

TOTAL Controlled Demolition Services Limited recognise that social media is an integral part of modern life. It keeps us in touch with friends and family, it informs us about our world, and it gives us a platform to be heard.

Social media can be a powerful force for good, and we want to encourage employees to use social media in positive ways. When you are online, either on our intranet or externally, posting in your capacity as an employee of TOTAL, we have three requests of you:

1. Disclose your relationship to TOTAL Controlled Demolition Services Limited
2. Protect the Company reputation
3. Use your common sense

Social media is rapidly changing, and this policy will evolve along with it. Check back frequently to make certain the policy hasn't changed to ensure you keep pace.

What does this policy mean? It means that we trust you. We bring smart people into TOTAL and we expect you to make smart decisions. This means that you are both the person in the best position to tell the world why TOTAL is such a great company to work for and the person best suited to protect TOTAL from reputational harm.

### Disclose

Anyone can say anything on the internet. It is both the platform's greatest strength and chief weakness. When you are posting on social media in your capacity as a TOTAL employee, your integrity is on display for the entire world to see, and by association so is TOTAL's, so strive to be ethical, truthful, apolitical and decent.

1. When you are posting about TOTAL activities or services, include the hashtag #. This lets people know that you are affiliated with the Group
2. If you have a vested interest in something you are discussing, be the first to point it out and be specific about what it is
3. Be yourself! Stick to your area of expertise. Only write about what you know
4. If you are leaving TOTAL, please remember to update your employment information on social media sites
5. If you talk about TOTAL on any digital platform i.e. intranet, website or any form of social media, please use a disclaimer like this one: "All opinions are my own"

### Protect

Keeping TOTAL confidential information confidential is a keystone of our business. Many employees know things about the company that could affect our business. It is essential to safeguard this information, especially on the internet.

1. **Protecting TOTAL Controlled Demolition Services Limited is part of your job.** Do not post any confidential information on any social platforms. If the information has not been officially released by TOTAL, don't discuss it. This includes financial information, product information, and legal information.
2. Don't slam TOTAL, our clients, our competitors, supply chain partners and Governmental or regulatory bodies –remember that maintaining strong relationships with these stakeholders is fundamental to our work-winning activities. Only authorised spokespersons should comment publicly on these subject matters. Authorised spokespersons are identified, selected, and approved by the directors of the business only, in conjunction with the Corporate Communications function.
3. Anything you publish must be true and not misleading, and all claims must be substantiated and approved.
4. If you are unsure whether or not to post something, err on the side of caution and don't – use the test: "Would I be comfortable seeing this on the front page of a national newspaper" – if the answer is no, then don't post it.

This is a helpful checklist of things to avoid posting on social media in your capacity as a TOTAL employee:

- Complaints about TOTAL
- Complaints about Customers / customer service issues
- Complaints about other employees
- Angry rants
- Unconstructive criticism about public figures
- Divisive political or social opinions

- Religious rants
  - Intrusive questions
  - Ridicule of any group of people
  - Fake news
  - Trashing our competitors
  - Confidential company information
  - Medical issues
  - Personal events / pictures or dramas
  - Apathetic updates
  - Illegal content
  - Controversial re-posts
  - Irrelevant content
5. Our corporate Communications Team can help you decide if something is permissible to post, They can also review your LinkedIn profile for you to make certain you aren't inadvertently providing too much or the wrong information.

### Use Common Sense

When you are online, you are representing TOTAL: our people, our values. There is no room for bigotry, prejudice, misogyny, or hatred in our company or on our associated social media feeds.

Just by identifying yourself as a TOTAL employee, you are creating perceptions about your expertise and about TOTAL. So do us all proud.

1. Stay away from making outlandish or fanciful claims about our products and services being smarter/faster/higher-performing in your social media postings – unless of course you can back the claim up with factual analysis.
2. Did you mess up? It happens. If you make a mistake, admit it immediately. Apologise if you need to. Be upfront, and correct the error as soon as possible, and notify Corporate Communications so they can support you with any follow-up action.
3. If you're posting to a blog, you may choose to modify an earlier post—just make it clear that you have done so. Additionally, if you see something being shared relating to TOTAL on a social media platform that shouldn't be happening, immediately inform the Corporate Communications department.

TOTAL and its management team fully support this policy and are committed to provide competent personnel and financial resources to implement it. This policy statement shall be reviewed at least annually by all interested parties. New employees are briefed on the use of the Business Management System and locations of the TOTAL policies and any reviews or key changes in the policies are advised to employees.

This policy is governed by and supports our TOTAL Code of Practice and recognises the facility afforded by the Whistleblowing policy statement (POL022).

Refer to the list of TOTAL companies this Policy covers.



L BRASH | Director

Total Controlled Demolition Services Limited

Date: January 2025