Total Responds to Questions from NGOs About Its Projects in Uganda

- Total’s Vigilance Plan clearly identifies the risks to human rights, fundamental freedoms, human health and safety, and the environment that could result from our activities. Preventive measures specific to these risks are also set out.

- The Vigilance Plan is included in Total’s Registration Document, which can be downloaded from the Internet.

- The French Law on Corporate Duty of Care takes a general approach by type of risk. It does not require disclosure of risks specific to individual projects.

- The Vigilance Plan does not cover management of the risks related to our operations. That management is provided through action plans and procedures in force within Total and other measures taken for individual projects, notably in response to impact assessments. Total E&P Uganda and its partners have implemented measures to prevent the risks identified for the EACOP and Tilenga projects.

- Total E&P Uganda and its partners have conducted detailed environmental and social impact assessments (ESIAs) that in particular cover access to land and water and potential environmental impacts. These assessments led to measures to prevent or mitigate such impacts.

- The impact assessments were conducted in line with national and international standards, notably those of the International Finance Corporation (IFC), which are among the most stringent in the areas of environmental and social impacts. Nearly 70,000 people in Uganda and Tanzania were consulted during the assessments.

- The Tilenga and EACOP projects have been designed to strictly limit the impact on local communities and, where possible, help to improve their quality of life. This is achieved by limiting relocation and providing support for the people concerned. The relocation plans are designed to avoid actual physical resettlement wherever possible, as well as negative impacts on living conditions. The teams in charge of the project at Total regularly check in on the people affected.

- A total of 622 people, owners and renters alike, were affected by the first relocation plan for Tilenga.

- Owners were offered financial compensation or compensation in kind. Thirty-one opted for compensation in kind: one owner of land without a house and 30 homeowners, who will be rehoused under similar or better conditions. The other 591 people opted for financial compensation, whose amount was set in line with studies conducted by independent experts and approved by the relevant authorities. Other measures have been implemented to support local communities, and more are planned.

- Total is fully aware of the potential impacts on local communities. Ongoing transparent dialogue ensures that any concerns expressed are handled appropriately. Stakeholders are informed and consulted at every step of project implementation.
The teams of Total and its partners Tullow and CNOOC are currently working on an oil development project in Uganda, called Tilenga, and an oil pipeline project through Uganda and Tanzania, EACOP, which will transport the oil to the port of Tanga. For the two host countries, these projects will have a significant economic and social impact.

**A LONG HISTORY OF TOTAL IN THE REGION**
with a presence in Uganda for 60 years and in Tanzania for almost 50 years.

**A COMMITMENT TO PRESERVING THE REGION’S SENSITIVE ENVIRONMENT**
through a mitigation hierarchy approach “Avoid – Reduce/Restore – Compensate” and concrete actions.

**A COMMITMENT TO MINIMIZING THE IMPACT ON LOCAL POPULATIONS**
by limiting relocations and supporting the individuals concerned.

**ADDRESSING THE CONCERNS OF THE IMPACTED PEOPLE**
by keeping them informed, getting them involved and considering their opinions into each stage of project implementation.

The Tilenga project comprises oil exploration, a crude oil processing plant, underground pipelines, and infrastructure in the Bulisa and Nwoya districts of Uganda.

The EACOP project involves the construction of an underground hydrocarbon transport pipeline starting just inside the Uganda border (Hoima District - 297km) and extending through Tanzania (1147km) to an oil depot and an offshore loading terminal in Tanga.

SEPTEMBER 2019
FOCUS ON THE TILENGA PROJECT
Total E&P Uganda, fully aware of the project’s sensitive nature, has placed particular emphasis on environmental and societal issues, with a specific commitment to leaving the site in a better state than it was before the work started and to limiting residents’ relocations as much as possible.

ONLY 0.1% OF THE SURFACE AREA of Murchison Falls National Park will be affected by Total E&P Uganda’s operations.

IT TOOK 4 YEARS, AND MORE THAN 10,000 PEOPLE WERE CONSULTED to produce the environmental and societal impact study.

+ 6,000 JOBS directly or indirectly related to the project could be created.

70% of the project’s workforce is expected to be Ugandan.

FOCUS ON THE EACOP PROJECT
For this project, in Uganda and Tanzania, the pipeline route was designed to minimize environmental, societal, and safety impacts. Initiatives to improve biodiversity and generate a “positive net gain” will also be implemented.

58,000 PEOPLE CONSULTED when conducting the Environmental and Social Impact Assessment (ESIA): 23,000 in Uganda and 35,000 in Tanzania.

3,800 DIRECT JOBS potentially created for the construction of the pipeline.

+ 20,000 INDIRECT JOBS potentially created by the project.

A ROUTE CHOSEN TO MINIMIZE THE NUMBER OF RESIDENTS RELOCATED focusing on rural areas.
INFORM AND INVOLVE
THE PEOPLE AND LOCAL ACTORS

From the beginning of the projects, Total places particular importance on informing and consulting the local population and addressing their concerns, both at the local and national level. Their involvement is a key factor in the success of these projects.

A CLEAR FRAMEWORK FOR PARTICIPATORY AND INCLUSIVE DIALOGUE
A plan* clearly defines the relationships and interactions with all the stakeholders involved in the project.

A PERMANENT DIALOGUE IN THE FIELD IS CONDUCTED BY DEDICATED LIAISON AGENTS who are in direct contact with the population. They gather concerns and liaise with the project operator.

THE PEOPLE IMPACTED BY THE PROJECT ARE INVOLVED AT EACH STAGE of the projects through local committees set up in Uganda at the village and district level.

A PERMANENT DIALOGUE IN THE FIELD IS CONDUCTED BY DEDICATED LIAISON AGENTS who are in direct contact with the population. They gather concerns and liaise with the project operator.

CONSULTATION OF ALL STAKEHOLDERS INVOLVED IN THE PROJECT

LOCAL ADMINISTRATIVE AUTHORITIES
GOVERNMENT
LEGISLATORS

CULTURAL AND TRADITIONAL LEADERS

SUPPLIERS AND CONTRACTORS
INDUSTRIAL AND FINANCIAL PARTNERS
PRIVATE SECTOR
TOUR OPERATORS

TOTAL E&P UGANDA EMPLOYEES
LOCAL COMPANIES AND CO-OPS
TRADE ASSOCIATIONS

HEALTHCARE CENTERS
SCHOOLS
PROFESSIONAL ORGANIZATIONS
DONORS
MEDIA
NGO

REPRESENTATIVES OF THE RELIGIOUS COMMUNITIES

RESIDENTS
LANDOWNERS

COMMUNITIES CONCERNED

*Stakeholder Management Plan

SEPTEMBER 2019
INFORMATION AND CONSULTATION
CENTRAL FOR PROJECTS

THE TILENGA PROJECT

+ 10,000 PEOPLE CONSULTED
When conducting the Environmental and Social Impact Assessment (ESIA).

+ 4,000 MEETINGS
with the people concerned and civilian organizations for zone 1 of the relocation plan.

FEEDBACK FROM THE PERSONS CONCERNED INCLUDED IN THE UPDATE OF THE IMPACT STUDY
which was approved by the government environmental authority (NEMA).

35 LIAISON OFFICERS
in constant contact with local communities.

THE COMPLETED ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT OF THE TILENGA PROJECT IS AVAILABLE ONLINE HERE

THE EACOP PROJECT

+ 58,000 PEOPLE CONSULTED
When conducting the Environmental and Social Impact Assessment (ESIA): 23,000 in Uganda and 35,000 in Tanzania.

+ 3,100 MEETINGS
held throughout the pipeline project since November 2018: 600 in Uganda and more than 2,500 in Tanzania.

FEEDBACK FROM THE PERSONS CONCERNED INCLUDED IN THE UPDATE OF THE IMPACT STUDY
that was submitted to the Ugandan and Tanzanian authorities.

30 LIAISON OFFICERS
deployed all along the pipeline route to be in constant contact with local communities.

THE ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT OF THE EACOP PROJECT HAS BEEN SUBMITTED TO THE UGANDAN AND TANZANIAN AUTHORITIES

SEPTEMBER 2019
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.

**A COMMON FRAMEWORK TO ENSURE A FAIR LAND ACQUISITION PROCESS**
Focus on the Tilenga project in Uganda

<table>
<thead>
<tr>
<th><strong>STARTING IN 2014</strong></th>
<th><strong>2016</strong></th>
<th><strong>2017</strong></th>
<th><strong>2018</strong></th>
<th><strong>2018/2020</strong></th>
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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>
<td>The Ugandan government approves the proposed common framework.</td>
<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>
<td>The authorities approve the plan, which is split into 5 zones.</td>
<td>Implementation of Zone 1 of the Resettlement Action Plan for the treatment plant.</td>
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**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**

**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.

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

SEPTEMBER 2019
Total’s aim is clear: to minimize the impact of our activities on biodiversity wherever we do business, throughout the entire life cycle of our facilities and products. Several elements are central to Total’s approach, which is based on International Finance Corporation standards:

**Operations that take into account the sensitivity of the area and the local environment**

- **Avoid**
  - any impact on the environment where possible, taking into account the site’s sensitivity

- **Minimize**
  - potential effects through measures to preserve local biodiversity

- **Restore**
  - by focusing efforts on ecosystem rehabilitation

- **Compensate**
  - through biodiversity improvement programs when needed

**A controlled project**

- Total E&P Uganda’s operations will only impact 0.1% of the park’s surface area.
- Total E&P Uganda and its partners have spent nearly four years in Uganda working on the Societal and Environmental Impact Assessment.
- The impact study was validated by the Ugandan authorities and independently reviewed by internationally recognized NCEA experts** who emphasized the quality of the study.
- Numerous action plans to mitigate the residual risks identified during the impact study

**Concrete actions**

- Ensuring that large areas without construction are preserved to allow for animal movement
- Reinjection of all water used in production into the wells
- Waste reduction and monitoring of waste treatment
- Dust control through the use of specific techniques

**Protecting water supply**

The project’s impact on the lake is limited. Water consumption during the first years of production will be 35,000 cubic meters per day and will decrease after. It represents 0.03% of the water flowing through the lake.

**Preserving Murchison Falls National Park and Lake Albert**

Total E&P Uganda is mindful of the sensitive nature of the project due to its proximity to Murchison Falls National Park and Lake Albert.

**A commitment to leaving a positive environmental footprint**

in particular in Murchison Falls National Park, where Total is committed to leaving this environment in better condition than it was before the projects began.

**SEPTEMBER 2019**
CONCRETE ACTIONS

THE PIPELINE ROUTE WAS CHosen TO MINIMIZE ENVIRONMENTAL AND SOCIAL IMPACT.

THE PROJECT COVERS AN AREA OF APPROXIMATELY 50 KM², MORE THAN 80% OF WHICH CONSTITUTES THE PIPELINE CORRIDOR WHICH WILL BE RESTORED TO ITS NATURAL CONDITION AFTER CONSTRUCTION HAS BEEN COMPLETED.

A Biodiversity & Livelihood Committee Advisory Committee was set up in 2013 to provide independent expertise on planned environmental measures.

The development of a Biodiversity Management Plan that defines the obligations in terms of environmental protection.

Participation in the Minzira Forest Conservation Project in partnership with the United Nations Environment Programme and the Tanzania Forest Services Agency.

PROTECTING THE BIHARAMULO GAME RESERVE AND THE WEMBERE STEPPE AREA

Focus on the EACOP project in Uganda and Tanzania

The pipeline will be underground, and the only visible facilities will be pumping stations, power stations, and the marine terminal.

The boundaries of the operating areas were defined by taking into account the natural habitat of several species and the savannah corridors. For example, in the area classified as a "natural habitat" for chimpanzees in Uganda, only 3 km² of the wildlife corridor will be affected during the construction phase, including 1 km² permanently.

Total E&P Uganda is involved in studying the habitats and behavior of certain species, such as Rothschild’s giraffes.

EMPHASIS ON PRESERVING THE LOCAL ECOSYSTEM

The development of a Biodiversity Management Plan that defines the obligations in terms of environmental protection.

PRESERVATION OF LOCAL WILDLIFE

The boundaries of the operating areas were defined by taking into account the natural habitat of several species and the savannah corridors. For example, in the area classified as a "natural habitat" for chimpanzees in Uganda, only 3 km² of the wildlife corridor will be affected during the construction phase, including 1 km² permanently.

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