In Uganda, the development of the Tilenga and EACOP projects requires the government to acquire the land on which the infrastructure will be built. The mitigation of these projects' impact on the affected local communities has been made a priority in order to support them under the best possible conditions throughout the activities.

**SENSITIVE PROJECTS FOR THE PEOPLE AFFECTED**
Total E&P Uganda is aware of the social and societal issues surrounding the project because of the impact on local communities.

**RELOCATION PLANS THAT MEET LOCAL AND INTERNATIONAL REQUIREMENTS**
These plans are approved by the Ugandan authorities and government and in line with the standards of the International Finance Corporation (IFC).

**A COMMITMENT TO MINIMIZE THE NUMBER OF RESIDENTS RELOCATED**
For the first Resettlement Action Plan (RAP1), 5% of the affected persons (31 out of 622) have chosen an in kind compensation (30 houses and one land) as they were primary residents. The other persons received a monetary compensation as set out in RAP1.

**DAY-TO-DAY SUPPORT FOR THE PEOPLE CONCERNED**
A Livelihood Restoration* initiative is underway to improve their quality of life through improved access to education, health, and water.

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### TILENGA PROJECT

**Focus on the Tilenga project in Uganda**

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<tr>
<td>Total E&amp;P Uganda and its partners suggest a standard framework for any purchase in the region of Lake Albert, the LARF**.</td>
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<td>The Ugandan government approves the proposed common framework.</td>
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<tr>
<td>Total E&amp;P Uganda and its partners submit a Resettlement Action Plan (RAP) to specify the conditions for relocating the affected individuals.</td>
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<td>The authorities approve the plan, which is split into 5 zones.</td>
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/////////////// THROUGHOUT THE PROJECT, THE PEOPLE CONCERNED ARE NOTIFIED AND CONSULTED ///////////////

- Meetings are held with everyone concerned
- 35 liaison officers deployed in the field
- More than 30 meetings with representatives of communities and civil society organizations were held in 2018

**FYI:**

- The land will be acquired by the government and leased to Total E&P Uganda for a defined period of time
- Compensation rates are approved by the government
- Permanent residents may choose between monetary compensation or compensation in kind (housing)
- The resettlement action plan is being implemented by Total E&P Uganda on behalf of the government

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*Livelihood Restoration Program: a program to preserve and improve people’s livelihoods
**LARF: Land Acquisition and Resettlement Framework
A SUPERVISED ACQUISITION PROCESS

THE RESETTLEMENT PLAN STEP BY STEP

01 LAND VALUE ASSESSMENT
Compensation rates are established by the “Chief Government Valuer" appointed by the government. He/she relies on several market studies carried out by Total E&P Uganda and an independent committee.

02 CROP VALUE ASSESSMENT
Compensation rates are proposed to the Chief Government Valuer by the committees of representatives of the District's residents, who are the final decision-makers. They also rely on several market studies carried out by Total E&P Uganda and an independent committee.

03 COMPENSATION OPTIONS
Permanent residents may choose between monetary compensation or compensation in kind (housing).

For compensation in kind, special attention is paid to the choice of alternative land to ensure that access to infrastructure (main roads, schools, water networks, medical centers) is maintained or improved.

04 “CUT OFF” DATE
On that date, no further improvements to land, housing, or crops can be taken into account in calculating compensation. Cultivation of the land is still possible.

Total E&P Uganda is aware that, as part of Zone 1 of the Resettlement Action Plan, there may have been some misunderstanding about this date, which caused some owners to stop growing crops. To address this problem, food distribution has been set up for the people concerned.

Total E&P Uganda will provide more information about this “CUT OFF” date when implementing the other areas of the relocation plan.

05 COMPENSATION RECEIVED AND "NOTICE TO VACATE" SIGNED
The people concerned receive their compensation. In exchange, the land becomes the property of the Ugandan government. These people are given a set amount of time* to leave their land.

06 IMPLEMENTATION OF THE LIVELIHOOD RESTORATION SUPPORT INITIATIVE
This is an ongoing initiative to support people who no longer have access to their land by:

→ proposing training and activities linked to agriculture;
→ supporting families in managing their budget;
→ contributing to the improvement of their quality of life through access to education, health, and water;
→ helping to diversify household income sources by helping individuals acquire skills to pursue opportunities in the oil and tourism industries, etc.

07 MONITORING OF IMPLEMENTATION AND IMPROVEMENT IN QUALITY OF LIFE
Total E&P Uganda has put in place a monitoring process to ensure that the commitments made are being fulfilled and in particular that the people affected by the project have a standard of living that is at least equivalent to their initial living conditions.

AN INDEPENDENT GRIEVANCE MANAGEMENT SYSTEM

The system is compliant with the United Nations guiding principles on business and human rights. It must be legitimate, accessible, predictable, equitable, human-rights compliant and transparent.

Investigation into grievances is guaranteed by a transparent process. A complaint tracking system has been implemented. Grievances filed are recorded in a comprehensive register. The process is monitored via Isometrix and can be audited at any time.

A preliminary solution proposed within 24 hours. If the first option is rejected, up to four stages of exchanges between the complainant and Total E&P Uganda are provided for.

A dialogue-based process. Total E&P Uganda offers a new solution at each step of the discussion and can call on new partners if needed to work out an appropriate solution.

OUT OF THE 168 COMPLAINTS REGISTERED DURING THE IMPLEMENTATION OF ZONE 1 OF THE RESETTLEMENT PLAN, ALL BUT FOUR WHICH ARE STILL BEING PROCESSED, HAVE BEEN RESOLVED.

*30 days for the Tilenga project and 3 months for the EACOP project

SEPTEMBER 2019