

Customer service

For the Special Fluids department, customer service is paramount. We make full use of the following facilities to respond to the ever changing needs of our customers:

- **Unique, state-of-the-art, flexible manufacturing facilities** at the Oudalle plant, Normandy,
- A sophisticated **laboratory at the Oudalle plant** for product development,
- The Group's **extensive research facilities**,
- A highly specialised **technical support team**,
- A **policy of working** with our customers to develop new products,
- **Dedicated logistics** which permit supply at competitive cost by drum, road-tanker or ship.



Our commitment to customer service, safety and to the environment explains why TOTAL is Europe's leading speciality hydrocarbon fluid producer.



TOTAL Fluides

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51, Esplanade du Général de Gaulle
La Défense 10 - 92907 Paris La Défense Cedex - France



TOTAL

Special Fluids



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TOTAL

European leader in the sale of speciality hydrocarbons, TOTAL produces & sells a comprehensive range of products with unique characteristics. These products are marketed in over 100 countries world-wide by the Special Fluids division & by numerous subsidiaries of the groups Refining & Marketing branch.

An International production base

Our products are produced in a number of the groups plants:

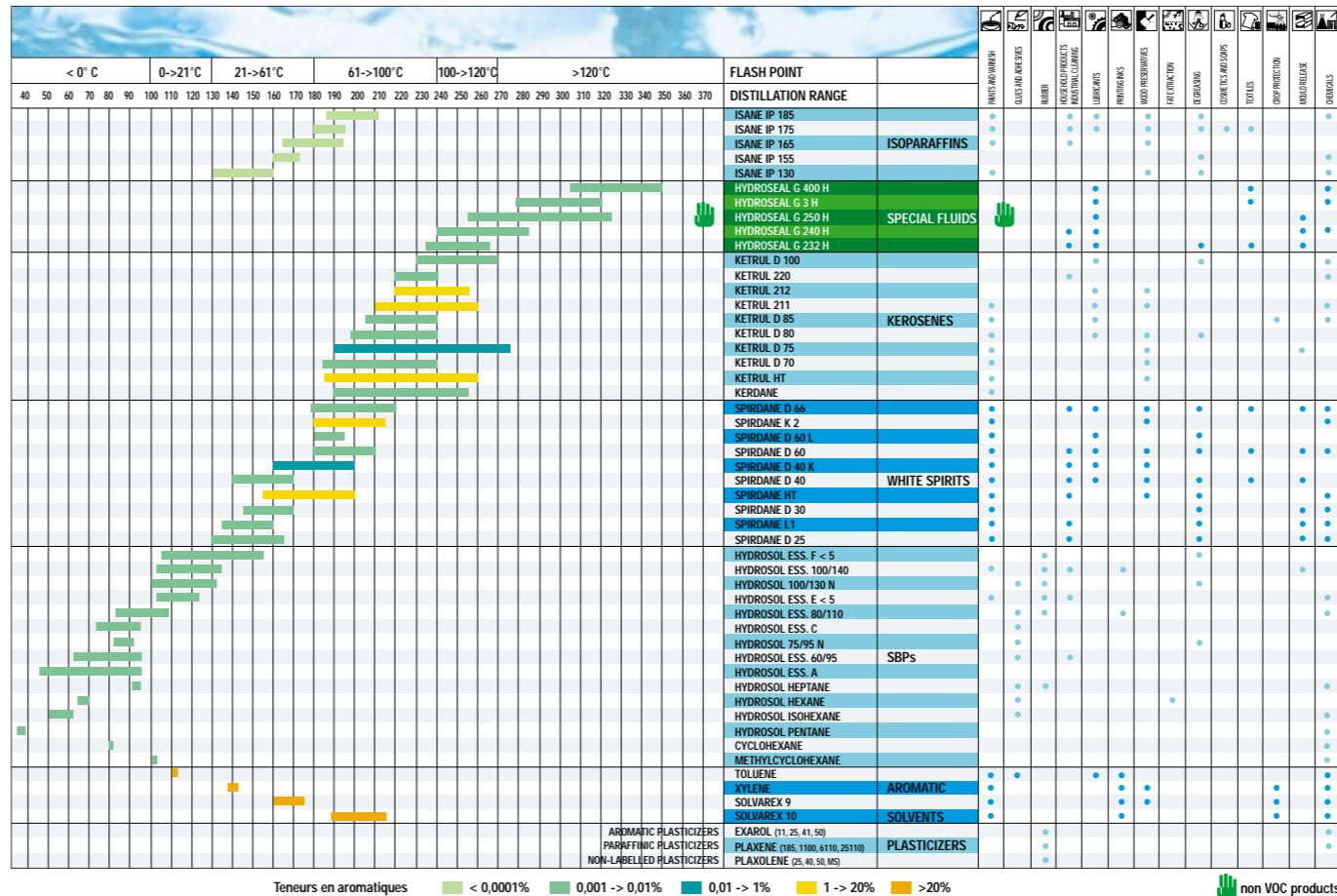
- Normandy & Feyzin Refineries (France)
- Lindsey Oil Refinery (UK)
- Total Refinery Antwerp (Belgium)
- Total Raffinaderij Nederlands
- Oudalle plant (France)

The Oudalle speciality plant

The Oudalle plant is the principal manufacturing plant for the Special Fluids Division. It is located next to the Normandy refinery, from which it receives feedstock by pipeline. Recent investments in the Oudalle plant and the application of state-of-the-art process techniques combine to make it a **world leader** in the production of highly pure, environmentally friendly fluids.

The TOTAL group has maintained a strong commitment to Quality, the Environment & Safety for many years. In accordance with this commitment, the Special Fluids Division has been certified according to **ISO 9001** since 1992, achieving ISO 9001: V2000 in 2003 (Quality). In addition, the Oudalle plant has also been certified according to the **ISO 14001** standard since 1997 (Environment) and achieved DNV SIES MP 170 (Safety Management System) accreditation in 1999.

Products and applications



Our Special Fluids range also includes:

TDL, EBF and EDC, drilling fluids, **ECOLANE** (Hydroseals for industrial applications),

GEMSEAL for use in the cosmetic industry, **KERDANE**, for heating oils,

SCRIPTANE, for printing ink distillates and oils, **BANOLE**, **CITROLE**, **HERBIDOWN**

FINAVESTAN EMA, **VELEZIA**, **ARBOFINE** and **ARB'HIVER**, as adjuvants for crop protection range.

Products for the future

A range combining performance, efficiency, safety & protection of the environment

Our comprehensive range of hydrocarbon fluids (more than 120 products) have been specially designed to anticipate & respond to the demands of the market. We produce a unique range of ultra-low aromatic content products, which can be used to replace traditional products when environmental concerns dictate. Several of these products are already approved for use in materials which come into indirect contact with food.