

Case Study

Driving Global Safety Transformation at TotalEnergies

TotalEnergies standardized and streamlined safety and compliance across 50 countries – empowering 125,000 workers through one digital platform.



Every month, IZI Safety drives safety excellence across TotalEnergies' operations:

20,000 safety awareness modules delivered

7,000 safety interventions conducted worldwide

90% of personnel remain fully compliant

A Global Leader with a Local Challenge

TotalEnergies is a global multi-energy company that produces and markets fuels, natural gas, and electricity across more than 130 countries. With over 100,000 employees worldwide, the company is committed to delivering affordable, reliable, and cleaner energy – while upholding the highest standards of safety and operational excellence.

Within this global structure, the **Marketing & Services Division** operates and maintains **thousands of service stations worldwide** – from urban fuel stops in Europe to remote sites across Africa and the Middle East.

Unlike refineries or large industrial plants, these service stations are **open, decentralized environments** where contractors and maintenance teams work daily among the public. This setup presents unique safety and compliance challenges:

- Frequent contractor rotations and third-party interventions
- Limited control over site access
- Varied safety cultures and local regulations



Recognizing varying safety practices across affiliates, TotalEnergies saw the need to standardize training and contractor verification – ensuring consistent compliance for all on-site personnel.



www.izisafety.com



contact@izisafety.net



+33 7 56 28 08 60

From Paper to Proactive: The Safety Management Challenge

Across its global network of service stations, TotalEnergies' Marketing & Services Division relied on **manual, paper-based safety processes** – from checklists to work permits.

With thousands of contractors working across dozens of countries, this fragmented system made **real-time visibility and access control nearly impossible**. Site managers could only verify compliance during periodic audits, long after work had been completed.

As a result, **untrained or unauthorized workers** could enter sites undetected – sometimes with serious consequences.

TotalEnergies needed a global, digital solution to:

- Ensure every contractor is trained and compliant before arrival
- Verify workers qualification instantly at the point of entry
- Replace fragmented paperwork with centralized, actionable data

The Digital Solution: Global Consistency, Local Control

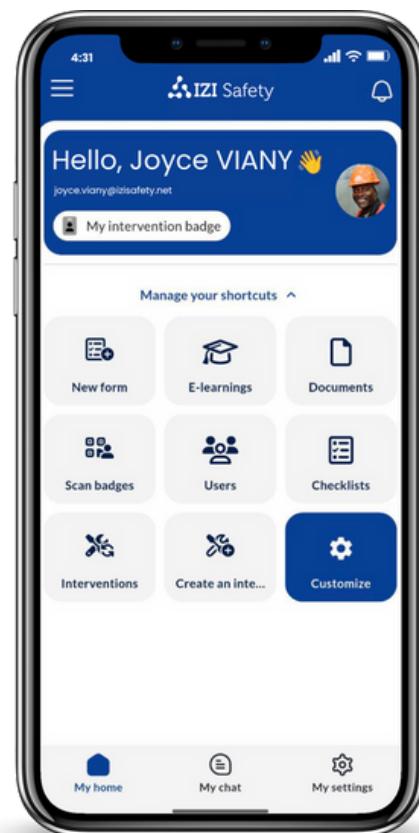
To meet these challenges, TotalEnergies partnered with IZI Safety to digitalize and standardize contractor safety and compliance management across all Marketing & Services affiliates.

The platform provided an **end-to-end, integrated solution** that ensured every worker was trained, verified, and compliant before setting foot on-site.

Through digital safety interventions, mobile-friendly forms, and real-time verification, TotalEnergies gained **clear global visibility** into contractor compliance.

With IZI Safety, the company could now:

- Replace paper forms with smart digital workflows for work permits and safety checklists
- Access real-time dashboards and analytics to track non-compliance by site, region, or activity
- Verify compliance instantly via digital IDs – even in low-connectivity environments



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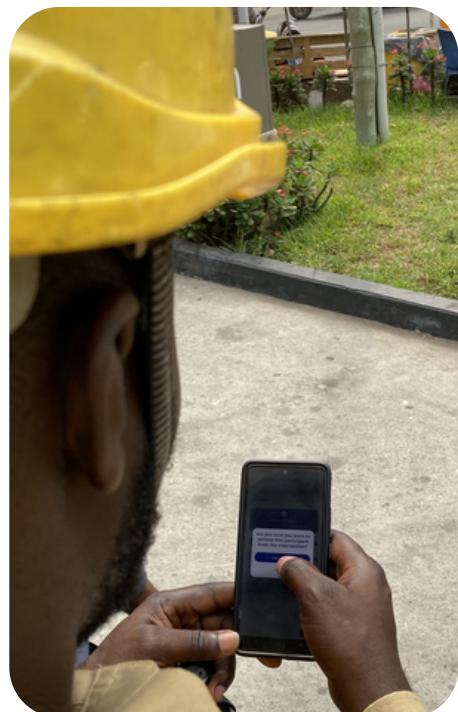
Implementation: From Pilots to Global Scale

TotalEnergies began with a **pilot phase** in three affiliates – Morocco, Ghana, and Jordan, chosen to represent English-, French- and Arabic-speaking environments. The goal: validate how IZI Safety could adapt to different operational realities before scaling globally.

Following the pilot's success, the company launched a **global rollout** across more than 60 affiliates. Each new affiliate started with a focused implementation team including operations, safety, and management representatives.



Crucially, TotalEnergies appointed local **"champions"** – site supervisors and safety leads responsible for driving adoption and training on the ground. This peer-led model became a cornerstone of sustainable implementation.



IZI Safety also became a **contractual requirement** for all new contractors and EPCs. Anyone wishing to work on a TotalEnergies site must now be registered and compliant within the platform – a major cultural shift that strengthened accountability throughout the supply chain.



We have successfully integrated IZI Safety into our daily operations, significantly improving our efficiency. IZI has proven to be invaluable in facilitating the training of all contractor personnel and ensuring compliance with necessary qualifications.

– Laith Al Daoud, HSSE Director at TotalEnergies Marketing & Services Jordan

IZI Safety's **intuitive, multi-language interface** made adoption effortless across regions. Teams could access the platform in their preferred language, complete trainings, and manage workflows easily – whether in Africa, Europe, or the Middle East. Its simplicity and consistent design encouraged rapid engagement, helping safety management become a shared, user-friendly process across all affiliates.



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Results & Impact: Building a Culture of Safety at Scale

The deployment of IZI Safety has transformed how TotalEnergies manages safety and contractor compliance across its global operations – **reaching over 125,000 users in 50 countries and 7,000 sites.**

For the Marketing & Services Division, what began as a digital compliance initiative has become a **new operational standard** defining how the company ensures safety at scale.

The success of this rollout led to expansion across other business units, including **Total Charging System, Lubricants, and Truck (AS24)**.

With IZI Safety, TotalEnergies achieved:

- ✓ **Real-time visibility** into contractor compliance across all affiliates, with automated reporting on non-compliant safety forms and workers
- ✓ The ability to **identify, analyze and resolve recurring safety gaps** across all sites in more than 50 countries
- ✓ A shift from **reactive audits to proactive prevention**, ensuring every worker is verified and trained before starting work

Today, IZI Safety is a cornerstone of **TotalEnergies' global safety culture**, built on visibility, accountability, and continuous improvement.

About IZI Safety

IZI Safety is a mobile-first safety and compliance platform purpose-built for high-turnover, frontline operations. Trusted by over 125,000 workers in 50 countries, it enables leading EHS teams to standardize and streamline safety procedures, audits, permits, and training – keeping temporary and contract workers safe, compliant, and productive in any language, at any scale.

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