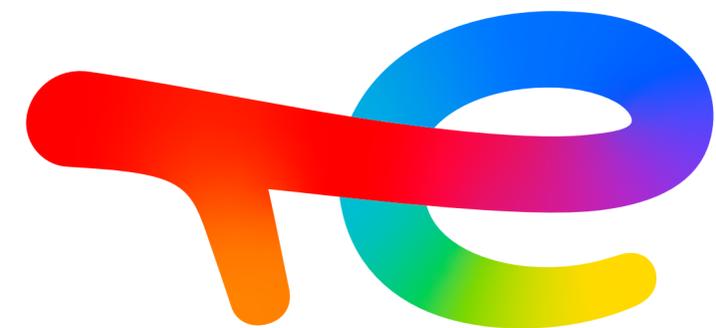


2021: The Main Highlights



TotalEnergies

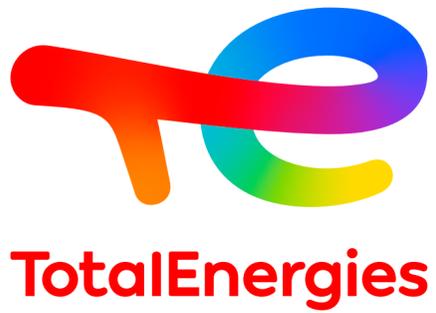


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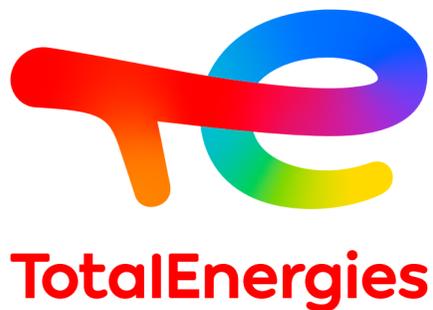
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Message from the Managing Director

Dear customers and partners,

2021 has been a difficult year. The challenges were almost daily, both for you and for us!

The fuel supply has been interrupted at different times as the importation of petroleum products is governed by an official mechanism of the Central Bank, which has often implicated delays in approvals. These interruptions, however, did not prevent us from offering you a **product with a guarantee of quality** and a **service with a guarantee of safety**.

How?

1 2 3



Message from the
Managing Director

1 2 3

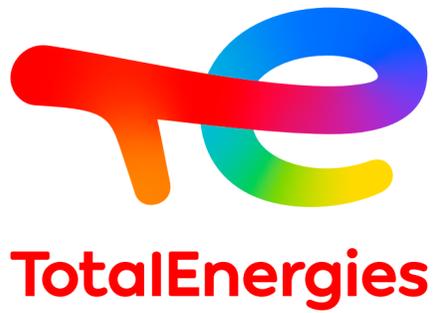
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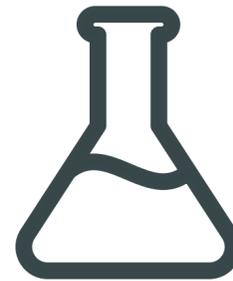
Message from the Managing Director

Here are some key figures during 2021:

- Message from the Managing Director
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- The commitments we stand for
- Socially engaged



11M
refueled cars
within our network



More than
450
product tests done
by the mobile
laboratory at the
service stations



More than
800
safety checks
performed before
the start of any work
or operation at the
warehouse and the
service stations



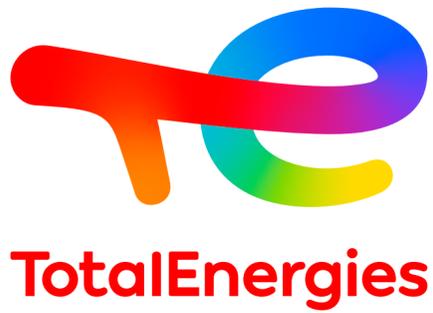
Zero
accidents for our trucks
circulating on the roads



321
employees
mobilized at the
directly managed
service stations



100's
of factories and
households supplied
with our lubricants
and diesel provided
by our General Trade
and DAFA teams



Message from the Managing Director

Quality and safety remained and remain the watchwords and **I thank the teams** who have been mobilized to ensure the continuity of our business. Thanks to the efforts of all, we were able to overcome the challenges.

Being a subsidiary of TotalEnergies, we are backed-up by the know-how and expertise of a broad energy Company that is diversifying its energy offering. "Total" is now "**TotalEnergies**", a name which reflects the Company's ambition to **supply various forms of energy**: oil and biofuels, natural gas and green gases, renewables, and electricity.

Our ambition is also great, and we look forward to better days to transpose the ambition of TotalEnergies locally and be the pioneers in supplying new forms of energy!

Daniel Alvarez
Managing Director
& Country Chair, TotalEnergies Marketing Lebanon S.A.L.



Message from the
Managing Director

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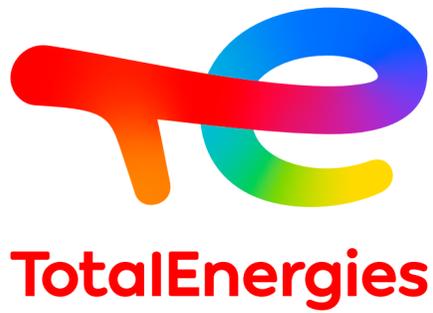
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TotalEnergies Ambition

TotalEnergies aims at bringing its technical expertise and experience to accelerate the development of **renewable energies** and bring a big step closer to delivering **zero emissions by 2050**.

Discover TotalEnergies ambition [🔗](#)



How TotalEnergies is working to achieve a diversified energy offer to reach its ambition?

7 energies



Oil



Gas



Electricity



Hydrogen



Biomass



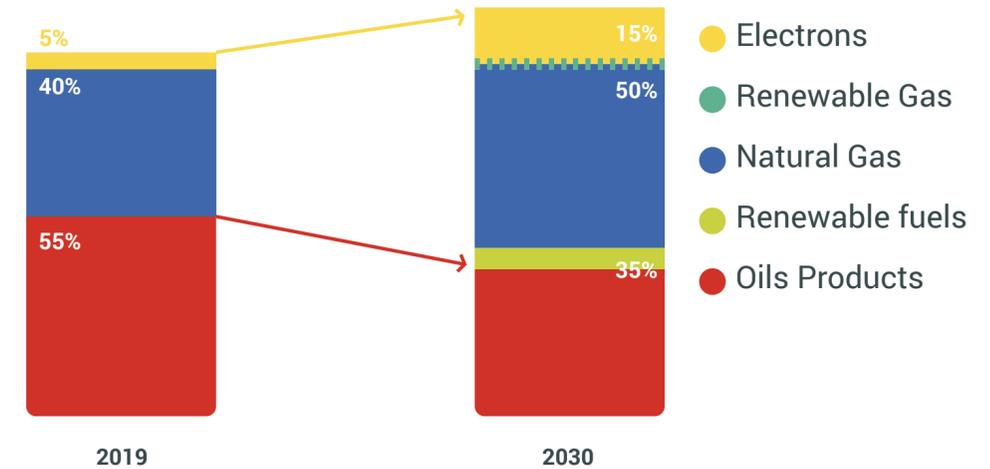
Wind



Solar

OUR TRANSFORMATION INTO A BROAD ENERGY COMPANY

Energy sold to our customers (% in Sales)



Message from the Managing Director

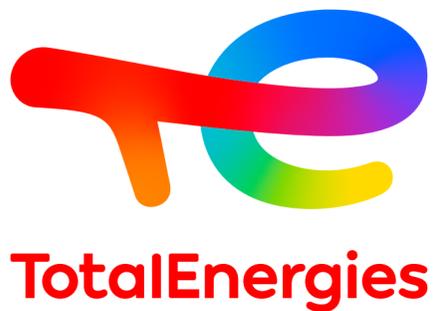
TotalEnergies Ambition

Keeping in touch

Bonjour on your way

The commitments we stand for

Socially engaged



Keeping in touch

Our team has been always **ready to assist you** and we have **reinforced our communication** to keep you updated with our continuous actions and efforts.

How have we kept in touch in 2021?



More than
6,000

answered questions on
all our online tools



4 dispatches

of our newsletter,
TotMag.LB



60

online communications to
the subscribers via our
platform. Want to stay in
touch with our latest news,
register here [🔗](#)



More than
300

social media posts



7

informative and educational
published videos

Message from the
Managing Director

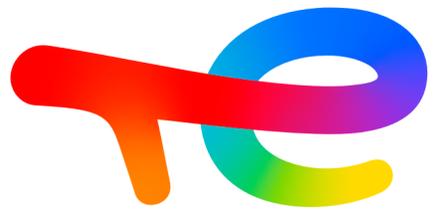
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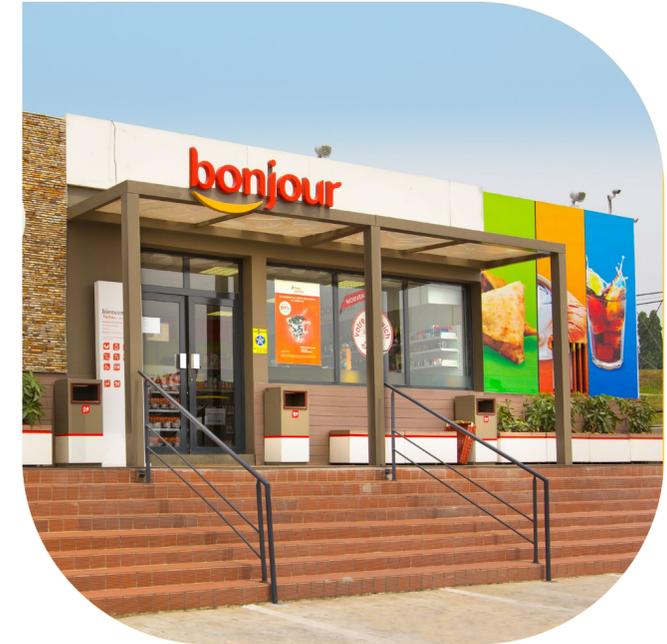


TotalEnergies

Bonjour on your way

The purchasing ecosystem was challenging in 2021, but *Bonjour* convenience stores kept offering you a quality service, a **wide variety** of local and imported products, **continuous offers** throughout the year, and a choice of **different payment methods**.

How have we assisted you on your way this year?



Message from the Managing Director

TotalEnergies Ambition

Keeping in touch

Bonjour on your way

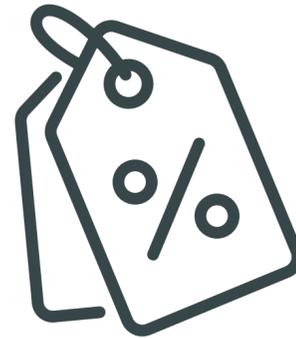
The commitments we stand for

Socially engaged



5,234

products offered at *Bonjour* stores



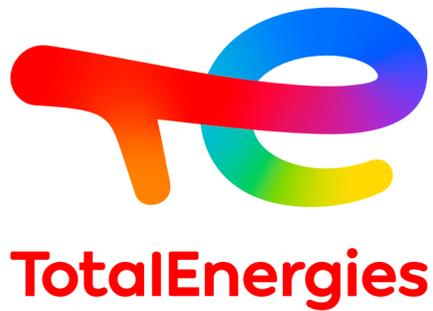
86

offers and promotions



4

payment methods: cash, TotalEnergies card, Visa / Master cards and Easyeats card



The commitments we stand for

Quality, safety, and the environmental approach remain our cornerstone!

Your safety and the safety of our employees come first while we never compromise on the quality of the products and services we offer.

How do we dedicate our actions towards our quality, safety, and environmental commitments?

- **23** solar service stations contributing to reducing **716** tons of carbon emissions till end of December 2021. To know more [🔗](#)
- Every detail at our service stations and warehouse is designed to ensure **safety, quality, and the environmental approach** [🔗](#)
- Massive resources are deployed from the shipment load to the products delivery while ensuring **a safe and quality service at our clients' doorsteps** [🔗](#)



Message from the
Managing Director

TotalEnergies
Ambition

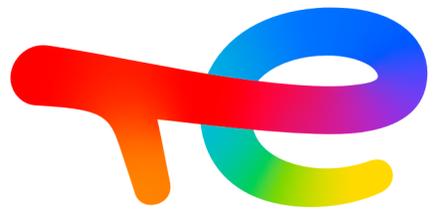
Keeping in touch

*Bonjour on
your way*

**The commitments
we stand for**

1 2 3

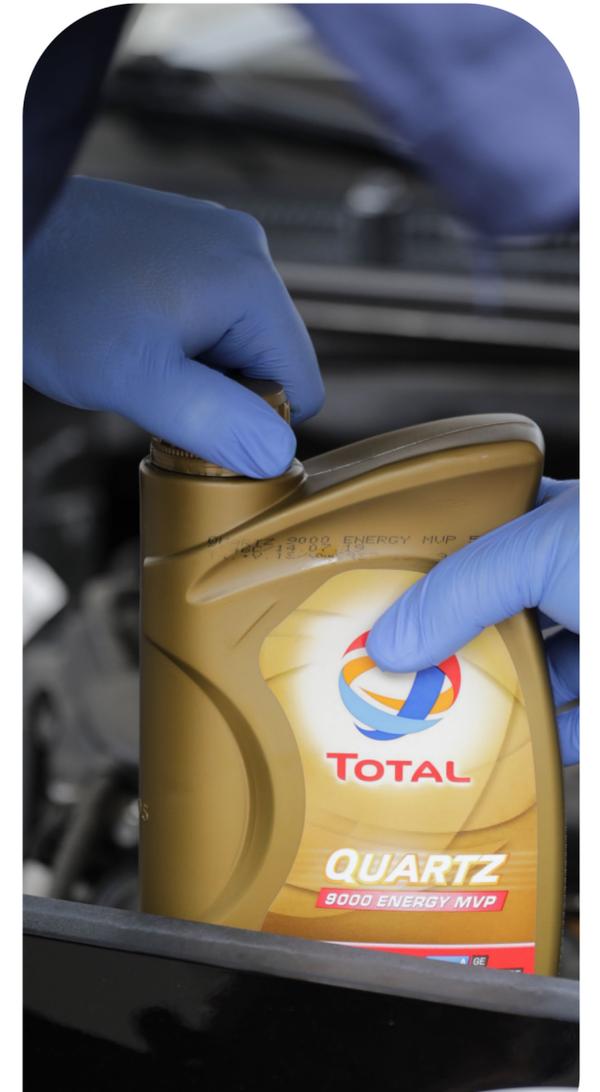
Socially engaged



TotalEnergies

The commitments we stand for

- Our service station attendants regularly undergo **firefighting trainings** to ensure you a safe service at all times [↗](#)
- Our **oil change specialists undergo periodic trainings** and welcome you at the stations to provide you with a high-quality service and the best choice of Quartz lubricants [↗](#)
- Our team is regularly trained to perform **fresh food checks** at *Bonjour* stores, making sure the food aligns with internationally recognized guidelines for food safety management [↗](#)



Message from the
Managing Director

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Keeping in touch

*Bonjour on
your way*

**The commitments
we stand for**

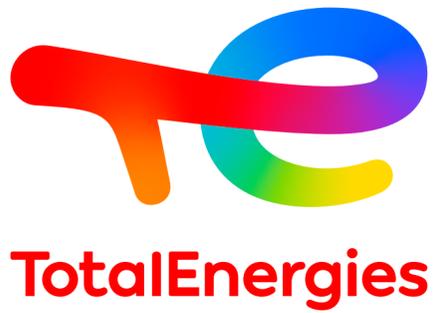
1 2 3

Socially engaged

1

2

3



The commitments we stand for

How do we dedicate our communication towards our quality, safety, and environmental commitments?

- **Storing fuel** at home can put you and your family in danger. Be aware
- From fuel consumption increase to reduced engine power or lifespan, the **effects of bad quality fuel and lubricants** may vary while incurring additional maintenance fees

For more, follow us TotalEnergies totalenergies_lb



Message from the Managing Director

TotalEnergies Ambition

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The commitments we stand for
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Socially engaged

Socially engaged

We are more and more **committed to our societal role**. Our socially responsible acts were translated by several initiatives that are close to our hearts.

How have we served our community in 2021?

- Supporting the reconstruction of **161 apartments** after the port blast
- Donating more than **100,000 liters of diesel** to 4 public hospitals across the Lebanese territory
- Internal launching of **TotalEnergies Women's Initiative for Communication and Exchange (TWICE)** with **2** events and around **100** attendances sensitized on gender diversity and women's empowerment topics
- Supporting *Ciné Caravane* operation with more than **1,000 attendees** who were given the opportunity to be introduced to cinema culture through outdoor film screenings



Socially engaged

- Supporting “Plastic-To-Fuel”(PTF), a local start-up – enrolled in Energy Innovation Hub accelerated by Nucleus Ventures – that aims at transforming plastic waste to fuel. **8 mentoring sessions** for PTF team given by *TotalEnergies Business Accelerator Program*
- We asked for your input through a survey with more than **65** discussed topics

Want to know more about our sustainable development commitments and highlights, kindly click here [🔗](#)

