

Paris, 17th February 2016

Voluntary Principles on Security and Human Rights Total SA – 2015 Annual Report

Introduction

Total (or “the Group”) is a global integrated energy producer and provider, a leading international oil and gas company, and the world’s second-ranked solar energy operator with SunPower, with activities in more than 130 countries. Total joined the Voluntary Principles on Security and Human Rights (the “VPSHR” or “VP”) Initiative in March 2012, although it has been committed to implementing the recommendations contained within them for several years. The Group has since increased its efforts in embedding and promoting the VPSHR in its day-to-day business activities.

Total’s main achievements for the reporting year are the following:

- Putting in place its systematical local VPSHR autonomous assessment procedure;
- Upholding the VPSHR culture within the Group and the entities;
- Gathering self assessment and risk assessment returns according to the new format, improving the tools, elaborating mitigation measures and proceeding to a re-qualification of “VP risk countries” accordingly.

A. Commitment

A.1 Statement of commitment or endorsement of the Voluntary Principles

As stated in our Code of Conduct, the Group commits to respect internationally recognized Human Rights standards and in particular:

- The key conventions of the International Labor Organization (ILO);
- The United Nations Guiding Principles on Business and Human Rights (The “Guiding Principles”). Endorsed by the UN in 2011, this set of principles clarifies the roles and responsibilities of States and Business units on Human Rights issues;
- The Voluntary Principles on Security and Human Rights (The “Voluntary Principles”);

The Code of Conduct also contains several other references to the VPSHR: a Q&A on the implication of Total’s membership of the VPSHR (see page 16 of the Code of Conduct); a short VPSHR presentation and a link to the VPSHR website (see page 27 of the Code of Conduct).

In December 2015, at the occasion of the United Nations Human Rights Day, Total launched its new Human Rights Guide¹ in which the endorsement and commitment for the VPSHR is renewed and reaffirmed. This Guide complements the Group’s Code of Conduct. It provides guidance in case of questions and concerns related to Human Rights issues. It is primarily for

¹ See annex for Corporate Security related section

internal use but is also made available to our external stakeholders to provide guidelines for everyone and to make our expectations clear.

The message from the CEO that introduces this Guide states:

“The Group is committed to respect internationally recognized Human Rights standards in the countries where we work. In doing so we focus on the following important issues: [...]

Ensuring that the security of our people and facilities is managed in a responsible way and that the rights of neighboring communities are respected; the management of security risks, including the use of government security forces and private security providers, should be in line with applicable international standards related to the proportionate use of force.

Integrating respect for Human Rights at an early stage in our management processes can contribute to avoiding potential abuse, and help to sustain a mutually beneficial relationship with our stakeholders. It can prevent delays in the execution of the Group’s operations and improve our Business Units’ performance. It is everybody’s concern and it is part of our commitment to better energy.”

B. Policies, procedures and related activities

B.2 Relevant policies, procedures, and/or guidelines (or any changes thereof from the previous reporting year) to implement the Voluntary Principles

Total’s triennial plan that covers the reporting year has been reviewed by the EXCOM. The plan is oriented towards an adaptation of the Group’s VP tools, allowing entities to be more autonomous to: enhance VP risk assessment; bring VP risks under control; and manage VP related issues at the earliest possible stage.

The Group approach to security in terms of protection of personnel, assets, information and corporate reputation is contained within the Corporate Security Policy and Corporate VPSHR Directive. Total has incorporated its commitment to the VPSHR in its Security Policy since 2003. It clearly sets out that *“Total adopts a constructive attitude towards safety, security, health, the environment and quality, based on transparency and an open dialogue with stakeholders and outside parties. Through its societal commitment, Total is particularly keen on contributing to the sustainable development of neighboring communities, with a focus on human, economic and social issues. It conducts its operations in such a way as to responsibly ensure security, in compliance with the Voluntary Principles on Security and Human Rights”*. Group entities are explicitly required to observe the VPSHR.

On the basis of the above-mentioned Directive, an Operational guide (*VPSHR – Explanatory and Enforcement Table*) has been designed to define the actions of Total units in relation to the implementation of the above priorities and the associated reporting and monitoring activities.

Although no amendment occurred in the reporting year, it is planned to ensure that the Corporate VPSHR Directive and its Operational Guide are fully up-to-date and revised, where appropriate, in the upcoming year.

B.3 Group procedure to conduct Security and Human Rights risk assessments

In 2014, Total's main achievement was developing VPSHR tools that would help the Group and its affiliates assess more efficiently risks/impacts related to Security and Human Rights in order to identify them and prevent them from occurring: the risk assessment tool (VPRA) and the self assessment tool (VPSA) that we renamed auto-diagnostic tool (VPAD) to avoid any confusion.

In 2015, after a first dissemination to 20 entities, we were able not only to improve these tools and their methodology but we also improved some of our VP concepts.

Until this year we had what we used to call "VP Risk Countries" that were defined as countries in which operations require a permanent or occasional use of government or private security forces, which could more particularly expose the Group in terms of VPSHR.

We now moved forward to a new approach that focuses on the entity rather than the country. From now on, we will use the notion of "VP Risk Entity" that is considered as an entity that, because of its environment and the nature of its operations, requires the presence of government or private security forces, which could more particularly expose the Group in terms of VPSHR.

Any entity that would be labelled as such as a result of the VP tools and security audits will benefit from advanced support from the Corporate Security Department in the VP field and will have to report yearly on its VP implementation process and activities.

The second wave of dissemination within the Group will be larger and concern all the entities operating in high risk countries (security wise).

B4 – B.6 Group procedure or mechanism to report and address security-related incidents with Human Rights implications by public/private security forces relating to the Group's activities.

The Corporate Security Directive incorporates the Group rules regarding responses to Human Rights violations. The Human Rights Guide also describes the process.

In the event of security-related incidents with Human Rights implications in which our Business units are involved, the following steps must be taken:

- Ensure that appropriate medical care is provided to any injured person;
- Immediately report the incident to the relevant authorities at Group and Business unit levels – follow-up actions will be taken depending on the local context and type of incident;
- Ensure the protection of any witnesses from internal or external pressure;
- If applicable, conduct internal investigations to establish facts and responsibilities, and monitoring and follow up;
- Ensure that remediation actions are put in place for affected stakeholders (e.g., compensation, etc.).

B.5 Group procedure to consider the Voluntary Principles in entering into relations with private security providers

This Guide and the Corporate Security Policy provide our managers with specific guidelines on the selection of private security companies.

In particular, means and resources used by security personnel should prevent the occurrence of incidents and be in line with the Group's security requirements. The Group's Business units are required to conduct due diligence when recruiting personnel. This means that when recruiting security personnel or when using private security companies, it is advisable to:

- Check, via a preliminary survey of potential security providers, the selection criteria for their employees to ensure that no-one involved in Human Rights abuses has been recruited;
- Analyze the security providers' in-house regulations and ethical commitments;
- Ensure the security providers are fully aware of the Group's principles and in particular of the Business units' security policy;
- Point out clearly the primarily protective and defensive nature of this work;
- Record every step in writing and demand written responses to the requests made to document the Group's procedures;
- Include in the contract clauses that expressly mention the respect of Voluntary Principles commitments and expectations for conduct of personnel.

Total's standard framework agreements incorporate the VPSHR. Security-related contracts include provisions whereby the security provider undertakes to comply with the VPSHR, to perform services with skilled and qualified personnel who are familiar with the VPSHR, and to ensure personnel are trained and/or attend information sessions on the VPSHR. The text of the VPSHR is appended to the master service agreements.

B.7 Examples of promoting awareness of the Voluntary Principles throughout the organization

Total continued to organize training sessions and awareness workshops on the VPSHR both at operational and corporate levels. The training programs, constantly reviewed and updated, have been implemented as following:

- February: in Total Exploration & Production (E&P) Mexico with the local staff and executive committee;
- March: in Paris within the Corporate Security seminar, with security/HSE managers and general managers;
- April: Total Marketing & Services (M&S) Haiti with the local staff, executive committee and PSC units;
- May: Total Oil & Gaz Venezuela with the Ypergas staff members executive committee and PSC units;

- June: Total E&P Myanmar, with the local staff, executive committee and local authorities representatives;
- December: Total E&P and Total M&S Brazil with the local staff and executive committee.

B.8 Examples of promoting and advancing implementation of the Voluntary Principles internationally

Total recognizes the importance of promoting and advancing the implementation of the VPSHR globally.

In 2015, the Group actively participated in various events related to Business and Human Rights, during which opportunities arose to promote the VPSHR, including:

- The IPIECA workshop on the Responsible Security Task Force in Kuala Lumpur (October);
- The Human Rights impact assessment with the Danish Institute for Human Rights in Nigeria (November);
- The International Alert workshop on Heightened Due Diligence in Fragile and Conflict-Affected Situations (November);
- The UN Forum on Business and Human Rights in Geneva (November) : DCAF-ICRC Side-event 'Overcoming Challenges of Company-Community Relations in Complex Environments'².

C. Country implementation

C.9 Overview of country operations selected for reporting (include any notable changes from the previous reporting year if the same country is being reported this year)

Total conducts operations in many sensitive countries. Examples of countries where Total's implementation efforts have been pursued in 2015 (see C.10 below for details) include the Myanmar and Yemen. This choice was made according to the likelihood of exposure to VP-related breaches.

C.10 Engagement with stakeholders on country implementation

Myanmar

TOTAL E&P Myanmar, supported by Total Corporate, organized on the 18th of June 2015 a seminar on the "Voluntary Principles on Security and Human Rights" at Yangon. Myanmar Government Representatives supported the event with an important and pro-active delegation including the Minister of Security and Border Affairs and 15 Police commanders and commissioners from 8 different government institutions (State and Divisional Police, Maritime Police Force, Township Police, Anti-human trafficking Police Force, Special Intelligence. Other attendees came from 7 Oil & Gas companies (national and multi-national), 3 security companies, 5 NGOs and diplomatic representatives (Australia, EU, France, Switzerland, USA) and 2 UNODC. All together 55 participants constructively

² See the summary note of the session: http://www.securityhumanrightshub.com/sites/default/files/publications/DCAF-ICRC_Side_Event_2015_Extended_Summary_0.pdf

contributed to the open discussions throughout the workshop based on practical situations for VPSHR incidents.

Full outcomes of this workshop are still to be completed among which it is worth noting the expressed minister will to launch a national training program for private security companies and the requests from numerous attendees for VPSHR documentation and human rights respect best practices for private guards.

Yemen

The Total group has two main assets in Yemen:

- 39 % shareholding interests in the Yemen LNG company generating LNG at Balhaf site in Southern Yemen.
- 29% interests in the agreement for the production of petroleum in Block 10 area (Hadramaout) in Yemen (on 31 December 2015, Block 10 was handed over to the public authorities following the expiry of the license for the production of petroleum in this area)

In 2014, the political and security situation in Yemen have deteriorated very critically leading to a civil war and finally end of March 2015 to an international conflict between some internal communities/factions and a Saudi led coalition. In this context, Yemen LNG and Total E&P Yemen were forced end of March 2015 to close their offices in the capital Sana'a and to stop most of their production. All Total expatriates in Sana'a and on-site, as well as numerous Yemeni employees, were evacuated and minimum activities maintained both at Balhaf and Block 10 sites to preserve the facilities and supply electricity to the neighboring communities.

In line with memoranda of understanding agreed with the national authorities a few years ago, the Yemeni army is in charge of ensuring the security of the Balhaf site and Block 10 area. These forces refrained from getting involved in the on-going conflict and maintained their duties until mid-April 2015 both in respect of the Balhaf and the Block 10 area. At this time the army withdrew from these two locations in an organized manner and in coordination with local tribes which de-facto started to ensure the security of Block 10 and Balhaf site under the supervision of the local authorities.

In order to promote international standards, written basic instructions on the measures they should implement to protect the personnel and site have been distributed to these forces. A constant dialogue is maintained with the local authorities and the different leaders of the tribes to keep promoting these principles and to try to avoid and mitigate the risks of security incidents.

To date no major VPSHR incident has been reported. In this risky and challenging environment this can be considered as a success and there is no doubt that the measures taken to promote international standards and the dedication of the security teams of Total E&P Yemen and Yemen LNG are one of the contributing factors.

C.11 Voluntary Principles considerations in the selection of private security providers and formulation of contractual agreements with private security providers, as well as arrangements with public security forces

In 2015, the Total Group maintained its efforts towards improving the selection process of local private security providers. Created in 2012 in partnership with a not-for-profit specialist Human Rights organization, a scorecard is used to evaluate the progress of local private security providers in relation to the VPSHR.

C.12 Examples of supporting outreach, education, and/or training of (i) relevant personnel, (ii) private security, (iii) public security, and/or (iv) civil society (e.g.: local NGOs, community groups)

In 2015, the Group's Corporate Security Department held a one-day workshop in Paris within its Seminar for the security/HSE managers and general managers as mentioned above. The targeted audience this year for the VP training was several managers from all over the world. Around 27 security/HSE managers and general managers from the different Group branches (Exploration & Production, Refining & Chemicals, and Marketing & Services) participated in the one-day workshop in Paris. The training was an in-depth induction to the VPSHR and their tools.

In Total EP Myanmar, in addition to the seminar mentioned, several VPSHR training sessions were organized covering 35 employees. Also, a workshop led by Shell was attended by 12 staff members.

In Total EP Nigeria, VPSHR inductions and awareness sessions were organized frequently during the reporting year covering 1,180 Mobile police, army and regular police units assigned to the protection of our entities in the country. Also 70 Security coordinators and vessel captains received a VPSHR induction.

In Total EP Columbia, 2,571 members of the PSC were trained on the VPSHR and Human Rights. The agreement for academic collaboration with the International Institute of Human Rights of San Remo, Italy was also extended.

In Total EP Bolivia, around 1,100 employees including workers and supervisors were trained during the reported year on the VPSHR.

In Total MS Haiti, 47 units and managers from local PSC were trained, along with 8 EXCOM members, including the HSEQ manager of the entity

In Total EP Venezuela, many VPSHR workshops were organized. Two for the staff members, one for Ypergas staff members (TOGV Subsidiary), including one in the presence of a representative from the French Embassy, One for the Board of Directors of the contracted local PSC and two for its security officers. In total 50 participants were trained.

C.13 Group procedure to review progress on implementing the Voluntary Principles at local facilities

For a more effective follow-up and implementation of the VPs at local entities, the Group started by identifying the “VP risk entities” in which it operates. In order however to maintain a broad approach and to be sure not to exclude any entity that is operating in complex environment that may expose her to VPSHR related risks, Total also created a second list named the “VP Vigilance entities”. These entities that are considered less at risk after filling their VPRA and VPAD are kept on that list nevertheless, and that will lead to continuous follow-up from Corporate Security Department.

D. Lessons and issues – plans for 2016

D.14 Lessons or issues from this reporting year, as well as plans or opportunities to advance the Voluntary Principles for the organization

Since Total joined the VPSHR Initiative, the Group has valued this platform for the intense amount of sharing and learning between members from the three pillars. Conference calls with participants and meetings were held to share best practices and challenges on various VPSHR implementation issues.

No major VPSHR incident has been reported this year within the Group. However, Total remains concerned by all “near-miss” or “out of scope ” incidents which are worth studying as case studies and weak signals for its security staff.

In 2016, Total will continue to further implement the VPSHR within its own activities. The Group’s VPSHR implementation objectives are as follows:

- Pursue the conduct of VP training for trainers, including for Regional Safety Delegates, in order to have autonomous VP trainings in our entities;
- Review VPSHR Group directives and recommendations; Consider a VPSHR-compliant framework to situations where the protection of armed groups is needed.

Total will continue to assist in the implementation of the VPSHR internationally and to actively participate in VPSHR working groups.



Thierry BOURGEOIS
Senior Vice-President Corporate Security

Annexes

I- Human Rights Guide



HUMAN RIGHTS GUIDE



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A local Non Governmental Organization (NGO) is accusing a Group Business unit of polluting a nearby river, harming the environment and infringing the communities' right of access to water. The NGO is resolved to make contact with the media.

To avoid harming the health of local populations and worsening relationships with the local community and NGOs, the following avenues for actions should be considered:

- ▶ Verify the allegations with the Health Safety Societal Environment (HSSE) Division including on the ground verification.
- ▶ Identify any technical intervention needed to stop further pollution and remediate if necessary.
- ▶ Meet with affected communities and their representatives to identify any damage done, ongoing risks and their concerns.
- ▶ If needed, ensure people have access to alternative potable water sources.
- ▶ Arrange to meet the head of the NGO to understand the allegation in detail.
- ▶ Prepare a public response.
- ▶ Set up the necessary structures making it possible in future to inform NGOs and communities of the actions put in place to monitor water quality.
- ▶ In the event of proven pollution, make contact with the Legal Division with a view to considering compensating communities.
- ▶ Meet with concerned communities and their representatives to explain the background to the complaint and findings of the investigation.
- ▶ Review the Business unit's stakeholder engagement plan with a view to ensuring regular dialogue with concerned communities and other civil society stakeholders such as NGOs
- ▶ Whether the pollution is proven or not, prepare a communication plan in order to communicate the facts.

TOPIC 3

HUMAN RIGHTS AND SECURITY

Security management is based on risk identification and prevention, anticipating crisis situations and reporting of incidents. Prevention of risks includes training and dialogue with all stakeholders.

Provision of security is a state responsibility. In some contexts, the intervention of government security forces or private security providers may be necessary to protect Business units' activities including personnel and assets.

Respect for the rights of local communities and other stakeholders by security forces is essential. The Group seeks to prevent incidents when conducting security activities. The Group's approach, reiterated in our security policy, is based on internationally recognized Human Rights and industry standards including the Voluntary Principles. These Principles aim to guide Business units so that where they provide and ensure provision of operational security this is done in a manner that is consistent with respecting Human Rights.

- ▶ As a member of the Voluntary Principles, the Group has included the implementation of these principles in our policies, and assigned experts within the [Security Division \(Internal\)](#) to ensure their effective implementation.

EXAMPLES OF HUMAN RIGHTS AND PRINCIPLES

The Voluntary Principles are a set of principles agreed by a group comprising: governments, extractive companies and non-governmental organisations.

They rely on three key concepts:

- ▶ the necessity of a comprehensive risk assessment for informing Business units' operations and their ability to mitigate risks of Human Rights abuses;
- ▶ the importance of communication, consultation and transparency, particularly with regard to relationships with local communities;
- ▶ the importance of monitoring the conduct of government security forces particularly as regards proportionality in the use of force and to respond to alleged Human Rights abuses ([See the full text](#)).

THE USE OF FORCE

The UN Basic Principles on the Use of Force and Firearms by Law Enforcement Officials (The "Basic Principles") provide guidance to governments and law enforcement officials as to the use of force and firearms. Force should be used as a last resort, and when used, should be used in a restrained and proportionate manner to minimise injury. The Basic Principles also emphasize the importance of giving assistance and medical aid to those injured by the use of force, and the necessity of notifying both the relevant authorities and friends and family of the status of such persons ([See the full text](#)). See also the UN Code of Conduct for Law Enforcement Officials ([See the full text](#)).



ACTIONS AND RECOMMENDATIONS

The Group's objective is to raise awareness and train the people involved in security management. This includes the Group's staff and security forces, either government forces or private security providers. The Group also expects the arrangements under which security forces intervene, particularly in complex situations to be clarified and formalized (e.g., contracts to be signed with governments, etc.).

For the Voluntary Principles implementation, the Group established 5 main axes:

- 1. Establishment of formal relations** between Business units and governments to organize the security of our employees and facilities in accordance with our principles;
- 2. Transfer of equipment** (e.g., fuel, transportation) from the Group's Business units to government security forces should only occur on an exceptional basis and be strictly controlled;
- 3. Verification of security providers' recruitment procedures** (See the Focus box below, [p.38](#));
- 4. Specific training** for all security personnel;
- 5. Reporting of incidents** (See the Focus box below, [p.38](#)).

Coordination between the Group's security teams and those in charge of community relationships within societal teams is essential so that concerns and questions from communities are addressed before they can become security issues. Identifying early and appropriate responses to community concerns will ensure better relations with communities, help reduce tensions, and mitigate the risk of Human Rights abuses (See Topic 2, [p.26](#)). As stated in the Voluntary Principles, risk analysis and planning for security arrangements and rules of engagement should be done in consultation with local communities.

For example, in Uganda the security team works very closely with the societal team. When Community Liaison Officers (CLOs) identify signs of emerging conflict between communities, they relay such information to security staff who encourage local governments or traditional leaders to try and resolve the conflict before it escalates into a security situation for local people and the Company. In a case of theft of some technical equipment, the CLOs managed to convince local leaders to spread the message that if the equipment was returned there would be no police or legal follow up. Several pieces of equipment were returned and increasing trust established between the CLOs and the community.



Voluntary Principles training in Myanmar

In June 2015 the Group organized a seminar focusing on the Voluntary Principles guidelines at Yangon. Myanmar Government representatives supported the event with an important and pro-active delegation including the Minister of Security and Border Affairs and Regional Police commissioners. National companies, NGOs and Embassies also constructively contributed to the open discussions throughout the workshop based on practical situations related to security incidents.



FOCUS

RECRUITMENT PROCEDURES OF SECURITY PROVIDERS' EMPLOYEES:

This Guide and the Corporate Security Policy provide our managers with specific guidelines on the selection of private security companies.

In particular, means and resources used by security personnel should prevent the occurrence of incidents and be in line with the Group's security requirements. The Group's Business units are required to conduct due diligence when recruiting personnel.

This means that when recruiting security personnel or when using private security companies, it is advisable to:

- ▶ Check, via a preliminary survey of potential security providers, the selection criteria for their employees to ensure that no-one involved in Human Rights abuses has been recruited;

REPORTING OF INCIDENTS

In the event of security-related incidents with Human Rights implications in which our Business units are involved, the following steps must be taken:

- ▶ Ensure that appropriate medical care is provided to any injured person;
- ▶ Immediately report the incident to the relevant authorities at Group and Business unit levels – follow-up actions will be taken depending on the local context and type of incident;

- ▶ Analyse the security providers' in-house regulations and ethical commitments;
- ▶ Ensure the security providers are fully aware of the Group's principles and in particular of the Business units' security policy;
- ▶ Point out clearly the primarily protective and defensive nature of this work;
- ▶ Record every step in writing and demand written responses to the requests made to document the Group's procedures;
- ▶ Include in the contract clauses that expressly mention the respect of Voluntary Principles commitments and expectations for conduct of personnel.
- ▶ Ensure the protection of any witnesses from internal or external pressure;
- ▶ If applicable, conduct internal investigations to establish facts and responsibilities, and monitoring and follow up;
- ▶ Ensure that remediation actions are put in place for affected stakeholders (e.g., compensation, etc.)



CASE STUDIES

These following scenarios illustrate the application of the Group's Human Rights and Security approach, including practical considerations to prevent abuse and safeguard the Group's reputation:

- ▶ Keep our employees and operational sites secure whilst ensuring that the resources used to protect our Business units do not exacerbate existing tensions.
- ▶ Ensure that security forces protecting our employees and assets respect the Human Rights of local communities.
- ▶ Circulate our security commitments to our external contractors.
- ▶ Raise awareness on Human Rights and share our principles with government security forces and private security providers.
- ▶ Respond appropriately when our standards are not observed.

A demonstration against the Business unit is organised by some members of the neighbouring local community. The police officers, already in position, are known for brutally clamping down on demonstrators. The demonstration is growing larger.

To avoid threatening the security of our people and facilities, and the communities' rights to freedom of expression and assembly, the following avenues for actions should be considered:

- ▶ Throughout the life of the project, communicate to relevant government officials the Business unit's interest in Human Rights and encourage professional conduct of police and army units operating near the Business unit.
- ▶ Anticipate any issue arising from local communities (coordinated actions between societal and security teams should be developed) , and address them.
- ▶ Dialogue with government security forces in advance and during the demonstration.
- ▶ Dispatch active and reliable negotiators during the demonstration to resume dialogue.
- ▶ Liaise with protestors' leaders during the demonstration and recommend that protestors do not use weapons to avoid any incident.
- ▶ Recommend that the Business unit's security forces take appropriate measures to avoid incidents and trigger events, and insist on the fact that force should only to be used proportionately if absolutely necessary.

Once the event is over:

- ▶ Evaluate lessons learnt from the event and adapt training themes and drills scenarios.
- ▶ Review the accuracy of the Business unit's procedure to deal with complaints from communities.
- ▶ Debrief the event directly with government security forces representatives, and adapt management best practices accordingly.





One night, a group of four men attempts to break into an operational site. They are stopped by our site security provider. They are then handed over to the local authorities after having been ill-treated.

To respect the rights of the apprehended individuals not to be subject to torture or degrading treatment, the following avenues of actions should be considered:

- ▶ Elaborate a clear and detailed procedure related to "behaviour with apprehended persons" for security providers, including immediate report to the Group' Business unit management of such event.
- ▶ Collect testimony and establish the victims' state of health.
- ▶ Formally remind the security provider about our principles and demand that the employees concerned are suspended from the site pending the investigation of the allegations.
- ▶ Ensure that the security provider responds appropriately to the objectionable behaviour of its employees.
- ▶ Organise awareness raising and training sessions on Human Rights for the security provider's employees.
- ▶ If the guards' misconduct continues, suspend or terminate the contract with the security provider.



A Business unit is considering new oil & gas activity in a region with poor Human Rights records including allegations of harassment and sexual abuses associated with government security forces in the region.

To reduce the risk of acts of sexual and gender based violence while the government security forces are protecting the Business unit's personnel and facilities in future, the following actions should be considered:

- ▶ Carry out an assessment to evaluate potential human rights risks (including risks of sexual and gender based violence) associated with the new activity. Clearly communicate to government security forces the Group's Security policies and standards as well as its expectations in terms of security forces' conduct in their areas of operations and beyond.
- ▶ Set up a procedure to respond urgently to allegations of sexual and gender based violence involving government security forces or private security providers' personnel working for the Business unit. The procedure should include ways of protect the identity of the alleged victim, maintain confidentiality and ensure that victim is able to access immediate physical or psychological care and to be safe from the risk of retaliation.
- ▶ Set up, in partnership with government forces command chain, a training plan for all personnel (both private security providers' personnel and government security forces) securing our personnel and facilities, in which issues related to misuse of force and Human Rights sexual abuses are addressed.

For further practical measures on how to prevent sexual and gender based violence in conflict affected areas, see the International Alert report on the Democratic Republic of Congo ([↔ IA RDC](#)).

APPENDIX

THE GROUP'S ORGANIZATION ON HUMAN RIGHTS

GROUP LEGAL DIVISION

In-house lawyers specialized in Ethics and Human Rights are working within the Group Legal Division, Compliance and Social Responsibility Department, to provide expertise and anticipate emerging trends on these issues.

HUMAN RIGHTS COORDINATION COMMITTEE

The Group created a Human Rights Coordination Committee managed by the Ethics Committee chair in cooperation with the Group's Human Rights lawyers. This information and decision-making forum meets three or four times a year. Corporate and Business segment representatives including security, communication, purchasing and sustainable development are part of this forum. This initiative also coordinates the activities undertaken internally and externally by the Group's Business units in this domain. External advisors such as the Danish Institute for Human Rights may attend some of these sessions in order to inform and advise the Committee on specific topics related to Human Rights.

THE ETHICS COMMITTEE

Respect for internationally recognized Human Rights standards is one of the priority business principles of the Code of Conduct. Consequently, the Ethics Committee gives advice on this subject and integrates Human Rights into the ethical assessment process.

The Ethics Committee comprises a chair appointed by and reporting to the CEO and members from the main activities of the Group. Members are appointed by the Executive Committee.

The Ethics Committee ensures in particular that the Code of Conduct is widely communicated. It also listens to, supports and advises employees and other stakeholders.

The Committee is entitled to visit any Group facility or subsidiary.

The chair of the Ethics Committee reports regularly to the Executive Committee and the Board of Directors.



THE GROUP'S CONTRIBUTION TO INTERNATIONAL HUMAN RIGHTS INITIATIVES

The Group is a member of a number of initiatives to advance our work on Business and Human Rights. For example:

- ▶ The Group is a member of the **United Nations Global Compact (UNGC)** which gathers more than 10,000 companies committed to implementing 10 principles related to Human Rights, labor, environment and anti-bribery. The Group has contributed to various guidance documents issued by the UNGC Human Rights Working Group. The UNGC LEAD initiative for sustainable leadership focuses on reporting. The Group has contributed to this forum, alongside a number of sustainability leaders from all regions and sectors.
- ▶ The Group is a founding member of the **Global Business Initiative on Human Rights (GBI)** which is a multi sector association with an outreach focus to companies headquartered in developing countries. The Group shares learning experiences with many GBI members such as retailers and other Business sectors on various issues related to Human Rights.
- ▶ The Group actively takes part in the work of **IPIECA**, (the global oil and gas association for environmental and social issues), through various working groups on social and environmental issues, including co-chairing activities of the IPIECA Human Rights Task Force.
- ▶ The Group joined **Shift's Business Learning Program** when it was established in 2011, immediately after the UN Guiding Principles were endorsed. Through our participation, we have received tailored advice and support on our priorities for implementing the UN Guiding Principles. This has involved guidance on integrating Human Rights into our CORISK and merger and acquisition processes as well as revising our Code of Conduct to make human rights the cornerstone of the Code. We also participate in Shift's collective, cross-industry workshops that explore in depth shared challenges with regard to business and human rights. Shift is the leading center of expertise on the UN Guiding Principles on Business and Human Rights. Shift's team was centrally involved in shaping and writing the Guiding Principles, and Prof. Ruggie is Chair of Shift's Board of Trustees.
- ▶ The Group is a member of the **Voluntary Principles on Security and Human Rights (Voluntary Principles)**. This multi-stakeholder initiative gathers major international oil and mining companies, Human Rights and development Non-Governmental Organizations and States. Among other activities, guidance documents on responsible security issues related to interactions with public and private security providers in complex environments have been issued.



TO FIND OUT MORE

THE GROUP'S RESOURCES

TOPIC 1 HUMAN RIGHTS IN THE WORKPLACE

INDUSTRIALL GLOBAL FRAMEWORK AGREEMENT

In January 2015, the Group strengthened our commitment as a responsible employer by signing a global agreement with IndustriALL Global Union representing over 50 million workers in the mining, energy and industry sectors. The purpose of this global framework agreement is to ensure the protection of the rights and working conditions of our people. (👉 [IndustriALL Global Union](#))

FUNDAMENTAL PRINCIPLES OF PURCHASING

Fundamental Principles of Purchasing must be attached to or transposed in the various processes of selection of suppliers of goods, services and works, and in the contracts with these suppliers. These principles concern the various areas that are priorities for the Group, including:

1. Respecting Human Rights at work,
2. Protecting health, safety, and security,
3. Preserving the environment,
4. Preventing corruption, conflict of interests, and fighting against fraud,
5. Respecting competition law,
6. Promoting economic and social development.

(👉 [Detailed principles](#))

DIVERSITY POLICY

Through this Policy, the Group enhances our commitment to develop employees' professional skills and careers without discrimination. Our Business units implement Diversity action plans, in accordance with the Diversity roadmap methodology proposed by the Group.

(👉 [Full Policy](#))

Internal Guidance "recruiting without discrimination"

Guide for the respect of minimum living conditions in base camps

The Group demonstrates special vigilance regarding living and working conditions of our suppliers' employees who are present on the Group's construction sites. To this end, it endeavours to ensure that industry standards relating to health and safety are observed. This guide accordingly lists the minimum conditions that the Group would like to see applied by suppliers and introduces the monitoring measures to be put in place through performance indicators.

(👉 [Full Guide](#))

HUMAN RESOURCES' E-LEARNING ON HARASSMENT

This online course helps employees to identify harassment situations and understand the procedures to follow when employees are victims or witnesses of harassment, e.g., reporting to line management, confirmation of the facts, and disciplinary measures proportional to the offence. (👉 [e-learning](#))

SUSTAINABLE PURCHASING AWARENESS CARDS (SPACS)

These Cards aim at raising social awareness within the Group's supply chain. A range of issues related to Human Rights are covered, including child labor, forced labor, working hours, harassment, discrimination, freedom of association, minimum wages. Practical examples of "Do's" and "Don'ts" are provided. (👉 [SPACs](#))

INDUSTRIALL GLOBAL UNION AGREEMENT "FAIR" COMMITTEE

As stated in the Global Agreement, a dedicated Committee is set up to "Facilitate the Application, Involvement of all and regular measurement of the Results of the agreement" (The "FAIR" Committee). This Committee meets regularly to assess the way the Global Agreement is implemented. It is chaired by the Group's Human Resource Division, and composed of representatives from trade unions affiliated to IndustriALL Global Union.

TOPIC 3
HUMAN RIGHTS
AND SECURITY

Security policies include both instructions and recommendations through dedicated guides and manuals that are applied to support the implementation of the Voluntary Principles by the Group's Business units.

THE GROUP'S INTRANET RELATED TO VOLUNTARY PRINCIPLES

A page is dedicated on the Group intranet to promote Human Rights best practices within the Business units, including the Voluntary Principles guidelines. This page raises employees' awareness on Human Rights concepts, the standards applicable to security operations and stakeholder relationships. It offers a series of practical documents together with suggested responses to issues. ([↔ Group's Intranet](#))

THE GROUP'S ANNUAL REPORT FOR THE VOLUNTARY PRINCIPLES SECRETARIAT

Each year, as a member of the Voluntary Principles Initiative, the Group reports to the Secretariat on our activities regarding the implementation and the promotion of the Voluntary Principles.



SELF ASSESSMENT & RISK ASSESSMENT TOOLS

Following an evaluation of lessons learned process with other members and observers of the Voluntary Principles initiative (e.g., IPIECA, the global oil and gas industry association for environmental and social issues) we have developed specific tools adapted to our context and needs to support the implementation of the Voluntary Principles within the Group's Business units.

The Risk and Self assessment tools enable us to evaluate the compliance of Business units with the Group's commitments in this domain. These tools have been developed to be used in a simple and autonomous manner by our Business units, and are expected to lead to the development of action plans to mitigate identified Human Rights risks.



EXTERNAL RESOURCES

▶ **THE UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS (THE "GUIDING PRINCIPLES")**

A set of principles that clarify the roles and responsibilities of States and Business units on and Human Rights issues.

([↔ Guiding principles](#))

▶ **THE UN GLOBAL COMPACT**

An initiative that brings together thousands of businesses that are invited to issue an annual Communication on Progress related to ten principles on Human Rights, labor standards, the environment and the fight against corruption.

([↔ UN Global compact](#))

▶ **INTERNATIONAL FINANCE CORPORATION (IFC) PERFORMANCE STANDARDS ON ENVIRONMENT AND SOCIAL SUSTAINABILITY IFC**, a member of the UN World Bank Group,

is the largest global development institution focused exclusively on the private sector in developing countries. IFC's Environmental and Social Performance Standards define IFC clients' responsibilities for managing their environmental and social risks. The 2012 edition of IFC's Sustainability Framework, which includes the Performance Standards, applies to all investment and advisory clients whose projects go through IFC's initial credit review process after January 1, 2012.

([↔ IFC's standards](#))

▶ **IFC'S RESOURCE CENTER**

([↔ IFC](#))

▶ **THE VOLUNTARY PRINCIPLES**

([↔ Voluntary Principles](#))

▶ **EITI**

([↔ EITI](#))

▶ **IPIECA**

([↔ IPIECA](#))

▶ **BUSINESS AND HUMAN RIGHTS RESOURCE CENTRE**

The Resource Centre is an independent non-profit organization. This Centre is tracking the Human Rights policy and performance of over 6000 companies in over 180 countries, making information publicly available. It engages with companies and governments to urge them to share information publicly. It's website is a global business and Human Rights knowledge hub, delivering news in many languages.

([↔ Business and Human Rights Resource Centre](#))



II- VPSHR trainings in pictures



VPSHR Seminar in Total Myanmar



Human Rights Training in Total Paris



VPHSR Awareness Session in Total Nigeria



VPHSR training in Total Venezuela

III- The Myanmar VPSHR seminar as reported by the Entity

TOTAL
COMMITTED TO BETTER ENERGY

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YADANA

From its employees
to its employees

Issue 22
July 2015

DIVERSITY
MAKES US BETTER

TOTAL E&P MYANMAR

Concerns over security and human rights have caught up a number of companies in Myanmar, and needs to be addressed by all Parties.

Voluntary Principles on Security and Human Rights (VPSHR) involves governments, companies and non-government organisations working to promote principles for extractive companies on security and human rights standards. French petroleum giant Total is one of the corporate participants in VPSHR. It organised Myanmar's first seminar on the principles in Yangon on June 18.

First ever VPSHR Seminar in Myanmar Total addresses rights and security concerns

What message do you want to send with the seminar?

We organised the seminar as part of our global VPSHR policy. It is about security and human rights, both of which are very important. We held the discussions in order to help avoiding human rights violations. It is important to engage in dialogue with the security forces of Myanmar, police and army, NGOs, oil and gas companies, as well as private security companies.

Total has been in Myanmar for more than 20 years. We are engaging with people in the Kanbauk area in Tanintharyi Region, the area where Total's gas pipeline comes ashore. When you are engaged with people, when you engage with the community, you can improve the life of the people in a peaceful manner.

How do you use VPSHR in your operations? I mean, addressing both security and human rights at the same time, when you are smoothing out your operations?

When signing a contract with private security companies, the question of implementation on the ground, making sure every guard working for the company has proper training, knowing how to react in the case of violence, intrusion ... is quite important because this company is working for us. We are responsible for what they are doing.

We have to make sure these people are behaving the way they have to behave to respect human rights principles.

The Myanmar Times' Aung Shin met with the Total officials after the event to discuss the program.



What is the progress of Total's contribution to this policy?

Total is committed to respect the Voluntary Principles of Security and Human Rights. We joined the process in 2006, and we have done a lot of implementation, improving every year.

We continue to try to enforce implementation of these principles, especially in countries that need support from the military, police and private security companies.

So it is very important for us that we assess the impact of our operations, especially in the local community. A part of this is to reduce the level of tension in order to apply security rules for safety purposes in our operations without having to resort to violence.

How important is cooperating with the government in this VPSHR policy?

The government has the monopoly on force in every country in the world. Mostly companies counterpart is the police force. We need to deal with them. We have regular meetings in Kanbawk. But actually, we have nothing to report. There is no more fighting in the area, even if it happened in the past.

There have been many cases of human rights violation in the country. According to NGOs, this continues today. What would you say about this?

The seminar we organised this morning is a contribution by Total to the community and to Myanmar people to discuss how to improve these things. We are not the government of Myanmar. What we are doing is to disseminate information and best practice.

I am very satisfied with what happened this morning. We were discussing in very positive ways that human rights have to be respected. There is no report of human rights abuse in the area in which we are operating. We have to be clear on that.

There were some protests by oil company workers and local people in the Kanbawk area last year. What would you say on this issue?

Yes, there are some labour issues in the area. I don't want to comment on other companies. Labour issues are common, although we prefer not to have any. But, demonstration might occur. That is why I said the VPSHR seminar is very useful. To my knowledge, there were no human rights abuse cases in these demonstrations, may be because of our principles.

But we don't pretend that because what we are doing, like corporate social responsibility activities, VPSHR principles or whatever, people would stop having complaints on labour issues which may happen because of community life and employees, who of course have labour contracts. That's why we are promoting VPSHR policies to respect human rights, to respect each party.

What kind of tensions are there?

Tensions can be related to land use for example. The pipeline for Total has been in place for more than 20 years. So compensation mechanisms have been put in place, but from time to time, people such as newcomers forget that compensation has been paid. Sometimes we are facing activities of farmers.

They want to cross our pipeline, but that becomes a Safety issue.

Following this seminar, what is the next step to promote VPSHR policy?

It is still too early to say what will be the next step. People who participate in this seminar are willing to do it again.

Ideas of improving training of private security companies is a possibility which needs to be worked out. We share our experiences and best practices. Providing good testimony is part of the training. ■



Seminar VPSHR

*By Cedrick Mames,
HSE & Security Manager*



Total E&P Myanmar organized on the 16th and 18th of June a seminar on the “**Voluntary Principles on Security and Human Rights (VPSHR)**” at Kanbawk area and Yangon City to address, together with his stakeholders, the current challenges faced on security issues and how to deal at the same time with Human Rights.

For these two seminars, Total VPSHR Coordinator, Security and CSR representatives presented what is the VPSHR initiative, why Total decided to join the Voluntary Principles and what is the organization in place in Myanmar.

An open discussion was organized with all parties based on two potential situations with a possible involvement of VPSHR:

- * Demonstration at the main gate of the site
- * Installation on the pipeline way

It was a great success and the opportunity for all participants to build and maintain a constructive dialogue.

At Kanbawk site were represented the Regional Army and the Police, MOGE, Local Communities and Oil & Gas Companies (TEPM, PCML, PTTEPI).



In Yangon, the Minister of Security and Border Affairs from Yangon Region Government, Police Colonel, the Commissioner of Police from Yangon Region Police Force, representatives of National Forces, MOGE, Embassies (French, Switzerland, USA, Australia), International Organizations, Non Governmental Organizations, Private Security Companies and Oil & Gas companies attended the Seminar.

It was the very first time that such a VPSHR Seminar was organized in Myanmar.

The voluntary principles are an important cornerstone of TOTAL security management and enable to sustain acceptability of our operations in Myanmar. ■

