

Paris, 30<sup>th</sup> January 2017

## **Voluntary Principles on Security and Human Rights Total SA – 2016 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 keeps focused on maintaining 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:

- Extending the VPSHR Corporate tools to all subsidiaries in countries at risk, which represent 18 Exploration & Production affiliates, 28 Marketing & Services affiliates around the world;
- Publishing its first Human Rights Briefing Paper which presents its six salient Human Rights issues, including the risk of misuse of force;
- Enhancing the dashboard of auto-diagnostic and risk-assessment tools feedback and incident reporting procedures;
- Updating the Group’s VPSHR trainings and workshops’ support.

### **A. Commitment to the Voluntary Principles**

*A.1 Public statement of commitment or endorsement of the Voluntary Principles, engagement in the Voluntary Principles Initiative and transparency.*

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 concrete and tangible meaning of Total’s membership of the VPSHR (see page 16 of the

Code of Conduct<sup>1</sup>); a short VPSHR presentation and a link to the VPSHR website (see page 27 of the Code of Conduct).

The second edition of the Human Rights Guide<sup>2</sup> was launched by Total in December 2015 in which the endorsement and commitment to the VPSHR is renewed and reaffirmed. In the introduction of this Guide, our CEO recalls that: *“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”.*

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

In July 2016, the Human Rights Briefing Paper (see Annex 1 for further details on security issues<sup>3</sup>) was published by the Group to present its six salient Human Rights issues in its operations and activities including the risk of misuse of force.

The Briefing Paper based on the UN Guiding Principles Reporting Framework, is the first of its kind produced by an international oil and gas company. The document, which publicly reports on Total’s approach to embedding respect for human rights in its operations, also aims to identify gaps and drive improvements where relevant. It concentrates on six salient human rights issues for the Group (in terms of scope, scale and remediability): 1) Forced Labor and Child Labor, 2) Discrimination, 3) Just and Favorable Conditions of Work and Safety, 4) Access to Land, 5) Communities Health and Adequate Standard of Living, 6) Misuse of Force.

For each of these points, the Briefing Paper summarizes Total’s policy, awareness raising and training and due diligence actions. The paper transparently explains the issues encountered, providing several examples. Regarding the risk of misuse of force, concrete case studies on challenges in Yemen and in Myanmar are presented (see p. 31 & 33).

The message from the CEO that introduces this document states:

*“With long-term projects in many countries, Total has made a firm commitment to our internal and external stakeholders to be accountable and to show how we are embedding respect for Human Rights. Respect for Human Rights is one of our three key business principles. [...]*

*In our Human Rights Guide updated in 2015, we identified three focal Human Rights areas – the workplace, local communities and security. In this Human Rights Briefing Paper, we*

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<sup>1</sup> Available on line: [http://www.total.com/sites/default/files/atoms/files/total\\_code\\_of\\_conduct\\_va.pdf](http://www.total.com/sites/default/files/atoms/files/total_code_of_conduct_va.pdf)

<sup>2</sup> Available on line: [http://www.total.com/sites/default/files/atoms/files/human\\_rights\\_internal\\_guide\\_va.pdf](http://www.total.com/sites/default/files/atoms/files/human_rights_internal_guide_va.pdf)

<sup>3</sup> The comprehensive Human Rights Briefing Paper is available on line: [http://www.sustainable-performance.total.com/sites/analystecsr/files/atoms/files/total\\_human\\_righths\\_briefing\\_paper\\_july\\_2016.pdf](http://www.sustainable-performance.total.com/sites/analystecsr/files/atoms/files/total_human_righths_briefing_paper_july_2016.pdf)

*review these focal areas, identify the salient Human Rights issues we may face, and explain how we are addressing them.*

*We use the United Nations Guiding Principles on Business and Human Rights Reporting Framework – becoming the first oil and gas company to do so – as a tool to deepen internal conversations, identify gaps, drive improvements where relevant and publicly report on our approach to embedding respect for Human Rights in our operations and business relationships. [...]*

*The publication of this Human Rights Briefing Paper is also an integral part of our engagement towards the United Nations Global Compact and its LEAD Initiative, which remains of utmost importance to us.*

*Meeting our commitment to embed respect for Human Rights is clearly stated in our Code of Conduct. We are determined to challenge ourselves to keep improving.”*

#### *A.2 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 follows:

- In March: in Total E&P Nigeria with the local staff (training for trainers, management-level staff CSR/Community relations, Sustainable Development and Legal departments), and a dedicated awareness session for the Nigerian Police and the Nigerian Navy on the implementation of the VPSHR in maritime security activities;
- In April: in Total E&P Democratic Republic of Congo, DRC Army members deployed for the protection of Total’s seismic operations received a VPSHR induction facilitated by Total’s security coordinators and the NGO « Réseau Haki Na Amani » based on Total’s VPSHR policies and principles;
- In October: in Paris within the Corporate Security seminar, general managers, Group representatives, senior executives, lawyers and societal teams participated in a one-day workshop to keep them aware of their key role in the implementation of the VPSHR by field teams;
- In November: in Total E&P Papua New-Guinea, at a very early stage, a training in conflict resolution and the VPHSR was held in the Gulf Province for the Papua Police and private security guards.

All the main VPSHR training programs and workshops held in Total affiliates are described in C.12 below.

### *A.3 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 2016, the Group actively participated in various events related to Business and Human Rights, during which opportunities arose to promote the VPSHR, including:

- The Human Rights Impact Assessment workshops organized by the Danish Institute for Human Rights in November in Nigeria, in November in Geneva and in December in Paris;
- The International Alert workshops on Heightened Due Diligence in Fragile and Conflict-Affected Situations (CSBP) in April (London);
- The publication of a case-study in the “**Responsible Investment in Fragile Contexts**” report by the World Economic Forum and the ICRC<sup>4</sup> in May.

## **B. Policies, procedures and related activities**

### *B.4 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 next three years has been validated by the EXCOM. The plan aims to:

- increase VPSHR buy-in from affiliates;
- increase the Group's visibility on VPSHR implementation by affiliates;
- improve the management and reporting on near-miss or incidents related to VPSHR through existing H3SEQ processes; and
- develop Lessons Learned on best practices in terms of use of force.

The Group approach to security in terms of protection of personnel, assets, information and corporate reputation is contained within the Corporate H3SEQ Charter and the Corporate Security Directive which incorporates the VPSHR approach. Total has fully incorporated its commitment to the VPSHR in its H3SEQ Charter. 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.

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<sup>4</sup> See Annex II to access the Total’s case study. To access the full the [report](http://www3.weforum.org/docs/GAC16_Responsible_Investment_Fragile_Context.pdf):  
[http://www3.weforum.org/docs/GAC16\\_Responsible\\_Investment\\_Fragile\\_Context.pdf](http://www3.weforum.org/docs/GAC16_Responsible_Investment_Fragile_Context.pdf)

An Operational guide (*VPSHR – Explanatory and Enforcement Table*) has been designed to define the actions of Total's entities in relation to the implementation of the above priorities and the associated reporting and monitoring activities.

The VPSHR referential will be reviewed and updated to integrate our continuous improvement, including field experience.

Corporate Security guides and manuals will be revised to formalize and implement the use of our VPSHR tools among the Corporate entities.

#### *B.5 Group procedure to conduct Security and Human Rights risk assessments and integrate findings*

In 2014 and 2015, Total's main achievement was the development of VPSHR tools that would help the Group and its affiliates more efficiently assess 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 auto-diagnostic tool (VPAD).

From now on, we use the notion of "VP Risk Entity" – this is considered as an entity which, 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 labeled 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.

In 2016, the second phase of our VPSHR tools dissemination comprised of the deployment of these tools in all subsidiaries in high risk countries (security-wise). Now, VPSHR tools are deployed in 46 subsidiaries mostly in Sub-Saharan Africa, North Africa/Middle-East, Latin America and Asia.

The second wave of dissemination within the Group scheduled for 2017 will be broader and will concern all the entities operating in minor risk countries.

#### *B.6 - B.8 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.*

For any VPSHR incident or near-miss incident which occurs in a subsidiary, the security manager and his General Manager have to complete and fill a VPSHR incident report, a template of which is provided by the Group. This document includes in particular:

- Event description ;
- Follow up and immediate actions taken;
- Ongoing actions;

- Way forward;
- Analysis and conclusions;
- Recommendations.

The Corporate Security Directive incorporates the Group rules regarding responses to Human Rights violations. The Human Rights Briefing Paper reminds everyone of the incident management process for VPSHR incidents which occur within the Group's activities (see Annex 1).

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;
- Conduct internal investigations to establish facts and responsibilities, and monitoring and follow up, where applicable;
- Ensure that remediation actions are put in place for affected stakeholders (e.g., compensation, etc.).

#### *B.7 Group procedure to consider the Voluntary Principles in entering into relations with private security providers*

The Human Rights 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.

The Group's template contract for our relationships with private security providers is under review. However, Group entities are instructed to review their security-related contracts and include provisions whereby the private security company undertakes to:

- comply with the respect of Voluntary Principles' commitments and expectations for conduct of personnel;
- ensure via a preliminary survey of potential security providers and a selection criteria for their employees that no-one involved in Human Rights abuses has been recruited;
- perform services with skilled and qualified personnel who are familiar with the VPSHR and fully aware of the Group's principles and in particular of the Business units' security policy;
- ensure personnel are trained and/or attend information sessions on the VPSHR;
- clearly acknowledge the primarily protective and defensive nature of this work, proportionate use of force;
- report any security-related incident to Total and manage them properly;

- provide emergency medical aid to injured persons by the available medical teams where force is used.

The instruction also states that the text of the VPSHR is to be attached to the master service agreements.

## **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 2016 (see C.10 below for details) include the Democratic Republic of Congo, Jamaica, Myanmar, Papua New-Guinea and Uganda. This choice was made according to the likelihood of exposure to VP-related breaches.

*C.10 Engagement with stakeholders on country implementation*

### **Democratic Republic of Congo**

A partnership was established between Total E&P RDC affiliate and the local NGO "Réseau Hakina Amani" to conduct VPSHR trainings and awareness sessions for the Democratic Republic of Congo armed forces (FARDC), policemen and private security companies' personnel deployed to provide security for TEP E&P RDC operations. The affiliate staff (local and expatriates) and subcontractors have also been trained and local communities members received information about their human rights via leaflets and meetings. From March to May 2016, more than 500 people were trained.

### **Myanmar**

In 2016, Total collaborated with the International Committee of the Red Cross and the World Economic Forum to develop a case study on its VPSHR implementation in Myanmar.

This report, called "Responsible Investment in Fragile Contexts"<sup>5</sup> and prepared by the Global Agenda Council on Fragility, Violence and Conflict, shows the steps and measures taken to reduce risks for companies doing business in troubled regions (see Annex 3 below for details).

Total E&P Myanmar and Shell work closely to improve the local VPSHR implementation with Government and security forces and private security companies.

*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*

Total E&P's Jamaica affiliate has initiated a dialogue with the local government and its contracted security company. The affiliate, with the assistance of the Corporate Security, are

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<sup>5</sup> [http://www3.weforum.org/docs/GAC16\\_Responsible\\_Investment\\_Fragile\\_Context.pdf](http://www3.weforum.org/docs/GAC16_Responsible_Investment_Fragile_Context.pdf)

working to enhance their relations with private security companies and to familiarize them with the VPSHR through local trainings and workshops.

See also B.5 for more details about the formulation of contractual agreements with private security providers and their selection.

*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 October, the Group's Corporate Security Department held a one-day workshop in Paris within the Group's Security Seminar for general managers and Group representatives. Some of them, together with other Senior Executives, lawyers and societal teams, participated in this workshop as mentioned above (see B.7). Around 31 people from the Group's different business segments (Exploration & Production, Refining & Chemicals, and Marketing & Services) participated in this one-day workshop in Paris. The training was an in-depth induction to the VPSHR and their tools with case studies and experience-sharing from the ground.

In Total E&P's Bolivia affiliate, 230 individuals were trained, including the affiliate's personnel, contractors and police officers on site. VPSHR training to site personnel and contractors have been implemented by Total EP Bolivia to develop a VPSHR culture within the affiliate's operations.

In a Total R&C affiliate in China, the Group's toolkit on the VPSHR has been translated in Chinese and communicated to the private security company in October 2016.

In Total E&P's Congo affiliate, 919 private security companies' staff received VPSHR training. 185 more received a global training including VPSHR and Human Rights awareness.

In Total M&S Jamaica affiliate, in addition to the above-mentioned dialogue with the local authorities and the private security company, VPSHR trainings and security awareness sessions were held in the course of the year in Kingston and St. James for 69 managers, security supervisors and personnel of contracted security companies.

In Total E&P's Myanmar affiliate, training and refreshment courses were provided in March and September to 118 private security guards by our local security staff in Yangon. An awareness session was also held in Yangon for security guards from the Myanmar Government Office.

In Total E&P's Nigeria affiliate, VPSHR training and awareness sessions were organized in many operational locations covering 733 persons assigned to the protection of our entities in the country: private guards, security officers, security coordinators, drivers, Mobile Police (MOPOL), the Nigerian Navy and Army, and Marine police.



In Total E&P's Papua New-Guinea affiliate, at a very early stage, trainings in conflict resolution and the VPSHR were provided to 9 reserve & regular Royal Papua New-Guinea Constabulary and 13 Guard Dog Security Services in the Gulf Province.

In Total E&P's Uganda affiliate, VPSHR awareness training was organized for 139 contracted guards in Kampala and Buliisa.

In Total E&P's Venezuela affiliate, a VPSHR conference was held in the entity to present our commitments and human rights challenges to 27 staff members. A social development program was signed with the United Nations Program for Development in July 2016 to promote respect of human rights, including the right to health and the right to education.

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

For a more effective and fine-tuned process to follow-up and implement the VPs at local entities, the Group continuously updates the identification of its entities exposed to VPSHR incidents. The initial step was to identify "VP Risk countries". Experience gained with many affiliates in different countries allowed us to turn now to a second step and improve the risk assessment for each affiliate taking into account the mitigation measures in place. The Group's exposed entities are now classified in two different groups (*VP Risk entity* and *VP Vigilance entity*).

A continuous follow-up from the Corporate Security Department is performed.

### **D. Lessons and issues – plans for 2017**

#### *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.

On the 25<sup>th</sup> August, 2016 an incident was reported by Total EP Nigeria in the OML58 asset. Further to a report from the local community (Odiemerenyi) of a suspected leak on its oil export pipeline, a Joint Investigation mission was organized by Total EP Nigeria with representatives of Regulatory Agencies (Department of Petroleum Resources (DPR), National Oil Spill Response Agency (NOSDRA) and Rivers State Ministry of Environment). The team was escorted by the Nigerian military. When they were almost at the site, the inspection team was ambushed by unknown armed men who fired gunshots at them. One military personnel was wounded. The inspection mission had to be aborted. All personnel were evacuated and accounted for. The incident was reported to partners and government authorities.

Later, some local media alleged that Government Security Forces (GSF) raided Odiemerenyi community leading to destruction of houses and harassment of people by GSF supposedly with the backing of TOTAL E&P. However, TOTAL was in no way privy to any such operation.

Total EP Nigeria then, in a diligent manner, issued a press statement to deny any involvement in any such operation, a letter was equally sent to the Military Joint Task Force Commander to recall company expectations for use of security personnel and adherence to the Voluntary Principles of Security and Human Rights (VPSHR).

In 2017-2018, Total will continue to further implement the VPSHR within its own activities. The Group's VPSHR implementation objectives, validated by the EXCOM, are as follows:

- Increase VPSHR buy-in from affiliates and support them : send Auto-diagnostic and Risk-Assessment tools to all countries at risk;
- Increase the Group's visibility on VPSHR implementation by affiliates : get and analyze affiliates' feedbacks;
- Improve management and reporting on near-miss or incidents related to VPSHR through existing H3SEQ processes;
- Prepare a new communication video to promote the Group's VPSHR commitments and its enforcement in subsidiaries;
- Pursue the conduct of VP training for trainers, including for Regional Safety Delegates, in order to have autonomous VP trainings in our entities.

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

Denis FAVIER  
Senior Vice-President Corporate Security  
*Original signed*

## Annexes

### I- Human Rights Briefing Paper



### 3 Human Rights and Security

**Risk of Misuse of Force**

The provision of security is a state duty. In some contexts, the intervention of government security forces or private security providers may be necessary to provide security for our business units' activities, including personnel and assets.

**Salient Issue**

In the contexts described above, the Group's Internal Security Audits have highlighted risk of misuse of force as a salient Human Rights issue.

A notable challenge is how to get representatives of government security forces to enter into agreements on security and respect for Human Rights. This continues to be addressed through the use of ongoing dialogue with security forces and other stakeholders (See page 33 for further information).



3 Our salient issues



**Hubert DE BREMOND D'ARS**  
Total Corporate Security,  
VPSHR Coordinator

#### CASE STUDY 4 Ensuring security in a country in conflict– Yemen

"Armed conflicts in Yemen have led Total to stop its production in the country, in early 2016. Total expatriates in our Sana'a office and our Balhaf site and Block 10 area, as well as numerous Yemeni employees, were evacuated.

"The Yemeni army was controlling both sites to ensure their security. They withdrew from the sites in April 2016. The local tribes continued to implement security.

"Throughout these troubled times, in line with International standards such as the Voluntary Principles on Security and Human Rights (VPSHR), we have maintained a constant dialogue with government, local authorities and community leaders in order to avoid security incidents.

"We've had no incident reported, which given the challenging environment, can be considered a success."



## Addressing our Salient Issue relating to Security

### OUR POLICIES

In the words of our CEO: *"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"*.

**We commit in our Code of Conduct to respect internationally recognized Human Rights standards.**

This includes the Voluntary Principles on Security and Human Rights (the "Voluntary Principles") of which Total is a member. Our Voluntary Principles Annual Report 2015 is available [here](#).

We have incorporated our commitment to the Voluntary Principles in our Security Policy since 2003. Our Security Policy 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... 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"*.

### AWARENESS RAISING AND TRAINING

- 1-day in-depth induction workshop held in Paris in 2015 for 27 security and HSE managers and general managers from Exploration & Production, Refining & Chemicals, and Marketing & Services.
- Total EP Myanmar held VPSHR training sessions for 35 employees.
- In Total EP Nigeria, VPSHR inductions and awareness sessions were organized for 70 Security coordinators and vessel captains as well as 1,180 mobile police, army and regular police units assigned to the protection of Total business units in the country.

- VPSHR trainings organized for the Group's business units and joint venture entities in Columbia, Bolivia, Venezuela, Haiti, Mexico and Brazil.
- A short Video on Human Rights and security is available on the Total Intranet page.

### OUR DUE DILIGENCE ACTIONS

Our Societal and Community relations teams in our business units typically coordinate the process for mapping and engaging our stakeholders in the areas where we operate. In this regard, our Community Liaison Officers (CLOs) who are on the ground are key assets in recognizing early warning signals that could trigger a potential issue related to Human Rights and security in the communities where we operate. This collaborative process helps to provide valuable insight to the Security team who are then able to properly identify the relevant risks and find ways to prevent them.

In 2014, we developed 'easy-to-use' tools to help our business units to more efficiently identify, prevent or mitigate the risks and impacts related to Security and Human Rights: the Voluntary Principles Risk Assessment Tool (the "VPRA") and the Voluntary Principles Auto-Diagnostic Tool (the "VPAD").

In 2015, following a pilot deployment of these tools in 20 of our exposed business units, we were able to get useful feedback from the field on our Salient Human Rights Issue relating to security and the use of force. We were also able to further improve the content of these tools, to strengthen ownership and future autonomous use by more of our business units. These Voluntary Principles tools now include a Dashboard ("VPDB") - a color-coded form that gives a complete briefing on the particular business unit's performance.

In our Human Rights and security risk assessment process using the above-mentioned tools, we have also evolved from a "Voluntary Principles Risk countries" analysis to a "Voluntary Principles Risk business units" focus. This will further enable us to identify where the potential and actual risks are and provide targeted measures to prevent or remedy them, taking into consideration the operational context, nature and scope of security services provided (for example, private security only or government security forces for a given business unit). Business units identified as Voluntary Principles Risk business units will benefit from

advanced support from our Corporate Security Department and will have to report annually on their Voluntary Principles implementation processes and activities.

Our Security Policy, including our Corporate Security Directive and Operational Guide, provides extensive guidance on relationships between our business units and governments, recruitment criteria for private security companies' employees, training criteria for all security personnel, rules applying to the transfer of equipment and responses to potential Human Rights violations.

A major challenge we are facing is to get **representatives of government security forces** to accept entering into agreements (e.g. a Memorandum of Understanding - MoU on security and respect for Human Rights). Nevertheless, we have been able to enter into MoUs with a few countries, at national or regional level. These MoUs provide us with a platform to address potential gaps in Human Rights awareness in relation to security and the misuse of force in the particular region or country. We also exchange views with the government during the course of our operations, whenever needed. Total's standard framework agreements incorporate Voluntary Principles clauses.

Security-related contracts also include provisions specifying that the private security provider should comply with the Voluntary Principles, perform security services with skilled and qualified personnel, and ensure personnel are trained and/or attend information sessions on the Voluntary Principles. We also require our security providers to pay fair

remuneration to their personnel. The Human Rights of the security personnel contracted to work on our sites, to just and favorable working conditions must always be respected.

Total also actively participates in IPIECA's Responsible Security Task Force and International Alert's Corporate Committee on Conflict Sensitive Business Practice (CSBP). International Alert is currently undertaking a project to develop a Human Rights Due Diligence Guidance in Conflict-Sensitive Contexts. We attended IPIECA and International Alert workshops in which we shared best practices and challenging situations with our peers and other stakeholders to improve the way we are addressing these issues.

Regarding the provision of appropriate responses in the event of Human Rights and security-related incidents in which our business units may be involved, our Corporate Security Directive provides that 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 (for example, compensation).



**Cedrick MAMES**  
HSE & Security Manager,  
Total Exploration  
& Production Myanmar.

### CASE STUDY 5 Security in Myanmar

Total has been active in Myanmar for two decades. It operates the Yadana natural gas blocks M5 and M6 – and a connecting pipeline – that currently supply half of all gas consumed by Myanmar and meets 15 percent of Thailand's needs. The Yadana project employs around 900 people, including contractors. In June 2015, Total organized a seminar focusing on the Voluntary Principles guidelines in Yangon, attended by government representatives, Myanmar national companies, non-governmental organizations and embassies.

"We tried, through this workshop, to foster a dialogue with local security forces, the police and the army, as well as NGOs, other oil and gas companies, and of course private security providers. When signing a contract with a private security provider, the question of implementation on the ground is quite critical for us. We need to make sure that every guard working for a firm that we hire has proper training, has been properly profiled through background checks and knows how to react in the case of violence or intrusion in our facilities.

Private security providers work for us - so we are responsible for what they do. Total has been operating the Yadana pipeline for many years, and consultation and compensation mechanisms are in place but there may be seasonal activities by the farmers who may want to cross over the pipeline. This then becomes a safety issue and we need to ensure it is handled properly.

"About a year ago, we changed one of our suppliers, resulting in job cuts. Workers decided to demonstrate. We knew the demonstration was happening and prepared for it. We kept security teams at an appropriate distance from demonstrators, and our teams started discussions with demonstrators. Today, this is no longer an issue."

II- World Economic Forum “Responsible Investment in Fragile Contexts” report – Total’s case study

# 7

## Myanmar

### Investing in Fragile Contexts: Total in Myanmar

**Background to Total:** Total E&P Myanmar (TEPM) is a company with more than 300 employees that has an offshore gas field which produces gas sold to both Myanmar for distribution in Yangon and to the Thai state for distribution in Bangkok. TEPM operates the Yadana gas field (under a production-sharing contract) with a 31.2% interest.

**Challenges:** Total’s presence in Myanmar has been contested by human rights activists and NGOs, who have accused the company of cooperating with the former junta that was accused of widespread human rights abuses. Ensuring that Human Rights are respected requires reinforced vigilance and commitment, particularly in the context of Myanmar.

**Role of Total:** Since 2003, TEPM has undertaken human rights training of its employees and relevant stakeholders in Myanmar in collaboration with the Danish Institute of Human Rights and the ILO on good labour practices, with a focus on forced labour, to raise awareness of the population on their rights. Further, TEPM engages with the Collaborative for Development Action (CDA), a US non-profit organization expert in community relations and company community conflict.

As a member of the Voluntary Principles on Security and Human Rights (VPSHR), TEPM took steps to make its Myanmar stakeholders more aware of the rules governing security and human rights in the regions where it is operating. TEPM has also been strongly promoting greater transparency in the extractives industry in Myanmar. TEPM has been fully committed to the implementation and success of the Extractive Industry Transparency Initiative (EITI) and has leveraged its relationship with the Government to explain the benefits of Myanmar joining EITI.

**Results and social impact:** The VPSHR training aimed to ensure that each person involved in enforcing the security of a region or facility fully understood how to react in the event of forced entry or violence. Concrete scenarios were examined and discussed at the seminars. Myanmar committed to joining the EITI in late 2012 and was admitted as a candidate country by the International EITI Board in July 2014. The country then hosted the meeting of the International Board in October 2014 in Nay Pi Taw, when participants also visited the Yadana pipeline area and took stock of the CSR initiatives first-hand.

**Keywords:** human rights, security, training, Myanmar  
**Sector:** Oil & gas

[Link to full case study](#)



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### III- Memorandum of Understanding signature and VPSHR trainings in pictures



Signing of the MoU between Royal Papua New Guinea Constabulary and Total E&P Papua New Guinea – 6<sup>th</sup> July 2016. From left to right, Christophe Chazouillères (TEP PNG), Police Commissioner G. Baki, Police Legal Mr. Hodges Ette



VPSHR Training and workshop in Kampala (Total EP Uganda)



Bolivian Police receiving VPSHR training in Incahuasi (Total EP Bolivia)