



TotalEnergies

Quality Charter

Individual Shareholder
Relations

We value the strong relationship we have with our individual shareholders, who form a loyal and steadfast group. This is why we strive to develop a long-term relationship with you, built on trust and dialogue.

The Individual Shareholder Relations Department undertakes to:

Be available and responsive

- A **dedicated service** is available to answer your questions. The individual shareholder relations department is open from Monday to Friday, 9 a.m. to 12:30 p.m. and 1:30 p.m. to 5 p.m. (Paris time) on:
 - > From Belgium: +32 (0)2 288 3309
 - > From France: 0 800 039 039
 - > From Germany: +49 30 2027 7700
 - > From the United Kingdom: +44 (0)20 7719 6084
 - > From the United States: +1 713 483 5070
 - > From other countries: +33 1 47 44 24 02

- No question is left unanswered. **We process your e-mails and letters within three working days** if they are sent by e-mail to us at shareholders@totalenergies.com or by post at the following address:

TotalEnergies SE
Individual Shareholder Relations Department
2, place Jean Millier
Arche Nord – Coupole/Regnault
92078 Paris La Défense Cedex
France

Forge close ties with you

- We organize **TotalEnergies Annual Shareholders' Meeting**, a key moment of democracy and shareholder dialogue of the Company.
- At TotalEnergies we like to go out and meet our individual shareholders at **shareholder meetings** scheduled throughout France and at **shareholder events** held in different countries (France, Belgium, United Kingdom, etc.)*. We also organize interactive **web conferences** so that we can continue to communicate with you, even remotely. About fifteen such meetings are organized every year.

* Current health context permitting.

Provide you with quality communication

- Transparency and equal treatment for all our shareholders are the principles that guide our actions. We make sure that you are regularly informed, with a preference for digital media to reduce our carbon footprint:
 - > Useful information is posted online at totalenergies.com **under the heading 'investors'**.
 - > Three times a year, we produce **the Shareholders' Newsletter**, an open-access publication available on totalenergies.com and sent out in digital format if we have your e-mail address in our records.
 - > We send you 7 or 8 **Webzines** per year when we have your e-mail address in our records, to keep you informed of the latest news in the Company.
 - > Every year, we publish **the Shareholder's Guide** which covers all the information you need to know when you are a TotalEnergies shareholder.
 - > We publish posts on the Company's major financial events (Annual results, Annual Shareholders' Meeting and Investor Day) on **Twitter** and **LinkedIn**.
- We make sure that all your queries and our written answers to you are traceable, in compliance with legislation on the protection and confidentiality of your personal data.

Ensure a continuous improvement approach

- We consult the members of a **Shareholders' e-Advisory Committee** for their opinion on our different communication channels via an on-line platform and in face-to-face meetings (at least twice a year*).
- Every year, we send a satisfaction survey to all our shareholders who are subscribers to our financial communications by e-mail, **to evaluate the quality** of our services.
- Since 2010, the Individual Shareholder Relations Department is certified **ISO 9001: 2015**.