

## HEALTH, SAFETY, SECURITY QUALITY, ENVIRONMENT AND SUSTAINABLE DEVELOPMENT CHARTER

At TOTAL TURKEY PAZARLAMA A.Ş. (TTP), being an affiliate of TOTAL GROUP; Lubricants and Antifreeze Production, Distribution and Sales, core values of Health, Safety, Security, Environmental, Quality (HSSEQ) and Road Safety are integral parts of the business responsibility.

### Article 1: Priorities

TTP considers people safety and health protection, safety in regard to operations, respect for the environment, customer satisfaction and listening to stakeholders as paramount priorities.

### Article 2: Compliance with Rules and Regulations

TTP strictly complies with all laws, regulations, codes and standards applicable to its activities and provides monitoring to ensure compliance. TTP develops full cooperation with official authorities for the development of relevant laws, regulations, practices and rules.

### Article 3: Safety and Security

TTP activities are governed by the need to protect people first, including its employees, assets, information and corporate reputation. Core references for these activities are Universal Declaration of Human Rights, key conventions of the International Labour Organization, OECD guidelines for multinational enterprises, Guidelines of the Voluntary Principles on Security and Human Rights (VPSHR), and Total Group's Code of Conduct.

### Article 4: Industrial Risk Management

TTP assesses Health, Safety, Environment, Security and Road Safety risks arising from its activities and reduces them to the lowest practical levels. TTP seeks continual improvement in HSSEQ and Road Safety with a vision to protect his employees, customers, service providers and environment from incidents such as death, injury, occupational illnesses, fires and property damages. TTP establishes effective Management Systems in line with One Maestro framework and its continual improvement that includes promoting practices beyond regulatory compliance

### Article 5: Environment and Health

TTP continues to drive down the environmental and health impact of its operations by pollution prevention, using energy efficiently, collecting used engine oils and reducing waste and emissions, thus by protecting natural sources, actively contributing to sustainable development.

### Article 6: Product and Service Quality

TTP achieves competitive strength by keeping its production and service chain under control, tracking the performance of its processes continuously with a view to reaching the total customer satisfaction by offering top quality products. TTP improves its internal quality target continuously. Appropriate HSSEQ Management Systems for each business undergo regular assessment involving measurement to performance, setting milestones, formulating relevant action plans and instituting suitable control procedures.

### Article 7: Emergency Preparedness

For an effective emergency response, TTP establishes emergency procedures that are periodically reviewed and regularly tested during exercises.

### Article 8: Sustainable Development

In all matters TTP adopts a constructive attitude based on dialogue with relevant stakeholders. Through its social commitment it focuses on developing its activities in harmony with local communities and authorities.

### Article 9: Total Attitude

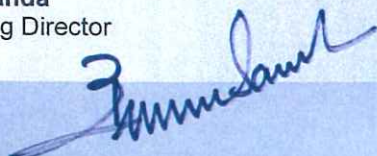
TTP promotes among its employees a shared culture whose core components are skills management, incident feedback, information and dialogue. TTP also emphasizes listening, boldness, cross-functionality and mutual support as core behaviors. This process includes special trainings given to employees and is driven by the leadership and exemplary conduct of management.

### Article 10: Road Safety

In order to maintain in a safe condition of all road activities in accordance with Group Road Transportation rules (PATROM), appropriate resources are reserved, existing technologies are used, audits are performed and action plans are followed. In addition, safety awareness activities are organized regularly for drivers to develop continuous improvement on road safety. All Drivers, passengers and personnel shuttle users who work for the company, (TOTAL employees and contractors) respect all TTP road safety rules particularly wearing seat belt

At TTP, all employees and contractors are responsible for the implementation of this Policy, the objective of HSSEQ and Road Safety by exemplary personnel behaviour.

**Emre Şanda**  
Managing Director



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