the Companies and Allied Matters Act, (CAP C20) Laws of the Federation of Nigeria, 2004.

Executive Committee Members



**MR. IMRANE
BARRY**
Managing Director



**MRS. LESLEY
BAXTER-GREEN**
Executive Director
(Secretary General)



**MR. RABIU
ABDULMUTALIB**
General Manager
(Operations)



**MRS ADESUA
ADEWOLE**
General Manager
(Human Resource)



**MR. CHARLES
ATIOMO**
General Manager
(Sales)



**MR. MUHYDEEN
O. NURUDEEN**
General Manager
(Health, Safety, Environment & Quality)



**MR. BOLAJI
FAJIMI**
General Manager
(Lubricants)

Ruthless against ALL INSECTS



- Xtra Fast Xtra Power
- Fresher Scent Easy To Use Spray Cap

Who says you can't be a hero?
Go and get Total Insecticide Extra now!

Available in all Total stations, stores and
supermarkets nationwide



You know where to turn **TOTAL**



Sustainability at Total

Sustainability forms an integral part of who we are and how we work and informs our strategy and vision of remaining a Responsible Energy Major. In our efforts to constantly create value for our customers and shareholders, we consider safety, respect for the environment, and the sustainable use of resources – balancing the interests of present and future generations – strategic objectives that drive our processes, operations and activities.

Our Material Issues

This report highlights recurring themes that are relevant to Total Nigeria Plc, based on feedback at various levels of engagement with our stakeholders - community development, economic empowerment, safety, investment in education, renewable energy. These material issues are in line with our four core sustainability focus areas - Youth Inclusion and Education, Environment and Climate, Transportation and Safety, and Cultural Dialogue and Heritage.

Our core values are integrated into how we approach sustainability and implement same across:



We conduct our activities in transparent and responsible ways because sustainability informs the basis for decision making – delivering safe, operational, technical, and technological excellence, and adhering to the highest professional standards at all times. This also covers

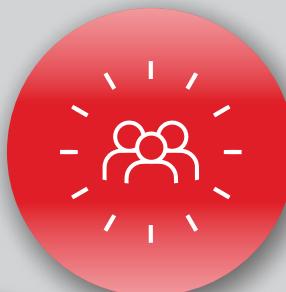
corporate governance and performance management.



We ensure our employees embrace sustainability and see how their daily operations impact the present and future generations.



Sustainability at Total



 Our Host Countries & Local Communities

We contribute positively to the development of the communities where we operate.

 Our Customers

We leverage innovative approaches to meet our customers' energy needs while enabling a sustainable energy future.

 Our Supplier & Business Partners

We choose suppliers and partners that can conduct their businesses responsibly and sustainably.

 Our Shareholders

As our shareholders seek a profitable business, they consider the impact of our decisions on the sustainability of the business, environment, and communities we operate.

Bunmi Popoola-Morde

Executive General Manager
Total Country Services / Company Secretary



2019 at a Glance

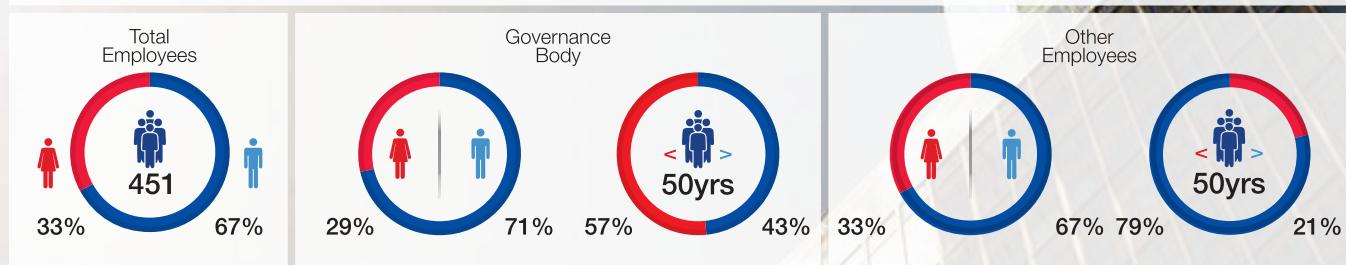


Data Synthesis of the 2019 Societal Reporting

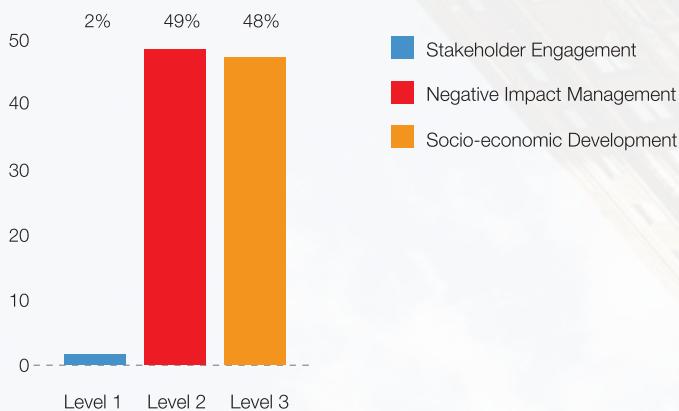
Annually, we report on our economic, societal, and environmental impacts. The year 2019 was a challenging one as we had to navigate industry uncertainties. However, despite these complexities, we remained committed to deepening our positive societal, economic, and environmental impact.

Our societal reporting activities revolve around three levers: engaging our stakeholders, whose feedback determine our material issues, effectively managing any negative impact of our operations and contributing positively to the socio-economic development of our hosts. In 2019, approximately 49% of our expenditure were spent in mitigating the negative impact of our operations and developing our host communities respectively. (See social impact section for our socio-economic development actions).

Workforce & Ethics

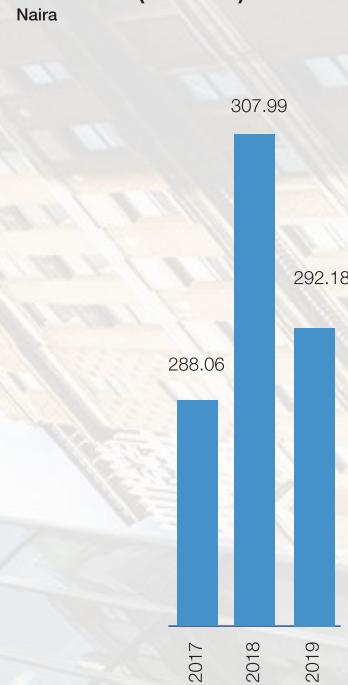


Distribution of expenses across the three levels



Economic Performance

Revenue (Billions)

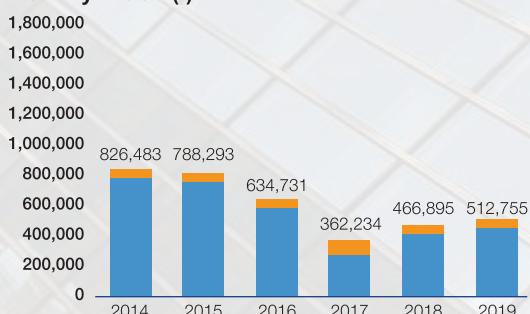


Number of actions taken per level



Environmental Performance

Activity Index (t)



Purchased Electricity (Mwh)





Safety

66

No task can be so urgent, or a job so important that we cannot take time to minimise the risks that may be present. Complying fully with the TOTAL Group 12 Golden Rules is a commitment for every individual in achieving our overall safety target, which is ZERO fatality.

99

– Mr. Imrane Barry
Managing Director
Total Nigeria Plc

Safety is the core component of our operations. As a result, we are uncompromising when it comes to safety. All of us at Total, at every level of the organisation, are mindful of our rules regarding safety, and rigorously observe those rules at all times. Each of us has a personal responsibility — and the personal authority — to step in when we observe a breach of those rules or feel a situation is unsafe. Our commitment has always been to ensure zero fatal accidents.

The reporting system applied in recording and reporting accident statistics is the CR-GR-HSE-100. In 2019, the only injury sustained by an employee was a minor one on the thumb. The Total Recordable Injury Rate (TRIR) was 0.2, with a reporting index RI of 1.5.

For us, upholding our core value of safety and putting it into practice at all times is essential for fulfilling our ambition to become the Responsible Energy Major. To ensure zero fatal accidents, we enforce our 12 Safety Golden Rules.



TOTAL's 12 Golden Rules

Safety is everyone's responsibility

HIGH-RISK SITUATIONS

Do not start up or shut down equipment or installations without using the appropriate, written operating procedure.



WORK ON POWERED SYSTEMS

Do not perform work without checking that the power and product supply has been rendered inoperative.

TRAFFIC: Machinery/Vehicles/ Cyclists/Pedestrians

Do not exceed the speed limit.



CONFINED SPACES

Do not enter a confined space until isolation has been verified and the atmosphere checked.

BODY MECHANICS AND TOOLS

Do not carry out work if you do not have the right tools for the job and the environment.



EXCAVATION WORK

Do not perform excavation work without a valid work permit comprising a map of all underground hazards.

PROTECTIVE EQUIPMENT

Do not access installations or perform work without wearing general or task-specific PPE.



WORK AT HEIGHT

Do not work at height without a safety harness when there is no collective protective equipment.

WORK PERMITS

Do not perform work without a valid work permit.



CHANGE MANAGEMENT

Do not make any technical or organisational changes without prior authorisation.

LIFTING

Do not walk or stand under a load while lifting is taking place.



SIMULTANEOUS OPERATIONS

Do not perform any simultaneous operations or co-activities without a prior inspection.



TOTAL



Commemorating World Day for Safety

Across our operations all over the world, safety is known to be Total's cardinal value. The Nigeria office joined in the 2019 World Day for Safety and Health at Work commemoration with a seminar for all staff on 26th April 2019 with the theme, **Zero Fatal Accident: for Me, for You, for All**, Total's Safety Golden Rules were again emphasised. Our commitment has always been to ensure zero fatal accidents, and this remains our goal in 2020, while eliminating risks that could lead to any incident, Lost Time Injury (LTI), near misses, and recordable injuries.

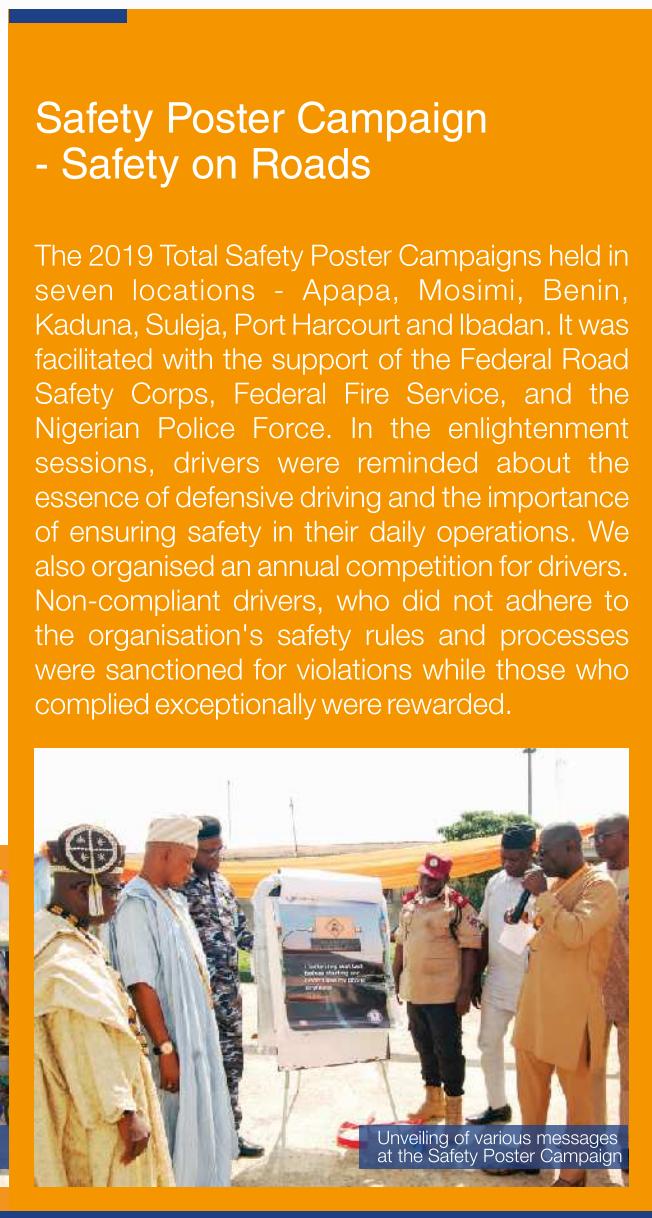
Total Employees during the World Safety Day, 2019



MD. Mr. Imrane Barry & other employees during the World Safety Day 2019 celebrations

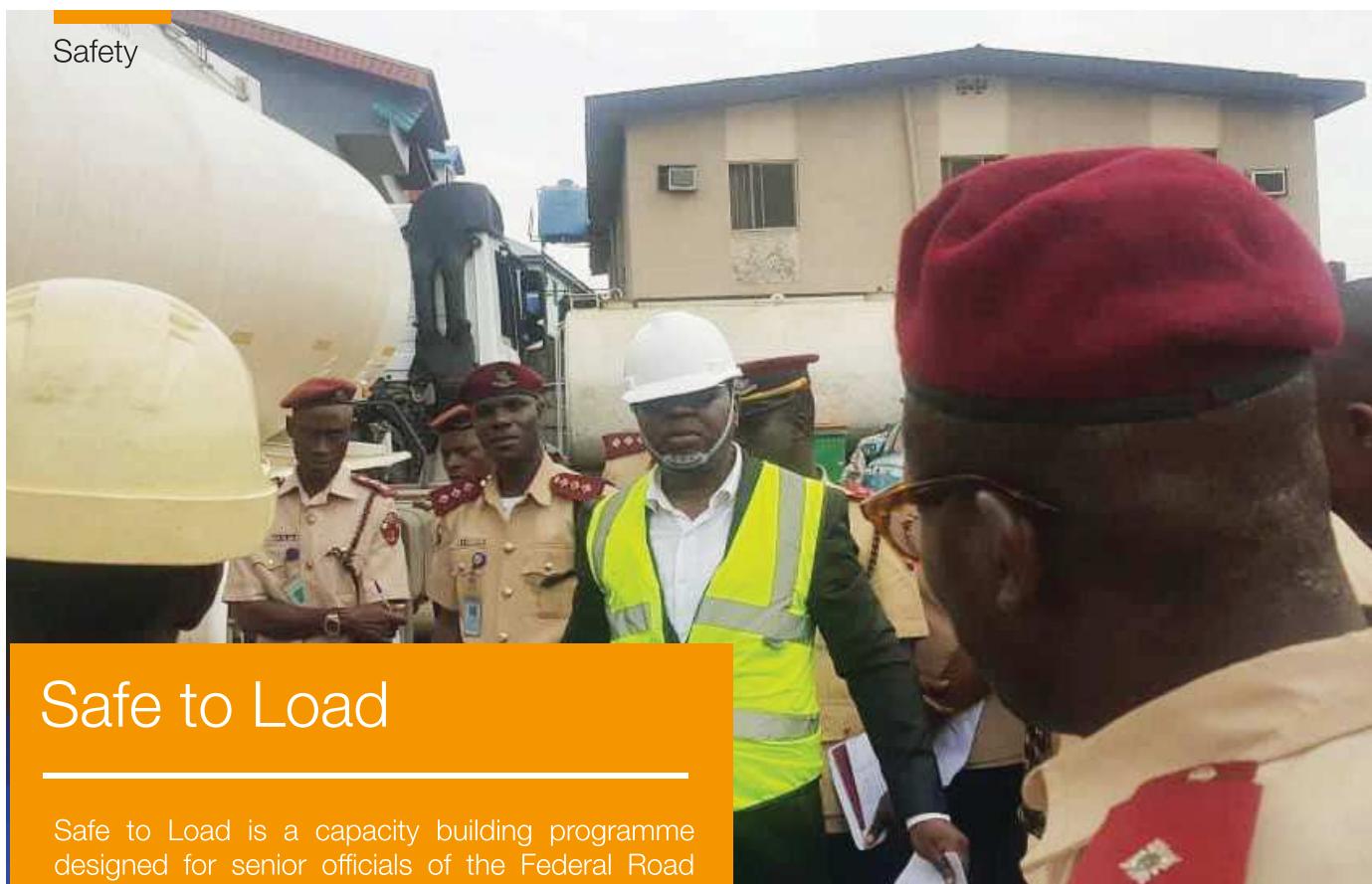


Truck drivers with officials at the Safety Poster Campaign



Unveiling of various messages at the Safety Poster Campaign

Safety



About 200 senior FRSC officials were trained across Nigeria by the System of Management for Transport Coordinator, Mr. Alaga.

Safe to Load training entails ensuring Heavy Duty Wet Cargo Trucks receive all necessary safety checks and are certified Safe-To-Load, before they can be dispatched on any assignment. This is the first module of the training. A second module involving Dry Cargo Heavy Duty trucks is planned to be implemented for 200 Senior Federal Road Safety officials in 2020.



The Kirikiri area of Lagos State is host to our blending plant. In 2018, we deployed our Stakeholder Relationship Management (SRM⁺) process in engaging stakeholders across our facilities. This informed our donation project to the Federal Road Safety Corps. Also pertinent is our value for Road Safety, one of our Corporate Social Responsibility focus areas. Total Nigeria Plc donated road traffic management gadgets to the Kirikiri Federal Road Safety out-post. The gesture is aimed at alleviating the bad traffic situation in Kirikiri area of Lagos State.





Environment

Investing in Renewable Energy

893 tonnes of CO₂
emissions cut in 2019

Equivalent of CO₂
emission - planting
39,513 trees
in 2019

Sold 479,164
Total solar
lamps since 2013

Donated 12,145
Total solar lamps to
IDP camp

Impacted over
2 Million lives with
Total solar lamps

7 new solar
service stations

72 solar serviced
stations as at 2019

2019 combined solar
energy production
- 1.26 GWh

Total Nigeria Plc is committed to better energy that is safer, more affordable, cleaner, and accessible to as many people as possible. This aligns with the Total Group's vision of remaining the Responsible Energy Major. We operate a network of solar stations, which are either PV-diesel or Hybrid solutions. Cumulatively, to date, we have through our solar service stations reduced our emissions by 1,989 tonnes (equivalent to planting 88,009 trees).

This has certainly helped to reduce and eliminate as applicable, the climatic and health issues associated with GHG emissions.

We extended to our customers, a range of solutions:



TATE Vision with Solar

TOTAL solar lamps were launched in Nigeria in September 2013 to provide clean solar energy to the public in line with Total's Access To Energy (TATE) vision. In 2018, as a result of its experience in the solar lamps space, Total Access To Energy ventured into the manufacture and sales of its own solar lamps to birth the Sunshine range.

We have remained a top three affiliate in the solar business. By the end of 2019, we had sold 479,164 solar systems and impacted over 2 million lives in Nigeria. Several non-governmental organisations have procured lamps which they have donated to Nigerians at the Internal Displaced Persons (IDP) camps in Maiduguri. We also donated 3,000 lamps to the International Red Cross Society.

Home Solution

Solar Home Offerings – Hybrid Solutions

| Sunlight Eris | Sunlight Seres | Sunlight Uranus |
|-----------------------|-----------------------|------------------------------|
| Capacity 2KVA – 10kVA | Over 500kWp installed | Powering more than 150 homes |

Our solar solutions help homes store energy in batteries for use during the low solar radiation and night periods and may work in combination with the grid and/or a generator in order to help customers reduce energy bills and increase the availability of electricity despite the common grid fluctuations.

Enabling B2B

We also provide affordable, reliable and sustainable solar solutions for industries and commercial spaces. Based on data collected from installed solar solutions, fuel costs have been proven to reduce by 10% – 30% after installation of our solar systems. Some of our completed projects are:

- 118kWp Diesel – PV solution for the Lagos

Blending Plant.

- 106kWp Diesel – PV solution for the Total Head Office.
- 170kWp Diesel - PV solution for a logistics base in Oniru - Lagos.

1MWp Solar = ‘Rite Foods’ Hybrid Solution

We recently commissioned a 1MWp hybrid solar plant for Rite Foods Limited, a major food and beverage manufacturing company based in Ogun State, Nigeria. The solution interfaces with a complex fleet of power generating sets using both diesel and gas. It will produce 1.24GWh of energy to the factory annually and save 740 tonnes of CO2 per year. This is Total Nigeria’s major milestone in the development and deployment of B2B solar hybrid solutions in Nigeria.

The solar hybrid solution is a ground-mounted system occupying a land area of 1.7hectares and equipped with 2,564 SunPower, high-efficiency modules that will deliver reliable performance throughout the life cycle of the installation. Completed within four months - including site preparation, installation, testing, commissioning and connection to the factory’s medium voltage (11kV) electrical network - it is presently part of the energy supply mix of the factory.





Redefining Service: Eco-Friendly and Spill-Free

Our environmental directives as stipulated in the environment policy guide our decisions and investments in various sectors including the environment. That is why we have continued to expand our oil spill prevention projects ("invariants") across our network stations.

These projects make our environment safer, healthier, and ultimately better to live in through the prevention, of oil spills.

Through the oil spill free projects in our retail services stations, the following amongst others have been achieved:

- Our stations were fitted with double-wall tanks to prevent leakage of oil into the environment. Stratification of tanks (interior coating) are also in progress for all our sites;
- Flexible High-Density Poly Ethylene (HDPE) pipes are being used to replace the existing galvanized underground pipelines in our retail stations and this has been expanded to more stations to prevent oil spill due to the eventual pipe-rusts associated with galvanized installations after many years;
- Biennial statutory leak detection tests were carried out in 2019 for all concerned stations as a way of monitoring Underground Storage Tanks (USTs) integrity and results submitted to regulators - the Department of Petroleum Resources (DPR);
- Environmental management review of our depots and plants were carried out as required by DPR.





Awards

Total Nigeria Plc received five awards in 2019. We were recognised by the Joint Inspection Group for our effort to ensure continued and sustainable outstanding performance and received an excellent rating from ATI.

In addition, at the 2019 Oil Trading and Logistics Week, Total Nigeria Plc received an award in honour of its contribution to the growth of Africa's Downstream Oil and Gas Industry.

JIG Global Recognition Award



OTL 2019 Expo Award of Honour



TOTAL

Overall Rating Inspection Award, 2019



Department of Petroleum Resources Lagos Zonal Office Award of Appreciation



Pearl Awards 2019 Prestigious Sectorial Leadership Award – Oil & Gas





Environmental Performance

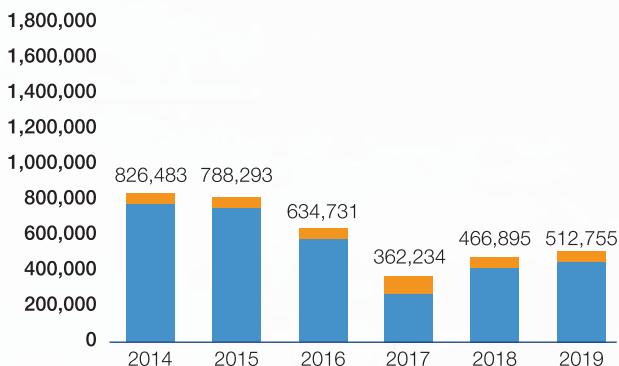
Total Nigeria Plc recognises the importance of performing its activities in a manner that will ensure the availability, reliability and fitness for purpose (FFP) of its plants to minimise the impact on the environment. We have a technical integrity policy in the Company which guarantees the integrity of our plants and ensures our installations are properly maintained to prevent deterioration no matter their ages.

Plant, processes and people are the tripod on which technical integrity rests, is properly integrated into our Company Management System (CMS) and is continually reviewed to ensure that they deliver in line with their design intentions and purposes.

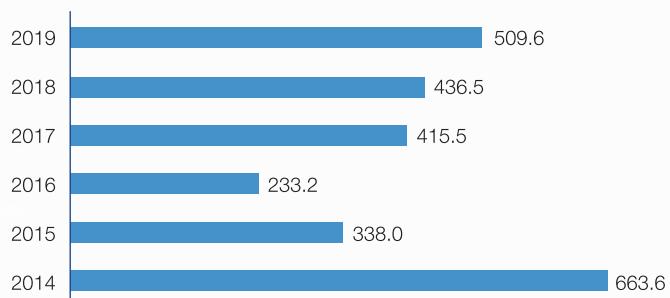
We are also committed to satisfying the needs of customers and relevant interested parties without comprising the safety of people and environmental quality of the locations where we operate. We comply with applicable environmental laws and regulations and fulfil other compliance obligations relating to our operations. We strive to protect the environment, prevent pollution using the best available techniques and minimise our environmental footprint by continually improving our sustainability performance through staff training, teamwork, and periodic reviews of defined environmental objectives and targets

In 2019, through our robust approach to auditing our stations, strict compliance to safety and environmental guidelines, and replacing existing

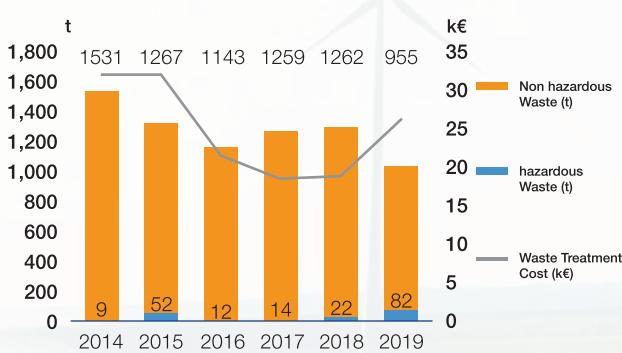
Activity Index (t)



Purchased Electricity (MWh)



Treated Waste Quantity (t)



Waste Treatment





galvanized underground pipelines, we achieved zero spill. We increased electricity purchase in 2019 and this is attributed to the 18% increase for the Koko site, and the integration of the Joint Aviation Depot (JAD) Abuja airport and Lagos Joint Users Hydrant Installation (JUHI) airports to the environmental performance review (EPR). These two sites respectively purchased 42.6 and 299.5 MWh of electricity respectively.

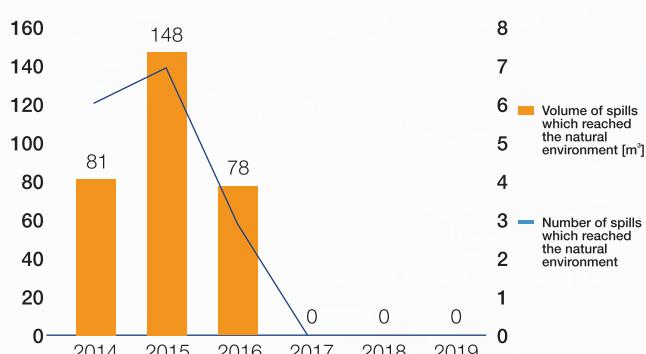
Non-hazardous waste decreased, but hazardous waste increased, particularly at the Apapa Lagos site (+407%). This was due to the increase in the number of tanks inspected in 2019 compared to 2018. As a result, we evacuated and treated more sludge in 2019. Volatile Organic Compounds (VOC) emissions decreased by 20% at Apapa. This is correlated with

the 16% drop in activity for this site and effectively a decline in volatile organic compound emissions for the year.

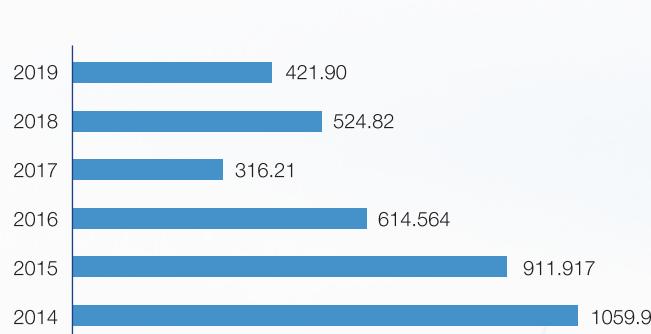
The charts below summarise our results for 2019. Only two storage sites took part in EPR - JAD Abuja Airport and Lagos JUHI Airport because of non-effective rotative management. Ibafon Depot was closed in December 2019 and thus not included in EPR. There was an increase in activity as shown in the activity index chart. This increase in activity observed is mainly due to the addition of JAD Abuja airport and Lagos JUHI airport to the reporting.

We have set a 2020 goal to achieve 50% recycled / valorised waste.

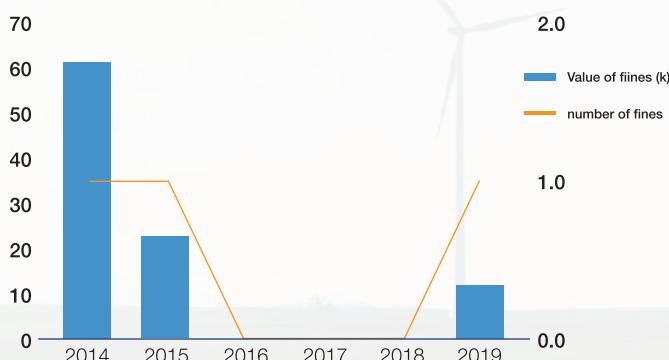
Spills numbers and volumes (m³)



VOC Emissions (t)



Number and Value of Fines (k)





Social Impact

Who we engaged

Our stakeholders are important, and their inputs help us to make decisions that better integrate our activities in line with the expectations of our communities by contributing to human, economic, and social development. As is our tradition and best practice, we meet with our stakeholders all year round, at varying frequencies, depending on the stakeholder's characteristics.



With the Ojora of Ijora
during the SRM[®] process.



Stakeholder engagement with officials of Warri North LGA

Some of the stakeholders engaged were suppliers, government, regulators, shareholders, employees, civil society, media, customers, host communities, Ministry of Labour, Petroleum and Natural Gas Senior Staff Association (PENGASSAN), Nigerian Union of Petroleum and Natural Gas workers (NUPENG) etc.

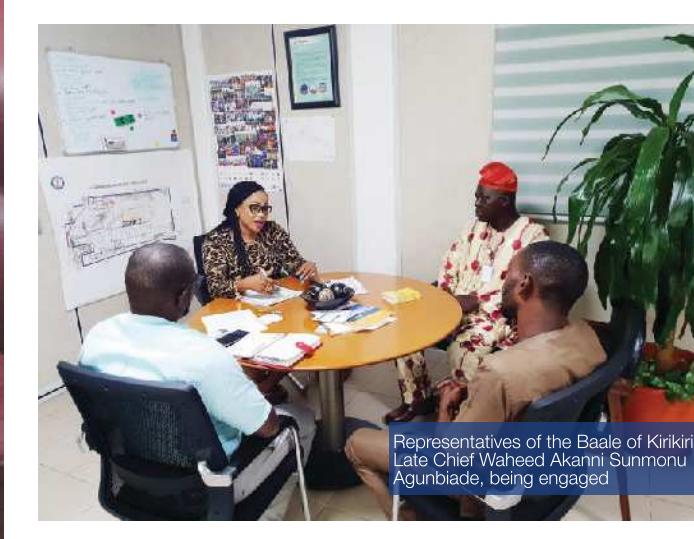


Management of Total engaging with the International Women's Organisation Representatives

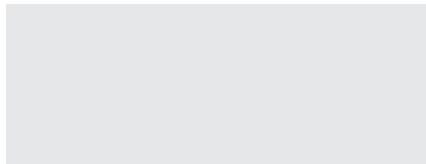
How we engaged

In engaging our stakeholders, we employed a societal approach aimed at better integrating our activities into the reality and context of our host communities, with emphasis on dialogue as the basis of our societal strategy and action plans. With each stakeholder group, the medium of engagement differed, depending on their specific needs and circumstances. The most common medium of engagement was dialogue as well as through meetings, surveys and press conferences amongst others.

We utilised a Stakeholder Relationship Management (SRM⁺) process where our stakeholders are identified, mapped, and engaged. Every year, we go a step further to carry out a gap analysis of the feedback received in order to design an action plan in line with stakeholder expectations. As a result, the respective organisation is able to easily identify the issues that are material i.e. important to stakeholders and relevant to the success of our business operations. This is how we determine our materiality themes for the year and deliver on our implementation plans.



Representatives of the Baale of Kirikiri, Late Chief Waheed Akanni Sunmonu Agunbiade, being engaged





KOKO

**The Partnership
Consultative Committee:**
A Community Stakeholder Relationship
Management Channel.

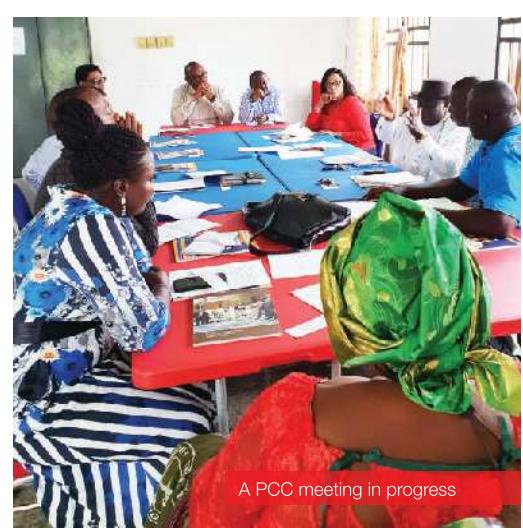
The 'Company Dance' maiden
welcomes you as you enter into the
serene community of Koko in Delta
State, host to Total's blending plant.

Total Nigeria Plc has a well-structured engagement apparatus through which we manage the relationship with one of our major stakeholders, the Koko Community. It is the Koko Consultative Committee. This committee comprises Total Nigeria Plc representatives and the sub-arms of the community executive representation from the Koko Community Management Authority, Koko Elders Council, Koko Education Committee, Koko Human Resources Development Committee and representatives of the women in the community.

This body meets quarterly to discuss issues that affect TOTAL and the community as well as deliberate on how to support the community. They agree on initiatives that



The Partnership Consultative Committee conducting a skills acquisition programme selection interview



A PCC meeting in progress



A PCC meeting in progress



A PCC meeting in progress

meet their needs and modes of implementing these initiatives which are overseen by both parties. Issues covered at this forum range from Economic / Community Development, Cultural Dialogue and Heritage, Youth Inclusion and Education, Energy and Road Safety, Skills Acquisition and Manpower Development.



PCC members at a starter pack presentation ceremony in Koko



Some PCC members at a starterpack presentation ceremony



The Education Committee with Total Scholarship beneficiaries in Koko



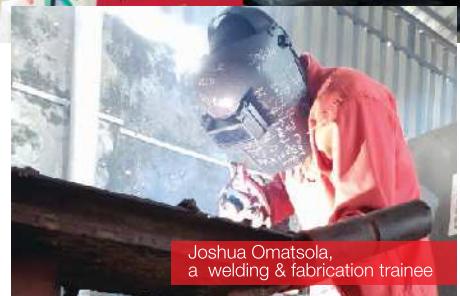
Social Impact



Skilling up for Economic Boost

In 2019, we continued the implementation of our Skills Acquisition Programme (SAP), which is currently in its 13th year. The Skills Acquisition Programme is designed to empower youths to reduce unemployment in our host communities and the country.

The SAP is a youth development scheme where under-privileged youths of our host communities are equipped with technical skills in order to kick start vocations in welding & fabrication, wood craft, fashion designing, ICT, construction, fishery, farming, etc. We went a step further in 2019 to monitor and evaluate our beneficiaries' progress. To date, 64 youths in Koko and 90 from Kaduna State have benefitted from the programme with five new beneficiaries expected to graduate from Koko in March 2020.



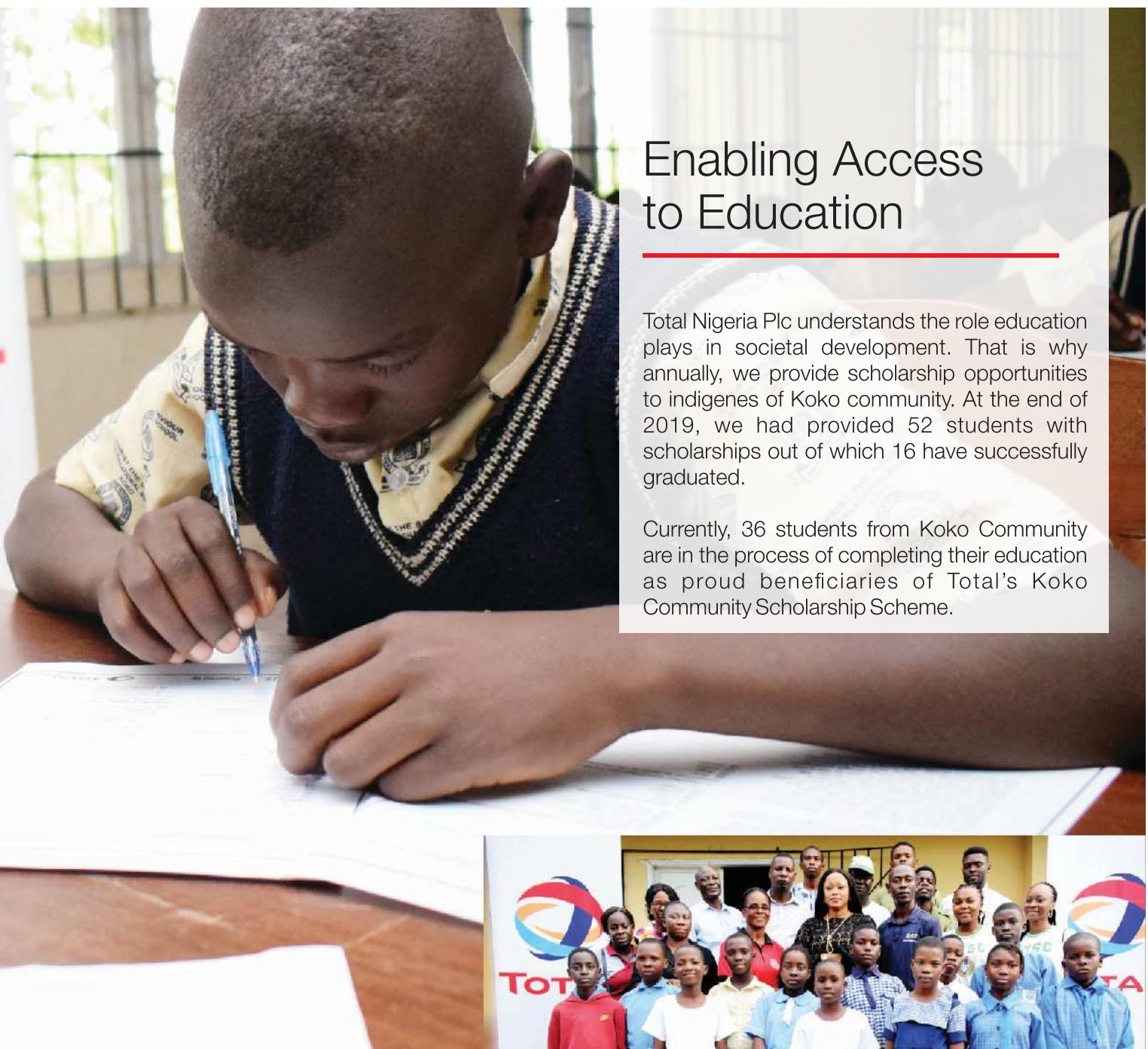
One of the hairdressing and make-up artist beneficiaries receiving her starter pack



Enabling Access to Education

Total Nigeria Plc understands the role education plays in societal development. That is why annually, we provide scholarship opportunities to indigenes of Koko community. At the end of 2019, we had provided 52 students with scholarships out of which 16 have successfully graduated.

Currently, 36 students from Koko Community are in the process of completing their education as proud beneficiaries of Total's Koko Community Scholarship Scheme.



Scholarship exam in session



Scholarship beneficiaries with Total staff and the Education Sub Committee



Caring for Children

Total Nigeria Plc believes that all children, regardless of their social circumstances have a right to quality education and decent living. As part of our commitment to achieving this goal and to ensure no child is left behind in fulfilment of some elements of the SDG goals, we assumed sponsorship of SOS villages in 2010. Total sponsors the education, feeding and clothing of 40 children in four houses across the SOS Children's Villages in Nigeria (Lagos, Owo-Ijebu, Abuja, and Jos).



We also celebrated the festive season with the children by donating food items, cash to support end-of-year parties, clothes, accessories, toys, and gifts for the children. Over the years, we have touched more children directly and many more others indirectly across the four villages.

Through the Total **Mentor-a-child-Programme**, mentors are attached to the sponsored children. These mentors monitor the moral and social development of the children, make quarterly visits to provide relevant support and encourage the children to strive for academic and social excellence for a better tomorrow. It is important to us that they feel loved and part of a family through a sense of belonging and satisfaction.

At the 2019 end-of-year celebration in Abuja, Total Nigeria Plc Managing Director, Mr. Imrane Barry, announced



One of the children' presents handmade artwork to our MD



GG

Our appreciation goes to Total's kind-hearted leadership, team and mentors, who continuously opened up their hearts to SOS Children's Villages, so we remain a "Loving Home for Every Child" and ensure, No Child Grows up Alone.

QQ

- SOS



the donation of a potable water system to the Abuja village to alleviate the daunting water challenge faced by the children. This news brought relief and joy to the children, house mothers and other stakeholders. The project is expected to be delivered in 2020.





Today's Shadow, Tomorrow's Expert

Nothing beats learning by experience or at best developing a keen interest to learn from curiosity fuelled observation. The Job Shadow Programme epitomises this vision through a unique exposure to practical work environment for senior secondary school students from public schools.

Through this opportunity, the students practically learn about various career options open to them. We see this as important to help them garner experiences that would broaden their horizon and support career decisions early in life.

Since the inception of the programme in 2014, Total has been to five states, 16 schools, and impacted over 210 students with the job shadow initiative. In 2019, 40 students from four public secondary schools in Rivers State participated in the sixth edition of the Job Shadow initiative. Research has shown that similar field trips have helped students to develop critical thinking skills and increased passion and keen interest for certain professions. To further ensure impact, students were paired with employees who acted as mentors for the day. These mentors encouraged them to strive to excel, and answered career-related

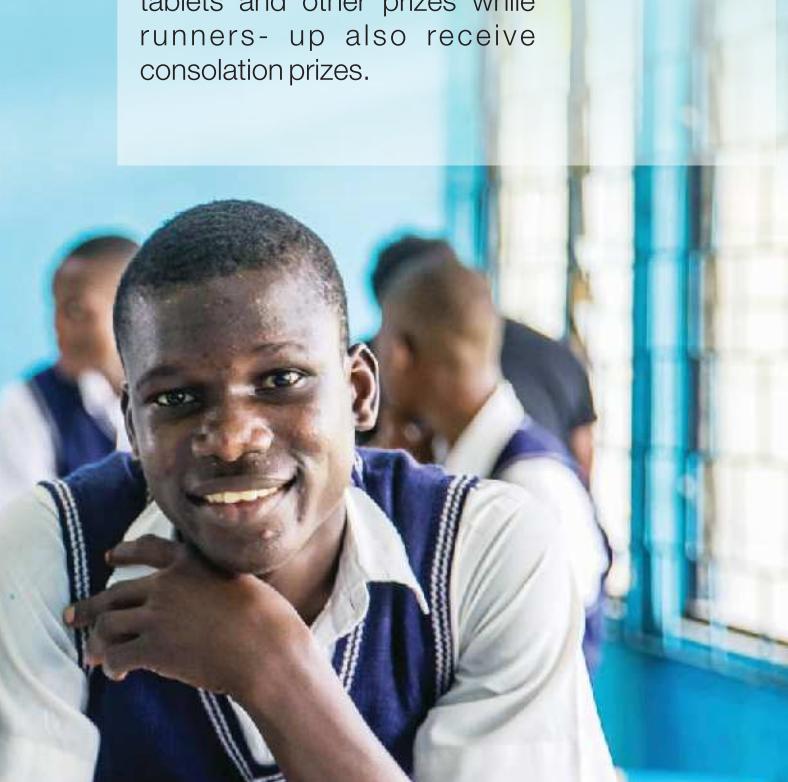


Students on a tour of the solar panel room



MD, Mr. Imrane Barry
engaging the students

questions during their interactions and learning sessions. At the end of the Job Shadow Programme, post project essays are accepted from participating students and winners of the essay competition were awarded internet-ready educational tablets and other prizes while runners-up also receive consolation prizes.



Students in a one-on-one session with employees



A tour of the warehouse



Participating students from four schools, teachers and Total staff at the Job Shadows Programme 2019



From Startupper to Unicorn

The Startupper of the Year Challenge by Total is an initiative focused on promoting local talent and investing in the entrepreneurial drive of young people across the country by providing financial support and business coaching amongst other skills. Targeted at entrepreneurs who are 35 years or younger, with a business or project, not older than two years, in any sector, our commitment to enterprise development goes beyond lip service.

We consider opportunities to invest in the country's teeming young population as an affirmation of our intent to build capacity and improve socio-economic outcomes – not just in Nigeria but in all the countries where we operate.

Following the success of the first edition, it was easy to make the decision to expand the second edition. In the second edition, 55 countries- 37 in Africa, 11 in the Asia-Pacific and Middle East , 4 from the Americas and 5 in Europe - Approximately 50,000 entries were received, but only 15,000 successfully completed the application process. In 2019, 1,840 entries were received in Nigeria and a "Share for Likes" selection phase was introduced to further

streamline the eligible projects to shortlist 15 successful candidates for admission into the finals. To encourage more women to take part in the Challenge, the Top Female Entrepreneur category was introduced.

A two-day boot camp is one of the key features of this initiative, which also includes an industry meet-and-greet session for the 15 finalists to expose them to experiences of other

OLUMIDE OGUNBANJO
from Nigeria

AGRODATA NETWORK

AgroData Network promotes organic farming via community-based beekeeping providing farmers with free beehives. The company deploys natural techniques to keep the bees within the ecosystem.

OFFRANT AUX AGRICULTEURS DES RUCHES CONNECTÉES GRATUITES





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We have a CSR policy through which we contribute to the social and economic development of the country. We are working to be good corporate citizens and do things that would help, to the extent of our abilities and available resources.

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– Imrane Barry
The Managing Director
Total Nigeria Plc

entrepreneurs. At the boot camp, the finalists presented their ideas to a jury of nine persons and a team of industry leaders comprising reputable and visionary individuals from diverse spheres of life. Each finalist was exposed to a robust training curriculum on business model development, good presentation skills, sales and marketing amongst other useful resources to help them start and grow successful enterprises.

A look at some of the winning ideas demonstrate a spread across various industries and community needs. The winner, AgroData Network promotes organic farming through community-based beekeeping which provides farmers with free beehives. It deploys natural techniques to keep the bees within the ecosystem thereby helping to reduce chemical use and increase crop yield. Apart from the winning idea, Justus Obaoye's Carido Auto Services



value proposition to connect car owners to mechanics was adjudged to be good enough to be the runners up in the challenge. In third place was Ijir Aondosoo's pitch to convert rice husk to energy. This waste-to-energy project has the potential to serve as an alternative energy source while reducing environmental degradation and greenhouse gases emission.

The Top Female Entrepreneur Award, a new category added to the 2019 edition of the



Startupper Challenge was won by Omotosho Oghenekevwe. Her vision for the operation and benefits of Isabiwork won the hearts of the jury. Isabiwork is an application which helps customers easily locate the nearest artisan or service provider in their location thereby bridging the digital divide between artisans and their potential customers. Isabiwork has the potential to significantly grow the informal economy and increase the motivation for more young people to choose vocational education.

Emmanuel Ezenwere was also awarded the Young Entrepreneur prize because of the uniqueness of his idea in bridging the gap between rural and urban health care services in sub-Saharan Africa. Arone Aerial Services transports medical supplies to remote and unmotorable areas using drones.

At the end of the Startupper Challenge in Nigeria, the efforts of the jury and selection team paid off as Nigeria excelled on the global stage. The first prize winner and three other winners joined winners from other countries in Paris where they presented their ideas to Total's Executive Board. Once again, AgroData Network emerged the first-place winner and became the grand prize winner of the challenge for Africa.

The Incubation

All the winners were sponsored on a three-month incubation programme with the Passion Incubator. The incubation programme was aimed at preparing the winners for the eventual take-off of their projects. Evidently, the impact was enormous as they made modifications that brought the necessary change which took their businesses to the next level.



Empowering Communities to Kick Out Malaria

The WHO report on Malaria in 2018 showed that between 2015 and 2018 no significant gains were made in reducing malaria. The estimated number of malaria deaths in 2017, at 435,000, remained virtually unchanged compared to 2016.

We decided to respond to this need by commemorating the 2019 Malaria Day by organising a malaria awareness campaign at old Kutunku village in Gwagwalada Area Council, Abuja. We wanted to reach the most vulnerable members of society. A priority for the campaign was to mobilise and empower communities to take ownership of malaria prevention and care.

Staff and volunteers from Total Upstream Companies in Nigeria (TUCN) and Total Nigeria Plc. led the campaign themed 'Zero Malaria Starts With Me' by cleaning drains, gutters, and surroundings to encourage a clean and healthy environment free of stagnant water and dirt. Total insecticides and insecticide-treated mosquito nets were distributed and installed. The area was also fumigated.



challenges in society by collaborating with all stakeholders and other corporate organisations in the push to prevent and eradicate malaria. This informed our partnership with the Federal Ministry of Health through the National Malaria Elimination Programme (NMEP). At the event, NMEP officials were in attendance to deliver short lectures and also carry out rapid diagnostic malaria tests and treatment.

Community clean up by Total Staff and Volunteers



Total Group and some Community Leaders

Distributed over
2,000 long-lasting insecticide - treated nets

Treated over
300 participants at the Primary Health Centre

100 homes benefited from the net installation exercise

Volunteers went round the community sensitising the people on the steps to take when infected and how to keep their environment clean.

Social investments such as these make evident our commitment to continue to invest and address



The malaria test and distribution of nets are very good gestures. I had a very old net and could not buy a new one, as I had no money. Today, Total made it possible for me to get a new mosquito net.



– Evelyn Augustine
A pregnant beneficiary



Leading Multi-stakeholder Partnerships for HIV/AIDS

Covered
22 States
since inception

Reached
7 LGAs
in Ogun State in
2019

46 Mobile
Testing
Centres

15,359 tests

5,989 males

9,730 females

Over the past 13 years, Total Group in Nigeria has consistently made concerted efforts under the Public-Private Partnership (PPP) initiative in responding to the HIV/AIDS pandemic in Nigeria. Total is committed to positively impacting the lives of Nigerians through health education on preventive measures and awareness creation on HIV/AIDS management.



Since its inception in 2003, the HIV/AIDS Preventive Awareness Programme has so far held in 22 States.

In July 2019, Total and other partners yet again implemented the Human Immunodeficiency Virus/Acquired Immunodeficiency Diseases (HIV/AIDS) Preventive Awareness Project. The location for the 2019 activities was Ijebu Ode, Ogun State. The focus was primarily geared at sensitising people in different communities in the state of





preventive measures to protect them from contracting the disease and also encourage voluntary tests.

All reactive cases were further counselled and referred to support groups for management in conjunction with the state government

The closeout event featured trained peer educators including some state health workers and Total customer attendants, a person who gave a testimonial about successfully living with HIV/AIDS for over 16 years, peer educators drama, dance performances, and other interesting highlights.



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The State government recognises and appreciates Total for its corporate social responsibility especially in the area of health and the training of peer educators to reduce the spread of HIV/AIDS in the state.

99

– Engr. Lanre Bisiriyu
Head of Service, Ogun State

66

The Ogun Government through its State Agency for the Control of AIDS (SACA) has closely followed and indeed participated in the free testing implemented by Total for two weeks, a clear demonstration of the Company's sense of commitment to our citizens and we deeply appreciate this gesture along with other aspects of the campaign.

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– Dr. Adesanya Ekundayo Ayinde
Permanent Secretary,
Ogun State Ministry of Health



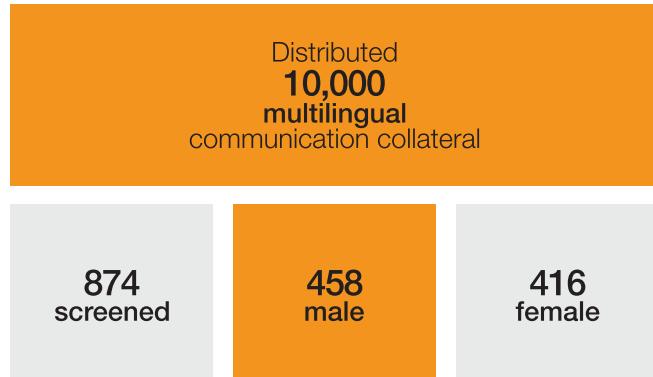
A Commitment for the Heart

The World Health Organisation states that Cardiovascular Diseases (CVD) are the leading cause of death globally. The Federal Ministry of Health's National Strategic Action Plan on Prevention and Control of Non-communicable Diseases (2015), identifies CVD as a significant public health issue in Nigeria.

Total's CVD initiative is in direct alignment with the Federal Ministry of Health's National Strategic Action Plan on Prevention and Control of Non-communicable Diseases with the objective to reduce the prevalence of cardiovascular diseases in Nigeria through awareness and early detection.

Total Nigeria Plc on Wednesday, November 13, 2019, implemented a one-day medical outreach in Kirikiri community in Oriade Local Community Development Area (LCDA) of Lagos State screening for high blood pressure, diabetes and Body Mass Index (BMI) checks.

The initiative, which was conducted with the support of Axa-Mansard, a Health Management Organisation and the Lagos State Ministry Health, also witnessed the distribution of multilingual communication collateral to help pass the message more effectively to members of the public.



Total is not only committed to better energy but also to the well-being of the society where we live and carry out our business. Therefore, in line with our Corporate Social Responsibility (CSR) policy, we are committed to the improvement of the health of our employees, their families, and the communities within which we carry out our activities. This we do through participating in various health programmes and other interventions.

— Bunmi Popoola-Mordi
Executive General Manager
Total Country Services / Company Secretary





GOALL

Come celebrate all about soccer

Uniting Africa through Sports

Total Nigeria Plc is committed to sports and youth development in Africa. In 2016, Total and the Confederation of African Football (CAF) reached a partnership agreement to host the flagship, continent-wide football tournament and became the official sponsor of African football for the following eight years.

In addition to sponsoring the Total African Cup of Nations in 2019, we visited various viewing centres to feel the pulse of people of different walks of life united by the love of football.

The women's tournament is also sponsored by Total, which makes it a total of 10 principal competitions supported by us.



Walking to Make A Difference

Total Nigeria Plc recognises HIV and AIDS related issues and its impact on the workplace. That is why we developed an HIV/AIDS policy to ensure a consistent and equitable approach to prevention of HIV/AIDS among employees and their families and to manage the consequences of the pandemic. We do not discriminate or tolerate discrimination against employees or job applicants on any grounds including HIV status.

Total Nigeria Plc also supports national efforts aimed at minimising the spread of infection and mitigate the effects of the epidemic. As a result, in 2019, Total in



Executive General Manager Total Country Services / Company Secretary, Burmi Popoola-Mordi, receiving an award on behalf of Total



Total Group representatives at the walk



Public sensitisation through distribution of educational fliers

Nigeria joined other partners under the aegis of Nigerian Business Coalition against AIDS (NiBUCCA) on Saturday, November 30, 2019 at the 2019 World AIDS Day Walk which held at the National Stadium Surulere, Lagos.

The walk was organised to commemorate the 2019 World AIDS Day on December 1 with the theme: Communities Make The Difference. It commenced from the National Stadium, Surulere to Ojuelegba and back to the stadium with NiBUCCA corporate

members and volunteers in attendance. Free HIV/AIDS tests were conducted and to ensure the safety of participants and free flow of traffic, security and traffic teams were deployed.

As an organisation, we are dedicated to addressing the spread of HIV/AIDS and its impact on people - ending the epidemic's penchant for destroying lives, businesses, and families.





ACTION!

THE GROUP EMPLOYEE VOLUNTEERING PROGRAM
Civil Society Engagement

Action!

In November 2019, ACTION! was established as the Group's employee volunteering programme that provides a platform for willing employees to dedicate up to three working days in a year to support CSR projects and programmes in communities using company time and resources. This is one of the numerous ways designed by Total to directly reach and impact the public. In 2019, Total employees volunteered to execute an Anti-Substance Abuse Initiative in partnership with Paroche Foundation.

These CSR projects and programmes are in line with the Total Foundation four priority areas namely, 4 pillars of the Total Foundation are : Road Safety, Forest and Climate, Education and Youth Inclusion, Cultural Dialogue and Heritage. These volunteering initiatives could be skills based, mentoring or lending a helping hand. The goal is to positively impact the society whilst contributing to the vitality of host communities. The volunteering programmes are implemented through the initiatives of civil society partners, schools etc. in order to broaden impact.





Donations and Sponsorships

Abia State
N285,306

285,306 Right Steps Family Outreach in Nigeria (Susana Homes), Ukwa West.

Abuja
N5,224,685

4,939,379 World Malaria Programme 2019 for Old Kutunku, Gwagwalada community.

285,306 Fatherless & Motherless Children Aid Organisation, New Karu.

Ogun State
N9,638,515

9,638,515 2019 HIV/AIDS Programme for Ijebu-Ode communities and environs.

Nasarawa State
N285,306

285,306 Honour Ground Orphanage Home, Auta-Balefi.

Oyo State
N570,612

285,306 The Care People Foundation, Ibadan.

285,306 Galilee Foundation.

Enugu State
N855,918

285,306 Little Sisters of the Poor Home for the Elderly, Awkunaw.

285,306 Holy Child Motherless Home, Ogui.

285,306 Nigerian Redcross Society Motherless Babies Home, Ogbete.

Ekiti State
N285,306

285,306 Heart of Dorcas Children's Center, Ado Ekiti.

Niger State
N285,306

285,306 FARID Center for People with Special needs, Dutsen Kura - Minna.



Kaduna State
N285,306

285,306 Adonai Orphanage & Widows Centre, Barnawa.

Benue State
N285,306

285,306 Tivid orphanage Home International, Makurdi.

Rivers State
N3,330,306

3,045,000 Job Shadow Programme 2019 for Port-Harcourt.

285,306 Rosalie Home Rehabilitation Center, Nchia Eleme.

Kogi State
N285,306

285,306 Ministry of Mercy Orphanages, Lokoja

Lagos State
N6,395,504

854,280 Donation of Road Traffic Management tools to Kirikiri FRSC, Kirikiri Outpost.

400,000 Sponsorship - 6th Nigeria Stock Exchange Corporate Challenge - 5KM Walk

285,306 Wesley School 1 for the hearing impaired.

285,306 Wesley School 2 for the hearing impaired.

285,306 Black Diamonds Support Foundation.

4,000,000 Cardiovascular Disease initiative for Kirikiri Community, Lagos.

285,306 Nigerwives Braille book production centre - National Spread

Delta State
N16,495,133

13,359,521 Skills Acquisition Programme or Koko Youths

1,805,000 2019 Koko Scholarship Programme.

285,306 General Hospital Koko, Koko.

1,045,306 International Womens Organisation for Charity (Small World) donation

Corporate Donations
N34,708,124

16,526,650 Total Startupper Initiative

15,111,474 SOS Annual Corporate sponsorship

270,000 Franco-Nigerian Chamber of Commerce - FNCCI Annual Support

250,000 Sponsorship of Nigerian Society of Engineers Safety conference

200,000 Institute of Chartered Secretaries of Nigeria (ICSAN) sponsorship

250,000 Lagos Business School Alumni Conference sponsorship

1,400,000 European Business Organisation Annual sponsorship

700,000 NiBUCAA Annual Support

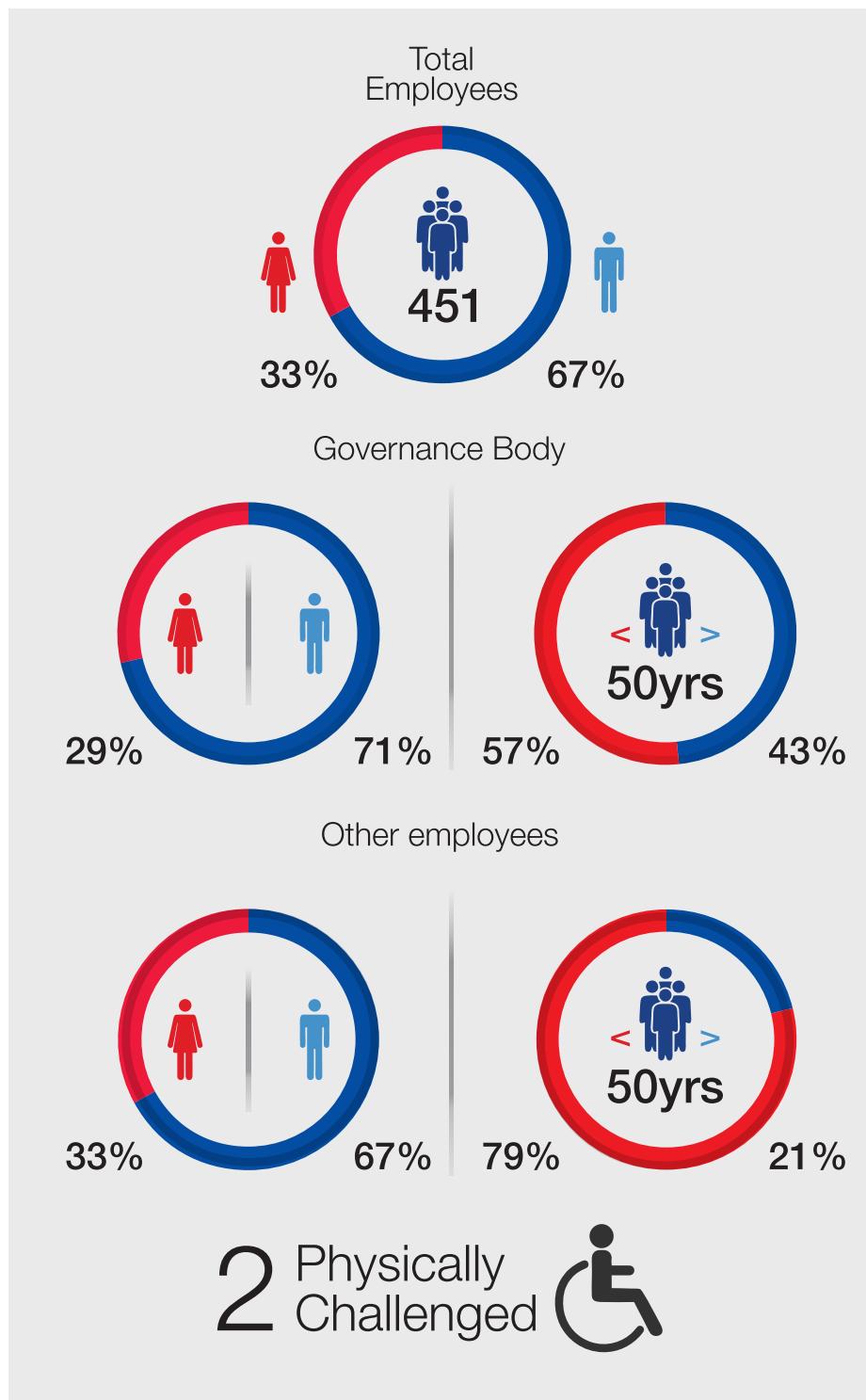


Workforce and Ethics

Workforce

The only way Total can remain a Responsible Energy Major is to create superior value for each customer. This cannot be achieved without the help and support of internal stakeholders especially employees. We provide a safe and conducive environment for employees to express and harness their potential while fulfilling their individual aspirations and maintaining a good work-life balance. We make continuous efforts to develop our employees' professional skills. In 2019, we commenced the job posting exercise which encourages our employees to take ownership of their personal development. It also gives them the opportunity to expand their skill set and take on roles across the Group internationally. In 2019, 388 staff took part in various trainings with an average length of three days.

Over 72% of our workforce are covered by collective bargaining agreements.



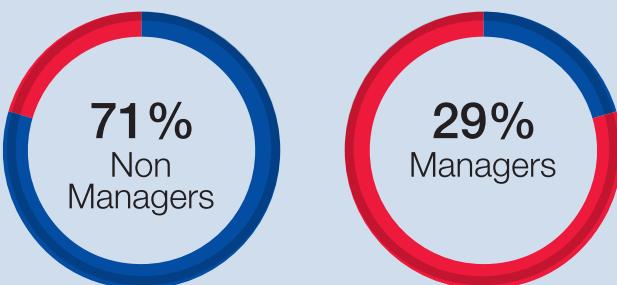
Trainings



Employee Wellbeing

We recognise the significant contribution employee wellbeing plays in achieving our collective objectives. The Company operates a medical scheme under which free healthcare is provided to employees and their dependants. We also have well-equipped clinics at our offices. Employees are mandated to undergo annual medical examinations which form the basis for the provision of timely medical interventions. The Company also periodically runs various health campaigns geared at creating awareness and addressing certain ailments. In 2019, we engaged our employees in sporting activities in order to boost fitness levels, team spirit, and bonding as well as promote work-life balance. Also, in 2019, the Total Nigeria MD's Games featured a 4km walk and football competition, aerobics exercises, track competitions, and board games.

Employees Trained by Level





Thinking Equal to Achieve Balance

The United Nations 2019 International Day for Women with the theme, "Think Equal, Build Smart, Innovate for Change" was a great opportunity to demonstrate that we understand and value the role of women in improving organisational productivity.

Through our International Women's Day event, all female members of staff commemorated this significant day at our Head Office in Lagos, led by Total Women's Initiative for Communication and Exchange (TWICE) in partnership with Total Marketing and Service.

The event provided a forum for interaction, impartation and knowledge sharing among the women and men present. To ensure inclusion





regardless of location, all women in Total Nigeria Plc were invited. The Western Territory, Northern Territory, Eastern Territory and Benin Sales Area were all duly connected to Head Office via video-conferencing. The panellists for the day's discussion were Rear Admiral Itunu Hotonu (First female Rear Admiral in Africa); Barrister Tai Oshisanya (Spouse to the CFO/ED (Finance) of Total E&P Nigeria Ltd); Ms. Tejiro Ibru (Non-

Executive Director, Total Nigeria Plc Board); Ms. Ada Eze (VP Procurement for M&S and GRP within Total Group); Mr. Imrane Barry (MD of Total Nigeria Plc).

The panellists shared some of their life experiences and lessons as well as advised women on the way to achieve the seemingly elusive work-life balance.



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Go get yours now!

TERMS & CONDITIONS APPLY

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Diversity and Inclusion

Fair representation is a shared concern across the world. At Total Nigeria Plc, it is a major element of our people policy. It remains important to us that through our activities and business operations, a behaviour that instils a sense of belonging and identity and safety is promoted. We have a diversity policy which we actively propagate and implement; our Code of Conduct also propagates our positive diversity stance. All employees are given equal opportunities and resources to develop professionally and personally to their full potential.

Equality between genders is also important to us. The Total group signed the United Nations Global

Compact Initiative Women's Empowerment Principles. This further reinforces our commitment to equal opportunities and workplace gender equality. We have created an open and inclusive corporate culture where all genders can flourish and actively pursue a feminisation policy aimed at developing and empowering our female staff. Total Nigeria Plc acknowledges that women have different positive skill sets, insights and ideas which they bring to promoting a good working environment and making decisions.

We aim to have an institution free from discrimination and based upon the values of dignity and

respect. We support fair employment practices and our employees are hired strictly on the basis of need and specific capabilities. This is why our recruitment process is without any discrimination irrespective of origin, gender, age, disability, sexual orientation, gender identity or affiliation with a political or union organisation or minority group. We also respect the diversity of religious beliefs and the freedom of every employee.

Ethics

Our Code of Conduct and Core Values guide how we work and describe the expected behaviour from our employees, contractors, business partners, and other stakeholders. The Ethics Committee works to ensure compliance with the Code of Conduct and verifies that it is properly applied at all times. This

committee is usually backed by an international network of ethical officers and leads to apply the Code of Conduct in all activities we control. Otherwise, we do our utmost to ensure that the partner who controls the activity adheres to principles that are equivalent to those set out in our Code of Conduct. Also, our procurement

process is designed to ensure fairness and promote healthy competition. This commits us to ensure that our suppliers and service providers are selected according to objective criteria and to effectively render legally permissible services, and benefit from fairly negotiated contract



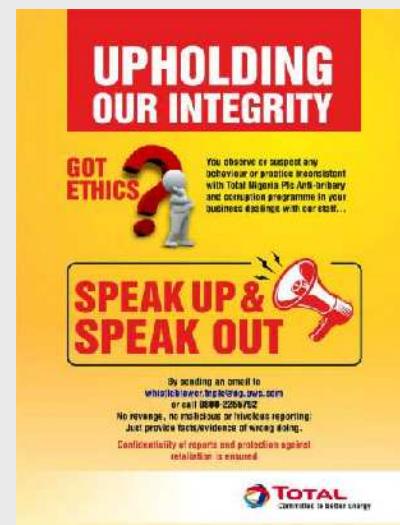
Workforce and Ethics

In 2019, we held the 5th edition of our Business Ethics Day event and for the first time, this event took place in 11 locations across Nigeria. The theme for the 2019 Total's Business Ethics Day was 'Move Forward, Speak Up!'. 'Move Forward, Speak Up!' sought to achieve three goals:

- Raise employee awareness on the importance of reporting any issue that violates our values and the principles set out in our Code of Conduct.
- Make sure employees know whom to talk to or where to go when in doubt.
- Develop best practice and adopt the right habits.

Speaking up

Total encourages a culture of openness that allows everyone to express their concerns about the Code of Conduct including corruption and other unethical behaviours. Both internal and external stakeholders have opportunities to speak up whenever they have concerns. We do not tolerate reprisals of any kind against employees who voice concerns in good faith regarding compliance with the Code of Conduct. And to encourage this, we also made available more than four options to express these concerns while



assuring confidentiality. We did not get any report where employees or external stakeholders voiced their concerns with respect to compliance with our Code of Conduct in 2019.

Integrity – Fraud and Corruption

Our integrity as an organisation is undermined by any challenge with our ethics and Code of Conduct. Hence, our policy of Zero Tolerance for fraud of any kind, particularly bribery and corruption, influence peddling and violations of antitrust law; as clearly stated in our Code of Conduct and Business Integrity Guide documents is paramount.

As part of our commitment to Zero Tolerance in our employees, we implement an "Anti-Corruption Compliance" Programme, touching seven pillars. This is developed to prevent corrupt practices by reinforcing employee vigilance and by providing tools required to detect and treat red flags. The seven pillars of our compliance programme plays an integral part of actualising Total's commitment to remain the



Responsible Energy Major. On a regular basis, we send out communication actions on anti-corruption - posters, intranet publications, and many more

resources to grant employees access to the latest information, improve their knowledge on our policies, norms, and other tools and documents.



Economic Performance

Statement of Value Added for the Year ended 31 December

| | 2019 N'000 | % | 2018 N'000 | |
|--|--------------------------|-------------------|--------------------------|-------------------|
| Revenue | 292,177,202 | | 307,987,896 | |
| Less: Brought in materials and services: | | | | |
| Other Income | (30,197,840) | | (33,936,595) | |
| Finance Income | (239,940,399) | | (246,420,411) | |
| | <u>22,038,963</u> | | <u>27,630,890</u> | |
| Other Income | 3,337,78 | | 1,451,424 | |
| Finance Income | <u>21,149,795</u> | | <u>6,747,584</u> | |
| Value Added | <u>26,526,540</u> | <u>100</u> | <u>35,829,898</u> | <u>100</u> |
| Applied as follows: | | | | |
| To pay government: | | | | |
| Income tax, education tax and capital gains tax and Nigeria Police Trust Fund Levy | 472,019 | 2 | 4,137,570 | 12 |
| To pay employees: | | | | |
| Salaries, wages, pensions and social benefits | 8,805,779 | 33 | 8,815,810 | 25 |
| To pay providers of finance: | | | | |
| Finance costs | 7,901,006 | 29 | 4,460,937 | 12 |
| Interim dividend | - | | 1,018,566 | 3 |
| Retained in the business | | | | |
| To maintain and replace | | | | |
| -Property, plant, and equipment | 4,771,328 | 18 | 4,651,326 | 13 |
| -Intangible assets | 19,237 | - | 31,490 | - |
| Final dividend | 2,278,192 | 9 | 4,753,306 | 13 |
| To augment retained earnings | <u>2,278,979</u> | <u>9</u> | <u>7,960,893</u> | <u>22</u> |
| | <u>26,526,540</u> | <u>100</u> | <u>35,829,898</u> | <u>100</u> |



Security & Human Rights

Protecting our employees and facilities is one of our top priorities and this means we will continue to take all necessary steps to ensure compliance with the Voluntary Principles on Security and Human Rights. These Voluntary Principles help us protect and promote human rights when using public or private security providers. Our security policy incorporates the Voluntary Principles and identifies five priorities:

- Establishing formal relations between affiliates and governments to arrange for the deployment of security personnel in

- accordance with our principles;
- The transfer of equipment, which should occur only in exceptional circumstances and requires strict oversight;
- Audit of security providers' recruitment procedures from time to time;
- Special training for security personnel and;
- Reporting of incidents as soon as they happen.

We have put in place these processes and further legislation governing our activities and failure to comply with these principles can result in legal and/or disciplinary sanctions.

Rights Are Humane

At Total, we believe that we all are required, collectively and individually, to uphold human rights. We comply with the following international standards - The Universal Declaration of Human Rights, the principles set forth in the fundamental conventions of the International Labour Organisation (ILO), the United Nations Guiding Principles on Business and Human Rights, and the Voluntary Principles on Security and Human Rights.

As a responsible business, we implement these standards in three main areas – workplace, local communities, and security.



Human Rights in the Workplace - Our Workplace

We always take appropriate steps to ensure decent working conditions are sustained and upheld not only at our sites, but also our high-risk suppliers. In particular, this includes a prohibition on forced labour and child labour, a commitment to non-discrimination and freedom of association, and also a guarantee that any problems that arise can be reported to the Human Resources department.

Human Rights and Local Communities - Our Communities

We identify, prevent, and remedy any negative impact of our activities, such as noise and odour pollution on local communities. We establish mechanisms for registering complaints, and we maintain an ongoing dialogue with local stakeholders, enlisting the help of experts as

needed. In strengthening our partnership with host communities, the stakeholder/partnership consultative committees quarterly meetings have been instituted with the Company's host communities. These committees comprise various representative arms of the communities like education committee, elders and youth council, women and other sub committees. Apart from these, an effective community grievance mechanism is in operation at all our sites and already made known to all our stakeholders.

Human Rights and Security – Securing Lives and Assets

When security providers or government forces such as the army or police protect our employees and facilities, we verify that they are adequately trained, and report any incidents to the appropriate authorities.

Human Rights and Our Suppliers – Our Supply Chain

We have various suppliers, including contractors, vendors, service providers, and others within our value chain. For suppliers and service providers, we work in the interests of each party, in accordance with clear, fairly negotiated contract terms because we believe that lasting relationships are built on dialogue, professionalism and respect for our commitments, as well as shared standards. We therefore require all suppliers of goods and services to:

- Comply with Fundamental Principles of Purchasing and ensure compliance by their own suppliers in turn. These principles, derived from our Code of Conduct, are the cornerstone of the long-term relationships we forge with our suppliers;
- Take special care to comply with standards and procedures in the field of human rights, notably on working conditions for their employees and suppliers;
- Cooperate with audit and assessment procedures and processes to ascertain compliance with principles for purposes of continuous improvement.

These processes help us identify risks, understand our supply chain and their corresponding impact.



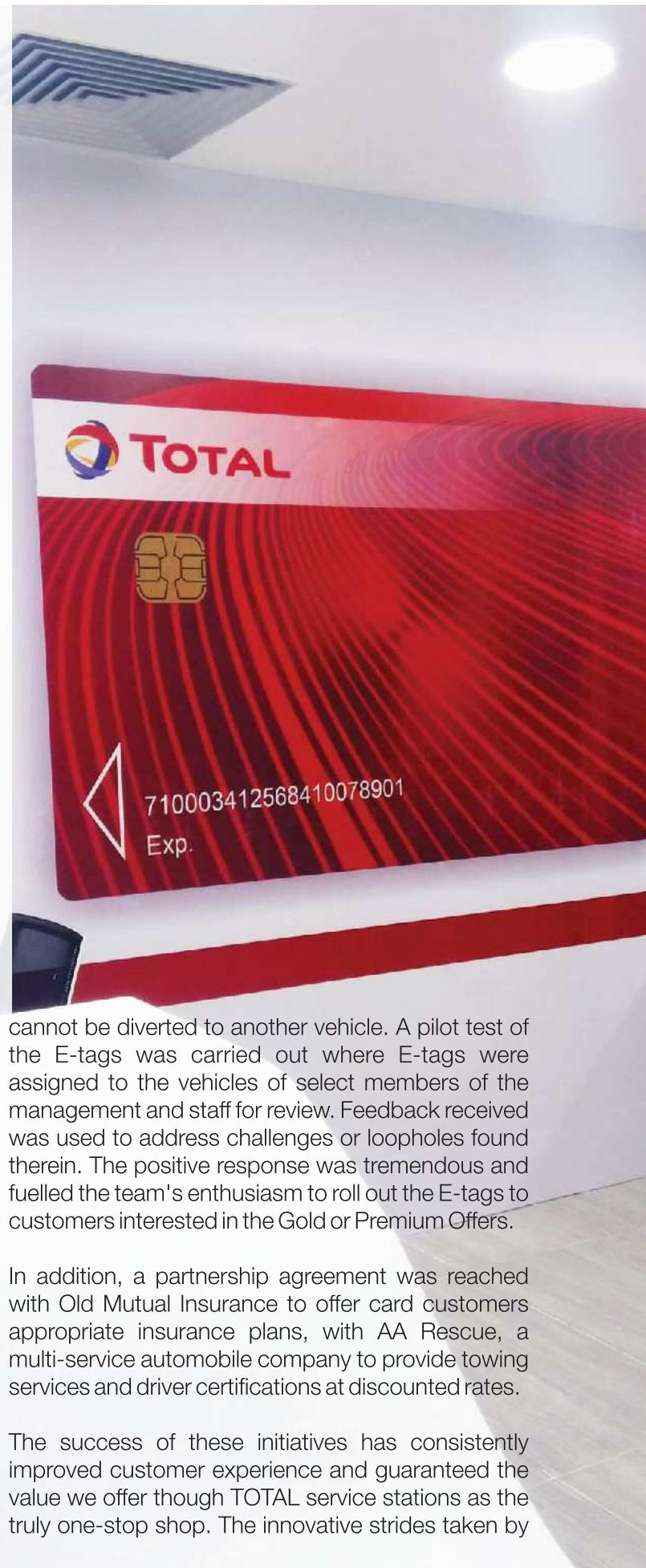
A Card With Value-Added Benefits!

Since inception, the Card Unit of our Network Development department has strived to achieve a single purpose - ensure that customers receive premium services through seamless card fuel transactions and value-added benefits.

The Total Card's basic features include: offering a fleet management reporting system, monitoring, convenience, fuel budget allocation, security protection, and access to the premium Total quality. Total Card as a fleet management tool, has seen great improvements in recent times with innovative ideas that create customised customer portals, upgraded extranet which improves manager's control and improve ease with which private customers complete transactions using online payment for personal cards as well as a pilot self-service system for corporate customers. We have also ingeniously developed novel benefits to appeal to the evolving needs of our customers known as the Value-Added Benefits (VABs) system.

In exploring key areas of the value-added benefits, a survey was conducted for the Card Unit team and select customers whose responses helped to identify inter-dependent factors governing user decisions. The factors identified bordered around fraud protection, vehicle insurance, and vehicle rescue which led to the launch of a New Card Offer programme to incorporate these insights. Consequently, the New Card Offer segments customers into Basic, Gold and Platinum bands based on their preferences and needs.

The introduction of Electronic Tags (E-tags) was our response to the customer need for increased fraud protective measures. Cards assigned to E-tags are scanned by the card terminal using RFID technology to ensure that only the vehicle matched to a card will be fuelled with credit from that card. This helps to assure customers that their cards will only be used for the approved vehicles and credit from their cards



cannot be diverted to another vehicle. A pilot test of the E-tags was carried out where E-tags were assigned to the vehicles of select members of the management and staff for review. Feedback received was used to address challenges or loopholes found therein. The positive response was tremendous and fuelled the team's enthusiasm to roll out the E-tags to customers interested in the Gold or Premium Offers.

In addition, a partnership agreement was reached with Old Mutual Insurance to offer card customers appropriate insurance plans, with AA Rescue, a multi-service automobile company to provide towing services and driver certifications at discounted rates.

The success of these initiatives has consistently improved customer experience and guaranteed the value we offer through TOTAL service stations as the truly one-stop shop. The innovative strides taken by



the team is an evident gesture of our commitment to implement sustainable business development plans that grow influence whilst meeting customer demands.



Fast Service



We launched our first vehicle maintenance service at Total Service Station, Zone 6, Wuse, Abuja – FCT, as part of our commitment to ensure our customers have the best available service in the country. Vehicle owners and users now have access to all vehicle care at a one-stop - quick service, genuine vehicle spare parts from manufacturers, new technology adaptation to vehicle maintenance, highly skilled technicians - at a highly affordable cost. Total Nigeria Plc focuses on three priorities: the quality of the maintenance, safety and transparency.

This landmark achievement was attained in partnership with CFAO, a market leader in automotive distribution, new technology, and energy solutions in Africa and French overseas territories.

Our Managing Director Total Nigeria Plc. Mr. Imrane Barry reiterated the commitment to ensuring customer's satisfaction in four ways. The first is to provide quality parts and lubricants. The second is to provides these offerings at an affordable cost. The third way we ensure customer satisfaction is that we will respond with speed and the last way is to ensure that Total is near (proximate) to you.



Many more Autofast services are planned to be commissioned in the coming years.

– Imrane Barry

The Managing Director
Total Nigeria Plc





SDG Index

The United Nations Sustainable Development Goals is a global call for action to end all forms of poverty, protect the planet, and ensure peace and prosperity for all by 2030. At Total Nigeria Plc, we have contributed to the SDGs in the following ways in 2019:

Partnership for the Goals

Total partnered with different organisations to implement some of its social impact projects such as the HIV/AIDS Campaign, Malaria Campaign, Job Shadow Programme, AutoFast, etc.

Peace and Justice

We do not tolerate bribery and corruption in any form. We adhere to the highest level of ethical standards and ensure compliance with our Code of Conduct to ensure a strong institution, ensuring due diligence compliance in our activities.

Life on Land

We comply with global best practices in our operations, employing strict waste and environmental management procedures to avoid land degradation and mitigate the impact of our activities on life on land.

Life Below Water

Total adheres to safe environmental practices. Waste is adequately segregated and treated before disposal. We employ a quality management audit system in achieving this.

Climate Action

We audited our stations and replaced the existing galvanized underground pipeline in some retail stations to prevent oil spill into the environment. We ensured the safe disposal of oil sand excavation. In 2019, we prevented the emission of 893 tonnes of CO₂, equivalent to planting 39,513 trees by installing PV-diesel or Hybrid Solar solutions in our stations. Total Nigeria Plc. monitors its CO₂ emissions and continually makes a strong effort to contribute to the Group's objective of reducing CO₂ emissions from 46Mt in 2015 to less than 40Mt by 2025.



Responsible Consumption

Efficient water and energy consumption, waste treatment and management, and recycling.

Sustainable Cities & Communities

We pay close attention to waste management and the efficient use of water and energy. We donated road traffic management gadgets to the Kirikiri Federal Road Safety Out-post aimed at alleviating the bad traffic situation in the Kirikiri area of Lagos State. We also engaged in street cleaning and fumigation exercise at our World Malaria Day activity in Abuja.



No Poverty

Total empowered underprivileged youth in host communities with skills to become financially independent.

No Hunger

We sponsored feeding in four houses at the SOS Children Villages and donated food items, funds, and other essentials to other charities, elderly centres, and many more.

Good Health

We implemented different health activities in collaboration with the private sector and the government aimed at reducing the spread and incidence of HIV/AIDS, cardiovascular health disease, and malaria.

Quality Education

Total supports the education of 40 children in four SOS villages - as well as provides scholarships to indigenes in our operating community. We also provided students with an experience of 'Life at Total' via the Total Job Shadow.

Gender Equality

We empower women at Total. We commemorated International Women's Day and continually strive to achieve an International Women's Day institution free from discrimination and gender bias. We have in place the TOTAL Women's Initiative for Communication and Exchange (TWICE) Network, a body that promotes gender-related aspects in the workplace.

Clean Water & Sanitation

We are currently undertaking a borehole project and water treatment plant at the SOS Children's Village Abuja.

Renewable Energy

We expanded our solar business reach. Some of our stations run on solar power, and our home solutions power more than 150 homes in Nigeria with a combined capacity over 500kWp.

Decent Work & Economic Growth

TNPLC promotes a safe and conducive environment for employees. We are an equal opportunity employer and do not discriminate on any grounds. TNPLC through its activities employs about 1,000 people.



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