



SAFETY CULTURE: TOTAL'S JOURNEY

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TOTAL'S SAFETY JOURNEY

- Safety is one of Total's core values; it drives our decisions and our practices.
- We implement programs designed to **motivate all Total employees and contractors** to act with safety in mind.

2018	<ul style="list-style-type: none">• Campaign to recognise safety actions by employees• Creation of the Safety+ tool
2017	<ul style="list-style-type: none">• Golden Rules for the workplace simplified into 'musts' and 'must nots'
2015	<ul style="list-style-type: none">• Stop Cards introduced for all personnel• Safety Contract owners
2013	<ul style="list-style-type: none">• Total Commitment: "Safety for Me, for You, for All"
2012	<ul style="list-style-type: none">• Safety moments introduced for all regular meetings
2010	<ul style="list-style-type: none">• Introduction of original 12 Golden Rules
2007	<ul style="list-style-type: none">• Inaugural World Day for Safety

NEXT STEPS

- Safety: A constant evolution.
No end point
- Culture & Engagement: our next focal point

This example is from the healthcare industry and shows the direction we want to go in!



TOTAL E&P UK SAFETY CULTURE ASSESSMENT

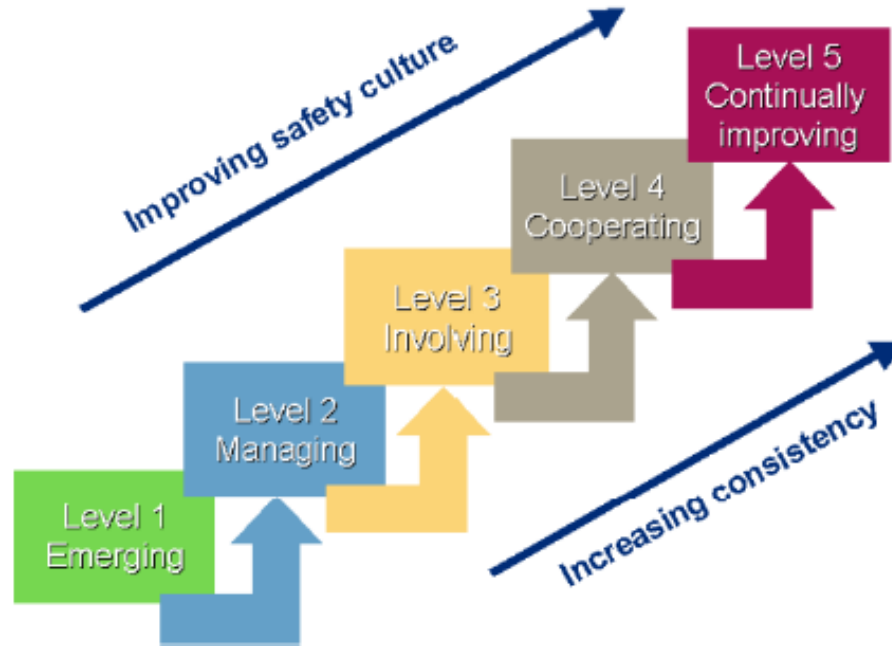
- In 2017 we initiated a programme that aimed to discover the workforce's perception of our safety culture and *their level of engagement with it*
- Previous attempts at safety culture surveys didn't work well:
 - Paper surveys distributed to crew
 - Low return rate and limited value to feedback received
- Two main elements for new 2017 programme:
 - Step Change in Safety's 'Workforce Engagement Survey Tool' (Digital and print)
 - Safety culture workshops with all regular crews on site (Face-to-face, facilitated by Keil Centre and an ex-OIM from Total)

EARLY RESULTS: SHETLAND GAS PLANT

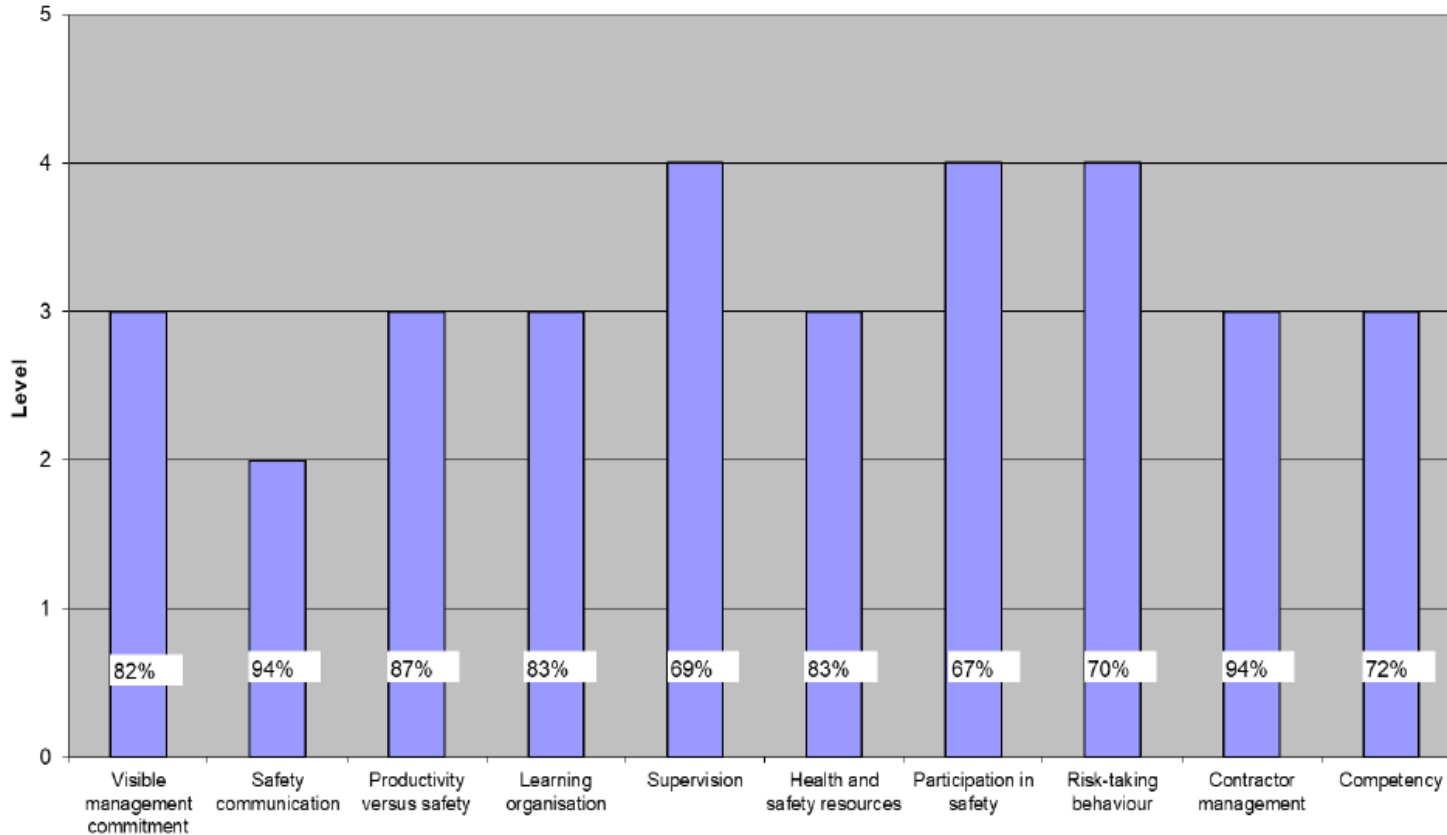
- WEST Survey:
 - Carried out between October 2017 and January 2018
 - 233 employees and contractors working Field Operations at the Shetland Gas Plant were asked to fill in survey questions
 - 83% took part
- Workshops:
 - In February and March 2018 we ran a series of 20 workshops at our Shetland Gas Plant.
 - 172 (66%) employees took part
- Two surveys + different methods + high participation = robust results to base future actions on

UNDERSTANDING THE RESULTS

The Safety Culture Maturity Model



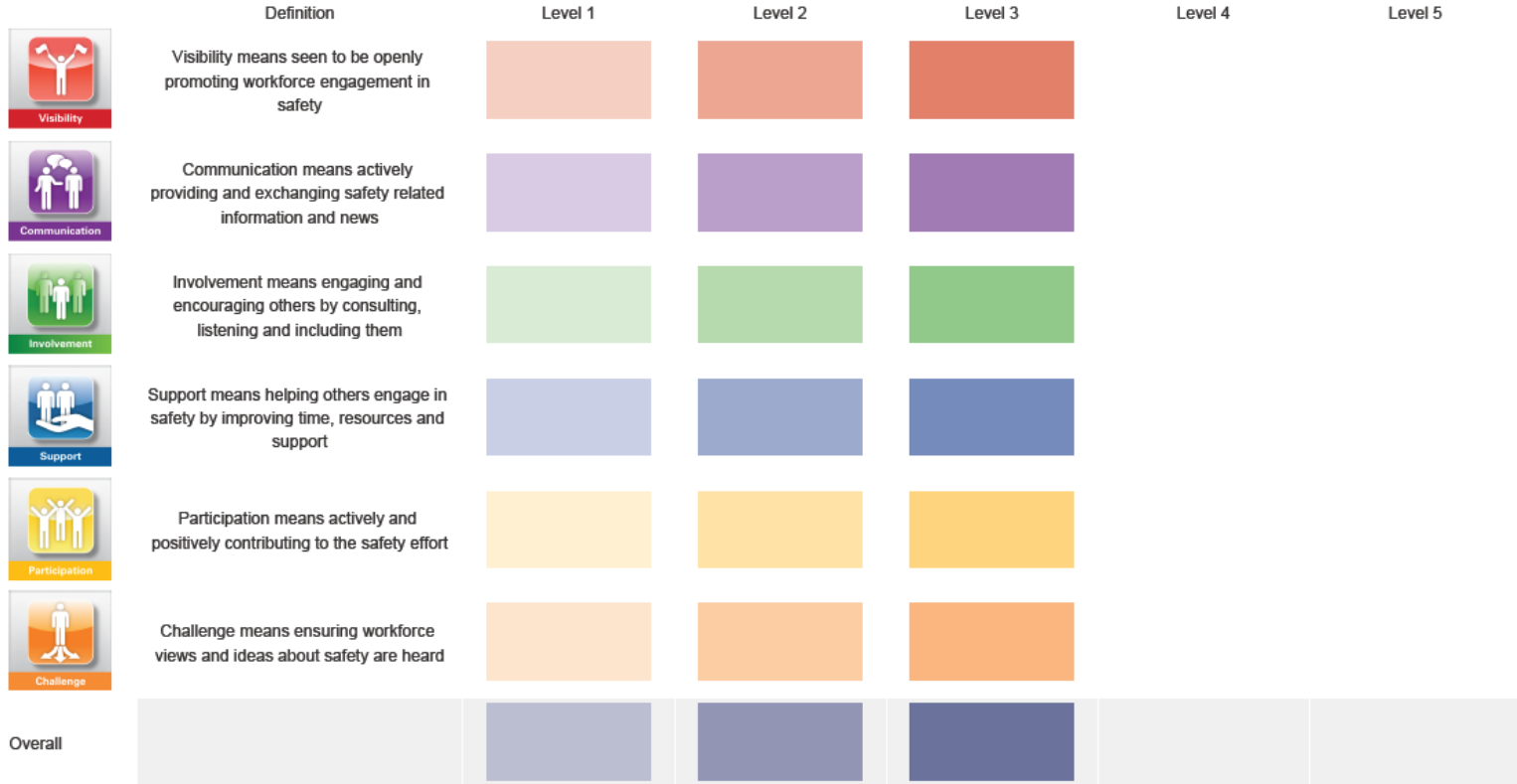
WORKSHOP RESULTS



Level = the answer given most frequently by respondents

% figure = the percentage of respondents who answer either at level 3, 4 or 5

WEST SURVEY RESULTS



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