



# Accompanying and supporting local populations

The development of the Tilenga and EACOP projects requires the government **to acquire the land** on which infrastructures 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

The projects are situated in a sensitive social context and require land acquisition programs with close attention to the rights of the affected communities.



## Relocation plans that meet local and international requirements

These plans are approved by the Ugandan authorities and comply with the standards of the International Finance Corporation (IFC).



## A commitment to minimize the number of relocations

Out of the 18,800 households affected by the projects in Uganda and Tanzania, 723 will be physically displaced for Tilenga and EACOP projects. These households are proposed for the option of a replacement house provided by the projects.



## Day-to-day support for the people concerned

Livelihood Restoration initiatives are developed to improve quality of life through agricultural support services and financial management program.



**TILENGA**  
PROJECT

## A common framework to ensure a fair land acquisition process Focus on the Tilenga project in Uganda

STARTING  
IN 2014

2016

2017

2020

2021/2022

TotalEnergies EP Uganda and its partners suggest a standard framework for any land acquisition in the region of Lake Albert.

The Ugandan government approves the proposed common framework.

TotalEnergies EP Uganda and its partners submit a first Resettlement Action Plan (RAP1, for industrial area) to specify the conditions for relocating the affected people. The authorities approve it in 2018.

Implementation of RAP1 with compensation payments, transitional support, resettlement house construction. Submission and approval of the other plans (RAPs 2-5).

Completion of RAP1. Implementation of the remaining Resettlement Action Plans (RAPs 2-5).

//////// THROUGHOUT THE PROJECT, THE PEOPLE CONCERNED ARE NOTIFIED AND CONSULTED //////////

Meetings are held with people concerned, representatives of communities and civil society organizations.



THE LAND IS **ACQUIRED BY THE GOVERNMENT** AND LEASED TO **TOTALENERGIES EP UGANDA** FOR A DEFINED PERIOD OF TIME



COMPENSATION RATES ARE **APPROVED BY THE GOVERNMENT**

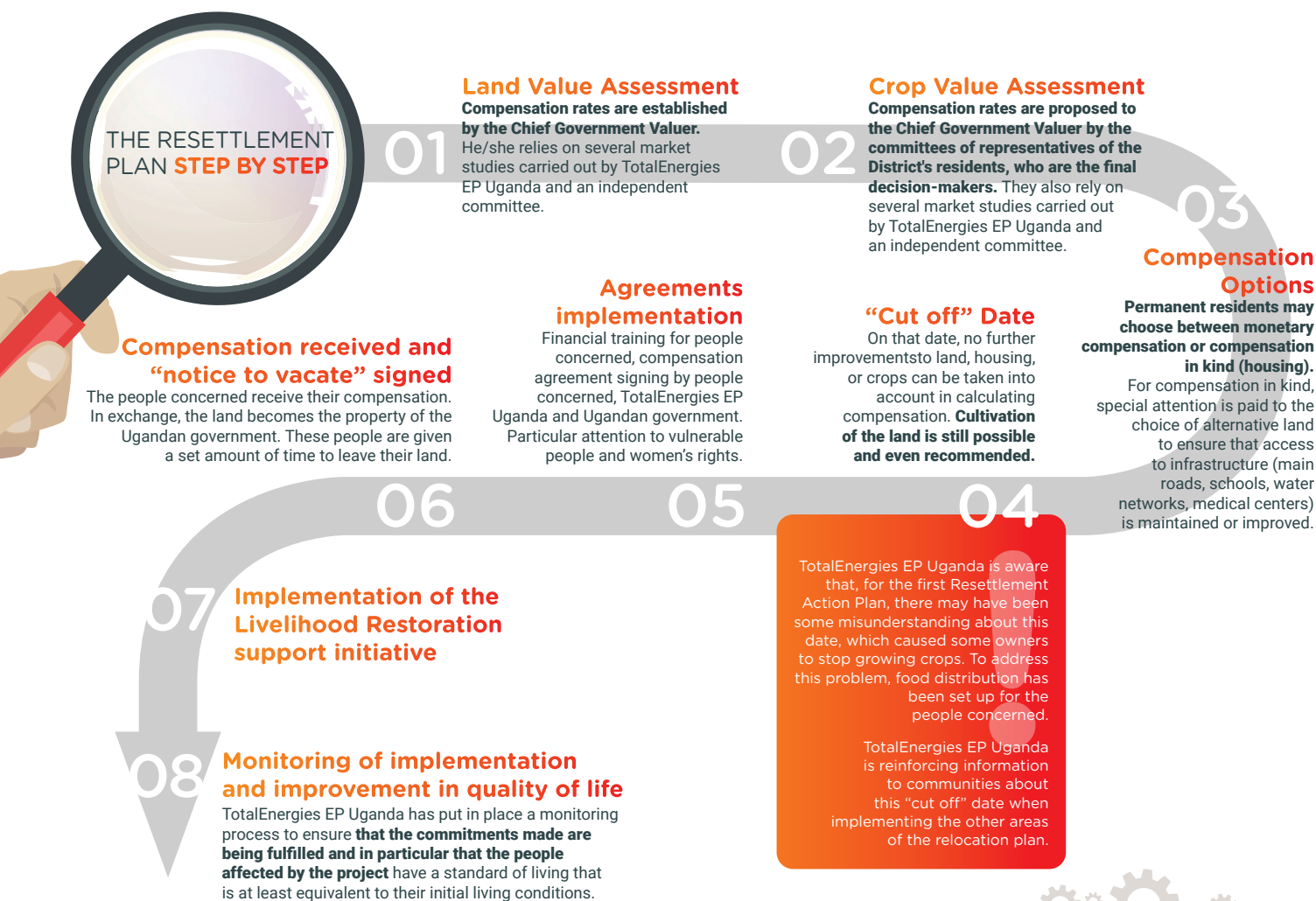


PERMANENT RESIDENTS MAY **CHOOSE BETWEEN MONETARY COMPENSATION OR COMPENSATION IN KIND (HOUSING)**



THE RESETTLEMENT ACTION PLANS ARE **BEING IMPLEMENTED BY TOTALENERGIES EP UGANDA** ON BEHALF OF THE GOVERNMENT

## A supervised acquisition process



### Focus on the Livelihood Restoration programs

These are ongoing initiatives to support people affected by the projects:

- proposing training and activities linked to agriculture (cassava and vegetables growing, tree seedlings, apiary...);
- supporting in managing their budget;
- contributing to the improvement of their quality of life;
- helping to diversify household income sources by accompanying individuals to develop small businesses.

These programs will be conducted for at least 2 years after land acquisition.

### Transparent grievance management systems



**The systems are compliant with the United Nations guiding principles on business and human rights.** It is legitimate, accessible, predictable, equitable, human-rights compliant and transparent. Complaints are formally registered by the community liaison officers and the grievants receive a copy of the grievance form.



**Assessment and investigation into grievances is guaranteed by a transparent process.** Complaint tracking systems have been implemented. Grievances filed are recorded in a comprehensive register. The process is monitored and can be audited at any time.



**A preliminary solution is proposed within 24 hours.** If the first option is rejected, up to four stages of exchanges between the complainant and the projects' teams are provided for.



**A dialogue-based process.** A new solution is proposed at each step of the discussion and new partners can be called if needed to work out an appropriate solution.

As of today, **89% of complaints received have been resolved for Tilenga project.**

Ensuring transparency around these projects rigorously researched and assessed is a priority for TotalEnergies, which has made Environmental and Social Impact Assessments and third-party reviews available online to all stakeholders. [MORE INFORMATION HERE](#)