

SUSTAINABILITY  
REPORT  
2017





DOHA  
دoha  
الدوحة

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## A message from our Directors



*"It is a pleasure to present to you the fifth edition of our annual Total in Qatar Sustainability Report. The 2017 report summarizes our progress in advancing sustainability through our operational, environmental and social performance, as well as highlighting significant events in the year.*

*Total places corporate social responsibility and sustainability at the heart of its business. At Group level, we are enrolled and guided in our activities by the United Nation's Sustainable Development Goals. On an affiliate level, our sustainability strategy is founded through dialogue and the involvement of stakeholders, the responsible management of corporate social responsibility impacts related to operational activities, and contribution to the sociocultural development of our host country, Qatar, and the communities within it.*

*In line with our aim of accompanying and actively contributing to the Qatar National Vision 2030, Total works to bring positive developments to the State of Qatar, not only through its economic activities, but also through initiatives that focus on the citizens and residents of the country. These initiatives are centered on the four Group level corporate social responsibility pillars of road safety, the integration and qualification of young people, climate and environment, and culture and heritage.*

*2017 was a year of many developments in the State of Qatar, resulting in challenges and opportunities for all activities. We showed resilience and took important steps towards a stronger presence in all areas of the energy sector, notably with a milestone of 20 years of production on the Al Kahlj field, the commencement of operations for North Oil Company, the inauguration of Laffan Refinery 2, and a significant increase in sales for our marketing sector.*

*Other positive developments include the successful "Safe Driver" and Safety Culture campaign, continuing excellence in our scholarship and traineeship programs for young citizens and residents, pioneering research in sustainable water management, and our week-long diversity celebrations.*

*Total in Qatar is proud to have achieved many targets aligned with our Group ambition and Qatar National Vision 2030, particularly given the challenging global conditions for the industry.*

*It is important to note here that these accomplishments are made possible by the assiduous dedication, entrepreneurship and team work of our people, who epitomize the "One Total Values" – such as respect for each other and standing together which serve as guiding principles -in everything we do.*

*Our 2017 report showcases Total in Qatar's commitment to driving value from its core business for all of our stakeholders, and to maintaining strong sustainable business practices. It also demonstrates the company's alignment and contribution to national and international sustainable development ambitions.*

*As we move forward, we will continue to work towards our corporate commitment to better energy, and our ambition to be the responsible energy major that delivers safe, clean and affordable energy to every individual.*

**Laurent Wolffsheim**  
Managing Director Total E&P Qatar and Country Chair



*"Total is extremely proud of its special partnership with the State of Qatar, and indeed, there is no doubt that Total and Qatar have both come far hand in hand in this longstanding association of over eighty years. This exceptional collaboration was made possible through the continuous trust and support of all our stakeholder companies – Qatar Petroleum, Qatargas, Dolphin Energy, QAPCO, QATOFIN, North Oil Company and our other partners – as well as Qatar's citizens and residents. Total has learnt a lot from its relationship with Qatar, and has also made significant contributions while remaining committed to further supporting the Qatar National Vision 2030."*

**Dekhil Abusalaa**  
Deputy Group Representative  
Vice-President HR, Communications & CSR

# Highlights 2017



January 14, 2017

### Request For Modification (RFM) successfully implemented

Part of the Lean project, this new tool supports the entire workflow and generates automated reporting, enabling for full transparency and sharing of information between Doha and Halul island.



February 08, 2017

### Who is behind IT?

Lunch and Learn session for Total employees to understand everything about technical architecture and processes such as telecom networks, servers, backup and restoration procedures, or cyber security



February 13, 2017

### 15th edition of the Qatar Total Open

The ladies tournament took place from 13 to 18 February. Another great final took place where Karolina Pliskova (CZE) defeated Caroline Wozniacki (DEN) 6-3, 6-4.

*Read more on page 69.*



March 8, 2017

### Total trains Muntajat's young Managers

It was a great opportunity for the attendees to exchange on several topics regarding marketing of polymers.



March 14, 2017

### Test Space exploration equipment at TRC-Q

A team of four researchers from LATMOS (Laboratoire Atmosphere Milieu Observations Spatiales) visited Total's Research Center in Qatar to conduct a demonstration of production allocation with an innovative gas chromatograph.



March 24, 2017

### Launch of TWICE Qatar

The Qatari chapter of Total Women's Initiative for Communication and Exchange (TWICE) aims to work toward the development of women's careers and heighten the awareness of both men and women about gender diversity. *Read more on page 47.*



February 20, 2017

### Inauguration of Ras Laffan 2 Refinery

This inauguration marked the culmination of a strategic expansion to Qatargas' world-class facilities in Ras Laffan Industrial City, effectively doubling Qatar's condensate refining capacity to 292,000 barrels per day. Total is a founding partner and shareholder of Qatargas, the largest LNG producer in the world.

*Read more on page 33.*



March 2, 2017

### Waste Free Environment Initiative

Total was part of this global event launched by Gulf Petrochemicals & Chemicals Association. In the presence of 31 other companies, a Beach Cleaning Campaign was organized.

*Read more on page 57.*



March 26, 2017

### Total honored during Gulf traffic week

General Mohammad Marafih, Director of Engineering and Safety Traffic, honored Guillaume Chalmin, previous Managing Director TEPG and Group Representative, and Ketan Kumar, General Manager - Marketing & Services, on the occasion of Total's participation in the Gulf Traffic Week.



April 19, 2017

### Muntajat's top management visited Total Headquarters

Total R&C Polymers team received Muntajat's Senior Management for meetings at Paris, La Défense, Coupole Tower, during their recent business trip to Europe.



April 27, 2017

### World Day for Safety

World Day for Safety was celebrated in all of Total Qatar's premises (Alfardan, TRCQ, Warehouse, Halul & RIG). In order to facilitate their appropriation, the 12 Golden Rules were relayed to guide on safety issue - "what must" and "what must not" be done.

# Highlights 2017



May 2, 2017

### Blood donation campaign

In partnership with Hamad General Hospital, Total organized a blood donation campaign in Al Fardan Towers premises. 30 Total employees participated along with 45 individuals from other companies in the tower. *Read more on page 65.*



May 11, 2017

### Farewell celebration

A celebration took place at the Four Seasons to honor departing employees who are moved on to new professional adventures.



May 14, 2017

### Diversity week

The theme of this edition was "Respect for Each Other". The highlight of the week was a full day of activities organized at the Sheraton Hotel. Cultural parade, debates and games gathered the 36 different nationalities of Total. *Read more on page 71.*



July 14, 2017

### Al Shaheen field handover

North Oil Company (in which Total owns 30% stake) officially took operatorship of Qatar's biggest oil field. After less than a year of setting up the company, NOC could start operating the field by combining the legacy and contributions of Maersk Oil, Qatar Petroleum and Total and hiring 1,200 people, 700 of them directly from Maersk Oil. *Read more on page 26*



September 10, 2017

### Launch of Safe Driver campaign

With the objectives to raise awareness and encourage change in practices and behaviors, the campaign was a success. *Read more on page 68.*



June 12, 2017

### Qatargas hosted Total delegation

The executives were received by Qatargas and were taken on a tour of the Qatargas LNG plant, Laffan Refinery and Ras Laffan Port.



June 8, 2017

### Celebrating tradition with Garangao

Garangao was celebrated at the office with all children of employees. It was a very joyful moment.



September 25, 2017

### Arrival of new Country Chair

Total Qatar's management and principal stakeholders gathered to bid farewell to Guillaume Chalmin and to welcome Laurent Wolffsheim as the new Managing Director Total EP Golfe and Country Chair.



October 8, 2017

### Cancer awareness campaign

The campaign started with a seminar on Breast Cancer Prevention & Early Detection by Qatar Cancer Society, and also featured a cancer survivor as a guest speaker. *Read more on page 69.*



October 17, 2017

### Launch of Total Survey 2017

Employees' feedback helped identify the positives by achievements, challenges and areas to improve by creating actions plans and following through with them.

# Highlights 2017



November 1, 2017

**We are certified ISO 14001**  
Total in Qatar received its certification for ISO 14001. This international standard specifies requirements for an effective environmental management system (EMS).



November 9, 2017

**Second session of Sawa Day**  
The 2nd session of Sawa Day (Sawa = Together in Arabic) took place at Grand Hyatt Hotel. The theme of the event was 'One Total' and the 5 Group level values were introduced by Patrick Pouyanné, Group CEO.  
*Read more on page 50.*



November 14, 2017

**Total Marketing Qatar ties up with Pirelli**  
Total Marketing Qatar signed an agreement with Tyres and Equipment Center (Pirelli tyre dealer) for supplying Total lubricants in their 16 retail outlets at strategic locations in Qatar.



December 13, 2017

**Annual Dinner and Long-Service awards**  
Total annual gala dinner was organized at Four Seasons. Long serving employees were also awarded for their continuous dedication and commitment to Total.



December 14, 2017

**Qatar National Day celebrations**  
Every year, this special day encourages employees to promote the Qatar National spirit within the company. This year employees took to decorate their offices and proudly showed Qatari traditions and customs.  
*Read more on page 71.*



November 22, 2017

**Safe Driver exhibition**  
Total partnered with Karwa Driving School (KDS) of Mowasalat, the Traffic Department, and Audi to organize a "Safe Driver" exhibition offering various theoretical and practical safe driving presentations.  
*Read more on page 67.*



November 25, 2017

**Total Sports day**  
Total in Qatar organized a sports event in Aspire Park for employees and their whole families. *Read more on page 69.*

(Sawa in Arabic = Together)

# Qatar National Vision 2030



## Human Development

Development of all its people to enable them to sustain a prosperous society.



## Social Development

Development of a just and caring society based on high moral standards, and capable of playing a significant role in the global partnership for development.



## Economic Development

Development of a competitive and diversified economy capable of meeting the needs of, and securing a high standard of living for, all its people for the present and for the future.



## Environmental Development

Management of the environment such that there is harmony between economic growth, social development and environmental protection.



# Total Group **Societal Priorities**

## The four Total Group level corporate social responsibility pillars



# Total in Qatar **Sustainability Framework**

- 1 We operate with excellence and safety
- 2 We value our people
- 3 We preserve the environment
- 4 We develop our community



# WE OPERATE WITH EXCELLENCE AND SAFETY

In all three segments - Exploration and Production, Refining and Petrochemicals, Marketing and Services - Total in Qatar drives its operations towards sustaining operational excellence where safety is a core value. We focus on limiting our impact on environment through various projects.

Total is very proud of its longstanding partnership with Qatar spanning over 80 years (since 1936), and its cooperation with Qatar Petroleum which includes the development of world-class oil, gas, LNG, refining and petrochemical projects.

Total started its upstream operations on the Al Kahlj oil field in 1991. The company is the founding partner of Qatargas, the world's largest LNG producer, owning interests in Qatargas 1 and Qatargas 2. Total is also a leading partner in Dolphin Energy. Total Refining & Petrochemicals has stakes in both Qatar Petrochemicals Company (QAPCO), operating a petrochemical complex manufacturing ethylene and low-density polyethylene and QATOFIN.

Launched on July 14th 2017, North Oil Company is a new Joint Venture between Qatar Petroleum (70%) and Total (30%). NOC will develop and operate the Al Shaheen oil field for the next 25 years.

Total is also a partner in the Ras Laffan refinery and also markets and sells lubricants. Specializing in lubricants and special fluids, Total Marketing Qatar has a prominent market share for lubricants in the Qatari market.

## Exploration & Production

### Al Khalij field

A complex and challenging offshore oilfield

In Qatar, Total is a producer of crude oil. Each day oil is extracted from wells drilled from various platforms located in the Al Khalij Field, located 120km northeast of Doha. Afterwards, the oil is sent to Halul Island (35 km from Al Khalij Field) via two sub-sea pipelines for processing. The entirety of our processed oil is transferred to our partner, QP, for final export.



facts & figures

**17,825**

Barrels of oil produced per day in 2017

**8 Platforms**

**58 wells**

48 of which are oil producing

**117**

Personnel on board

**214,372,123**

Barrels of oil produced since the start up in 1997

**17 drilling**

and wells operations in 2017



*"In line with our 20-year ambition, we work on becoming the responsible energy major by providing energy that is affordable, reliable and clean. In Total Qatar, all effluents, gases and wastes issued from our operational sites onshore and offshore are properly collected and permanently monitored, recorded and reported to our headquarter and concerned authorities. Challenging targets are updated on a frequent basis and new technologies are frequently introduced to reduce the impact. In 2017, considering our duty to reduce operational costs, Total Qatar launched a new energy performance initiative and new monitoring tools to improve and reduce the fuel consumption of our support vessels, both supply vessels and drilling rigs. This initiative shall not only reduce our costs by 10% but also reduce greenhouse gas impacts."*

**Stephane Cambier**  
Vice-President Al Khalij Asset  
Vice-President Operations

## Milestones

in 2017  
Production

- 20 years of production on ALK field, since the first oil produced, on the 24th of February 2017
- Drilling Platform 1 crane replaced

## Al Khalij Projects

### Total Industrial Mobility



We all use smartphone and tablet apps in our daily lives. Why not tap their potential to make life easier for operational personnel on the front line? That's why the Total Industrial Mobility program was launched in 2017 and used in Al Khalij, since July 2017. Results are very positive as it simply reduces the time teams spend in the control room, whether during the day, or at the end of each shift. On the Al Khalij site, platforms are distant from each other and isolated. It takes operators one hour to reach them by boat in the morning and another hour to come back in the evening. With Myshift app, they have eliminated the slips of paper they carry around all day and have to try to decipher in the evening before entering them in the system.



## Research

is key to support operations in enhancing production

Research and development plays a leading role in operational excellence. The continuous challenges of the industry always need that we provide cutting edge solutions. In addition to the rising costs of operations, the challenge is to bring innovative strategies to face these difficulties. The vast technological advancements are essential; however, operational efficiency is the real key to success in the energy industry.



### Geochemistry

Developing innovative techniques for analyzing petroleum fluids.



*"In the Gulf region the fluids are mainly trapped in carbonate reservoirs. The fluid composition might be altered in the reservoir by various processes that may lead to the precipitation of heavy oil fractions. This leads to the formation of tar mats and the collapse of the porosity and the permeability of the reservoir, which becomes difficult to produce. Identifying their location is a key for producing certain heterogeneous oil reservoirs. One of the R&D projects conducted here in TRC-Q is the miniaturization of equipment. We want the lab to go on site in order to reduce the time and the cost of our analysis. The biggest achievement in 2017 is the discovery that a classical analytical technology is able to perform a complex fluid characterization very quickly and efficiently with the help of new digital approaches. Our motto is to always revisit conventional technologies that can be combined with those new approaches; it could become the quick win of the year."*

**Frank Haeseler**  
Organic Geochemistry project Leader



### Acid stimulation in Carbonate Reservoirs

Acid stimulation of wells is the most widely used solution to the problem of low matrix permeability in carbonate reservoirs.



*"Acid stimulation consists of injecting acidic solution into carbonate rocks. In carbonate reservoirs, there is a wide range of contrasts in terms of permeability and composition - assessing the impact of these heterogeneities on reactive transport is a key interest for us. As an R&D team, our main objective is to deliver high-tech tools to the operations teams. We have two main activities: lab activities and modeling as we are developing our own software tool for acid stimulation. Here in Qatar, we have an excellent infrastructure which allows us to collaborate with local state of the art laboratories. We are really pleased to have sponsored and co-chaired the 2nd EAGE (European Association of Geoscientists Engineers) Workshop on Well Injectivity and Productivity in Carbonates. The event which was organized in Doha (10-12 December 2017) provided a great platform for interesting technical exchanges with local and international experts."*

**Oussama Gharbi**  
Acid stimulation Project Lead.

## Qatargas

### Producing the cleanest fossil fuel

Total is the founding partner of Qatargas in 1984, the world's largest LNG producer, owning interests in Qatargas 1 and Qatargas 2. Qatargas produces 77 million tons of LNG per annum. As the cleanest burning fossil fuel, natural gas has the advantage of limiting greenhouse gas emissions. Abundant supplies of this gas will contribute to a secure and stable energy future while helping address a number of environmental concerns.



facts & figures

Total owns a  
**20% interest**  
in the upstream of Qatargas 1 and  
**10% interest**  
in the downstream of Qatargas 1

Total has a  
**16.7% interest**  
in Train 5 of Qatargas 2

### Projects

Qatargas has engaged in major projects to reduce its environmental impact such as:

#### The Flare Reduction Project

The Flare Reduction Project aims at reducing the flaring required by operations. It is a complex project launched in 2013, involving feed gas interconnection between several LNG trains and Off-spec gas recycling. When completed, it will help Qatargas achieve its target to flare less than 0.3% of its sweet gas production.

#### The Waste Water Recycle and Re-Use project

Launched in 2014, this project is meant to eliminate the disposal of treated effluent to sea, and to significantly reduce the volumes of produced water sent to the onshore disposal injection wells. In 2017, Ras Laffan refinery 2 treated wastewater is being sent to the Near Zero Liquid Discharge (N-ZLD) facility. This new facility is currently under stabilization and observation stage. The project further reflects the importance of the environment for Qatargas as an LNG leader.

#### Jetty Boil-Off Gas (JBOG) Facility

The JBOG Recovery facility, which commenced its operations in the fourth quarter of 2014, is the largest environmental project of its kind in Qatar, with an investment of approximately USD1 billion. This facility collects boil-off gas from LNG ships and compresses it at a central facility. The compressed gas is then sent to LNG producers to be consumed as fuel, or converted into LNG.

Flaring due to JBOG operations has reduced by more than 90%, relative to the flaring baseline of 2012. This amounts to savings of approximately 0.6 million tons per annum (Mtpa) of LNG or the gas equivalent of 29 Billion Standard Cubic Feet (BSCF), which is enough natural gas to power 300,000 homes. In terms of GHG emissions, the above offset equates to approximately 1.6 million tons of CO2 per annum.



*"Qatargas has consistently embedded the principles of sustainability throughout our business because we believe that operating in a way that is economically, socially and environmentally sustainable is integral to our success. By implementing some of the most advanced, innovative and resource-efficient technologies, we have been able to reduce and mitigate our environmental impact."*

**Khalid Al-Hemaidi**  
Chief Operating Officer - HSE&Q in Qatargas

## Dolphin Energy, the Gulf's first and largest gas grid

In 1999, Dolphin Energy's Dolphin Gas Project was launched to provide natural gas to the UAE and Oman from Qatar's North Field for a period of over 25 years. In 2000, Total signed a Project Development Agreement to become a strategic partner, holding a 24.5% stake. Gas production, processing and export began in 2007 and the project reached full throughput of 2 billion scf/day in early 2008 (of exported gas from Ras Laffan Industrial City through Dolphin Energy's 364km subsea export pipeline to the Taweelah Receiving Facilities in Abu Dhabi, UAE). Supplies to Oman started later in the same year. Today, the Dolphin Gas Project is the region's first and largest gas grid.



→ facts & figures

Dolphin Energy meets **30%** of the UAE's natural gas requirements on a daily basis.

Dolphin Energy Supplies **6%** of Oman's gas needs every day

Dolphin Energy has maintained an annual maximum production rate of **730 billion scf** of natural gas and has met the requirements of its long-term customers each year since 2007.

In 2017, Dolphin Energy reached its **10 year** gas production milestone.

### Projects

#### Dolphin Energy's Reservoir Management Optimization Project (RMOP)

RMOP involves designing and drilling six wells at Dolphin Energy's two production platforms (DOL-1 and DOL-2) to balance reservoir pressure and maintain the production plateau. Drilling of the first three wells started in 2016 and was completed successfully in 2017 (taking 380 days, using 1 million man-hours, and recording zero LTIs), with performance of the longest registered perforating guns ever run in the North Field. In addition, two of these wells are North Field's first ever horizontal wells. Drilling of the three remaining wells will start in early 2018.

RMOP has enabled Total to share its expertise and knowledge with its key partners and provide opportunities to extend its commitment to the prolonged success and development of the North Field.

#### The CORE Project

In 2016, in response to the low oil price environment, Dolphin Energy launched a long term cost optimization program called CORE Project (Cultural Change, Optimizing Productivity, Resourcefulness and Efficient Expenditure (C.O.R.E)). Working closely with Total in the initial stages of the Project, the Project was based on elements of our 4C&D Program. The scope of CORE focused on 4 main points:

- Reinforce the project's governance structure to build the Project
- Kick-start the cultural and communication effort
- Transfer knowledge, tools and train key Dolphin Energy personnel
- Initiate and drive idea generation efforts through a formal implementation process

Since the start, the project has registered significant cost savings and helped improve the cost culture of the company. Significant interest has also been registered by Dolphin Energy's peers across the oil and gas industry who had considered launching similar programs. In 2018, the project will enter a new phase and will focus more on process improvement to complement the cost savings element.



"Dolphin Energy's Upstream Operations strives for operational excellence and bases its approach on four pillars: risk management, an operational work program delivered on time and on budget, commitment to stakeholders to ensure sustainable operations and robust management system. To support the last pillar, Dolphin Energy has been using the Total's OPERCAP methodology I customized for the operational specificities of Dolphin Energy's gas plant. The methodology aims to evaluate the competencies of onsite personnel through three levels of assessment and produces individual training plans when appropriate. Implementation of such a tool clearly demonstrates Dolphin Energy's commitment to safe and sustainable operations by adding value through the development of its employees."

**Jean-Charles Fechant**  
Chief Operating Officer Advisor,  
Operations Interface Dolphin Energy.



"From its inception, Dolphin Energy has been committed to being a responsible corporate citizen across all its operations and activities. This commitment developed and was formalized with the company's inaugural sustainability report, published in 2009. Since then the company has issued an annual report highlighting our continued efforts to minimize environmental impacts, create economic opportunities and increase community engagement. Dolphin Energy continues to make progress in all three areas as it deepens and drives the principles of sustainability across our business. In 2014, we issued our Sustainability Management Policy and Program which provide clear and specific guidelines for developing, maintaining and exercising sustainability management within Dolphin Energy. This has shaped our conduct and determined how we engaged and continue to work with the many stakeholders to deliver our long term vision and commitment to sustainability."

**Adel Ahmed Albuainain**  
Chief Executive Officer, Dolphin Energy Limited

## North Oil Company

### Committed to operational excellence

North Oil Company is a joint-venture between Qatar Petroleum (70%) and Total (30%). Located off the north east coast of Qatar, Al-Shaheen is one of the largest and most complex offshore oilfields in the world. Its production of around 100 million barrels per annum accounts for 45% of Qatar's oil production. Its objective is to maximize production from Al-Shaheen over the next 25 years



facts & figures

NOC workforce  
**1041**  
as of 31 Dec. 2017

Approximately  
**285,000**  
barrels produced per day

### 7 Reservoirs

300 producing & injecting wells with 3 drilling rigs continuously drilling, 4 by year end, adding approximately  
**30 new wells**  
per year

**2 out of 4**  
of the world's biggest FSO  
(Ultra Large Crude Carrier category)

**800,000**  
bbl injected per day  
One of the largest waterfloods  
in the world

An on-going EOR project  
(Water Alternate Gas injection) on  
**15 wells**



*"At NOC, the utmost priority is the safety of the personnel. We need to ensure that all colleagues return home safely at the end of each day. Minimizing the ecological footprint is also embedded in our DNA and NOC is highly committed to the reduction of gas flaring and venting, to the diminution of discharging treated water overboard and releasing of hazardous wastes into the environment. Oil production is, by definition, the depletion of a natural resource. Our way of making this business sustainable is by using energy efficient processes and maximizing the reservoir recovery. In 2017, numerous projects are underway to attain these objectives. To mention a few: a portfolio of facilities upgrade projects, the debottlenecking of water treatment and disposal facilities to reduce and ultimately eliminate produced water over boarding (environmental footprint) and the launch of pilots to test new Enhanced Oil Recovery (EOR) production modes."*

**Lionel Levha**  
Vice-President Al Shaheen

## Refining & Chemicals



*"Safety, assets availability and costs or margins optimization are the cornerstones of our manufacturing excellence. Total supported its Refining and Chemicals joint ventures in Qatar in 2017 to assess their existing safety performances and help those building ambitious roadmaps and targets. The merger between QAPCO and QVC (Qatar Vinyl Company) teams, as well as the merger between Qatargas and Rasgas were substantial initiatives to reduce costs. Constant optimization of assets (allocation of feedstock, maximization of products margins, developing synergies for products and utilities...) will help to face a more intense global competition. As our development must be sustainable, a lot is being made currently to take care of our local environment. For example, three new projects to recycle the vast majority of industrial wastewater are currently being built in our joint-ventures: two in Ras Laffan and one in Mesaieed. The first was started successfully during 2017."*

**Philippe Legrand**  
Managing Director Refining & Chemicals -  
Qatar Refining & Petrochemicals Orient - RPO

facts & figures

QAPCO is one of the  
**world's largest**  
LDPE (low density polyethylene)  
production sites in the world

**2 refineries**  
with an overall capacity of  
**300,000**  
barrels of condensate per day.



## QAPCO

### A petrochemical major

Total supported QAPCO to build the first ethane feedstock cracker in the Middle East in the late 1970s. Located in Mesaieed in the south east of Qatar, Qatar Petrochemical Company (QAPCO) operates a petrochemical complex manufacturing ethylene and low-density polyethylene (LDPE), a type of plastic commonly used in food packaging, for worldwide export. Total has a 20% share in QAPCO.



"After the first 10 months of the High Performance Safety Culture program and nearly 5 million hours worked, there have been zero recordable injuries and a tangible change in behaviors in QAPCO. This period also included a planned plant shutdown that achieved zero recordable injuries. This is a tremendous achievement that has undoubtedly improved our accident prevention capability! The success is testament to a huge commitment from the leadership teams and great buy in from our workforce. The foundations for high performance safety are now established and the program is now moving into a sustainability and continuous improvement phase."

**Jonathan Cook**  
Chief HSSE Officer, QAPCO



"At QAPCO, we assume an active role in shaping sustainable development and are committed to contributing via our actions and processes on the social, economic, environmental and human fronts"

**Dr. Mohammed Yousef Al-Mulla**  
Managing Director and CEO, QAPCO

### Project

#### The High Performance Safety Culture

In May 2017, QAPCO embarked on a program to create a sustainable High Performance Safety culture. This is a leadership driven initiative to create:

- A shared value and commitment for safety at all levels, in a culture where people's safety actions are driven from choice not just from a compliance requirement.
- A workplace where individuals take responsibility for their safety, the safety of their co-workers and the plant.
- An environment where teamwork and all members are valued and demonstrate care and concern for each other.
- A culture where people speak up about issues, leaders actively listen and the organization is constantly learning.



facts & figures

Cracker capacity of  
**840,000 tons**  
per year of Ethylene

3 LDPE plants with capacity of over  
**780,000 tons**  
per year

## Qatofin

Owner of one of the largest ethane cracker in the world

In 2006, in partnership with QAPCO, Total entered the Qatofin joint venture. Total has a 36.36% direct shareholding in the company and a total stake of 49% when its investment in fellow shareholder QAPCO is included. Qatofin was established to develop two projects:

- One of the largest ethane crackers in the world operated by the Ras Laffan Olefins Company (RLOC) in which Qatofin has a 45.7% stake alongside Q-Chem II. The ethane-based steam cracker is designed to produce 1.3 million tons per year of ethylene.
- A world-class linear low-density polyethylene (LLDPE) plant, commissioned in 2009 in Mesaieed, with a production capacity of over 570,000 tons per year.

## Ras Laffan Refineries

Leading an environmental responsibility

Set up on September 2009, Ras Laffan Refinery Company is a condensate splitter. Total holds a 10% interest in the Ras Laffan Refinery Company. The refineries produce LPG, naphtha, de-sulfurized kerosene and ultra-low sulfur diesel both for the local consumption and for export.

### February 2017

**Launch of Laffan Refinery 2, leading an environmental responsibility**

Inaugurated on 21st February 2017, Laffan Refinery 2 not only creates value for the State of Qatar, but also adheres to the highest environmental standards through low gas emissions, zero flaring during normal operation, and zero waste water discharge to the sea. Indeed, Laffan Refinery 2 includes a waste water recycling facility which treats industrial water from Laffan Refinery 1 and Laffan Refinery 2. The recycled water is then re-used as boiler feed water and cooling water, thereby reducing water consumption and eliminating the discharge of treated industrial water. The new refinery processes condensate to produce five high quality products. These products support the energy and industry sectors by providing energy sources and raw feedstock material, namely naphtha, kerojet (A-1), diesel and liquefied petroleum gas in the form of propane and butane. It also creates new economic opportunities by further integrating Qatar resources to local growing high quality products demand or enhancing export capacity and therefore the ability to supply international demand for energy.

facts & figures

Qatofin produces  
**LLDPE**  
(Liner Low Density Polyethylene)

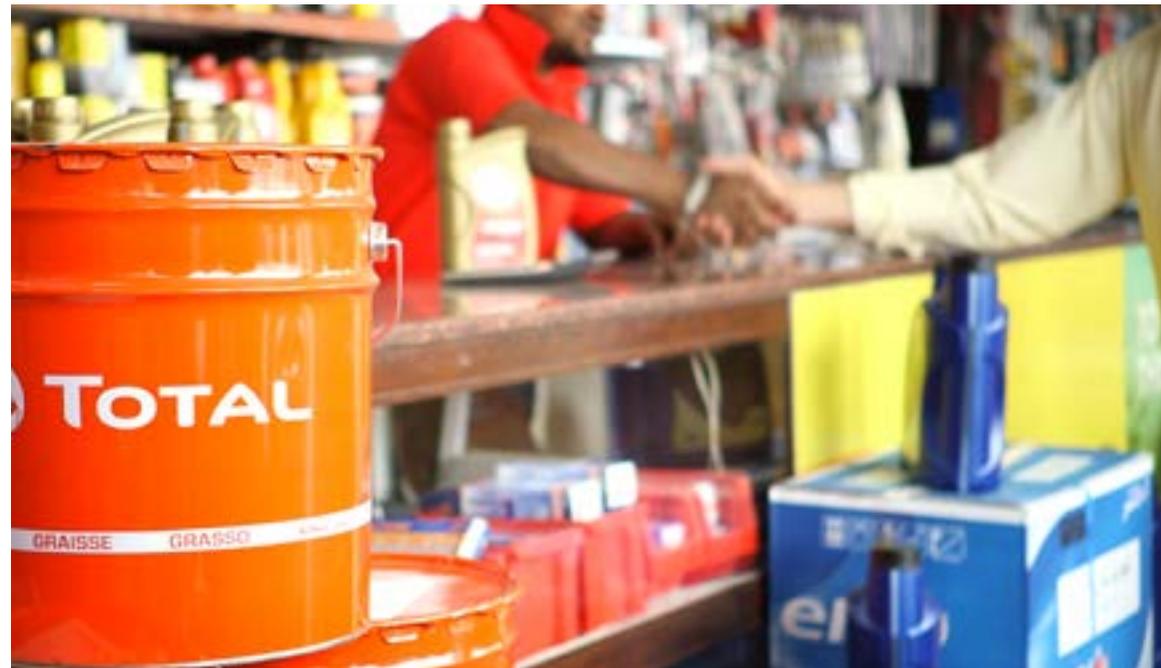
RLOC cracker capacity  
**1.3 million tons**  
per year of ethylene  
(Qatofin share = 45.7%)

Qatofin LLDPE capacity is  
**570,000 tons**  
per year



## Marketing & Services

Specializing in lubricants and special fluids, Total Marketing Qatar (TMQ) has a prominent market share for lubricants in the country. It caters to the needs of major automotive, construction, industrial and marine customers. Total's products are widely used by leading Japanese & European car dealers in addition to the main retail service centers in the city of Doha.



"In order to drive operational excellence, we focus on the overall cost saving for customers obtained by using Total lubricants & greases, rather than focusing on the selling price. We offer services such as gear inspection, ANAC used oil Analysis, technical training, product recommendation, TIG6 maintenance software, to customers and this has helped in giving us an edge over competition."

*Ketan Kumar, General Manager of Total Marketing Qatar*

facts & figures



**12** Employees

in Marketing and Services

**5** Different Nationalities

**30%** of staff are women

**Largest storage**

capacity of bulk and packet products

**10** Total branded rapid oil change/ pitsops

**18** supplying OEM (original equipment manufacture)

**2** Distributors; one for TOTAL and the other for ELF

# SAFETY AND QUALITY IN OUR CORE BUSINESS

In Total, Safety is a never-ending journey. All employees must stay vigilant all the time, including in their most basic activities, to ensure everybody goes home safe at the end of the day.



"2017 was the year of One HSE, which gathered all the HSE expertise of the Group in a single, central entity to support Safety as a core value. This new organization will enable the alignment of the strategy and provide the means necessary to achieve the Group's priorities, harmonize our practices across the different branches and simplify whenever possible. Among all the good work done in 2017 in Qatar, three main initiatives have positively contributed to our safety culture and will enable to prevent accidents and save lives:

- As part of the simplification process, we took the opportunity to **"upgrade" our 12 Golden rules by adding clear "must / must not" rules** to make them easier to understand (and apply!) and ensure that there is no more room for misinterpretation.
- Driving remains a dangerous activity in Qatar, and the **#SafeDriver campaign** has improved staff awareness on the main road dangers and how to mitigate them through a very strong communication campaign.
- Finally, we were one of the first affiliates to launch the **Perfect day initiative** following in the footsteps of Total E&P Papua New Guinea : a very innovative tool to improve safety on site by focusing on leading indicators and getting all staff on board.

**Christophe Dubau**  
VP HSEQ & Security TEP-Q Qatar



## Safety tools

### What is a Perfect day?

In 2017, TEPQ became one of the first affiliates to adopt and deploy on all operational sites the "Perfect day". The essential aim behind this initiative is to further improve our HSE and operational performances. Every day, people on site must reach those eight Key Performance Indicators. The first two are the same for all sites, while all the others are decided from the analysis of site performance and identified weaknesses. The Perfect day awarding system is as below:

- 5 consecutive perfect days on a site = congratulations from entity Manager
- 10 consecutive perfect days on a site = congratulations from VP ALK asset + VP HSE
- 15 consecutive perfect days on a site = congratulations from Managing Director

### The Checklist for Al Khalij

- ✓ No events with human consequences
- ✓ Environmental performance
- ✓ No behavior anomaly noted/reported (PPE, attitude..)
- ✓ Everyone got his rest time
- ✓ All surfers or helicopters departures as planned and on time
- ✓ All received material are OK
- ✓ All daily programmed activities are completed
- ✓ No unplanned shutdown

### HSE Tools in Total Qatar

<b>HSE Pass</b> HSE Pass, the HSE training management tool.	<b>HSE Plan</b> HSE plan, summarizing the main HSE objectives of the affiliate for the year to come	<b>Total's 12 Golden Rules</b> Apply the Golden rules, enforce them, protect lives
<b>Maestro</b> One Maestro, governing the affiliate HSE management system	<b>SYNERGI</b> SYNERGI to register all main anomalies, incidents, audit findings, etc..., and ensure their follow up	<b>Stop Cards &amp; Anomaly Cards</b>

## Quality Initiatives



"The Quality function was implemented in Total Qatar at the end of 2016, aiming to monitor all the actions related to continuous improvement and therefore, offering its support to the technical entities to facilitate tools for problem solving. In 2017, in terms of achievements, through leading the 4C&D Program (Change Culture Compete on Cost and Deliver), we managed to reduce approximately 30% of our operating cost versus a 2013 Opex baseline. We focused on performance Culture orientation through the launch of 10 lean programs in several areas such as: cost reporting, operations, invoice management and implementation of visual management."

**Mario Lobo**  
Quality Manager

## Cost reduction program stories



"On sites, we use several lubricants from different suppliers for various purposes and applications. Now, there is a joint effort to standardize the lubricants with a Total brand. To get everyone on board, we highlighted the benefits that could be obtained from the solutions from the very beginning. People will always support you once they see how this could positively impact them. Our branch has quality products which could support in overall cost saving for functional and profitable assets and it would also be a good reference to other oil and gas companies in Qatar."

**Ketan Kumar**  
General Manager Total Marketing and Services



"Total staff assigned to 'Assets Operated by Others' (OBOs) in Qatar were previously provided with laptop equipment. Now, these staff will have remote access to Total network using virtual desktops. Savings are associated to the cost and maintenance of laptop units. If you look back through the past three budget cycles to discover where your department is high on expenses, I'm sure you'll figure out a way to save some money. The Bureau Infogerant (Virtual Desktop) shines as a best solution for our affiliate, giving secondees full access to the Vision environment on their personal laptop, with no stock management or support needed from TEPQ."

**Nasser Al-Sarraj**  
Lead IT Proximity Support

## Lean management

The performance mindset and continuous improvement orientation is a priority for Total Group. Define, Measure, Analyze, Improve and Control (DMAIC) methodology is the one selected and supported by the Group in order to assess and simplify our business processes. TEPQ started its implementation in 2015. Important steps and achievements are seen in operations and support functions. Cross-functional team work, mapping of our processes, visual management and customer orientation are key pillars of this approach.

## Internal audits

Two internal audits were completed in 2017 for production budget and forecast/integrated operating planning process.





## WE VALUE OUR PEOPLE

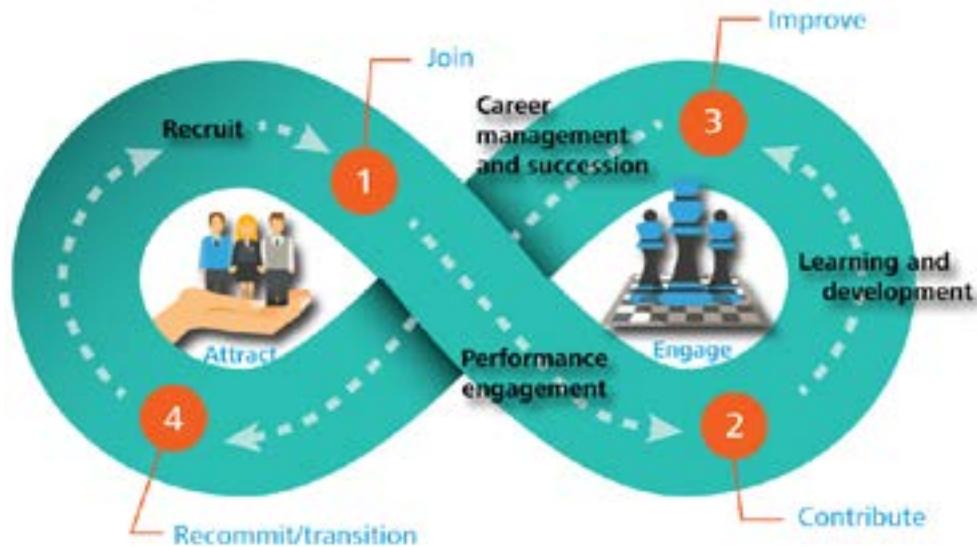
At Total Qatar, we strive to create ideal conditions for employees to express and develop their potential. We support employees in managing their careers and we help them grow through trainings and internal mobility. Our objective is to offer inspiring working conditions that allow our employees to fulfill their individual aspirations. For this purpose, we listen to their concerns through regular surveys, we encourage networking opportunities and informal meetings, we promote gender equality in the workplace and we celebrate our long-serving employees.

## Our talent management strategy



"Total has a rather limited workforce in Qatar and it is extremely diverse and talented. In order to nurture these two components, our HR policy offers individual development opportunities, innovative learning solutions and dynamic knowledge sharing practices to all staff, while promoting a climate of trust and dialogue. This is key to maintaining employee engagement and to develop a win-win relation within our Company."

**Christophe Eon**  
Deputy VP HR, Communications and CSR



facts & figures

## 449 Staff

(Exploration & Production, Refining & Petrochemicals, Marketing & Services) including Expatriates and Secondees (Dolphin, Qatagas, NOC)

37 Nationalities

## 12% Qatarization



**An employee's journey** at Total begins with identifying the talent that best matches the positions. Upon joining, the employee becomes part of the onboarding program and we ensure that they are given all the support needed to understand our work culture and business. It is important that they undertake their roles and responsibilities safely and effectively. During their career with the company, the employee will have the opportunity to develop competencies and skills through several resources such as training and coaching. Based on their performance and potential, they will be entitled to training opportunities, either to enhance their skills required to perform their jobs, or as part of their career development. To ensure that employees remain in line with company objectives, strategic individual goals are developed for each of them. Here in Total Qatar, engaging employees is an essential step in the evaluation system."

**Rawan Barakat**  
Career management Advisor

## Training at a glance

- 4267 hours of technical and soft skills training, 4053 hours of HSE training, 1527 hours of e-learning = 9847 hours
- 3 days of training per employee on average
- **Technical training:** 60%
- **Non technical training:** 25%
- **Language training:** 15%



### Internal mobility

Total in Qatar encourages mobility inside the company, allowing employees to grow by changing careers. By switching from Maintenance supervisor on site to Instrument leader, Oliver Tingchuy faced new professional challenges. This is his story.



**How did Total approach you to change positions?**

Both our Head of Maintenance and Superintendent informed me that the instrument leader position would be vacant and they thought I would be a great fit. They explained the nature and expectations of the job, which would also allow me to bring my family to Doha. The move was in fact one of my career targets. I always fully commit to all the tasks assigned to me whichever post I am in.

**How was the move from Maintenance supervisor in Halul Island to Instrument leader to the offices in Alfardan Tower?**

After I was appointed in the new position, in Doha, we immediately searched for my substitute in Halul who was already a part of the Instrumentation Team. Following a two-week handover period I went back home to finalize all documentations for the visas of my family. Then as soon as we arrived in Doha, I began my training period by shadowing the former instrument leader. After a proper handover period, I was able to carry out the responsibilities of my new position.

**How did you settle in this new position and environment?**

Adapting to the office environment went smoothly. As I became more involved, I began to realize the complexity and demands of the job - each day you learn new things that must be resolved. As with every new endeavor, I had fears of not meeting my superior's expectations. However, with a strong will to accomplish the tasks, under good guidance and encouragement from my managers and colleagues, I was able to cope well with the new setting. I am grateful for the warm environment and welcoming people in the offices. Although, the challenges I faced in Doha and offshore are similar. As a bonus, working in Doha allows me to be with my family.



### Employee forum

Every year, the employee forum is an opportunity for all employees to discuss a range of interesting topics in line with their careers.

In May 2017, employees were invited to the yearly forum held with an open discussion on many HR - related matters such as Training, Career development, Total Survey, New policies implemented in 2017, Compensation & benefits and many more. The forum was attended by approximately 60 people which enabled an open exchange of ideas between employees and management. This has proven to be a good form of employee engagement and presents the opportunities to discuss different matters that are of interest to employees, which in fact encompasses the 'sharing of information' - an area of attention raised during the 2016 Employee Survey.

## Boosting professional autonomy of our young Nationals

Total has designed Professional Development Paths (PDP) to bring young graduates, Qatari Nationals in particular, to professional autonomy. From the very beginning of their career, these paths combine job postings, dedicated training and coaching, and competency assessment for a period of 6 years necessary to cover most of the aspects of a new profession. The Development Paths are customized for each professional discipline whether it is technical or non-technical. We are currently monitoring the progress of 6 Qatari employees in the fields of Reservoir, IT, Development, HR and Inspection. They are gradually getting ready to move from autonomy to responsibility!



*"I'm undergoing the last posting of my Professional Development Path in HR! I joined the Company after my graduation and a short experience and I was proposed to undergo a PDP. I started in the area of Manpower Planning and Recruitment and it was a challenging time for the recruitment of Nationals and non Nationals in different disciplines due to the drop of oil price. Two years later, I was proposed to take over the position of Training officer which I enjoyed a lot - from being in between employees and training providers, in enhancing staff competencies, to proposing different solutions while closely monitoring the costs of training. More recently I moved to the 3rd and last position of the PDP in a very different area again: expatriates administration which is paramount considering the number of expatriates currently working in Total Qatar. Through these three experiences I can say that I was really exposed to the different aspects of the HR functions with a lot of interactions with staff and managers and a good level of autonomy.*

**Abdelrahman Karamalla**  
Expatriates Administration Officer

## Supporting employees to aim higher

### Yousef Al-Jaber, from CSR department to management committee

Yousef Al-Jaber graduated from Texas E&P University in Qatar in 2008, majoring in chemical engineering. He received his Master Degree from Hamad bin Khalifa University in 2015 in the field of Energy and Resources. Yousef had previously worked with Total's key partner Qatar Petroleum as a Sustainable Projects Specialist, and then as Senior Renewable Energy Analyst. Subsequently, he joined Total as Head of CSR & Institutional Relations in 2013. Following this, he moved to Total in Qatar's Research & Development Center, where he held the post of Deputy Director in 2016 before taking over the role of Director in November 2017 and being appointed as an executive member of the management committee of TEPQ. Laurent Wolfsheim, Managing Director of Total E&P Golfe and Country Chair, expressed his confidence that the appointment of Yousef Al-Jaber, and other Qatari nationals to executive positions reflects on Total's commitment to supporting the Qatarization target for the country.



## Women Stand in Total

Twice stands for Total Women's Initiative for Communication and Exchange. On 23rd March 2017, the Twice Qatar Network was born as part of the human fresco challenge for the TWICE Annual Event. The concept is to actively participate through exchange, best practices, questions, tips and advice to raise awareness about gender diversity in the work place.



### We initiated the first TWICE here in Doha and it was challenging!

*"The first Town Hall event was initiated on December 2017, it gave us a great platform to raise topical issues but the event was challenging. We identified on that day that speaking up on gender related issues could be sensitive. We are now working on the TWICE image to promote the benefits of the forum and to emphasize that it is not a feminist group. It provides a great opportunity to network and to explore possibilities of promoting gender balance in the oil and gas business where women represent only 20% of employees. A recent survey showed that having gender diversity brings value to the industry. It has been proven that companies with a higher representation of women on their top management experience better financial performances. Men and women should be working together to fight the gender gap for the benefit of the whole company. Total needs to be on board to push forward if it wants to position itself optimally for the future; that's the key. More can and should be done in 2018."*

**Robyn Evans**  
Geologist TEPQ.



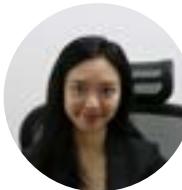
## Our Pool of Trainees

Internship in Total Qatar is a wonderful platform that gives students and young graduates a chance to experience life in the corporate world. For a few months, Total interns hold important projects and become an asset to the departments as they are treated like as employees. Our interns are exposed to a diverse workforce who are experts in their fields; this allows them to network and to increase their knowledge in their field of studies and beyond.



### Tala Katbeh (HSE)

"I have been with Total since my first internship in the summer of 2012 while I was still a chemical engineering student and I am back again after completing my master's degree! I keep coming back because the community and the team spirit in Total is great. I learn a lot from everyone here and I really enjoy contributing. Right now I am in the HSE department and I have been enjoying tackling the challenges that come my way."



### Natasha Santos (HSE)

"I already had other internships in other companies but everybody treated me like a trainee. Here in Total, it is different; I feel like a real employee with responsibilities. I feel trusted."



### Israa Elhag (HR)

"For me, one of the positive experiences in this Human resources internship is discovering and learning new non-technical skills which I enjoy. This has given me confidence in the sense that I have been working successfully in a field that I didn't study or try before! So success in this field is even more rewarding and fulfilling!"



### Suhara Mushtaq (Communications)

"The Total traineeship in Corporate Social Responsibility and Communications department has been a very enriching and rewarding experience – a real opportunity to take on responsibility and develop my knowledge, skills and network. In addition, working for a global company provides me with the experience of working with people from all over the world – in fact, during my first week, I took the opportunity to compere our Diversity Day event! This traineeship has helped me to realize my strengths and weaknesses, clarifying what I want to do in the future and the type of company I want to work for. For this and more, I must thank the super women of the COMMs and CSR teams, who are invaluable mentors. And the other trainees are also a great support system. I have developed long lasting friendships with a lot of these people in Total Qatar."



### Rayyan Muqthadi (Communication)

"I went for three or four days in the career fair, I gave my resume to many companies. In December they called me and I got the interview. I am currently one of the few male interns currently and I really like the family feeling and the fact is such a diverse company with people coming from so many different backgrounds."



### Areej Radwan (General Services)

"I joined Total last September as a General Services Trainee. It was a very beneficial and challenging opportunity to work as an Architect in an Oil and Gas Company. I was responsible to prepare full technical documentations of the company's housing and the offices. This experience helped me to realize and improve all my technical abilities and build a valuable network in a great professional organization."



### Michelle D-Lima (Al Khalij Field Operations)

"I first started in Health Safety and Environment and then switched to the Production team within Field Operations. These internships have helped me utilize and improve my technical and communication skills, and I learned a lot about interactions between the different departments. I have an epic memory of my offshore survival and firefighting course. I was especially afraid of the helicopter simulation but managed to overcome my fears!"



### Nisa Ulumuddin (Research Center)

"In 2015, I received a student award and was offered my first internship in Total for one and a half month. A year later, I found out that they were looking for someone at the Research Center and I was free for the next six months. I called and three hours later, I had a proposition. I have my scope of work and I can play for myself. I manage my own project and I really appreciate this freedom and the trust from my managers."



### Halima Egueh (Engineering, Construction and Projects)

"I studied Petroleum Engineering at TAMUQ (Texas A&M University) and graduated during a challenging period for the Oil and Gas industry and job market. I opted for research at my school and Qatar University, then was contacted by Total for an HR trainee position. A year later I moved to Engineering, Construction and Projects department; and now I am taking part in the DP4 platform upgrade project during the Al Kahlj Shutdown. It has been an eventful year to say the least!"

## Our Sawa Days

In 2017, Total in Qatar organized two “Sawa” days, which means “together” in Arabic. This is a town-hall gathering all staff during which information is shared about the Company performance, strategy and updates on different projects by all entities.



## Celebrating Our Employees

Every year, during the annual gala dinner, Total in Qatar celebrates long serving employees for their commitment and dedication.



*“I started in Total in 2001 and I was the first Qatari woman to join the company. Total Qatar always gives me the opportunity to intellectually grow and to move careers. I like to study and to learn new skills. Today, I work as the HSE coordinator in charge of HSE Safety trainings, while I am pursuing my Master’s degree. My motivation and dedication comes from the constant trust of my managers.”*

**Zahra Abdulrahim**  
HSE coordinator. 16 years in Total Qatar



*“I joined Total in 1997 and I am extremely proud of all my years, here Total is like a family to me and I will deeply miss my time here when I retire in one month. Total offered me the opportunity to attend various seminars abroad such as Paris and China which gave me a lot of insight on Group treasury and cash management. I met lots of colleagues from other entities in the Group where we had the chance to interact and share expertise.”*

**Camilo Souza**  
Accountant. 20 years in Total Qatar



## WE PRESERVE OUR ENVIRONMENT

As a major player in the oil and gas industry, Total is aware of the environmental risks of its operations. To avoid or minimize these risks, environmental issues are an integral part of the strategy. This strategy based on research, prevention and stakeholder dialogue is fully focused on continuously improving the environmental performance.

## Total Research Center in Qatar



*"Since the opening of TRCQ in 2011, all our projects are in line with the Group's and our local stakeholders' expectations and objectives. Today we have four active programs. Two are under Exploration and Production R&D branch (geochemistry and acid stimulation) and two are under the transversal R&D programs (sustainable development and CO2 conversion). In 2017 we focused on localizing our R&D activities, and realized that we can achieve a lot in Qatar itself, which led to high quality results. The ecosystem in Qatar for R&D is growing and this is very promising for the potential future expansion of our activities."*

**Yousef Al-Jaber**  
Director TRC-Q

## Increasing partnership with local entities

TRC-Q activities cover research and development, advanced training and technical assistance to local industries, notably Qatar Petroleum, Qatargas, Dolphin Energy and Al Khalij Asset. In 2017, the door was opened for companies to co-fund R&D projects led by universities through the National Priority Research Program (NPRP). NPRP is the Qatar National Research Fund's (QNRF) flagship program which is operated under Qatar Foundation (QF) R&D. Two contracts were signed:

- Texas E&P University in Qatar for routine stock preparation and characterization.
- Sidra Medical and Research Centre for rock imaging through computed-tomography scanning.

The proximity to these state of the art facilities will add value to the R&D activities in Qatar.

→ facts & figures

**4** Laboratories

**7** Nationalities

**17** Researchers

**1500 m<sup>2</sup>**  
of laboratories and offices

## Projects

### Sustainable Development

Water management, environmental monitoring with valvometry and biodiversity with the coral reef restoration.



"The idea behind WATMANN (Water Management) project supported by Qatar University is the utilization of micro-algae for capture of CO2 and produced water treatment. We can valorize and use them to generate carbonates precipitations. Regarding micro-algae, we are working on projects to produce them. In 2017, we started to study micro-algae separation. Another important project is biomonitoring of seawater quality around the platforms with valvometry with Qatar University and Bordeaux University. We use bivalves as in-situ living indicators to monitor the quality of a water environment (biosensors), for this we register opening and closing of valves continuously. Data recorded are sent by Wi-Fi and we receive it directly. Linked to Headquarters, the coral reef restoration with Qatar University (QU) and SEABOOST is supposed to help us to restore areas damaged after an oil spill. After being awarded by Qatar University National Priorities Research Program under Qatar National Research Fund, the target is to launch an artificial coral reef.

**Anne Basseres**  
Sustainable Development Project Leader.

### CO2 utilization and conversion aiming to reduce emissions

The idea behind this program is to develop new routes for using CO2 as feedstock in the synthesis of value-added compounds for the chemicals industry. It is totally in accordance with Total's commitment in climate challenge.



"Here in TRC-Q, we are developing programs concerning CO2 utilization by converting CO2 into products like methanol or ethylene. Total has decided to allocate 10% of Group's global Research and Development (R&D) budget for Carbon Capture, Utilization and Storage (CCUS) program. As a global leader and operator of renewable energy, the aspirational goal of our CCUS program is to utilize renewable energy to convert CO2 into value added chemicals and fuel additives which in turn will reduce use of fossil fuel and utilize more low-carbon and renewable source of energy in future. Here in Doha, we have regular coordination meetings and technical stewardship processes in place with our R&D partners located in Canada, Germany and USA to discuss and analyze results and to set up next steps for each project. In Qatar, we work closely with Qatar University, Texas A&M University, Qatar Environment and Energy Research Institute.

**Amitava Sarkar**  
Lead Research Engineer TRCQ



### Total in Qatar got the ISO 14001 certification

ISO 14001 is the international standard that specifies requirements for an effective environmental management system (EMS). It provides a framework that an organization can follow. Total in Qatar got the certification in November 2017.

### Supporting QAPCO Waste free environment initiative

Total was a participant of the Waste Free Environment Campaign which featured a Beach Cleaning in March 2017 in the presence of 31 other companies. Waste Free Environment is a global event launched by Gulf Petrochemicals & Chemicals Association. It promotes recycling and encourages a more responsible attitude towards litter disposal and need for community to respond to environmental issues. A drive to "Clean Up, Recycle and Make a Difference" was held in Wakra Beach as part of this campaign.



## Let's Go Green in Total offices!

In 2016, Total launched a Green Office Initiative among employees, focusing on five main areas: Waste management, Green IT & paperless, Food & beverages, Stationery & Furniture and Energy Efficiency. Green Office initiative aims to make employees more aware and sensitive to unnecessary consumption, reducing waste, promoting recycling and finding environmental friendly solutions and alternatives.



"In 2017, we installed faucet aerators to reduce the water usage in the bathrooms and the pantries on four levels of AlFardan Towers. This reduced our ecological footprint at work. The Green Office initiative encourages staff to share ideas and participate in sustainability best practices, both at work and home. Because, ultimately, we understand that sustainability is all about the way in which we conduct our daily activities."

**Christian Le Moine**  
Head of General Services,  
Green Battle Leader – Energy Efficiency



"Being Health and Environment Advisor and the Waste Management battle leader, I was keen to come up with innovative ideas that can be integrated and adapted in the company that will enhance the waste management culture between all employees. That is what led me to initiate collaborations and sign three agreements with recycling companies that will handle our paper, plastic and coffee capsules waste to treat them in an environmental friendly approach and those agreements led us to install segregated waste bins in all pantries and to help increase the awareness of waste segregation and recycling. We can see the improvement of the waste management culture among the employees and that gave them the opportunity and encouraged them to share their ideas towards environment."

**Hend Hassan**  
Environment Officer,  
Green Battle Leader – Waste Management



## WE DEVELOP OUR COMMUNITY

At Total in Qatar, we see our commitment to the community as the foundation of maintaining our acceptability in an environment where energy challenges are very complex.

Total focuses on its obligations towards its stakeholders and the community in the State of Qatar, by various initiatives in Education, Road Safety Awareness, Health and Well-being, Culture and Heritage.

## Education



*"Our local engagement is very important for a successful social integration. We have actively prioritized initiatives in Education, Road Safety and Health. Our relationship with State of Qatar focuses on long-term quality partnerships, and contributing to Qatar National Vision 2030."*

**Wafaa Alsaffar**  
Lead of Corporate Social Responsibility

## TOTAL International Scholarship Program (TISP)

Total's International Scholarship Program is a part of our commitment to support human development in Qatar. We aim to nurture and support a pool of experienced Qatari citizens by providing them a unique educational opportunity to study in top management schools in France, while being exposed to French culture and interacting with other students from all over the world with similar professions and backgrounds. The Total International Scholarship Program has enabled over 30 Qataris to become a part of a network of over 700 alumni of this program worldwide. We are committed to continue offering this opportunity every year.

Qatari employees of Qatar Petroleum can take advantage of the TISP (Total International Scholarship Program) to obtain their Master's degree from leading universities like IFP (Institut français du Pétrole).



**"I learnt so much from my Total's scholarship."**  
*I have a Bachelor in Mechanical Engineering from the University of Brunel in the UK. I graduated in 2011, and almost straight away, I joined Qatar Petroleum as a Planning Engineer. In 2015, QP announced on the Intranet that we could apply for a Total scholarship. In this scholarship, we could decide which topics we will study. I chose Petroleum Economics and Management. I started to live in France in September 2017 first, in Nantes for three months. Here, we studied Business and Management in Audencia, a business school. I gained so much knowledge and feel so grateful for that. My scholarship took me back to Paris at (IFP) Institut Français du Pétrole. Everything is totally different from my Bachelor's experience, we interact so much more with the teachers and they are so friendly. Today I am looking for opportunities that will reflect what I learnt at IFP School in the Oil and Gas sector."*

**Abdulla Alyafei**  
Total Scholar



**"I really took the best of it"**  
*I graduated from Colorado State University of Mechanical engineering and I was already working in Qatar Petroleum since 2011 when I applied for the Total scholarship program. I just loved the entire experience! I spent one semester in Nantes before moving to Rueil-Malmaison to follow classes in IFP. During that time, I never missed any conference and took opportunities, for example, to meet the project management team of the YAMAL project in North Siberia. They stayed two days with us and I learnt a lot. It was so insightful. We also attended the Paris Oil and Gas forum where we met top management of many service companies. Afterwards, I decided to do my six months training in TEP Qatar instead of HQ, I highly recommend this option because it is a good way to explore all different departments. When I will go back to QP, I will look for opportunities in their international portfolio. After my internship, I would like to consider working in Business Development.*

**Mohamed Al Suwaidi**  
Total Scholar



### Knowledge Sharing by our experts

Total Professeurs Associés (TPA) is a non-profit organization which aims to promote ties between educational institutions and the energy industry through technical and business presentations. Those are given by guest lecturers and working or retired experts from Total Group. From 3 Dec till 7 Dec 2017, one professor associé, Mr. Pierre Fillet gave a Corrosion course at Qatar University.

facts & figures

TPA's  
**16th Anniversary**

More than  
**400 courses**  
offered

More than  
**450**  
member lecturers

**21,000**  
half-days of training

**200,000**  
students trained worldwide

### Sharing knowledge during Lunch and Learn sessions

Lunch and Learn is a monthly session that promotes our knowledge sharing culture in Total Qatar. Understanding and learning from each other is the main goal of those informal friendly meetings.



List of Lunch and Learn sessions in 2017	
Months	Subject
February	What's Behind IT?
March	Nurturing your talent
April	How color effects our lives - external speaker
May	Blood donation - Hamad Hospital
May	What's Behind Business Development?
September	Towards Better Life- HSE
October	Breast Cancer - external speaker
November	Walking Towards Healthier lifestyle- HSE



## Promoting Health in the Workplace

### Blood donation organized in collaboration with Hamad Hospital

In partnership with Hamad General Hospital, and Al Fardan Towers, Total organized a blood donation drive on 2nd May 2017. This was part of Hamad Hospital's blood donation campaign, headed by their Blood Donor Center, in order to help avoid the severe shortage of blood supplies. A total of 30 Total employees participated, and another 45 individuals from other companies.



*"This drive comes due to a real need of blood in the local hospitals. Our commitment towards society and our willingness to support such causes is in the spirit of the Total's continuous efforts to serve the community's goals."*

**Fatma Al Sharshani**  
Communication Officer



### Total supporting cancer awareness

During a Lunch & Learn session, in October 2017, Qatar Cancer Society conducted an awareness session focused on informing the audience about how we can reduce the risk of breast cancer, the availability of screening and early detection tests. It also featured a cancer survivor who spoke about her experience battling the disease.



### Step into Health Challenge

In collaboration with ASPETAR, Total in Qatar conducted the Step into Health Challenge. Registered employees had to walk more than 10,000 steps each day. Awards were distributed to the winners.



"After enrolling in the Step into Health program, I got motivated to score a high number of steps and challenge my colleagues, then I discovered that while I was walking I have lost some weight and my blood pressure got to normal level. Thank you Aspire and Total for this initiative"

**Ronald Musinguzi**  
Security Guard



"In Total Qatar, we celebrated a Traffic day in our offices in November 2017. We invited the Traffic Department, Mowasalat along with a reputed car dealership. The exhibition focused on the importance of keeping your car in good condition, and tested participants on how well they can drive while texting, and covered topics such as speeding and the importance of using seat belts."

**Ali Shams-Eddine,**  
HSE officer



## Road Safety

Road safety is a major priority for Total as traffic accidents remain a leading cause of deaths in the world. As a result, the **#SafeDriver**, a new awareness campaign on road safety was launched in February 2017. Its main objectives are to increase awareness on road safety risks to sustainably change drivers' behaviors and habits, to remind everyone of fundamental driving rules and the importance of complying with them. And it also encourages everyone to change their habits and behaviors through a collaborative, educational approach at team meetings. Total in Qatar is very committed to create awareness about road safety. Total aims to be recognized as a benchmark for HSE.



The **#SafeDriver**, an awareness campaign focusing on six topics :

- I check my vehicle before each trip
- I fasten my seatbelt before starting and I don't use my phone anymore
- I keep a safe distance from the vehicle in front
- I adapt my speed without ever exceeding the speed limit
- I don't drive under the influence of alcohol and take regular breaks
- I adapt my driving in challenging conditions

## Total on the roads, each year

- 700 million\* kilometers covered
- 50 million tons\* of goods transported
- 1.4 million Passengers carried

**\*By Total and the contractor fleet**

### Gulf traffic week in Doha

Every year, Total Qatar is part of Gulf Traffic Week. This year we participated from 12 March to 17 March 2017, in Darb el Saiee, with various activities: a booth was set up, targeting students from ages 5 to 8, to teach them basic and important Road Safety rules. These rules are part of Total's program for safety awareness, "On the Road to Safety" which has been implemented in many of our affiliates. Total presented for the first time the Safe Driver Award in collaboration with the Traffic department, which honored 12 drivers throughout the week. Total aims to strengthen the partnership between the local government, education sectors and local community to implement road safety interventions. The objective of this campaign is to reach a total of 14,000 children before the end of this year, and many more in the coming years which will help save thousands of lives. All of these actions contribute to the National Road Safety Strategy 2022 of the State of Qatar which will eventually contribute to the Qatar National Vision 2030.



"We are proud of our partnership with the General Department of Traffic and Patrols under the Ministry of Interior to carry out a Road safety campaign targeting over 14,000 children aged 5 to 8 in Qatar. This is one of the key drivers in our Corporate Social Responsibility to teach the future drivers to follow traffic rules and be safe."

**Wafaa Al Saffar**  
Lead of Corporate Social Responsibility



## Developing Sports Events



"Total in Qatar promotes International and National competitions supporting major events such as Qatar Total Open and the Emiri Sword race. Internally, sports are also a big part of our DNA and Total employees like to participate with their family to internal events such as National Sports day, Total Family Sports Day and the Total Tennis tournament."

**Mohamed Al Mohsin**  
Public Relations Manager



Total sports day



Emiri Sword Race



Total tennis tournament



Halul football tournament



Qatar Total Open

## Total Cultural Gatherings



"Garangao, the National Day and the Diversity Day are three important celebrations based on values we cherish the most. We honor our religion and our children through Garangao, we pay tribute to our Nation through the National Day and we celebrate our differences together through the Diversity Day.

Such a long and eventful journey has surely made Total an important part of the Qatari society. It is therefore natural that Total embraces our culture and celebrations.

**Abdulla Mohsen**

Government Relations and General Services Manager



Diversity Day



National Day



Garangao



See you at  
[www.total.qa](http://www.total.qa)



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