

## TOTAL AND THE TEMPRA ROSSA CASE HISTORY

The abstract of the today's presentation

How can we get a new oil project in the Europe zone accepted by residents? How can a constructive dialogue be undertaken, with whom, when, on what bases? Shall we be credible in our community approach? Total Italia Exploration Et Production and its partners, Exxon Mobil and Shell, asked themselves these questions before embarking on the construction project for the oil and gas processing plant known as Tempa Rossa, in the Basilicata region of southern Italy.

It quickly became clear that priority actions were to get to know the local stakeholders such as administrations, social and economic actors and resident populations and to let them get to know us. What were their values, how did they see their future, what were their fears and expectations regarding our Project?

All essential questions if we were to be able to launch our project with peace of mind. A socio-economic study carried out in 2007 largely provided the answers we needed. The results of this study are still feeding into our community policy and have made it possible to put together our sustainable development action plan.

This document summarizes our feedback relating to the last two years. We think it is helpful to share it with all the operators in the oil and gas business. We are writing the story of oil together.

The brand image of the oil industry does not depend on a single operator but on common ethics based on the Industry best practices.

The Socio-economic Study

In April 2007, the socio-economic study contract was awarded to an

Italian company, Gruppo Clas Research, a consultancy company specialized in the field of regional and territorial economics.

To comply with the sustainable development Total Group standards, and since an environmental impact study had been completed and validated in 2004, Total Italia EP had decided to perform a social impact assessment study, in order to reach a better knowledge of the Tempa Rossa Project environment and to obtain a support for the implementation of a successful continuous dialogue with local citizens based on a transparent and respectful approach; the integration of the Site and its future activities in the economic environment; an effective sustainable development policy in collaboration with Institutions and local Society. The Socio-economic Study (April 2007 - February 2008) about the Basilicata Region, developed for Total by Gruppo Clas, aimed at: providing a complete and fulfilling picture of the socio-economic context in which Total had to operate - through a desk study - with special attention to economic, territorial and social issues; identifying the main critical elements, assessing stakeholders engagement via a consultation process (29 relevant stakeholders have been interviewed); elaborating a socio-economic impact assessment study; setting up our Societal Management Plan on the basis of stakeholders expectations; specifying the topics of a program of sustainable development to be refined and developed with the economic actors or social partners at the regional level.

Study area

The area of reference (showed in the map below) concerns the 8 municipalities included in the Gorgoglione Concession, plus 4 additional municipalities of the Aliano Exploration license. The total surface of the area is 853 square kilometers, and the number of inhabitants is around 19.300.



Bernard Guers,  
director of sustainable  
development ERP,  
Total Italia

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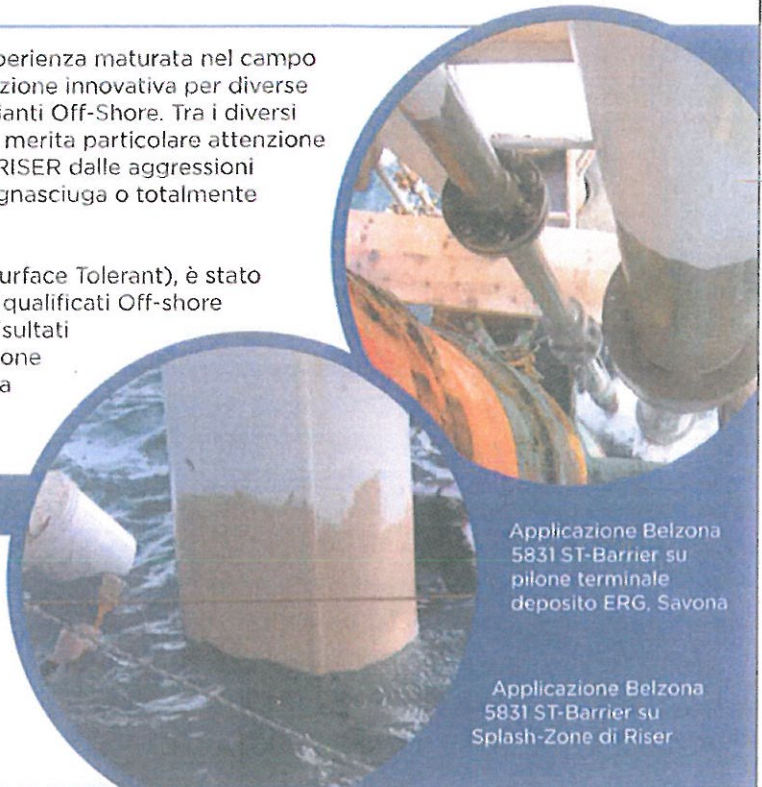
La Belzona Polymerica con più di 55 anni di esperienza maturata nel campo delle riparazioni polimeriche, propone una soluzione innovativa per diverse problematiche che possono interessare gli impianti Off-Shore. Tra i diversi sistemi offerti dall'ampia gamma dei prodotti, merita particolare attenzione il ciclo creato per il trattamento protettivo dei RISER dalle aggressioni dell'acqua di mare in particolare le zone del bagnasciuga o totalmente sommerse.

Il prodotto usato, Belzona 5831 ST-BARRIER (Surface Tolerant), è stato apprezzato dai responsabili degli impianti e da qualificati Off-shore contractor, come Donelli Eos (Ravenna), per i risultati tecnici eccellenti e per la versatilità di applicazione anche in condizioni ambientali difficili (presenza di condensazione e profonde vaiolature sul supporto).

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Applicazione Belzona  
5831 ST-Barrier su  
pilone terminale  
deposito ERG, Savona

Applicazione Belzona  
5831 ST-Barrier su  
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