



PRACTICAL TRAINING IN THE DEFENSIVE DRIVING OF LIGHT VEHICLES

**KIT FOR AFFILIATES AND ENTITIES FOR
IMPLEMENTATION**

Purpose of the kit

Safety is a core value at Total. Since September 1, 2016, as part of the corporate project One TOTAL, all the Group HSE teams were merged into one Division: HLD/PSR/HSE or One HSE. The aim of this organization is to align the Group HSE strategy, provide the means required to attain Group HSE objectives and standardize practices or even simplify them whenever possible.

To this end HLD/PSR/HSE set down the minimum requirements as regards driving, applicable to all Group affiliates and entities, in CR-GR-HSE-404 published in October 2018.

In compliance with this rule, each Group entity and affiliate must raise awareness of defensive driving and train certain of their employees.

The kit is designed for HR teams in affiliates and entities to help them understand their role and inform the other players of their responsibilities, using the dedicated support sheets.

The present kit aims to:

- Inform Group affiliates and entities as regards the expectations of the HSE business line in terms of training their employees in the defensive driving of light vehicles.
- Provide affiliates with a set of technical specifications for use when consulting local service providers or training agencies for practical training in the defensive driving of light vehicles, including at least the core competencies to be acquired and each participant's commitment to attaining the specified training objectives (to be submitted at the end of the training course). **This kit will allow the affiliates and entities to implement the 8482 "DEFENSIVE DRIVING" course at the local level from the Total group training catalogue.**
- Raising awareness among all players as regards training in the defensive driving of light vehicles.

The figure below is a schematic representation of the deployment of the full training course in the defensive driving of light vehicles. For each step, the corresponding support sheet(s) in the kit are indicated, as well as the players involved.

Support sheets

Context & Objectives - Role & Responsibilities

Manager

Fleet manager

Employee

Manager

Manager

Employee

Context & Objectives - Role & Responsibilities

Purchases

Employee

Manager

Employee

Steps in the implementation of the training course in defensive driving

Kit received by the affiliate and sheets distributed to the players concerned

Employee issued with:
 - CR-GR-HSE-404
 - LV Drivers' Handbook

Interview between the Manager and the Employee about the expectations and challenges of awareness-raising sessions or training.

Employee follows the "Raising awareness to driving hazards" e-learning module.

Consultation with training providers

Training in driving an LV defensively

Employee's commitment to objectives and presentation to his/her manager.

Employees' training course

Uses a LV for professional journeys

Using a LV provided by the Group or driving more than 10,000 km/year



TRAINING IN DEFENSIVE DRIVING

Context & Objectives - Roles & Responsibilities

Employees to receive training

Requirement 3.2.3 of Group rule CR-GR-HSE-404 stipulates training in defensive driving:

Requirement 3.2.3: Defensive Driving Training

Practical training in defensive driving is carried out for:

- Drivers using vehicles provided by the entity or affiliate;
- Entity or affiliate drivers who drive more than 10,000 km per year for business purposes using short-term rentals or their personal vehicles;
- Drivers of vehicles used by contractors for the entity or affiliate, within this rule's scope of application.

Road risk awareness training is conducted for drivers with limited use of short-term rental vehicles or their personal vehicle for business use.

The minimum frequency of refresher training is 3 years in high driving risk countries and 10 years in other countries.

(Expectation 06.02)

To comply with this requirement a two-part training course has been developed:

- An e-learning module to raise awareness to driving hazards.
- Training in defensive driving.

Employees' training course

Group documents

Any employees who have to use a light vehicle to make professional journeys must be familiar with the following documents:

- Group rule CR-GR-HSE-404
- Light vehicle drivers' handbook

These documents are issued by:

- The fleet manager to employees who are issued with a company car by the Group.
- Managers to all other employees.

Awareness-raising - E-learning

All employees who use a vehicle for professional reasons must follow the e-learning module "Raising awareness to driving hazards" (code 60000252), in compliance with requirement 3.2.3 of rule CR-GR-HSE-404, to:

- Familiarize themselves with the Total group's requirements as regards driving light vehicles safely.
- Revisit the theory behind road driving.

It is available to everyone, simply by signing up on the Group's training platform, LIZZY.

Training in the defensive driving of LV

If employees belong to the target population, once they have completed the e-learning module “Raising awareness of driving hazards”, they must then take a practical training course in defensive driving.

This is a one-day or half-day training course, designed to:

- Make sure that the theory and Total group requirements pertaining to safe driving that are covered in the e-learning module have been assimilated and applied in light vehicle practical driving exercises. To help verify these points, the affiliate or entity will give a copy of the “Light vehicle drivers’ handbook” to the training agency, as well as a list of Total requirements for driving (available in the appendices).
- Develop a common competencies base in terms of defensive driving practice, as defined by One HSE in the list of themes and competencies given in the appendix.
- Acquire and develop practical competencies in defensive driving specific to the local context of the affiliate or entity (e.g. driving on ice, car-jacking, etc.). These extra themes and competencies are to be formally defined by adding them to the list given in the appendix.

At the end of the practical training session, the training agency will give the trainee employee the evaluation grid (appended) completed by the training instructor during the practical training session, based on the themes and competencies to be developed and completed by the agency.

The technical specifications for the “Procurement for the consultation of training providers” form are the minimum core elements to be communicated to training agencies as part of the consultation process for training services in the defensive driving of light vehicles.

The defensive driving training will be implemented at the local level from the 8492 “defensive driving” course in the group training catalogue.

Commitment to objectives

Based on the evaluation grid submitted by the training provider, immediately after the practical training session, employees formally define their commitment to objectives in terms of driving. This commitment to objectives covers the following points:

- Behaviors and key points to be reiterated.
- Behaviors to be adapted or corrected.

Employees present their commitment to objectives to their manager when they have completed the training course.

Roles and responsibilities

Role of HR teams

- Make sure that the technical specifications of the “Procurement for the consultation of training providers” sheet are effectively considered when consulting training agencies for practical training.
- Provide the different players in the defensive driving training course with the pertinent support sheets.

Managers' role

Managers are involved throughout their employees' training course.

Managers issue the following documents to employees who use light vehicles to make professional journeys and for whom the Group does not provide a vehicle:

- Group rule CR-GR-HSE-404
- Light vehicle drivers' handbook

Managers also issue to employees who drive more than 10,000 km/yr the "Employee" support sheet in this kit, which describes in particular the entire training course (e-learning and practical training course).

Managers will also ensure that any of their employees using a light vehicle for professional journeys have completed the e-learning module "Raising awareness to driving hazards". They also ensure that employees who have a Group-issued vehicle and those that drive more than 10,000 km/yr have effectively completed the e-learning module before validating their employees' request for practical training in defensive driving. This information is accessible to managers in LIZZY, the Group training platform, for all members in their teams.

Before taking the practical training course, employees and their managers will discuss their respective expectations about the practical side of defensive driving. Managers will also specify to employees that:

- An evaluation grid completed by the training agency will be given to them on completion of the training course.
- Based on the evaluation grid, on completion of the training course employees will express their commitment to objectives in terms of defensive driving.

Managers will ask their employees to present their commitment to objectives when they come back from the training course.

Role of the fleet manager

For employees who have a company car, in addition to the standard documents, the fleet manager will give the employee the following documents when they hand over the keys:

- A copy of CR-GR-HSE-404.
- The LV Drivers' Handbook.
- The "Employee" support sheet in this kit, which describes in particular the entire training course (e-learning and practical training course).

Employees undertake to read and familiarize themselves with these documents and to apply the corresponding rules and requirements.

TRAINING IN DEFENSIVE DRIVING

Elements of the technical specifications to be provided in the process of consulting training providers

The people responsible for training and procurement services in affiliates and entities will make sure that the following elements in the technical specifications are sent to the training agencies when they are consulted for the service of providing training in defensive driving.

Context of the request for the training course in defensive driving

Safety is the core value at Total. Since September 1, 2016, as part of the corporate project One TOTAL, all the Group HSE teams were merged into one Division called One HSE. The aim of this organization is to align the Group HSE strategy, provide the means required to attain Group HSE objectives and standardize practices or even simplify them whenever possible.

Practical training in defensive driving of light vehicles aims to respond to the obligation set down by One HSE for all Group affiliates or entities to raise awareness and train certain target employee populations in defensive driving. In particular, Group employees using a vehicle issued by a Total group affiliate or entity where employees drive more than 10,000 km/yr are required to take the practical training course in defensive driving.

Title of the training course

“Practical training in the defensive driving of light vehicles”.

The purpose of defensive driving is to prevent accidents by anticipating dangerous situations and adapting behaviors accordingly.

Training course duration

The training course lasts either a half day or one whole day, depending on the target population and the size of the group of trainees.

Training objectives

- Make sure that the theory and Total group requirements pertaining to safe driving have been assimilated and applied in the light vehicle practical driving exercises. To do so, the training agency will read the Light Vehicle Drivers' Handbook available on the Total intranet (links in the appendix) as well as the Total group requirements as regards driving light vehicles (document appended).
- When driving, implement the common core competencies defined by One HSE in the list of themes appended pertaining to defensive driving practices.
- Acquire and develop practical competencies in defensive driving specific to the local context of the affiliate or entity (e.g. driving on ice, carjacking, etc.).

Activity content and teaching methods

The service provider shall provide a practical training course in defensive driving with real case driving scenarios. The service provider shall propose the necessary and pertinent activities to ensure that at least the following points are covered in the practical training course:

- Verification that the basic theory and Total group rules have been assimilated and applied.
- Make sure that all the items in the appended list are covered.
- Identify acquired driving behaviors and those to be modified or corrected.
- **Add any specific aspects of driving required for driving in the local environment of the country/region in which the affiliate/entity is located.**
- Lastly, the service provider shall evaluate trainees and ensure that they commit to fulfilling a contract of objectives on completion of the practical training course.

Themes and competencies expected on completion of the training course

The list of themes and competencies in the appendix below is the minimum content and competencies trainees are required to acquire. The service provider adds to the list any specific needs pertaining to the local context of the entity or affiliate.

Expected level of service

Based on the list of themes and competencies to be acquired, to which any specific aspects pertaining to the local context have been added, on completion of the training course the training agency will give the trainee the evaluation completed during the training course. The evaluation grid template is appended to the present kit.

Moreover, on completion of the training course, trainees must master all the correct behaviors and self-correct any bad driving practices. As such, they should be able to formally define their commitment to objectives by completing the evaluation grid they received from the training agency, listing their best practices to be optimized and any behaviors to be corrected or improved. The training agency must make sure that the commitment to objectives is formally defined on completion of the training course.

On the other hand, the training agency shall run a practical driving training session. Under no circumstances can training on a driving simulator be considered as complying with the technical specifications and cannot be considered as practical training in the defensive driving of light vehicles.

Evaluation of the training course

The training agency will run a global evaluation on the form and content of the training course to obtain as a minimum, immediate feedback from each of the trainees.

Documents to be provided with the technical specifications in the consultation dossier

- **Total group driving requirements:**



TOTAL Rules _
Driving LV.pdf

- **Light Vehicle Drivers' Handbook** - Available on the Total intranet:

FR: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/FR_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf

EN: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/EN_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf

- **File containing the themes for the practical training course in defensive driving and the templates for the evaluation grid and commitment to objectives**



AF_Themes
objectives commitm

The file contains:

1. The **list of themes and competencies** to be developed during the training course:
This list contains the minimum requirements requested by Total. The training agency will add to these if necessary.
2. The **evaluation grid** to match the list of themes and competencies.
It will be completed by the training instructor during the defensive driving course and handed to trainees at the end of the session.
3. The **commitment to objectives** to match the themes and competencies and the evaluation grid.
This is to be formally defined by trainees immediately after completing the training session. They then share it with their managers when they return to work.

List of themes and competencies to be developed during the training course <small>To be provided by the affiliate training provider during the consultation process</small> <small>To be completed by the training provider in view of local or regional specificities</small>		Evaluation grid <small>To be given to the training instructor</small> / <small>To be given to the training instructor</small> <small>BA: Not acquired</small>			Commitment to objectives <small>To be completed by trainees</small> / <small>To be shared by trainees and their managers when they come back from the training course</small>	
Minimum themes and competencies expected on completion of the training course		A	BA	NA		
Vehicle	Know how to make safety checks Inspect the entire vehicle before each use to identify any obstacles that cannot be seen when you are at the wheel, dirty windows, dirty or broken rear-view mirror, leaks (oil, water, fuel) under the steering wheel, dirty or broken lights, flat tires.				Vehicle Know how to ensure my own safety	
	Get used to an unfamiliar vehicle Check the documents and onboard equipment				Get used to an unfamiliar vehicle	

Safety is a core value at Total. As such, and to guarantee employees' safety on professional journeys, CR-GR-HSE-404 published in October 2018, sets down the minimum requirements for driving, applicable to Group affiliates and entities.

In compliance with this rule, each Group entity and affiliate must raise awareness of defensive driving and train certain of their employees.

Requirement 3.2.3: Defensive Driving Training

Practical training in defensive driving is carried out for:

- Drivers using vehicles provided by the entity or affiliate;
- Entity or affiliate drivers who drive more than 10,000 km per year for business purposes using short-term rentals or their personal vehicles;
- Drivers of vehicles used by contractors for the entity or affiliate, within this rule's scope of application.

Road risk awareness training is conducted for drivers with limited use of short-term rental vehicles or their personal vehicle for business use.

The minimum frequency of refresher training is 3 years in high driving risk countries and 10 years in other countries.

As a manager, you are responsible for ensuring that your teams receive training.

1. Group documents: Group rule CR-GR-HSE-404 and “Light Vehicle Drivers’ handbook”

- **To be issued to any of your employees who use a light vehicle for professional reasons**
- For employees with vehicles provided by the Group, the fleet manager issues them with the documents when they hand over the keys.

2. E-learning on “Raising awareness to road risks”

- Training objectives: Assimilate the Group safety requirements for driving light vehicles and remind employees of best practices.
- All employees making professional journeys must complete the module.
- It is a prerequisite to taking the practical training course in defensive driving.
- **Check in LIZZY that your employees have effectively completed the module.**

3. Practical training course in the defensive driving of LV

- Training objectives: Identify your best driving practices and correct poor ones.
- **Before the training course, discuss your employees’ expectations in terms of driving.**
- **Before the training course, check in LIZZY that your employees have effectively completed the e-learning module on raising awareness.**

4. Assimilation: your employees’ commitment to objectives

- On completion of the practical training course, your employees must formally define a contract of objectives concerning their driving attitudes and behaviors.
- **When your employees come back from training, discuss what they have learned and their commitment to objectives**

At Total, safety is a value, and road safety is a major challenge. Improving performance with respect to road accident statistics is a constant concern for the Group. But safety is a daily battle that must be fought with humility and vigilance. We must continue our actions and efforts.

“At Total, safety is everybody’s business.”

As fleet managers, you are the first point of contact for employees, likely to raise awareness to driving hazards.

When you hand over the keys to a vehicle, in addition to the standard documents, you must hand over the associated information documents:

Group rule CR GR HSE 404 on “Safe driving of road vehicles”

This Total group rule covers the management of road transport activities, of both people (individual or in groups) and goods.

For driving light vehicles, it sets down in particular the Total group requirements pertaining to business travel.

It also specifies the requirement for training in defensive driving for employees issued with a company car.

The latest version can be consulted via the Total group document referential (Reflex):

FR: https://cat.corp.local/sites/REFLEX/Lists/Reflex_Document/Attachments/581/CR-GR-HSE-404_fr_1.pdf

EN: https://cat.corp.local/sites/REFLEX/Lists/Reflex_Document/Attachments/581/CR-GR-HSE-404_en_1.pdf

Light vehicle drivers' handbook

This booklet reminds light-vehicle drivers of the obligations and prohibitions that apply to them and promotes the behaviors they are to adopt to reduce the risks of road accidents. It should help them improve their behavior at the wheel and make them safer drivers for themselves, their passengers and other road users.

The handbook is available on the Total intranet:

FR: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/FR_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf

EN: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/EN_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf

The sheet “Your training course in defensive driving”

Describes the description of the defensive driving training course for employees.

YOUR TRAINING COURSE IN DEFENSIVE DRIVING

Why follow a defensive driving training course?

Safety is the priority value at Total. As such, to guarantee your safety on business journeys and in compliance with Group rule CR-GR-HSE-4040, you have completed the e-learning module on raising awareness to driving hazards, designed to help you be more aware of road risks and familiar with Total group requirements as regards the safe driving of light vehicles.

The Group provides you with a company car or you drive more than 10,000 km a year on business travel. In compliance with CR-GR-HSE-404 and with your safety in mind, you are about to take a defensive driving training course.

The entire training curriculum is designed to ensure your safety on business trips by making you responsible for your training so that you can:

- Acquire and apply the theory and requirements of the Total group as regards light vehicle driving.
- Identify any inappropriate driving behaviors and learn how to correct them.
- Identify best practices at the wheel to consolidate them.
- Evaluate your environment and your level of vigilance and adapt your driving style accordingly.
- Commit to a contract of objectives as regards driving.

Your training course in the preventive driving of light vehicles in four steps

1. Documents - CR-GR-HSE-404 and the LV Drivers' Handbook

- Handed over by the fleet manager if the Group issues you with a company car. Issued by your manager if you drive more than 10,000 km/year.
- Make sure you read them. Make sure you refer to them regularly.

2. E-learning on "Raising awareness to driving hazards"

- Accessible at all times on LIZZY, the Group training platform.
- **To** assimilate Group requirements and remind you of the **theory**.
- **Must** be completed before the practical training course.

3. Practical training course in defensive driving

- Before the training course, **discuss** your expectations in terms of driving with your **manager**.
- During the training course, **identify your good driving practices and correct any bad ones**.
- On completion of the training course, the instructor will give you your **evaluation grid**.

4. Assimilation: your commitment to objectives

- Formally define it on completion of the practical training course using the support media provided by the training agency.
- Discuss it with your manager when you go back to work.

KIT APPENDICES

- Group rule CR-GR-HSE-404** - Available in the Group document referential – REFLEX:
 FR: https://cat.corp.local/sites/REFLEX/Lists/Reflex_Document/Attachments/581/CR-GR-HSE-404_fr_1.pdf
 EN: https://cat.corp.local/sites/REFLEX/Lists/Reflex_Document/Attachments/581/CR-GR-HSE-404_en_1.pdf

This rule is a Total group document for internal use only and may not be distributed outside the Group.

The Total group requirements pertaining to defensive driving can be communicated to service providers and training agencies using the attached file:



TOTAL Rules_
Driving LV.pdf

- Light Vehicle Drivers' Handbook** - Available on the Total intranet:
 FR: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/FR_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf
 EN: http://wat.corp.local/sites/s215/fr-FR/Documents/Transport-Stockage/route/EN_Brochure-RS-Conduite-vehicule-Routier_VL%20-%20FINAL.pdf
- File containing the themes for the practical training course in defensive driving and the templates for the evaluation grid and commitment to objectives:**



AF_Themes
objectives commitm

The file contains:

- The list of themes and competencies** to be developed during the training course:
 This list contains the minimum requirements requested by Total. The training agency will add to these if necessary.
- The evaluation grid** to match the list of themes and competencies.
 It will be completed by the training instructor during the defensive driving course and handed to trainees at the end of the session
- The commitment to objectives** to match the themes and competencies and the evaluation grid.
 This is to be formally defined by trainees immediately after completing the training session. They then share it with their managers when they return to work.

1 List of themes and competencies to be developed during the training course <small>To be provided by the affiliated training provider during the consultation process To be completed by the training provider in view of local or regional specificities</small>	2 Evaluation grid <small>To be given to the training instructor on completion of the training</small>	3 Commitment to objectives <small>To be completed by trainees on completion of the training course To be shared by trainees and their managers with their managers at the end of the training course</small>
Minimum themes and competencies expected on completion of the training course	A BA NA	Vehicle
Know how to make safety checks <small>Inspect the entire vehicle before each use to identify any obstacles that cannot be seen when you are at the wheel, dirty windows, dirty or broken rear-view mirror, leaks (oil, water, fuel) under the steering wheel, dirty or broken lights, flat tires.</small>		Know how to ensure my own safety
Get used to an unfamiliar vehicle <small>Check the documents and onboard equipment</small>		Get used to an unfamiliar vehicle

For further information on the road safety actions taken by the Group, please consult the #SafeDriver campaign available in the HSE Toolbox:

FR: <https://www.toolbox-hse.total.com/fr/safedriver-0>

EN: <https://www.toolbox-hse.total.com/en/safedriver-0>