VOCATIONAL TRAINING

THE PATH OF MARCIO CAMUHOTO, OPERATOR FOR THE CLOV PROJECT
P. 10

A TRAVELING HEALTH SERVICE

A TRIP TO MADAGASCAR WITH DOCTOR ABEL LEGENDRE
P. 18
Contributing effectively to the socio-economic development of our host countries requires that we first take into account the perspectives of our local communities. Moreover, it requires that we incorporate local initiatives, local businesses and local labor into every stage of these projects. To achieve this purpose, all our actions are based on continuous dialogues and working partnerships with all our stakeholders.

Beyond our principal areas of engagement such as Access to Energy, Local Economic Development, Education or the Fight against Pandemics, we are particularly fond of initiatives that are designed to support young people. We help them in pursuing their training and support them so that they might acquire the skills they need to find good jobs or set up their own businesses.

In spending 85% of the Total Group’s Corporate Social Responsibility (CSR) budget in Africa and with the active support of governments, we are making a genuine contribution to the economic development of the continent, a place where we have a deep and long standing commitment.

The name Total is well respected here due to the positive impact the Group’s presence has engendered. We are very proud of this achievement.
OUR ACTIVITIES IN AFRICA

TOTAL IS THE LEADING DISTRIBUTOR OF PETROLEUM PRODUCTS IN AFRICA.
IT IS ALSO ONE OF THE LARGEST FRENCH COMPANIES AND THE FIFTH LARGEST LISTED, INTEGRATED ENERGY GROUP IN THE WORLD.
IT EMPLOYS 96,000 PEOPLE DELIVERING EXPERTISE IN ALL SECTORS OF THE INDUSTRY – EXPLORATION AND PRODUCTION OF OIL AND NATURAL GAS, REFINING AND CHEMICALS, TRADING, MARKETING AND SERVICES AND NEW ENERGIES – IN MORE THAN 130 COUNTRIES.

10,000
EMPLOYEES
5% of the group's workforce*

31%
OF THE GROUP'S HYDROCARBON PRODUCTION*

13.9
MILLION TONS OF PETROLEUM PRODUCTS DISTRIBUTED, REPRESENTING A 15% MARKET SHARE*

5
REFINERIES (SOUTH AFRICA, CAMEROON, IVORY COAST, GABON, SENEGAL) IN WHICH THE GROUP OWNS A STAKE*

1.39
MILLION CUSTOMERS IN 3,500 SERVICE STATIONS IN MORE THAN 40 AFRICAN COUNTRIES*

$6.6 BN OF GROUP INVESTMENT IN AFRICA IN 2012

TOTAL IN AFRICA ALSO MEANS...
• A major role in supporting energy supply diversification in Africa, with a particular focus on solar power through SunPower. The photovoltaic panel production facility in Cape Town, South Africa has a production capacity of 100 MWp (equivalent to around 400,000 panels manufactured each year).

• A day-to-day local relationship with millions of people through its petroleum marketing activities and a wide range of associated services. With our high-quality products, operational excellence, modernity and innovation, our staff are in a position to make a real difference on the ground.

• The largest FPSO (floating production, storage and offloading unit) in the world (Pazflor) off the coast of Angola: 325 meters long, 120,000 tons.

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**OUR 8 COMMITMENTS IN AFRICA**

**DELIVERING EDUCATION AND TRAINING**

Education is one of the main ways in which Total helps to support the development of its host countries. In order to help build the skills of talented local people, we develop programs that are delivered at different levels of the African education system. At secondary level, for example, we have launched a range of excellence programs at the Eiffel (Angola) and Augagneur (Congo) colleges. These programs offer high-quality scientific training. At higher education level, we help to train professors at the Massachusetts Institute of Technology (MIT) and we have signed partnership agreements with reputable institutions such as Makerere University (Uganda), IST-AC (Congo and Cameroon), Wits (South Africa), 2IE engineering school and CESAG (African Management Training Center) in Burkina Faso. We are also partners with several oil and gas institutes (Nigeria, Gabon and Angola).

The Group also funds a bursary program which enables around 100 students each year to study at universities abroad.

**33.5 M€**

WERE INVESTED IN AFRICA BY THE GROUP IN 2012 FOR EDUCATION AND TRAINING.

**PROMOTING ECONOMIC DEVELOPMENT AND ENTREPRENEURSHIP**

Total plays an important role in the development of local industry, both in its core activities and in areas outside its traditional sectors. We encourage entrepreneurship and help cooperatives and SMEs* to grow and develop by providing material and financial assistance (microcredit, business management training, business start-up support, partnerships...). The “young dealer” program, launched in 1960, provides a route for young, talented Africans to become service station managers. The Group also helps to diversify the local economy by supporting a range of initiatives in sectors such as agriculture, arts and crafts and IT. We also help people to enter the labor market, especially vulnerable and marginalized women in areas such as South Sudan, through a range of literacy programs and teaching farms in the town of Yirol.

* Small and medium-sized enterprises.

**AROUND 1,500**

PUMP ATTENDANTS HAVE BENEFITED FROM THE “YOUNG DEALER” PROGRAM TO DATE (+30% COMPARED WITH 2009).

**BOOSTING LOCAL INDUSTRY**

With its focus on recruiting local labor and involving local businesses in its projects, Total is creating jobs and helping to boost local industry in its host countries. In order to ensure that the local companies we employ meet our strict safety rules and codes of practice, we screen all subcontractors prior to contract award and deliver training to their employees. And in order to give the local community the biggest role possible in our petroleum projects, we set ambitious, carefully designed targets at an early stage, that is to say during the design and study phase of each project. As such, the Group plays a significant role in transferring knowledge and skills.

**IMPROVING ACCESS TO ENERGY**

Total’s primary mission is to provide energy to as many people as possible, and its work in Africa is no different in this respect. The Group installs equipment to provide the populations living near its sites with access to electricity. We also develop low-cost energy access solutions, such as selling small bottles of LPG or providing solar energy. This work is backed by an ambitious program. We provide service stations with innovative, effective and affordable solar equipment (lamps and cell phone chargers) for low-income populations. In Africa, this program has already been rolled out in nine countries, including Burkina Faso, Cameroon, Congo, Kenya, Nigeria, Gabon and Senegal. In order to supply remote areas, as a complement to its service stations’ network, Total has also introduced a network of local retailers and, in 2012, launched a dedicated brand – Awango by Total. This new brand, which is being deployed on a gradual basis, provides specific products and a specially designed guarantee and after-sales service.

**9 MILLION**

HOURS WORKED IN ANGOLA: THE TARGET OF THE CLOV PROJECT*.

* The CLOV project is the fourth development phase of Block 17 in the deep offshore waters off the coast of Angola, after Girassol, Dalia and Pazflor. The drilling work began in 2012, and four separate development zones (Cravo, Lirio, Orquidea and Violeta) will begin production in 2014.

**201,000**

LAMPS AND KITS HAD BEEN SOLD IN AFRICA BY THE END OF MARCH 2013.
COMMITTED TO HEALTH
Total's activity in the health sector focuses on research. The Group works with the CIRMF (International Center for Medical Research in Franceville) in Gabon on improving sanitation for local populations and fighting pandemics. We fund medical infrastructures and training for healthcare personnel. Each year, we also organize wide-scale AIDS and anti-malaria campaigns, targeting both our employees and the general public. The Group has set up an AIDS Committee, managed in conjunction with the Total Foundation, to implement activities at the local level. This committee receives virology expertise from the Institut Pasteur. This partnership between the Foundation and the Institut Pasteur, which dates back to October 2005, was renewed in 2010. Total also supports drinking water access projects in South Sudan and Congo.

INCREASING SAFETY
Total places great emphasis on the safety of its employees and partners in the workplace. Safety is a key part of the operational excellence for which we strive. The Group has developed a series of basic behavioral rules. A total of 12 Golden Rules have been established. Each year, the Group organizes a "World Safety Day" to give different sites an opportunity to share examples of best practices. We also educate local populations about road safety issues. As an example, our affiliates take "road safety caravans" along the most dangerous roads used by our transporters. Furthermore, we organize a series of prevention campaigns aimed at children in particular, distributing educational kits about road hazards.

PROTECTING THE ENVIRONMENT
Total takes great care to reduce the potential impact of its industrial activities and limit its environmental footprint. We conduct impact studies on water, air and soil prior to all exploration and construction projects, and each and every project is underpinned by an environmental management plan. All of our seismic surveys are preceded by local archaeological and environmental surveys, helping to improve knowledge about the environment and the cultural heritage of exploration sites. Total is also committed to renovating industrial sites. The Group supports biodiversity education campaigns aimed at young people and is a partner of the Lemurs' Park in Madagascar and the Kids in Kruger project in South Africa.

BUILDING LONG-TERM RELATIONSHIPS
Social dialogue is one of the cornerstones of what we do. By adopting a professional approach to this dialogue, we are better able to understand our stakeholders and build long-term relationships with them. Total uses SRM+ (Stakeholder Relationship Management), a tool created in 2005 to support its consultation work with local residents living close to its sites and to implement action plans. The Group also supports the Irené social performance research program, launched by Essec (École Supérieure des Sciences Économiques et Commerciales), which aims to obtain a better understanding of the needs of communities in the Niger Delta in Nigeria, and find ways to better meet these needs.

MORE THAN
1,000
PEOPLE WERE INTERVIEWED DURING THE IRENE STUDY CONDUCTED BY ESSEC IN THE NIGER DELTA.

125,000
CONSULTATIONS WERE HELD IN THE GROUP’S CLINICS IN AFRICA IN 2012 (UP 23% COMPARED WITH 2007).

60,000
CHILDREN WERE EDUCATED IN 240 SCHOOLS IN TANZANIA IN SEPTEMBER 2012 AS PART OF ROAD SAFETY WEEK.

100%
OF PETROLEUM PRODUCTION SITES IN OPERATION FOR MORE THAN TWO YEARS ARE ISO 14001-CERTIFIED.

1,000
OOF PETROLEUM PRODUCTION SITE S IN AFRICA
EMPOWERING THE TEACHERS

AN AMBITIOUS TRAINING PROGRAMME FOR TEACHERS

JAYEOLA OPADIJI is a senior lecturer in the department of electrical and electronics engineering at the University of Ilorin, Nigeria. He was selected as one of the first group of participants in the ‘Empowering the Teachers’ programme, sponsored by MIT (Massachusetts Institute of Technology), Total and Google. He spent the 2011 autumn semester at MIT in the USA.

"I would like to see the programme’s sponsors increase the number of participants and extend the programme to other science and engineering fields.”

JAYEOLA OPADIJI, LECTURER, UNIVERSITY OF ILORIN, NIGERIA

HOW HAVE YOU BENEFITED FROM YOUR SEMESTER’S TRAINING AT MIT?

JAYEOLA OPADIJI: My participation in the programme gave me a unique opportunity to interact with people in an outstanding academic environment. This taught me a lot about curriculum development and lecture delivery in science and engineering education. I audited a class in teaching college-level science and engineering, which focused on how best to enhance student learning. I learnt how to develop a course syllabus, construct teaching materials and deploy technology, with the ultimate goal of enhancing student learning. I also participated in teaching labs and communication classes designed to improve my communication skills. The classes I audited at ECEC corresponded to the ones I teach in my home university and gave me first-hand knowledge of how professors at MIT teach and learn. Another lesson I have learnt is how to implementing small-scale versions of some of these technologies and learning has also been a source of inspiration. I look forward to studying problem sets given to the students and how I can adapt them to improve the courses I teach at the University of Ilorin.

HOW ARE YOU PUTTING WHAT YOU LEARNT INTO PRACTICE?

J. O.: Since I returned to Nigeria, I have started using the course syllabuses I audited at MIT for students in my department. I have also introduced problem sets into my teaching materials to allow the students to apply the theories they learn in class to practical problems, thereby engaging their creativity. I also use a multimedia projector in my computer programming classes to facilitate interactive teaching, allowing the students to do hands-on programming in class. There is a huge amount of work involved in attending to the students outside teaching hours and grading problem sets. I have therefore employed the voluntary services of an NYSC (national service) worker as a lab instructor and two of my Master’s students as teaching assistants.

Adapting what I learnt at MIT to the training environment in my home university is not without its challenges, given the peculiarities and cultural differences of the two institutions. The major challenge relates to the infrastructure supporting teaching and assessment methods, such as an uninterrupted power supply, well-equipped laboratory and constant internet connectivity. Another challenge is the lack of a remuneration structure for academic support staff such as teaching assistants.

HOW IS THIS TYPE OF TRAINING IMPORTANT FOR YOUR COUNTRY?

J. O.: The ETT programme is of immense benefit to the Nigerian educational sector in terms of manpower development. I would therefore like to see the programme’s sponsors significantly increase the number of participants and extend the programme to other science and engineering fields, so as to create a critical mass of academics able to contribute positively to university education in Nigeria.

"The most beneficial aspect of these classes was studying the problem sets given to students and how I can adapt them to improve the courses I teach."

"I learnt how to develop a course syllabus, construct teaching materials and deploy technology, with the ultimate goal of enhancing student learning."

"The programme is designed to empower lecturers who are in a position to reform and modernise the science and engineering curriculum after the program."

EDITH OFILI-OKONKWO, EXECUTIVE DIRECTOR HR & CORPORATE AFFAIRS, TOTAL E&P NIGERIA

“How is this type of training important for your country?”

"The 'Empowering the teachers' (ETT) initiative is an innovative, ambitious program developed by Total in the field of Education. In collaboration with the Massachusetts Institute of Technology (MIT), we sponsor outstanding young Nigerian lecturers from selected universities to be seconded to MIT. The program is designed to empower lecturers who are in a position to reform and modernise the science and engineering curriculum after the program. In collaboration with the faculty at MIT, these lecturers develop new curriculum and teaching methods, incorporating MIT’s emphasis on problem-solving and developing entrepreneurial attitudes among students. The ETT programme was launched in 2010. We sponsored eight lecturers in 2010 and will sponsor 12 in 2013. I’m really proud to be part of this successful initiative!”

Antonin Fotso
SECRETARY GENERAL, AFIRICA DIVISION, TOTAL E&P DEPARTMENTAL CHIEF EXECUTIVE, TOTAL E&P NIGERIA

"'Empowering the teachers' is an innovative program developed by Total Group. Following a successful pilot in Nigeria in 2011, the program will be extended to other countries including Uganda and Kenya. Since the initiative was launched, Google and other companies such as Schlumberger have come on board!"
I was studying mechanics at the National Oil Institute when I heard about the Total training program. Some people from the Group came to talk to us about it. I was impressed by the opportunity to join a production team. The operator’s role is particularly interesting. It comes with a lot of responsibility and there’s always something new to learn.

FROM THEORY TO PRACTICE

Once I had passed a test, I then spent two months perfecting my English. Next, I spent five months studying basic physics, chemistry and math. I then joined the training program, switching between the local satellite office and the Institut français du pétrole (French institute of petroleum) giving me the opportunity to work on offshore platforms. In January 2013, after a total of 13 months, I received my operator’s qualification. I’m really glad that I completed this program. It has taught me how to work hard, opened my mind and given me practical knowledge – something that was lacking in my previous education, where it was all about theory.

INTERNAL CAREER PROGRESSION

I’m also delighted to be part of the CLOV project. This project will make a real contribution to Angola’s development, in line with international environmental regulations. Most importantly, it prioritizes Angolans when it comes to recruitment and helps to disseminate knowledge. I also think this training program is beneficial for Total, as it gives the Group access to a local, skilled workforce. Next, I’m off to South Korea to further develop my skills. Along with other graduates of the program, I’ll be involved in preparing and testing a new production unit prior to its launch. I plan to grasp every opportunity to learn and I look forward to a successful career within the company.
DRIVING GROWTH AND SOCIAL REGENERATION

TOTAL IS ONE OF THE PARTNERS OF THE AFRICAN DEVELOPMENT BANK’S “SOUK AT-TANMIA*” PROJECT. THE PROJECT SUPPORTS ENTREPRENEURIAL INITIATIVES TOWARDS THE CONSTRUCTION OF A NEW TUNISIA. SONIA BARBARIA IS IN CHARGE OF COMMUNICATIONS FOR THE INITIATIVE.

In the aftermath of the Tunisian revolution, the African Development Bank decided to encourage and promote entrepreneurship by funding projects that had the potential to create jobs and reduce regional disparities. ADB issued a unique call for support from both civil society and the public and private sectors to contribute making this initiative a success. Total responded instantly to this call with both human and financial resources.

LONG-TERM SUPPORT TO ACHIEVE INCLUSIVE GROWTH
This pilot project, known as “Souk At-Tanmia” (the market for development), was launched in July 2012. We ran a national tender process and received 2,000 bids. Some 300 projects were pre-selected by a committee representing all our partners. The people behind the projects received training from the British Council to boost their entrepreneurial skills and fine-tune their projects. A final list of 71 projects was chosen in January 2013, with the potential to create 1,000 jobs in the country. The winning projects were assigned grants of up to 30,000 dinars (approx. €15,000). As well as receiving financial support, the entrepreneurs are sponsored by one of our partners, helping them to bring their project to fruition. Most of the projects that Total supports are in the renewable energies sector, with the Group making a major contribution to skills transfer.

WOMEN TAKE CENTER STAGE
As well as focusing on projects developed by young people, the unemployed and those from disadvantaged regions, “Souk At-Tanmia” is also notable for its commitment to women, in recognition of their critical role in the construction of a new, post-revolutionary Tunisia. Almost one third of the chosen projects were developed by women, and women are also well represented in the initiative’s management team. I’m just one example of this fact.

* For more information, visit: www.soukattanmia.org

BY SUPPORTING A NEW GENERATION OF TALENTED ENTREPRENEURS, WE HAVE CREATED A DYNAMIC ENVIRONMENT THAT WE HOPE TO REPLICATE IN OTHER COUNTRIES IN AFRICA.”
SONIA BARBARIA, COMMUNICATIONS MANAGER, “SOUK AT-TANMIA” PROJECT

TOTAL IN TUNISIA
Number of employees: 212
Marketing activities: Total Tunisia will continue to grow, with six new service stations opening in 2013, alongside the existing network of 151 stations. Indirectly, the Group contributes around 1,300 jobs in Tunisia, and invested over €8 million in the country in 2012 (up 54%).

6 MILLION EUROS WILL BE INVESTED IN MODERNIZING THE AFFILIATES’ NETWORK OF SERVICE STATIONS.

As part of its work with Tunisian charity SOS Villages, launched in 2006, Total helps families living in three of the charity’s homes, covering the children’s school education costs in particular. The Group is also committed to helping young graduates from these families enter the job market. Through the “Total Social Ladder” program, the Group offers a range of internship and job opportunities. Meanwhile, on road safety issues, Total delivered training to 68 drivers in 2012 on issues such as health, road safety, logistics and the environment. A new training program focusing on safe behavior and personal protective equipment is scheduled for 2013.

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PLACIDE KAYA IS DIRECTOR OF ÉCODURABLE, A DESIGN FIRM IN CONGO. TOTAL COMMISSIONED HIS COMPANY, WORKING IN PARTNERSHIP WITH FRENCH FIRM ARTELIA, TO CONDUCT THE IMPACT STUDIES FOR THE MOHO NORD SITE OPERATION PROJECT.*

I founded Écodurable, an environmental and social impact study design firm, in 1999. We currently employ 12 people. Over the years, we’ve been asked by several mining companies to support their local operations, and we’ve fine-tuned our expertise throughout this period. In 2012, Total contacted us about working alongside engineering firm Artesa as part of the Group’s operation project at the Moho Nord site. The selection process was extremely rigorous. They met with all of the candidate firms before finally selecting us. One of the reasons for this selection was our motivated team of young staff. Écodurable trains more interns than any other design firm in Congo. This commitment to training young people is one of my top priorities.

WE PROVIDE LOCAL KNOWLEDGE, WHILE TOTAL AND ARTELIA TRAIN OUR YOUNG EXPERTS."

PLACIDE KAYA, DIRECTOR, ÉCODURABLE, WITH
PATRICK BOLLAERT, DIRECTOR, ENVIRONMENT DIVISION, ARTELIA EAU & ENVIRONNEMENT

TOTAL IN CONGO

Number of employees: 1,300
Marketing activities: the Group owns a network of 35 service stations in Congo, eight of which were built or renovated in 2012. Recently, it opened its first power station running entirely on solar power in Ecoumbi (500 km north of Brazzaville).
Exploration & Production activities: Total is the country’s main operator, accounting for 60% of Congo’s domestic production. It has just launched the Moho Nord development project, the largest oil project ever conducted in Congo.

Q SOME OF TOTAL’S OTHER COMMITMENTS IN THE COUNTRY

The “extended classes” program at Lycée Victor Augagneur offers 150 pupils free, high-quality science teaching. Total has been an active partner of the Higher Institute of Technology in Central Africa (IST-AC) for around 10 years. The aim of this partnership is to boost local qualifications and recruit more talented people to the Group’s teams [18 recruits to date]. In a similar vein, Total Professeurs Associés (TPA) delivers lessons to 150 master’s level students at Marien Ngouabi University in Brazzaville.

THE GROUP CARRIES THE BURDEN OF THE MOJO NORD PROJECT

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TOTAL IN CONGO

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Marketing activities: the Group owns a network of 35 service stations in Congo, eight of which were built or renovated in 2012. Recently, it opened its first power station running entirely on solar power in Ecoumbi (500 km north of Brazzaville).
Exploration & Production activities: Total is the country’s main operator, accounting for 60% of Congo’s domestic production. It has just launched the Moho Nord development project, the largest oil project ever conducted in Congo.

Q SOME OF TOTAL’S OTHER COMMITMENTS IN THE COUNTRY

The “extended classes” program at Lycée Victor Augagneur offers 150 pupils free, high-quality science teaching. Total has been an active partner of the Higher Institute of Technology in Central Africa (IST-AC) for around 10 years. The aim of this partnership is to boost local qualifications and recruit more talented people to the Group’s teams [18 recruits to date]. In a similar vein, Total Professeurs Associés (TPA) delivers lessons to 150 master’s level students at Marien Ngouabi University in Brazzaville.
IMPROVING ACCESS TO ENERGY

ENERGY FOR ALL

DOMINIQUE ATANGANA NOA IS A SERVICE STATION MANAGER. HE Sells SOLAR POWERED LAMPS in HIS STORE, AS WELL AS IN THE COUNTRY’S MOST REMOTE REGIONS, WITH THE HELP OF HIS “YOUNG SOLAR RETAILER.”

I got a job as a pump attendant with Total back in 1999. I then completed the “young dealer” program and was appointed as service station Manager in 2003. I started in Kentzou in the East of the country, before moving to Bafia in central Cameroon, where I’ve been working since 2007. Total chose my station to run a pilot on the sale of photovoltaic solar lamps and kits when the Group first moved into the sector in 2010. All of the station staff were involved, and I appointed a dedicated “retailer”, Yves Abenda, from within my team.

A RANGE OF AFFORDABLE PRODUCTS

We currently sell a range of three products: two mobile, individual lamps and a modular, fixed solar kit, which the retailer installs himself at the customer’s premises. Due to the current energy situation, these products are in high demand. We sold 1,377 of them in 2012. They provide low-cost, secure and effective lighting for populations without sufficient access to the electricity grid and who often have to resort to costly and dangerous alternatives such as oil lamps or candles.

WORKING CLOSELY WITH LOCAL POPULATIONS

We meet most of our customers at the markets or on the plantations, as well as having a strong presence among local authorities. We also provide support to local opinion leaders (local authorities and village chiefs). The population is interested in our products and really appreciates the work that our retailer does. He has to travel vast distances between villages, and getting around isn’t easy, but he always makes himself available.

With this new sales channel, we’ve built close relationships with our customers. This has helped to make the station a key part of the community and has boosted the profile of the brand. It’s a great project.

PIERRE MBONO IS A PLANTATION OWNER. HE RECENTLY RECEIVED ONE OF TOTAL’S MODULAR SOLAR KITS, WHICH HAS MADE A VAST IMPROVEMENT TO HIS DAY-TO-DAY LIFE.

I own a cocoa and coffee plantation in Mbangassina, a small village 30 kilometers from Bafia in the center of Cameroon, around 130 kilometers from Yaoundé. I found out about Total’s solar-powered lamps by accident when I was reading an advertising poster about the store at a service station in Yaoundé.

SOLAR-POWERED LIGHTING FOR EVERYDAY USE

The salesperson assured me that they were reliable and robust, so I bought a D Light S250 lamp. It provides bright, long-lasting light and I can also use it to charge my cell phone. Later on, I went to my local TOTAL service station to buy a second lamp. The salesperson told me about the Sundaya Ultrium solar kit, which I could use to light my home as it came with four independent bulbs. The station’s solar retailer, Mr. Abena, even came round to my house to install the kit. It was a real life-changing moment!

RELIABLE AND BENEFICIAL

We had an electricity supply, but the central generator was broken. We’d had to resort to using a small generator and oil lamps. The generator was located quite a distance from my main home and I had to go out and switch it on at nightfall. This posed real security problems. It was also extremely expensive, as we had to buy 30 liters of diesel each week, which cost 15,600 CFA francs (24 euros).

With the solar lamps, I’ve saved 30% on this cost. I can also light the entire premises, including the living quarters for more than 20 people (plantation workers, my sister-in-law, my wife and my four children).

The kit is covered by a two-year guarantee, so I know that if I have any technical problems, the Total retailer will repair the kit or replace a lamp where necessary. These products are making a real difference in the day-to-day lives of many people in Cameroon.

TOTAL IN CAMEROON

Number of employees: 150
Marketing activities: Total already owns a network of 155 service stations and plans to open five new ones in 2013.

In 2012, the Group opened a service station in the country with the introduction of a new bitumen product, packaged in hot-melt bags. The bags mix with the product when melted at high temperatures. The bitumen is packaged in a bagging unit in Douala.

TOTAL’S OTHER COMMITMENTS IN THE COUNTRY

Total has installed a water hole at its Mbangap Bakok service station. This provides water not just for the station, but also for the local population, who otherwise have limited access to drinking water. Since 2012, some 100 people have benefited from free access to running water. Total and “Safe Way Right Way”, a road safety program of which the Group is a member, are also working to improve road safety along the main transport routes in Africa, including two cross-border roads which have some of the highest death tolls on the continent (Cameroon/Central African Republic/ Chad and Kenya/Uganda).

Driver education campaigns were delivered as part of the seventh World Day of Remembrance for Road Traffic Victims and the first African Road Safety Day. The Group has helped to set up mobile central points along the Douala to Yaoundé route, the most dangerous road in the central African corridor.

SOME OF TOTAL’S OTHER COMMITMENTS IN THE COUNTRY

A low-cost, secure and effective lighting available at the store at a service station in Yaoundé.

He recently received one of Total’s modular solar kits, which has made a vast improvement to his day-to-day life.
The first time I visited the village of Maroala, I was struck by the difficult conditions in which the local people live. Their clinic was run-down and unable to provide essential health care to a population ravaged by malaria. Despite these conditions, they had an exceptionally positive outlook. It was this that made me want to help them. As a retired physiotherapist, I had time on my hands. So, in 2007, I set up an NGO called “Pour que vive Maroala*”.

**Facilitating Access to Health Care**
The locals had to cross the Betsiboka river and travel around 25 kilometers to get to hospital. My idea was to build a boat to take people across the river. One of my contacts put me in touch with Total’s local affiliate, which supported me with my project. The company now provides 5,000 liters of free fuel per year for the boat. Over time, with the help of local supporters and volunteers, I’ve managed to build four clinics in the region. Two of them are fitted with solar panels supplied by Total. These panels power the refrigerators where the polyvalent vaccines are stored. I also kitted out a second boat to deliver traveling health services.

**Improving Local Medical Services**
With Total’s support, we’ve been able to save lives. Our boats are the only way to get health care to this completely isolated population. Each time we visit, we see around 100 patients. On one occasion, when we were going to vaccinate a village, a woman brought me her baby. I quickly realized that the baby had a serious heart defect. With help from La Chaîne de l’Espoir, we managed to get the child operated on in Paris. Stories like this strengthen our resolve to continue improving local medical services in the region. We need to involve more local, talented people in our work. We’re also working with the Health Ministry to try to reproduce what we’ve done in the region at the Pangalanes canal. I hope that Total will continue to support our work.

*For more information, visit: www.maroala.org

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**Total’s Other Commitments in the Country**

- In partnership with Lemurs Park, located 22 km from Antananarivo, Total has introduced a “green class” program to educate Malagasy primary school children about protecting the environment.
- Since 2009, some 17,500 children have had the chance to visit the site and learn about local biodiversity. Total also provides financial support to “Les Enfants de l’Ovale”, an organization that runs educational projects through rugby training sessions. These sessions are delivered to school-age children from disadvantaged backgrounds to help incorporate them into school life. A total of 400 young people aged 8 to 15 have benefited from this initiative, playing rugby and participating in creative arts, dance, IT and fashion design.
Increasing Safety

Valentine Mugendi, Director of an Advertising Agency in Tanzania, organized a road safety education campaign for children, launched by Total in September 2012.

Total contacted my agency to organize a road safety education campaign for children on its behalf. Road traffic accidents kill more young children in Tanzania than diseases such as malaria. Total’s initiative was therefore particularly welcome, as it built upon existing government-run programs.

60,000 Children Educated in 240 Schools

We launched the campaign in Dar es Salaam to coincide with Road Safety Week in September 2012. The initiative was then rolled out across 240 schools over a period of three weeks. Each session was based on an educational kit supplied by Total, known as the “Safety Cube”. It contained brochures and teaching materials, such as a road network that could be installed in the school playground. It was really effective. The aim of the campaign was to highlight the importance of road safety and get the children to talk about the subject. We organized educational and fun events in each school, involving groups of actors, dancers and DJs, as well as police officers with special educational training. All the participants received accessories such as T-shirts and posters with campaign branding. The campaign was also advertised on the radio and on TV.

Making a Lasting Impression

One of the advantages of the “Safety Cube” was that it contained items that pupils and teachers could come back to in the future. Some schools in Tanzania have up to 600 children on roll. It’s therefore important to have materials that can be passed from class to class. This campaign was just a start, however. The challenge now is to ensure that the good work done lasts into the future, and to distribute the “Cube” more widely.

This road safety education campaign clearly demonstrates Total’s commitment to local issues.

Valentine Mugendi, Director of an Advertising Agency

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Some of Total’s Other Commitments in the Country

With the support of several organizations, Total has introduced the “Dare to Dream for Women” programme. A series of workshops were held, where 150 women, including 20 Total employees, were asked to reflect on and discuss their working lives and issues such as emancipation, health and entrepreneurship. This program put them in contact with a network of women with long professional experience, capable of advising and supporting them in their efforts to develop their careers.

In terms of health, Total launched an anti-malaria campaign. The campaign saw 710 anti-malaria kits distributed to 70 Total Tanzania employees, 40 subcontractors and 100 service station personnel. Education was also delivered to two orphanages, Al Madina and the Chakuwama children’s homes.

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Here at the Environmental Police Force, we conduct monitoring, supervision and inspection activities and educate the population about environmental issues. Following several inspections, I decided that the Tchengué site needed to be dismantled. The site, owned by Total, was built in the 1960s to accommodate crude oil transport, storage and processing activities. The site was decommissioned several years ago and the equipment there had become obsolete. I therefore wrote to Total advising them of the need to dismantle the site. Total agreed to manage the work immediately.

A THREE-STAGE PROJECT TO PROTECT THE ENVIRONMENT

The tanks and pipes were drained and cleaned back in 2010. The large waste pit at the southern end of the site was decontaminated (phase 1). In the following year, 10 kilometers of pipes were cleaned and, in 2012, the decommissioned tanks and pipes were dismantled (phase 2). We are now working on completing the renovation work and decontaminating the soil at the site (phase 3). Despite some delays in operations due to heavy rainfall, I'm very happy with the way the project has progressed. It fully reflects the goals of our policy: to protect the environment by combating pollution and preventing all types of damage.

OPENNESS AND COMMUNICATION

From our first contact with Total about the site, the Group followed all of our recommendations and demonstrated a clear desire to meet the environmental requirements of the Gabonese authorities. We are very happy with the relationship we've built with the Group, and Total always takes the time to inform the local population. The community has a very positive view of the project, as do the farms that border the site. The environmental benefits are clear to all.
Building Long-term Relationships

Chieforis Onyiri is the leader of the Egi communities in Nigeria’s Niger Delta. Where Total has had a presence since 1962, he is the main link between the group and the local population.

In chair of the Egi People’s Assembly, which represents the 16 Egi communities, totaling more than 100,000 people. As such, I act as the interface between Total and the local population. We haven’t always had a good relationship with Total and, in the past, there was deep mistrust between the two sides. This new form of dialogue is therefore essential.

Mutual Understanding

In recent years, Total has adopted a radical new approach. They now come to us and engage in dialogue. I’m happy to say that now, here in Nigeria, Total has a better relationship with local communities than any other oil company. Over the last few years we’ve come to understand each other. This mutual understanding was highlighted during the Ibewa incident* in 2012 where we managed to retain ongoing, constructive communication with Total despite the problems. Total also makes an active contribution to our development in health, education and infrastructures. As well as building roads, a water distribution network and local community and health centers, the Group has also created a gas-fired power plant which has made a real difference to our lives.

Mutual Trust

Total is now a partner in our economic development. It creates jobs and has introduced training programs to encourage people to set up small, local businesses. The Group will also be providing financial support for a range of projects, including the creation of a palm oil processing center, an industrial bakery and a ceramics factory. The work that Total does in this respect is critical. As the amount of available farmland decreases, our communities are becoming ever more reliant on the industrial and economic activities that Total generates. One of the projects that the Group supports is very close to my heart. The Seed Multiplication Center is designed to guarantee food security for the local population. Nevertheless, the influx of migrants attracted by Total’s presence has caused some security issues that we need to resolve, and there is a need to reduce the amount of gas being burned. Now that both sides trust and understand each other, the future looks very positive. Having said that, I’d like to see members of the local Rivers State population occupying management positions and local, qualified business owners given a greater stake in Total’s activities.

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*The incident at the Ibewa field on March 20, 2012 led to water and gas leaking into an uninhabited area.

Some of Total’s other commitments in the country

Through its “Empowering the teachers” program, Total encourages cooperation between universities, with eight local university lecturers having the opportunity to train at Massachusetts Institute of Technology (see p. 8). Total has also introduced a skills-boosting training program aimed at young people from disadvantaged backgrounds. The Group provides them with training in their chosen subjects (furniture production, IT, etc.), gives them an equipment kit to set up their business, and provides a two-year financial support package. Fifteen young people benefited from this initiative in 2012. Since 2006, Total has also been running a major anti-HIV/AIDS campaign, training educators from among service station personnel and conducting screening campaigns.

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Total in Nigeria

Number of employees: 2,200
Marketing activities: with 511 service stations, Total is one of the main fuel distributors in Nigeria. Exploration & Production activities: Total tripled its production activities between 2002 and 2012, and there are several ongoing projects, including Egina (deep offshore) which is scheduled to begin production in 2018, OML 58 Upgrade which will increase the site’s gas production capacity from 10 to 15 million m3 per day, and Ofon Phase 2 which is currently under development. A domestic gas pipeline project (NOPL) is also underway.

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An active contribution to development

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AND ELSEWHERE...

AN OVERVIEW OF SOME INITIATIVES LAUNCHED IN OTHER AFRICAN COUNTRIES BY TOTAL AFFILIATES

ALGERIA

SUPPORTING STUDENTS

The Faculty of Hydrocarbons and Chemicals at the University of Boumerdes and TPA (Total Professeurs Associés) work closely together, having signed an agreement back in 2008. Total employees and former employees in the TPA network attend conferences to share their expertise with the students. In 2012, Total also began supporting the Petroleum Club, a science club founded by students at the Faculty.

SOUTH SUDAN

UNIVERSAL ACCESS TO WATER

Total has launched a program to install or renovate 157 water wells to provide drinking water to around 70,000 people. Water access problems were becoming critical in South Sudan and, in some cases, were leading to violence between communities. Alongside this initiative, Total has also developed a deforestation prevention scheme and has launched a program to introduce renewable energy sources.

LIBYA

FUNDING EDUCATIONAL BURSARIES

In 2009, Total began funding seven bursaries to enable Libyan students to study master’s courses in France. The recipients attend an eight-month intensive French language course, followed by a two-year period in the French university system. Total also allocates further international bursaries. Between 2007 and 2012, the Group funded around 40 Libyan students in the first or second year of an oil-sector engineering master’s course.

GABON

LONG-TERM SUPPORT FOR MEDICAL RESEARCH

In 1974, Total began supporting the International Center for Medical Research in Franceville (ICMRF), contributing more than $6 million per year towards its running costs. It is a unique institution in central Africa, housing cutting-edge laboratories in a 2,500 m² facility. It adopts a multidisciplinary approach to medical research. Its partnership with Total is one of the flagship examples of a successful, sustainable public-private partnership.

DJIBOUTI

A FREE SHUTTLE BUS FOR THE RESIDENTS OF DORELAH

The village of Dorelah, located around 15 kilometers from Djibouti, is situated next to an oil complex and a major road. Given its location and the lack of public transport in the village, the route to the capital was extremely hazardous. Working in partnership with Horizon Djibouti Terminal Limited, Total introduced a free shuttle bus to carry residents of the village safely to the city. This new service means that the village is no longer isolated.

GUINEA

ELECTRICITY FOR AGRICULTURE STUDENTS

Working in partnership with its solar subsidiary (Tenesol, now SunPower), Total funded and installed a solar energy system at Guinea’s national livestock farming and agriculture school (École Nationale d’Élevage et d’Agriculture) to provide electricity to all of the school’s buildings. The new system has improved working conditions for the students at the school, who previously had to work by candlelight after sundown. The school’s administrative staff are also now able to use their computing equipment. This initiative is the result of a consultation process with the Ministry for Technical Education, Vocational Training and Employment.

KENYA

PROTECTING THE COUNTRY’S NATURAL HERITAGE

Total joined forces with Global Industrie Mecanique (GIM) to improve biomedical waste management in Mali’s hospitals. With the existing systems causing new hepatitis B and C infections every year, the need for action was urgent. In 2012, Total delivered five high-performance biomedical waste incinerators to the country’s major hospitals. These innovative machines were manufactured by GIM using recovered metal and local clay.

EGYPT: A FUTURE FOR CAIRO’S STREET CHILDREN

Total’s priority in Egypt is to help disadvantaged children in Cairo. The Group has joined forces with three NGOs: FACE For Children in Need which works to reintegrate street children into society, Samusocial International Égypte (SISE) which deploys mobile teams to deliver aid directly to the most needy, and the Torah Center, an educational center founded by Sister Emmanuelle. The goal of this partnership is to help reintegrate young people into society and to reduce the number of children living on the streets. This financial support embodies Total’s commitment to combat extreme poverty and ensure that the rights of marginalized children and young people are respected in Egypt.

Ambitious targets

The partnership, which covers 2013, will involve the deployment of three street education teams to provide medical, psychological and social services to children. A total of 300 of Cairo’s children will receive support each month, with 100 street children receiving medical care at least once a month. Four training sessions and/or workshops will also be organized, to provide an opportunity for workers from FACE For Children in Need and Samusocial to share their experiences. Total will also publish and print 1,200 text books for young people at the Torah Center.

EGYPT:

TOTAL'S REASONS FOR SUPPORTING EGYPT

In 2006, Total entered into a partnership with the Egyptian General Petroleum Corporation (EGPC) and, in 2008, a strategic agreement back in 2008. Total employees and former employees in the TPA network attend conferences to share their expertise with the students. In 2012, Total also began supporting the Petroleum Club, a science club founded by students at the Faculty.

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THE WORK OF 
THE TOTAL FOUNDATION

THE TOTAL FOUNDATION PLAYS AN ACTIVE ROLE IN FIGHTING INFECTIOUS DISEASES
IN THE COUNTRIES WHERE THE GROUP OPERATES. IN AFRICA, IT SUPPORTS THE INSTITUT PASTEUR’S RESEARCH PROGRAMS AND PROVIDES ASSISTANCE TO LOCAL PROJECTS, ESPECIALLY THOSE
DESIGNED TO TRAIN MEDICAL STAFF AND IMPROVE PATIENT CARE FACILITIES.
FOR MORE INFORMATION, GO TO: WWW.FONDATION.TOTAL.COM

PREVENTING INFANT DIARRHEA

Diarrhea is the second highest cause of death linked to infectious diseases in the world affecting young children particularly. The Total Foundation has supported research by the Institut Pasteur in Paris, Madagascar and Central African Republic on rapid diagnosis tools. The Foundation is now contributing to a new public health program in Bangui, including the development of rapid diagnosis tools, the renovation of three health centers, training for medical staff and social workers, and improvements to the social and medical support that families receive.

IDENTIFYING AND TREATING ACUTE BACTERIAL MENINGITIS

The Foundation is working alongside the Institut Pasteur in Paris and the Centre de Recherche Médicale et Sanitaire (CERMES) in Niamey, Niger, to launch a new three-year scheme. It includes a program of operational research, which will lead to the development of a rapid diagnosis test (RDT) kit to detect acute meningococcal meningitis. It also includes a treatment program, which will see improvements to hospitals and health care facilities that treat children suffering from post-meningitis motor and hearing deficiencies in Niamey.

COMBATING HIV / AIDS

Due to their mobile lifestyles and working conditions, truck drivers are particularly vulnerable to sexually transmitted infections. Following an initial HIV/AIDS prevention project targeting more than 135,000 truck drivers in Morocco, the Total Foundation and its partners – Institut Pasteur and Association African Solidarité (AAS) – have launched a new prevention program in Burkina Faso.

SUPPORTING THE SOCIAL ACTIONS OF OUR EMPLOYEES

Since 2006, the Total Foundation has supported more than 300 public interest projects in 59 different countries. All of these projects have been undertaken by charities in which Total employees are involved, on a personal and voluntary basis. Examples of its work include support for the construction of sports facilities for 3,700 children in the town of Masindray in Madagascar. The project was sponsored by Jeannot Marie Rabemanontsoa, an employee of Total Madagascar and member of Zaraka Ampelesana. The Foundation has also supported a project sponsored by Admira Hognon, who works for Total Togo and is a volunteer with Actions en Faveur de l’Homme et de la Nature.

Actions en Faveur de l’Homme et de la Nature. There were two elements to this project: to educate families about the importance of school, especially for young girls, and to restore a school’s buildings.

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TOTAL, PARTNER OF THE “SOUK AT-TANMIA” PROJECT

“BY SUPPORTING A NEW GENERATION OF TALENTED TUNISIAN ENTREPRENEURS, THIS PROJECT HAS CREATED A DYNAMIC ENVIRONMENT THAT WE HOPE TO REPlicate IN OTHER COUNTRIES IN AFRICA.”

SONIA BARBARIA,
COMMUNICATIONS MANAGER FOR THE “SOUK AT-TANMIA” PROJECT, LAUNCHED BY THE AFRICAN DEVELOPMENT BANK

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