



FUELING YOUR GROWTH



TOTAL

TOTAL: MORE THAN JUST AN OIL COMPANY

Total is one of the largest major integrated oil and gas companies in the world, with products marketed in **150 countries**.

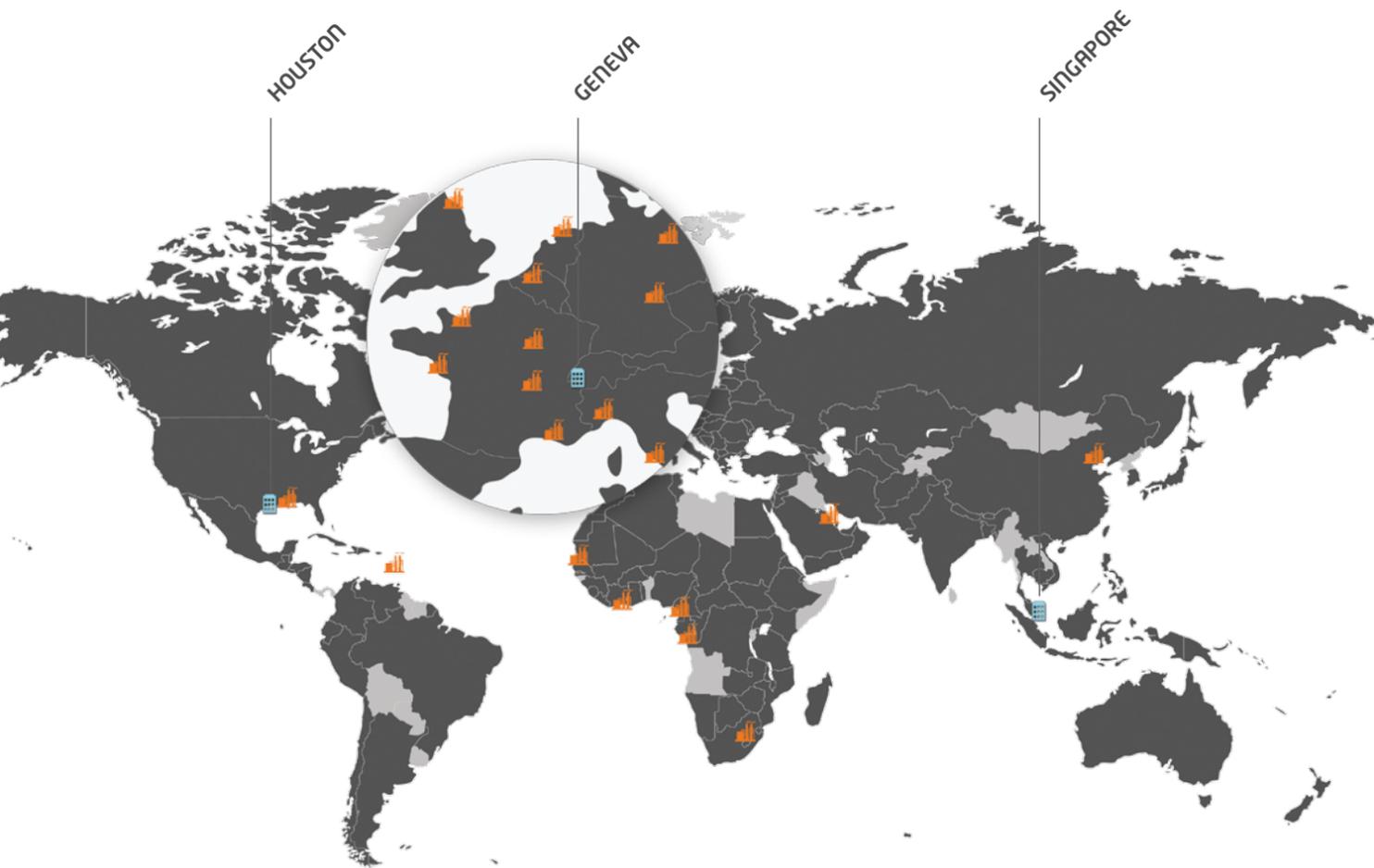
The Group is also a first rank player in chemicals. Its 96,000 employees put their expertise to work in **every part of the industry** - exploration and production of oil and natural gas, refining and marketing, gas and new energies, trading, and chemicals.

With nearly 15,000 service stations worldwide, Total is **among the largest refiners & marketers in Western Europe and the leading marketer in Africa**... Total is a **major player in the specialty products** business (lubricants, aviation fuels, marine fuels, heavy fuels, liquefied petroleum gas, bitumen...) and one of the leading traders of oil and refined products worldwide.

Total is committed to meeting growing energy demand while consistently acting as a responsible corporate citizen. Total is actively **preparing for the energy future** by progressively expanding its offerings and developing complementary next generation energy activities, with a focus on **solar** and **biomass**.

2012

MARKETING, REFINING AND TRADING ACTIVITIES WORLDWIDE



FUELING YOUR GROWTH

-  TOTAL MARKETING PRESENCE
-  REFINERIES
* Incl. Jubail refinery (start-up in 2013)
-  TOTAL TRADING HUBS

As a result of strong partnerships with mining companies in 40 countries worldwide, Total has developed mining solutions based on a range of **high quality products** with **integrated services**.

TOTAL MINING SOLUTIONS adds value to mining customers by **maximizing equipment availability, increasing productivity** and thus, **reducing their overall costs**.

Supplying around 200 mining sites worldwide, Total is a **partner of choice** for mining companies.



OUR MODULAR SERVICE OFFER

-  **LIQUID FUELS TECHNICAL SUPPORT**
 - Fuel analysis
 - Contamination management / filtration
 - Consumptions' monitoring and optimization
-  **LUBRICANTS TECHNICAL SUPPORT**
 - Product range optimization
 - Oil analysis
 - Contamination management / filtration
 - Training
-  **HEAVY FUEL OIL EXPERTISE**
 - Storage solution
 - Additivation
 - Training
 - On-site audits
-  **OPERATIONS**
 - Fuel facilities design and construction
 - Financing solutions
 - On-site depot and distribution management
 - Maintenance management
-  **HSEQ**
 - International standards for fuel facilities
 - Strong HSEQ policies for hydrocarbon operations
 - Waste oil management
 - Stringent transport policies



TOTAL GROUP ORGANIZATION



KEY FIGURES (2011)

5 TH LARGEST OIL COMPANY
96,000 EMPLOYEES
Products marketed in
150 COUNTRIES

200
SUPPLIED
MINING SITES

Mining presence in
40
COUNTRIES



TOTAL MINING SOLUTIONS: A GLOBAL OFFER



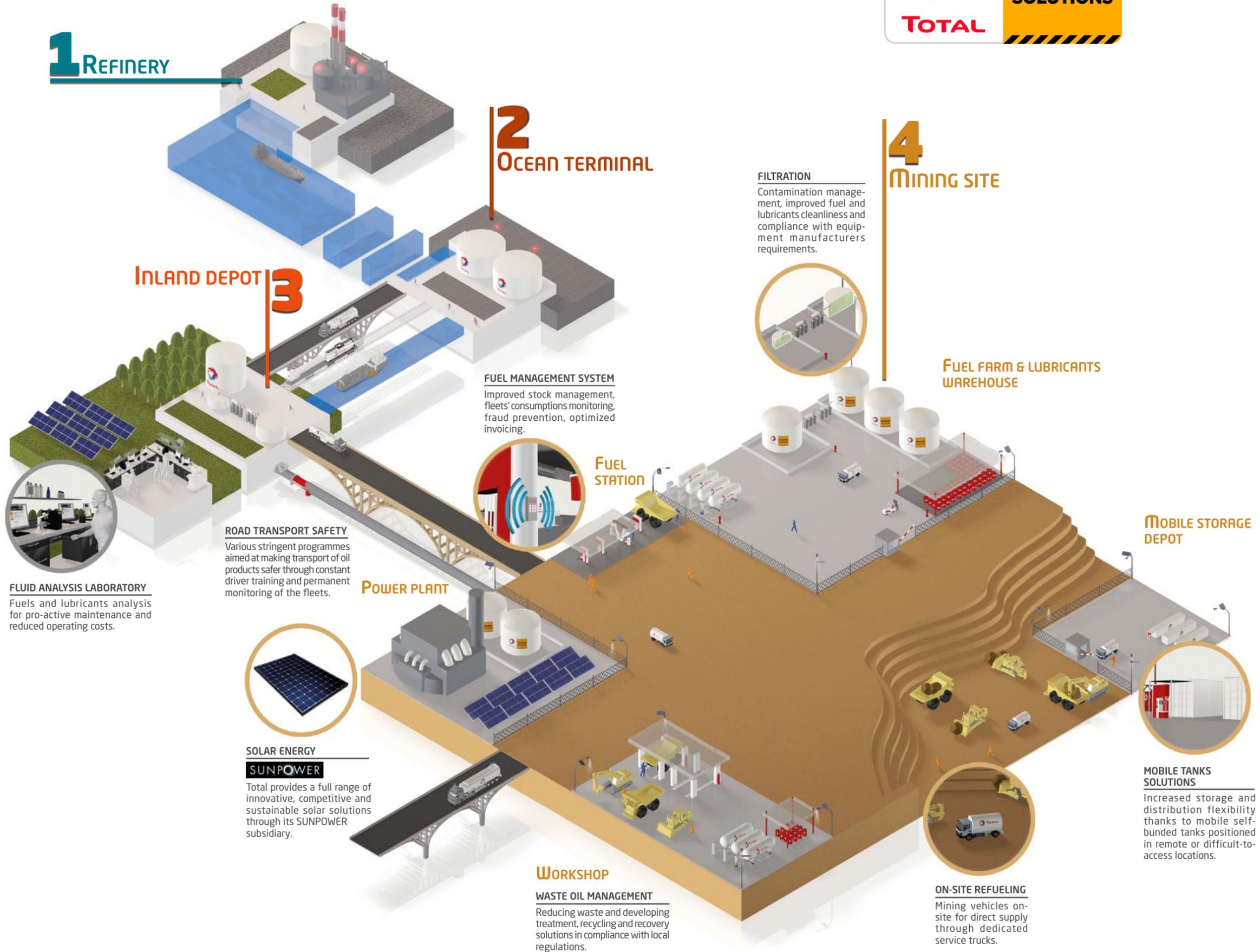
From the refinery to the mining site, TOTAL MINING SOLUTIONS covers the entire supply chain ensuring reliable delivery and product quality.

Thanks to a worldwide network of refineries, terminals and blending plants, Total is able to supply petroleum products to mining customers even in the most remote areas.

Our success in partnering with mining companies is based on our ability to manage large-scale projects in complex environments.

For each mining project, Total provides a combination of key success factors such as trucks equipped with on-board computers, permanent or mobile storage and dispensing facilities, filtration systems, laboratories for fluid analysis, fluid management systems, on-site technical support, etc.

Our corporate social responsibility is a pillar of our strategy and focuses on three major issues: meeting energy needs while tackling the challenges related to climate change and natural resources, curtailing the impact of our operations on people and the environment, helping to drive social and economic development.



CONSTANT FOCUS ON PRODUCT QUALITY

R&D

For decades Total has been investing in R&D jointly with equipment manufacturers to formulate products. Continuous innovation and technology leadership enables Total to develop a **broad range of high quality petroleum products** designed for use in the harshest conditions.

Lubricants

In Total's research centers, chemicals and mechanical engineers develop lubricants suitable for mining equipments. Our lubricants guarantee **optimal performance and protection** of the machines and comply with both **international standards and equipment manufacturers' requirements**.

Fluid Analysis

Fuel & Lubricants Analysis is a cornerstone of TOTAL MINING SOLUTIONS. Analyses are performed either through Total's own laboratories (possibly on site) or certified third-party laboratories. TOTAL MINING SOLUTIONS uses ANAC Mining, an **in-house oil analysis and diagnosis system** for engines and drivelines components. ANAC Mining service for industrial and automotive oils **optimizes proactive maintenance** and **reduces operating costs**.

Cleanliness

Whatever the quality of the products delivered from the refinery, the risk of contamination remains present at each step of the supply chain. TOTAL MINING SOLUTIONS provides **effective filtration solutions** aiming at **closely controlling the product cleanliness and minimizing its particles content**. By implementing the adequate filtration, TOTAL MINING SOLUTIONS reduces operating costs.

Quality

Total is highly committed to supplying products in compliance with the specifications in force at the local and international levels. In a permanent search for quality and sustainability, Total is also willing to **improve energy efficiency** and to **reduce its environmental footprint** through supplying high quality fuels and lubricants meeting the most stringent equipment manufacturers' requirements.

Additives

Total offers a complete range of additives for mining operations. These multipurpose additives are specially designed for keeping diesel engine clean and improving the combustion properties, resulting in improved product quality and reduced consumption.



OUR PRODUCTS



FUELS



LUBRICANTS AND GREASES



AVIATION FUELS



MARINE FUELS



LPG



BITUMEN



SPECIAL FLUIDS



COOLANT LIQUIDS



DEGREASERS



SOLVENTS



SULPHUR



SOLAR ENERGY

TOTAL MINING SOLUTIONS COMMITMENTS



SAFETY

- Golden rules
- Transportation standards
- Training



INNOVATION

- Lubricants
- Fuels
- Solar energy



ENVIRONMENT

- Waste oil management
- Risk assessment
- Mitigation action plans



EXPERTISE

- On-site staff
- Technical audits
- Lubrication survey
- On-site training



LOGISTICS

- Supply chain management
- Supply process optimization
- Fuel facilities design and construction



SERVICES

- Stock management
- Fuel management
- Filtration / cleanliness control
- Storage and distribution facilities operation



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