

# SERVICES

at every step by  
TotalEnergies Fluids



Working together as partners, we are committed to offering you first-class support. Safety is a core value, and drives everything that we do. Whatever your business, whatever your location, our experts are always close to you.



## TECHNICAL EXPERTISE

CHOOSE THE RIGHT PRODUCT FOR YOUR APPLICATION

### Individual consultancy services

- ▶ As a producer:
  - ▶ we guarantee complete knowledge of the production chain.
  - ▶ we develop tailored solutions for your current and future needs: a wide range of dearomatised and biodegradable products.
  - ▶ we provide samples for evaluation on request.

### Research and laboratory analysis

- ▶ Leading-edge R&D: two centres in France, one in Germany and one in India.
- ▶ Our laboratories can assist with your product development, formulation, and testing requirements.

### Sustainable innovation to enrich our overall offer

- ▶ Our unique HydroDeAromatisation process (HDA) guarantees high purity and therefore stability.
- ▶ We integrate HSEQ into the full lifecycles of our products to reduce operational impacts.
- ▶ We propose responsible offers:
  - ▶ one based on mass balance approach.
  - ▶ products sourced from circular economy.
  - ▶ BioLife, a range of high-performance renewable **BioLife** isoalkanes from 100% vegetable origin feedstocks.

### Quality assured through certifications and standards

- ▶ ISO 45001 certification.
- ▶ ISO 9001, 14001, Certiphyto, Halal, ISCC Plus certifications and EcoVadis.



## Adapted international supply and storage

- ▶ Plants in Oudalle (France), Bayport (USA), and safety stocks in worldwide locations.
- ▶ Our local subsidiaries organise freight for you, in all four corners of the world.
- ▶ Multimodal delivery solutions.
- ▶ Product available in bulk, IBC or drum.
- ▶ We can offer specific storage solutions.

## On-line reservations for transport

- ▶ BOOK'n LOAD, our web-based appointment platform, for loading at the Oudalle factory and its associated depots, enables us to:
  - ▶ optimise the organisation and planning of loads.
  - ▶ improve the flow of traffic.
  - ▶ deliver on time.

[Click here to discover the website.](#)



## EFFICIENT DELIVERY & LOGISTICS

YOUR PRODUCT WHEN AND WHERE YOU NEED IT



## CUSTOMER SERVICE & SALES SUPPORT

LONG TERM PARTNERS

### A unique customer experience

- ▶ A global presence all over the world with local contact.
- ▶ A dedicated team to answer your technical and practical requests.
- ▶ Privileged access to all TotalEnergies offers.

### Easy to do business with

- ▶ Pricing solutions to suit your needs.
- ▶ DocOnline to manage your access to invoices digitally, quickly and easily.

## Collaborative training

- ▶ Technical product training to learn about specifications and characteristics of our products.
- ▶ Consultative support on applying technical benefits to optimise your production processes.

## Our future customer lounge

- ▶ FLUIDS4U, our portal where you can find all the information about our products, our certifications, but also make sample orders and ask your questions.



## TRAINING & DIGITAL SERVICES

OUR EXPERTISE AT YOUR DISPOSAL

