



# SAFETY TRAINING FOR NEW RECRUITS

Instructions for the deployment of the training

October 2017



## WELCOME!

The Skills Development teams of the HSE Department worked in conjunction with the Group Training teams, Total Learning Solutions, to build the Safety training for new recruits.

This training:

- is compulsory for all new employees of the Group under a Contract of Indefinite Duration starting January 1, 2018.  
For people on fixed-term contracts, the obligation to follow this training is a decision that falls within the local business unit/subsidiary/entity.
- involves the local business unit/subsidiary/entity.

**YOUR CONTACTS:** HD.FHOS-DC-SAFETYFORNEWRECRUITS@TOTAL.COM

*Contact your usual IT support for any computer/technical problem.*



Log in to **CLICK & LEARN**

Go to [Click&Learn](#).

Enter the following keywords in the search bar:  
“Safety training kit for new recruits”

On the “Safety training kit for new recruits (English)” page, you **MUST** start by clicking on the “**Follow the guide!**” section to make your training easier.

# CONTENTS

This document includes all the essential information for managers, HSE managers, HR managers to organize the deployment of the “Safety for new recruits” training under the best conditions.



<b>DISCOVERING THE TRAINING – General information.....</b>	<b>p.4</b>
<b>UNDERSTANDING ONES RESPONSIBILITIES - Deployment actors.....</b>	<b>p.7</b>
<b>KNOWING HOW USE THE KIT – Description.....</b>	<b>p.14</b>
<b>CHOOSING A COURSE – Courses and profiles descriptions.....</b>	<b>p.17</b>
<b>IMPLEMENTING THE COURSE – The deployment kit.....</b>	<b>p.20</b>
<b>APPENDICES.....</b>	<b>p.23</b>

# DISCOVERING THE TRAINING

## General information

# GENERAL INFORMATION ON THE TRAINING



Become acquainted with the Memo from the HSE management [in Appendix 1](#)

## Context

The “Safety for New recruits” training was designed to provide all newcomers to the Group with basic safety knowledge and know-how, all branches combined.

The objectives of this training are:



## Modalities

This training, which is **compulsory for all newcomers under indefinite term contracts** regardless of the branch, consists of a course whose duration and content are fixed according to the function occupied by the newcomer. It begins on the employee’s first day.

For people on fixed-term contracts, taking this training is a decision that falls within the local business unit/subsidiary/entity

This training is closed at the end of the course by the award of the safety PASS, a real license to act safely, by the highest level manager of the local business unit/subsidiary/entity.

# GENERAL INFORMATION ON THE TRAINING

## Training tools

Training tools and deployment methods will be made available in order to provide this training locally to all new recruits with the direct involvement of the management.

In the form of a downloadable Kit, these tools and teaching methods are kept on the Group's [Click&Learn](#) platform.

Available in French and English, it will be available by December 1st in the Group's 8 different languages (German, Arab, Chinese, Spanish, Italian, Dutch, Portuguese, Russian).

## The implementation

**Starting January 1st, 2018, the safety training of the new recruits is mandatory in their entity.**

This training consists of a course whose duration and content are fixed according to the function occupied by the newcomer.

# UNDERSTANDING ONES RESPONSIBILITIES

## Deployment actors

The activities of each deployment actor of this training are described in detail in the following pages.

It is possible to provide several functions. In this case, it is necessary to take into account all the duties of each one of these functions.

### **Deployment actors:**

- **The Manager of the entity:** The manager of the deployment
- **The Project manager/Sponsor:** The guarantor of the contents and the course of the deployment
- **The Training Coordinator:** The organizer/facilitator
- **The facilitator(s) of animation sequence(s)**
- **The Hierarchy of the newcomer in the Group**
- **The manager of the deployment at headquarters (PLD/PAU):** TGS/Total Learning Solutions (TLS)
- **The Manager of the implementation within a local business unit/subsidiary/entity:** The local business unit/subsidiary/entity concerned. Facilitation assistance for the training in French only is possible upon request from TGS/TLS. For other languages, contact TGS/TLS.



## DEPLOYMENT ACTORS

**Manager of the entity concerned:** The manager of the deployment

Your main mission:

- Take care of the implementation of this training for all the newcomers in their subsidiary.

Your main lines of business:

- Make sure that the training courses are organized regularly by allocating the means necessary and in the respect of the deployment process
- Take part in the introduction of the course (module TCG 1 and TCAS 1), by showing your own commitment (or delegate a representative)
- Sign “Safety PASSES” and give them to each newcomer
- Propose synergies with the other Total entities in the country.

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**Project manager/sponsor:** The guarantor of the contents and the course of the deployment

*Recommendation: the HR manager or the HSE manager*

Your main missions:

- Ensuring the implementation of the various training courses in the subsidiary
- Guarantor of the local contents.

Your main lines of business:

- Ensure the appropriation of the deployment kit by the entity and validate the updated contents of the modules (presentations, films, media, etc.) by implying the facilitators
- Plan and initiate the implementation of the sessions in collaboration with the coordinator.

## DEPLOYMENT ACTORS

**Training Coordinator:** The organizer/facilitator

*Recommendation: HR/Training*

Your main mission:

- Organization and coordination of the various training courses

Your main lines of business:

- Become acquainted with the educational routes
- Centralize and update the last version of event sequences of the training kit
- Gather the existing contents in the subsidiary (training on the same subject, documents)
- Build the sequence of events with these elements and have it validated by the project manager/sponsor
- Make sure that you are in control of the sequence if you are not the one who is facilitating
- Assist the trainers in facilitating the sequence of events
- Program the dates of the modules of the various courses and create the training requirements for new recruits on HR4U or the local SIRH
- Organize the logistics of the sessions: room reservation, convocation of the participants, availability and invitations of the facilitators, invitations of the managers of the participants to the dedicated moments, inform the teams for the field practical exercises.
- Provide the necessary documents (participant manual, Safety PASS, etc.).
- Inform the teams of future training sessions
- File the attendance sheets and make sure to update the participants' training record on HR4U or the local SIRH.

Instructions – deployment of the safety training for New recruits

## DEPLOYMENT ACTORS

### Sequence facilitator(s)

Their main mission:

- Facilitation of one or several sequence(s).

Their main lines of business:

- Gather the hardware requirement for the facilitation of sequences
- Facilitate by respecting the facilitation guide and/or the defined educational route
- Sign the personal timesheet of the newcomers.

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### Hierarchy of the participant

Their main mission:

- Accompaniment of the newcomer in his/her course

Their main lines of business:

- Present the course to the newcomer and check that he/she is registered
- Take part in the sequence (module TCG 7 - Conclusion) on commitments
- Make sure that “your” participant carries out their training course by organizing regular points
- Make sure the participant learns through discovery reports, debriefings and, if needed, suggest further training.

## DEPLOYMENT ACTORS

- **The manager of the deployment at headquarters (PLD/PAU):**
  - TGS/Total Learning Solutions (TLS)

TGS/Total Learning Solutions' (TLS) main missions:

- Coordination of the deployment of the training in all Total sites
- Guarantor of the provision of the kit.

TLS' main lines of business:

- Present the courses to the branches
- Be as a support for subsidiaries/LBU/entities who ask for it
- Make sure that the various documents associated with the kit are up-to-date and available
- Inform the branches of the updates during important modifications
- Organize an annual point with each branch and collect feedback
- Check the operation of the process in the subsidiaries/LBU/entities
- Defer the elements to the managers of the PSR/HSE managers upon request.

The PSR/HSE/Human and organizational safety factors (FHOS) is the guarantor of the contents of the training kit offered on the Click&Learn platform.

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- **The Manager of the implementation within a local business unit/subsidiary/entity:** the local business unit/subsidiary/entity concerned

Facilitation assistance for the training in French only is possible upon request from TGS/Total Learning Solutions (TLS).

For support in another language, please contact TLS: [gs.tls.service.client@total.com](mailto:gs.tls.service.client@total.com)

## REMINDER

### **YOU ARE A MANAGER**

You ask the following questions:

- What training course is suitable for the newly hired employee in my entity?
  - ➔ I coordinate with HR to register each newcomer on HR4U or the local SIRH with the code corresponding to their course.
- What is my role in the training?
  - ➔ I make sure that my employee goes through his/her training (Common trunk Groups and course specific to his/her Profile) and validate his/her Safety PASS
  - ➔ I organize regular points to make sure that he/she carries out his/her course
  - ➔ I make sure the participant learns through discovery reports, debriefings and, if needed, suggest further training.

### **YOU ARE FROM HR/MANAGER or TRAINING COORDINATOR**

Ask yourself the following questions:

- What training course is suitable for the newly hired employee in my entity?
  - ➔ I coordinate with the employee's manager to determine the route defined according to the profile of the new hire.
- What is my role in the training?
  - ➔ I make sure that the training of the new hire starts as on his/her 1st day and I identify the courses adapted according to his/her position
  - ➔ I create/validate and switch the employee's need on HR4U or the local SIRH with the code corresponding to his/her profile
  - ➔ Once all the modules are done and the Security Pass has been issued, I update HR4U or the local SIRH.

# KNOWING HOW TO USE THE KIT

## Description

## DESCRIPTION OF THE KIT

This kit consists of facilitation sequences, hosted and downloadable on the Group's **Click&Learn** platform.

**The kit is composed of the following 2 parts:**

### **1. The GROUP COMMON TRUNK (TCG), common to all:**

TCG training materials are ready for use and must be used and followed as is by facilitators.

An adaptation is however possible for the illustrations (addition of videos, etc.).

Each module of the TCG is built with:

- a facilitation guide which details precisely the course of each sequence in terms of messages, timing, instructions of exercises or exchanges, etc.
- provided facilitation materials: slides, videos, documents which allow to illustrate each sequence
- supplies in hand locally to add (materials/training/videos, etc.) for part of the training.

The TCG is organized around the following topics:

- Understanding the vision of the Group and the commitment of Top management
- Understanding the Group's HSE risks
- Understanding the reference model
- Encourage engagement and issues related to human factors
- Tools to adhere to the Safety culture of the Group
- Discovery of simple Safety gestures



The TCG's structure of themes is illustrated [in APPENDIX 2](#)

## DESCRIPTION OF THE KIT

### 2. COURSE SPECIFIC TO THE PROFILE OF THE EMPLOYEE:

The classification of the position of each hired employee was determined according to the risks to which the employee is exposed in his/her activity, but also according to the risks to which he/she exposes the other employees.

- 4 courses were determined according to 4 types of positions (profile details [in pages 18 and 19](#)):
  - **Course 1:** for support personnel and non-technical operation personnel
  - **Course 2:** for support personnel of operations
  - **Courses 3:** for operational staff on industrial sites
  - **Course 4:** specific to Marketing&Services for operator, execution or driver positions.

**The associated facilitation sequences are to be created by the subsidiary/LBU/entity according to their own context from the provided animation guides which detail the educational routes.**

The objective of these modules is to illustrate the implementation of the Group policies according to the challenges and activities of the subsidiary/LBU/entity (modules TCAS) and according to the nature of the workstations (modules TCT and TCNT).



The theme structures of the specific courses (modules TCAS, TCT and TCNT) are illustrated in [APPENDIX 3](#).



## DESCRIPTION OF THE KIT

The educational route of each sequence of the specific courses was carried out to facilitate the adaptation to the subsidiary while ensuring a certain homogeneity from one subsidiary to another.

Thus, each module that has all 4 specific courses contains the following elements:

- An facilitation guide that details the educational route. As a reminder, the associated facilitation sequences are to be created for each subsidiary/LBU/entity while ensuring a certain homogeneity from one entity to another
- The suggestion of an exercise plan with slides and facilitation instructions
- objectives to be reached
- key points to retain.

### **Concerns for the design of the modules courses specific to the profiles:**

The sequences must remain concrete, participative and based on the reality of the subsidiary/LBU/entity. They will be built by privileging an alternation of participative classroom, exercises and on site exercises, supervised or not, exchanges with one supervisor.

The use of the elements available in the subsidiary/LBU/entity (training, documents, etc.) is necessary in order to create each sequence.

# CHOOSING THE COURSE

## Course descriptions

## COURSE DESCRIPTIONS

The 4 courses were given according to 4 types of positions, themselves defined according to the risks to which the employee is exposed in his/her activity, but also risks to which he/she exposes the other employees.

**Each course must be completed within a period of 3 to 6 months  
(according to the course).**

COURSE 1	COURSE 2
<p><b>NONTECHNICAL SUPPORT STAFF</b></p> <p>It is intended for nontechnical support staff. It is all people playing an administrative role, but without having a technical role related the operations.</p> <p><u>Typical positions:</u> Office staff, administrative positions, non-technical support positions (Headquarters, sites) such as management control, communication, payroll, training, legal, accounting, sales representatives, etc.</p>	<p><b>OPERATIONS SUPPORT STAFF</b></p> <p>It is for technical support staff to operations.</p> <p><u>Typical positions:</u> Logistics, Purchases, Projects, R&amp;D, Methods, and executive staff in warehouses or blending of Marketing &amp; Services</p>
COURSE 3	COURSE 4
<p><b>PRODUCTION SERVICES</b></p> <p>It corresponds to posts of production services. It is the people carrying out the operations on a daily basis and confronted directly with the risks related to these activities.</p> <p>Typical positions:</p> <ul style="list-style-type: none"> <li>- operations, maintenance or inspection personnel</li> <li>- technical or projects managers</li> <li>- processes</li> <li>- HSE</li> <li>- for Marketing &amp; Services: site supervisory staff and operational staff of “factories” at risk (special fluids, bitumen refineries)</li> </ul>	<p><b>PUMP ASSISTANTS, DRIVERS, VERSATILE MS AND RC OPERATIONS OPERATORS</b></p> <p>Typical positions:</p> <ul style="list-style-type: none"> <li>- truck drivers</li> <li>- loaders</li> <li>- stock-handlers</li> <li>- gas-station attendant</li> <li>- conditioning operators, etc.</li> </ul>



Discover the courses detailed in [Appendix 4](#)

# IMPLEMENTING THE COURSES

## The deployment kit

# THE DEPLOYMENT KIT

This training must start as soon the employee start at Total.

**Whatever the courses, it must be implemented on the employee's first day.**

**The TCG begins with the delivery of the modules indicated for Days 1 & 2.**

## KIT DAYS 1 AND 2

### DAY 1

- Site inductions: 15 min
- TCG 1.1: 1h - COMMITMENT
- TCG 1.2: 30 min - SAFETY AS A VALUE
- TCG 1.3: 30 min - HSEQ CHARTER
- TCAS 1.0: 30 min - Site/subsidiary HSE roadmap
- Field work: 2h
  - Risks
  - Locate meeting points
  - Access control
  - Hunt for anomalies

### DAY 2

- STEP-IN: 3h
  - Block Safety (available in Click and Learn):



- Practical exercises
  - Fire fighting initiation
  - First aid initiation
  - STOP CARD

**The rest of the TCG's modules and of the Courses specific to the Profile of the employee could be delivered later on within the period limit of 3 to 6 months (depending on the profile).**



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**KIT FORMATION SÉCURITÉ POUR NOUVEAUX EMBAUCHÉS (FRANÇAIS)**

**BIENVENUE !**

**OBJECTIFS DU PARCOURS**  
Vous transmettre le kit de la formation à déployer auprès de collaborateurs nouvellement embauchés à leur arrivée

**PUBLIC CONCERNÉ**  
Aux Managers et formateurs uniquement

**SAFETY**  
RME, FOR YOU FOR ALL

**SUIVEZ LE GUIDE !**  
Prenez connaissance des étapes à maîtriser pour un déploiement réussi de la formation.

**MANUELS ET PARCOURS DES NOUVEAUX EMBAUCHÉS**

**PARTIE 1 : TRONC COMMUN GROUPE POUR TOUS**  
Prenez connaissance de toutes les modalités pour organiser la 1ère partie de la formation, le "Tronc Commun Groupe" pour tous les nouveaux collaborateurs, quel que soit leur profil.

# APPENDICES

## APPENDICES

**APPENDIX 1: HSE management memo**

**APPENDIX 2: The TCG's structure of themes**

**APPENDIX 3: Structure of themes of the TCAS, TCT, TCNT**

**APPENDIX 4: Courses 1 to 4**



# APPENDIX 1: HSE MANAGEMENT MEMO 1/2



# MEMO

People & Social Responsibility  
DG/PSR/HSE

To : Business Units (BU) /DIG Directors Affiliate Directors Local Business Units (LBU) Directors	From : Bernadette SPINOY DG/PSR/HSE
Copy : A BREUILLAC P de LA CHERVADIERE M NGUER T PFLIMLIN B PINATEL P SAUQUET N SHAH Branch Training Directors Branch HSE Directors Branch HR Directors	Date : 25th July 2017
Subject : Safety training for new recruits	

## 1. CONTEXT

Total in 2016 launched the design and construction of a safety training program aimed to ensure freshly recruited Group personnel acquire appropriate safety knowledge and skills.

The objectives of this training are:

- To make a lasting impression on the new recruits from their very first day in the Group. Imprint the expectations with regards to safety behaviors to adopt and apply in their duties.
- Instill the safety culture as a value with the direct involvement of the local hierarchy.
- Align Group personnel on common key messages of the safety core value.

## 2. TERMS AND CONDITIONS

For new recruits with indefinite term contracts across all Total branches, this mandatory training pathway has been designed and constructed according to the function occupied by the new recruit. The training begins on the **very first day with a common trunk**.

For personnel with fixed term contracts; the deployment of the program is a local business unit/subsidiary decision.

Successful completion of the training path is confirmed via the delivery of a Safety Pass by the entities' highest ranking manager.

# APPENDIX 1: HSE MANAGEMENT MEMO 2/2



# MEMO

## 3. ROLES

The PSR/HSE/Human and Organizational Factors of Safety (FHOS) division is the guarantor of the training's common trunk.

The TGS/Total Learning Solutions (TLS) division is responsible for the training engineering and the global deployment.

The management of LBUs/affiliates or headquarter divisions, with support of the functional departments, will see to local implementation of this training.

TGS/TLS and PSR/HSE/FHOS will organize yearly progress checks and collect the return on experiences for continuous improvement purposes.

## 4. TRAINING TOOLS

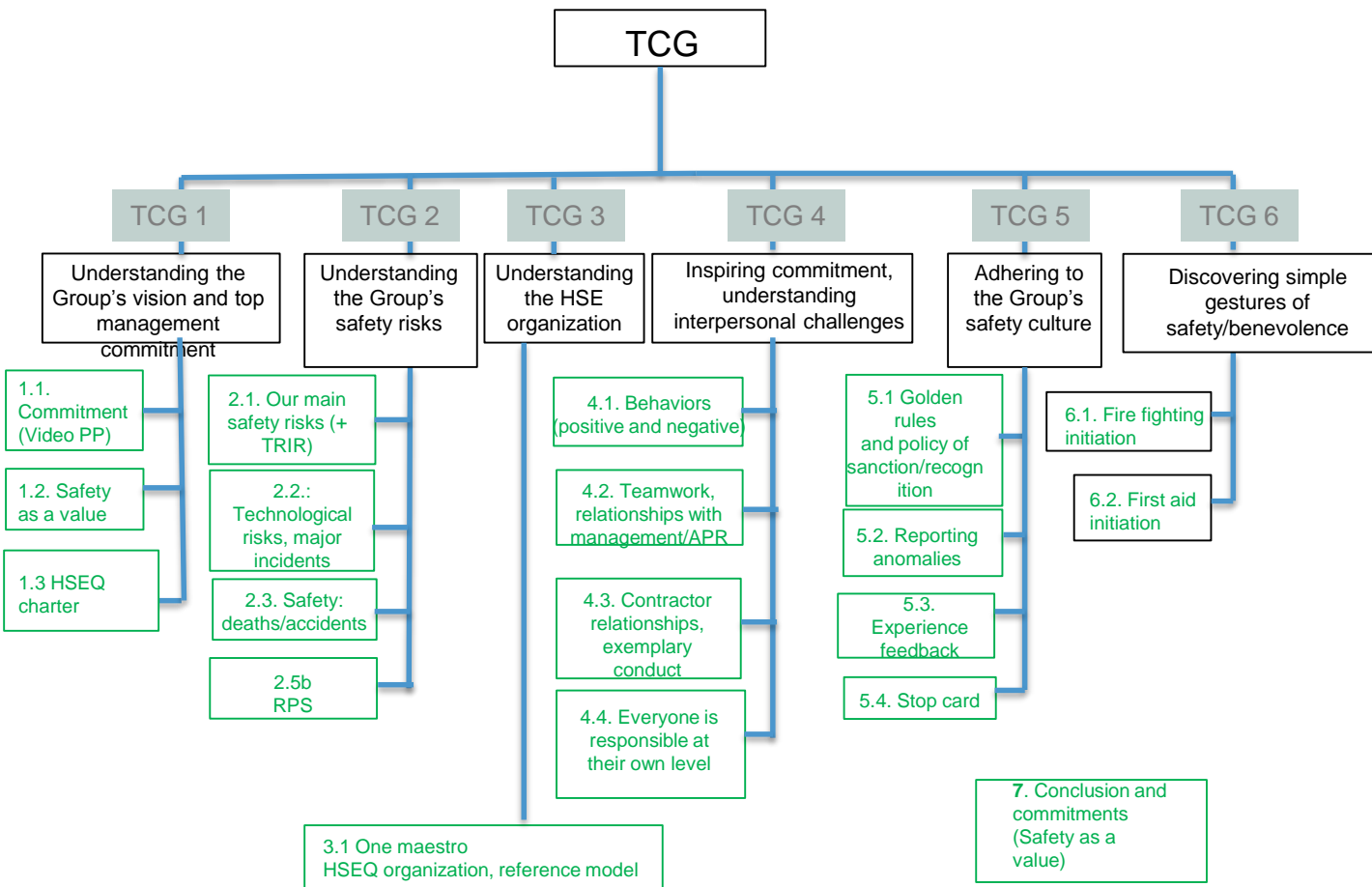
The training tools and the terms of deployment will be made available with the objective of a local delivery of this training for the new recruits with the direct involvement of the hierarchy.

Packaged as a downloadable kit, the tools and terms will be available on the Click&Learn platform as of September 2017 in English and French. Before the end of 2017, the kit will be available in a further eight languages across the Group.

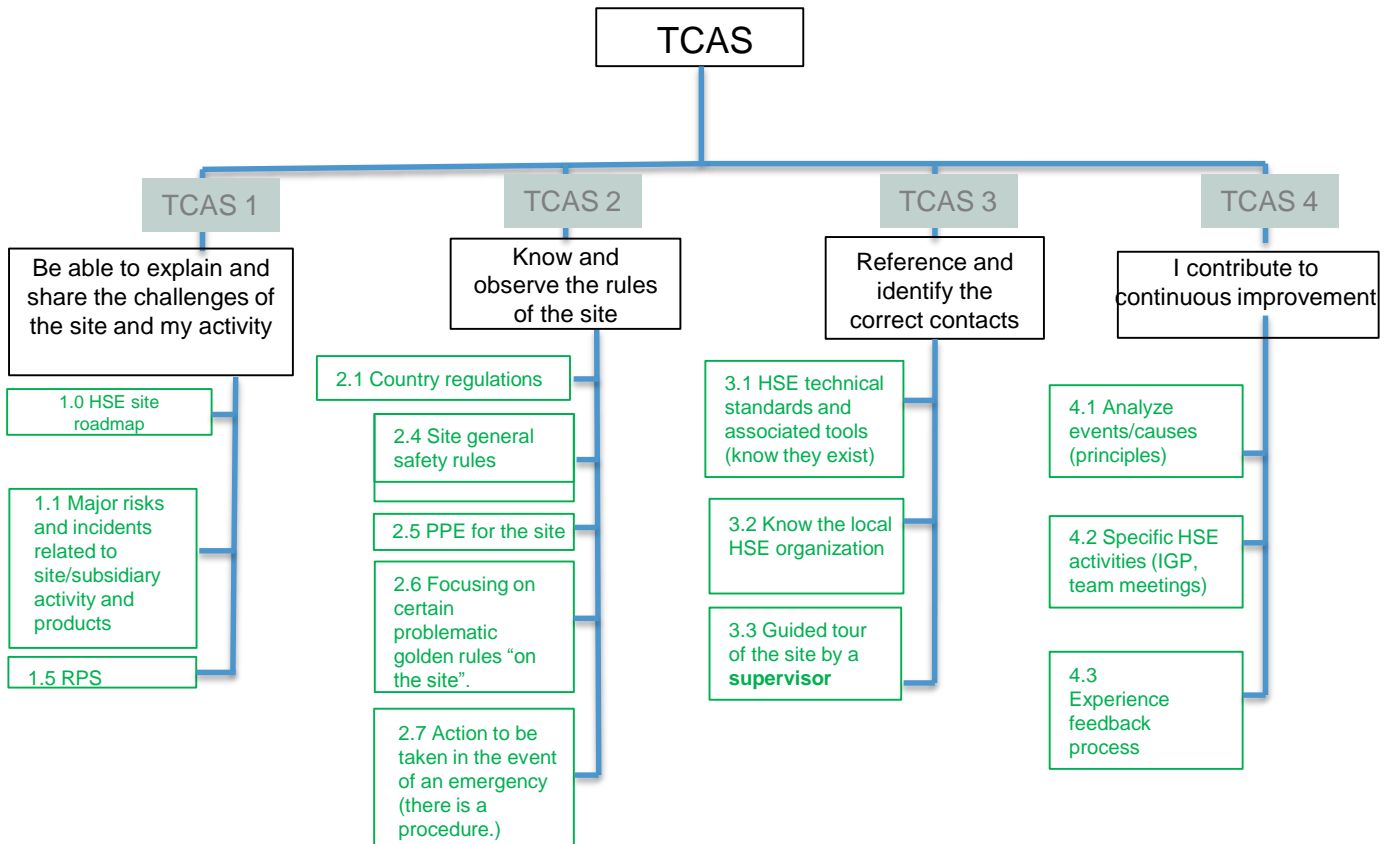
## 5. PRACTICAL APPLICATION

As of the 1<sup>st</sup> of January 2018, the safety training for new recruits in their entities is mandatory.

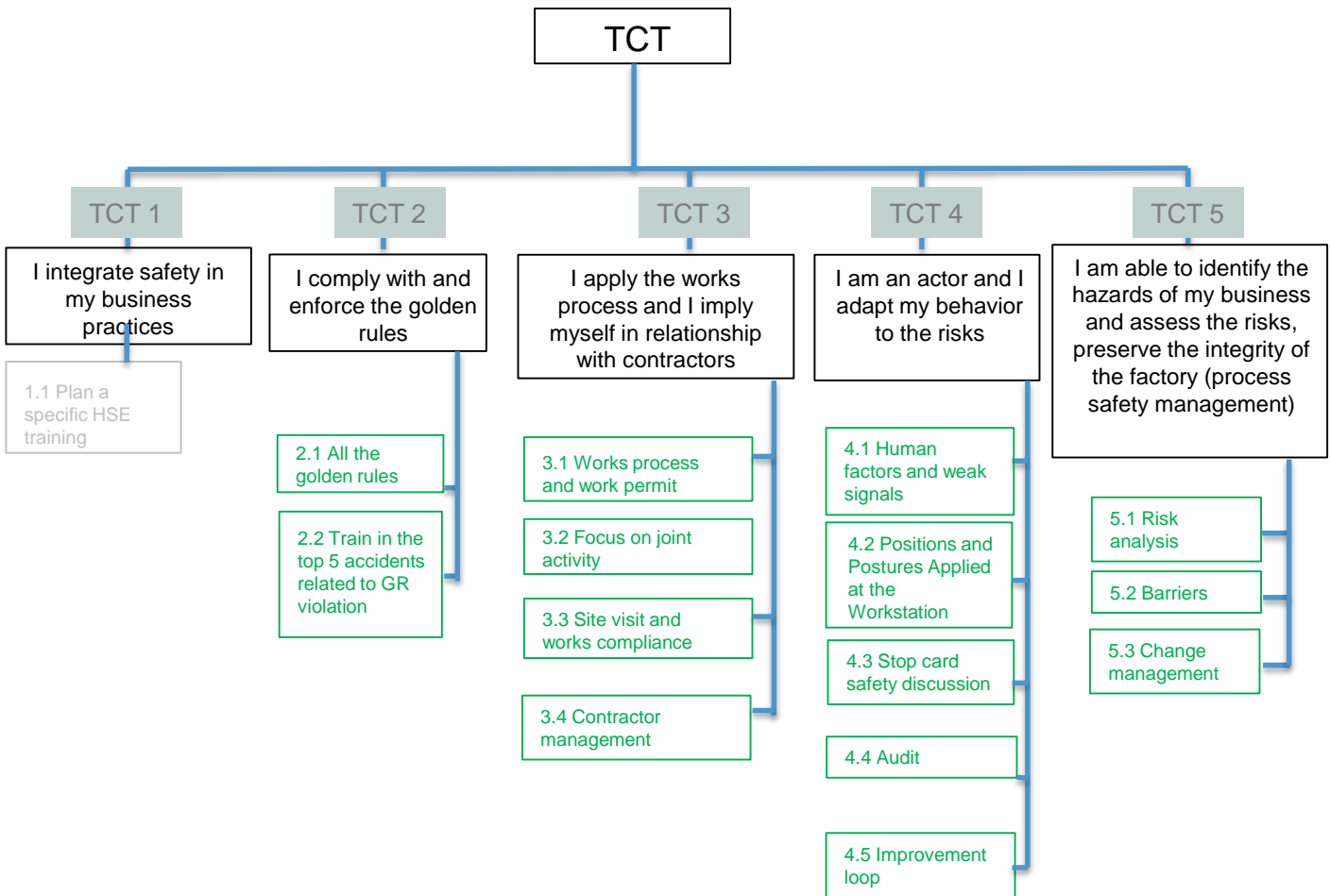
# STRUCTURE OF THEMES OF THE TCG



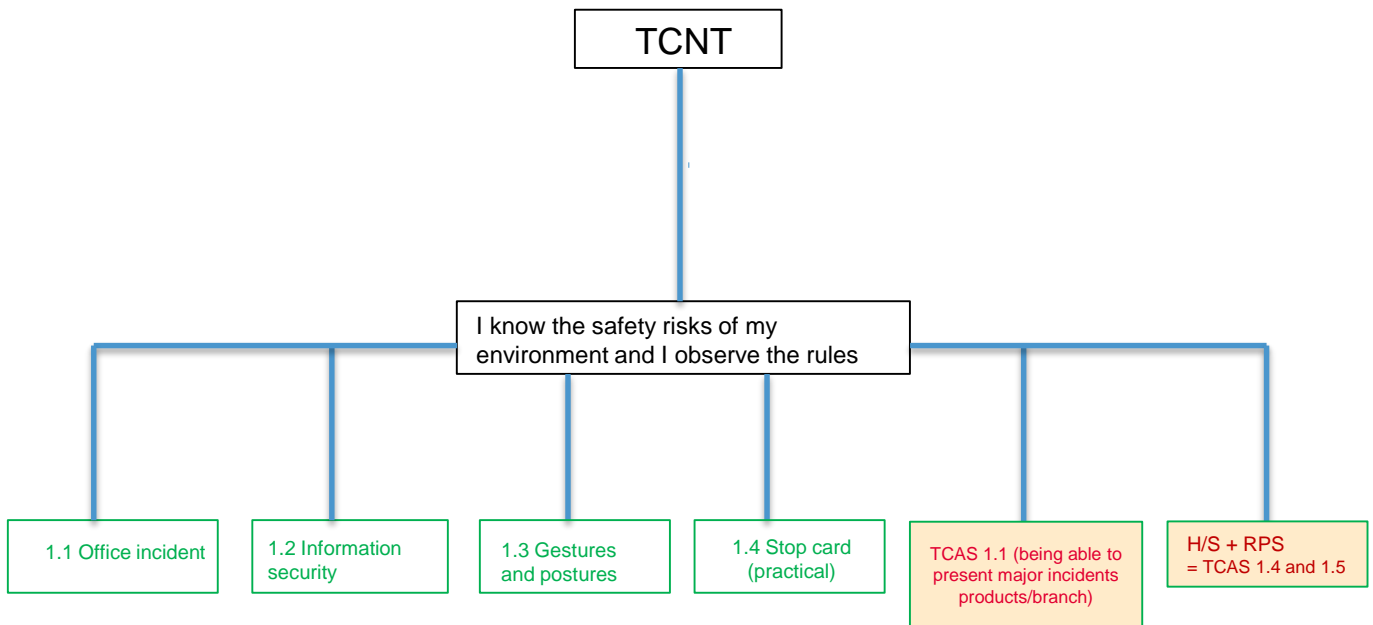
# STRUCTURE OF THEMES OF THE TCAS



# APPENDIX 3: STRUCTURE OF THEMES OF THE TCT

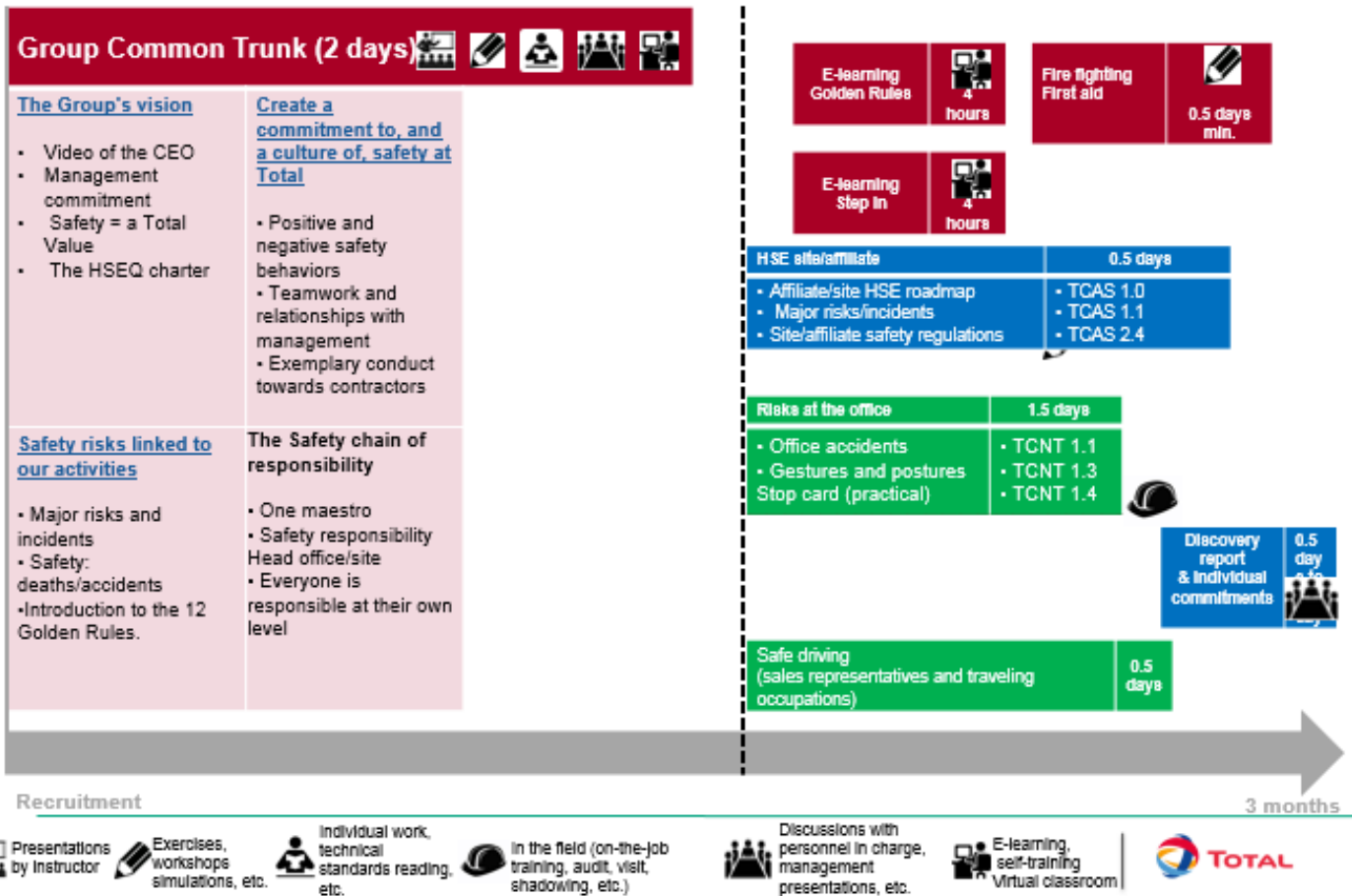


## APPENDIX 3: STRUCTURE OF THEMES OF THE TCNT

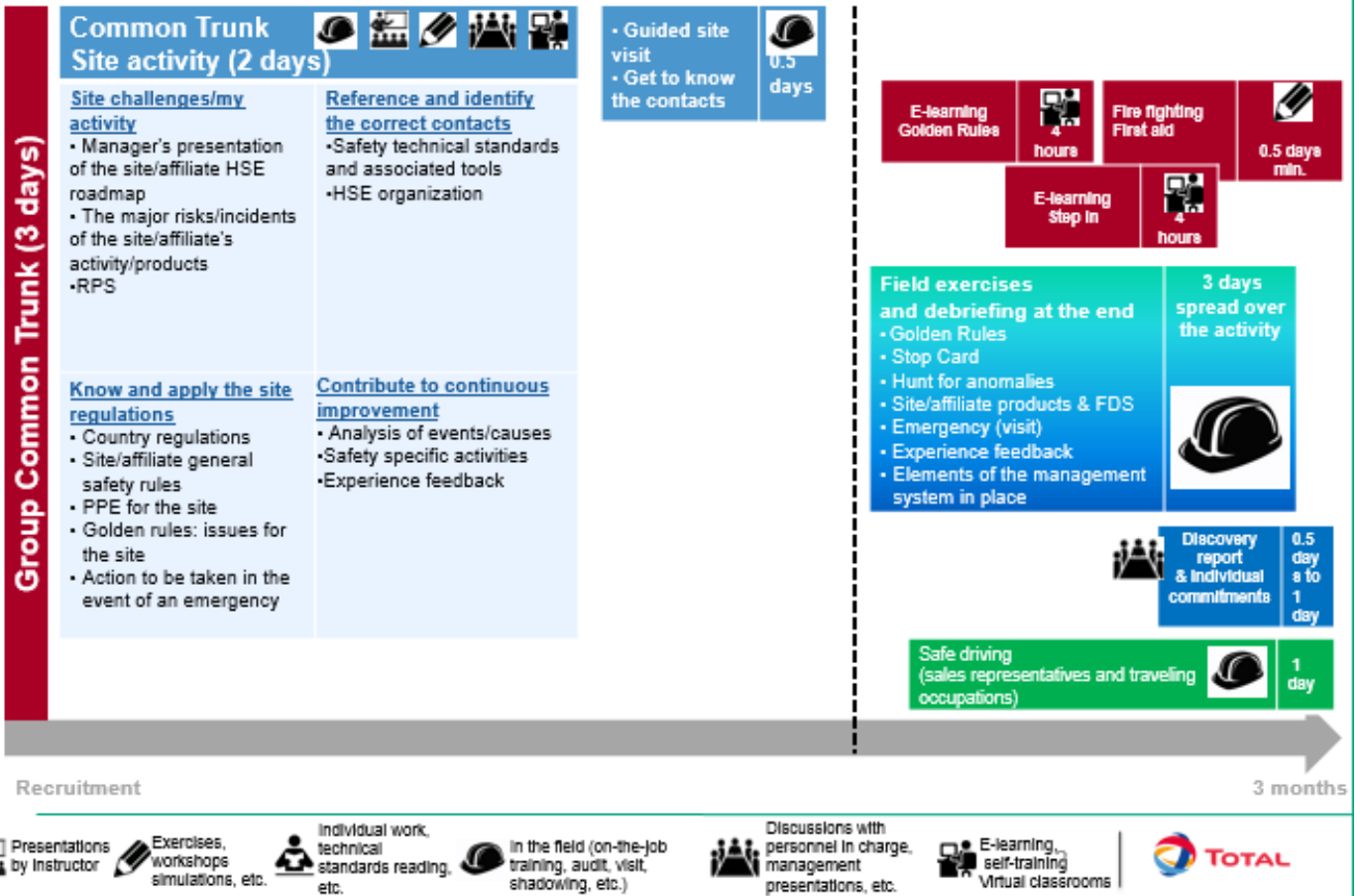


# APPENDIX 4: DESCRIPTION OF THE COURSES

## Course 1 - Support personnel and non-technical operation personnel

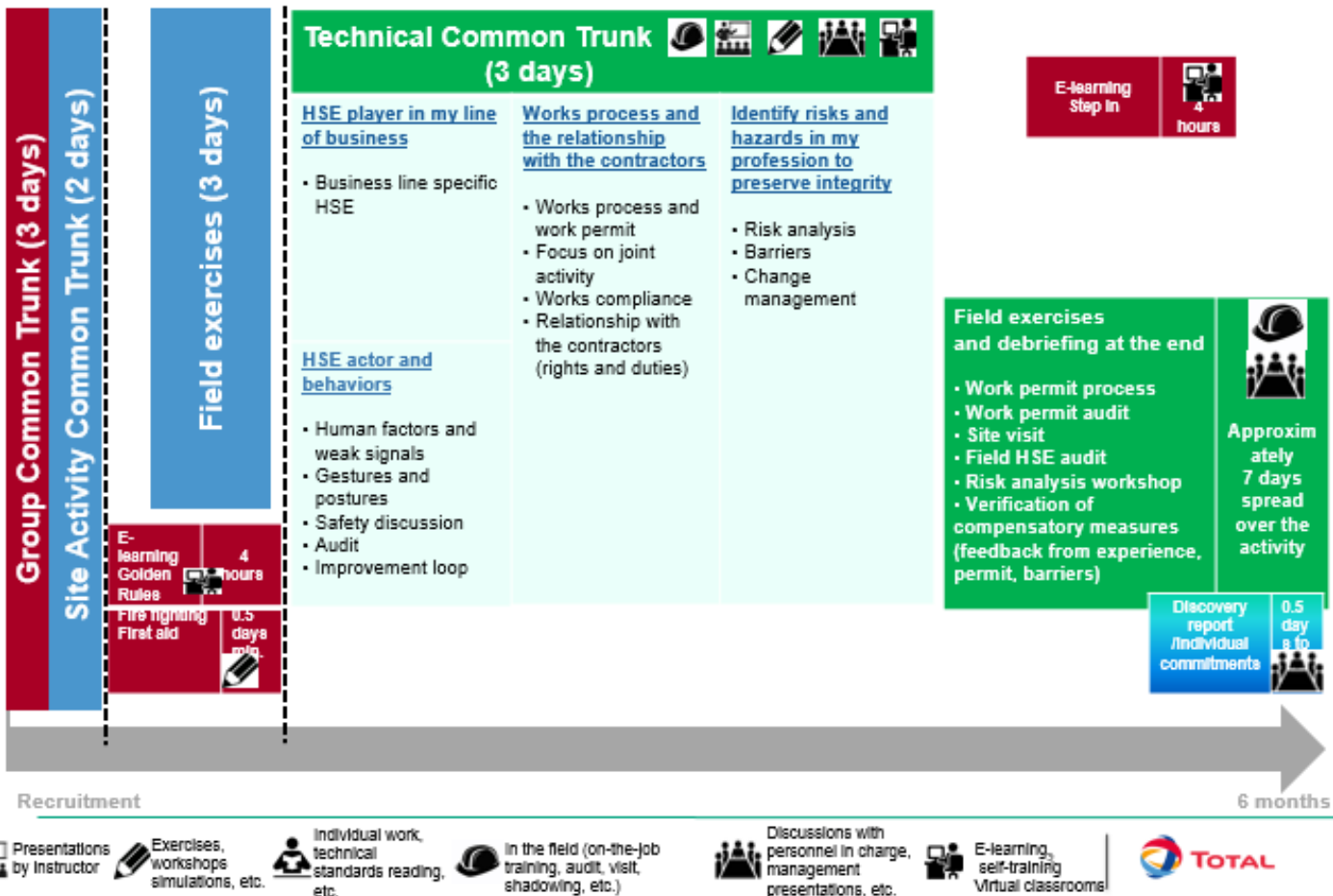


## Course 2 - Operations support personnel





## Course 3 – Service production



# COURSE 4 – Loaders, drivers, stock-handlers

