



Ecosolutions by TotalEnergies Guidelines

Version	Date	Author	Approved by	Changes
1	October 12, 2009	Total Ecosolutions Management Committee Secretary	Management Committee Chair and Labeling Committee Coordinators	-
2	March 10, 2011	Total Ecosolutions Management Committee Secretary	Management Committee Chair and Labeling Committee Coordinators	Quantification of environmental performance expanded across the entire life cycle of the Product or Service
3	September 18, 2012	Total Ecosolutions Management Committee Secretary	Management Committee Chair and Labeling Committee Coordinators	Geographic scope of labeling expanded to "Worldwide" Abridged and complete version of the Guidelines combined into a single document with an appendix
4	March 28, 2013	Total Ecosolutions Management Committee Secretary	Management Committee Chair and Labeling Committee Coordinators	Health performance added as a labeling criterion
5	June 3, 2016	Total Ecosolutions Management Committee Secretary	Management Committee Chair and Labeling Committee Coordinators	Extension of the label term to five years and systematic external review for all renewal requests
6	October 24, 2019	General Secretary of TES	Management Committee Chair and Labeling Committee Coordinators	<ul style="list-style-type: none"> • Integration of external stakeholders in the program governance • Evolution of the Organization • Update of t Update to new version of ISO14021 NF:2016 • Insert comparative claims of an organization's own prior product or service
7	January 11, 2021	General Secretary of TES	Management Committee of the Program at the Novembre 24 th 2020	<ul style="list-style-type: none"> • Addition of « solutions » in the certification perimeter • Precision of external stakeholders function for the ones participating in the TotalEcosolutions program • Precision that energetic mix can be used as technical reference • Addition of new performance criteria in relation with recyclability

8	June, 9 th , 2021	General Secretary of TES	Management Committee of the Program, May, 4, 2021	<ul style="list-style-type: none"> • Extension of the market reference to products or services based on different technologies but meeting the same needs <p>Possibility of mobilizing an advisory committee of experts to define the appropriate methodology for the choice of the market reference on a mandatory basis when it is not the same product or service or on an optional basis in other cases</p> <ul style="list-style-type: none"> • Systematically specifying the market reference chosen for the comparison on all communication media • The evolution of communication concerning "avoided" emissions • Change in the company's identity: Total becomes TotalEnergies apart from 31/05/2021
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Approved by the Management Committee Chair:

Approved by the Branch Coordinators:

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1 Background and Purpose

1.1 Background

Energy plays a key role in mitigating climate change. As a major energy player, TotalEnergies has been working for many years to reduce the greenhouse gas emissions associated with its activities. Through the belief that climate goals can only be met by mobilizing businesses, governments and consumers as a team, TotalEnergies has chosen a proactive strategy by seeking to play a role in the transition.

TotalEnergies' ambition is to become the responsible energy major, meeting energy growing needs while reducing carbon emissions. The Group is committed to contributing to the United Nations Sustainable Development Goals, mainly regarding the areas that are connected to climate change and the development of more affordable, more reliable, cleaner and accessible energy to as many people as possible.

TotalEnergies launched the Total Ecosolutions program in 2009 which recently became Ecosolutions by TotalEnergies. The Group's new sustainable development ambitions are reflected in this initiative, which promotes the environmental and/or health performance of its products and services.

1.2 Objectives

The Ecosolutions program by TotalEnergies is designed to provide customers/users with eco-efficient products, services or solutions that, for an equivalent outcome, deliver superior environmental or health performance compared with a market reference or a reference situation (see criteria in Section 2.2.). The environmental and health performance can be related to a reduction of carbon emissions, energy consumption, water or toxicity (and its impact on health).

Bringing together different businesses and skills within the Group, from research and sustainable development to strategy and marketing, the program serves as **an improvement driver**, enabling TotalEnergies **to continuously expand our lineup of eco-efficient solutions**. The program also fosters dialogue with all stakeholders, including direct customers, sold-to parties and our partners.

To identify these particularly eco-efficient products and services, TotalEnergies created the Ecosolutions label by TotalEnergies. The label is awarded in accordance with a strict process and clearly defined criteria that are described in these guidelines.

2 Deployment of the Labelling Process

2.1 General Principles and Compliance with ISO Standards

To earn the Ecosolutions label by TotalEnergies, **products, services or solutions** must meet the criteria in Section 2.2. They must offer a **significant improvement** in environmental or health performance when compared with a **reference product or service or solution** chosen based on current market knowledge.

The Ecosolutions label by TotalEnergies is a **self-declared environmental claim**. In the absence of national requirements in this area, TotalEnergies decided to establish **labeling guidelines that comply with the following international standards on self-declared environmental claims**:

- **NF EN ISO 14020:2000**¹ – Environmental Labels and Declarations – General Principles.
- **NF EN ISO 14021:2016**¹ – Environmental Labels and Declarations – Self-Declared Environmental Claims (Type II Environmental Labeling).

NF EN ISO 14021:2016 is designed primarily to ensure that self-declared environmental claims are **relevant** and **accurate**. According to the standard's guidelines, an environmental label must reflect a real, specific, current improvement that is substantiated and verifiable. The label must also take into consideration all relevant aspects of the product's life cycle. The claim must be accurate, clear, specific and not exaggerated or misleading.

¹ The ISO series of standards applicable at the time of publication of the Guidelines, including any amendments.

An independent consulting firm has verified the appropriateness of the Ecosolutions by TotalEnergies guidelines with regard to INF EN SO 14020 and NF EN ISO 14021:2016.

The firm's report can be downloaded from ecosolutions.totalenergies.com.

2.2 Criteria for Awarding the Label

Any of the Group's Marketing Departments may request the Ecosolutions label by TotalEnergies for their **products** or **services** or **solutions**, provided they meet the following criteria.

To qualify for the Ecosolutions label by TotalEnergies, a product or service or solution must:

- Be accessible to customers.
- Deliver an improvement in:
 - Environmental performance, by reducing the environmental impact associated with such products and services, such as energy or water use and/or
 - Health performance, by reducing the concentration of associated GHS-classified substances or VOC emissions.
- Justify this improvement by comparing it to a market reference, i.e., a product or service or solution fulfilling the same function and serving the same market or a reference situation.
- The product or services 's overall impact across its life cycle must be considered and evaluated favorably based on current knowledge.
- The product or service's environmental or health performance must not result solely from full compliance with applicable legislation and regulations.

2.3 Geographic Scope

The **geographic scope** associated with the label is defined for each Ecosolutions by TotalEnergies product or service or solution according to where the reference product/service is sold. It is then approved by the program's governance bodies (see Section 3), depending on the specific product/service/solution concerned. In all cases, the geographic scope is specified in the description of the product/service/solution on ecosolutions.totalenergies.com, and the label can only be used for marketing purposes within the specified scope.

2.4 Procedure for Evaluating Environmental or Health Performance

Selecting the **reference product or service or solution** is a key step in the process, as the label's credibility with outside audiences depends to a great extent on the reference product/service's appropriateness and the evaluation's accuracy.

2.4.1 Identifying the Market Reference

The assumptions used to select and evaluate the reference product or service must be justified by the marketing entity or business unit and approved by the branch labelling committees. The final validation is the responsibility of the labelling Steering Committee.

It is possible to choose from two different scenarios to define the market reference, preferably scenario 1 which presents a definition of the market reference on a restricted perimeter, and scenario 2 in the cases and conditions defined below.

In each scenario, the following definition will be specified (see terms definitions in paragraph 5. Terminology):

- The function of the product or service or solution considered (use value)
- The market considered (geographical notion and delivered service)

Scenario 1 - The market reference is a product or service fulfilling the same functions, serving the same market and not involving any major technical modification of the product or service or its environment.

The market reference is then defined, in order of priority:

- A product or service or solution, fulfilling the same functions, currently marketed for the same use and in the same geographical area and representing the majority of the market, according to available data.
 - Example: lubricant A vs. lubricant B
- Or a relevant technical reference (if available) from industry data representing a market average
 - Example: solar panels vs. average technical data of solar panels on the market.
- Or when there is no reference product or service or solution, the previous product or service or solution specific to the same organization with the objective of continuous improvement. This involves comparing the same product whose new version has been improved in terms of environmental or health impact. The previous product becomes the reference product, provided that it is still on the market.

Scenario 2 - The market reference is a product or service or solution based on different technologies performing the same functions and meeting the same needs.

The referential gives the possibility to promote new technologies allowing a superior environmental and health performance compared to traditional products or services meeting the same needs. This second scenario can be mobilized under certain conditions only, which are described in the paragraph below.

In this scenario, the labeling process is conditioned to:

- The selection of a reference methodology used to define the market reference (product, service, solution or reference situation) and the allocation criteria to be implemented.
- A critical review of the chosen market reference and the percentage of market share represented by the chosen product, service or solution.

This review is conducted by an advisory committee of experts (see details of its composition in paragraph 3.2.).

The market reference is then defined as follows:

- n°1: similar products or services or solutions exist but they represent a minor market share because of their innovative characteristics or the changes they imply (e.g. new technologies, new products or services or solutions)
 - The market reference is defined by a product or service or solution meeting the same needs, fulfilling the same functions, currently marketed for the same use involving different technologies, in the same geographical area and representing the current majority offer on the market (what is mostly sold on the market), according to the available data.
 - If necessary and appropriate, the Advisory Board may request a market analysis to accurately identify the majority offer to be considered.

- The advisory board should also make sure that there are no significant inhibitors (i.e. economic factors) impacting practical adoption of the labelled product/service/solution.
 - Example: marine LNG propulsion as a new propulsion or motorization solution.
- n°2: there is no similar product or service or solution on the market or no data available.
 - The market reference is defined by a situation prior to the existence of the product or service or solution or a modeled situation in which the product or service or solution is not used (including scenarios of natural improvement of the environmental and sanitary performance, to be defined with the advisory committee). This exceptional case may concern, for example, a customized or innovative product, service or solution, or one for which market data are inaccessible. In this case, the benefits of the solution must be measured.
 - Example: energy efficiency solutions.

Notes:

- Any choice of the market reference should be clearly explained in the reference documents and must be validated by the Labelling Steering Committee.

Particular attention is given to the following aspects:

- The selection of an appropriate reference product/service/solution as the public's perception of "reference" is subjective and could undermine the label's credibility.
- The choice of the second scenario must be validated by the Labelling Steering Committee taking into account the recommendations of the advisory board.
- The match between the geographical area of the reference product/service/solution assessment and the one where the labeled product/service is sold or provided.

2.4.2 Functional unit

A functional unit is a measurement unit used to quantify the function of a particular product or service. It is the unit outcome, as defined by Total, that serves as the basis for comparing the Ecosolutions by TotalEnergies product/service with the reference product/service. Defining the functional unit is of key importance because the environmental or health performance for each scenario is always determined using the functional unit. The choice of functional unit is validated by the Labeling Committee and then by the Management Committee.

Examples of a functional unit:

- The amount of fuel needed by a category X vehicle to drive for 100 kilometers in a standard automotive industry cycle
- The amount of paint needed to cover one square meter of wall with a defined opacity value for a period of ten years
- The amount of kWh produced by a renewable production unit
- Producing 1 kWh of electricity per year considering the 25-year lifetime of the solar hybrid plant
- Driving 1,000km on an average journey with a light vehicle of average motorization with an engine lubricated with the considered lubricant
- Manufacturing 1t of ready-mix asphalt in an asphalt plant.

2.4.3 Comparative Performance Evaluation

The comparative performance assessment refers to a market referent.

The Ecosolutions by TotalEnergies labeled product/service/solutions must demonstrate a significant improvement in environmental or health performance (GHS-classified substance concentration and GHS-classified VOC emissions) for the functional unit in terms of one or more performance criteria.

4 categories and 6 performance criteria

1. Climate change	<ul style="list-style-type: none">• Reducing CO2e emissions
2. Ressources naturelles	<ul style="list-style-type: none">• Water Savings• Energy savings• Non-renewable resource savings
3. Ecosystem	<ul style="list-style-type: none">• Reducing the impact on the ecosystem
4. Human health	<ul style="list-style-type: none">• Reducing the impact on health

The product or service's overall impact should be considered to ensure that:

- **All significant potential impacts have been taken into account.**
- The significant improvement **does not result in a significant transfer** to other impacts or other stages of the life cycle

This does not necessarily mean that a full life cycle assessment must be undertaken, especially if it can be established that the different stages in the life cycle (production, transportation, processing, use, end-of-life disposal) cannot be accurately quantified based on current knowledge.

Any negative impact created by the use of an Ecosolutions by TotalEnergies product/service/solutions must be mentioned in the label request, even if the only difference that can be determined is qualitative.

This comparative performance evaluation is validated by the Business Unit (BU) and then by the Labelling Steering Committee.

2.4.4 Calculating the Environmental or Health improvement

The environmental or health improvement compared with the reference product/service is evaluated for each label request and included in the descriptions of labeled products/services on ecosolutions.totalenergies.com.

If the environmental improvement involves a reduction in greenhouse gas emissions, the annual emissions reduced through the use of the labeled product/service are calculated based on the year's sales, including of products and services that have been awarded the label or from which it has been withdrawn during the year.

The aggregate greenhouse gas emissions avoided by the use of all labeled products and services are calculated annually and reported on ecosolutions.totalenergies.com and totalenergies.com.

This emission reduction must be presented as a contribution to the reduction of greenhouse gas emissions, not as avoided emissions. The calculation is updated each year using the same method.

2.4.5 The significant nature

The **significant nature** of the improvement is validated by the Labeling Committee and then by the Management Committee, on a case-by-case basis.

The determination of the threshold of significance is the professional judgment of the technical experts and the independent auditor. A gain from a selected reference point shall be used as the initial basis to determine this threshold.

The significant nature or character is appreciated regarding:

- the reference point in a territory defined in a given regulatory context.

- the relative environmental and/or health “gain” (percentage gain relative to the reference product or service) generated by the product or service to be labelled in relation to the reference product or service.
- and/or the environmental and/or absolute health “gain” (the gain applied to all expected sales) generated by the product or service to be labelled in relation to the product or service that serves as a reference.

2.5 Limits / system boundaries

As a reminder and as indicated in section 2.4.3 on Comparative Performance Evaluation, evaluation does not necessarily involve the completion of a complete life cycle analysis.

The following points indicate what is acceptable or excluded and the uncertainties or limitations of the methodology and calculations:

- It is only a matter of evaluating the potential and not real impacts of a product or service.
- the results are particularly dependent on the assumptions chosen at the beginning of the study (study scope, functional unit, etc.) but also on the quality of the data (availability, confidentiality, complexity, etc.) and the version of software, databases and associated impact analysis methods.
- regarding the product design, one of the limiting factors is to access to the data necessary to carry out the study. In this case generic data from published sources can be taken into account to allow analysis on all stages of the value chain.

The limitations of environmental and/or health studies depend on current knowledge and methodologies.

The standard includes all stages of the life cycle, from extraction to end-of-life. However, depending on the availability of data, the scope of the analysis may be partially covered. In this case, the scope covered must be clearly stated as well as the reasons for non-coverage certain stages, considered non-discriminatory in the analysis.

No case will be submitted for only carbon offset or neutral carbon offer without showing proof of reduction.

2.6 Fast track label

A product, service or solution that can prove that it already has an external environmental label can apply for the Ecosolutions by TotalEnergies label using a simplified process, according to the conditions described below.

Approach of the label:

The external label must meet the following criteria:

- Be based on a logic of calculating environmental and/or health impacts and improving the product using environmental analyses with a multi-criteria approach (in particular: climate change and energy efficiency, biodiversity and water, resource and waste management, health and toxicity, social and societal impacts).
- Enable significant improvements on one or more criteria without generating a transfer of impacts deemed problematic.
- Be recognized on the market where the product, service or solution is sold.

If the requirements of the external label are not fully aligned with the Ecosolutions label by TotalEnergies, additional details and justifications must be provided. In this case, the application for the label will follow the standard Ecosolutions label by TotalEnergies guidelines.

Simplified labeling process:

The simplified certification request must be submitted to the Labeling SteerCo for approval. The Program SteerCo is kept informed of the list of products, services or solutions that have been awarded the label via this simplified process.

In the labeling file presented to the Labeling SteerCo, the product, service or solution applying for simplified labeling must provide proof of valid labeling and clearly specify its scope of application in line with the markets where the products are sold. Additional elements may be requested depending on the label concerned and are specified for each label in the following paragraph.

Validity of the label:

The Ecosolutions by TotalEnergies label is awarded for a period of five years. In the context of simplified labeling, it is agreed that the validity of the label meets the following criteria:

- If the external label is valid for less than 5 years, then the Ecosolutions by TotalEnergies label issued under the simplified process is valid for the duration of the external label.
- If the external label is valid for 5 years or more, then the Ecosolutions by TotalEnergies label issued as part of the simplified process is valid for 5 years, at the end of which an evaluation is conducted to determine whether or not to renew the Ecosolutions by TotalEnergies label for the remaining period of validity of the external label.

The labels issued under the simplified process are also reviewed annually by the BUs and the Branch Coordinator to ensure that the label is still relevant in light of market trends and the regulations in the countries of sale.

2.7 Methods for Verifying Compliance

Two ways are used to verify compliance:

- The guidelines' compliance with international standards NF EN ISO 14020 :2000 et NF EN ISO14021:2016 is verified through an external review conducted by an independent third party.
- Compliance with guidelines of new requests to award or renewed labels is verified through both an internal and external review.
 - **Internal review** by the labelling steering Committee meetings.
 - Review files for award or renewal of the labels
 - Examine the annual review of the current Labels
 - **External review** by an independent third party verifies that the guidelines are applied properly in label requests for each product or service. The external reviewer's report is made available at ecosolutions.totalenergies.com

2.8 Label Date and Term

2.8.1 Label Award Date

The label award date is the date on which the reviewer's final report is issued. The label award date marks the beginning of the label term.

2.8.2 Term

The label is awarded for a period of 5 years including the year of the date of issue of the final audit report issued by an independent third party. Unless stated otherwise and validated by the Labelling Steering Committee, the label term expires on December 31 of the term's fifth year.

For a product or service awarded the Ecosolutions label by TotalEnergies in February 2019, for example, the label term would expire on December 31, 2023.

2.8.3 Renewal of the labels

Before the last Labelling steering Committee meeting in the last year of the term, the Marketing Department concerned must submit a new label request, which then undergoes the full labelling process.

2.8.4 Annual review of the labels

An annual review of the labels assigned to products and services is carried out by the BU and the branch coordinator to check compliance with the Ecosolutions by TotalEnergies guidelines and validate or not the retention of the label.

The review process considers:

- any changes in regulations or standards,
- major shifts in market share and competing product/service performance,
- changes in the reference product/service
- changes in the products content/formulation,
- feedback from marketing campaigns and other information.

In the event of a significant revision to the Ecosolutions by TotalEnergies guidelines, the Labelling Steering Committee may decide that approved products and services and solutions need to be reevaluated to verify their compliance with the revised guidelines. Should this occur, the Marketing Departments will have one year to conduct the necessary reevaluation to validate whether the label is maintained.

Withdrawal of the label before term

If the annual review indicates that the product/service no longer meets the label award criteria, the Labelling Steering Committee, on the BU's recommendation may decide between the 2 following options:

- Validate the withdrawal of the label before term, taking effect on the date of the annual review
- Grant a period of one year provided that tests or evidence allow the file to be resubmitted to the labelling Steering Committee in order to maintain or not the label.

This may happen if changes in regulations have made the environmental or health performance mandatory across the market, for example, or because the reference product/service now offers an equivalent environmental or health performance, the product or service is no longer marketed, or the business is sold to another company.

In the case of a label withdrawal, the product/service is removed of the Ecosolution by TotalEnergies website ecosolutions.totalenergies.com.

2.8.5 Annual monitoring report for current labels

Is taken into account in the annual monitoring report for current labels and related labeled products & services, any changes that occurred during year N (Example 2019) and N-1 (example 2018):

- New labels awarded on which the reviewer's final report is issued during the year N
- Labels withdrawn validated during year N-1 and that take effect on the 1st of January of year N
- Labels renewed validated during year N

3 Governance

3.1 The authorities of the Ecosolutions program by TotalEnergies

Two governance bodies are involved in the labelling process:

- At branch level: The Business Units (BU) or the marketing entities with the collaboration of the branch coordinators select, challenge, prepare and propose files (products or services) for certification at the Labelling Steering Committee.

- At group level: two types of steering committees:
 - The Labelling Steering Committee during which:
 - the files are validated for new awards (including fast track awards), or for renewals or to justify cases of withdrawals
 - The evolutions on the guidelines are validated.

 - The Program Steering Committee during which the strategic vision of the program is discussed and validated.

These bodies ensure **continuous improvement** in the labelling guidelines and correct application of the guidelines in the labelling process. Working with the branch teams, they also constantly expand the lineup of labeled products and services with the goal of providing our customers with new solutions.

3.2 Composition of the Ecosolutions by TotalEnergies Committees

- At branch level, members are TotalEnergies experts and branch coordinators.

- The Steering Committee members consist of TotalEnergies corporate representatives, branch managers, experts, branch coordinator and external stakeholders.

- The independent reviewer participates in the Program Steering Committee as contributor.

The external stakeholders contribute to the Program Steering Committee that is held twice a year. They take part in the discussions, participate in the definition of the objectives and the evolution of the program in the same way as the Total representatives.

The Expert Advisory Board

The criteria to define the list of potential experts who can be called upon for advice will be drawn up and validated by the Labelization Steering Committee. The Program SteerCo can be consulted on the choice of the board members.

In scenario 1 (see paragraph 2.4.1. Identification of the market referent), one or more experts may be asked for advice on an optional basis when the situation requires it at the request of the concerned teams or the Labelling Committee.

In scenario 2 (see paragraph 2.4.1. Identification of the market referent), a committee of experts composed of 3 members, chosen according to the type of project, must be systematically constituted:

- One internal expert from the group,
- Two external experts:
 - An expert with a vision of the technical issues (e.g.: life cycle analysis)

- An expert with a broader vision, particularly in terms of strategic and communication issues, and with knowledge of the business sector concerned.

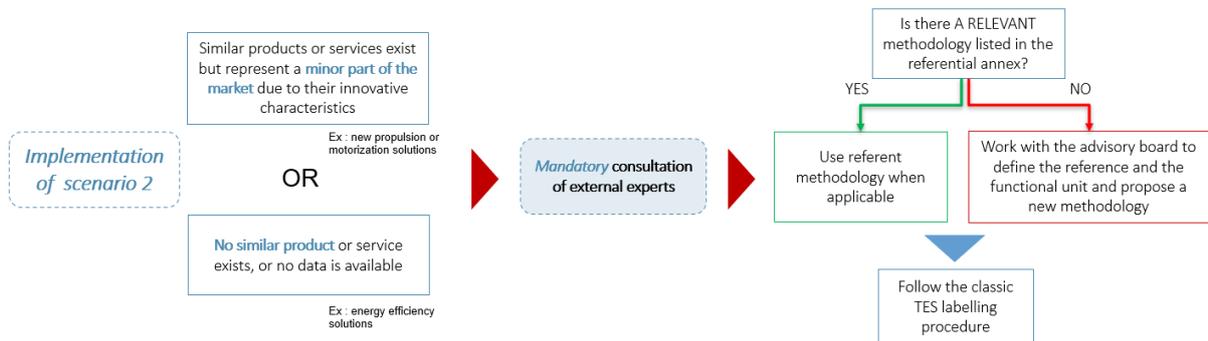
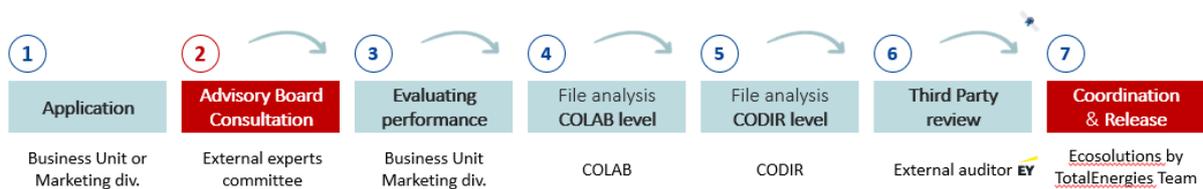
This committee must be mobilized to conduct a critical review to define:

- The methodology to be used, including: the definition of the reference scenario for the market considered; the allocation criteria and methods for calculating environmental and/or health benefits.
- The percentage of market shares represented by the product/service/solution analyzed that must not be exceeded in order to be able to claim the use of this reference scenario.
- The period of validity of the label: reviewed every 3 or 5 years.

Either the methodology exists and is included in the appendix of the guidelines and can be used. The committee gives an opinion on the possibility of its use.

Or it does not exist, in which case the committee issues an opinion based on a proposal and discussions with the concerned Total teams.

The committee's recommendations are included in the labeling application submitted to the labeling committee for final approval.



The roles and responsibilities of the committee members are described in an internal document entitled "Internal Organization and Procedures."

4 Information and Communication

4.1 Internal and External Ecosolutions by TotalEnergies Document Base

The main documents in the Ecosolutions by TotalEnergies system are defined below.

For external distribution	Available on request	For internal use only
<ul style="list-style-type: none"> • Ecosolutions label by TotalEnergies Guidelines • List of Ecosolutions label by TotalEnergies products and services and solutions, with name, label award and expiration date, reference product/service, type of 	<ul style="list-style-type: none"> • Information sheet for outside audiences for each Ecosolutions by TotalEnergies product/service/solution. 	<ul style="list-style-type: none"> • Appendix: Internal Organization and Procedures • Complete label request file for each product and service, with the detailed internal information sheet and all relevant documents, both internal and

For external distribution	Available on request	For internal use only
environmental or health improvement and geographic scope. <ul style="list-style-type: none"> The external reviewer's reports. 		external, that support the qualitative and quantitative data in the sheet.

4.2 External Communication Procedures

4.2.1 General Guidelines for External Communication

Corporate Communications provides the Marketing Departments with graphic standards for external communication. A Responsible Communication Guide has been distributed to the program's governance bodies and is available via the Group intranet.

4.2.2 Documents Available to Outside Audiences

Published Information

The following documents are available at all times on the corporate website for consultation by users, potential buyers, environmental associations and other third parties:

- List of Ecosolutions by TotalEnergies products and services and solutions, with name, label award and expiration date, reference product/service, type of improvement and geographic scope.
- The Ecosolutions label by TotalEnergies guidelines (excluding the appendix). Designed to avert any misinterpretation of the label, this document describes the labeling process's background, objectives, key steps and criteria.
- The external reviewer's reports.

The Ecosolutions label by TotalEnergies guidelines and the list of products and services and solutions specifying the environmental or health improvement delivered by each labeled solution make up the explanatory statement described in NF EN ISO 14021:2016.

The Management Committee is responsible for defining the methods for issuing this information (website posting, printed sheet attached to the instruction manual, etc.) in compliance with NF EN ISO 14021:2016., Clause 5.7 m).

Information Available on Request

The Marketing Departments are responsible for preparing a version of the product/service information sheet that can be distributed on request (External Information Sheet). These sheets are based on the label request files, but do not include specific data on volume and market share, formulations, and other confidential information.

In accordance with the principles laid out in NF EN ISO 14020 :2000 and NF EN ISO 14021:2016, the information sheets for outside audiences must effectively support the qualitative and quantitative data provided to demonstrate the environmental or health improvement delivered by the labeled solution.

Without disclosing any confidential data, these information sheets must contain a sufficient level of detail and must not mislead the reader. They must also include the following items:

- Description of the product or service or solution.
- Identification of the reference product/service/solution and the method used (presentation of the functional unit, assumptions used, comparative evaluation with the reference product/service/solution, standard, method, databases used).
- Justification (test results or analysis) of the environmental or health improvement delivered by the product/service, with the name and address of the testing organization if the tests were conducted externally, or publicly available documentation supporting the claim, if verification of the claim cannot be made by testing the product/service.

- Justification of the overall impact review (see Section 2.4.2) and its specific focus on the region in which the impact will occur.
- Label term.
- Geographic scope.

These information sheets are sent to any individual upon request, in accordance with NF EN ISO 14021:2016.

4.3 Communication Guidelines

Internal and external communication guidelines for each of these documents are provided in the internal document entitled "Internal Organization and Procedures."
It also includes details on how the reviewer's name can be used.

For any external communication relating to the labelled products or services or solutions, the market reference must be specified systematically and intelligibly.

5 Terminology

The following terms, as used in this document, are defined below:

- **Product:** Material goods, elementary process linked from a material and energetic point of view and fulfilling one or more defined functions(s)
- **Service:** Interface activity with the client, which has an economic value without corresponding to the production of a material good
- **Environmental claim:** statement, symbol or graphic that indicates an environmental aspect of a product or service.
- **Favorable overall impact:** A favorable evaluation is issued if no significant known impact is transferred to other stages of the life cycle and/or no other significant impacts are created.
- **Customer:** Anyone who uses a product or service in a B2B or B2C model.
- **SteerCo:** Steering Committee
- **VOC:** Volatile Organic Compound.
- **Life cycle:** Sequential phases related to a product, from acquisition of raw materials or production of natural resources to end-of-life disposal.
- **Accessible:** Available to the customer (i.e., not in the design phase).

- **Environmental impact:** Any change to the environment resulting from an organization's activities, products or services. Examples include climate change, the use of non-renewable resources and water acidification. The life cycle approach makes it possible to identify the most significant impacts by type of product.
- **Resources:** Water, raw materials, energy.
- **GHS:** The United Nations' Globally Harmonized System of Classification and Labelling of Chemicals.
- **Eco-efficient solution:** A solution that delivers a superior environmental or health performance. In the Total Ecosolutions program, an eco-efficient solution is a product or service that, for an equivalent outcome, delivers a significant reduction in environmental impact or improvement in health impact (by significantly reducing the concentration of GHS-classified substances or GHS-classified VOC emissions) compared to a reference product or service.
- **Impact transfer:** avoid shifting environmental and/or health impacts from one stage to another or from one ecosystem to another or from one indicator to another.
- **Functional unit:** quantified performance of a product system for use as a reference unit.
- **Function:** action of a product (or service or solution) or one of its constituents expressed exclusively in terms of purpose. The main function (or function of use) is considered here. It is the function that satisfies the consumer's need. It ensures that the service is delivered.
- **Market:** theoretical or physical place where the service/product/solution considered is commercialized. A market can be described in terms of geographical area and service delivered to customers. Both quantitative aspects (market shares) and qualitative aspects (market segmentation in product lines) are considered.