

Customers		More information
Main stakeholders	<ul style="list-style-type: none"> <li>- Private customers (B2C)</li> <li>- Business customers (B2B)</li> <li>- Government (B2G)</li> <li>- Consumers and users of products and services</li> </ul>	Sections 5.3, 5.8, 5.9 Chapter 2
Main modalities of dialogue	<ul style="list-style-type: none"> <li>- Commercial relationship</li> <li>- Key account management</li> <li>- Technical and commercial partnerships</li> <li>- Complaints and claims</li> </ul>	
Main tools and frameworks for dialogue	<ul style="list-style-type: none"> <li>- Customer Relationship Management (mainly Salesforce platform)</li> <li>- Team dedicated to 45 global key accounts relationship by Marketing &amp; Services sector</li> <li>- Annual customer satisfaction surveys; global B2B satisfaction survey conducted every two years (latest in 2021)</li> <li>- Barometer on reputation and image (every two years)</li> <li>- With all these awards<sup>(1)</sup>, TotalEnergies is the most awarded company and received the symbolic "2021 Awards Prize" for the company with the most trophies and distinctions in the field of customer relations during the year</li> <li>- Processing complaints and claims</li> </ul>	
Main entities/teams involved	<ul style="list-style-type: none"> <li>- Marketing/Strategy of business segments</li> <li>- Sales force</li> <li>- Consumer Services</li> <li>- Research &amp; Development</li> </ul>	
Main topics of common interest and identified expectations	<ul style="list-style-type: none"> <li>- Consumer health &amp; safety</li> <li>- Carbon intensity of products used</li> <li>- Energy efficiency services</li> <li>- Low carbon goods and services</li> <li>- Access to energy</li> <li>- Energy price</li> <li>- Digitization of services</li> <li>- Competition law</li> </ul>	

(1) TotalEnergies Electricité et Gaz France finished on the podium of multi award-winners brands in the field of Customer Experience in 2021: The Customer Excellence Award (3<sup>rd</sup> consecutive year), the Customer Relationship Podium (4<sup>th</sup> consecutive year), the Qualiweb Award for the best online customer relationship (4<sup>th</sup> year) and the CX Award for Data and personalization.