

ETHICS and BUSINESS INTEGRITY DIRECTIVE

Total Kenya is committed to establishing high quality long-term relationships with all stakeholders: customers and distributors, suppliers and contractors, host countries, local communities, business partners, shareholders and civil society.

Our Code of Conduct is rooted in our values, which are:

- Safety,
- Respect for Each Other,
- Pioneer Spirit,
- Stand Together,
- Performance-Minded.

Our two **core** values, **Safety** and **Respect for Each Other**, are reflected in our organization's procedures and guidelines to provide practical guidance for upholding the Code of Conduct in our day-to-day actions.

In particular, Total Kenya is committed to:

- Respecting applicable national and international laws and norms. Where there is a difference between a legal requirement and our code of conduct, we seek to apply the higher standard.
- Promoting mutual respect and team building in relations with our stakeholders both inside and outside Total Kenya.
- Supplying quality products and services in strict compliance with accepted safety and environmental regulations and always striving to implement the highest standards.
- Maintaining integrity in business relations by respecting free competition regulations and rejecting any form of fraud, corruption, avoiding conflicts of interest and insider trading.
- Protecting the environment, respecting local cultures and taking steps to identify, prevent and mitigate negative impact of our activities on local communities and providing remedy where appropriate.
- Respecting Internationally recognized Human Rights within its operations. In particular, Total Kenya adheres to the principles set out in the Universal Declaration on Human Rights, the United Nations Guiding Principles on Business and Human Rights as endorsed by the UN Human Rights Council in 2011, the Key Conventions of the International Labour Organization, and the Voluntary Principles on Security and Human Rights (VPSHR).

Dedicated resources have also been allocated to build awareness, provide training, verify compliance, listen to concerns and support employees, with the goal of helping them to fully understand and effectively apply the Code of Conduct on a day-to-day basis, thereby promoting responsible decision-making by all employees. In this respect, the Compliance Officer and the Country Ethics Officer have been appointed to provide guidance on a daily basis.

All employees and stakeholders are advised to report all actual and suspected cases of corruption, bribery, fraud, theft or non-compliance with laws, rules and regulations involving any of our employees, customers, suppliers, contractors or other business associates using our dedicated and confidential email addresses:
ethics@total.co.ke / ethics@total.com.

The Integrity Committee, composed of 5 Committee Members of the Company, receives, considers and causes to investigate, where necessary, all internal and external complaints, relating to integrity matters. It also promotes integrity among employees and partners through training and sensitization. It reviews investigation reports as well as the Compliance Reports and pursues disciplinary actions.

We would like to thank all employees and our business partners for their vigilance in strictly implementing these principles in our business relationships.