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TotalEnergies

Editorial

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In these exceptionally challenging times, our teams at TotalEnergies Marketing Lebanon have once again demonstrated unwavering **dedication** and remarkable **resilience**.

Despite the uncertainties brought by the war, our priority has remained clear: **protecting our people** while ensuring the **continuity of essential services** to customers across Lebanon. The commitment shown across all departments reflects not only **operational excellence** but a deep sense of **responsibility** and **solidarity**.

I want to extend my heartfelt **appreciation** to every colleague on the ground and behind the scenes whose efforts sustained our **operations** under unprecedented pressure. Throughout this period, we remained firmly committed to the **safety of our operations**, ensuring that every activity was carried out with the highest standards of **precaution** and **control**. In parallel, we continued standing by our communities through targeted **solidarity** and **humanitarian actions**.

Together, we continue to navigate this crisis with **determination**, **professionalism**, and **unity**.

OPERATIONAL & WORKFORCE SAFETY

Throughout the crisis, the company prioritized the **safety of people** and the **security of operations** through rapid, coordinated measures across teams. A **backup site** was activated to ensure continuity of essential activities. Work modalities were reorganized using **flexible remote arrangements**, while a **pre-authorization system** safeguarded controlled access to the head office, maintaining a **30% on-site presence** to ensure business continuity. Employee protection remained central, with **relocation support** for those living in **high-risk zones**, including financial assistance to help them move to safer areas. Network employees were reassigned to **stations closer to home** to reduce exposure during commuting. In parallel, **96 emergency beds** were set up across two service stations, and two colleague families were hosted as part of the emergency relocation plan, forming part of tailored safety plans for employees living or working in high-risk areas. HR ensured continuous human support through **daily safety check-ins**, **immediate assistance when needed**, and **access to mental health resources**, including psychological support. Two internal town halls maintained **transparent communication**, ensuring employees felt supported and informed throughout the crisis.

19
Colleague families relocated to safe zones

7
Psychological support hours provided

3
Colleagues reassigned to stations near their homes

*All figures in this newsletter cover the period from 1 March till mid-April.

BUSINESS CONTINUITY

Supply & Terminal Operations

Throughout the crisis, the **Supply**, **Terminal**, and **Construction & Maintenance** teams remained fully mobilized to safeguard **operational continuity** while placing **employee safety** at the center of every decision. Despite the rapidly evolving situation, teams worked to ensure that essential activities could continue **without interruption**. Daily **safety calls** and **operational briefs** were established with key personnel across dispatch, transport, and Terminal operations. These check-ins served a dual purpose: assessing colleagues' ability **to reach work safely** and confirming that the minimum required **staffing levels** were **maintained** to sustain operations. Supervisors also performed **direct well-being assessments** to ensure team members were fit for duty, particularly in relation to **fatigue management**, which was critical for safe execution of tasks.
The Terminal team activated heightened **preparedness protocols**, maintaining readiness to shift into **reactive response mode** in the event of a sudden deterioration in the security situation. This included clearly defined **response scenarios** and the prioritization of appropriate measures to protect **people**, **assets**, and **products**. To balance safety and operational continuity, **rotational attendance systems** were introduced across Terminal functions. Teams were reorganized to minimize commuting exposure for colleagues living in **high-risk zones**, while ensuring that essential roles remained covered onsite. Personnel facing unsafe travel conditions had their physical attendance temporarily **halted**, without compromising continuity of work, thanks to strengthened coordination between **onsite and remote teams**. In parallel, the Supply team ensured that **product availability** remained uninterrupted amid demand volatility. Through close **daily monitoring**, optimized **dispatch planning**, and tight alignment with **commercial needs**, supply flows were maintained throughout the crisis.

Contracted
1,570
trips for product deliveries

2 & **2**
Gasoline shipments
Diesel shipments

**All figures in this newsletter cover the period from 1 March till mid-April.*

BUSINESS CONTINUITY

TotalEnergies

Network Operations

Throughout the crisis, ensuring the **safety of people** and the **continuity of network** operations remained a **core priority**. Continuous and structured communication was maintained with network teams and service station managers through coordinated digital platforms, calls, and email channels, enabling **real-time visibility** and **rapid response** to changing on-the-ground conditions. This constant flow of information allowed management to maintain close oversight of operations and make **timely**, **well-informed decisions** in a **highly volatile environment**. Network teams carried out **daily monitoring** of service stations and key assets, supported by **regular security assessments** guiding decisions related to site operability, access restrictions, or temporary closures when required. In parallel, **close coordination with the Supply team** ensured **consistent product availability** despite severe logistical, mobility, and access constraints. **Daily volume tracking** and operational reviews further strengthened the organization ability to **anticipate demand shifts**, prioritize supply allocations, and **adapt quickly** to evolving market conditions. **Strong cross-functional collaboration** supported effective follow-up, reinforced operational discipline, and underpinned overall **business continuity**. Through these collective efforts, the network continued to operate responsibly under challenging circumstances while **safeguarding employees**, **partners**, and **customers**.

152/172
Open service stations

55.5K
End users served per day

270
Mobilized employees from our directly managed service stations

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BUSINESS CONTINUITY

General Trade and Lubricants

Throughout the crisis, the **General Trade and Lubricants** teams remained fully mobilized to ensure **uninterrupted service** to customers across **Aviation**, **Diesel**, and **Lubricants**. Despite the operational and security challenges posed by the war, teams demonstrated exceptional **coordination**, **discipline**, and **adaptability**, ensuring that key sectors of the Lebanese economy continued receiving **critical energy products** without disruption. In the **aviation sector**, the team maintained consistent supply of **Jet-A1 fuel** to **Rafic Hariri International Airport**, securing the operational needs of **MEA** throughout the crisis. To support **hospitals**, **industries**, **factories**, and **power plants**, the team ensured the delivery of thousands of liters of fuel across the country, reflecting strong **logistical coordination**, disciplined **dispatching**, and unwavering commitment to **operational continuity**. Teams worked closely with customers to adapt delivery plans to real-time security developments, ensuring that essential infrastructure remained powered during the most critical stages of the crisis. The **Lubricants** division ensured the **continuous supply** of all lubricant ranges despite mounting regional constraints, allowing **industries** and **heavy-duty operators** to maintain equipment reliability. To mitigate global supply disruptions, **TotalEnergies** mobilized its global network of **blending factories**, ensuring that customers in Lebanon continued receiving products on time. Close coordination with key accounts enabled the team to proactively address challenges arising from the regional conflict and ensure seamless, uninterrupted service.

Diesel

750
Diesel deliveries

120
Lubricants deliveries

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FINANCE & COMPLIANCE

Throughout the crisis, the **Finance team** implemented rapid and coordinated measures to safeguard the flow of **critical financial operations**. A **streamlined and secure process** was established to ensure vendors could continue submitting invoices without interruption, allowing essential workflows to remain fully operational. **Clear procedural guidance** and **dedicated communication channels** were put in place, enabling teams to process requests in a timely manner and significantly reducing the risk of delays. In parallel, the **Audit and Compliance team** strengthened oversight by performing enhanced **WorldCheck** screenings and conducting comprehensive **due diligence** reviews, reinforcing overall **governance** and ensuring continued alignment with regulatory and internal requirements. **Cross-departmental** collaboration played a central role in ensuring stability. Close coordination between **Finance**, **Supply**, **Operations**, and other supporting departments strengthened **follow-up mechanisms**, enhanced **accountability**, and ensured overall **business continuity**. These collective efforts helped preserve key partnerships and maintain uninterrupted supply activities throughout the crisis.

587
Vendor invoices processed during the crisis

54
WorldCheck screenings completed

16
Due diligence reviews completed

5
Audits conducted

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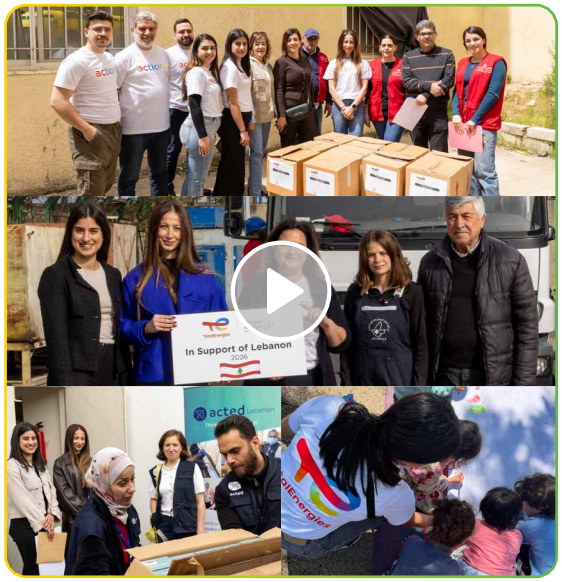
CORPORATE SOCIAL RESPONSIBILITY (CSR)

Standing together with affected communities during these challenging times, TotalEnergies in Lebanon reinforced national relief efforts through coordinated humanitarian actions carried out in partnership with three Lebanese associations and with the active participation of our own colleagues, who volunteered their time to support these initiatives on the ground. Through the Farah Social Foundation, **1,500 food parcels** were delivered to help vulnerable families meet essential needs, while **600 TotalEnergies solar lamps** were provided to Acted Lebanon to be integrated into emergency kits supporting households facing difficult conditions. To further sustain ongoing relief activities, the company also supplied **three months of diesel** to *Offrejoie*, enabling their hosting center in Beirut to remain fully functional during peak response periods. Across all these efforts, our teams remained fully mobilized, demonstrating solidarity and commitment as they stood beside partner NGOs and the communities they serve.



15K
Diesel liters delivered to *Offrejoie*

+40
Volunteering hours

11.5K
Supported individuals

1.5K
Food parcels

112.5K
Meals

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