



HOW DO YOU RAISE A GRIEVANCE TO EACOP?



EAST AFRICAN
CRUDE OIL
PIPELINE

THE GRIEVANCE PROCESS

The Grievance Process explains what to do if you have a complaint/grievance about activities related to the East African Crude Oil Pipeline (EACOP) project, including those of its contractors.

What is a grievance?

A grievance is a complaint about project activities that may include dust, noise, damage to property such as crops, damage to, and blockage of community access roads, excessive speed by company vehicles, etc.

Who can raise a grievance to EACOP?

An individual, group, community, or institution can raise a grievance if they believe that EACOP is responsible for an unfair situation, risk, or negative impact. You will follow the steps below.

How to submit a grievance to EACOP?

- Your first point of contact should be the EACOP Community Liaison Officer (CLO) covering your district. They are the ones who will support you in the process. They will provide you with a grievance form.
- You can also submit your grievance by:
 - Telephone using the EACOP toll free line (0800 216 000)
 - Directly contacting the EACOP Grievance Administrator (0760 888 585)
 - Email at grievances.ug@eacop.com
 - Any EACOP staff readily available to you
 - Contacting local leaders such as the LC1
- Upon receiving your grievance, and if an immediate response can be provided, the EACOP CLO or EACOP Grievance Administrator will respond and address the issue within 1-2 days
- If you are satisfied with the response, you will sign the acceptance and closure form

What happens if you are not satisfied with EACOP's immediate response?

- If the grievance cannot be resolved immediately, you will be contacted by the Grievance Administrator/EACOP CLO within 7 days
- A detailed investigation of the grievance will be done by the Grievance Administrator/EACOP CLO within 14 days
- Following the investigation, if the grievance is founded, a solution will be proposed
- If you agree to the proposed solution, it will be implemented, and you will fill out an acceptance and closure form
- If after investigation the grievance is unfounded, you will receive a letter with a justification
- If the proposed solution doesn't satisfy you, you can refuse to close out the grievance and appeal to the EACOP Grievance Management Committee (GMC) to potentially provide another solution

FIRST APPEAL

- The GMC will study your grievance and consider if another solution is appropriate
- If you agree to the proposed solution, you will sign the grievance acceptance and closure form.
- If the committee finds that your grievance is unfounded, you will receive a letter with justification.

SECOND APPEAL

What if EACOP GMC proposed solution is not satisfactory?

- EACOP has established EACOP District Consultative Committees (DCC) in each district along the pipeline, to ensure third-party advice

- A meeting with the DCC will be convened, and you will be invited to explain your situation
- The DCC will generate recommendations and submit them to the Appeals Committee

APPEALS COMMITTEE

What happens if you disagree with the DCC proposed solution?

- If you do not accept the earlier resolutions proposed, your grievance will be forwarded to the EACOP Appeals Committee. The appeals committee is made up of EACOP senior management.
- The EACOP Appeals Committee will study your grievance, review suggestions by the EACOP DCC, and consider if another solution is appropriate.
- If you agree to this solution, you will sign the grievance acceptance and closure form.
- If you do not accept the resolution provided, a formal escalation letter will be issued to verify that all channels of the EACOP grievance process were utilized.
- You will be advised to explore other measures of resolution with support from the EACOP legal department.



At no point will you be prevented from using the legal channels as provided by the Uganda Judicial System.



PLEASE KEEP IN MIND

Reporting a grievance, and the entire process of resolving it is:

- Free of charge
- Confidential
- Readily accessible through our various grievance points of contact
- Translated in the appropriate languages
- Gender inclusive



UNGPs criteria

- Accessibility and transparency
- Independence and Impartiality
- Adequate resources and Capacity
- Accessibility to Affected Communities
- Timely Response and Remedies
- Monitoring and Reporting
- Awareness and Capacity Building

As a project, EACOP recognizes and values Stakeholder engagement, which is a core pillar on how we conduct business. The objective of engagement with stakeholders is to establish a constant dialogue between the Project, authorities, and communities, building a positive relationship and the Project social license to operate.

EACOP also values the importance of human rights, even more so in relation to the local communities that have an interface with the construction and operation of the pipeline. A crucial aspect of addressing community issues is the establishment of an effective community grievance mechanism that allows affected individuals and communities to raise complaints, seek remedies, and ensure accountability. EACOP operates a robust grievance management system where every concern is listened to and documented. EACOP Community Liaison Officers, the entire staff and management are committed to ensuring that any grievance is attended to and where it is not closed, the District Consultative Committee is notified to convene and attend to the matter.

This is the reason why EACOP is committed in all its activities to implement a community grievance mechanism aligned with the United Nations Guiding Principles on Business & Human Rights, effectiveness criteria (*see table), providing access to remedies for impacted stakeholders.

Indeed, the Community grievance management process has been one of the main focuses and tools used to address all potential complaints or grievances from community members. Initiated in 2017, EACOP Grievance Mechanism is reviewed on a regular basis to reflect local dispute resolution processes and includes stakeholders at the governmental and community levels.

As we head towards the tail end of the land acquisition and resettlement phase, and in readiness to commence with the Early Civil Works and then the pipeline construction, EACOP remains vigilant regarding the evolution of grievance management. This includes ensuring that the promotion of grievance management continues via the field team, toll free telephones, government representatives, community leaders, traditional leaders, and via specific meetings with women, youth and elders, among others. In addition, EACOP trains all its staff and its contractors on this key tool to maintain the trust-based relationships developed with stakeholders and especially with local communities during all the project's lifecycle.

I want to thank the Local Governments, the communities, and the project affected persons who have continued to support our activities, as we do not take this for granted. I also wish to encourage everyone to continuously raise any concerns, grievances and issues that may arise with the project.

John B. Habumugisha

Deputy Managing Director,
East African Crude Oil Pipeline (EACOP) Ltd

WHO TO CONTACT

EACOP toll free line on
0800 216 000



FRED BAZARA
0760 888 125
Community Relations Coordinator

COMMUNITY RELATIONS SUPERVISORS



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**HOIMA, KIKUUBE,
KAKUMIR**

**KYANKWANZI, MUBENDE,
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Please note that this grievance procedure does not apply to:

- Concerns and questions
- Requests for projects and donations
- Requests for jobs
- Complaints about working conditions

However, the above concerns and requests will be handled as part of stakeholder engagement, especially at the community level.

For more information, please contact



0800 216 000

(Toll free number)



EACOP staff



Grievance Administrator

0760 888 585



grievances.ug@eacop.com



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EACOP



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