

SUPPORTING DEVELOPMENT IN EMERGING COUNTRIES

Policy regarding indigenous peoples

Total wants to develop the best relations with the local communities living around its exploration, production and industrial sites and promotes, as reported in the documents issued by the Company, around a thousand socio-economic actions dedicated to these communities.

Total recognizes - and it is an important point in the Code of Conduct - that the Company is a guest in the homeland of these communities and it respects their culture and lifestyle while carrying out its business.

Environmental and Social Impact Studies are conducted at the beginning of any project ; through these studies the Company's executives are informed about the presence of sensitive situations with the communities.

The behaviour of the Company facing these situations is governed by the Code of Conduct, the Group's guidelines for Sustainable Development and the operational rules.

The Company is aware of the particular sensitivity of an economic development in an area where indigenous people live and recognizes the definition of UNDP and the Convention C 169 of ILO as the basic documents on this topic.

Facing such a situation, the Company would :

- identify the specificity of the indigenous people community and would engage as soon as possible in a dialogue with the community, its representatives and the government bodies in charge of this community
- follow the guidelines of UNDP, ILO and host government
- call on independent expertise - recognized NGO, Institute or UN agency...- in order to obtain information and advice about the community, to learn how to deal with the situation, and to get independent monitoring of its conduct.

On a case-by-case basis, and where appropriate, Total would :

- communicate plans of the operations to the indigenous groups through presentations and local meetings, in accordance with the existing regulations
- dialogue with communities in order to learn and to take into account the local customs, habits, and lifestyle of the community
- inform the indigenous groups about the development of operations
- actively encourage local businesses to participate in the call-for-tenders to provide services for which they are qualified
- actively encourage the employment of indigenous personnel
- require all contractors to have cultural awareness
- develop a socio-economic programme dedicated to meet the needs of the community in the respect of their culture and way of life.

It is also clear for the management of Total that, if it is too difficult or non-economic to develop a project in the respect of the Code of Conduct the Company would reconsider its commitment in this project.

The whole approach is consistent with our Code of Conduct, with our adherence to UN and to ILO principles, and in particular to the ILO Convention C 169 on Indigenous and Tribal peoples.

http://www.total.com/en/corporate-social-responsibility/Ethical-Business-Principles/Human-rights/Human-rights_9131.htm