

# Corporate Human Rights Benchmark 2018 Company Scoresheet



**Company Name** Total  
**Industry** Extractives  
**Overall Score (\*)** 46.5 out of 100

Theme Score	Out of	For Theme
5.6	10	A. Governance and Policies
12.8	25	B. Embedding Respect and Human Rights Due Diligence
4.6	15	C. Remedies and Grievance Mechanisms
10.6	20	D. Performance: Company Human Rights Practices
7.5	20	E. Performance: Responses to Serious Allegations
5.4	10	F. Transparency

(\*) Please note that any small differences between the Overall Score and the added total of Measurement Theme scores are due to rounding the numbers at different stages of the score calculation process.

Please note also that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2018 Methodology document. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

## Detailed assessment

### A. Governance and Policies (10% of Total)

#### A.1 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	2	The individual elements of the assessment are met or not as follows: Score 1 • Met: General HRs commitment: The company is a member of the United Nations Global Compact and has made a commitment to "respecting internationally recognised Human Rights standards within its operations." In addition to this, the Company's Code of Conduct states that "Total adheres to the principles set out in":... Universal Declaration of Human Rights, United Nations Guiding Principles, OECD Guidelines for Multinational Enterprises as well as the fundamental conventions of the International Labour Organisation. [Human Rights Internal Guide, 2015: <a href="#">total.com</a> & Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="#">total.com</a> ] Score 2 • Met: UNGPs: As above • Met: OECD: As above
A.1.2	Commitment to respect the human rights of workers	1.5	The individual elements of the assessment are met or not as follows: Score 1 • Met: ILO Core: The Company's Code of Conduct states that Total adheres to the principles set out in the "fundamental conventions of the International Labour Organisation" [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="#">total.com</a> ] • Met: All four ILO apply to EX BPs: The Company's Code of Conduct, which also outlines a commitment to ensure adherence to the International Labour Organisation (all 4 Core areas), outlines that suppliers, including contractors and

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			<p>business partners, are expected to apply these standards that are equivalent to ours [the Company]. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: All four ILO Core: Total's Principles of Purchasing Policy outlines the standards for respecting fundamental principles of the International Labour Organisation stating, "In particular with rules relating to the prohibition of forced labour and child labour...treatment of discrimination...freedom of association and collective bargaining." However, the Company's Code of Conduct only states that "Total adheres to the principles set out in the fundamental conventions of the International Labour Organisation". There is no explicit reference to each of the ILO core labour standards covering the Company's own operations to be awarded this indicator. [Fundamental Principles of Purchasing, n/a: <a href="http://total.com">total.com</a> &amp; Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Met: Respect H&amp;S of workers: The Company Code of Conduct states that "we [the Company] "pay particular attention to employees working conditions, especially, the respect for each individual....as well as the protection of their health and safety." [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Met: H&amp;S applies to Ex BPs: The Company's Code of Conduct states that "suppliers, contractors and business partners are expected to apply these standards that are equivalent to ours [the Company's]. Therefore, respect for health and safety extends to business partners. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul>
A.1.3.EX	Commitment to respect human rights particularly relevant to the industry (EX)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Based on UN Instruments: Total is a member of the Voluntary Principles of Security and Human Rights. In addition, the Company's Charter outlines a commitment by which it "conducts its operations in such a way as to responsibly ensure security, in compliance with the Voluntary Principle of Security and Human Rights." [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a> &amp; Safety Health Environment Quality Charter, 2014: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Respecting indigenous rights: The Company's Human Rights Internal Guide states that "the group recognizes indigenous peoples traditional attachment and close proximity to land and natural resources such as rivers, trees and forests." However, this does not meet the criteria for this indicator because Total does not commit to respecting indigenous land rights. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Not met: ILO 169: The Company acknowledge that Indigenous people's specific rights are recognised in particular by the ILO Convention No. 169. Following this Total states that "in accordance with these documents [ILO Convention No. 169] indigenous people have the right to Free Prior and Informed Consent for developments affecting them. However, from this it is not clear If the Company has made a commitment to respect these rights or is merely just stated what is outlined in the document itself. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Not met: UNDRIP</li> <li>• Not met: Expects BPs to respect these rights</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: FPIC commitment</li> <li>• Not met: Vol Guidelines on Tenure</li> <li>• Not met: IFC performance standards</li> <li>• Not met: Zero tolerance for land grabs</li> <li>• Not met: Respecting the right to water</li> <li>• Not met: Expects BPs to respect all these rights</li> </ul>
A.1.4	Commitment to engage with stakeholders	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Commits to stakeholder engagement: Total's Human Rights Internal Guide states that "The Group has developed internal guidance and a set of principles to support staff participating in stakeholder engagement." In addition, the company also has a Human Rights Impact Assessment Document with details the step of engagement with stakeholders. This document, also makes the distinction between actually and potentially affected stakeholders. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a> &amp; Human Rights Impact Assessment (HRIA), 2015: <a href="http://business-humanrights.org">business-humanrights.org</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Commits to engage stakeholders in design</li> <li>• Met: Regular stakeholder design engagement: The Company's updated Human Rights Briefing Paper 2018, states that Total works with the Danish Institute for</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Human Rights (DIHR). In 2017, the Company conducted a dedicated human rights impact assessment in Papua New Guinea focusing on gender, security and conflict. Furthermore, the Company requires its business units to engage with their stakeholders on a regular basis and to avoid, minimize, mitigate and remedy negative impacts on local communities related to their activities. The Company has also issued a stakeholder engagement guide and manual for exploration and production business segments. [Human Rights Briefing Update Paper 2018, April 2018: <a href="https://www.total.com/sustainable-performance">sustainable-performance.total.com</a> ]
A.1.5	Commitment to remedy	1.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Met: Commits to remedy: The Company's Human rights Internal Guide states that [Total] business units should "avoid, minimize, mitigate and remedy negative impacts on local communities related to their [business unit] operations." [Human Rights Internal Guide, 2015: <a href="https://www.total.com">total.com</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>Met: Not obstructing access to other remedies: The Company's Human Rights Internal Guide states that "the Group respects the rights of communities by identifying and addressing impacts...and where appropriate by providing remedy for adverse impacts that could not be avoided." Further this guide also states that "access to these mechanisms [remediation] for vulnerable individuals and groups should be ensured." [Human Rights Internal Guide, 2015: <a href="https://www.total.com">total.com</a>]</li> <li>Not met: Collaborating with other remedy initiatives</li> <li>Not met: Work with EX BPs to remedy impacts</li> </ul>
A.1.6	Commitment to respect the rights of human rights defenders	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Not met: Zero tolerance attacks on HRs Defenders (HRDs)</li> </ul> Score 2 <ul style="list-style-type: none"> <li>Not met: Expects EX BPs to reflect company HRD commitments</li> </ul>

## A.2 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.1	Commitment from the top	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Met: CEO or Board approves policy: The Company's Human Rights Internal Guide, which contains Total's human rights commitments, contains a message from the CEO (Patrick Pouyanne) which states that "the Group is committed to respect internationally recognized Human Rights standards in the countries where we work." Furthermore, the Company's Safety Health Environment Quality Charter, which outlines a commitment to comply with Voluntary Principles on Security and Human Rights is signed off by the CEO (Patrick Pouyanne). [Human Rights Internal Guide, 2015: <a href="https://www.total.com">total.com</a> &amp; Safety Health Environment Quality Charter, 2014: <a href="https://www.total.com">total.com</a>]</li> <li>Met: Board level responsibility for HRs: The Human Rights Coordination Committee coordinates the initiatives and action taken by the various Total business units relating to Human Rights. It is led by the Ethics Committee chair. The Ethics Committee's mission is to ensure the Code of Conduct (which contains Human Rights policy commitments) is shared, understood and implemented across the Company. The chair of the Ethics committee reports regularly to the Executive Committee and to the Governance &amp; Ethics Committee of the Board of Directors on the implementation of the Code of Conduct which includes Human Rights policy commitments.</li> </ul> <p>Its Chairman reports directly to Total's CEO and presents an annual report to Total's executive commitment and Board of Directors. [Human Rights Briefing Paper, 2016: <a href="https://www.total.com">total.com</a>]</p> Score 2 <ul style="list-style-type: none"> <li>Not met: Speeches/letters by Board members or CEO</li> </ul>
A.2.2	Board discussions	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>Met: Board/Committee review of salient HRs: The Company's Human Rights Briefing Paper states that consultation with internal and external stakeholders, the Code of Conduct and Human rights Guide identified "three broad and important focal (salient) Human Rights areas." These include Human Rights in the Workplace, Human rights and Local Communities and Human Rights and Security. The Human Rights Coordination Committee coordinates the initiatives and action taken by the various Total business units relating to Human Rights. It is led by the</li> </ul>

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			<p>Ethics Committee chair. The Ethics Committee's mission is to ensure the Code of Conduct (which contains Human Rights policy commitments) is shared, understood and implemented across the Company. Its Chairman reports directly to Total's CEO and presents an annual report to Total's executive commitment and Board of Directors. [Video on the Human Rights Briefing Paper, 2018: <a href="http://total.com">total.com</a> &amp; Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</p> <ul style="list-style-type: none"> <li>• Met: Examples or trends re HR discussion: The Company's Human Rights Briefing Paper Update 2018 states, that in July 2017 the Board Committee on Ethics and Governance examined some of the Company's salient human rights issues. These included labour conditions, discrimination and harassment as well as relations with local communities. [Human Rights Briefing Update Paper 2018, April 2018: <a href="http://sustainable-performance.total.com">sustainable-performance.total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Both examples and process</li> </ul>
A.2.3	Incentives and performance management	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Incentives for at least one board member: Total's Annual Report 2017 contains a section for Compensation for the administration and management bodies. Within this sub-report, contains details of the components of compensation for the CEO. CSR performance is included in this. Following on from this :revision of the Human Rights roadmap" as well as placing 1st in the Oil &amp; Gas sector of the Corporate Human Rights Benchmark was noted. However, the Company fails to make the link between one of these aspects of Human rights and executive compensation to be awarded this indicator. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Not met: At least one key EX RH risk, beyond employee H&amp;S</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Performance criteria made public</li> </ul>

## B. Embedding Respect and Human Rights Due Diligence (25% of Total)

### B.1 Embedding Respect for Human Rights in Company Culture and Management Systems (10% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Senior responsibility fo HR (inc ILO): The Human Rights Coordination Committee coordinates the initiatives and action taken by the various Total business units relating to Human Rights. It is led by the Ethics Committee chair. The Ethics Committee's is a 7 member body of senior managers who's mission is to ensure the Code of Conduct (which contains Human Rights policy commitments and details the scope of work of the committee including day-to-day responsibility) is shared, understood and implemented across the Company. Its Chairman reports directly to Total's CEO and the Board Level Ethics and Governance Committee. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a> &amp; Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Day-to-day responsibility: Information from the Human rights Coordination Committee managed by the Ethics Committee is used in the decision making forum three to four times a year. Business Unit representatives on security, communication, purchasing and sustainable development are part of this forum.' These committees are responsible for managing human rights related issues with external stakeholders including extractive business partners. However, there is no information to indicate that the Ethics Committee manage Human Rights issues on a day to day basis to be awarded this score. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a> &amp; Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Day-to-day responsibility for EX BRs</li> </ul>
B.1.2	Incentives and performance management	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Senior manager incentives for human rights: Although CSR measures are factored into compensation for Total's CEO, senior management do not have the same incentives and performance management. The Company's Code of Conduct states that "All employees have an annual appraisal during which objectives are set, performance and the respect of the Code of Conduct are assessed". However this does not meet the requirements of this indicator because it is unclear if human rights are incentivised for senior management. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Not met: At least one key EX HR risk, beyond employee H&amp;S</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Performance criteria made public</li> </ul>
B.1.3	Integration with enterprise risk management	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: HR part of enterprise risk system: In the Company's 2018 Annual Report 2017, Total explains its enterprise risk factors. One of these risk factors is Ethical misconduct and non-compliance risks. Specifically, the Company states, "Ethical misconduct (notably with respect to human rights) or non-compliance with applicable laws and regulations (including corruption, fraud and competition laws) by Total or any third party acting on its behalf could expose Total and/or its employees to criminal and civil penalties and could be damaging to Total's reputation and shareholder value." [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Met: Audit Ctte or independent risk assessment: The Company uses independent ethics organisations including GoodCorporation and the Danish Institute of Human Rights to conduct ethical assessments of its business units. Findings from these assessments are shared with the management of the business units, the Ethics Committee, the Executive Committee and the Ethics and Governance Committee. The Company states that these assessments provide an opportunity to identify good ethical and human rights practises and share them with other business segments. For example, one of the findings of the assessment relates to the sometimes inadequate level of awareness of Total's human rights policies locally. In response to this the Company has scaled up awareness of human rights policies through business units globally. [Human Rights Briefing Update Paper 2018, April 2018: <a href="http://sustainable-performance.total.com">sustainable-performance.total.com</a>]</li> </ul>
B.1.4.a	Communication /dissemination of policy commitment(s) within Company's own operations	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Communicates its policy to all workers in own operations: The Company's Human rights Briefing Paper states that Total's commitment to Human Rights are articulated in its core document - Code of Conduct. In addition to this, it is stated that the "Code of Conduct serves as a Group-wide primary document for all employees as well as for its stakeholders...to further enshrine Human Rights into [the Company's] principles." Total's Code of Conduct is available in 19 languages and distributed to employees and available on the Company's website. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a> &amp; Our Code of Conduct in 19 Languages, 2018: <a href="http://total.com">total.com</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Communication of policy commitments to stakeholder</li> <li>• Not met: How policy commitments are made accessible to audience</li> </ul>
B.1.4.b	Communication /dissemination of policy commitment(s) to business relationships	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Steps to communicate policy commitments to BRs: In October 2017, Total ran a "Suppliers Day" aimed at the Group's strategic suppliers and was attended by 110 companies, with a view to sharing common policies and rules on ethics, health, safety, human rights, and environmental protection. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Met: Including to EX BPs: The Company's Code of conduct, which is embedded with the Groups Human Rights Committeemen and polices, applies to suppliers, contractors and business partners. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: How HR commitments made binding/contractual: Total's Code of Conduct states that it is the Company's policy regarding suppliers and contractors "to respect each party's interest with transparent and fairly negotiated contract terms." Total goes on to state that it expects suppliers "to adhere to principles equivalent to those in our {the Company's} Code of Conduct which are specified in the Purchasing Fundamental Business Principles and to accept to be audit." When analysing the Fundamental Principles of Purchasing document the company does not make reference to any binding contractual obligations but states "compliance with these laws and principles may be audited." [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a> &amp; Fundamental Principles of Purchasing, n/a: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Including on EX BPs</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.5	Training on Human Rights	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Trains all workers on HR policy commitments: The Company's Human Rights Internal Guide has a section called "training programmes". According to the Company "Dedicated communication channel, e-learning and training session on Ethics and Human rights are available for the Group's employees and managers. Awareness-raising session for external stakeholders are also available in some contexts for specific issues, such as responsible security." However, as the policy merely states that Human rights training resources are available we cannot assume that All workers receive training. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Met: Trains relevant managers including security personnel: Total's Human Rights Briefing Paper states that "Security-related contracts also include provisions specifying that the private security provider should comply with the Voluntary Principles, perform security services with skilled and qualified personnel, and ensure personnel are trained and/or attend information sessions on the Voluntary Principles...The Human Rights of the security personnel contracted to work on our sites, to just and favourable working conditions must always be respected." [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.1.6	Monitoring and corrective actions	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Monitoring implementation of HR policy commitments: The Company has set up two committees and a dedicated service to advise employees and other stakeholders and monitor efforts to promote respect of Human Rights within operations. These include the Ethics Committee, The Human Rights Coordination Committee and the Human rights Legal Department.</li> </ul> <p>The Ethics Committees job is to ensure the code of conduct (which outlines Human Rights policies for the Group) is shared implemented and understood. The Human Rights Coordination Committee coordinates the initiatives and actions taken by various Total business units relating to human rights. Finally the Human Rights Legal Department specialises in Ethics and Human Rights to provide expertise to business units and anticipate emerging trends on Human Rights.</p> <p>Furthermore, Total states in its Code of Conduct that "to ensure compliance with our Code of Conduct, we ask an independent third party to carry out ethical assessments of our operations." [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a> &amp; Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</p> <ul style="list-style-type: none"> <li>• Not met: Monitoring EX BP's: Although the Totals Code of Conduct states that "Suppliers, contractors, and business partners are expected to apply standards that are equivalent to ours, in particular towards their employees." There is no specific information relating to the monitoring of extractive business partners to be awarded this indicator. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Describes corrective action process: The Company performs CSR mapping of the Group's main categories of purchasers (e.g. drilling and wells, gas bottlers and supply vessels). The mapping includes 3 areas: Ethics and Human Rights Risks, Environmental Impact, and opportunities for he development of local communities. Following the introduction of this mapping pilot projects have been implemented in certain categories in order to integrate monitoring of Human Rights aspects in the purchasing process through concrete measures. These measures include specific questionnaires focusing on the Fundamental Principles of Purchasing, insertion of suitable contract clauses and good practise guides for specific purchases.</li> </ul> <p>However, there is no additional information where the Company describes corrective action processes or the number of incidences. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</p> <ul style="list-style-type: none"> <li>• Met: Example of corrective action: The Company provides an example of an assessment uncovered under-age teenagers working in one of Total's retail activities value chain. The Company states that "in this case, the teenagers were removed from their position and offered vocational trainings and financial support." [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Discloses % of supply chain monitored</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.7	Engaging business relationships	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: HR affects selection extractives business partners: The Company has made it mandatory that the Group's fundamental Principles of Purchasing of Purchasing (FPP) be attached or transported into the various processes for selection of contractors and suppliers of goods, services and works, and be formalized with contractors and suppliers. Although the FPP sets out the commitments expected from suppliers in regards to the Human Rights the Company does not provide enough information to indicate that Human Rights Performance affects selection of suppliers and contractors. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Not met: HR affects on-going business partner relationships: The Company states that "we expect suppliers and contractors to adhere to standards [Code of Conduct] that are equivalent to ours, in particular towards their employees, and to make ongoing efforts so that their own suppliers and sub-contractors also respect these principles." However, Total does not provide information on how Human Rights performance affects on-going business partner relationships. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirement under score 1 met</li> <li>• Not met: Working with business partners to improve performance</li> </ul>
B.1.8	Approach to engagement with potentially affected stakeholders	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Stakeholder process or systems: As part of its process to identify salient human rights issues, the Company organized three internal, multi-disciplinary workshops, had series of follow-up discussions and interviews, analysed issues raised in internal committees and surveys. These include identifying affected stakeholders. Total also states that 'since 2006, Total has been implementing its SRM+ (Stakeholder Relationship Management) tool which helps to identify and map our main stakeholders, schedule meetings and engagement sessions, understand their perceptions and concerns, and then define an action plan for building a long term, sustainable relationship.' This tool is used for engaging with local stakeholders including women, minorities, indigenous peoples. The Company also appoints Community Liaison Officers (CLOs) in its Exploration &amp; Production business segment. The CLOs, typically members of the local community, whose language they speak and whose customs they understand, are employed by its business units so that they can maintain a dialogue with the local communities. The Company signed a Global Agreement with Industrial Global Union and the follow up FAIR Committee set up with this in regard. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Frequency and triggers for engagement</li> <li>• Met: workers in SP engaged: See Above</li> <li>• Met: communities in the SC engaged: See Above</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Analysis of stakeholder views and company's actions on them</li> </ul>

## B.2 Human Rights Due Diligence (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying: Processes and triggers for identifying human rights risks and impacts	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Identifying risks in own operations: The Company uses the Human Rights Compliance Assessment (HRCA) tool developed by the Danish Institute for Human Rights to assist Total's business units in identifying and addressing Human Rights Risks in business unit operation. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Met: identifying risks in EX business partners: Total's Human Rights Impact Assessment Document section 12.6. 'Identifying and Assessing Impacts states "Assessment includes impacts that are caused or contributed to by the Project, and also those that are directly linked to the Company through products, services or other activities by any of its business partners." [Human Rights Impact Assessment (HRIA), 2015: <a href="http://business-humanrights.org">business-humanrights.org</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Ongoing global risk identification: Total has is a signatory of a Global Framework Agreement with a worldwide trade union federation, IndustriALL Global Union. This agreement focuses on the protection of the rights and working conditions of Total's employees; as well as that of contractors and suppliers employees including areas such as prohibition of forced labour and child labour, non-discrimination and favourable working conditions. Hence forming part of Total's ongoing risk identification on a global scale. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Met: In consultation with stakeholders: The Company's Human Rights Briefing Paper states that " We seek to establish dialogue with affected communities at a very early stage, and maintain constructive relationships with them and other stakeholders. Using our Stakeholder Relationship Management Tool (SRM+) and in compliance with other internal policy documents [such as the Human Rights Impact Assessment], we conduct regular and meaningful consultation - ensure transparency regarding operational activities, listen to stakeholder concerns, needs and perceptions, consult communities about impacts and mitigation measures which are all critical to establish and maintain constructive relationships with stakeholders throughout the life cycle of our operations." [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Met: In consultation with HR experts: See above</li> <li>• Met: Triggered by new circumstances: Total's General Specification Sustainable Development Human Rights Impact Assessment Document outlines the need for and scope of a dedicated HRIA given a series of contexts. These contexts detail a number of triggers including new country operation and new business relationships. [Human Rights Impact Assessment (HRIA), 2015: <a href="http://business-humanrights.org">business-humanrights.org</a>]</li> <li>• Met: Explains use of HRIAs or ESIA (inc HR): See above</li> </ul>
B.2.2	Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Salient risk assessment (and context): Total states in its Human Rights Internal Guide "we integrate respect for Human Rights into our risk and impact management processes, including but not limited to new country entry evaluations, acquisitions and divestitures procedures, environmental and social baselines and impact assessments, purchasing systems, etc." In addition to this, the Company "Conduct assessments to identify, prevent or mitigate potential Human Rights impacts that may be caused directly by the Business unit's projects or operations, or by project partners and suppliers." To do Total uses "The Human Rights Compliance Assessment (HRCA), a tool developed by the Danish Institute to assist Business units in identifying and addressing Human Rights risks in Business units operations, was adapted to the Group's specific context and needs." [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Met: Public disclosure of salient risks: Total's Human Rights Briefing Paper states that "Salient Human Rights issues as defined in the UN Guiding Principles Reporting Framework are those Human Rights that stand out because they are at risk of the most severe negative impact through the company's activates or business relationships." Total goes on to list Human Rights in the workplace, human rights and local communities and human rights and security as "broad and important focal human rights areas." These address specific human rights issues such as forced labour, child labour, freedom of association, non-discrimination, fair remuneration etc." [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Both requirements under score 1 met</li> </ul>
B.2.3	Integrating and Acting: Integrating assessment findings internally and taking appropriate action	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Action Plans to mitigate risks</li> <li>• Not met: Example of Actions decided</li> <li>• Not met: Including amongst EX BRs</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.2.4	Tracking: Monitoring and evaluating the	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: System to check if Actions are effective: Total has partnered with GoodCorporation conducting ethical assessments of the company's business units.</li> </ul>



Indicator Code	Indicator name	Score (out of 2)	Explanation
	effectiveness of actions to respond to human rights risks and impacts		<p>The partnership has resulted in a risk based process involving employees, suppliers and subcontractors, customers and other business partners, host countries, local community and management to evaluate the practical implementation of Total ethical and human rights principles set out in the code of Conduct. This process entails conducting on-site visits and multiple conversation with rights holders. [Human Rights Briefing Update Paper 2018, April 2018: <a href="https://sustainable-performance.total.com">sustainable-performance.total.com</a>]</p> <ul style="list-style-type: none"> <li>• Not met: Lessons learnt from checking effectiveness: The findings and recommendations of the assessments (described above) are shared with the management of the business unit as well as with our Group's Ethics Committee. They are also shared with the Group's Executive Committee and the Ethics &amp; Governance Committee of the Board on a consolidated basis, annually. The assessments provide an opportunity to identify good ethical and human rights practices in our business units that can be shared with other business segments thereby facilitating peer learning. The assessments also recommend areas of improvement. However, no specific evidence found on examples of lessons learned. [Human Rights Briefing Update Paper 2018, April 2018: <a href="https://sustainable-performance.total.com">sustainable-performance.total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirement under score 1 met</li> </ul>
B.2.5	Communicating : Accounting for how human rights impacts are addressed	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Comms plan re identifying risks: Under the heading "Communicate" in Total's Human Rights Internal Guide it states "explain to stakeholders how these issues [Human rights risks] are being addressed, including through public reporting on due diligence steps taken." [Human Rights Internal Guide, 2015: <a href="https://total.com">total.com</a>]</li> <li>• Met: Comms plan re assessing risks: He Company has demonstrated it assesse and discloses human rights salient issues (see b.2.2)</li> <li>• Not met: Comms plan re action plans for risks</li> <li>• Not met: Comms plan re reviewing action plans</li> <li>• Not met: Including EX BRs</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Responding to affected stakeholders concerns</li> <li>• Not met: Ensuring affected stakeholders can access communications</li> </ul>

### C. Remedies and Grievance Mechanisms (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Channel accessible to all workers: Total's Human Rights Briefing Guide states that the Company has setup two committees and a dedicated service to advise employees and other stakeholders and monitor efforts to promote respect for Human Rights. These include the Ethics Committee, Human Rights Coordination Committee and the Human Rights Legal Department. Preceding this statement in the document, under the heading "Grievance Mechanisms" the Company states the following "Business units design and implement where necessary, effective local grievance mechanisms and remediation processes, on various issues such as access to land for local communities. These mechanisms provide access to our stakeholders, including affected vulnerable individuals and groups such as minorities, persons who are illiterate, women, indigenous peoples etc." The Company provides an example of a dedicated mechanism for the handling of grievance in Uruguay as part of the stakeholder communication. However, this does not really provide information on the channel or mechanism in which grievances for all workers can be made.</li> </ul> <p>Furthermore, the Company states in its Internal Human Rights Guide that "we [the Company] design and implement effective local grievance mechanisms and remediation processes in particular towards vulnerable groups, including indigenous peoples." However, again the Company does not describe the mechanism or channel in which grievances can be made. [Human Rights Briefing Paper, 2016: <a href="https://total.com">total.com</a> &amp; Human Rights Internal Guide, 2015: <a href="https://total.com">total.com</a>]</p>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Number grievances filed, addressed or resolved: It states in the Human Rights Briefing paper that "2015, there were 475 reported cases Group wide, relating to the Code of Conduct. 51 of these inquiries were handled directly by the Group Ethics Committee while the remaining inquiries were handled at the business units' level." However, it is not clear whether or not these cases were relating to Human Rights concerns or general Code of Conduct issues. Furthermore, the number of addressed/resolved cases is not specified. [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</li> <li>• Not met: Channel is available in all appropriate languages</li> <li>• Not met: Expect EX BPs to have equivalent grievance system: Total states that 'our contractors and suppliers are also expected to have grievance mechanisms in line or equivalent with ours'. However, it has not made clear if the Company expects the contractors to convey the same expectations to their extractive business partners. [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</li> <li>• Not met: Opens own system to EX BP workers</li> </ul>
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Grievance mechanism for community: The Company provides an example of a Grievance Mechanism for handling grievances in Uruguay operations. The mechanism is combined "as part of {the} stakeholder communications". The Company goes on to say "this plan, which was drawn up by the business unit's social team is supported by the presence of a Community Liaison Officer (CLO) who is a member of the local community."</li> </ul> <p>In addition to above, the Company states "The grievance procedure in our business units need to be designed in collaboration with representatives from the local communities to reflect their needs and interests and to create ownership and trust in this mechanism. Our contractors and suppliers are also expected to have grievance mechanisms in line or equivalent with ours." [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Describes accessibility and local languages: Total states that CLOs are typically members of the local community and speak language and customs of that local community. However, it is not clear that all communities throughout Total's operation have a mechanism for grievances (if they are not part of the community where the CLO is). [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</li> <li>• Not met: Expects EX BP to have community grievance systems: Total states that "The grievance procedure in our business units need to be designed in collaboration with representatives from the local communities to reflect their needs and interests and to create ownership and trust in this mechanism. Our contractors and suppliers are also expected to have grievance mechanisms in line or equivalent with ours." However, since business partners are not included the Company cannot be awarded this score. [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</li> <li>• Not met: EX BP communities use global system</li> </ul>
C.3	Users are involved in the design and performance of the channel(s)/mechanism(s)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Engages users to create or assess system: Total states that 'the grievance procedure should be designed in collaboration with representatives from the local community to reflect their needs and interests and to create ownership and trust in this mechanism.' [Human Rights Internal Guide, 2015: <a href="#">total.com</a>]</li> <li>• Met: Description of how they do this: The Company states that Community Liaison Officers (CLO) are involved in the development of the grievance procedures. The CLOs are typically members of the local community, whose language they speak and whose customs they understand, are employed by our business units so that they can maintain a dialogue with the local communities. The grievance mechanism introduced in Uruguay is an example of the company engaging with potential or actual users in the design process of the grievance mechanism. Uruguay has 'a dedicated mechanism for the handling of grievances was introduced in Uruguay as part of stakeholder communications as early as the seismic campaign (exploration phase). This plan, which was drawn up by the business unit's societal team is supported by the presence in the field of a Community Liaison Officer (CLO) who is a member of the local community.' [Human Rights Briefing Paper, 2016: <a href="#">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Engages with users on system performance</li> <li>• Not met: Provides user engagement example on performance</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Not met: EX BPs in creation or assessment</li> </ul>
C.4	Procedures related to the mechanism(s)/channel(s) are publicly available and explained	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Response timescales</li> <li>• Not met: How complainants will be informed</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Escalation to senior/independent level</li> </ul>
C.5	Commitment to non-retaliation over complaints or concerns made	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Public statement prohibiting retaliation: Total's Code of Conduct states that "we [the Company] will not tolerate retaliation against employees who raise concerns in good faith."</li> </ul> <p>Furthermore, Total's Human Rights Guide states that "If a complaint of harassment is made, it is of utmost importance for managers to respond to the complaint in an efficient, timely and responsible manner, and ensure that the employee does not suffer any retaliation as a result of the complaint made in good faith." [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a> &amp; Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</p> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Practical measures to prevent retaliation</li> <li>• Not met: Has not retaliated in practice</li> <li>• Not met: Expects EX BRs to prohibit retaliation</li> </ul>
C.6	Company involvement with State-based judicial and non-judicial grievance mechanisms	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Won't impede state based mechanisms</li> <li>• Not met: Complainants not asked to waive rights</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Will work with state based or non judicial mechanisms</li> <li>• Not met: Example of issue resolved (if applicable)</li> </ul>
C.7	Remedying adverse impacts and incorporating lessons learned	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Describes how remedy has been provided: Total describes a situation in PNG where a family's canoe was capsized by one of the Company's transportation boats. The local family claimed that their personal belongings including gardening tools, a flashlight and various food items were lost as a result. Upon receiving the grievance, the Company Onsite Grievance Committee met to discuss the matter and subsequently offered food rations, gardening tools and solar lamps which was accepted by the local family. The settlement process was completed within 14 days with community members witnessing the transaction for transparency reasons. [Human Rights Briefing Update Paper 2018, April 2018: <a href="http://sustainable-performance.total.com">sustainable-performance.total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Says how it would remedy key sector risks</li> <li>• Not met: Changes introduced to stop repetition</li> <li>• Not met: Approach to learning from incident to prevent future impacts</li> <li>• Not met: Evaluation of the channel/mechanism</li> </ul>

## D. Performance: Company Human Rights Practices (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.3.1	Living wage (in own extractive operations, which includes JVs)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Living wage target timeframe: The Company's 2017 Annual Report states that "a larger majority of employees benefit from laws that guarantee a minimum wage and whenever this is not the case, the Group's policy ensures that compensation is above the minimum wage observed locally. Regular benchmarking is used to assess compensation based on the external market and the entity's competitive environment. Each entity's positioning relative to its reference market is assessed by the Human Resources department of each business segment, which monitors evolutions in payroll, turnover and consistency with the market." However, Total does not provide any information regarding living wages. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Describes how living wage determined</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Pays living wages</li> <li>• Not met: Reviews livings wages definition with unions</li> </ul>
D.3.2	Transparency and accountability (in own extractive operations, which includes JVs)	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Member of EITI: The Company is a member of the Extractive Industry Transparency Initiative (EITI). [EITI MEMBERS REGISTRY_2016-2019 as at 29 Feb 2016, 2016: <a href="http://eti.org">eti.org</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Reports taxes and revenue by country: Total states that 'we believe that it is important to promote the principle of revenue transparency to producing countries. We are committed to transparency concerning the revenues generated by our activities and we participate actively in intergovernmental initiatives and dialogue on this issue.' It further states that 'as part of our commitment to the implementation and success of the EITI in the countries where we operate, we leveraged our relationship with the Myanmar government to explain the benefits of EITI membership for countries and companies. Myanmar committed to joining the EITI in late 2012 and was admitted as a candidate country by the International EITI Board in July 2014.' Total has also published payments made to governments by project and by type of payment, in all the countries where the Company operates. [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a> &amp; Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Steps taken re non EITI countries</li> <li>• Not met: Disclosures contract terms where not a requirement</li> </ul>
D.3.3	Freedom of association and collective bargaining (in own extractive operations, which includes JVs)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Commits not to interfere with union rights and collective bargaining and prohibits intimidation and retaliation: The Company is committed to respecting the right of freedom of association and collective bargaining. However, there is no evidence that the Company has measures to prohibit intimidation or retaliation against workers seeing to exercise these rights. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a> &amp; 2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Met: Discloses % covered by collective bargaining: 73.1% of employees were covered by collective bargaining agreements in 2017. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Both requirement under score 1 met</li> </ul>
D.3.4	Health and safety: Fatalities, lost days, injury rates (in own extractive operations, which includes JVs)	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Injury Rate disclosures: The Company discloses its Total Recordable Injury Rate. For 2017 this was 0.88 recorded injuries per million hours worked. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Met: Lost days or near miss disclosures: The Company discloses its number of lost time injuries per million hours worked. For 2017 is was 0.58 lost time injuries per million hours worked. The Company also report on the number of days lost per lost time injury. For 2017, this was 27.57 days. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Met: Fatalities disclosures: The Company reports the number of occupational fatalities for 2017 as 1. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Set targets for H&amp;S performance: The Company states that it has a health and safety goal 'To be recognised as a reference in the area of safety within its industry and to achieve a zero fatal accident rate.' [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Met targets or explains why not</li> </ul>
D.3.5	Indigenous peoples rights and free prior and informed consent (FPIC) (in own extractive operations, which includes JVs)	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Process to identify indigenous rights holders: The Company's Code of Conduct states that "we [Total] design and implement effective local grievance mechanisms and remediation processes in particular towards vulnerable groups, including indigenous peoples." [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Met: How engages with communities in assessment: Total also states that 'since 2006, Total has been implementing its SRM+ (Stakeholder Relationship Management) tool which helps to identify and map our main stakeholders, schedule meetings and engagement sessions, understand their perceptions and concerns, and then define an action plan for building a long-term, sustainable relationship.' This tool is used for engaging with local stakeholders including women, minorities, indigenous peoples. The Company also appoints Community Liaison Officers (CLOs) in its Exploration &amp; Production business segment. The CLOs, typically members of the local community, whose language they speak and whose customs they understand, are employed by its business units so that they can maintain a dialogue with the local communities including indigenous communities. [Human Rights Briefing Paper, 2016: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Commits to FPIC (or ICMM): The Company's Human Rights Internal Guide states that accordance with the ILO Convention No. 169 (specifically referring to Indigenous Rights), "indigenous peoples have the right to, Free, Prior and Informed Consent (FPIC) for developments affecting them." However, Total does not make a commitment to respect FPIC. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>• Not met: Gives recent example FPIC or dropping deal</li> </ul>
D.3.6	Land rights (in own extractive operations, which includes JVs)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Approach to identification of land tenure rights holders: Total states that 'the Group applies international best practice in its land access and acquisition process in order to avoid or minimize Human Rights impacts. This includes avoiding any physical displacement whenever possible, establishing clear and transparent procedures in consultation with affected people, proposing replacement land of equal quality whenever possible, providing support for livelihood restoration, ensuring people are compensated appropriately and by paying specific attention to vulnerable people and households.' However, the Company does not describe how it identifies legitimate tenure rights holders, including through engagement with the affected or potentially affected communities in the process, with particular attention to vulnerable tenure rights holders. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Describes approach to doing so if no recent deals</li> <li>• Not met: How valuation and compensation works</li> <li>• Not met: Steps to meet IFC PS 5 in state deals</li> <li>• Not met: Describes approach if no recent deals</li> </ul>
D.3.7	Security (in own extractive operations, which includes JVs)	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: How implements security (inc VPs or ICOC): Total is a member of the Voluntary Principles and it states that it has 'integrated the VPSHR (Voluntary Principles on Security and Human Rights) into our Security Policy and five priority areas have been identified: <ul style="list-style-type: none"> <li>- establishment of formal relations between subsidiaries and States to organize the deployment of security forces in accordance with our principles</li> <li>- transfer of equipment that should only occur on an exceptional basis and be strictly controlled</li> <li>- verification of security companies' recruitment procedures</li> <li>- specific training</li> <li>- reporting of incidents [Code of Conduct - Respect Responsibility Exemplary Conduct, 2015: <a href="http://total.com">total.com</a>]</li> </ul> </li> <li>• Met: Example of respecting HRs in security: In June 2015 the Group organized a seminar focusing on the Voluntary Principles guidelines at Yangon. Myanmar Government representatives supported the event with an important and pro-active delegation including the Minister of Security and Border Affairs and Regional Police commissioners. National companies, NGOs and Embassies also constructively contributed to the open discussions throughout the workshop based on practical situations related to security incidents. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> <li>• Met: Ensures Business Partners follow security approach: In the Human Rights Internal Guide, the Company states that they 'expect our suppliers and contractors to adhere to standards that are equivalent to ours.'. The Company states that 'as far as non-operated joint ventures are concerned we make ongoing efforts so that the operator applies equivalent Ethics and Human Rights principles to ours.' Total states in its Human Rights Internal Guide that "Respect for the rights of local communities and other stakeholders by security forces is essential. The Group seeks to prevent incidents when conducting security activities. The Group's approach, reiterated in our security policy, is based on internationally recognized Human Rights and industry standards including the Voluntary Principles. These Principles aim to guide Business units so that where they provide and ensure provision of operational security this is done in a manner that is consistent with respecting Human Rights." However, there is no explicit reference to business partners to award this score. [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> <li>Score 2</li> <li>• Not met: Assesses and involves communities</li> <li>• Met: Working with local community: Total also states that 'coordination between the Group's security teams and those in charge of community relationships within societal teams is essential so that concerns and questions from communities are addressed before they can become security issues. Identifying early and appropriate responses to community concerns will ensure better relations with communities, help reduce tensions, and mitigate the risk of Human Rights abuses' [Human Rights Internal Guide, 2015: <a href="http://total.com">total.com</a>]</li> </ul>
D.3.8	Water and sanitation (in own extractive operations, which includes JVs)	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Action to prevent water and sanitation risks: Total's Annual Report for 2017 states that the Company "determine(s) which facilities are most affected by the availability of fresh water, TOTAL monitors its water withdrawals and discharges across all of its sites. Total identifies the levels of risk of its sites that withdraw more than 500,000 (cubic metres) per year and are located in area potentially exposed to water resource risks, using the Local Water Tool (LWT) from the Global Environmental Management Initiative (GEMI). This tool also helps guide the actions to mitigate these risks in order to make optimal use of water resources on these sites." [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Water targets considering local factors</li> <li>• Met: Reports progress in meeting targets and shows trends in progress made: Total's Annual Report for 2017 states "the Group works with a number of professional organisations, such as the IPIECA, the CONCAWE (Environmental Science for the European Refining Industry) and the EpE and (Enterprises pour l'environnement and more locally, with the GIZ (Gesellschaft für industrielle Zusammenarbeit) in Uganda, on a water resource sanitary with local communities. The Groups indicators relating to water generally follow the IPIECA framework." The Company has inserted a table of figures relating to fresh water withdrawals excluding cooling water (million metres cubed) from 2015 to 2017. [2017 Registration Document including the Annual Financial Report, 2017: <a href="http://total.com">total.com</a>]</li> </ul>

## E. Performance: Responses to Serious Allegations (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		<ul style="list-style-type: none"> <li>• Area: Right to livelihood</li> <li>• Headline: Niger Delta oil spills</li> <li>• Sources: Amnesty International, 07/11/2013 - <a href="http://amnesty.org">amnesty.org</a> The Guardian, 07/11/2013, 05/09/2013, 20/06/2014 and 07/01/2015 - <a href="http://theguardian.com">theguardian.com</a> and <a href="http://theguardian.com">theguardian.com</a> and <a href="http://theguardian.com">theguardian.com</a> Amnesty International, 01/06/2009 Friends of the Earth website, 15/01/2010 Wall Street Journal, 07/01/2015</li> <li>• Allegation: Total is a partner in the Joint Venture Shell Petroleum Development Company of Nigeria Limited (SPDC), holding a 10% stake in the company. SPDC has been criticised for frequent oil spills in the Niger Delta, which have caused serious damage to the environment, human health and livelihoods. In November 2013, Amnesty International (AI) and the Centre for Environment, Human Rights and Development (CEHRD) published a report entitled 'Nigeria: Bad information: Oil spill investigations in the Niger Delta' that alleged specific cases in which the SPDC joint venture had falsely reported the cause of oil spills, the volume of oil spilt, or the extent and adequacy of clean up measures or compensation.</li> </ul> <p>In June 2014, a ruling by the London Technological and Construction Court ruled that where there are inadequate systems in place, the Company would be responsible for the resulting pollution caused by criminals. In January 2015, it was reported in the press that the Company had agreed to pay approximately USD 80m (GBP 55m) to compensate a Nigerian community for the two spills in 2008 and 2009. GBP 35m was to be split between individual villagers and GBP 20m would go to the Bodo community to build health clinics and refurbish schools. In 2017, Shell tried to strike out the lawsuit alleging that some members of the community had obstructed the clean up. The Court dismissed the claim. Later that year the company sought to prevent the community from going back to court by requesting to include a clause in the settlement, according to which any disruptive act by any resident of the Bodo community would lead to termination of the lawsuit. However, on 24 May 2018, a UK judge ruled that the Bodo community should retain the right to revive the claim for another year with no conditions attached, in the event of the clean-up not be completed to an adequate standard.</p>
E(1).1	The Company has responded publicly to the allegation	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Public response available: Shell/SPDC responded publically in a hearing in the Hague. However, CHRB could not find evidence that Total has made any public comments to the allegations related to SPDC.</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Response goes into detail</li> </ul>
E(1).2	The Company has appropriate policies in place	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Company policies address the general issues raised</li> <li>• Met: Policies apply to the type of business relationships involved</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Policies address the specific rights in question: Total has a public environmental policy covering oil spill clean ups and prevention measures.</li> </ul>
E(1).3	The Company has taken appropriate action	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Engages with affected stakeholders</li> <li>• Not met: Encourages linked business to engage affected stakeholders</li> <li>• Met: Provides remedies to affected stakeholders: SPDC agreed to pay for the clean up following a court case. However, at a later stage, they attempted to prevent the community from pursuing legal action if the clean-up was not performed to an adequate standard. Therefore it cannot be considered to provide remedy satisfactory to the victims.</li> </ul> <p>In addition, SPDC has indicated: 'SPDC is pleased that after significant engagement in 2016 and 2017 with the communities and other stakeholders managed by the BMI, the clean-up and remediation activities commenced in September 2017. (...) Should activities continue uninterrupted it is expected to take approximately three years. Phase 1 of the clean-up is expected to be completed in early 2018 as per plan. However, for clean-up and remediation to be successful, the repeated re-contamination of cleaned-up sites due to crude oil theft and illegal refining must end. A coordinated approach among all stakeholders, particularly federal and state government agencies is essential to address the ongoing problem of re-pollution'.</p> <ul style="list-style-type: none"> <li>• Not met: Has improved systems and engaged affected stakeholders</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Score 2 <ul style="list-style-type: none"> <li>• Not met: Remedies are satisfactory to the victims</li> <li>• Not met: Has improved systems and engaged affected stakeholders</li> </ul>
E(2).0	Serious allegation No 2		<ul style="list-style-type: none"> <li>• Area: Health and safety</li> <li>• Headline: Haiti tanker truck explosion claims seven</li> <li>• Sources: AFP 18/03/2016 - <a href="http://iol.co.za">iol.co.za</a> <a href="http://yahoo.com">yahoo.com</a></li> <li>• Allegation: At least seven people were killed and about 30 others seriously hurt when a tanker truck belonging to the Total oil company caught fire and exploded in the town of Hinche in Haiti in March 2016. Witnesses told AFP that the tanker truck hit a wall and spilled gasoline as it was getting in place to unload fuel at a Total service station. The flammable liquid spread and caught fire when it reached vendors cooking food on outdoor grills. The flames quickly returned to the tanker, which set off the explosion. Seven people died on the spot, and the burns victims were rushed to area hospitals and to Port-au-Prince for treatment, Haiti's Civil Defence office said. Four homes neighbouring the Total service station also went up in flames, and 22 vehicles were damaged, local authorities said in a preliminary assessment.</li> </ul>
E(2).1	The Company has responded publicly to the allegation	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Public response available: The truck was an independent carrier that loaded up with Total oil and delivered it to service stations, but "did not belong to Total," a spokesman for the French oil company told AFP</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Response goes into detail</li> </ul>
E(2).2	The Company has appropriate policies in place	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Company policies address the general issues raised</li> <li>• Met: Policies apply to the type of business relationships involved</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Met: Policies address the specific rights in question: The company has a Health and Safety policy which apply also to suppliers</li> </ul>
E(2).3	The Company has taken appropriate action	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not met: Engages with affected stakeholders</li> <li>• Not met: Encourages linked business to engage affected stakeholders</li> <li>• Not met: Provides remedies to affected stakeholders</li> <li>• Not met: Has reviewed management systems to prevent recurrence</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Remedies are satisfactory to the victims</li> <li>• Not met: Has improved systems and engaged affected stakeholders</li> </ul>

## F. Transparency (10% of Total)

Indicator Code	Indicator name	Score	Explanation
F.1	Company willingness to publish information	2.95 out of 4	Out of a total of 38 indicators assessed under sections A-D of the benchmark, Total made data public that met one or more elements of the methodology in 28 cases, leading to a disclosure score of 2.95 out of 4 points.
F.2	Recognised Reporting Initiatives	2 out of 2	The individual elements of the assessment are met or not as follows: Score 2 <ul style="list-style-type: none"> <li>• Met: Company reports on GRI: Total has published a GRI Standards content index report as of June 2018. [Total GRI Standards Content Index, in accordance with CORE Level (self-declared), 2018: <a href="http://sustainable-performance.total.com">sustainable-performance.total.com</a>]</li> </ul>
F.3	Key, High Quality Disclosures	0.4 out of 4	Total met 1 of the 10 thresholds listed below and therefore gets 0.4 out of 4 points for the high quality disclosure indicator. Specificity and use of concrete examples <ul style="list-style-type: none"> <li>• Met: Score 2 for A.2.2 : Board discussions</li> <li>• Not met: Score 2 for B.1.6 : Monitoring and corrective actions</li> <li>• Not met: Score 2 for C.1 : Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers</li> <li>• Not met: Score 2 for C.3 : Users are involved in the design and performance of the channel(s)/mechanism(s)  Discussing challenges openly</li> <li>• Not met: Score 2 for B.2.4 : Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts</li> <li>• Not met: Score 2 for C.7 : Remedying adverse impacts and incorporating lessons learned</li> </ul> Demonstrating a forward focus



Indicator Code	Indicator name	Score	Explanation
			<ul style="list-style-type: none"> <li>• Not met: Score 2 for A.2.3 : Incentives and performance management</li> <li>• Not met: Score 2 for B.1.2 : Incentives and performance management</li> <li>• Not met: Score 1 for D.3.1 : Living wage (in own extractive operations, which includes JVs)</li> <li>• Not met: Score 2 for D.3.4 : Health and safety: Fatalities, lost days, injury rates (in own extractive operations, which includes JVs)</li> </ul>

## Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2018 Key Findings report for more details of the research process.

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As CHRB Ltd, we want to emphasise that the results will always be a proxy for good human rights management, and not an absolute measure of performance. This is because there are no fundamental units of measurement for human rights. Human rights assessments are therefore necessarily more subjective than objective. The Benchmark also captures only a snap shot in time. We therefore want to encourage companies, investors, civil society and governments to look at the broad performance bands that companies are ranked within rather than their precise score because, as with all measurements, there is a reasonably wide margin of error possible in interpretation. We also want to encourage a greater analytical focus on how scores improve over time rather than upon how a company compares to other companies in the same industry today. The spirit of the exercise is to promote continual improvement via an open assessment process and a common understanding of the importance of the UN Guiding Principles on Business and Human Rights.