



TOTAL

COMMITTED TO BETTER ENERGY



Travels' security

Traveler's guide

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Preface

E-mail accounts, social networks, social security numbers, identifiers and banking data... The advent of digital technologies raises every day many issues regarding the protection of data. **Information is precious: it should be protected**, both at a personal and professional level! Regardless of your occupation or responsibilities with TOTAL, you are part of the Group: as such, **you participate to the information and its protection.**

This advice is provided to you in order to prepare for your travels and your business trips. The traveler's guide aims to **help you understand the risks you may face during these travels or business trips**. It includes recommendations which have been developed based on feedback received from numerous "frequent travelers".

In the first part we have outlined some advice relating to information protection: they may apply in any circumstances and in any country.

Parts three and four relate more specifically to trips or assignments carried out in countries or areas considered to be "at risk". It is extremely valuable to know what to do and how to react in these situations, which can be unusual.

There is no need to be paranoid, but we should follow the adage: "it is better to be safe than sorry".

Enjoy your reading!



Making a business trip



You are responsible for protecting the sensitive information in your possession. Whatever your position, the simple fact of working for the Group can mean you are someone likely to possess sensitive information and you may become a potential target. Applying a few basic rules is often sufficient to discourage or thwart most attempts to steal this information. Keywords are **discretion and vigilance**.

Mandatory procedures

Ignorance of the security rules set by the Group is no excuse.

Prior to departure, read the traveler's check-list on <http://sg-surete.corp.local/FR/pages/Accueil.aspx>, which will provide you with all relevant documents to prepare your travel. The e-learning Travel Security is also available on the TLS training platform at: <http://tls.total.com/hopmepage/default.aspx>.

NOTES

- ✓ **Only take** the information or documents you require with you.
- ✓ **Plan your trip carefully** to avoid finding yourself in difficult situations.
- ✓ **Choose safe routes** and reliable methods of transport.
- ✓ **Only communicate your travel details to the people** who really need to know.
- ✓ **Always take a light and unobtrusive piece of hand luggage** to carry your important documents.
- ✓ **If you need to take your laptop**, remember to protect all confidential information (for example, encrypt files AND store them on a removable storage device).



Each employee of the Group has obligations to fulfill prior to departure:

- **Check the “country color” of his/her destination and stop-over points on the Corporate Security Intranet Site.** The “country color” classification corresponds to the increasing risk assessment:
 - white
 - yellow
 - orange level 1
 - orange level 2
 - red
- If the “country color” classification for the country to be visited changes, even after tickets have been issued, **check whether the trip is still really necessary.**
- **Read the Country Security Factsheet** available from the Corporate Security Intranet site. If your destination is a country with a yellow classification, **you must read the welcome document** or contact the host subsidiary Security Officer, Branch security Coordinator or Corporate Security (regional representative for the area in question).
- **Contact the Health Services at work** for health information on the country/countries to be visited.
- **Adopt the right behavior during your trip.** You must comply with security rules and cultural codes to avoid becoming a potential target.

REVIEW...

■ Countries with an “orange level 1” classification

Prior to departure in a country with “orange level 1” classification, even if this simply involves a stop-over, you shall obtain a **Travel Request Derogation signed** by an “Orange level 1” authorized signatory. **Firstly ensure that you have the welcome document of the subsidiary you are visiting and that you have read it.**

■ Countries with an “orange level 2” classification

All employees traveling to a destination with an “Orange level 2” classification, even if this simply involves a stop-over*, must:

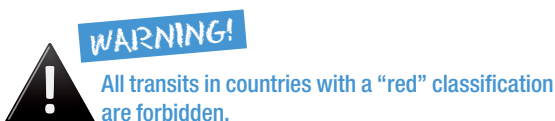
- **Postpone** the trip if possible;
- **Obtain a Travel Request Derogation** signed by an “Orange level 2” authorized signatory;
- 48 hours before departure, check with the Group Representative for the country you’re travelling to check that **the security situation is still conducive for the assignment.**



■ Countries with a “red” classification

Prior to departure in a country with a “red” classification, even if this simply involves a stop-over*, you must:

- **Postpone** the trip if possible;
- **Obtain a Travel Request Derogation** signed by a member of the Executive Committee (COMEX);
- Obtain a Travel Request Derogation from a member of the Executive Committee (COMEX), 48 hours before departure, check with the Group Representative for the country that the **security situation is still conducive for the assignment.**



General attitude to adopt



A WORD FROM:



Thierry Bourgeois
Director of the Security
of the Total Group

“In a global environment where tension and uncertainty are increasing, the Group has shown its ability to ensure the protection of its personnel and employees. This ability is based on anticipation of developments and preparation for managing difficult situations. We have to maintain it through the rigor of our subsidiary in implementing security recommendations and also through solidarity in complying with the rules and directives.”

Sadly, theft of information does not only happen to others. Remember the following points:

- **You shall remain discreet** in any circumstance when talking about your work;
- **Any indiscretion** may be exploited by other parties to obtain sought-after information;
- **“Pleasant” meetings** may not be accidental;
- You must never leave **confidential documents unattended**;
- **Avoid talking about the company you work for**, the position you hold or your business project and do not refer to people, companies, places or projects by name.

Use of mobile phones

You must exercise considerable caution when using a mobile phone. **Your conversations may be easily overheard and therefore listened to.** As a general rule, avoid having business conversations in public places, particularly if these concern confidential issues. Never communicate confidential information by phone.



"I safeguard my mobile phone"

- As of now, I will lock the automatic redial functions.
- I will block access to confidential numbers.

Use of laptops

As a general rule, never leave your laptop unattended when traveling: keep it with you, or if you must leave it in a left-luggage locker, ensure it is monitored by a CCTV system. You must exercise considerable caution when using a laptop computer, particularly if it contains confidential files or information.

You must encrypt your confidential information or store them on a removable storage device that is easy to keep with you at all times (for example, an encrypted CD-ROM). We recommend that you store your most sensitive files on a memory stick or similar device. This solution allows you to both encrypt the information and work on the files at any time.





How to behave on transport

→ In urban environments

- **Be discreet when talking on the phone or to your companions**, the people around you can hear your conversation.
- Before getting off, always remember to look around **to check that you have left nothing behind.**

→ On trains or planes

Trains and planes are the perfect places for obtaining information:

- **Be discreet when talking on the phone**, eavesdroppers may hear your conversation;
- If you are working, **don't spread out your documents** and make sure that no one else can see your documents or screens;
- **Avoid working on confidential documents** to reduce the risk of information leaks. If you must, be extremely careful;
- If you have to leave your seat, even for a moment, **put away your documents and take all confidential information with you;**
- **If you want to sleep**, put away your documents and keep them by your side. Do not put them in luggage lockers or seat pockets;
- **If you are travelling in a group**, you will undoubtedly talk business. Be careful what you say and avoid all confidential subjects;
- **When traveling by plane**, never check-in confidential documents, laptops, PDAs or other information, as a lot of luggage is stolen or opened at airports.

A GOOD
REACTION



Before getting off the train or the plane, look around to check that you have left nothing behind in seat pockets or under your seat. Do not forget to check the overhead lockers!

→ In a street or a car

- **Keep a firm grip on your case or laptop**, particularly on busy streets where risks of grab and run thefts are increased.
- **Never leave your case or laptop in an unattended vehicle**, or in a boot, particularly if they contain confidential information (*see advice relating to laptops on page 10*).

→ In restaurants and bars

Information flows freely in bars and restaurants. In some countries in particular, professionals choose to frequent these places in search of information.

DO NOT:

- **Leave any bag containing confidential information** in the cloakroom. Keep your documents with you at all times so you can keep a constant eye on them;
- **Leave notes you have taken with you**: if you do not need them anymore at the end of the meal, destroy them;
- **Leave your documents unattended** if you need to leave your table to go to the toilet;
- **Confide** in someone during face-to-face conversation or over the phone.



→ In hotels

“As of now I behave in a confidential manner”

- I'm on my guard, I analyze the situations and I understand security issues.
- I try to be friendly but I'm discreet about confidential matters.

Hotels are the preferred hunting ground for professional information gatherers. Where you are at the hotel:

- **Never hand over your hand luggage** when checking in or checking out;
- **Never use a hotel phone** for confidential discussions;
- **Destroy the electronic key** you have received to open up your room. It may contain information about you in its magnetic stripe (personal address, credit card reference...). Those confidential data may be used by a dishonest employee.

A GOOD REACTION



Never leave confidential documents unattended. Do not leave them in your room when you go out (nor in the room/hotel safe).

A WORD FROM:



Pierre Novaro

**Chief of the Security Governance
Department of Total**

“The Security policy emphasizes the responsibility of each employee for the prevention of risks. In the offices, subsidiaries or on sites, the few men working for the security department cannot alone ensure the physical protection of the employees, plants and information assets of the Group. They have an intermediary role for the Group security rules and provide all necessary advice and assistance, but everyone must be a player of security, which is a key component for the prosperity of the company”.

→ **At cocktail parties, evening events, trade fairs, congresses and seminars**

- **Be discreet** at all times;
- **Do not confide in others**, in particular under the influence of alcohol. It tends to loosen the tongue and make you want to impress others;
- **Be polite** without revealing sensitive information;
- **Be aware** that it is very difficult to be friendly and not divulge information: it requires a great effort.

Performing assignments abroad



Performing assignments abroad



To complete an assignment, you may have to visit countries, towns or regions where the risks are high.

Be ready for the departure

REVIEW...

■ Formalities to be fulfilled regarding the host subsidiary

If the Group has a subsidiary in the country, you must contact them prior to departure. That way, you will be informed in advance of specific security measures to be applied and you will be able to check the arrangements for meeting you on arrival as well as your accommodation.

A GOOD REACTION



I contact the local manager prior to departure and upon arrival. I will be able to obtain information on the person (photo and ID) who will meet me on arrival.

If you are not welcomed by one of the Group's representatives, apply the following basic principles:

- **Prior to departure, read up** about the local security situation in your country of destination. You can obtain information from representatives of the Corporate Security (SG-SUR) or your local contact. You can also find information on the Ministry of Foreign Affairs website at: <http://www.diplomatie.gouv.fr/voyageurs/etrangers/avis/conseils>.
- Do not forget that professional criminals have an operating method based on the study of **your habits in order to identify your weaknesses**. It can result in attack or kidnap attempt;

- In many countries, petty criminals regularly carry out what is called “kidnap express” which involves threatening someone until they make a bank withdrawal. **For this reason, you must be organized to not be an easy target.**

NOTES

- ✓ Avoid displaying the fact that you work for an international group.
- ✓ Be on your guard in all circumstances.
- ✓ Be very discreet.
- ✓ Avoid established routines and reflex acts to respond to these new risks.



ACTION!

- I note now the references of the place I will stay during my trip (addresses, telephone numbers...) on the checklist form available as a download from the Intranet: <http://sg-holding.corporate-security@total.com>
- I also copy the contact details of the Security Group in a safe place where I can easily read them. You can contact them 24/7 at +33 6 85 31 56 00 or by email at holding.corporate-security@total.com



■ Formalities to be fulfilled regarding the International Medical Department

- **Take note of the appropriate healthcare requirements for the travel**, such as vaccinations or address of local medical establishments.
- **Contact the International Medical Department** or health information on the country/countries to be visited.



ACTION!

→ In case of need, I note the number of the International Medical Department in a safe place: +33 1 47 44 46 97.

■ Choice of airline

Bookings are generally handled by the Group's travel agency.

However, should you be required to book your own travel, **check out the reliability of the companies** serving your destination. The Group recommends avoiding certain airlines.

Be very careful when checking in your luggage at all times, regardless of which airline you travel with. **Ensure that the number of bags checked in matches to the information printed on your boarding card.**

■ Choice of stop-over



WARNING!

Avoid stop-overs in countries at risk.

If you have to stop over in a country, **wait for your connecting flight in the transit area**. If you need to work while waiting, be on your guard and apply the general rules of discretion outlined in section 1. Do not use Internet if the connection is not secure.

A GOOD REACTION



I do not divulge my travel plans or itinerary to anyone who does not need to know.

■ Passport and credit cards

Pay particular attention to your passport and credit cards as those documents are highly prized in some countries.

- When paying for goods, **keep your credit card in sight at all times**. Never turn away even for a moment.
- During your trip, **keep your passport and your credit cards in a safe place**, in particular if you do not need them on the site.



ACTION!

→ I make photocopies of my passport and my credit cards before leaving.

■ Documents and provocative items

For all destinations, **avoid showing any document item that might be considered “provocative”**, especially by customs or immigration officials on arrival. These include:

- Press articles criticizing the destination country’s political regime;
- Pornographic magazines and/or alcohol in certain countries where these items are forbidden;
- Cameras with telephoto lenses, binoculars, etc. (unless you require these for your assignment).



■ Valuable objects and “overt signs of wealth”

Valuable objects arouse jealousy and if visible may provoke hostility.

Avoid traveling with:

- Valuable items (gold watches, flashy jewelry, etc.);
- Large amounts of cash. It is better to have small notes to hand;
- Expensive hand luggage or clothing;
- Clothing that is eccentric or very different from the one worn by locals. Your clothing shall blend in with the local context.

- 
- Do not display signs that show you work for an international group. For example: stickers on suitcases or passports, badges of the company outside of the workplace, or caps or clothes with initials.
 - Do not accept gifts that are valuable or that could be considered to be part of the country's local heritage (artistic, archaeological, religious, etc.).

At the airport

→ Arrival in a country at risk

Upon arrival, check the identity of the person meeting you.
You must follow the instructions issued prior to departure.

→ If you need to take a taxi

- **Use a reputable firm;** enquire at the airport if you did not receive this information prior to departure.
- **If the taxi has no meter,** negotiate the fare before starting out.
- **Do not give large tips.**
- **Never get in a taxi with another passenger** or allow anyone to get in during the journey. Those are common practice in certain countries.
- **Check discreetly to see if you are being followed.**
- **Observe the driver's behavior.** If you have any doubts, make a note of his/her license number and get out of the car at the first suitable opportunity.

→ Departure from a country at risk

- If you arrive early, **stay in the passenger waiting area.**
- Move away from **luggage that appears to have been abandoned.**

NOTES

- ✓ **Be on your guard.**
- ✓ **Avoid crowds,** police activity, people surrounded by reporters or bawl in general.
- ✓ **In the event of an emergency evacuation of the airport, mingle with the crowd:** do not be the first or the last to leave.





Bertrand de Fournas

Member of the Security Team of Total

“Attacks by social engineering - also called “vishing”- are coming back. Until now they were used to mislead Internet users in order to obtain their bank details or fleece them. They are developing rapidly and are more and more sophisticated. Their purpose? That their victims perform actions with confidence, such as opening a malicious document sent by e-mail or providing remote access from a workstation. They call their victim - to make their process credible and to put pressure on them - and pretend to be a service of the Group, or even Microsoft. System failures, errors in invoices.... There is always a good reason to encourage their interlocutor to answer urgently. Abroad, on a trip or even at the office, do not hesitate to check the components of the story and to call to a clearly identified number in order to verify the previous call. There is nothing like vigilance!” .

At the hotel

→ Upon your arrival

- Only ever provide hotel staff with **the minimum information required**.
- **Avoid rooms on the lower floors** which are easy to access from the outside or on the top floors which are difficult to evacuate in the event of a fire.
- Take a room **between the third and the seventh floor**.
- Make sure that **the doors and windows lock properly**.
- **Check the fire drill and emergency exits** and do not hesitate to test them.

→ During your stay

- If possible, **keep your room key with you**. If the key is lost, ask to change rooms.
- **Never open the door to a stranger** (even an official without ID).
- **Be on your guard when meeting strangers**.
- **Never go out alone** to a bar at night.
- **Keep an eye on the glass you drink from and its contents**.
- Be wary of **any drink that is not served or opened in front of you**.
- **Avoid drinking excessive quantities of alcohol**.

→ Departure from the hotel

Check the contents of your bag and close it properly.

→ At the airport check-in



WARNING!

Ensure that the number of bags checked in corresponds to the information printed on your boarding card.



Protect yourself against attacks

→ General recommendations

If you must use a car without a driver (which is not recommended at all in countries at risk), then:

- **Ensure that you have a valid driving license** for that country;
- **Ensure that you always have plenty of fuel** (at least half a tank) to avoid running out;
- In hot countries, choose **a car with air conditioning**;
- **Always keep the doors locked and windows closed**;
- **If you think you are being followed, don't stop** and don't provoke your tail. Just keep driving and head for a safe place (police station or large hotel, etc.);
- **Plan your route carefully to avoid dangerous areas** or those considered at risk;
- **Never pick up hitchhikers**;
- **At night, never stop in a place that is isolated or unknown to you**, even in the event of an emergency (puncture, etc.). Just keep going until you reach a safe place to stop and/or report the incident.

→ Before getting out of the car

- Before stopping, ensure that **the windows are closed and doors locked**.
- **Park with the car facing the direction in which you will leave.**

- **While parking**, scan the surroundings. Like so you will scan both your immediate and distant vicinity.
- **Before opening the door**, take another look around.
- **Lock the door** and look around again before walking away.

→ Before leaving your destination or meeting place

- **Look around** before stepping into the street.
- **Check that there are no suspicious characters** near to your car when you come closer to it. If there are, keep your distance and watch them for a moment: if they do not move, call someone to come and pick you up.

→ To avoid being attacked in the street (on foot)

- **Find out which areas are risky** and avoid them.
- Stick to **major thoroughfares and well-lit streets** where possible.
- **Remain on your guard** and do not approach groups of people.
- **Don't think twice about avoiding a possible confrontation by crossing from one side of the street to the other** or by turning back the way you came.
- **If you are close to your car** and see a suspicious character, get back in, lock the doors and drive off.



Protect yourself against times when you are most vulnerable

Be extremely careful when you:

- Are stopped at traffic lights or stop signs;
- Get in or out of a car;
- Enter or leave your home;
- Leave a restaurant or shop;
- Drive through a risky area;
- Grab a taxi (do not forget to copy its number);
- Withdraw cash from a cash machine;
- Have an accident or if you hit anything.

→ When night is falling

- **Avoid risky areas.** Make a detour if necessary;
- **Never stop outside a safe zone;**
- In some countries, it is advisable to take special care **when approaching traffic lights;**
- **Never withdraw cash from a cash machine** unless it's absolutely necessary.

Facing an unusual situation



Most of the physical injuries sustained during an attack are received when the victim panics. People often react in a way that can put their lives at risk, when under severe pressure.

Assailants are often in an extremely excitable state. They tend to be stressed and highly suspicious, so much so that they can become frightened and panicky at the slightest hint of ambiguous behavior. Actually, they can become very violent.

We have outlined some basic advice on how best to manage such situations, should they arise.

Attacks

→ If you are attacked

- **Whatever the circumstances**, never hesitate to give your assailants what they want.
- **Don't be a hero**: think of your family.
- **If your assailant hits you**, cover your face and roll into a ball on the ground to protect your vital organs (liver, spleen, eyes).
- **Let them hit you and don't fight back**: your assailants will quickly leave you alone if you do not constitute a threat.

A WORD FROM:



Jérôme Ferrier

Director of the Security from 2008 to 2013, he is now the President of the French Association of Gas

“Among all the events we went through, I will remember some highlights. One specific event will stay in our memory: the attack on May 1st 2012 in the region of Seyoun, on the two Heads of Security in Yemen; one of whom later died and the other was seriously injured. The security has proved that its role is to protect our colleagues and that their Heads are ready to risk their own lives in high-risk situations when it is necessary. For this occasion, the Group has expressed its compassion and has shown its solidarity.”

→ Armed attacks

While professionals know how to manage the stress of using firearms, most assailants are amateurs. They are often unquiet with intense stress, mainly due to the risk of arrest.



→ When threatened with a firearm

- Try to keep calm.
- Do exactly as your assailant asks.
- Avoid sudden movements that might make your assailant panic.
- Ensure your hands remain visible at all times: don't hide them, don't put them behind your back.
- Don't get too close to your assailant. Over proximity may be viewed as a threat by armed assailants, they fear that you try to disarm them.
- Expect harsh treatment, when moving to a new location for example.

→ In a car

If you are attacked by an armed assailant when in your car:

- Stop and put the car in neutral;
- Keep your hands on the steering wheel;
- Only get out of the car if your assailant instructs you to;
- Tell your assailant what you are going to do before you do it, and in particular before removing your seat belt;
- Open the door slowly;
- Get out of the car slowly and ensure your hands remain visible at all times;
- Remain calm and let your assailant take the car if that is what he/she wants.

Shots fired in the street



WARNING!

Don't panic and remain calm.
Your initial reactions are vital.

What to do if shots are fired in the street:

- I take a shelter if I can;
- I try to get out of the line of fire and out of sight;
- If there is no shelter around, I lie flat on the floor to be less vulnerable;
- I try to get some idea of what is happening so I can adapt to the situation.

→ If you are in a building, an office or a house

- **Lie flat on the floor** to get out of the line of fire.
- **Don't stand in front of a door or window.**
- **Wait for a full minute after the shooting stops** before moving.



→ If you are walking in the street

- **Lie flat on the floor** to get out of the line of fire.
- **Identify where the shots are coming from** and try to crawl to a shelter.

→ If you are in a car

- **Stop the car** and lie down.
- **Identify where the shots are coming from.**
- **If you are the target**, leave the car and crawl to a shelter. If you are not, leave the area as soon as possible.

Hostage taking

The first few minutes in any hostage taking are crucial. The kidnappers are highly stressed and can act impulsively.

A GOOD REACTION



Remember at all times that every possible measure will be taken to obtain your release.

→ As soon as the kidnappers appear

- **Don't shout, don't run or move.**
- **Stay calm.**
- **Follow their instructions to the letter.**
- **Expect to be treated harshly.**

→ During your captivity

- **Prepare to be disoriented** and depressed for the first few days.
- You may also have **intestinal troubles**. These symptoms should disappear if you adopt a positive attitude.
- **Be polite** but not submissive **with your assailants**.
- **Speak to them about your family** and show them photographs.
- **Avoid discussing** political or religious matters.
- If questioned, **remain neutral**.
- **Eat, drink and take exercise** if you can.
- **Don't worry if you start suffering from the Stockholm syndrome**, where the abducted begins to feel strong emotional ties to their abductor: it can increase your chances of survival.
- **If you have an opportunity to escape**, think twice before taking action. Statistically, the best chance of survival lies in a negotiated release.
- **Make every effort to keep your spirits up**. Sometimes, captivity can last for several months. Never forget that even if you have no news from the outside world, **we will never abandon you** and that everything will be done to negotiate your freedom.



A WORD FROM:



Lionel Marais

Former Representative of the Group in Saudi Arabia

“In Saudi Arabia, terrorists attacked and killed more than 20 people. After firing shots, they came in the secure area where I was living with other expatriates: they were dressed in military uniforms, they said that they were coming for an incident that occurred earlier. I had the time to make my house inhospitable so they would think no one was living here. I also turned off my cellphone so that there were no indication of my presence, and I went to hide under the air-conditioner that was on the roof. Then, I waited for the shooting to move away and I notified Total teams of my localization, but I realize now that I should have had the satellite phone with me to call them in all circumstances, in case my phone line was interrupted. When I got to the car I saw that my house had been devastated. I know I’m lucky because I’m still here to tell that story.”

→ If the armed forces intervene

- Lie flat on the ground.
- Don't move.
- Don't expect to be treated gently by your rescuers.



WARNING!

Do not forget that prevention is the first priority.

Visit

www.total.com



TOTAL
COMMITTED TO BETTER ENERGY

TOTAL S.A.
Corporate Security
Registered Office:
2, place Jean Millier - La Défense 6
92400 Courbevoie - France
Tél.: +33 (0)1 47 44 45 46
Capital stock: 5 914 832 865 euros
542 051 180 RCS Nanterre
www.total.com