

VPSHR Annual Report

March 2021

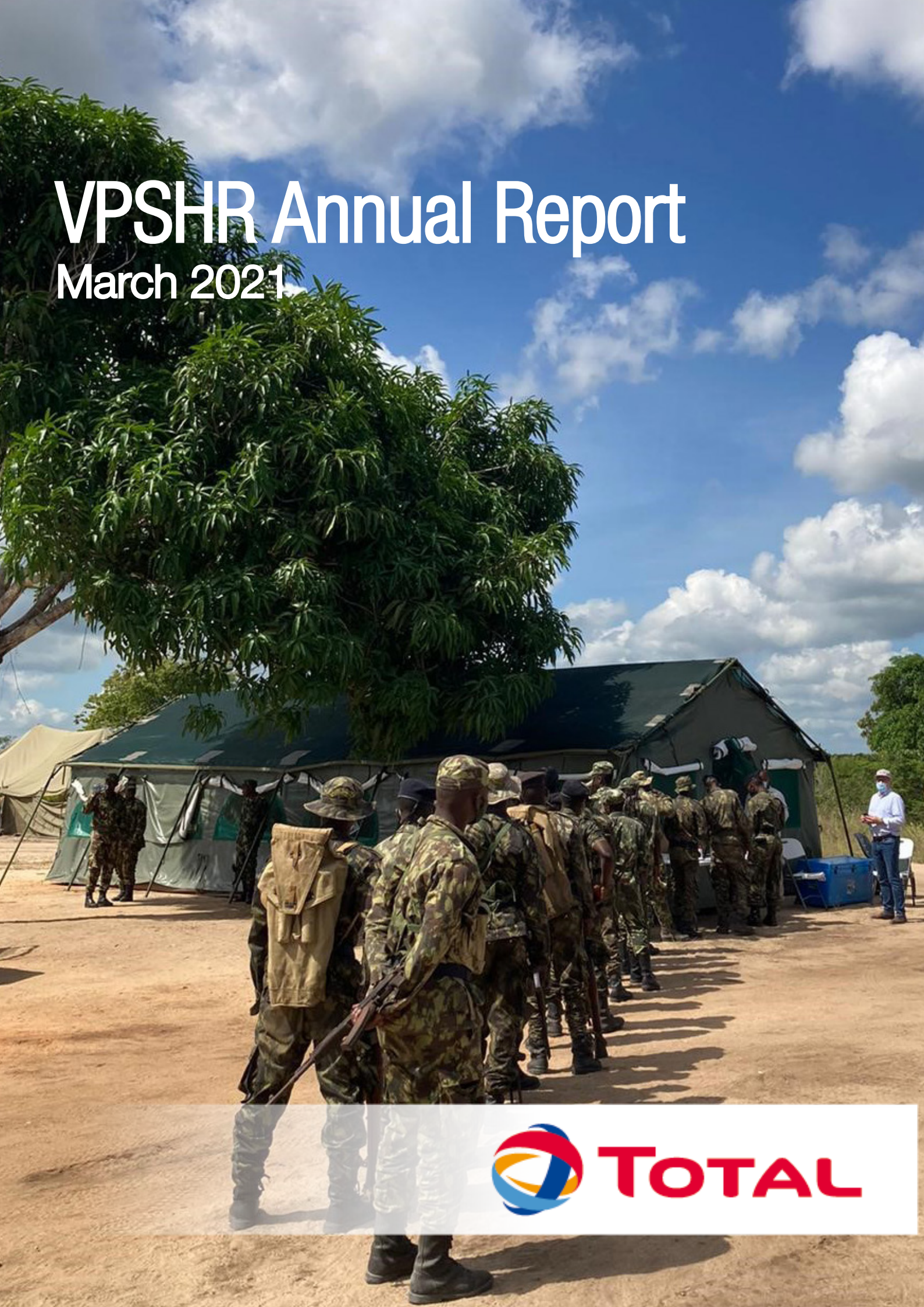


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Voluntary Principles on Security and Human Rights

Total SA – 2020 VPSHR Annual Report

Introduction

This report outlines the Total Group's ("Group") general commitment to the Voluntary Principles on Security and Human Rights ("VPSHR" or "VPs") and 2020 achievements. The Group joined the initiative in March 2012 as a Corporate Pillar member and continues to incorporate and promote the VPSHR into its everyday business activities.

Overview

Key 2020 achievements include:

- Updating the Group's VPSHR reference documents,
- Enhancing the Group's Auto-Diagnosis and Risk Assessment feedback tools,
- Reinforcing VPSHR awareness raising and training activities across all Group entities and security personnel worldwide,
- Ensuring that the Group's management of the global coronavirus pandemic left no room for increases in VPSHR incidents,
- Implementing continuous improvements to VPSHR operations especially with regards to the coronavirus pandemic,
- Launching an annual VPSHR campaign on a new secure online platform.

Total's Security Division is responsible for implementing the VPSHR with support from the Human Rights Department which reports to the Civil Society Engagement Division. The Group adopts a combined bottom-up and top-down approach to VPSHR, which encompasses an extensive network of employees at various different levels throughout the Group. The Security Division oversees the international deployment of VPSHR and ensures that the Group's strategies, policies and procedures are in line with VPSHR requirements. Furthermore, the Security Division works hand in hand with a global network of more than 100 Country Security Officers (CSO) to introduce tangible and effective VPSHR measures in the field.



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

I. Public statement of commitment or endorsement of the VPSHR

No significant change since the 2018 report.

II. Examples of VPI commitments and measures to promote the implementation of the VPs

1. 2020 VPSHR training activities

The Group managed to implement a training and awareness-raising programme, at both corporate and operational level, in 2020 despite the global pandemic.

Although the Group's annual VPSHR training seminar had to be cancelled due to the pandemic, local awareness raising sessions were encouraged and training was provided for Group employees, Private Security Company personnel (PSC) and Government Security Forces (GSF) protecting Group employees and assets. A number of Group affiliates in countries exposed to human rights risks organized training sessions in 2020 such as Mozambique (539 GSF and 42 PSC trained), Turkey (7 PSC trained), Bolivia (50 PSC trained), Tanzania (4 VPSHR courses), DRC (3 VPSHR courses).

In 2020, Total employed an independent organisation to develop and run VPSHR training courses for government security forces in Mozambique and private security company personnel in Angola. The courses took place in 2020 in Mozambique despite the pandemic, but those planned in Angola were rescheduled for 2021 (458 PSC personnel already received training in Angola in 2019).

Since April 2019, the Total Group's inhouse security network has been using an online communication platform, which comprises a dedicated VPSHR section designed to encourage experience sharing, publication of case studies and distributing key information.

In 2020, the Group launched its new digital platform developed by the Security Division hosting the Group's Auto-Diagnosis and Risk Assessment tools. This platform making it easier to both access the tools and monitor the VPSHR risks affiliates face. Three online courses on these new VPSHR tools were organized by the Security Division in October 2020 for the Group's 55 Country Security Officers.

2. Involvement in VPSHR events

VP Initiative: Total attended the Voluntary Principles Initiative's ("VPI" or "VP Initiative") 2020 Annual Plenary Meeting which took place online on March 16, 2020 as well as other events with VPI members, including regular Corporate Pillar calls and UK VP Working Group meetings. Total also joined the "Conflict Assessment Working Group", which aims to develop a practical tool for use by companies and other stakeholders who have a legitimate interest in understanding how companies conduct conflict risk assessments and the nature of preliminary due diligence measures.

VPSHR Events:

Total was also involved in several VPSHR events, including:

- A workshop in December 2020 organised by the Geneva Centre for Business and Human Rights, in partnership with the Geneva Centre for Security Sector Governance and the International Committee of the Red Cross. Total shared its VPSHR experiences and best practices for producing a toolkit to address security and human rights challenges in complex environments.
- A multi-month project at the end of 2020 with consultants to develop a conflict analysis tool that will help Group subsidiaries to manage VPSHR issues in high-risk conflict or post-conflict areas.



B. Policies, Procedures and Related Activities

I. Implementation of the VPs: Publication of a Group Guide on VPSHR Implementation

In May 2019, Total published a new Group Rule (“VPSHR Rule” or “Rule”) outlining the Group’s VPSHR requirements! In 2020, a VPSHR Implementation Guide was compiled to help operational entities implement these VPSHR requirements. This Guide outlines best practices and provides practical advice on:

- Risk Assessment and Auto-Diagnosis tools,
- Background checks to be carried out prior to establishing formalized relationships,
- Methods for formalizing relationships with government security forces (GSF) and private security companies (PSC),
- Contents of training programs,
- Equipment transfers,
- Firearms management, if applicable.

Published early 2021, this Guide applies to all Group entities and other structures controlled by the Group in accordance with their respective decision-making rules and subject to the locally applicable statutory and regulatory provisions.

II. Group procedure for conducting security and human rights risk assessments and VPSHR auto-diagnosis

1. Organization of annual VPSHR campaigns

The Group has been using Auto-Diagnosis and Risk-Assessment tools since 2016. These tools are designed to help Total affiliates assess VPSHR compliance levels, VP-related risks in their operating environments, and to compile an action plan complete with recommendations for mitigating these risks. This assessment is a critical component of the process to protect Group personnel, assets and local communities.

These VPSHR tools were deployed during the Group’s annual Auto-Diagnosis and Risk-Assessment (ADRA) campaigns, rolled out across Group entities worldwide. It focused in particular on high-risk entities in Sub-Saharan Africa, North Africa, the Middle East, Latin America and Asia. The campaigns comprise a self-analysis process that is vital for identifying areas for improvement in the field of VPSHR. Over the past two years, the Group has conducted ADRA campaigns in 40 countries. Every year, the ADRA campaign and tools are improved to help embed this process into affiliate security management systems.

These VPHSR tools have now been incorporated into the new digital platform. Our aim was to set up a secure portal for sharing operational security information between sites/subsidiaries and the Security Division, and to store this information in a secure place, country by country. This dedicated platform also helps to improve the follow-up, accessibility and traceability of VPSHR data. ADRA campaigns were conducted through this platform for the first time in 2020. In order to guarantee a smooth transition, this year affiliates were given a choice between using the former Excel forms and the new platform, but all future campaigns will be 100% online. The new platform proved to be a success with 74% of users choosing to use the digital tools.

¹ [Refer to the TOTAL 2019 VPSHR annual report for more details](#)



Throughout 2020, Total made efforts to boost the number of subsidiaries using VPSHR tools to improve Group assessments and performance tracking. The result was that 2020 ADRA campaign participation levels reached a record high of 89% (vs 71% in 2019), mainly due to the numerous changes made to the way campaigns are organized and by providing greater involvement in the feedback process.

2. Preliminary findings of the 2020 ADRA campaign

The Verisk Maple Croft (VMC) platform and its Security Forces and Human Rights indicators in particular were used to define an appropriate strategy and identify the most exposed affiliates. This risk index provides a global overview of the situation in each country in which the Group has operations. It has enabled the Group to identify every high risk country including a number that hadn't previously been classified as 'high risk'. ADRA campaigns were conducted in all these countries as well as in countries that had failed to reach satisfactory compliance levels.

In 2020, this process identified 38 Group affiliates as being exposed to human rights risks. Preliminary results indicate that:

- 23% of these countries have a high level of compliance of between 90% and 100%
- 58% of these countries have a high level of compliance of between 60% and 90%
- 19% of these countries have a low level of compliance, i.e. of under 60%.

Affiliates recording low levels of compliance will need to launch an improvement plan. Not only will its rollout be monitored but, they will also be required to complete the process again in 2021 so that there is a formal record of progress made in this field.

III. Group mechanisms for reporting and addressing security-related incidents involving human rights allegations

A new Group Rule introduced in 2019 covers reporting procedures for VPSHR incidents and near-miss incidents. It outlines the measures to be taken in the event of a security-related incident with human rights consequences. A VPSHR incident report template has been incorporated into this Rule.

Furthermore, a special category for VPSHR incidents has been incorporated into the Group Security Reporting Rule, which came into effect in May 2019. It classifies VPSHR incidents as one of the 12 "serious" categories of security incidents to be reported to the Security Division within 24 hours.

IV. Group procedure for taking the VPs into consideration when establishing relationships with PSCs.

The Group VPSHR Rule published in 2019 stipulates that all contracts with PSC must include a VPSHR clause requiring PSC to comply with the VPSHR commitments and Group requirements. On August 26, 2020, Total Marketing & Service published a VPSHR clause which must be included in all Group service station network operations contracts. This VPSHR clause is now systematically incorporated into all new contracts, renewals, extensions and amendments.



C. Implementation of the VPSHR in a country

I. Country: Mozambique

1. Context

a. Total in Mozambique²

TOTAL Moçambique Área 1, Lda, (TEPMA1), the operator of Offshore Area 1 in the Rovuma Basin in northern Mozambique, is developing Mozambique's first onshore Liquefied Natural Gas (LNG) Project, hereafter referred to as 'the Project'.

This is a Total-operated Project. Total is the world's second largest LNG player with a leading presence in Africa. It is uniquely qualified to ensure that the Mozambique LNG Project will help to meet the world's increasing demand for sustainable, reliable and cleaner energy. This Area 1 Project – together with the Area 4 onshore LNG Project – will be developed on a +/- 6,400 ha site on the Afungi Peninsula in Palma District, Cabo Delgado Province.

The Project is being carried out in collaboration with Mozambican communities and government officials to ensure that these resources are extracted in a manner that is environmentally aware, will encourage additional foreign investment, and contribute to the long-term social and economic stability of the country.

b. The security and human rights situation in Mozambique

Cabo Delgado is Mozambique's poorest province, with high unemployment, low literacy levels and very few public services. Insecurity has been growing in the country since 2017 and there has been a steady increase in the number of insurgent attacks in the districts of Quissanga, Macomia and Mocimboa da Praia, which have gradually been spilling over to the district of Palma. Insurgent action, which initially targeted the civilian population (looting, barbaric violence, kidnapping, and destruction of property), has spread to government infrastructures over the past 2 years.

Civilian populations have been the first and primary victims of this conflict, facing attacks, abuse and torture by the insurgents. They have been forced to move to safer areas. Civilians have gradually moved away from the areas most affected by the ongoing insurgency into the districts of Pemba, Mueda, and Palma in Cabo Delgado Province. The UN OCHA estimates there are more than 500,000 internally displaced people (IDPs) in Cabo Delgado. The Palma authorities have reported the presence of 35,000 IDPs, a significant number considering its previous population was only 77,000.

UN agencies and several international NGOs have reported a complex security and human rights emergency, where violence has exposed people to human rights violations including killing, abductions and gender-based violence.

²

Link to the official project website for further information: <https://www.mzlng.total.com/en>



2. Policies & procedures

Total E&P Mozambique Area 1 (TEPMA1) has pledged to respect human rights during the development and operation of the Mozambique LNG Project. This commitment is set out in TEPMA1's Human Rights Policy, Security Policy and Total's Code of Conduct. These documents include a specific commitment to the Voluntary Principles on Security and Human Rights (VPSHR). In March 2019, TEPMA1 (as Operator on behalf of the Project) signed a Security MOU with the Mozambican Ministry of National Defense (MDN) and Ministry of the Interior (MINT).

This Memorandum of Understanding states that a Joint Task Force will be employed to protect Project activities in Afungi and across the broader area of project operations, and that Mozambique LNG shall provide the Joint Task Force with logistics support. The Government of Mozambique has pledged that Joint Task Force personnel will act in accordance with the Voluntary Principles on Security and Human Rights (VPSHR).

Most importantly, the MOU stipulates that all personnel will adhere to key guidelines including the VPSHR, Basic Principles on the Use of Force and Firearms by Law Enforcement Officials and Code of Conduct for Law Enforcement Officials. In addition to the above, in order to implement the VPSHR commitments set out in the Security MOU, TEPMA1 has promised to:

- Ensure that all JTF and private security forces assigned to the Project area receive VPSHR training,
- Develop information, education and communication materials to support broad-based awareness and understanding to reinforce behaviour requirements on an ongoing basis,
- Engage regularly with relevant authorities, JTF Command and the local communities on human rights and security related issues,
- Ensure that communities have access to the appropriate channels for reporting security grievances,
- Ensure that all VPSHR incidents are investigated and reported to the relevant authorities and that appropriate sanctions are introduced if necessary.

3. VPSHR Trainings

Since 2019, in-house VPSHR induction courses have been organized for all JTF members on arrival at the site. In December 2020, TEPMA1 approached a specialist independent consultancy for support organising a Train-the-Trainers session for members of the security department and JTF Commanders, and refresher courses for the JTF and private security guards. A total of 19 VPSHR courses were organized for 539 military and police forces and 42 private security guards.

The Train-the-Trainers session was attended by 22 Military Liaison Officers and 12 JTF Commanders to ensure that lower grade staff receive on-going training and effective communication from their superiors endorsing VPSHR best practices. VPSHR refresher courses for both MLO, private security guards and JTF will be organized every 6 months to maintain high-level standards and address other areas of concerns.



4. VPSHR Incident case study

The Project has set up a Community Grievance Mechanism under which stakeholders can report areas of concern, including security and human rights issues. Complaints are then investigated by dedicated Project security investigators who adopt a systematic fact-finding and fact-analysis approach and recognize the need to protect victims and witnesses. Investigation results are then discussed by Social Performance and Security representatives to define the appropriate preventive and remedial measures.

a. Context

The presence of insurgents on motorcycles in Cabo Delgado Province has intensified the number of search and identity checks carried out by the JTF and the HGSF in Palma District. However, most Palma District residents do not possess a valid form of ID, vehicle registration documents and/or driving license. Furthermore, since the security situation has deteriorated and Palma has become increasingly isolated from the rest of the country (there are no or very few access roads and these are high risk), it has become very difficult to acquire personal or vehicle documents in Palma Sede. This inability to produce a valid form identification means that people are more vulnerable to extortion as it's difficult for them to provide proof of family connections or local residence. Several complaints about this have been raised by local communities through the Community Grievance Mechanism.

b. Mitigations measures



A number of mitigation measures have been introduced to prevent these incidents from occurring.

These include:

- Recruiting and deploying 25 community guards (men and women) from villages on the Afungi Peninsula in January 2021. They are employed by private security companies at the main checkpoints around the Project site to conduct checks and help the JTF and security guards to identify individuals. This initiative has been met with a positive response from local community leaders.
- Engaging with the district authorities to try and persuade the government to conduct a civil registration campaign in Palma District. Depending on the government's response, a registration campaign could be implemented over a 6-9 month period in villages within the Project Area of Influence.
- Integrating a module on extortion into VPSHR courses and reinforcing communications on this topic.
- Asking the authorities to introduce the appropriate disciplinary sanctions.

5. Community-based security approach

TEPMA1 is aware that the development of this Project is inextricably linked to the local security situation and therefore to the security of the communities affected by the Project. Since any changes could have an impact on the ability of local communities to go about their day-to-day business, a community-based security plan was compiled in 2019. This included meaningful consultations on security and the presence of a JTF with the communities affected by the Project in order to adopt a multi-stakeholder approach to community-based security.



D. Lessons Learned & Issues

I. Notable security issues with human rights implications

The training courses run in Mozambique have highlighted the importance of providing the security forces with VPSHR training. This face-to-face contact facilitates discussion and has given us a greater insight and understanding of the issues they face. Implementing a VPSHR action plan in a complex situation like the one in Cabo Delgado Province requires a detailed and in depth understanding of recent events in the area. This region has been deeply scared by the 1977 - 1992 civil war, unresolved political tensions, the relative under-development of the region and associated low human development indicators as well as the emergence of an insurgent movement from 2000 – 2016, which has gradually become extremely violent and is now highly active in the north of the country. As victims of this insurgency, the population also experiences difficult relations with the security forces.

Therefore, this context must be taken into consideration when looking to implement a VPSHR training programme for the security forces responsible for Project protection. Once the authorities have approved a training program, the chain of command must be involved for tactical reasons to show the soldiers that their commanders support this initiative. Furthermore, interactive training methods must be developed that focus on hands-on exercises and case studies. Courses should be run in the attendees' local language to ensure messages are communicated effectively. Appropriate training makes it possible to share security policy values that show respect for human rights.

II. Management of VPSHR Risks during the Coronavirus Pandemic

The Group anticipated the emergence of pandemic-related VPSHR risks, drawing the attention of its international network of Company Security Officers to the tensions and latent violence that could arise between civilians and government security forces in May 2020 due to the increased military and police presence brought about by COVID-19 measures to monitor movement restrictions during lockdowns. Reports of violence emerged from many countries and this could have eroded levels of local community trust in government and security forces. CSOs were made aware of the fact that the VPSHR were particularly important during the coronavirus pandemic due to the new and emerging risks involving security and human rights challenges. They were asked to anticipate VPSHR risks and to apply a set of principles to create VPSHR-aware security environments. The risks were well managed as no VPSHR incidents were reported during the tensest period of the health crisis.

III. TOTAL's blueprint – Looking ahead to 2021.

Our goal for 2021 is to further reinforce our VPSHR activities and improve VPSHR implementation in general, to consolidate our 2020 activities by focussing on:

- Improving our follow-up of subsidiary ADRA action plans, VPSHR incident management and reporting.
- Increasing VPSHR awareness and training among Group entities and security partners worldwide.
- Improving our approach by setting up a system to monitor the training provided to subsidiaries and consolidate the information in a database.
- Managing our inhouse VPSHR community, intensifying exchanges and communications to build on our 2020 communication strategy.
- Developing tools to help affiliates operating in armed conflict or post-conflict environments.
- Intensifying exchanges with the various stakeholders in the VPSHR initiative to share best practices and continuing our active involvement in VPSHR initiatives and working groups.
- Continuing to provide ad-hoc Security Division support to all entities to strengthen VPSHR implementation worldwide.

Denis Favier
Senior Vice-President Security

