



Guide of the welcoming manager
SafetyPass training



The first few days in the Total Group

What is SafetyPass? Recap of the approach in three points:

1. At the end of their first day in the Group, new recruits must be able to report that they were welcomed by a manager, who talked to them about safety. At Total, the induction starts with safety.
2. Day two is also dedicated to safety. New recruits should be thinking that “at Total, safety is definitely important”.
3. Over these two days, new recruits are informed that safety concepts will be brought up again in more detail:
 - at three levels: Group, site and workplace,
 - in the three coming months,
 - including practical exercises and modules, like “life-saving practices” (how to use a fire extinguisher, using an AED, defensive driving, etc.).

This guide to welcoming new recruits is designed to help you make their first few days in the Group a memorable time, with a focus on Safety as a core Value.

We hope you enjoy reading it!



TOP MANAGEMENT COMMITMENT

- 1 Watch the presentation by Patrick Pouyanné with your employee:



To illustrate the commitment from Top Management, **emphasize the importance of SafetyPass training for new recruits in the Group** as an opportunity for them to discover and understand the main safety risks in each Branch and in your entity's activities so that they are better prepared for them:

This training course was made mandatory for everyone as from January 1, 2018!

- 2 Explain the program objectives:

The objectives of your safety induction program are to ensure that:

- ❖ All Group employees have the same knowledge and basic competencies in safety.
- ❖ The knowledge and competencies are adapted to the job you are doing today.
- ❖ Safety as a core value is deep-rooted in the way you work on a daily basis.

- 3 Using the video of Patrick Pouyanné and the Stop Card video, show and discuss how the members of the Executive Committee are committed to Safety.



- What do you think the keywords and main ideas in this video are?
- Which points particularly caught your attention, or what most surprised you in what Patrick Pouyanné said?
- How might you summarize his commitment to safety as a core value?

Check that the new employee has his Stop Card and knows how and when to use it.

Available reference document: [Group Safety Guides and Manuals GM-GR-SEC-029](#)

TOP MANAGEMENT COMMITMENT (CONT'D)

- 4** In the next part of your presentation, explain what the main safety risks are for each of the branches in the Group.

Use the Group business card video to help you:



5 TOTAL IN SHORT

EXPLORE AND PRODUCE

- 1** OIL AND GAS
- 2** SOLAR POWER
- 3** BIOMASS

TRANSFORM AND VALORIZE

- 4** SPECIALTY CHEMICALS
- 5** POLYMERS
- 6** REFINING - PETROCHEMICALS

TRANSPORT AND DISTRIBUTE

- 7** TRADING - SHIPPING
- 8** PRODUCTS & SERVICES



Ask the following questions:

- What are the safety risks generated by hydrocarbons? By LPG and LNG? By transportation? By electricity?
- What are the stakes? Industrial accidents? Death? Environmental? Business stopping?
- How might you summarize your own commitment to safety as a core value?

- 6** Give new recruits the manual for tracking their personal training, which corresponds to the safety induction program chosen depending on their profile and job:

- ❖ **Program 1:** Headquarters or non-technical support personnel. **(BY DEFAULT)**
- ❖ **Program 2:** Support to operations personnel.
- ❖ **Program 3:** Operations personnel.
- ❖ **Program 4:** Personnel involved in loading, driving or handling operations.

SAFETY AS A CORE VALUE

- 1 Using the road safety video and the talking points given below, introduce the idea of Safety as a core Value:



A value is part of corporate ethics and corporate culture. A culture is a set of values.

A priority can change, but a value is permanent and is present in everything we do.

A value cannot be questioned or challenged:
It's not up for negotiation!

A value is universal and transcends differences among countries and cultures.

- What makes Safety a core Value at Total, rather than just a priority?
- In your daily tasks and environment, identify any aspects (decisions, routines, ways of doing things) that illustrate and portray Safety as a core Value in the Group.

And you, as an employee?

- How would you define your values?
- Can you give any actions that you take on a daily basis, that are a direct result of your values (family life, studies, professional life, etc.)?

SAFETY AS A CORE VALUE (CONT'D)

2 Continue with Patrick Pouyanné's video on Safety as a core Value:



3 Talk about the Group's 5 core values with particular emphasis on Safety and how it is applied in Group actions:

OUR 5 VALUES

SAFETY	RESPECT FOR EACH OTHER	PIONEER SPIRIT	STAND TOGETHER	PERFORMANCE-MINDED
Cornerstones of our ethical principles	Our way of relating	Our way of interacting among ourselves and with others	Our way of working	
<p>Both an individual and a collective responsibility.</p> <p>—</p> <p>Constant vigilance and discipline.</p> <p>—</p> <p>Great humility, as risk is always present.</p> <p>—</p> <p>Essential to long-term viability, because a company that is not safe is not sustainable.</p> <p>—</p> <p>Uncompromising.</p>	<p>Attentiveness to all stakeholders, always listening to their concerns.</p> <p>—</p> <p>Utmost respect for human rights.</p> <p>—</p> <p>Valued diversity, allowing for no discrimination of any type.</p> <p>—</p> <p>Unwavering honesty and business integrity that rejects all forms of corruption, fraud or unfair practices.</p> <p>—</p> <p>Careful attention to the quality of labor relations within the Company.</p>	<p>Our ambition and openness to new ideas and the ability to forge partnerships.</p> <p>—</p> <p>Innovation in all areas—technical, marketing, human resources, strategy and geopolitics.</p> <p>—</p> <p>The courage to challenge our thinking and explore new horizons.</p> <p>—</p> <p>Agility, allowing us to think outside the box to resolve new challenges.</p>	<p>An undivided community in all circumstances; a family.</p> <p>—</p> <p>Loyalty and a commitment to acting in the Company's interest.</p> <p>—</p> <p>A team spirit, with a focus on collective action, cooperation and mutual trust.</p> <p>—</p> <p>A caring organization that helps each member grow.</p> <p>—</p> <p>The generosity of responsible leadership serving society.</p>	<p>A passion for what we do and a desire to go above and beyond.</p> <p>—</p> <p>Strong expertise in conducting large-scale projects.</p> <p>—</p> <p>A practical approach to achieve efficiency and operational excellence.</p> <p>—</p> <p>Rigor and high standards: Total leaves nothing to chance.</p> <p>—</p> <p>Exemplary professionalism serving our partners and customers.</p>

THE SSEQ CHARTER

1 Ask the following questions:

- What do you think a Charter corresponds to in a company like Total?
- What purpose does this kind of document serve?

The corporate charter describes the role that the company wants to play in society, its objectives, its means and priorities. It must not however, be restricted to what stakeholders – and particularly shareholders – want to read. On the contrary, it should reflect the daily life of the company and what it seeks to achieve in and for its environment.

A charter usually states **the fundamental values** and the mission of all its employees. Each employee is asked to think and act in his/her professional activity according to these guidelines and thereby contribute to the success of the company.

It enables all employees to work in full knowledge of their rights and duties. It applies to all activities governed by the company, and in all the countries where it operates. It applies to all managers and employees.

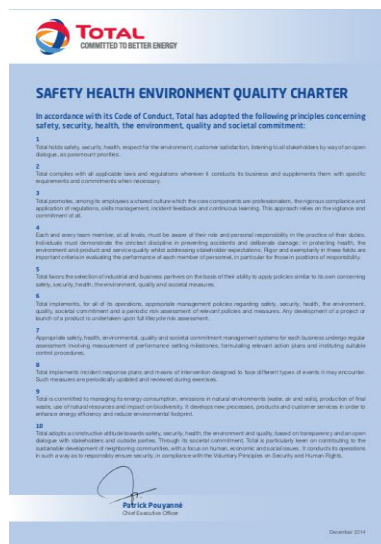
The SSEQ charter states the main principles that underpin safety as a core value.

“Through the commitments of the Total Chairman and CEO, the Charter expresses the essential points that define Safety as a core value.”

2 Read through the Group SSEQ Charter and comment on it, pointing out the links with Safety as a core Value:

- What are the key words to remember for each principle?
- What are the main lines that could be highlighted to summarize the Charter?
 - Increase the proactive involvement of managerial staff and employees.
 - Develop HSE methods and practices.
 - Improve transparency and communication with third parties.

The SSEQ Charter



MY ENTITY'S SAFETY OBJECTIVES

1 Present the safety objectives of your entity in detail.



Safety means being vigilant, whatever the venue and context:

- Home.
- Journeys.
- Office.
- Industrial site, etc.



For me, for you, for all!

2 To influence Safety as a core Value, decide on the commitments your employee can make regarding Safety, that s/he can carry out and apply immediately.

Examples of commitment actions:

- I undertake to respect the must's and mustn'ts of the 12 Golden Rules.
- I undertake to always wear the appropriate Personal Protective Equipment (PPE).
- If I see a high-risk situation, I undertake to step in, with or without the Stop Card.
- I undertake to apply safety rules, even outside my workplace.



1. Completion of e-learning modules:



The 12 Golden Rules

2. Review with your employee

In the
three
coming
months

MONITORING TRAINING COURSES SAFETYPASS



Throughout your employee's SafetyPass training program, **make sure his/her training is tracked.**


And above all, remember to **organize regular discussions and feedback.**

AND AT THE END: HAND OVER THE SAFETYPASS

On completion of the training course,
**hand over the signed SafetyPass to
your employee.**

A copy of the SafetyPass must be sent to
Gs.tls-hr4u@total.com.




 **TOTAL**

Safety Pass

I, the undersigned *Name, Surname of the executive manager*
Managing Director of *Entity*
testify that *Name Surname*
Has successfully completed
path number
Of the Safety Training for new recruits

date
Signature



SAFETYPASS

TO TAKE THINGS FURTHER...

EXAMPLE PROGRAM FOR DAY 1



Site Safety induction



**Hand over the access badge
Welcome Desk / Reception**



Meeting with the manager and colleagues



Safety tour



Lunch break



Start of SafetyPass training

CHECKLIST FOR WELCOMING MANAGERS

BEFORE YOUR EMPLOYEE ARRIVES

Send the chosen program and training dates to Gs.tls-hr4u@total.com.

Read the manager's guide.

Read through the support documents in this guide.

To take things further, visit the [HSE Toolbox](#).

Print out the [participant's manual](#).

Collect the Stop Card from your site manager and sign it.

Get copies of the 12 Golden Rules and Total Safety Culture booklets available on [HSE Toolbox](#).

YOUR EMPLOYEE'S FIRST DAY

Hand the participant's manual and the documents mentioned above to your employee.

Do a site safety tour (instructions for evacuation, muster point, fire extinguishers, etc.).

Start SafetyPass training.

Make sure that your employee has understood everything.

YOUR EMPLOYEE'S SECOND DAY

Ask your employee to do the 12 Golden Rules e-Learning modules on [Lizzy](#).

Organize initial feedback on safety and talk about the next steps in the program.

THE DAYS AFTER YOUR EMPLOYEE'S ARRIVAL

Monitor your employee's SafetyPass progress.

Raise your employee's awareness of safety as a core value throughout the program.

Decide on actions for safety that can be taken immediately.

Organize regular feedback meetings.

Encourage your employee to lead a Safety moment at a meeting.

AT THE END OF THE TRAINING COURSE...

Hand over the signed SafetyPass to your employee.

Send the SafetyPass to Gs.tls-hr4u@total.com

Organize a SafetyPass award ceremony.

Complete the SafetyPass [Map](#)

CONTACTS AND USEFUL LINKS



Your contacts:

Generic e-mail address: hd.fhos-dc-safetyfornewrecruits@total.com

TLS training manager: gs.tls-hr4u@total.com

Some useful links...

TOOLBOX HSE

[HSE TOOLBOX](#)



[SAFETY ACADEMY](#)



[SAFETYPASS MAP](#)



[THE 12 GOLDEN RULES](#)

DIFFERENT POSSIBLE PROGRAMS (PROGRAM 1 BY DEFAULT)

Program 1 NON-TECHNICAL SUPPORT PERSONNEL

Headquarters or non-technical support personnel.

Typical jobs: office personnel, administrative employees, non-technical support workers (e.g. cost control, communication, pay, training, legal functions, accounting), engineers and managers working at headquarters, etc.

[Participant's manual](#)

Program 2 SUPPORT TO OPERATIONS PERSONNEL

Personnel with a technical support role on site.

Typical jobs: Logistics, procurement, projects, R&D, methods, etc.

[Participant's manual](#)

Program 3 OPERATIONS PERSONNEL

Personnel carrying out operations on a daily basis and who directly face risks inherent to these activities.

Typical jobs: personnel in field operations, maintenance, inspection, technical managers, projects, processes, HSE, site managers, operations personnel working on high-risk plants, etc.

[Participant's manual](#)

Program 4 PERSONNEL INVOLVED IN LOADING, DRIVING OR HANDLING OPERATIONS

Technical program reserved for the jobs mentioned below.

Typical jobs: loaders, HGV drivers, handlers, packaging operators, gas station attendants, etc.

[Participant's manual](#)