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To further its development, the Group annually recruits worldwide nearly 10,000 new employees, both male and female, juniors and seniors, at all levels of training. All are different, but share the dynamism, receptiveness, adaptability and team spirit that are key to the Group's success.

## Refinery Console Operator m/f

The main tasks of a Console Operator are to ensure that safety and environmental regulations are observed in the operation of the units, and that the refinery installations function as they should.

In doing so he or she must:

- Apply his or her knowledge at an industrial site with professionalism and extreme vigilance, using advanced computing tools. The objective is to maintain a maximum level of safety and an optimum production operation.
- Develop and maintain communication, notably with the safety, maintenance and production staff and with external contractors working on the installations.

### > First steps

A Console Operator undergoes a period of training (theory and practice) of around four months during which instruction and supervision is provided by staff from the Training Department. From this, he or she learns the basics of the refining process and how to operate the installations. Training is then validated by practical application of the knowledge acquired. At the end of this period, a committee validates the operator's capacity to occupy the post by means of knowledge assessments and practical exercises.

### > Career options

A Console Operator applies his or her experience as an external operator before taking up the post of console operator after five to seven years. Following this stage, he or she has the opportunity to become an expert in this field and to seek a post of team leader. The path can then lead to process related positions at a production site or in maintenance or towards a parallel occupation. Other opportunities can arise in Exploration & Production.

### > Profile required

- Scientific, technical or professional qualification at university entrance level or operator's vocational certificate (BAC + 2): BTS in Chemical Engineering, Mechanics, GIRA, DUT in physical, chemical or thermal measurements, ...
- Capacity to adapt, special interest in and motivation towards Refining, good process learning capacity, rigour and vigilance, highly developed safety culture.



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## Christophe C.

Nationality: French – Age: 31

Console Operator at the Normandy Refinery

BTS in Industrial Maintenance – Started with Total in 1997.

### What does your job entail?

At the Normandy Refinery, I operate a production unit and look after safety matters. I also check the quality of its operations. At the same time, I make sure that we comply with environmental regulations (emissions, etc.) and verify the reliability of the installations.

### Tell me about your day-to-day work.

We operate a shift system in a round-the-clock operation. I take over from the previous operator and we draw up a check-list of events that have occurred during his shift. Our team for this unit is made up of five people: a shift supervisor, two panel or console operators and two operators.

After the handover, I do my rounds of the unit, applying the expertise I have acquired to detect faults. A pump a little too noisy or an unusual smell, for example, will attract my attention, and if I have the slightest doubt I must check because safety and the environment must take priority. I also check levels, valves and pumps and perform tasks on the installations (safety tests, sampling, analysis...) as part of my main duty of ensuring safety. My role also consists of supervising work carried out on the installations of my unit, especially by external contractors.

### What do you like about your job?

Firstly the responsibilities we are given. A refinery is a site covered by the SEVESO Directive, which implies maximum safety for installations and people, and constant monitoring of the environment. Each external Operator is in a way the guardian of his or her unit. Next, the diverse nature of my duties is very rewarding: concentration and vigilance during inspections of my unit and also communication and information exchange with the refinery personnel and external contractors. Finally, the technical aspect, especially in my role as panel operator, adds interest and motivation to my job.

Moreover, the fact that we operate round the clock allows me time off to engage in my private activities and enjoy family life.

### And what are the problems?

In the job itself, the main challenge is working in a special environment where vigilance is absolutely essential.

### What qualities are needed for this job?

You need to be adaptable and have an ability to learn in order to be able to put procedures into practice. You must be dynamic and curious. These qualities are essential for an Operator, who must follow things through to their logical conclusion, who must be determined to get to the source of a problem, because what may seem insignificant at first glance (a strange noise, an unusual smell) can conceal a serious fault. In other respects, our job requires a communicative mind and an ability to get on well with colleagues; you also need to be able to ask the right questions in order to get the right solutions.

### How do you see yourself progressing?

After the two posts as an external operator which I occupied for two years each, I progressed naturally to the position of Console Operator. At present, as an exploitation technician, I am in charge of the relationship between production and maintenance; I act as coordinator between these two activities.

In the short term, I am thinking of returning to active production to pursue jobs involving leadership and managerial responsibilities.



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