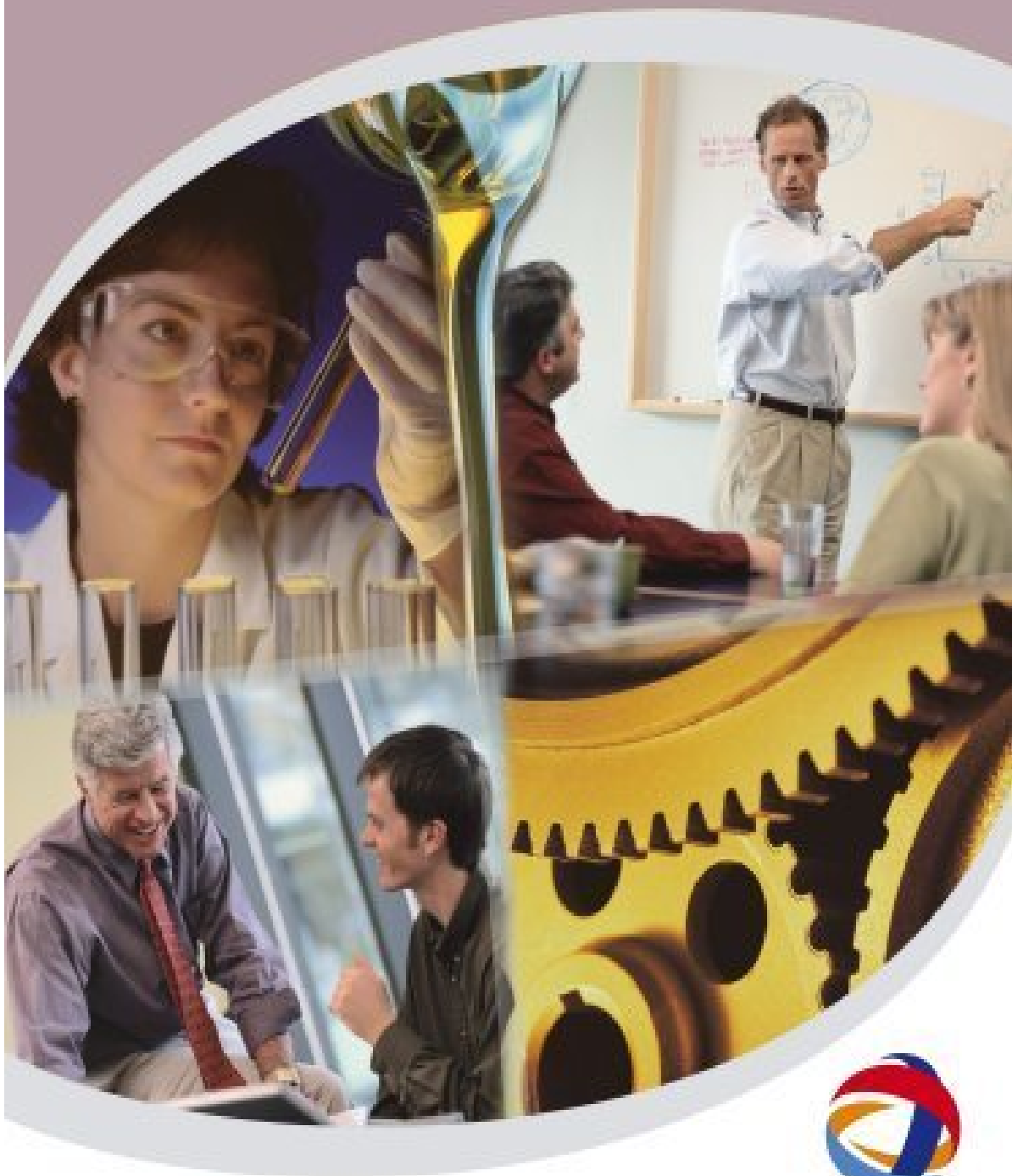


Lubricants Technical Training Customer Programm



TOTAL

Training is a tool enabling lubricants users to fully benefit from technological developments and from the expertise and know-how developed by Total Lubrifiants. The official agreement granted to TOTAL LUBRIFIANTS, (producer and marketer of ELF, TOTAL and FINA brands) as training organisation (N° 11 92 147 24 92) is a warranty of quality allowing this investment to be included in the Company training budget.

All trainings are given by highly experienced Field Engineers in constant contact with customers. Discover Lubricants Technical Training modules constituting the basis of the training program.

These modules have been prepared to improve technical knowledge for our customers' staff regarding operated equipment lubrication, preparation and design of product or service offered to their own customers.

1. Lubricants and lubrication

All about lubricants from their design to their use.

2. Point of sales Synergies

How to manage your point of sales to boost your sales: Welcoming the customer, point of sales organization, cross-selling products (brake fluids, coolants, tyres, light and bulbs...)

3. Profit Booster Lubricants

Offer to the consumer lubricants that will help to reduce their fuel consumption, extend their drain intervals, optimize their lubricants stocks, reduce their equipment's wear...

4. Safety and environment

All the tips and know-how to sell environment-friendly lubricants (storage, handling, dispensing, understanding pack labels, used oils collection, storage and disposal, understanding and using the Technical/Safety Data Sheets, green vehicles lubrication...)

5. Tools and services

How to use the various tools and services offered by Total: Oil sample analysis, maintenance monitoring, maintenance software use...

Lubrifiants et Lubrification

- Lubricants
- Specifications
- Standards
- Engine lubricants
- Automotive transmission lubricants
- Motorcycle and fishing or leisure boats lubricants
- Fuel economy lubricants
- Biodegradable lubricants
- Industrial lubricants
 - o Hydrostatic transmissions and their lubricants
 - o Industrial gears and their lubricants
 - o Compressors and their lubricants
 - o Turbines and their lubricants
 - o Heat transfer fluids
 - o Greases
 - o Metalworking lubricants
- Miscellaneous products
 - o Brakes fluids
 - o Coolants and anti-freeze
 - o Cleaning products
- Agriculture lubricants
- Lubricants for city busses fleets
- Automotive lubricants ranges



Safety and environment

- Lubricants storage, handling and dispensing
- Understanding and using information available on lubricant packs labels
- Used oils collection, storage and disposal
- Reducing polluting emissions
- Used oil packs collection and disposal
- Antifreeze and coolants
- Understanding and using the Technical Data Sheet
- Understanding and using the Safety Data Sheet
- City busses fleet lubrication for a cleaner environment



Profits booster quality lubricants

- Upgrading the lubricant (customer)
- Upgrading the lubricant (final user)
- Extended drain intervals
- Reducing the fuel consumption
- Optimising lubricants stocks
- In service oil analysis and reduction of equipment wear
- The TP concept

Tools and services

- Analysis of the lubricant
 - o Understanding the analysis report
 - o Interpretation and use of the analysis results
- Maintenance monitoring
- TIG XP5, maintenance software evolution, installation and uses
- ANAC, automotive oils in service diagnosis system
- Lubiana, industrial oils in service analysis and diagnosis system
- Quenching oils in service monitoring
- Turbine oils in service monitoring



Point of Sales Synergies

- Welcoming the customer
- Point of Sales organisation
- Around the lubrication:
 - o Lubricants
 - o Cooling liquids and antifreeze
 - o Brake fluids
 - o Tyres
 - o Lights and bulbs...



TOTAL LUBRIFIANTS
Training
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