



## HEALTH, SAFETY, ENVIRONMENT and QUALITY DIRECTIVE

**TOTAL KENYA holds health protection, safety of operations, security of people, assets and data, respect of the environment, customer satisfaction and listening to stakeholders as paramount priorities.**

In compliance to its Code of Conduct, Total Kenya is committed to the prevention of accidents to people and property, fire, security incidents, pollution and damage to the environment, product contamination, delayed or under deliveries and to the improvement of customer feedback processes.

The Management will ensure the achievement of the highest standards of operation by pursuing the following actions for continual improvement:

1. Identification and provision of human, organizational and material resources. Involvement through establishment of the necessary infrastructure to **give direction, maintain, sustain and continually improve** application of the principles and expectations of the **Total Kenya One-MAESTRO, SMT, ISO 9001 and ISO 14001** management systems with the aim of promoting a strong HSEQ culture.
2. **Complying with the Group's HSEQ charter**, all applicable **local laws and statutory legislations**, while ensuring security services are in compliance with the **Voluntary Principles on Security and Human Rights**.
3. **Identifying and assessing** continuously and systematically **HSEQ risks, Security risks, Technological risks and threats to integrity** associated with our activities, processes, installations including depots, plants, service stations, offices, transport fleet and customer consignment sites with the aim of providing and implementing appropriate **controls and reduction**. Analyzing systematically the **impacts of our activities on the environment** and our neighboring communities, applying sustainable solutions including managing our energy consumption, emissions in natural environment (water, air, soil), final waste, use of natural resources and impact on biodiversity to **enhance energy efficiency and reduce environmental footprint**.
4. **Implementing operational documentation** (Company Rules, Operating Instructions, Downgraded Modes, plans and diagrams of facilities, prevention plans, work permits, records) for proper conduct of operations. These documents are reviewed regularly and adapted as often as necessary (change in the organization, new risk assessment, REX...) to improve the prevention of risks related to activities and facilities.
5. Selecting **Contractors and Suppliers** on the basis of their ability to apply policies similar to those of Total Kenya concerning health, safety, security, environment, quality, compliance and societal measures including assessments to ensure responsibility in the practice of their duties.
6. Enhancing **competencies** among its employees through talent development, **training**, rigorous compliance to **induction** programs, skills management and continuous learning.
7. Implementing **emergency response plans** that describe means of intervention for different scenarios with regular exercises and drills.
8. Implementing programs among its employees and business partners to promote a shared culture of reporting, with the aim of timely investigation, sharing feedback and learning from experiences.
9. Carrying out health, safety, security, societal, environment and quality **monitoring/checks** at all sites to ensure activities are implemented according to applicable requirements (legal, internal and contractual). Observations of tasks and behaviors are also in place to prevent risky behaviors, promote respect of the **12 Golden Rules** at all sites while recognizing best **HSE practices** and developing appropriate action plans for any deviations.
10. Ensuring continual improvement of HSE performance through self-assessment, establishing appropriate Key Performance Indicators, leveraging on technology to enhance **customer feedback** process, monitoring the implementation of the proposed corrective actions during management reviews to **reduce HSE impacts** and enhance customer satisfaction.

Each and every team member must be **aware of their role and responsibilities** in the practice of their duties. Individuals must demonstrate the strictest operational discipline in preventing accidents and deliberate damage, in protecting health, environment, product and service quality whilst addressing stakeholder expectations. **Rigor and exemplarity** in these fields are important criteria in evaluating the performance of each member of personnel, in particular for those in positions of responsibility.

This directive and so this commitment is made here on behalf of Total Kenya and its entire staff.