

GENERAL SPECIFICATION

Sustainable Development

GS EP SDV 101

Social Baseline Study

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1. Scope

This General Specification defines the Company requirements for establishing a Social Baseline Study (SBS). It is the basic standard required by the Company and sets out the study content, phases and expected results. Local laws and rules must be respected, and further specific conditions added if necessary.

2. Reference documents

The reference documents listed below form an integral part of this General Specification.

External Documents

Unless otherwise stipulated, the applicable version of these documents, including relevant appendices and supplements, is the latest revision published at the effective date of this document.

Reference	Title
CH-GR-ETH-001	Company Code of Conduct accessible on the website www.total.com
HR/PUB/11/04	Guiding Principles on Business and Human Rights, Implementing the United Nations "Protect, Respect and Remedy" Framework, 2011
International Labor Organization	Declaration on Fundamental Principles and Rights at Work, 1998
IPIECA 2013	Integrating human rights into environmental, social and health impact assessments
United Nations	Universal Declaration of Human Rights, 1948
Voluntary Principles	Voluntary Principles on Security and Human Rights, 2000

Total General Specifications

Unless otherwise stipulated, the applicable version of these documents, including relevant appendices and supplements, is the latest revision published in the applicable yearly collection.

Reference	Title
GS EP SDV 102	Social Impact Assessment
GS EP ENV 501	GIS Deliverables for HSE

3. Definitions and acronyms

E&P: Exploration & Production.

HSEQ/ESSH/SOC: Societal Engineering Department of E&P branch

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Final Social Status: study of the socio-economic status of the area and Project sites at the end of operational activities. When compared with the social baseline study, it provides a means of evaluating whether the impact mitigation measures have been properly applied and of deciding whether and how societal monitoring measures are necessary.

GDP: Gross Domestic Product.

HDI: Human Development Index developed by the UN is a composite index measuring average achievement in three basic dimensions of human development - a long and healthy life, knowledge and a decent standard of living

Human Rights: Human rights are generally defined as basic standards of treatment to which all people are entitled, Regardless of sex, national or ethnic origin, color, religion, language, or any other status. Human rights are relevant to business and are recognized by various international instruments ([IPIECA 2013](#)). The Company as stated in [CH-GR-ETH-001](#) adheres in particular to the principles set out in [HR/PUB/11/04](#), [International Labor Organization](#), [Voluntary Principles](#) and [United Nations](#).

Impact: any impact positive or negative, potential or actual, on (i) the physical, natural or cultural environment, (ii) surrounding community, and/or (iii) human rights of individuals - community members or others, resulting from any business activity or, when relevant, directly linked to the Project by its business relationships.

Indigenous Peoples: broadly defined as a distinct social and cultural group possessing the following characteristics in varying degrees: Self-identification as members of a distinct indigenous cultural group and recognition of this identity by others; Collective attachment to geographically distinct habitats or ancestral territories in the Project area and to the natural resources in these habitats and territories; Customary cultural, economic, social, or political institutions that are separate from those of the dominant society or culture; An indigenous language, often different from the official language of the country or region.

Local development support plan: program for managing the contribution to the human and socio-economic development of a site's neighboring communities. The plan is consistent with existing local development plans and relies on partnerships and competent organizations.

MPI: Multidimensional Poverty Index identifies multiple deprivations at the household and individual level in health, education and standard of living.

NGO: non-governmental organization or other civil society organization.

O&G: Oil and gas.

Participatory approach/technique: approach that encourages engagement with stakeholders or local actors in gathering and analyzing information.

Project: any oil and gas (O&G) activities in which the Company participates and for which the social baseline study has been commissioned (e.g. exploration, construction, etc.).

Project Affected Community (PAC): any community being subject to the actual or potential impacts of an O&G project.

Project Affected Person/s (PAP): any individual person subject to potential impacts from an O&G project within the Project's area of operation.

SME: Small and Medium Sized Enterprises.

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Social Baseline Study (SBS): initial evaluative study of the socio-economic and human rights context prior to any operational activity, formalized in the framework of the Exploration & Production processes.

Social Impact Assessment (SIA): study that assesses and/or analyzes the actual and potential social or human rights impacts – positive and negative, direct and indirect, short, medium and long term, intentional or not – on the population affected by an O&G Project.

Societal: The Societal approach includes initiatives undertaken by the Company and its assets in order to better integrate their activities into the societal context of their host communities, countries and regions, notably by contributing to human, economic and social development in those territories.

Stakeholder: any external person, group of persons, or organization on which the Project (or activity) has a potential, direct or indirect, positive or negative impact, or one that has a potential, direct or indirect, positive or negative impact on the Project (or activity).

Vulnerability¹: an individual or group's diminished or lack of capacity to understand, anticipate, cope with, resist or recover from the consequences of a potential impact or other threat.

4. Responsibilities

4.1 The Company

The affiliate's societal correspondent, or the HSEQ/ESSH/SOC coordinator in the case of studies being managed by headquarters, is the Company representative for the Social Baseline Study, and liaises with the selected Consultant, from the call for tender stage, as regards implementing, monitoring and validating the study.

The Company representative is responsible for coordination between the following parties:

- Relevant internal stakeholders including the department responsible for the Project and the Project or Asset manager or other internal departments such as environment, security, contracts and procurement etc.
- The Consultant.
- The local authorities, administration and any partner or national or international institution (when these studies are required by regulations).
- National or international associations and organizations likely to be contacted and met for the purposes of the study.
- External stakeholders that should be engaged, or communicated with for the purposes of this study (in particular those actually² and/or potentially affected by the Project).
- Any expert hired in the host country or other business partner.
- Headquarters (advisory function).

¹ It is important not to confuse 'the vulnerability of people or groups to the Project's impact' with that of people included in 'vulnerable groups' such as indigenous people, elderly people, etc. A person may not belong to a typical 'vulnerable group' but still be very vulnerable to impacts.

² As soon as the Company has any in country presence even temporary through the SBS or other study consultants, the population is considered as already affected (positively and/or negatively) by the future Project.

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The Company representative ensures:

- That a description of the Project is available, indicating the Project status at the time of the study takes place, and including any uncertainties and elements that need to be finalized.
- Validation of the study's priority subjects.
- The smooth roll-out of the study.
- Those stakeholders (in particular those identified as potentially at risk or to be affected by future Project activities) are appropriately informed and engaged during the SBS-process.
- That a representative from Head office or the affiliate assists the Consultant if necessary, especially during the field mission
- Monitoring and validation of progress and provisional reports.
- That the final reports are validated and sent to the department responsible for the Project.

4.2 The Consultant

The Consultant is responsible for:

- Adapting the study themes to the context, scope, size and location of the study area and/or the Project, for validation by the Company.
- Drawing up a detailed schedule for the planned activities, including a kick-off meeting, interim meetings, and a close-out meeting.
- Conducting the study in line with good international oil and gas industry practices on social and human rights studies.
- Collecting information on potential, actual and ongoing human rights issues.
- Interpreting the results.
- Writing the final report and a presentation intended for a wide audience.

Monitoring and intermediate progress reports are essential to ensure that the study remains on track because of the risk of drift from the scope of work as a result of mutual misunderstandings, unexpected delays, irrelevant information, etc.

At any point in time, if the Consultant discovers severe ongoing or immediate social or human rights impacts caused or contributed to by either the Consultant or the study process itself, or other Company activities, the Consultant shall report this to the Company without delay. The Consultant shall consider the potential for being implicated in harm whilst conducting the study. For example, risks to stakeholders participating in stakeholder engagement processes, risks to human rights defenders or unions that may during early phases oppose the project, or risks involved with utilizing security providers when gaining first access to conflict-sensitive areas.

4.3 Resources

Consultant personnel employed for the study include a project manager and/or any person able to organize and carry out the SBS (sociologist, demographer, economist, anthropologist, ethnologist, archeologist, human rights expert, GIS expert etc.). In contexts where there are human rights issues or human rights are at risk, it is advisable to have human rights expertise

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as part of the team for the purpose of developing human rights understanding for the future Project. It is also advisable to have local consultants as part of the team, for the purposes of bringing local knowledge and understanding of the context and to facilitate engagement with stakeholders.

The Consultant is responsible for all logistics and should inform the Company especially if there is an in-country office. In certain difficult contexts, the Company may assist the Consultant with logistical aspects.

5. Objectives

The overarching objective of an SBS on an O&G Project is to describe, before any operational activity begins, the societal and human rights context of the license area and/or the societal context of potential Project sites. A license-wide SBS may be undertaken before O&G activities have been defined in order to understand the general societal context for future activities. Once the O&G project has been defined and potential Project sites identified, then a Project specific SBS is carried out which is included in the Project's Social Impact Assessment (SIA).

The specific objectives are to:

- Gain a thorough understanding of the socio-economic and human rights context of the license area and future site(s) before any operational activity begins.
- To the extent possible, carry out a mapping of potential external stakeholders, compile a stakeholder database, and (know enough about them to) begin engagement.
- Identify information relevant to past, present, and potential human rights issues and exposures.
- Identify PACs and PAPs and, if possible, vulnerable PAPs.
- Provide a body of information that is useful later when the local development support plan is developed.
- Evaluate - at the end of operations - the differences between the baseline social context and the final social context.

6. Integration in the E&P process schedule

The SBS shall be done as early as possible and may be carried out at a license wide level if the Company is entering into a new country or area.

- In the Exploration phase, the SBS may be carried out once the license has been acquired or once the operational plan has been validated.
- In the case of field development and start-up, the SBS shall be completed and made available for the conceptual phase.

In any case, a detailed SBS forms part of the SIA (**GS EP SDV 102**) and shall be carried out sufficiently early so that:

- The SIA can be completed before the operations begin,
- It can be determined whether there is a need for a dedicated human rights impact assessment.

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In the event that the SBS begins late, it is advisable to conduct a single study comprising both SBS and SIA, and that during the study there is a continuous evaluation of the potential need for a dedicated human rights impact assessment (if this has not already been done).

It is recommended to anticipate the SBS as much as possible and to ensure that the SBS is integrated into the operations schedule and budget.

7. Detailed description

7.1 Phases of the Social Baseline Study

The main phases of the SBS are:

- A kick off meeting.
- The desk top study.
- The field mission.
- Reporting and interpretation.
- Presentation of results.
- Final report and presentation.

7.2 Kick off meeting

A kick-off meeting organized between the Consultant and the Company provides the opportunity to:

- Present the Project team including local consultants to the Company.
- Specify the project description.
- Share available reference documents and bibliography.
- Confirm the scope of the SBS and the methodology to be used.
- Respond to or discuss any arising issues or concerns, e.g. relating to human rights.

7.3 The desktop study

7.3.1 Objective

The purpose of the desktop study is to provide preliminary information on the social and human rights context of the license area of potential sites for Project installations drawing on secondary information sources. This is subsequently checked and validated by the field mission. Where relevant, national level information should be included but the main focus of the study should be the license area and future Project sites if they are known and any areas to which (it is foreseeable by the Study that) impacts could extend. The purpose is also to tentatively evaluate (or revisit) whether there is a need for a dedicated human rights impact assessment. This evaluation should be continuous as the need for such an assessment may change between start and end of the SBS process.