



Staying Resilient

...evolving towards
a Sustainable World

TotalEnergies Marketing Nigeria Plc

2020 Sustainability Report



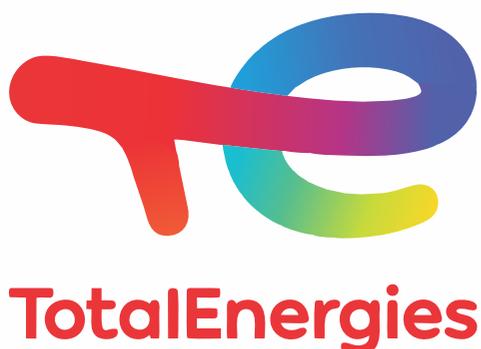
TotalEnergies

Never a dark moment with our Sunshine Lamps



To purchase the Sunshine range of solar products by TotalEnergies, kindly visit our retail stations nationwide.

For more information, call 081 1782 9291, 0806 814 7002 or visit our website www.total.com.ng.



Our Scope and Boundaries

The 2020 Total Energies report details our social, economic, safety and environmental performance through relevant material issues based on feedback at varying levels of engagement with our stakeholders. We arrived at these material themes by engaging numerous stakeholders through a well-structured approach that takes into cognisance specific concerns about our business and its impact both on our host communities and the environment in general.

Using our Stakeholder Relationship Management (SRM+) tool, we identified and engaged various groups of stakeholders, not limited to government, corporate organisations, employees, civil society and non-profit organisations. Through this approach, we arrived at themes that consistently rank high in importance, namely: community development, economic empowerment, safety, investment in education, and renewable energy.

We then aligned them to our stakeholders' concerns and the corresponding impact on our business, to implement our strategy. This process informed our approach to the transformational actions implemented in 2020, aimed at achieving long term impacts.

We have over the years demonstrated the importance of partnerships to reach a greater number of people and achieve more impact. In 2020, we further leveraged strategic partnerships to strengthen ties with our customers, communities, and other stakeholders.

We have prepared this report in accordance with Global Reporting Initiative (GRI) Standards but we did not undertake any external materiality assurance. We considered elements of the United Nation Global Compact and took deliberate actions to ensure our activities contributed towards achieving the Sustainable Development Goals in Nigeria.

Credits: _____

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Resiliently Evolving Towards a Sustainable World

It is a pleasure to present to you the Total M&S 2020 Sustainability Report. The year 2020 ushered in unprecedented challenges that have tested us in so many ways. Yet, as with every other year, it also had its opportunities.

In 2019, we made significant progress in reducing high-potential incidents and recordable injuries in our operations. We also invested in targeted youth-focused initiatives towards building a better tomorrow for future leaders.

We started the year 2020 with equal zest, believing that we could continue in our objective of creating a sustainable and safer environment for both our workforce and host communities. However, this determination of ours would be tested greatly by the outbreak of the pandemic.

As we navigated through this phase, we did not lose sight of our goal of becoming a Responsible Energy Major. We instead took time to pause, reflect the critical mission parameters, and develop new strategies to ensure that we quickly adapt to what has become our new reality, which is resilience in the face of challenges.

We recognise that a sustainable world is the outcome of sustainable development strategies and implementation and have therefore ensured that our strategies reflect our ambition of creating value for every customer whilst simultaneously committing to safety, respect for the environment and the

sustainable development of resources. Our 2020 Sustainability Report summarises TotalEnergies journey from January to December 2020. It explains our measured practices aimed at reaffirming our devotion towards creating a sustainable world. In 2020, we deployed strategic steps to make our workplaces secure for both staff and contractors.



We provided digital thermometers and hand sanitisers at our sites whilst concurrently enlisting a Health Management Office to monitor the pandemic. We provided 50,000 liters of diesel & fuel as logistics support for security agencies in Lagos State. We also donated ₦50,000,000 towards the Covid-19 National efforts at combating the pandemic through the Major Marketers Association of Nigeria (NOMAN).

We continued on our pledge to provide sustainable education through the Total/Koko Scholarship Scheme and the S.O.S Digital Learning Project. We also invested in initiatives towards building a better



We started the year 2020 with equal zest, believing that we could continue in our objective of creating a sustainable and safer environment for both our workforce and host communities. We instead took time to pause, reflect on our new reality, and develop new strategies to ensure that we quickly adapt to what has become our new normal.



future for tomorrow's leaders through our Learn Experience Articulate & Decide (L.E.A.D) Career Project.

Over the years, we have achieved significant milestones in reducing our greenhouse emissions: 2,040 tons of CO₂ emissions have been avoided, 2,398 MWh of energy produced, and 767, 217 litres of liquid fuel have been saved. Notwithstanding these achievements, we must pay further attention to critical themes such as sustainability and its incorporation in our operations. With a renewed focus on the way Total interacts with the environment, we commit to continuously champion projects that contribute towards making the environment more sustainable. We will also explore unique ways of reducing CO₂ emissions at our operated sites.

This sustainability report chronicles our contributions to the United Nations Sustainable Development Goals and has been prepared in line with relevant global best practices and local regulations.

I thank our stakeholders, partners and my colleagues for continually contributing to all activities which have made TotalEnergies a champion of sustainable practices.

I wish you a pleasurable reading.

Imrane Barry

Managing Director

Staying Resilient

...evolving towards a Sustainable World



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Who we are

Total Global
Headquarters
building

TotalEnergies, a Marketing and Services subsidiary of the Total Group was incorporated as a private company in June 1956. For over 6 decades, TotalEnergies has remained a major player in the downstream sector of the oil and gas industry with a distribution network that boasts over 570 service stations and a wide array of top-quality products and services.

The share capital of the company is N169,761,000 made up of 50,000 ordinary shares authorised and fully paid up with some Nigerian Citizens and Associations holding 38.28% while 61.72% of the share capital is held by foreign interest.

Through the years, we have diversified our operations by integrating blending and renewable energy, and currently offer our customers a range of high-quality products and services – lubricants, coolants, car-care service and products, insecticides, shopping at our Bonjour shops and Cafes, space rental and partnerships, discounted purchases using Total Card, solar lamp products sales and solar home solutions.

As a market leader, reference point and pacesetter in the downstream sector of the Nigerian oil and gas

industry, we continue to explore innovative, efficient and sustainable approaches to create superior value for our customers. During the period under review, we opened three new retail outlets, while 6 stations underwent alterations and maintenance (T-air upgrade). We also upgraded six of our service stations to position them as the preferred one-stop shops. We also went a step further to relocate some of our plants, storage facilities and customer service centres to make them more accessible to the market/customers. We rebranded our lubricant packaging to meet customers expectation. Our corporate customer demand for bulk products are met through our Vendor Management Service and Equipment/Technical Assistance service. These strides are supported by partners and product distributors working with us to ensure consistent value creation for our customers.

As a responsible and compliant corporate organisation, our financial statements are annually forwarded to the Financial Reporting Council of Nigeria (FRCN), Securities and Exchange Commission. Additionally, we comply with relevant tax laws by both the Federal Inland Revenue Service and State Inland Revenue Services respectively.

As members of the Nigerian Oil and Gas Industry Games (NOGIG), Major Oil Marketers Association of Nigeria (MOMAN), Nigerian Employers Consultative Association (NECA), Franco Nigeria Chamber of

38.28% Associations holding
61.72% per share capital

TotalEnergies aims to ensure total customer satisfaction through the creation of quality products and services delivered with strong commitment to safety, respect for the environment and its sustainable development

Our Mission

Being a Responsible Energy Major, a market leader in the oil and gas industry, and a brand of choice, creating quality service delivery for every customer.

Our Ambition

over 570 service stations

Commerce and Industry (FNCCI), Lagos Chamber of Commerce and Industry (LCCI), the European Business Organisation (EBO) and Institute of Management (NIM), we continue to engage various stakeholders and share in learning opportunities to foster mutual understanding, cooperation and trust whilst actively contributing to the development of our industry and the Nigerian economy.



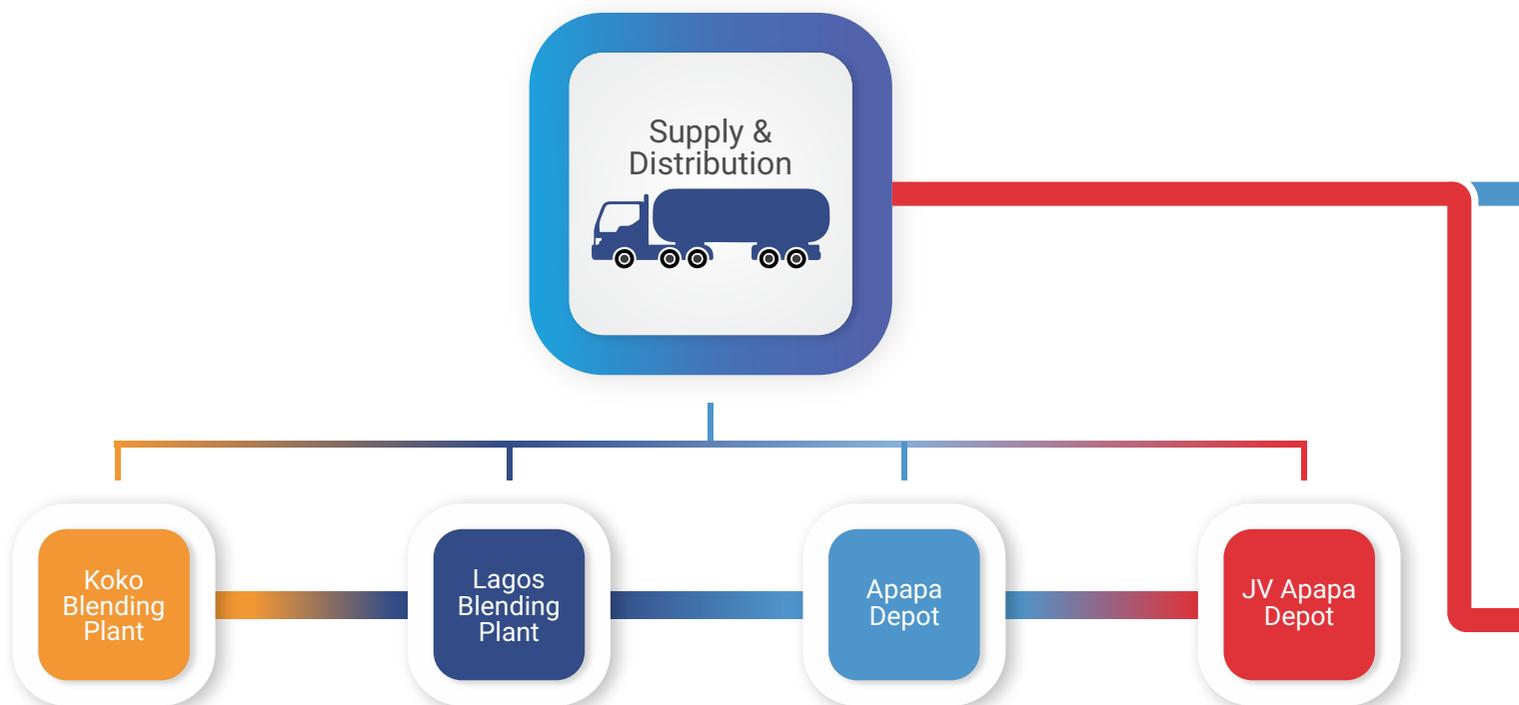
Our Supply Chain

At Total M & S, we approach our supply chain needs through two levels - the industrial chain (B2B) and the retail chain (B2C). The industrial chain involves supplying products directly from our depots to the industrial consumers via trucks or the Vendor Management Systems (VMS). Our VMS site is tasked with the responsibility of professionally managing industrial fuel needs/management at all times. The retail, on the other hand, involves direct product supply from the depot to our retail one-stop service stations nationwide through haulage trucks. The Vendor Management Systems dispenses products to the customer through these channels. The Company's VMS site ensures professional management of industrial fuel needs/management.

Our Core Values



Our Business Model



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

Apapa Depot

- Our Apapa Depot has a global storage capacity of 24,484 m³, while the major highlights for the Depot between 2019 - 2020 are:
- We achieved a daily throughput of (HOGL) 1.3 million litres per day.
- Completed the 10 years inspection program for Apapa depot.
- Completed the fire Blast radiation wall by 2019.

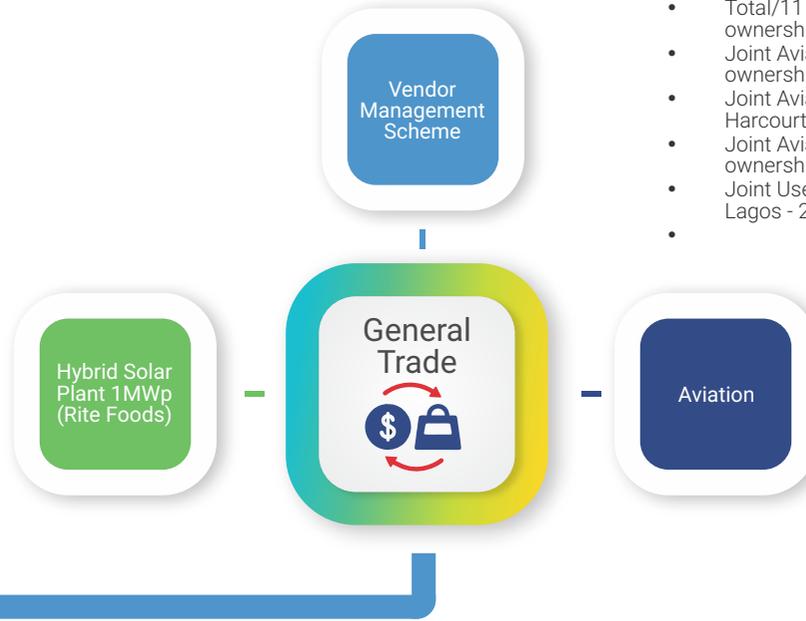
Our Vendor Management System (VMS) is a premium service which entails us supplying, managing, and distributing fuel to industrial customers, thereby eliminating delay in its sourcing

Aviation Depot

Across Nigeria, Total operates 5 aviation depots namely:

- Total/11 Plc Aviation Depot Ikeja - 50% ownership
- Joint Aviation Depot (JAD) Abuja - 50% ownership
- Joint Aviation Depot (JAD) Port-Harcourt - 50% ownership
- Joint Aviation Depot (Kano) - 25% ownership, managed by MRS.
- Joint User Hydrant Installation (JUHI) Lagos - 20% ownership

Each joint venture partner owns varied stakes in this partnership. The Total storage capacity of all the JV partners is 6,161 m³.



Total's globally acclaimed range of coolants and lubricants are developed through continuous, advanced research and innovation. We collaborate with equipment manufacturers to create efficient products with cutting-edge technology for high performance and protection of machinery in over 400 applications.

Total Wash is an automated Total Premium wash service

Total Service station meets the comprehensive energy requirement across all states in Nigeria

Our hybrid solar system provides reliable clean energy to industrial customers like Rite Foods Limited

Café Bonjour is a one-stop convenience shop that meets all your household needs

Network



As part of its commitment to better energy, Total has expanded its offer of energy solutions by the introduction of Solar Home Solutions (SHS). This product caters for residential use ranging from 0.75kVA to over 8kVA or more depending on the customer's needs



Total solar lamps provide optimal energy solutions for homes across the nation

TQS, an auto service concept, offers professional service to customers without the need for an appointment in a clean and welcoming environment by trained professionals.

AutoFast is a multi-brand, one-stop, and quick auto-service that provides new professional technology in vehicle maintenance with quality spare parts at TOTAL Service stations. This service is in partnership with CFAO, owners of the AutoFast franchise

Total Card is a money-on-the-go electronic smart card, used for purchasing products and services offered at our service stations nationwide

Governance

At Total, we are dedicated to enforcing the tenets of corporate governance and ethical business practices. Our operations, business models and consumer-stakeholder relationships have always embraced an ethical attitude towards corporate governance and corporate social responsibilities as well as sustainability in Nigeria.

We conduct our transactions with credibility and responsibility while paying due regard to the Nigerian constitution and the concerns of our stakeholders. Our Board of Directors ("The Board") frequently reviews our corporate governance commitments and ensures that due standards and procedures are paid close attention while concurring with international best practices.

The Board has exemplified deep commitment towards ensuring excellent corporate governance practices across the entire Organisation. This devotion of ours is relevant in our continuous efforts to entrench best practices, strategies and systems which highlight the importance of effective corporate governance in its processes and across the entire Company.

Board of Directors

As presently constituted, the Board of Directors encompasses the Chairman, the Managing Director, one Executive Director and six Non-Executive Directors.

The Directors are highly versatile in diverse sectors and contribute richly in all decision making processes. The Board is also charged with the responsibility of ensuring that the organisation is efficiently managed. The Directors act together, exhibiting an effective camaraderie with due assiduousness and concern for the company. In discharging its duties, the Board implements standard international practice notions in accordance with all set principles.



MR. STANISLAS MITTELMAN
Chairman



MR. IMRANE BARRY
Managing Director



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



MS. TEJIRO IBRU
Non-Executive Director



ENGR. RUFAI SIRAJO
Non-Executive Director



MR. OLIVIER HAHN
Non-Executive Director



PRINCE (DR.) JEFFERSON NNAMANI
Non-Executive Director



MRS. LUCILLE BADAIRE
Non-Executive Director



MR. ALEXANDER ADOTEVI
Non-Executive Director

One Card to Rule Them All

Peace of mind:
find a service station
throughout the country



Financial Security:
manage your fuel
budget online



Secured transactions:
PIN code associated with
each chip card



Guaranteed
product quality



Manage your fleet of vehicles with the TOTAL Card, a one-stop card from Total Nigeria Plc that helps you control your fuel consumption, monitor each car in your fleet and keep a record of your transactions, all across our over 500 stations in Nigeria. With a prepaid and postpaid option, TOTAL Card is the right card for you.

More information on total.com.ng



Terms & Conditions apply

Executive Committee Members



MR. IMRANE BARRY
Managing Director



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



MR. RABIU ABDULMUTALIB
General Manager
(Operations)



MRS. ADESUA ADEWOLE
General Manager
(Human Resource)



MR. CHARLES ATIOMO
General Manager
(Sales)



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



MR. BOLAJI FAJIMI
General Manager
(Lubricants)

Board Committees

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

Diversity and Staff Development Committee

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

Corporate Governance Committee

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

Statutory Audit Committee

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

**BUY
ORIGINAL
WITH
LUBESURE**



- Buy any Total 4 or 5 litres lubricant
- Scratch the silver panel on the container
- SMS the 13 digit code to the Lubesure no -38353.
- Receive a message verifying its authenticity.
- Keep your engine younger for longer!

Sustainability at Total

Corporate social responsibility forms an important aspect of our organisational behaviour, it also influences our operations and strategy thereby enabling our vision of remaining a responsible energy major.

As part of our efforts to effectively add value to our customers and stakeholders alike, we consider safety, respect for the environment, and the sustainable use of resources – balancing the interests of present and future generations – strategic objectives that drive our processes, operations and activities.

This report reflects constant themes that are germane to TotalEnergies, as discovered through

Our Material Issues

the collection of feedback from numerous engagement sessions with our stakeholders, customers and communities respectively. To this end, our material issues are hinged upon community development, economic empowerment, safety, investment in education, renewable energy. These issues are in accordance with our four basic sustainability focus areas - Youth Inclusion and Education, Environment and Climate, Transportation and Safety, and Cultural Dialogue and Heritage; climate, coastal areas, oceans and road safety.

Our core sustainability values are established across six levels of our operations as highlighted below:



Our Strategy and Operations

We manage our operations and activities responsibly as Sustainability influences the basis of our decision making processes – providing effective, operational, technical, and technological excellence, and adhering to the best professional standards at all times.

Our Employees –

We encourage our employees to embrace social responsibility and see how their daily operations positively affect the communities in which we operate, in the present and the future;

Our Host Countries and Local Communities

We positively impact upon the communities in which we operate.

Our Customers

We implement effective and creative ways to meet our customer's energy needs and challenges while enabling the creation of a sustainable future.

Our Suppliers and Business Partners

We engage in productive partnerships with suppliers that guarantee responsible and sustainable conduct of their businesses;

Shareholders

As stakeholders seek a profitable business, they consider the impact of their decisions on the sustainability of the business, environment, and community we operate, and all exist in.



Bunmi Popoola-Mordi

Executive General Manager
(Total Country Services / Company Secretary)

2020 at a glance



Who we are

Synthesis of the 2020 societal reporting

Every year, we report on our social, economic, and environmental impact. The year 2020 was a challenging one as we had to navigate industry uncertainties caused by the outbreak of the COVID-19 pandemic. However, through these complexities, we remained committed to deepening our positive societal, economic, and environmental aspect by contributing immensely to various relief endeavours in the communities where we operate. We also navigated new challenges created by the unavoidable change in our work environment as created by the pandemic.

Environmental Performance

Activity Index (t)



The decrease in activity observed is mainly due to Covid-19

Purchased electricity (MWh)



Increase in the amount of electricity purchased because the indicator was added to the head offices this year. Previously, head offices did not report purchased electricity

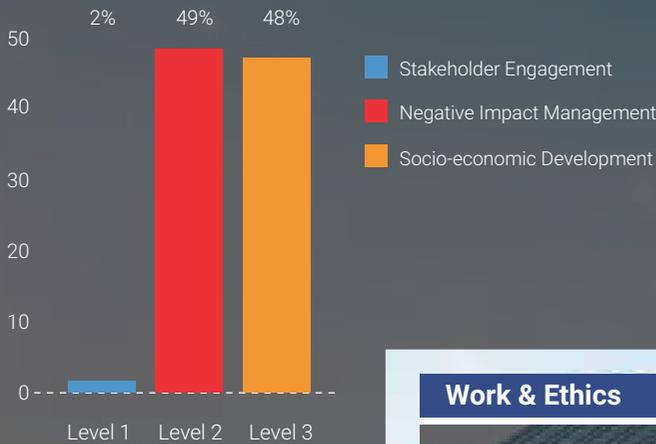
3 Geographical Operational Territories

1 Black Product/Bitumen Depot

3 White Product Depots

1,000 Employees and Counting

Distribution of expenses across the three levels



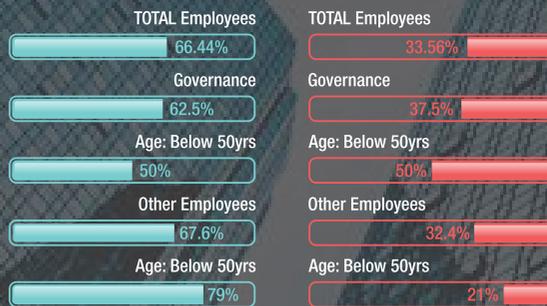
Our reporting activities are hinged upon 3 layers: working closely with our stakeholders whose assessment dictates our material issues; effectively minimising the negative environmental impact of our operations and positively impacting the communities in which we operate.

For a Safer, Healthier Environment: Our Milestones

110 out of 578 Station Solarisation
 2,040 tons of CO₂ Emission Reduction
 2,398 MWh of Energy Produced
 767,217 litres of saved fuel

Work & Ethics

438 TOTAL Employees Strength



296 Male TOTAL Employees

142 Female TOTAL Employees



270 TOTAL Staff Trained

Safety is everyone's responsibility

Safety is an integral part of our operations. To this end, we are inflexible about ensuring the safety of our employees.

At Total, all employees at every level of our organisational structure are very careful to ensure they abide with all safety measures at all times. Our devotion has always been to ensure a record of zero fatal accidents.

The reporting system applied in recording and reporting accident statistics is the CR-GR-HSE-100. For us at Total, maintaining general adherence to the value which we place on safety is held in very high regard. This has spurred the enforcement of our 12 Safety Rules.

TOTAL's 12 Golden Rules

High Risk Situation:
Do not start up or shut down equipment or installations without using the appropriate, written operating procedure



Traffic:
Do not exceed the speed limit

Work Permits:
Do not perform work without a valid work permit



Protective Equipment:
Do not access installations or perform work without wearing general or task-specific PPE

Work on Powered Systems:
Do not perform work without checking that the power and product supply has been rendered inoperative



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

Excavation Work:
Do not perform excavation work without a valid work permit comprising a map of all underground hazards



Confined Spaces:
Do not enter a confined space until isolation has been verified and the atmosphere checked

Change Management:
Do not make any technical or organisational changes without prior authorisation



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

Body Mechanics and Tools:
Do not carry out work if you do not have the right tools for the job and the environment



Simultaneous Operations or Co-activities:
Do not perform any simultaneous operations or co-activities without a prior inspection.



Standardising Vehicular Safety

At TotalEnergies, safety underpins all our activities and operations. This spurs our continued commitment to keeping our personnel, customers and host communities safe. As an organisation, we understand that safety is a collective effort and therefore prioritise stakeholder engagement as a viable means of ensuring that everyone understands their individual roles in keeping our roads safe.

As part of TotalEnergies contribution to capacity building initiatives for the Federal Road Safety Commission and its corporate social responsibility in the development of Road Transport Safety, we held enlightenment events that sought to standardise motor vehicle safety in Nigeria.

TotalEnergies remains committed to the safety of its personnel, customers, and host communities, and will continue to drive sustainable development in the areas of motor vehicle safety within the country.

Commemorating World Day For Safety

Yearly, we celebrate World Safety Day as it gives us all an opportunity to reflect on the safety and health of our workers. More importantly, it helps us focus on strategies that can strengthen workplace occupational safety. Owing to the pandemic, it became pertinent, now more than ever, that we remain steadfast in our commitment to ensuring the safety of our operations.

As with the previous years, we organised a seminar for all staff with the theme Joint Safety Tours: Our Lives First. This theme was chosen as a direct acknowledgment of the benefit of collaborative work with contractors in our operations.

At Total, contractors make up over 70% of our man-hours in project phases, normal operations and during work campaigns/interventions. It is thus evident that contractors are on the frontline, facing workplace hazards together with us. Our safety performance statistics show that contractors' personnel are involved in more recordable incidents than company personnel.

In 2018 and 2019, 75% of TUCN's total recordable injuries involved contractors' personnel, while in TNPLC, for the same period, the only recordable injury was a contractor personnel. In 2019, within the Group, four contractor personnel lost their lives while carrying out routine jobs for the company. This starkly reminds us of the need to refocus our vigilance and fully integrate our contractors in the efforts to eliminate workplace risks and to be even more rigorous in the drive for the application of our Golden Rules.

In 2020, we requested all personnel working on Total locations to proactively identify risks and address anomalies and hazards before they degenerate into incidents or accidents that could result in injuries or even worse. We reiterated that "No job is important enough to risk life!". We also boldly and responsibly intervene with our Stop Card when we observe deviations from our golden rules.

Following the report of a workgroup set up in collaboration with contractors, the Group stipulated three "top-priority" actions for deployment in 2020. They include:

2018 - 2019:

75% Recordable injuries
for contractors'
personnel.

4 Contractor
personnel
lives lost



Safety Green Light

The objective is to improve our Toolbox Talks (TBT) practices and ultimately empower frontline workers, giving them a final chance to speak up and to use the Stop Card before commencing work.

Joint Safety Tours

The objective of the Joint Safety Tours is to improve the involvement of our contractors in Site visits with a focus on fatal-risk activities both by the site management team and onshore management. We deploy frequent Joint Safety Tours and ensure that our contractors are engaged daily. The following shall be set in place on all operated sites:

- At the site level, dedicated tours by RSES's site contractors on a regular basis.
- For non-site personnel, a plan for a "Joint Safety Tour" is set up for the year – subject to current travel restrictions.

Life-Saving Checks

Historically, 80% of the fatalities that occurred in the Group were linked to 5 high-risk activities, namely working at height, hot works naked flame, lifting operations, confined spaces, and works on powered systems.

The objective of the Life Saving Checks is to reinforce the audits of such activities through simple checklists, making sure that as a minimum those audits are carried out at least twice per day and cover the 5 activities when possible throughout the week. This is the RSES' responsibility.

Additionally, we have launched a continuous campaign on 'Return on Experience (REX)' from past incidents, with the aim of identifying and sharing information on their immediate and root causes. With the implementation of the recommended actions, the shared lessons serve to prevent the recurrence of similar incidents in all our workplaces.

In downstream operations, we achieved 1,665 days without a fatality and 1,287 days without Lost Time Injury, to date. We are ensuring that we learn from incidents and use them to prevent further recurrence.

We will continue to prioritise safety in our activities and operations. Together, we will ensure that everyone goes home safe at the end of the workday.

Ingraining Safety Through Reading

In 2020, through our Employee Volunteer Program Action! we hosted a Virtual Road Safety for Kids Project titled 'Train Them Young Initiative', with a book reading to commemorate Children's Day. This timely initiative was aimed at raising awareness about one of the priority areas of our Foundation – Road Safety.

The project, facilitated by a partner of Action!, Kasher Consulting, included five staff volunteers from Total Companies in Nigeria. Each volunteer read a chapter of the children's safety book "The Adventures of Muna" to sixty-five children aged six to ten years old, from different parts of the country. The interactive session also included a question and answer segment with the children.

Our employee volunteering programme enables employees to support local citizenship initiatives relating to Total Foundation's priority areas, by devoting their free time or up to three days of their working time per year to volunteer assignments.

65 children
6-to-10 years
were engaged



Our Environmental Performance

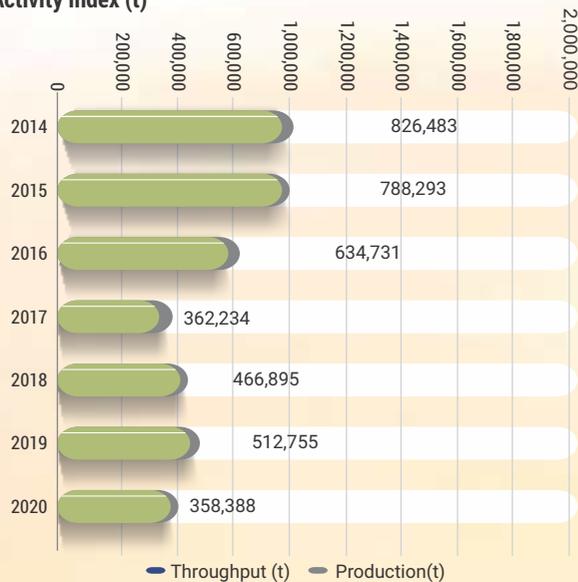
The environment supports our existence and our daily activities and this is why TotalEnergies puts in the effort required to minimise the impacts of its activities on the environment.

We recognize that our environmental impacts are of topmost priority to our customers, the communities within which we operate, and other stakeholders and this is why we ensure that we abide by all relevant

environmental laws and guidelines, while fulfilling all other compliance obligations as related to our operations. As a result, we did not pay any fines or levies as a result of non-compliance or defaulting on any laws or regulations in the year under review.

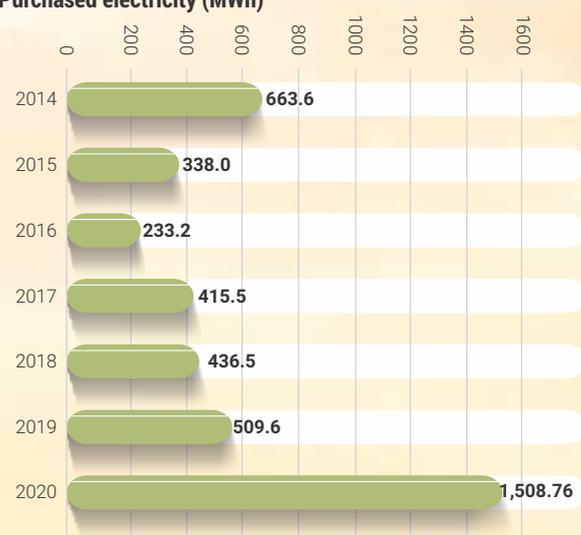
Our internal technical integrity policy affirms the integrity of our plants and guarantees the proper maintenance of our installations to forestall deterioration irrespective of their age. This demonstrates our commitment towards

Activity Index (t)



The decrease in activity observed is mainly due to Covid-19

Purchased electricity (MWh)



Increase in the amount of electricity purchased because the indicator was added to the head offices this year. Previously, head offices did not report purchased electricity

VOC emissions (t)



COV emissions decreased due to production reductions.

Spills numbers and volumes (m³)



No spill reached the environment in 2020

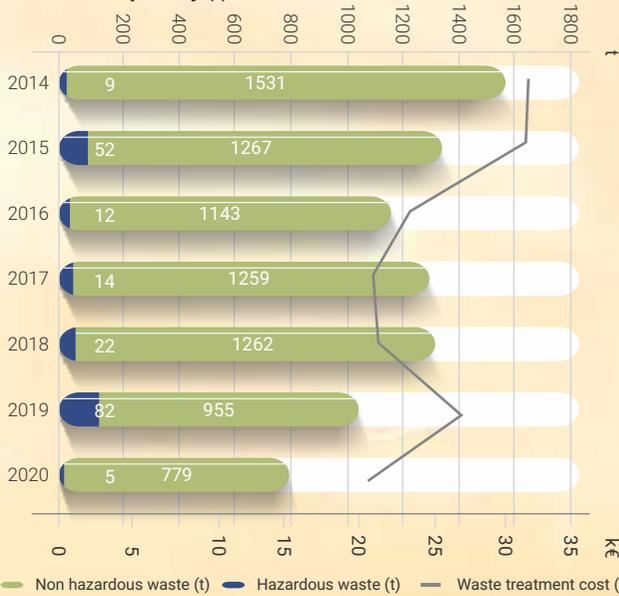
environmental protection by the adoption of the best available techniques to prevent pollution and minimize our environmental footprint through continuous review of pre-defined environmental objectives and targets.

In 2020, we achieved zero spill and this can be credited to our strict compliance to safety and environmental guidelines, and our robust approach to auditing our stations. Our hazardous and non-hazardous wastes also reduced significantly with

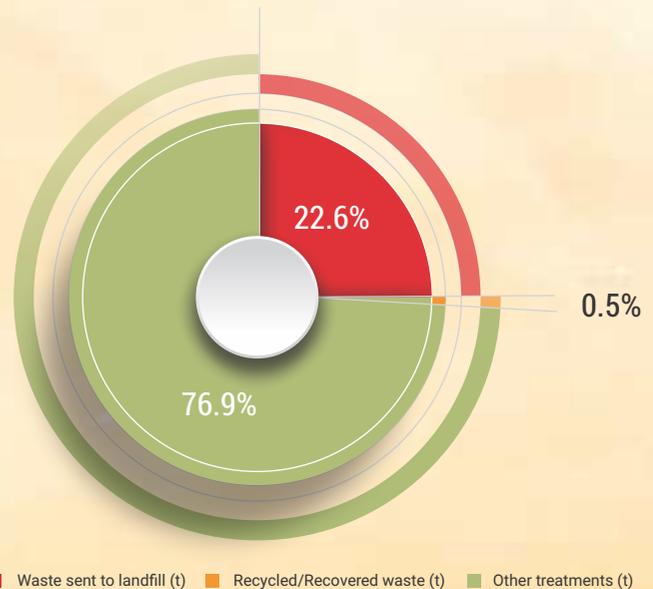
hazardous waste reducing to 4.88t in 2020 from 82t in 2019 and non-hazardous waste reducing to 779t in 2020 from 955t in 2019. We also started to monitor the quantity of electricity purchased for the head offices in 2020, hence the spike in electricity purchase. Our Volatile Organic Compounds (VOCs) emissions decreased significantly as a result of a reduction in production due to COVID-19.

The charts below summarise our results for 2020 and the decline in activity is mainly due to COVID-19.

Treated waste quantity (t)

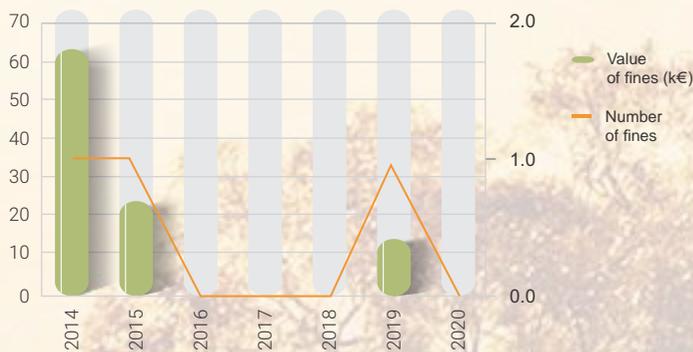


Waste treatment in 2020



Hazardous waste decreased, particularly at the Apapa Lagos site (-97%).
Non-hazardous waste decreased too, particularly at Lagos Juhu Airport (-84%)

Number and value of fines (k€)

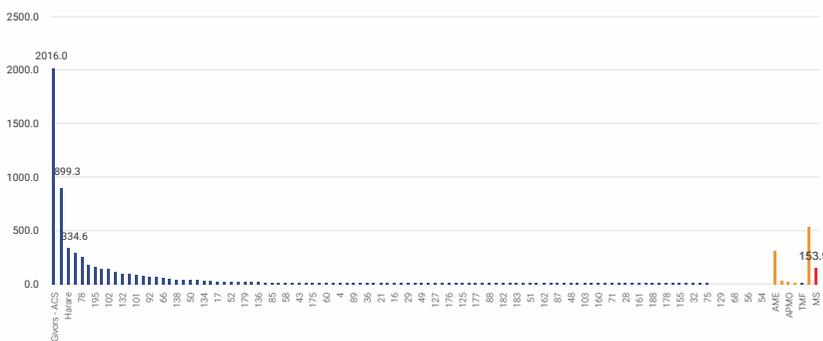


DATA						
	2015	2016	2017	2018	2019	2020
Throughput (t)	745140.661	578658.878	273856.57	410363.57	453302.06	306,218.12
Sales						
Production (t)	43152	56072	88377.928	56531	59453	52,170
General Sales						
Total past years	788292.661	634730.878	362234.50	466894.57	512755.06	358388.12
Electricity (toe)	29.1	20.1	35.7	37.5	43.8	129.731
Electricity (Mwh)	338.0	233.2	415.5	436.5	509.6	1,508.76
Waste sent to landfill (t)	0	165	182.00	180.00	162.00	177.00
Recycled/Recovered waste (t)	2.73	2	2.40	2.42	4.44	428.0%
Other treatments (t)	1316.03	988.6	1088.91	1101.90	870.54	603.03
Hazardous waste (t)	52	12	14	22	82	4.88
Non hazardous waste (t)	1267	1143	1259	1262	955	779
Waste treatment costs (k€)	31.815	21.391	18.38	18.87	26.13	17.86
VOC (t)	911.917	614.564	316.21	524.82	421.90	249.46
Value of fines (k€)	22.727	0	0.00	0.00	11.99	0.00
Number of fines	1	0	0	0	1	0
Number of spills which reached the natural environment	7	3	0	0	0	0
Volume of spills which reached the natural environment [m³]	147.52	78	0.00	0.00	0.00	0.00
Volumes recovered from hydrocarbon losses of containment that reached the environment [m³]	0.8	0	0.00	0.00	0.00	0.00

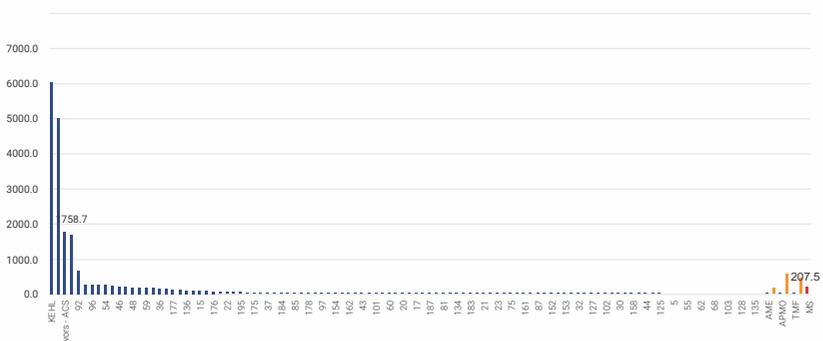
For a Safer, Healthier Environment: Our Milestones

Annually, June 5 is set aside by the United Nations to encourage global awareness and action for the protection of our environment. The United Nations Environmental Programme, UNEP, 2020 theme was "Biodiversity".

White product depot: non hazardous waste/throughput [10-3kg/t]



White product depot: hazardous waste/throughput [10-3kg/t]



Whilst it is pertinent that we make strides towards conserving the environment, it is equally important that we set aside a day to reflect on our numerous achievements and suggest ways to further make our environment safer and healthier.

In line with this, TOTAL Group chose "Our successes in the reduction of CO2 emissions" as its World Environment Day theme.

Climate change continues to present daunting challenges to mankind and the environment. At Total, climate concerns have been an integral part of our strategic decisions and a key focus in all our operations. This has spurred notable achievements over the years.

110 out of 578 Solarisation Project Achieved

2,040 tons of CO₂ Emission Reduction

2,398 MWh of Energy Produced

767,217 litres of saved fuel

In May 2020, the Group CEO, Patrick Pouyanné, announced a new climate ambition to get to Net-Zero operational emissions across all Total's businesses worldwide (scope 1+2 emissions) by 2050. This proactive stance fits perfectly with our mission of providing better energy; energy that is safer, more affordable, cleaner, and accessible to as many people as possible. This strategy is also backed by our ambition to become a broad, integrated energy company, with oil and gas, low-carbon electricity, and carbon-neutrality solutions as integral parts of our business.

In our downstream operations, TotalEnergies has initiated many projects targeted at reducing CO₂ emissions at our operated sites. In our network of retail stations, solarisation projects have been completed in 110 out of 578 service stations spread across Nigeria. The plan is to achieve the solarisation of 290 service stations by the end of the year 2022.

Likewise, solar panels have replaced diesel power

generators at our Lagos Head Office, Kano Customer Service Centre Office, and Lagos Blending Plant. To date, through our increasing solar projects, approximately 2,040 tons of CO₂ emissions have been avoided, 2,398 MWh of energy produced, and 767,217 litres of liquid fuel saved. These projects have in effect greatly reduced our CO₂ emissions, improved air quality, and further demonstrated our commitment as The Responsible Energy Major.

To further reiterate our commitment to staff and stakeholders, we commenced the monthly monitoring and display of GHG emissions (scope 1+2) in all our operated sites since December 2019.

We encouraged our personnel to utilize the occasion of the 2020 World Environment Day celebration to reflect on the gains we have recorded in these past years on CO₂ emission reductions in our operations, and to continually seek possible ways to improve this trend.

Awards

For our outstanding performance in the last three years, TotalEnergies/11 JV and the Joint Venture partners of JUHI (Joint User Hydrant Installation), in November 2020 were recipients of the Sustained Performance Awards by the Joint Inspection Group, JIG.

Award



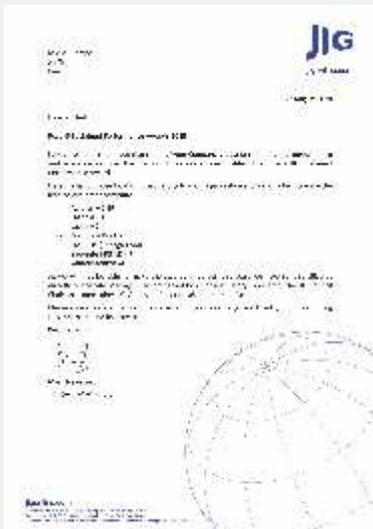
Lagos
LOS TOTAL Aviation Depot
JIG Global Recognition Award 2019

Award

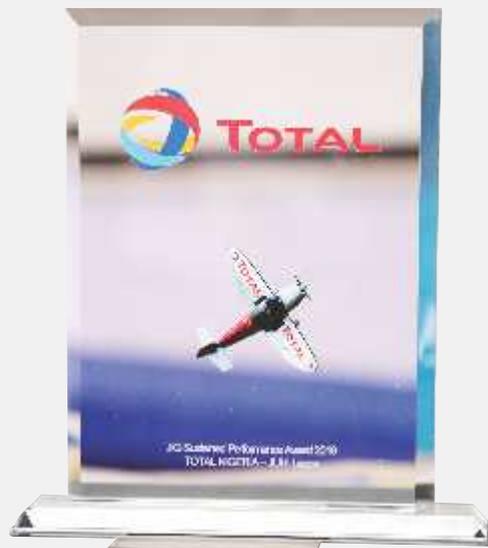


Excellent
Overall Rating
Inspection 2017/07/21

Award



Award



JUHI
Lagos
JIG Sustained Performance Award 2019

Our Environmental Impact

Environmental conservation and renewable energy are some of the major sustainability concerns of the 21st century. In our mission to become a responsible energy major, Total Marketing & Sales Nigeria has taken strategic measures to reduce the impact of our operations on the environments in which we operate. In this regard, we have endeavoured to create alternative energy sources that not only meet our operational needs but also align with our sustainability commitments towards the environment in our host communities.

In lieu of this, Total M&S partnered with Rite Foods, a food and beverage company in Ogun State, within the Southwestern region to create the first Back to Back (B2B) energy operational unit in Nigeria. This initiative which has been functioning since March 2020 is endowed with a hybrid off grid installation with the photovoltaic solution integrated in the diesel and gas energy mix.

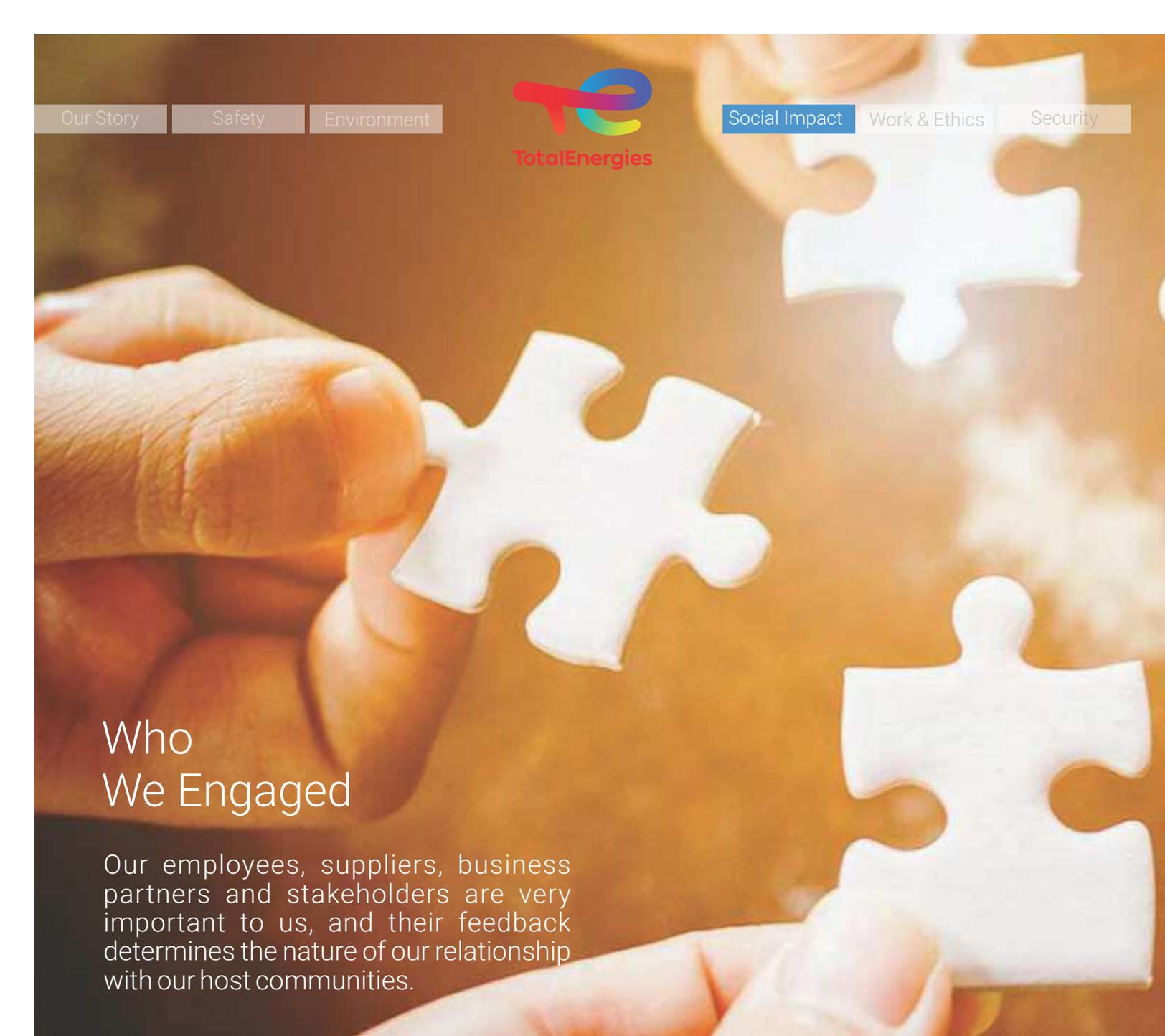
This development is not only beneficial to our host communities in which we have avoided 14,000 tons of CO₂ emissions for the next 25 years, but also to the customers who stand a chance of saving \$250,000 as Return on Investment in five and a half years. Also, a second tranche photovoltaic solution is in the talks for 2021-2022, in order to enable the sustainability of this project.

Another one of our climate action initiatives is the solarization of our blending units to reduce our CO₂ emissions. To this end, we have equipped our blending plant unit in Lagos with solar panels

(360SunPower Modules) for an installed capacity of 118 kWp. In future, within 2021-2023, TotalEnergies will solarize eight other operating sites for an estimated capital expenditure of \$1.8 million. As a result, we estimate that Scope 2 Co₂ emissions will decline by around 1.2kt per year, or roughly, 18%.

Finally, as part of our efforts towards achieving zero emissions by 2050, TotalEnergies in collaboration with the African Division Teams have made steps to not only provide energy to our growing consumers, but also simultaneously reduce our carbon footprints on a long-term basis. This arduous objective of ours has defined our materiality issues regarding environmental conservation. In the future, we promise to remain steadfast in our responsibilities towards the environment.

All these projects are in line with the United Nations Sustainable Development Goals (SDGs) 11- 'Sustainable Cities and Communities' and SDG 13- 'Climate Action' and SDG 17- 'Partnerships for the Goals'.



Who We Engaged

Our employees, suppliers, business partners and stakeholders are very important to us, and their feedback determines the nature of our relationship with our host communities.

Using the relevant information acquired through stakeholder engagement, we are able to contribute positively to the human, economic, social and environmental development of the communities within and outside our operational scope.

As we normally operate, we engage our stakeholders all year round to different degrees, depending on the scope of our relationship with each stakeholder.

In 2020, some of the stakeholders we related with were our suppliers, government regulators, employees, customers, host communities, media, civil society, non-governmental organisations, the education sector, charity groups amongst others.

Due to the specific needs of the year 2020 however, TotalEnergies invested greatly in the health sector of its host communities as necessitated by the outbreak of the novel coronavirus. We rendered the needed assistance to the government and relevant stakeholders in jointly combatting a common enemy. Through our donations, the outbreak of Covid-19 and the resulting lockdowns were significantly tackled within our host communities.

We equally paid specific attention to the education sector, given the changes in the dynamics of education to digital trends. We had to adapt to the new reality of our educational system, and as such, we contributed all our educational impact initiatives virtually through various levels of engagement.

How We Engaged

We employ dialogue and the use of action plans in communicating with our stakeholders. This is possible through our devotion of material resources to structuring our involvements and activities with our beneficiaries to fit the needs, context and reality of our host communities.

We understand that each group of stakeholders vary widely from the others, so we designed target specific engagement techniques, still within the basis of dialogue, action plans, meetings, surveys and press conferences to communicate precisely with the relevant stakeholder group.

Using our stakeholder relationship management tool, every year we conduct gap analysis of existing feedback to ensure that our consequent action plans are in line with stakeholder engagement. From this process, we are able to clearly identify our material issues, that is, pertinent information on what should determine our Corporate Social Responsibility activities in line with stakeholder needs.

Yearly, this information forms our material issues and the consequent execution plans.

Championing a Legacy of Sustainable Education

As an organisation, we believe that every child deserves access to continuous and quality learning. This belief, which reflects our Corporate Social Responsibility pillar - Education and Youth Inclusion, spurs the launch of targeted initiatives that ensure indigent students have a fair chance at acquiring quality learning without the burden of finance associated with it.

In 2011, we introduced the Total/Koko scholarship scheme with the aim of bringing sustainable education to one of Total's Host Communities, Koko in Delta State, Nigeria. Over the years, we have sponsored the education of 64 beneficiaries by paying their tuition through their six years of secondary education.

In 2020, we continued on our pledge to provide sustainable education. We organised an entrance examination into the TotalEnergies scholarship scheme for 51 junior school students from Koko community, Delta state. We ensured that the examinations were free, fair and devoid of any form of malpractice by transparently conducting and concluding the exam on the same day.



64 Beneficiaries Full Tuition Fee for six-years

51 Junior Secondary School Students Engaged

6 New Beneficiaries Emerged



Six candidates emerged winners. Successful candidates at the 2020 examination are:

Seifugha Royal
Fountain Secondary School, Koko

Ololo Faith
Baptist High School, Koko.

Daibo, Rex
Beach Secondary School, Koko.

Omonogho Precious
Baptist High School, Koko.

Anighoro, Isreal
St. Michael's Hall Secondary School, Koko

Uluoko, Francisca Tuale
Fountain Secondary School, Koko

We will continue to champion initiatives that ensure sustainable and quality education of youths.






4 Houses provided with Full WiFi Facility

Our Digital Future

In the wake of the COVID-19 pandemic, countries across the world experienced a shift from the traditional way of learning in the classroom to online learning. However, there exist several pitfalls of digital learning including access to digital tools, internet, and connectivity, which may be discouraging and frustrating for both students and teachers.

In line with the new changes and challenges heralded by the pandemic, we commenced The SOS Digital Learning Project.

The Digital Learning Project is designed to provide a sustainable and secure educational future for Total's sponsored children at the SOS Villages Nigeria. It



focuses on meeting the digital educational needs of the children, considering the COVID-19 limitations on physical learning.

In 2020, we provided internet-enabled laptops, educational learning content installed in all the

systems, and a one-year internet subscription in the first instance, paid for the category of students resident away from houses. We also provided a desktop computer for each of the four houses with educational materials installed and a WiFi facility with a one-year internet subscription. This will serve the educational needs of the children resident in the houses.

This is in addition to the Corporate Sponsorship Initiative, where Tuition, Clothing and Feeding for all 40 sponsored children are annually funded by TotalEnergies since 2010.

The SOS Digital Learning project is predicated on the need to provide a




23 Internet ready laptops
for all Secondary and University children with internet subscription*
*Educational materials uploaded on all systems.



4 Desktops / UPS
for the 4 sponsored houses for children in primary school*
* Educational materials uploaded on all systems.



sustainable and secure educational future for Total's sponsored children at the SOS Children Villages in Nigeria. It is also targeted at meeting the digital educational needs of the children.

Through our contributions, we have been able to ensure that socially and financially underprivileged children are not left behind in the switch from analog to digital learning system as necessitated by the new normal.

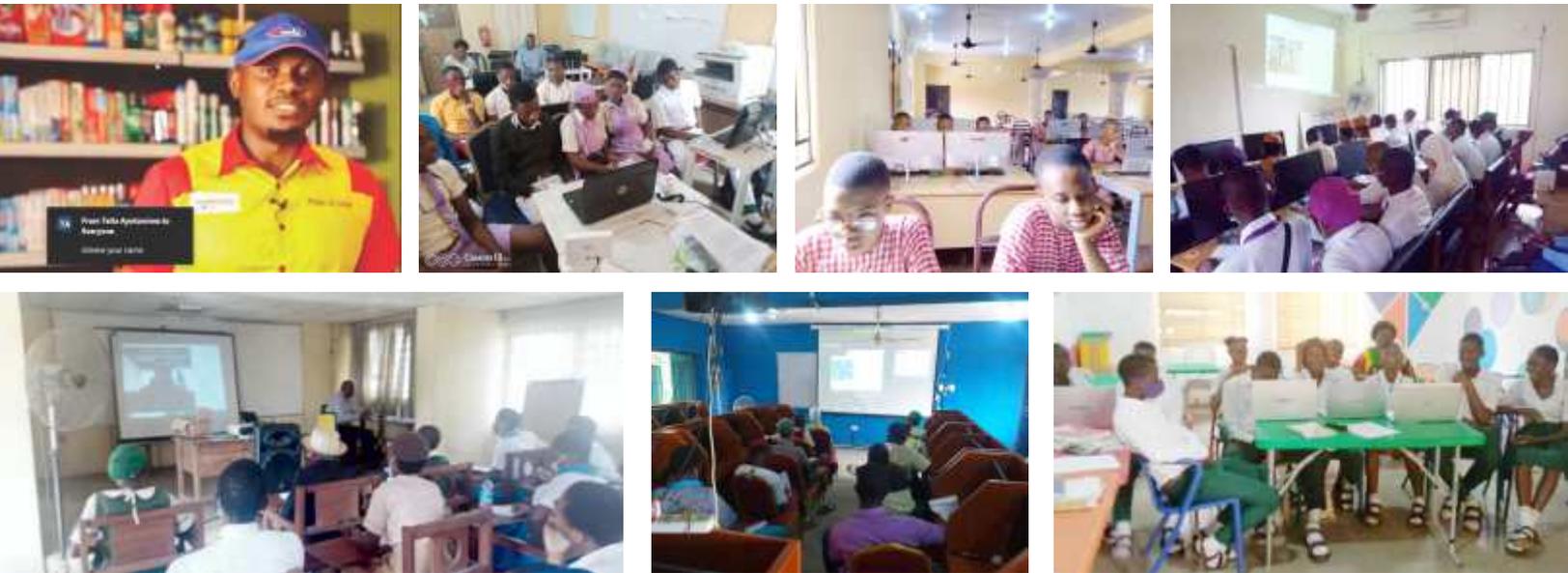
Enabling Positive Career Choices

L.E.A.D Career Project by TotalEnergies



- They participated in groups using their school computer laboratories.
- Other students' participants logged in individually.
- The State Commissioner for Education Mrs. Folasade Adefisayo participated in the event.
- Five facilitators: 3 staff facilitators including the Managing Director Mr. Imrane Barry spoke on Leadership & Career Pathing.
- A documentary on Total's supply Chain was shared with the students to elicit thought -provoking ideas in them.
- Feedback from the students shows the event was most impactful.





Over **3000** Students Registered
 Over **500** Students Participated Nationwide



Target Audience

13-19 Years Senior Secondary School Students

87 Participating Schools from LSME

5 Districts of Lagos State Education Board

5 Facilitators: 3 Staffs & 2 External

The importance of career guidance cannot be overemphasised. It supports young individuals to manage their careers and make educational, training and occupational choices that match their learning styles, strengths, etc. Already young people live in a society where creating sustainable career opportunities is complex.

The Learn Experience Articulate & Decide (L.E.A.D) Career Project, a youth educational career and development programme has a unique approach that guides senior secondary students between the ages of 13-19 towards making smart career choices.

In 2020, we held a virtual event that had seasoned facilitators who are professionals from within and outside our organisation engage the students on various subjects that helped shape their career decisions. Over 500 students across Nigeria participated in the virtual event.

To ensure further impact and elicit thoughts provoking ideas, a documentary on Total's supply chain was shared with the students.

At the end of the event, participants received eBooks, data refunds, and Certificates of Participation.

Social Impact

Work & Ethics

Security

Annual Corporate Donations

In 2020, we upheld our long-standing commitment to making relevant contributions and donations to needy social groups despite the hindrances created by the outbreak of coronavirus.

In this regard, we supported and sponsored charity organisations in Lagos, Oyo, Port Harcourt and Kaduna States and more.

In Lagos, we supported the Ilesa-Mushin and Agboile-Itire Slums and donated food supplies, medical aids and clothings to beneficiaries within the scope of the Black Diamond Project. In Port Harcourt, we visited the Rosie Home Rehabilitation





Centre and in Kaduna and Ibadan, we contributed to the Adonai Orphanage Centre and the Care people foundation etc. Also 23 charity homes benefit from our support to our annual corporate donations.

Through our commitment to youth empowerment and inclusion, we donated entrepreneurial support to five beneficiaries who received their starter packs in August 2020



and commenced various trades in different locations of choice with two years post paid shop rent. We have also scheduled the selection of five new beneficiaries for the first quarter of 2021.

In augmenting the fight against COVID-19, we donated 50M as a collaborative intervention initiative by the downstream sector targeted at Abuja and

Adamawa Isolation Centers, as well as other states in Nigeria.

We also provided 50,000 litres of diesel & fuel as logistics support to Lagos State towards supporting security agencies operations in Lagos state towards optimally carrying out their duties in stemming the spread of COVID-19 and maintaining security in the state.

Empowering Youth Entrepreneurs in Koko

Entrepreneurship is touted to be a viable solution to the menacing challenge of unemployment in Nigeria. According to Statistics, the estimated youth unemployment rate in Nigeria was at almost 14.2 percent in 2020. Sadly, raising initial capital is a herculean task for most of these youths who have had to give up on their entrepreneurial dream owing to a lack of finance.

To encourage social entrepreneurship, promote the entrepreneurial drive of youths within Koko and create employment opportunities to control poverty levels as well as fulfil the “no poverty” scheme of the United Nations SDGs, we donated starter packs to five beneficiaries in our host community in Delta State at the end of the one-year fully-sponsored skills acquisition training program to enable them establish small-scale businesses.

Prior to the presentation of the SME Start-Up kits, we provided shops for each beneficiary with a two-year rent duration prepared, thereby ensuring that the graduates can immediately commence the practice of their vocations.

Our objective is to socially and economically impact Koko community and its environs through employment and meaningful engagement of its youths. The positive multiplier effect on the socio-economic status of the region cannot be overemphasised as the trainers are also hired locally, while the beneficiaries train





more indigenes.

The graduates of fashion design were Blessing Ebiyanon and David Anirejuoritshe; the graduate of hairdressing and make-up, Bridget Ika; graduate of catering, Blessing Nesiamia; while Joshua Omatshola graduated with marine welding and

fabrication skills. They all received their station packs, and are currently practising their trades.

In the coming years, we will continue to empower more youths towards the actualisation of their entrepreneurial dreams.



Extending a Hand of Support

The COVID-19 pandemic created one of the greatest humanitarian emergencies in recent times owing to its far-reaching effects within and outside Nigeria. As the effects of the pandemic worsened and the numbers skyrocketed, it became increasingly apparent that only a concerted and collective effort could guarantee victory over the pandemic.

As an immediate response, we made an initial donation through our collaboration with MOMAN of ₦50,000,000.00 towards combating the COVID-19 pandemic in Abuja, Adamawa as well as other states in Nigeria. We did not rest on our oars but further sought ways to contribute our quota in winning the fight against COVID-19. We went the extra mile by providing 50,000 litres of diesel & fuel as logistics support to Lagos State government towards supporting security agencies within the state to optimally carry out their duties in stemming the spread of COVID-19 and maintaining security in the state.

Our service stations remained open during the lockdown, providing fuel for vehicles conveying the sick/need to treatment centres as well as making products available to other personnel on essential services.

We also ensured high safety and personal hygiene standards within all the service stations, and



protected staff and customers from contracting the virus while at the station.




ACTION!

THE GROUP EMPLOYEE VOLUNTEERING PROGRAM

 Civil Society Engagement
 March 2019

Volunteering for Impact

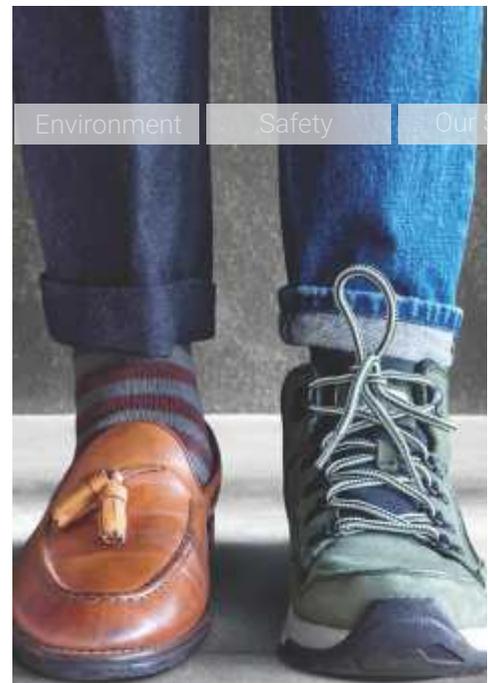
In the last 35 years, December 5, International Volunteer Day, has been highlighting the contribution of volunteers all over the world. We are not strangers to the topic, with a growing number of employees taking part in the Action! program since its launch.

Since late 2018, the Action! The programme has been giving every employee the time and resources they need to act in the public interest and contribute to the development of our host regions. All employees spend three days a year volunteering close to their workplace, along with nonprofits.

"I had always wanted to participate in the Action! programme, but my work as a field staff made it difficult for me to be available at the locations where volunteers were needed. This year, I was finally able to carry out a remote mission with The Safety Chic, an association that advocates for child safety in Africa. For two hours, along with other colleagues, we read chapters of the book "The Adventures of Muna" to a group of school children. The story of Muna teaches young children how to be safe at home, school, and everywhere else. Being a mother myself, I find it to be very necessary to raise awareness among young children about safety and I learned a lot that I could put into practice with my children thanks to this mission. This was a great opportunity to support our company and connect with people in a positive way."



Folakemi Olubambi
 Retail Sales Executive,
 Marketing & Services,
 TotalEnergies



Promoting Work-Life Balance

At TotalEnergies, we prioritise our employees' wellbeing. As such, we strongly advocate for work-life balance amongst members of staff. We believe that beyond the workplace, it is important to engage in sporting activities that alleviate stress and promote longevity.

As such, TotalEnergies competed in the 18th Nigerian Oil & Gas Industry Games (NOGIG) which was held at the Teslim Balogun Stadium Surulere, Lagos.

The third-place football match between Total and ExxonMobil ended 2 - 1 in favor of Total. Whilst the Department of Petroleum Resources (DPR) and the Nigerian National Petroleum Corporation (NNPC) clinched the silver and gold trophy of the football match respectively, Total clinched the bronze medal.

In other categories, Total won two gold medals in athletics, silver in men's table tennis, golf and eight ball pool, as well as numerous

Adjusting to the New Normal

In December 2019, local health facilities in Wuhan, China reported a pneumonia-like disease that was linked to the local seafood and wet animal market. By January 30th 2020, the World Health Organisation (WHO) had declared a Public Health Emergency of International Concern (PHEIC) and by March 11th 2020, it was characterised as a pandemic.

Following the outbreak of the Coronavirus pandemic in Nigeria by March, 2020, TotalEnergies took the following precautionary measures and guidelines;

- TotalEnergies suspended missions to locations affected by the pandemic till further notice.
- The Health, Safety, Environment and Quality (HSEQ) committee issued an industrial hygiene presentation on coronavirus and its prevention to be carried out in all TotalEnergies locations.
- Provided digital thermometers to screen employees and visitors at the entrance of all sites (offices, depots, plants, and warehouses)

- Provided hand sanitisers at strategic locations and within the rest rooms at our different sites.
- Provided hand gloves and nose masks for all our front desk officers.
- Enlisted a Health Management Office to monitor the pandemic.

The following recommendations were also put out for employees

- Regular washing of hands
- Practicing respiratory hygiene
- Maintaining social distancing
- Avoid touching eyes, nose and mouth
- Seek early medical care if you have a fever, cough and difficulty breathing
- Avoid consuming raw or undercooked animal products
- Practice general hygiene measures when visiting live animal markets, wet markets or animal product markets.

Economic Performance

Result at a glance

FOR THE YEAR ENDED	31 December 2020 ₦N'000 %	31 December 2019 N'000	Change %
Revenue	204,721,463	292,177,202	(30)
Profit before taxation	2,909,038	3,070,510	(5)
Profit for the year	2,063,385	2,278,979	(9)
Share capital	169,761	169,761	
Shareholders' funds	28,150,979	28,319,784	(1)
Total dividend interim dividend - paid	2,063,385 -	2,278,192 -	
Final dividend - proposed	2,063,385	2,278,192	
Dividend declared	2,063,385	2,278,192	
PER SHARE DATA:	31 December 2020 N'000 %	31 December 2019 N'000	Change %
Based on 339,521,837 shares of 50 kobo each;			
Earnings per 50 kobo share (Name) basic	6.08	6.71	(9)
Dividend per 50 kobo share (Naira) ¹	6.08	6.71	(9)
Dividend cover (times)	1.00	1.00	(0)
Stock exchange quotation (Naira)	130.00	110.90	17
Number of Staff	438	451	(3)

At the board of directors meeting of 24th March, 2021, a final dividend of ₦6.08 was proposed for the year ended 31st December, 2020 (2019: ₦6.71)

Economic Empowerment

Many of our initiatives are targeted at improving the financial and economic condition of its beneficiaries.

Skilling-Up For Financial Empowerment

The youth, they say, are the leaders of tomorrow. Young people across the nation are however inadequately provided for as not many support initiatives have been created for their needs. Women, who are another disadvantaged group have also been relegated for far too long. In our continuous strides to create avenues for women and the youths across the nation to be equipped with valuable skill sets that guarantee their economic and financial empowerment, TotalEnergies made significant donations to diverse communities targeted at aiding the development of the youth and women in general.

One of such efforts is our donation of a multicultural women and youth development centre to the people

of Mangu, Plateau State. This project, which is in furtherance of the company's corporate social responsibility initiatives, also provides opportunities for women and youths to acquire various valuable skills for entrepreneurial purposes for them to become financially independent, thereby fulfilling the sustainable development goals pertaining gender equality and economic development.

Our commitment to promoting gender equality, empower women, and create an environment that supports youth development, spurred the establishment of a centre for youth and women. We believe these initiatives will allow our beneficiaries to access the needed infrastructure relevant to economically enrich their lives.

Developing Local Economies Through Entrepreneurship

The Fashion industry is one of the prospective sectors in Nigeria and indigenous fashion entrepreneurs hold great potential of positively contributing to the Nigerian economic condition.

As a responsible energy major deeply vested in the advancement of young people through the fashion industry, in 2019, TotalEnergies created the Fashion Industry Entrepreneurship Support initiative aimed

at providing funding for young fashion trainees. We have committed to this project in a bid to aid the creation of sustainable livelihood skills and enable more young people to become financially responsible members of society.

In the year under review, we held a graduation ceremony for the second batch of FIES initiative. A total of 18 enrolled beneficiaries graduated from the three-month fashion training which began in



November 2019.

As our initiatives are deeply impactful, one of the beneficiaries' parents, Eesuola Bilikisu further stated that the training would empower them to fend for themselves and possibly become sustainable wealth creators instead of dependents. The Oyo State Commandant of the Peace Corps of Nigeria, Lukman Yelabu equally commended the initiative and lauded Total as a responsible value creator in

the Nigerian energy sector.

Total will continue to support Nigeria's economic growth through enabling entrepreneurship and decent work as stipulated by SDG 8-'Decent Work and Economic Growth.



Diversity and Inclusion

The tenets of diversity, inclusion and fair representation is a matter of great concern world over. At TotalEnergies, it is an integral part of our human resources strategy. We have maintained a culture of shared belonging and collective identity in our business operations and activities, by inculcating a sense of individuality in our people policy.

We have a diversity policy which we consciously propagate in our operations and recruitment strategy, and our Code of Conduct further reiterates this, as we provide all our employees with the needed support to develop personally and professionally across all sectors.

To reinforce our commitment to gender equality in our workforce, the Total group signed the United Nations Global Compact Initiative Women's Empowerment Principles. We also initiate an

inclusive feminisation policy where all employees across all genders flourish professionally and otherwise.

At TNPLC, we recognise that women contribute immensely, through diverse skill sets, insights and ideas which they contribute to our organisational development. We thereby promulgate a positive corporate culture that ensures that their voices are heard in all our decision making processes.

We constantly strive to become an institution free from discrimination and based upon the values of dignity and respect for each other. Our recruitment practices are fair and merit based. As a result, our employment process is free of any discrimination irrespective of origin, gender, age, disability, sexual orientation, gender identity or affiliation with a political or union organisation or minority group and religious beliefs.

Business Ethics Day

At TotalEnergies, we hold business ethics principles in very high regard, as a result, we commemorate the celebration of business ethics day annually to reiterate our commitment to follow and adhere strictly to its tenets. The 6th edition of the Business Ethics Day was themed SPEAK UP! Emphasising that we all share a responsibility to SPEAK UP and help Total stay true to our values of Safety, Respect for each other and our Code of Conduct.

As a socially responsible company, we are uncompromising in all aspects of human rights and actively promote an organisational culture that operates a zero-tolerance policy regarding corruption and behaviors which may compromise the wellbeing of our people and business integrity. Therefore, Business Ethics Day is an annual reminder of the responsibility we all have every day to put our values into practice and create a forum for discussion of important topics such as compliance, human rights, and fraud to ensure a healthier and

Code of Conduct

As an affiliate of the Total Group, TotalEnergies (TNPLC) is committed to upholding the core values that form the principles of our communities.

Our commitment to being a responsible energy major is based on respect of 5 values: Safety, Respect for each other, Pioneer Spirit, Stand together and Performance Minded. Of these principles, two core values must be particularly focused upon namely: safety and respect for each other.

Safety is a constant priority for us at Total because it is unacceptable that the people who work for Total risk their lives or become physically harmed in the course of their professional activities. Each of us has a personal responsibility and authority to step in when we observe a breach of safety rules or perceive a situation to be unsafe.

Respect for Each Other means we operate with zero tolerance for unethical business practices, we are uncompromising in respect of human rights and constant vigilance on environment and health. Respect for Each Other also means making our

workforce the focus of our collective undertaking, valuing diversity and paying attention to the quality of employee dialogue within the company.

We uphold and respect the highest applicable norms of international/local laws, and industry standards. We also adhere strictly to a zero tolerance compliance program designed to prevent and detect violations of applicable antitrust, anti-fraud, anti-bribery, and anti-corruption laws applicable to TNPLC.

safer business environment defined by high ethical standards.

The business ethics day celebration aims to:

- Educate every employee about business ethics, compliance and human rights.
- Ensure that employees fully understand the business ethics issues at stake.

- Ensure that every employee knows where to turn for help.
- Ensure that employees feel comfortable voicing their concerns.

International Economic Sanctions

Economic sanctions are major risk elements in business operations. As a broad energy company active in over 130 countries, Total is particularly exposed to geopolitical risks. It is important to protect the Total Group from this risk, by ensuring that all of our business linked to countries under economic sanctions is carried out in compliance with the applicable laws and regulations. These rules have to be followed to the letter. Compliance forms the basis of our boldness, our pioneer spirit, and our freedom of enterprise. With this in mind, an e-learning module on economic compliance has been made available to all employees.

The Executive Committee approved a Group Rule in May 2020 which formalises and rounds out the existing processes currently used in terms of economic compliance. It is the responsibility of each Group entity to ensure strict adherence to the compliance programme in this regard.

To help our employees adhere strictly to economic compliance principles, Total has put in place a number of tools designed to ease the understanding of the program and ensure it is effectively rolled out in understandable entities. These tools include interactive, simplified guides, manuals and e-learning modules.



Occupational Health

Total is fully committed to the safety and wellbeing of its employees. We constantly seek new ways to ensure that our employees are well catered for with regards to their health and fitness.

In 2020, we participated in the Oil and Gas Games to help our employees maintain their physical wellbeing. This initiative was done in partnership with the Nigerian National Petroleum Commission (NNPC), the Department of Petroleum Resources (DPR), ExxonMobil amongst others.

At the conclusion of the event, Total clinched the bronze medal as the football match ended with a 2-1 scoreline in favour of Total.

We will continue to participate in sporting programmes and projects that promote the occupational health of our workforce.



TOTAL Touchpoint Project



Total service stations have become One Stop Shops where our customers are provided with a variety of services adapted to their convenience. This service is in perfect alignment with our strategy which offers innovative solutions to our customers. The Touchpoint project allows Total to participate in the financial inclusion space and extend financial services to diverse societal groups, especially the economically excluded, thereby contributing to the economic development of our communities in Africa and specifically in Nigeria which is alignment with the UN SDGs on “decent work and economic growth”

In addition, this project puts the Total Group in a truly entrepreneurial, creative and adventurous space in Africa. We are proud of this initiative, and we trust on

our customers and stakeholders to make the Touch Point a lasting success. With the Touch Point (TP) project, our stations have been transformed into connected sales points for our customers.

The project allows distribution of new digital services across our stations such as; electronic wallets, mobile charging, merchant payment, money transfer and media subscription. Through this service, we hope to improve our knowledge of customer needs, implement more effective customer relationship management and onboard new customers into our customer base.

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CONTROL



SECURITY



SERVICE



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Security and Human Rights

A significant part of our priorities as an organization is protecting our employees and facilities, hence, we continually take necessary steps to ensure compliance with the voluntary principles on Security and Human Rights.

The policies we have put in place incorporate the voluntary principles which help protect human rights and also identifies the following five priorities:

- Setting up special training for personnel
- Relaying all incidents as soon as they happen
- The transfer of equipments, which should occur only in exceptional circumstances and requires strict oversight
- Establishing formal relations between affiliates and government to arrange for the deployment of security personnel in accordance with our principles
- Audit of security providers from time to time



Rights are Humane

We at Total are dedicated to complying with international standards. We believe that we all are required, collectively and individually, to uphold human rights. Some of these international standards include - The United Nations Guiding Principles on Business, the Universal Declaration of Human Rights, the principle set forth in the fundamental conventions of the International Labour Organisation (ILO), and the voluntary principles on security and human rights.

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



Human Rights in the Workplace: Our Workplace

Appropriate steps are taken to always ensure decent working conditions are upheld and sustained at our sites and high-risk suppliers. In particular, there is a prohibition on forced labour and child labour, a commitment to freedom of association and non-discrimination. We also guarantee that any problems that arise can be reported to the Human Resources Department.



Human Rights and Local Communities: Our Communities

We identify, prevent and remedy any negative impacts resulting from our activities, such as odour and noise pollution on local communities. We implement processes for registering complaints,

and we maintain an ongoing dialogue with local stakeholders, enlisting the help of experts as needed. The stakeholder/partnership consultative committees quarterly meetings have been instituted with the company's host communities in order to strengthen our partnership with these communities. These committees have several representative arms of the communities like elder and youth council, educational committee, women and other sub committees. An effective community grievance mechanism is in operation at all our sites and already made known to all our stakeholders.



Human Rights and Our Suppliers: Our Supply Chain

There are various supplies we use, including contractors, service providers, vendors and others within our value chain. When it comes to service providers and suppliers we work in the interest of each party, in accordance with clear, fairly negotiated contract terms because we believe that lasting relationships are built on dialogue, professionalism and respect for our commitments, as well as shared standards.

We therefore require all suppliers of goods and services to:

- Take special care to comply with standards and procedures in the field of human right, notably on working conditions for their employees and suppliers;
- Cooperate with audit and assessment procedures and processes to ascertain compliance with principles for the purpose of continuous assessment
- Comply with fundamental principles of purchasing and ensure compliance by their own suppliers in turn. These principles, derived from our code of conduct, are the cornerstone of the long-term relationships we forge with our suppliers.
- These processes help us manage risks, understand our supply chain and their corresponding impact.



Human Rights and Security: Securing Lives and Assets

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

SDG INDEX



The United Nations Sustainable Development Goals are an important global call to action, consisting of 17 interrelated goals carved out to be a determinant factor for contributions across all sectors of world operations, to ensure a more sustainable future for all by 2030.

In 2020, we have adhered strictly to the requirements of the UN SDGs in the following ways:



No Poverty:

We invested our resources to youth empowerment by providing them with skills needed to enable them become financially and economically independent.

SDG 1

Target: 1.2

Disclosures : 203-2

Sources: GRI 203: Indirect Economic Impacts 2016



No Hunger:

We are consistent feeding donors for charity organisations such as the SOS Children Villages nationwide.

SDG 2

Target: 2.3

Disclosures : 413-2a

Sources: GRI 413: Local Communities 2016



Good Health:

As a result of the global pandemic in 2020, TotalEnergies stepped up to assist the Nigerian government in combating the virus. As a result, we donated hospital equipment and monetary resources to Abuja and Adamawa State respectively.

SDG 3

Target: 3.8

Disclosures : 203-2

Sources: GRI 203: Indirect Economic Impacts 2016



Quality Education:

Total supports the education of children in our four SOS Villages, as a result of the lockdown resulting from the recent pandemic, we deployed resources to ensure a digital learning onboarding for the said beneficiaries. To do this, we donated internet facilities such as laptops and access to WiFi amongst others to our beneficiaries in these initiatives. We also donated to the LEAD career project in alignment with our educational commitments.

SDG 4

Target: 4.3

Disclosures : 404-1a

Sources: GRI 404: Training and Education 2016



Gender Equality:

We strive to create a gender equal workforce at Total. We celebrate the International Women's Day Celebration event yearly. In 2020, we devoted material resources to reassuring our female employees that their contributions towards the fulfillment of our organisational goals.

SDG 5

Target: 5.1

Disclosures : 405-2-a

Sources: GRI 405: Diversity and equal Opportunity 2016



Clean Water & Sanitation:

We provided water treatment plants and borehole projects for our children villages in SOS Abuja.

SDG 6

Target: 6.A

Disclosures : 303-1-c

Sources: GRI 303: Water and Effluents 2018



Affordable and Clean Energy:

Over the years, we have widened the reach of our solar business. Majority of our service stations are run on solar energy and our home-based solar machines power more than 150 Nigerian homes.

SDG 7

Target: 7.3

Disclosures : 302-4-a

Sources: GRI 302: Energy 2016



Decent Work and Economic Growth:

Through our commitment to initiatives such as the Koko youth entrepreneurship program, we have shown consistent interest in creating avenues that enable economic and financial empowerment of the youths within and outside our host communities.

SDG 8

Target: 8.2

Disclosures : 203-2

Sources: GRI 203: Indirect Economic Impacts 2016



Industry, Innovation and Infrastructure:

At Total, we continuously strive to be a sustainable energy major, as such, we pay close attention to road safety, waste management, and the standardisation of vehicular safety.

SDG 9

Target: 9.1

Disclosures : 203-1

Sources: GRI 203: Indirect Economic Impacts 2016

Reduced Inequality:



The reduction of inequality coupled with inculcation of diversity and inclusion in our operations and recruitment processes are an integral part of our organisational objectives. As such, our workforce is diverse and inclusive of people from different walks of life irrespective of physical disability, religious beliefs amongst others.

SDG 10

Target: 10.3

Disclosures : 405-2-a

Sources: GRI 405: Diversity and equal opportunity 2016



Sustainable Cities and Communities:

At Total, we continuously strive to be a sustainable energy major, as such, we pay close attention to road safety, waste management, and the standardisation of vehicular safety.

SDG 11

Target: 11.6

Disclosures : 306-1

Sources: GRI 306: Waste 2020



Responsible Consumption and Production:

We employ waste management techniques, water treatment and efficient energy usage across all our operations.

SDG 12

Target: 12.4

Disclosures : 306-1

Sources: GRI 306: Waste 2020



Climate Action:

We have made steps to ensure reduction in oil spillage due to our operations. To do this, we have harnessed resources towards replacing our underground pipelines to ensure efficiency. We also continually monitor our Carbon dioxide emission as we are committed to reducing them from 46Mt in 2015 to 40Mt by 2025.

SDG 13

Target: 13.1

Disclosures : 305-1

Sources: GRI 305: Emissions 2016



Life Below Water:

At Total, we strive to ensure safety in our environmental operations, and sustainability in life below water. To do this, we implement a quality management system in recycling and waste disposal.

SDG 14

Target: 14.2

Disclosures : 304-3-b

Sources: GRI 304: Biodiversity 2016



Life on Land:

We implement global best operational practices in ensuring our activities on land do not contribute to land degradation through effective operational and waste management initiatives.

SDG 15

Target: 15.1

Disclosures : 304-2

Sources: GRI 304: Biodiversity 2016



Partnerships for the Goals:

Total adheres to all tax jurisdiction as a responsible organisation with audited consolidated financial statements, records and all tax remittances to respective authorities timely and accurately.

SDG 17

Target: 17.1

Disclosures : 207-4

Sources: GRI 207: Tax 2019



Peace, Justice and Strong Institutions:

We have zero tolerance for bribery, corruption or other illegal activities as dictated by our ethical Code of Conducts.

SDG 16

Target: 16.5

Disclosures : 205-3

Sources: GRI 205: Anti-corruption 2016



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A scalable range of solutions that don't generate Co2 emissions, practical and easy-to-use indoors and outdoors.



HOME SUNSHINE



FAMILY SUNSHINE



ONE SUNSHINE

GRI INDEX

S/No.		Description / Comment	GRI Identity	Page
1	Executive Summary	A high level strategic view of the Bank's relationship to sustainability, necessary to provide context for subsequent reporting against other sections of the report		3
2	CEO's Statement	A statement from the CEO to all relevant stakeholders providing insight on the Bank's vision and sustainability performance.		4
3	Organizational Profile			
	Name of the Organization	TotalEnergies.	GRI 102-1	1
	Activities, Brands, Products and services of TotalEnergies.	A brief description of the diverse products and services offered by TotalEnergies.	GRI 102-2	10
	Location of headquarters	Address of TotalEnergies administrative center	GRI 102-3	10
	Location of Operations & Market served	Name and location of countries where TotalEnergies operates, Sectors served by TotalEnergies, TotalEnergies customer types and beneficiaries	GRI 102-4 & 102-6	9
	Ownership and legal form	Nature of TotalEnergies's ownership and legal form	GRI 102-5	8
	Scale of the Organization	Specific information on TotalEnergies including: Number of Employees, total number of operations, net revenues (as at 31st December, 2020), quantity of product and services offered (as at 31st December, 2020)	GRI 102-7	19
	Information on employees and other workers	total number of employees (permanent and temporary), by gender, by region. Total number of employees by employment type (full time & part-time) by gender. A description & scale of work done by workers who are not employees of TotalEnergies.	GRI 102-8	47
	Supply Chain	A brief description of the nature and relationship maintained by TotalEnergies with suppliers	GRI 102-9	9
4	Strategy			
	Statement from the senior decision maker	Sustainability statement from a senior decision maker (CEO or Head Sustainability of TotalEnergies) about the relevance of	GRI 102-14	4

		sustainability to TotalEnergies and its strategy for addressing sustainability		
	Key impacts, risks and opportunities	A description of key impacts, risks & opportunities of TotalEnergies	GRI 102-15	4
5	Ethics & integrity			
	Values, principles, standards & norms of behavior	A description of the values, principles & norms of behavior of TotalEnergies	GRI 102-16	49
	Mechanisms for advice and concerns about ethics	A description of internal and external mechanisms for: seeking advice about ethical and lawful behavior, and organizational integrity; reporting concerns about ethical or unlawful behavior in TotalEnergies	GRI 102-17	49
6	Governance			
	Governance Structure	Governance structure of TotalEnergies, including committees of the highest governance body. Committees responsible for decision-making on economic, environmental, & social topics.	GRI 102-18	12
	Delegating Authority	Process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees	GRI 102-19	12
	Executive-level responsibility for economic, environmental, & social topics	Positions with responsibility for economic, environmental & social topics in TotalEnergies. Whether post holders report directly to the highest governance body	GRI 102-20	14
	Consulting stakeholders on Economic, Environmental & social topics	Process for consultation between stakeholders & the highest governance body on economic, environmental & social topics.	GRI 102-21	31
	Composition of the highest governance body and its committees	Details of the composition of the highest governance body of TotalEnergies & its committees	GRI 102-22	14
	Chair of the highest governance body	whether the chairman of the highest governance body is also an executive of TotalEnergies and the function within TotalEnergies.	GRI 102-23	12
	Nominating & selecting the highest governance body	Nomination and selection process for the highest governance and the committee of TotalEnergies	GRI 102-24	12
	Conflict of interest	Process taken by TotalEnergies highest governance body to avoid and manage conflict of interest. Disclosure of conflict of interest to stakeholders	GRI 102-25	12
	Effectiveness of risk management processes	The role of the highest governance body of TotalEnergies in reviewing the risk	GRI 102-30	14

		management processes for economic, environmental & Social topics		
7	Stakeholders Engagement			
	Identifying and selecting stakeholders	TotalEnergies's basis for selecting and identifying stakeholders for whom to engage	GRI 102-42	31
	Approach to stakeholder's engagement	TotalEnergies's approach to stakeholder's engagement, including frequency of engagement by type and by stakeholder group.	GRI 102-43	31
	Defining report content and topic boundaries	Defining the report content and topic boundaries; How TotalEnergies has implemented the reporting principle for defining report content	GRI 102-46	3
	Reporting period	Reporting period for the information provided	GRI 102-50	1
	Reporting cycle	Information of TotalEnergies's Sustainability reporting cycle	GRI 102-52	1
	Contact point for questions regarding this report	Contact point for questions regarding the sustainability report and its content	GRI 102-53	3
	Claims of reporting according to the GRI standards	Make reference to the external assurance statement and provide information on the GRI content index	GRI 102-54	3
	GRI Content index	Table on report disclosure indicators in line with the consolidated set of Global Reporting Initiative reporting guidelines 2016	GRI 102-55	61
8	Management Approach			
	Explanation of material topics and its boundaries	Explanation of why the materiality issues are material to TotalEnergies and the boundaries of each material issues	GRI 103-1	16
	Management Approach and its components	Explanation of how TotalEnergies manages the material issues and management approach to the issues	GRI 103-2	16
	Evaluation of Management Approach	Mechanisms for Evaluating the effectiveness of the management approach, the result of the evaluation	GRI 103-3	16
9	Economic Performance Indicators			
	Direct Economic Value Generated and distributed	Direct Economic Value generated: Revenues; Economic value Distributed: Operating costs, employees wages and benefits, Payments to providers of capital, payments to government, community investments;	GRI 201-1	45

10	Indirect Economic Impacts			
11	Procurement Practices	Percentage of procurement budget spent on local suppliers	GRI 204-1	31
12	Anti-Corruption	Operations assessed for risks related to corruption	GRI 205-1	49
		Communication and training about anti-corruption policies for the governance body and employees of TotalEnergies in 2020	GRI 205-2	49
		Incidences of corruption and action taken	GRI 205-3	49
13	Anti-Competitive behavior	Legal actions completed or pending regarding anti-competitive behavior, violations of anti-trust and monopoly in which TotalEnergies has been identified as participant	GRI 206-1	49
14	Environmental Performance Indicators			
	Energy	Energy Consumption within TotalEnergies	GRI 302-1	27
		Energy saved due to conservation and efficiency improvements, and the various initiatives to reduce energy. The baseline for concluding reduction and calculation methods	GRI 302-4	27
	Water	The total volume of water abstracted or withdrawn from various sources	GRI 303-1	25
		Percentage and total volume of water recycled and reused. Percentage should be a function of the total volume of water abstracted and withdrawn by the Bank	GRI 303-3	25
	Emmissions	Report emissions. These emissions may also be stated as a percentage of the GHG emissions in a chosen base year.	GRI 305-1,2,3,4,5,7	24
	Effluents and Waste	Water discharge by quality and destination	GRI 306-1	25
		Waste by type and disposal method	GRI 306-2	25
	Compliance	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	GRI 307-1	25
	Suppliers Environmental Assessment	Negative environmental impacts in the supply chain and actions taken	GRI 308-2	55
15	Social Performance Indicators			
	Occupational Health and Safety	Workers Representation in formal joint management-worker health and safety	GRI 403-1	50



		committee		
		Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	GRI 403-2	50
	Training and Education	Program for upgrading employee skills and transition assistance program	GRI 404-2	47
		Percentage of employees receiving regular performance and careere development reviews	GRI 404-3	47
	Diversity and Equal Opportunity	Diversity of governance body and employees of TotalEnergies according to gender, age group and other diversity indicators	GRI 405-1	47
	Forced or Compulsory Labor	Operations and Suppliers at significant risk for incidents of forced or compulsory labor	GRI 409-1	53
	Security Practices	Security Personnel trained in human rights policies or procedures	GRI 410-1	53
	Human rights Assessment	Operations that have been subjected to human rights reviews or impact assessments	GRI 412-1	53
		Employees training on human rights policies or procedures	GR1 412-2	53
		Significant investment agreements and contracts that includes human rights clauses or that underwent human rights screening	GRI 412-3	53
	Local Communities	Nature, scope, and effectiveness of any programs and practices that support TotalEnergies's operations in communities. Highlights of local community engagement and development	GRI 413-1, 2	53
	Forced or Compulsory Labor	Operations and Suppliers at significant risk for incidents of forced or compulsory labor	GRI 413-1, 2	53
	Marketing Communication	Requirements for product and service information	GRI 417-1	3
	Contact Information	Information of TotalEnergies's Primary contact person for feedback and additional information on the report		

LUBRICANTS NEW GENERATION



TotalEnergies

Glossary

CAP:	Companies and Allied Matters Act
CSR:	Corporate Social Responsibility
DPR:	Department of Petroleum Resources
EBO:	European Business Organisation
EDSR:	Electronic Daily Sales Report
FNCCI:	Franco Nigeria Chamber of Commerce and Industry
FRCN:	Financial Reporting Council of Nigeria
GRI:	Global Reporting Initiative
HSEQ:	Health, Safety, Environment and Quality
ILO:	International Labour Organisation
LCCI:	Lagos Chamber of Commerce and Industry
L.E.A.D:	Learn Experience Articulate & Decide
MOMAN:	Major Oil Marketers Association of Nigeria
NECA:	Nigerian Employers Consultative Association of Nigeria
NIM:	Nigerian Institute of Management
NNPC:	Nigerian National Petroleum Commission
NOGIG:	Nigerian Oil and Gas Games
PHEIC:	Public Health Emergency of International Concern
REX:	Return on Experience
SDG:	Sustainable Development Goals
SRM+:	Stakeholder Relationship Management
TBT:	Toolbox Talks Practices
TNPLC:	TotalEnergies
UN:	United Nations
UNGC:	United Nations Global Compact
VMS:	Vendor Management System
WHO:	World Health Organisation

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