



## Commitment of the management of TotalEnergies AFS in the areas of Health, Safety, Security, Environment, Quality and Sustainable Development

We want to be a successful player in the design, production and marketing of high performance additives and specialty fuel solutions as well as related services in support of the energy transition. Our H3SEQ-DD Integrated Management System aims to eliminate hazards and reduce risks related to our business. Following concrete actions will be implemented in 2022 :

### SAFETY AND HEALTH AT WORK

#### Preventing major accidents and working in optimal health and safety conditions at work

- All critical activities are managed through written rules which are subject to periodic awareness-raising, including the identification of Psycho-Social Risks for all managers
- Our employees maintain the highest level of competence in these activities; We take care of their training and associated retraining
- All deviations from the rules and detected abnormal situations are systematically traced and analysed
- The testing programme for critical safety barriers is at least 97% complete at all time and we aim for 100%
- All critical tasks in the Single Risk Assessment Document are assessed , their rating re-evaluated and the correct implementation of compensatory measures verified
- All our activities are subject to risk analysis, which are managed by a documented process resulting notably in the systematic use of written work permits at the Givors site
- All our external service providers working on site are MASE certified and/or have their health and safety results verified by the H3SEQ-DD department
- Staff representatives are systematically invited to the MAESTRO COPIL meetings
- The adequacy of our rules and risks is verified by regular audits

### ENVIRONMENT

#### Controlling our discharges, our social impact and reducing our emissions and those of our customers

- The performance of the vapour recovery unit is assessed and rest emissions of volatile organic compounds are quantified
- The roof of the Fournaise building is being solarized
- All the needs and expectations of our critical stakeholders (as defined by the in House TotalEnergies SRM+ approach) are addressed
- Our ambition is to incorporate 20% of renewable components in our fuels by 2025
- Our Life Cycle Assessment tool is integrated from the design and raw material sourcing phases
- By the end of 2023, our customers' emissions (Scope 3) will be integrated into our environmental analysis

### QUALITY

#### To know our customers better and to ensure their satisfaction

- We will gather all available data on our customers and prospects, and share them between the teams to offer them the best level of service, in particular notably thanks to through our CRM tool (SALSA)
- We will promote the use of our website increase the number of to manage customer orders placed through the website, to improve the customer experience while reducing administrative burdens
- Our efficiency is improved by challenging We challenge the way we operate to improve our efficiency
- All customer complaints are resolved within 3 months We want to resolve all customer complaints in less than 3 months



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We are also committed to analyse any malfunction and systematically define the appropriate action plans. We will always encourage feedback in order to learn from the past and continuously improve. We will provide our teams with the necessary resources to implement this commitment in accordance with the One-MAESTRO standard and the TotalEnergies Health, Safety, Environment and Quality Charter

**Nicolas Fumex**  
Directeur, Mars 2022