



Total ACS is committed to Hygiene, Security, Health, Safety, the Environment, Quality and Sustainable Development.

Our goal is to be selected and recognised as a responsible benchmark supplier in the field of additives and special fuels. Our level of technological expertise and our capacity to innovate is represented by a wide range of distinctive products and services.

We have set ourselves ambitious targets in this area, including zero industrial accidents with time off work and zero technical incidents. Our processes ensure that each individual can contribute to these targets.

Management and leadership transform our ambitions into concrete measures to work towards profitable and sustainable growth. They lead to:

- daily commitment and exemplary behaviour on the part of managers,
- individual competency, expertise and capacity for foresight,
- working conditions that foster well-being,
- open dialogue with all stakeholders,
- the alignment of our environmental and social commitments with our strategy.

Risk management is essential for our business activities. Beyond regulatory compliance, we constantly identify and analyse operating risks, including for degraded modes of operation, in order to implement pertinent control mechanisms. These mechanisms aim to:

- ensure that each individual, whether Total ACS or external employee or visitors, returns home in good health,
- prevent major industrial risks (see the Major Accident Prevention Policy).
- keep us on track towards commercial and industrial success,
- consistently reduce our environmental footprint.

In keeping with our aims, the **innovation and development** of our products and services is the cornerstone of our collective success. Besides technological excellence, we incorporate health, safety and environmental aspects into these processes. Our custom-designed formulations and related services aim to fully meet our customers' specific needs.

The close **customer relationships** that result give us a better understanding of our customers and help to improve our offering. We uphold the idea that safety and business cultures go hand in hand. Accordingly, we provide customers with all the means to enable them to use our products and services correctly.

Our business requires us to handle products that are dangerous for people and the environment. Our **production** rules – fully compliant with Total requirements – are the driving force behind successful risk management. Our desire to improve our manufacturing methods is reflected in the measures we take to ensure operational excellence.

Our performance management and ability to question our own procedures ensures the roll-out of ongoing improvement plans that prioritise the most efficient solutions. The guarantee of a reliable and competitive supply is a major contributing factor to our performance.

The **reliability** of our methods and facilities stems from:

- the technical integrity and proper use of our facilities,
- our capacity to react to incidents or unexpected events,
- our capacity to foresee and thwart malicious acts.

We have an Integrated Management System in place to help us improve. On behalf of the Executive Committee, I promise to provide our staff with the resources needed to implement this policy, which is linked to the Group Safety, Health, Environment and Quality Charter.

Each individual is expected to uphold our values in terms of safety and I would like to invite all Total ACS staff to work together for the continuous improvement of our processes.

Denis Marcel, 1 March 2019