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Voluntary Principles on Security and Human Rights

Total SA – 2019 VPSHR Annual Report (UPDATE)

Introduction

This report describes Total's (the "Group") overall commitment and 2019 implementation of the Voluntary Principles on Security and Human Rights ("VPSHR" or "VPs"). The Group joined the initiative in March 2012 as a member of the Corporate Pillar and is continuing its efforts to further embed and promote the VPSHR into its day-to-day business activities.

Total's key achievements in 2019 were the following:

- Updating the Group's VPSHR referential;
- Enhancing the Auto-Diagnostic and Risk Assessment tools feedback;
- Continuous VPSHR trainings organized globally at both corporate and operational levels;
- VPSHR incident management progress by certain affiliates operating in difficult contexts (cf. the Congo case study on page 3 – 5);
- Corporate Security VPSHR missions to high-risk countries.

Total's VPSHR implementation is led by the Corporate Security Division ("Corporate Security") with the support and expertise of the Engagement with Civil Society Division's Human Rights Department. The Group's VPSHR activities are carried out through a simultaneous bottom-up and top-down approach that encompasses an extensive network of employees at various levels of the Group. Total's Corporate Security oversees the VPSHR's international deployment and ensures that the Group's strategies, policies and procedures are in line with the VPSHR expectations. Furthermore, Corporate Security relies on and works in close collaboration with a global network of more than 100 Country Security Officers (CSO) to put in place concrete and effective VPSHR activities at ground-level.

A. Total's Commitment to the Voluntary Principles on Security and Human Rights

I. Public statement of commitment or endorsement of the VPSHR

No significant change since the 2018 report.

II. Examples of VPI engagement and promoting implementation of the VPs

Numerous training and awareness-raising programmes were conducted throughout Total in 2019, at both corporate and operational levels. As part of the Group's Business Ethics Day, an annual event held on the 10th of December 2019 (International Human Rights Day) that aims to promote dialogue around business ethics, Corporate Security organized interventions and engaged in discussions to raise awareness about the VPSHR amongst employees.

On the 6th of June 2019, Corporate Security delivered a VPSHR training seminar benefitting 27 Country Security Officers deployed worldwide. This seminar was supplemented by local-level trainings and awareness-raising sessions conducted for the personnel of private security companies (PSC) and government security forces (GSF) that protect Total's employees and assets. Such activities were organized at subsidiary-level and took place in countries such as Papua New Guinea (trained

personnel: 13 PSC and 27 GSF), Gabon (trained personnel: 110 PSC), and Angola (trained personnel: 458 PSC).

Total participated in the Voluntary Principles Initiative's ("VPI" or "VP Initiative") 2019 Annual Plenary Meeting that was held in London from the 18th to the 20th of March 2019. The Group also attended other events with VPI members, including regular Corporate Pillar calls, UK VPs Working Group meetings, and meetings with the In-Country Implementation Groups in Nigeria and Myanmar. Furthermore, Total took part in several VPSHR conferences, including:

- From the 10th to the 11th of June 2019, Total participated and exchanged with multi-sectoral stakeholders at the "Interregional Dialogue: Sharing Good Practices on Business and Human Rights" conference that was organized by the ASEAN Intergovernmental Commission on Human Rights in Bangkok, Thailand. The Country Security Officer in Myanmar presented Total's VPSHR commitment, approach, and implementation.
- Total participated in the 13th Forum on Responsible Mineral Supply Chains that was organized by the OECD in Paris, France, from the 23rd to the 26th of April 2019. This event gave Corporate Security the opportunity to share Total's work related to the VPs at an operational level, including the main achievements and challenges faced.
- On the 17th of July 2019, Total attended a conference on the Voluntary Principles on Security and Human Rights in Buenos Aires, Argentina, organized by the Canadian Embassy in Argentina and the Canadian-Argentine Chamber of Commerce. The Country Security Officer in Argentina presented Total's VPSHR activities, including those related to the Group Risk Assessment and relations with private security companies and government security forces.

Since April 2019, Total has been using an online communication platform benefitting CSOs that contains a VPSHR channel for learning about VP-related topics, encouraging the sharing of experiences, examining case studies and disseminating key information.

B. Policies, Procedures and Related Activities

I. Implementation of the VPs: Our VPSHR referential

In May 2019, Total published its new internal VPSHR Group Rule ("VPSHR Rule" or "Rule") that stipulates Total's VPSHR requirements, namely:

- Conducting security and human rights risk assessments regularly;
- Performing due diligence on the recruitment process of private security companies and government security forces;
- Engaging in continuous dialogue and formalizing relations with PSC and GSF;
- Organizing VPSHR trainings tailored to all audiences;
- Ensuring that robust incident management and reporting processes are in place.

In 2019, the Group developed VPSHR Implementation Guidelines that aim to make VP implementation more effective and consistent by providing practical guidance and best practices to its users. The VPSHR Implementation Guidelines will be finalized, published and made available to all affiliates in 2020.

II. Group procedure to conduct security and human rights risk assessments and VPSHR auto-diagnosis evaluation

The Auto-Diagnostic and the Risk-Assessment tools (refer to the 2018 annual report for further information) were deployed in 2019 throughout the Group. These tools help Total's affiliates to evaluate their own conformity to the VPSHR, assess the VP-related risks present in their operating environment, and formulate an action plan with recommendations to mitigate the identified risks. This process is critical to ensure the security of personnel, local communities and company assets.

Moreover, the Group digitalized the aforementioned VPSHR tools to a numeric platform in 2019. This transfer is beneficial to the Group as it creates a centralized database, strengthens follow-up, and increases the accessibility and traceability of VPSHR results.

Corporate Security launched its annual VPSHR campaign in November 2019 that targeted numerous high-risk entities. This initiative incorporates an introspective process that is key to ensuring Total's progress in terms of VPSHR implementation. The process involves analysing quantitative and qualitative data collected, identifying key challenges and lessons learned, as well as defining crucial actions to take, in accordance with the 2020 VPSHR action plan, to facilitate VPSHR implementation globally.

III. Group mechanism for reporting and addressing security-related incidents involving human rights implications

The new 2019 Group Rule addresses VPSHR incident and near-miss incident procedures by outlining the various measures to take in order to adequately respond to security-related incidents with human rights implications. A VPSHR incident report template is annexed to this Rule.

In addition, VPSHR incidents have been incorporated into the Group Security Reporting Rule, which entered into force in May 2019. This mechanism includes VPSHR incidents as one of the 12 categories of security incidents classified as "serious" incidents that must be reported to Corporate Security within 24 hours.

IV. Group procedure for taking into consideration the VPs when entering into relations with PSCs.

The new 2019 VPSHR Rule stipulates that all contracts with PSC will have to include a VPSHR clause requiring PSC to comply with the VPSHR commitments and the Group requirements. It provides a template VPSHR clause as an annex.

Furthermore, the Group reviewed service station contracts. This process includes a reflection on the drafting of a template VPSHR clause that could be included in contracts with service station operators when necessary, in order to promote the respect of the VPSHR when they call upon a private security company for protection.

C. Country VPSHR Implementation

Country Example 1: The Republic of the Congo ("Congo-Brazzaville")

I. Context

Total is present in Congo-Brazzaville and is active in the whole chain of oil and gas: upstream, midstream and downstream. Total's Exploration and Production branch in the country ("TEP Congo")

operates at Djeno terminal, located on the coast 20km south of Pointe-Noire and 500km west of Brazzaville.

II. Policies & procedures

In 2019, TEP Congo focused its VPSHR programme on providing training and refresher sessions to PSC personnel, as well as awareness-raising sessions to GSF. TEP Congo, in collaboration with Corporate Security, focused on updating its VPSHR training and awareness-raising material to ensure that it is adapted to the local context, corresponds to the different levels of VPSHR-related knowledge, and responds to the needs of the GSF and PSC personnel.

Throughout 2019, 189 GSF and 563 PSC personnel attended sessions on the VPSHR and conditions for the use of force. Furthermore, Corporate Security organized a VPSHR mission to Congo-Brazzaville from the 3rd to the 5th of December 2019 and delivered awareness-raising sessions on the VPSHR and conditions for the use of force benefitting 20 GSF deployed at Total's operations. Corporate Security also provided a dedicated VPSHR refresher training session to 16 PSC staff members.

Additionally, TEP Congo took part in the annual VPSHR campaign, which allowed the affiliate to assess its security and human rights risks, identify its weaknesses, and develop mitigation strategies to overcome the identified priority issues.

III. Relations with private security companies and government security forces

TEP Congo's personnel and assets are protected by PSC staff members that are present inside the perimeters of the site. The GSF participate in the protection of the Djeno terminal by deploying permanently a unit at the outer perimeter and surrounding area. Their activities are covered by an MoU that includes VPSHR provisions.

IV. Example of VPSHR implementation progress: Transitioning from the mismanagement of a conflict situation to the exemplary management of a risky situation

Background: TEP Congo's protection activities by GSF in Congo have been the subject of VPSHR incidents over the years, with a first VPSHR incident reported in April 2017 and a second brought to the fore in September 2018 (cf. 2017 and 2018 annual reports for more detailed information). The former incident involved the use of disproportionate physical violence by the GSF military towards 6 civilians who were flying a drone over the Djeno terminal. The latter event involved 8 fishermen who were hit with paddles by GSF military after finding themselves on an off-limits beach below the military camp when trying to retrieve their canoe that had capsized near the Djeno terminal.

2019 measures and efforts: Since then, TEP Congo took measures to ensure risky situations such as those that arose in the past were addressed adequately and took action to prevent any recurrence of VPSHR incidents. The affiliate ensured that 3 key actions were systematically undertaken during the monthly rotation of the military detachment, namely:

- Organized follow-up/reminder briefings on the rule of conduct and compliance with VPSHR when a newly appointed head of detachment takes up his post.
- Conducted official meetings and ensured dialogue between stakeholders, including between the head of the military detachment, community leaders, representatives of the local fishermen and Total's Community Liaison Officer (CLO).
- TEP Congo's Country Security Officer conducted VPSHR inductions that benefitted all military personnel at the Djeno military camp.

Furthermore, a VPSHR incident follow-up mission was organized by Corporate Security from the 3rd to the 5th of December 2019. This mission had a three-fold objective: work hand-in-hand with the affiliate to identify the VPSHR lacunae, provide VP support where needed, and conduct additional trainings on the VPs, human rights and conditions for the use of force.

VPSHR incident management – Demonstrating progress: On the 2nd of December 2019 at approximately 10:30 AM local time a young member of the local community found himself on a forbidden beach located outside the perimeters of the Djeno terminal. He was approached by a GSF officer on patrol and was accompanied to the military camp by the officer without violence or degrading treatment. He was questioned and his father was then called in to pick him up. This event shows that the VPSHR were fully respected by the GSF officer when handling the situation.

The near-miss incident described above, which resulted in the exemplary and peaceful management of a potentially dangerous situation, is a clear indication of a change in attitudes and behaviours of the military deployed at the Djeno terminal. This near-miss incident is currently being used as a concrete example of “good practices” in VPSHR trainings and inductions. It is an illustration of a clear transition from a GSF mismanagement of a conflict situation to a model GSF interaction with the local community that fully respects the VPSHR.

V. Relations with partners

TEP Congo’s CSO collaborated with the CLO to ensure that continuous dialogue was maintained with local partners, including NGOs, local leaders, and community representatives. Following every military turnover, meetings were organized between military representatives, local chiefs and community leaders, including representatives of the local fishing community. These meetings had a threefold objective: to get acquainted with each other, to exchange contact information in the event of a VPSHR incident, and to expose their respective constraints, obligations and challenges.

Country Example 2: The Federal Republic of Nigeria

I. Context

Total in Nigeria (“Total Nigeria”) is active in the chain of oil and gas, at both upstream and downstream levels. Two divisions are present in Nigeria, namely the Exploration and Production (“TUCN” or “Total Upstream Companies in Nigeria”) and Marketing and Services (“TNPLC” or “Total in Nigeria PLC”) branches.

II. Policies & procedures

In 2019, Total’s affiliates in Nigeria continued their VPSHR programme on providing training and awareness-raising sessions to GSF and PSC personnel on the VPSHR and conditions for the use of force within their facilities. All personnel assigned to the protection of Total’s affiliates in Nigeria were given an induction course on the VPSHR prior to their deployment. Moreover, GSF were trained at every military unit turnover and periodic VPSHR refreshers were delivered on a regular basis.

Nigeria’s CSO organized exercises with GSF based on realistic scenarios to provide concrete examples of the different VPSHR trainings they received. In partnership with the security company Anticip, the affiliate developed an animated videoclip on the VPSHR and other context-specific issues, which was subsequently used to accompany the VPSHR trainings. This media support was financed by Total Nigeria and is currently available to all Total affiliates. In 2019, Total Nigeria delivered 30 VPSHR training and awareness-raising sessions in various areas of the country, benefiting a total of 146 PSC personnel and 455 GSF.

III. Relations with private security companies and government security forces

On the 15th of January 2019, an MoU was signed between Total Nigeria and the Nigeria Security and Civil Defence Corps (NSCDC), a defence agency of the Government of the Federal Republic of Nigeria that is commissioned to provide measures against threat and any form of attack or disaster against the nation and its citizens. Discussions are still ongoing with the authorities, as well as with the different ministries and agencies involved.

IV. Relations with partners

Total is an active member of the Nigeria In-Country Implementation Working Group. It participated in the bi-monthly meetings with other In-Country Implementation Group members to share information and coordinate efforts and activities. While the Federal Government and agencies of Nigeria are not yet members of the Voluntary Principles Initiative, Total Nigeria regularly encouraged the authorities to join the initiative.

D. Lessons Learned & Issues

I. Notable security incident with human rights implications

Throughout 2019, Corporate Security did not receive any reports regarding VPSHR incidents related to the excessive use of force or human rights violations by GSF and PSC personnel contracted to Total.

II. TOTAL's blueprint – Our way forward in 2020

In 2020, our goal is to reinforce our VPSHR activities, work on our weaknesses and improve our overall VPSHR implementation, in accordance with our 2020 action plan. We will strive to implement the following objectives:

- Continue active participation in VPSHR initiatives and working groups;
- Increase VPSHR awareness and training throughout all entities and security partners globally;
- Increase the number of MoUs signed with GSF that include VPSHR clauses;
- Develop partnerships with recognized training organizations that can deliver quality and adapted VPSHR trainings to our 2020 VPSHR priority countries;
- Improve follow-up measures, as well as VPSHR incident management and reporting on incidents;
- Continue Corporate Security ad-hoc support to all entities to strengthen VPSHR implementation globally.

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