**Questionnaire for companies investing in the oil sector in Uganda & Tanzania**

Do you have relevant policies in place that would help your business identify risks to human rights and address impacts on: a) land and housing b) labour rights, and c) environmental impacts on communities? If so, please share the link or send them as a Word or PDF file for posting on our website. If you do not yet have human rights policies in place, do you have plans to develop them?  If so, how are you developing them or plan to develop them?

Total E&P Uganda (TEPU) as an affiliate of Total S.A. abides by the Company Code of Conduct as well as the Human Rights Guide. The Code of Conduct sets out our priority business principles, one of which is “Respect for internationally recognised Human Rights standards”. The company also abides by the societal policies set by the group to regulate interactions with stakeholders and focuses on four areas which are stakeholder engagement, prevention and mitigation of negative impacts, shared value creation and access to energy.

The Environmental and Social Impact Assessment is one of the tools that is in place at TEPU to identify risks and address impacts with respect to land rights, labour rights and the environment. The Resettlement Action Plan, Livelihood Restoration Plan as well as the Grievance Management Procedure and Unskilled and Semi-Skilled employment procedure are some specific aspects that are currently being implemented.

The Voluntary Principles On Security and Human Rights (VPSHR) are implemented at Total E&P Uganda through amongst others training of stakeholders especially from security service providers whether private or government.

1. Do the policies and procedures described apply to the company’s related entities in Uganda and Tanzania including but not limited to subsidiaries, subcontractors, joint venture partners and other business partners? If so, please explain how these commitments are monitored and enforced.

The policies and procedures apply to and are in place in Uganda. The Unskilled and Semi-Skilled recruitment Procedure and the Grievance Management, which is based on best practices such as the IPIECA Community Grievance Mechanism toolbox and international standards including the 2011 United Nations Guiding Principles on Business and Human Rights and the IFC Performance Standards, is shared with third party contractors for implementation. The Community Liaison Officer of the company liaises closely with the third parties and in the case of Grievances the formal documentation and IST database management of the grievance is monitored and followed up by the company.

1. Have you undertaken environmental, social, health, and/or human rights impact assessments on your project or investment?  If so, are you willing to share the results of these assessments for posting or linking on our website?

An ESIA is currently underway for the TILENGA project and is due for submission to the authorities. The approved ESIA will become a public document.

1. Does your company have formal policies or programmes designed to engage with communities potentially impacted by your operations, or those of your subsidiaries, subcontractors, joint venture partners or other business partners? If so, can you share those policies, and describe the activities that took place under them in 2017?

Stakeholder Relationship Management + (SRM+) is a tool used by Total affiliates to help build the societal strategy and action plan by bridging the risks and opportunities to the concerns and expectations of stakeholders. There is a Stakeholder Engagement Plan for the project updated regularly, which has the overarching principals to be undertaken by the company and all contractors and sub-contractors.

1. Are your contracts with the Uganda/Tanzania Government publicly available? If not, do you plan to disclose them to the public and/or directly to affected communities?

Total is a signatory to the Extractives Industries Transparency Initiative (EITI) since its creation and is playing a very active role in the initiative which advocates for greater transparency in the oil revenues. We publish detailed information on exploration and production activities (mining rights, contracts, subsidiaries, figures on tax paid to national authorities...) in countries where we operate.

We support States in their processes of publishing all their oil contracts. The goal is to increase stakeholders’ confidence in our industry which is a fundamental asset for an organisation that makes long-term commitments to substantial investments. It also contributes to contractual stability.

In Uganda, Total E&P Uganda is bound by contractual obligations under the Production Sharing Agreements not to disclose information relating to petroleum operations, without the prior consent of the Government of Uganda. We will extend our support if the Government decides to sign up for this initiative and disclose relevant information.

1. Have you entered into any agreements directly with local authorities or affected communities, in Uganda/Tanzania, for purposes of local/community benefits, employment commitments, environmental or land management, or other issues? Are these publicly available, or available to affected communities?

Because of the phase of the project there have not been many long term commitments made so far. With the approval of the ESIA and Final Investment Decision there will be a number of MoUs entered to partner with Central and Local Governments especially when it comes to Impact Mitigations initiatives. By virtue of the TEPU activities in Murchison Falls National Park there is a short term MoU that covers park entry, airstrip landing, ferry crossing and provision of rangers and information sharing of studies.

1. Do you have policies on grievance mechanisms?

There is a Grievance Mechanism in place modelled on International best practice such as the IPIECA Community Grievance Mechanism toolbox. Our policy describes the main steps of the grievance management procedure: receipt and recording, processing and closure of grievances.

1. How many grievances were submitted in relation to your operations in Uganda/Tanzania in 2017? How were they resolved?

Around hundred grievances were submitted in 2017 and resolved in accordance with the grievance management process as defined in our Grievance Mechanism policy.

1. Whom should communities or civil society groups contact if they have questions or concerns about your investment or operations in Uganda/Tanzania?

Communities and local civil society can directly contact the Community Liaison Officer either on phone which includes a toll free line, or through the Community Office located in Central Buliisa. National level civil society can contact the Head of Social Affairs through the available emails and phone number.