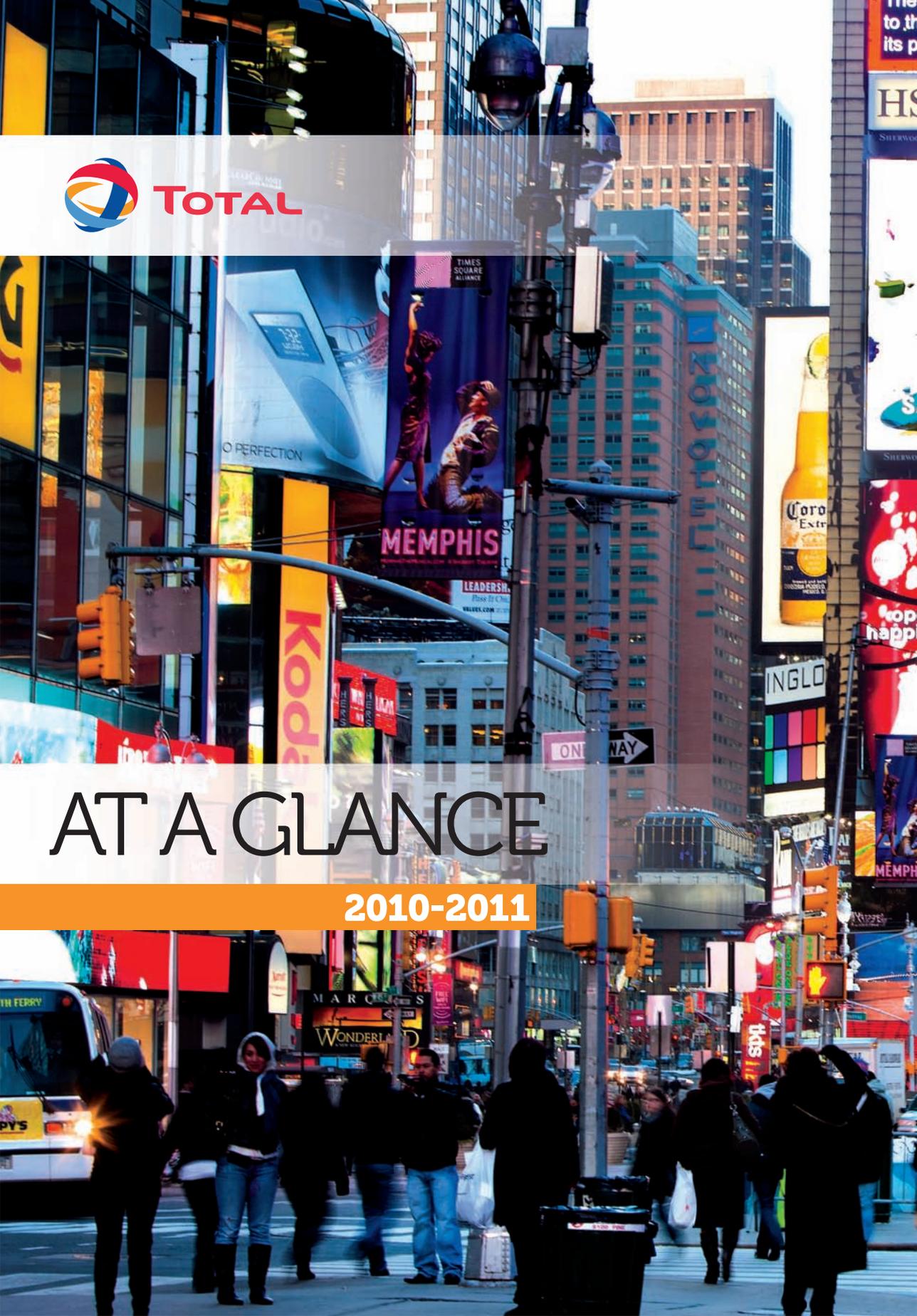




AT A GLANCE

2010-2011



FYI

CURIOSITY, INVENTIVENESS AND BOLDNESS ARE OUR EMPLOYEES' TOUCHSTONES AS THEY GO ABOUT THE BUSINESS OF PROVIDING PEOPLE AND ECONOMIES WITH ALTERNATIVE ENERGY SOLUTIONS. IN 2010, OUR R&D BUDGET WAS €715 MILLION.



"WE MUST LOOK AHEAD TO A WORLD in which today's fossil resources will no longer be enough to meet energy demand. We have to move beyond our single focus on oil and gas to become an energy company – one that can provide our customers with the energy they need."

Christophe de Margerie,
Chairman and CEO

WORLD'S
5th
-ranked
INTEGRATED, LISTED INTERNATIONAL OIL COMPANY*

Oil and gas remain our core business and they have a future. We're continuing to invest to secure our long-term viability, by launching new projects and reenergizing our exploration.

92,855
EMPLOYEES

With more than 130 nationalities represented at Total, cultural diversity is one of our strengths. Attracting and retaining more non-French nationals helps us rise to the challenges of a global world.



\$20
BILLION IN CAPITAL EXPENDITURE

We have allocated a capital expenditure budget of \$20 billion for 2011. Such intensive investment enables us to uncover new growth opportunities for all our activities.

**Based on market capitalization in U.S. dollars at December 31, 2010.*

€10.3

BILLION

Total's net income rose by a significant 32% in 2010, after a 2009 hobbled by the economic and financial crisis.

130

COUNTRIES

Total has production and marketing operations in more than 130 countries.

€159.3

BILLION

Up 21% from 2009, our sales reflect the improved business environment in 2010.

80%

The share of gross capital expenditure we devote to Upstream operations, especially Exploration & Production's major development projects.

PROFILE

ENERGY IN MOTION

Total is a leading international oil and gas company. We operate **in more than 130 countries** and all oil industry segments, from Upstream, which encompasses oil and natural gas exploration, development and production, and liquefied natural gas, to Downstream, which spans the refining, marketing, trading and shipping of crude oil and petroleum products. We are also involved in chemical production, which comprises Base Chemicals such as petrochemicals and fertilizers, and Specialty Chemicals, which covers rubber processing, adhesives, resins and electroplating applications.

From this point forward, we are growing into **much more than an oil company**. We are becoming a full-fledged energy company, one that can provide our customers with the energy they need. To that end, we want to promote the emergence of diversified energy solutions, with an emphasis on solar energy and biomass.

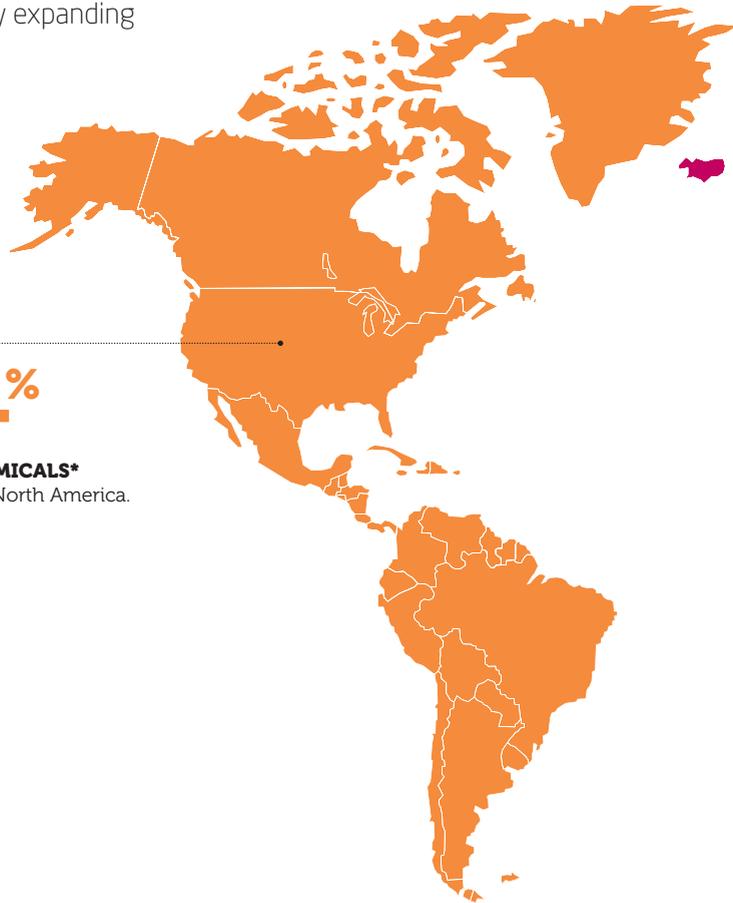
We must maintain a lead in all our businesses and continually work to develop the **technologies of the future**. Besides our own R&D capabilities, we capitalize on our culture of partnership to drive innovation. We are forging innovation-focused partnerships, especially with start-ups proposing disruptive technologies.

Our growth model also depends on our social license to operate. We never forget that we need to marshal all the necessary resources to develop operating procedures that balance our need for profitability with a minimal environmental footprint and the greatest community benefits.

Although we are not there yet, we are definitely on course to reshape Total as an energy company.

OUR GLOBAL REACH

Europe is our historic home and **65%** of our workforce is located there. We have a network of **12,000** service stations and generate **56%** of our Chemicals sales* there. But Total is not just a European company. We operate in more than **130** countries. We are strengthening our presence in our long-standing host regions, such as Africa and the Middle East, and actively expanding our activities in fast-growing markets, especially Asia.



AMERICAS

NORTH AMERICA

- Canada • Mexico • United States • Virgin Islands

CENTRAL AND SOUTH AMERICA

- Argentina
- Bolivia • Brazil • Chile
- Colombia • Costa Rica
- Cuba • El Salvador • French Guiana • Guadeloupe • Haiti
- Honduras • Jamaica
- Martinique • Panama
- Puerto Rico • Trinidad & Tobago • Uruguay
- Venezuela

21%

SHARE OF CHEMICALS*

sales in North America.

*2010 sales, including Asia and Middle East equity interests: €19.5 billion.

EUROPE - CIS

- Austria ▪ Azerbaijan
- Belgium ▪ Bulgaria ▪ Croatia
- Czech Republic ▪ Denmark
- Estonia ▪ Finland ▪ France
- Germany ▪ Greece ▪ Hungary
- Iceland ▪ Ireland ▪ Italy
- Kazakhstan ▪ Latvia
- Lithuania ▪ Luxembourg
- Malta ▪ Netherlands
- Norway ▪ Poland ▪ Portugal
- Romania ▪ Russia ▪ Slovakia
- Slovenia ▪ Spain ▪ Sweden
- Switzerland ▪ Turkey
- United Kingdom

25%

SHARE OF TOTAL'S OIL AND GAS PRODUCTION in Europe. We are also among the top refiner-marketers in Western Europe.

ASIA - PACIFIC

ASIA

- Afghanistan ▪ Bangladesh
- Brunei ▪ Cambodia ▪ China
- India ▪ Indonesia ▪ Japan
- Malaysia ▪ Myanmar
- Pakistan ▪ Philippines
- Singapore ▪ South Korea
- Sri Lanka ▪ Taiwan
- Thailand ▪ Vietnam

PACIFIC

- Australia ▪ Fiji ▪ New Caledonia ▪ New Zealand
- Tahiti ▪ Wallis and Futuna

19%

SHARE OF CHEMICALS* sales in Asia.

MIDDLE EAST

- Bahrain ▪ Iran ▪ Iraq
- Israel ▪ Jordan ▪ Kuwait
- Lebanon ▪ Oman ▪ Qatar
- Saudi Arabia ▪ Syria
- U.A.E. ▪ Yemen

22%

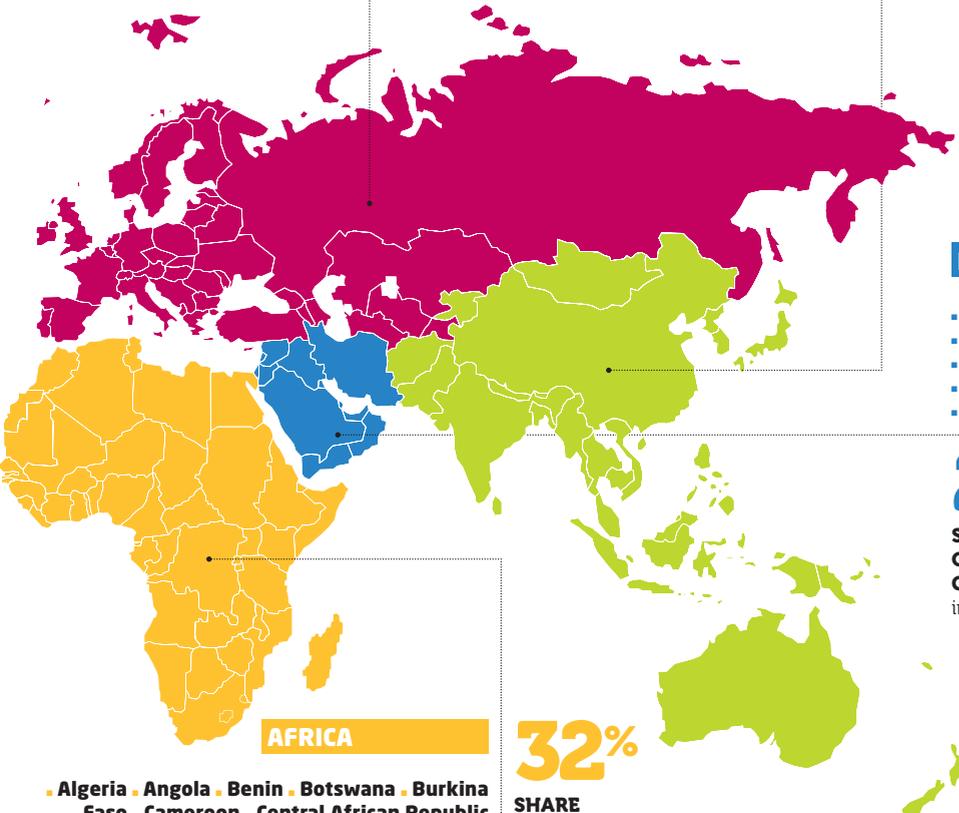
SHARE OF TOTAL'S OIL AND GAS PRODUCTION in the Middle East.

AFRICA

32%

SHARE OF TOTAL'S OIL AND GAS PRODUCTION in Africa. We are also the top-ranked petroleum product marketer in Africa.

- Algeria ▪ Angola ▪ Benin ▪ Botswana ▪ Burkina Faso ▪ Cameroon ▪ Central African Republic
- Chad ▪ Ivory Coast ▪ Democratic Republic of the Congo ▪ Djibouti ▪ Egypt ▪ Equatorial Guinea ▪ Eritrea ▪ Ethiopia ▪ Gabon ▪ Gambia
- Ghana ▪ Kenya ▪ Lesotho ▪ Liberia ▪ Libya
- Madagascar ▪ Malawi ▪ Mali ▪ Mauritania
- Mauritius ▪ Mayotte ▪ Morocco ▪ Mozambique
- Namibia ▪ Niger ▪ Nigeria ▪ Republic of Guinea
- Republic of the Congo ▪ Reunion Island
- Senegal ▪ Sierra Leone ▪ Somalia
- South Africa ▪ Sudan ▪ Swaziland ▪ Tanzania
- Togo ▪ Tunisia ▪ Uganda ▪ Zambia ▪ Zimbabwe



OUR ORGANIZATION

Our business model, which integrates Upstream, Downstream and Chemical operations, is our heritage. Today, it is also a competitive advantage. Strengthening our integrated business model is how we will succeed in capturing growth in emerging economies. It also enables us to leverage the full potential of synergies among our operations. It represents a reservoir of innovation, complementary expertise and, consequently, value creation.

UPSTREAM

Upstream encompasses oil and gas exploration, development and production, liquefied natural gas, and alternative energies. Upstream is organized into Exploration & Production and Gas & Power.



Synthetic image of the future GLNG plant in Gladstone, Australia. Production is scheduled to start in 2015 and eventually reach 7.2 million metric tons per year.

DOWNSTREAM CHEMICALS

Downstream spans the refining, marketing, trading and shipping of petroleum products such as automotive and other fuels and specialty products. It is organized into Refining & Marketing and Trading & Shipping.



The full-conversion Jubail refinery in Saudi Arabia will process heavy crude. It is scheduled to come on stream in 2013.



The MTO (Methanol to Olefins) demonstration unit at the Feluy petrochemical complex in Belgium. This technology is helping to diversify Petrochemicals' sources of supply.

OUR STRENGTHS FOR THE FUTURE

- >>> **AN INTEGRATED** BUSINESS MODEL
- >>> **A CULTURE** OF PARTNERSHIP
- >>> **EXTENSIVE EXPERIENCE** WITH MAJOR PROJECTS
- >>> **RECOGNIZED** EXPERTISE AND EXCELLENCE
- >>> **STRONG** R&D INVESTMENT
- >>> **THE TOTAL ATTITUDE**, WITH OUR FOUR CORNERSTONE BEHAVIORS OF LISTENING, BOLDNESS, CROSS-FUNCTIONALITY AND MUTUAL SUPPORT

A FULL TANK OF IDEAS

You've seen Total service stations many times before. But did you know there are Total products in your children's diapers, your TV housing, computer or the tires of your bike? We offer a very broad range of products and services.

We work for a wide array of partners and customers

– producing countries, national and international oil companies, manufacturers and consumers – in our many activities.



- Petrochemicals
- Specialty chemicals
- Petroleum products and derivatives
- Retail outlets
- Fertilizers
- Solar
- Natural gas



The complete version of this illustration can be found on pages 2 and 3 of the Annual Report. A more detailed version can be found on the mini-site: <http://annual-report.total.com>

OIL, PIVOTAL TO GLOBAL GROWTH

Has oil had its day as an energy? Many analysts predict that oil will still meet one-third of global primary energy demand in 2030. Keeping in mind that energy demand is expected to soar 50%* in the interim.

2.38

MBOE/DAY

Our oil and gas production, from fields in 30 countries.

56%

SHARE OF LIQUID HYDROCARBONS

in Total's production. It is starting to decline, in favor of natural gas.

2.5**

MB/DAY

Our refined product sales. At end-2010, we held equity interests in 24 refineries, 10 of them operated by us.

17,490

SERVICE STATIONS

12,000 of our retail outlets are located in Europe.

T

otal

has exploration and production operations in more than 40 countries worldwide and produces oil or natural gas in 30. As they become increasingly complex to extract, we are leveraging state-of-the-art technology to maintain our ranking as a major. We also own interests in 24 refineries and are a top-tier marketer of petroleum products in Western Europe. Oil and its derivatives are also the main feedstock for our petrochemical operations. It is estimated that by 2030, petrochemicals' share of petroleum use will double, led by the growth in the market for polymers, used in the plastics industry.

In early 2011, Total acquired interests in four shale gas exploration leases in Argentina, in addition to those acquired in early 2010. Here, Vaca Muerta formation.



IN 2010, WE BEGAN A MAJOR TRANSITION, stepping up our presence in so-called unconventional oil and gas. Oil sands, shale gas and coalbed methane harbor tremendous potential, but producing them involves a number of challenges.

*According to the International Energy Agency. **Excluding trading.

NATURAL GAS, A RESOURCE WITH A FUTURE

Natural gas accounts for 44% of our worldwide production and proved reserves. The liquefied natural gas industry, which has erased boundaries for natural gas transportation, is booming. Among international oil companies, we are now the world's second-largest LNG operator*.

5,648

MILLION CUBIC FEET/DAY

The amount of gas Total produces worldwide.

12.3

MILLION METRIC TONS

The amount of liquefied natural gas sold by Total, excluding our trading operations. It is up nearly 40% from 2009.

9

The number of liquefaction plants in production in which we had an interest at end-2010.

N

atural

gas is the fossil fuel poised to grow most sharply over the next decade, mainly in order to meet power generation needs. Total is a leader in the gas market, with recognized know-how across the value chain, spanning exploration and production, liquefaction and regasification, transportation, trading and marketing and, most of all, the strategic liquefied natural gas (LNG) segment. Our presence in all natural gas industry sectors makes us a preferred partner in many projects around the world, as shown by our recent agreements with Russian independent Novatek and our major projects, which include Shtokman in Russia, GLNG in Australia and Angola LNG.

**Two agreements
with Novatek.**



Liquefaction plant

FYI

USUALLY COMPRISED OF 90% METHANE ALONG WITH ETHANE, PROPANE, BUTANE AND LESS THAN 1% NITROGEN, LNG IS OBTAINED BY COOLING NATURAL GAS TO -163°C. THE LNG CHAIN INVOLVES THREE STEPS: LIQUEFACTION, SHIPPING BY LNG CARRIER, AND REGASIFICATION AT DESTINATION.

*2010 company data, based on upstream and midstream LNG portfolios.

ALTERNATIVE ENERGIES, A LONG-TERM COMMITMENT

Total is laying the groundwork for the future of energy, to help meet growing demand and tackle climate change. We are supporting the development of renewable energies such as solar and biomass and – in the longer term – of nuclear power, while paying close attention to the impact that the serious accident in Japan in 2011 could have on the development of certain projects elsewhere in the world.



ur



goal in **photovoltaic solar energy** is integration across the

value chain. We are already well on our way, both alone and with partners, producing solar silicon with AE Polysilicon, manufacturing high-efficiency photovoltaic cells via Photovoltech, producing and installing solar energy systems through Tenesol, and developing products based on organic solar technologies with Konarka.

In 2010, we made our first foray into **concentrated solar power** when Abu Dhabi officials picked Total to build and operate one of the world's biggest concentrated solar power plants, Shams 1.

In the **biomass** field, we are a partner of the U.S. start-up Amyris. The company is a leader in synthetic biology and engineers microorganisms to produce molecules that can be used as chemicals and biofuels. We are involved

in other biomass-related research projects, such as Futurol to develop a biological process for producing ethanol from lignocellulose, and BioTfuel to produce biofuels from blends of lignocellulose biomass and fossil fuels.

In **nuclear power**, Total will acquire an 8.33% stake in the second European Pressurized Reactor (EPR™) project, to be built in Penly, France. We are committed to nuclear power in the long term, as we continue to acquire the skills and expertise necessary to help develop nuclear energy in a safe, environmentally responsible way.

155 MWp/YEAR

Photovoltech's current photovoltaic cell production capacity.

170 MWp/YEAR

Tenesol's solar panel production capacity.

22%

OUR INTEREST in U.S. start-up Amyris, a leader in synthetic biology

CHEMICALS IN OUR EVERYDAY LIVES

The chemicals Total produces go into making products as various as food packaging, building adhesives, TV sets, diapers, automotive components and cell phones. Innovation and quality customer service are the chemical industry's bywords.

Total's

Chemicals business comprises Base Chemicals such as petrochemicals and fertilizers, and Specialty Chemicals, which covers rubber processing, resins, adhesives and electroplating applications. The size of our operations makes us one of the largest integrated chemical producers in the world.

In the field of **petrochemicals**, we are stepping up our **presence in Asia** and the Middle East, one becoming our main market and the other an increasingly important producer due to the proximity of raw materials for feedstock. The petrochemicals industry is growing so fast that by 2030 its share of petroleum use is expected to double. Because oil production is set to plateau, one of our Petrochemical business' challenges is to find alternative feedstock – especially from

biomass – capable of replacing petroleum-derived naphtha. We are conducting several R&D projects to that end.

We also market our **specialty chemicals** in over 55 countries around the world and aim to expand internationally in that niche as well. Specialty chemicals' growth also requires marketing innovative, high-value-added products that are compatible with sustainable development.

We are working on three main areas to improve our production of "green chemicals." They include developing new technologies to increase the use of renewable feedstock, incorporating recycled materials into the formulation of new **polymers**, and creating eco-efficient solutions for our customers.

€19.5

BILLION
in sales in 2010*.

65%

Base Chemicals' share
of Chemicals sales*.

Chemicals accounts for

44.9%

OF OUR WORKFORCE.

Bostik is our adhesives subsidiary. Here, the Guangzhou unit in China.



Lumicene®, a line of polymers developed by Total Petrochemicals.



* Including Asia and Middle East equity interests.

MAJOR STRATEGIC DEVELOPMENT PROJECTS

WE ARE IMPLEMENTING

strategic development projects across our businesses, to grow our exploration and production activities, gradually broaden our energy solutions, adjust our refining base and expand our chemical operations, especially in Asia and the Middle East.

JANUARY 2011

LAUNCH OF THE GLNG PROJECT IN AUSTRALIA



We and our partners, Australia's Santos (operator with a 30% interest), Malaysia's Petronas and South Korea's Kogas, officially announced our decision to launch our liquefaction plant

in Australia, which will be supplied with coal seam gas. Located in Queensland, the plant will produce 7.2 million metric tons a year of liquefied natural gas and is expected to begin operating in 2015.

TOTAL ACQUIRES INTERESTS IN SEVERAL LEASES IN ARGENTINA TO EXPLORE THEIR SHALE GAS POTENTIAL

In partnership with YPF, we are acquiring an interest in four exploration leases in Argentina to explore their shale gas potential. Located in the Neuquén Basin, the six-year leases augment our portfolio of shale gas assets in the country. We plan to drill our first exploration wells in 2011.

MARCH 2011

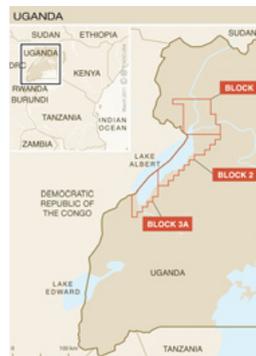


AGREEMENTS WITH GAS PRODUCER NOVATEK IN RUSSIA

Under the terms of the two agreements, Total became a Novatek shareholder, acquiring 12.08% of its share capital, and will take a 20% stake in the Yamal LNG project to develop the South Tambey gas and condensate field. The latter transaction should be finalized by July 2011. The Novatek stake will give us access to the production of 120,000 barrels of oil equivalent per day and to proved and probable reserves of around 1 billion barrels of oil equivalent.

FIRST FORAY INTO EAST AFRICAN EXPLORATION AND PRODUCTION, IN UGANDA

With a 33% interest in three licenses in the Lake Albert region of Uganda, Total is embarking on exploration and production in East Africa. We expect to operate one of the three blocks, our UK partner Tullow another and our Chinese partner CNOOC the third. The exploration and appraisal work already completed has found more than a billion barrels of oil.



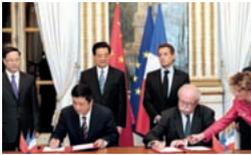
DECEMBER 2010

OIL SANDS AGREEMENTS WITH SUNCOR IN CANADA



Under the agreements signed with Canada's Suncor, we now hold 39.2% of Fort Hills, 38.25% of Joslyn North, and 49% of the Voyageur upgrader project

that will process the two mines' bitumen. Our collaboration with Suncor strengthens our portfolio of oil sands assets in Canada.



A FIRST MTO APPLICATION IN CHINA?

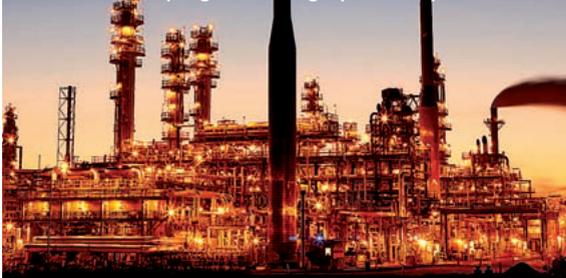
Total and China Power Investment Corporation have signed an agreement to study the construction of a petrochemical plant to convert coal to olefins and then polyolefins. Our role in the partnership will be to offer our expertise in the Methanol to Olefins (MTO) and Olefins Cracking Process (OCP) technologies tested in a large-scale pilot at our Feluy facility in Belgium. We will also study carbon capture and storage solutions, leveraging the knowledge and skills acquired from the Lacq pilot in France.

AUGUST 2010

A NEW SULFUR RECOVERY UNIT FOR THE PORT ARTHUR REFINERY IN THE UNITED STATES

The Port Arthur refinery in Texas has rolled out a new sulfur recovery unit (SRU) to prepare for the commissioning of a coker in the spring

of 2011. The project will enable it to process larger amounts of heavy, sour crude oil and to boost its output of light petroleum products.



JUNE 2010

TOTAL PARTNERS WITH BIOTECHNOLOGY SPECIALIST AMYRIS IN THE UNITED STATES

Total acquired a 17% interest in Amyris, subsequently increased to 22%. The U.S. start-up is a leader in synthetic biology and engineers microorganisms to produce molecules that can be used as chemicals and biomass-based biofuel.



MAY 2010

THE RAS LAFFAN STEAM CRACKER STARTS UP IN QATAR

The world's largest olefin cracker based on ethane is up and running in Ras Laffan, Qatar. With a production capacity of 1.3 million metric tons of ethylene per year, the Ras Laffan Olefin Cracker (RLOC) will supply the Qatofin polyethylene plant in Mesaieed. Total Petrochemicals holds a 22.2% interest in the RLOC.



OUR CHALLENGES

Total wants to be a partner of civil society as it strives to achieve sustainable development. We have three action plans for helping to meet that challenge.

MEETING ENERGY NEEDS WHILE RESPONDING TO CLIMATE CHANGE AND NATURAL RESOURCE CHALLENGES

- Continue to produce oil and gas, ever more efficiently, while developing technologies and competencies, getting more out of fields, and at the same time minimizing energy and water use.
- Help to achieve needed greenhouse gas reductions by setting ambitious internal targets. Ours is to trim greenhouse gases at our operated sites by 15% in 2015 from 2008 levels.
- Offer our customers innovative solutions that outperform the market standard in environmental terms, via the Total Ecosolutions program.
- Create a plan to provide affordable, sustainable energies to low-income communities.



Total and Elf fuel economy lubricants improve fuel efficiency by at least 2.5%.



Total Ecosolutions-labeled Lumicene® polyethylene grades reduce the weight of packaging films by around 20%, a substantial savings in material compared to standard polyethylene grades.

MANAGING AND REDUCING THE IMPACT OF OUR OPERATIONS ON PEOPLE AND THE ENVIRONMENT

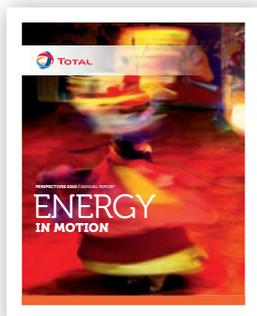
In accordance with our Health, Safety, Environment and Quality Charter, we consider operational safety, public health and the environment a responsibility top priorities. We put that into practice by, for example, systematically assessing in advance the environmental and health risks and impacts of all new projects and by setting improvement targets and implementing action plans to achieve them. Special attention is paid to protecting biodiversity.



HELPING TO SPUR LOCAL SOCIAL AND ECONOMIC DEVELOPMENT



- Require professionalism in the deployment of our capital expenditure and transparency regarding our financial contributions to host region development, in compliance with local legislation.
- Create direct and indirect local jobs through an appropriate contracting policy, while offering continuing education and training.
- Support the implementation of the socioeconomic programs expected by communities in host countries.



Annual Report



Society and Environment Report



Total Foundation Report

Contacts

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Call the individual shareholder relations team at the dedicated number:

0800 039 039 (France only)

(toll-free from landlines in France)

JOURNALISTS

Contact Media Relations at:

+33 (0)1 47 44 46 99

STUDENTS

To learn more about:

1 Careers at Total, go to:
www.careers.total.com

2 Energy and related challenges and issues, go to:
www.planete-energies.com

TO LEARN MORE ABOUT THE TOTAL FOUNDATION

(health and community support, culture and heritage, and environmental initiatives), go to:

<http://fondation.total.com>

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or go to: www.total.com



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The time-to-market printing concept adopted means that only copies actually distributed are printed, meaning we do not have to discard unused copies at end-of-life.



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www.ecofolio.fr

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