

Volunteer Strategy

For Oil Spill Response

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Volunteer Management

Overview:

- Volunteer Management Strategy – Why?
- IPIECA Guiding principles for using volunteers
- Volunteer Strategy Key Aspects
- Organizational Structure
- Interfaces and Collaboration

Volunteer Strategy : Why ???

*“If you prepare for volunteers,
they will come;
if you don't they will come”*

How Do We Manage THIS?

2007 – Cosco Busan

3,200 volunteers in total

2007 – Hebe Spirit

10,000 volunteers a day

2010 – Macondo

25,000 volunteers in total

2011 – Rena

8,000 volunteers in total



Volunteer Strategy Objectives

In alignment with Incident Action Plan objectives:

- Demonstrate corporate caring and responsiveness
- Keep volunteers safe
- Use volunteers effectively

Guiding principles for using volunteers

Command considerations

1. Decide whether it is suitable to use volunteers on the response.
2. If it is agreed that volunteers will be used, determine the tasks in which they will be involved, with particular consideration for safety and oil exposure issues.
3. Decide how the volunteer effort will be coordinated and managed within the Incident Command System.
4. Set up a volunteer registration process.
5. Set up a volunteer induction and training process.
6. Advertise the roles that volunteers could fill and how to register their interest.
7. Allocate volunteer resources and produce tasking documents for the specific sites and operations where volunteers will be working.

Guiding principles for using volunteers

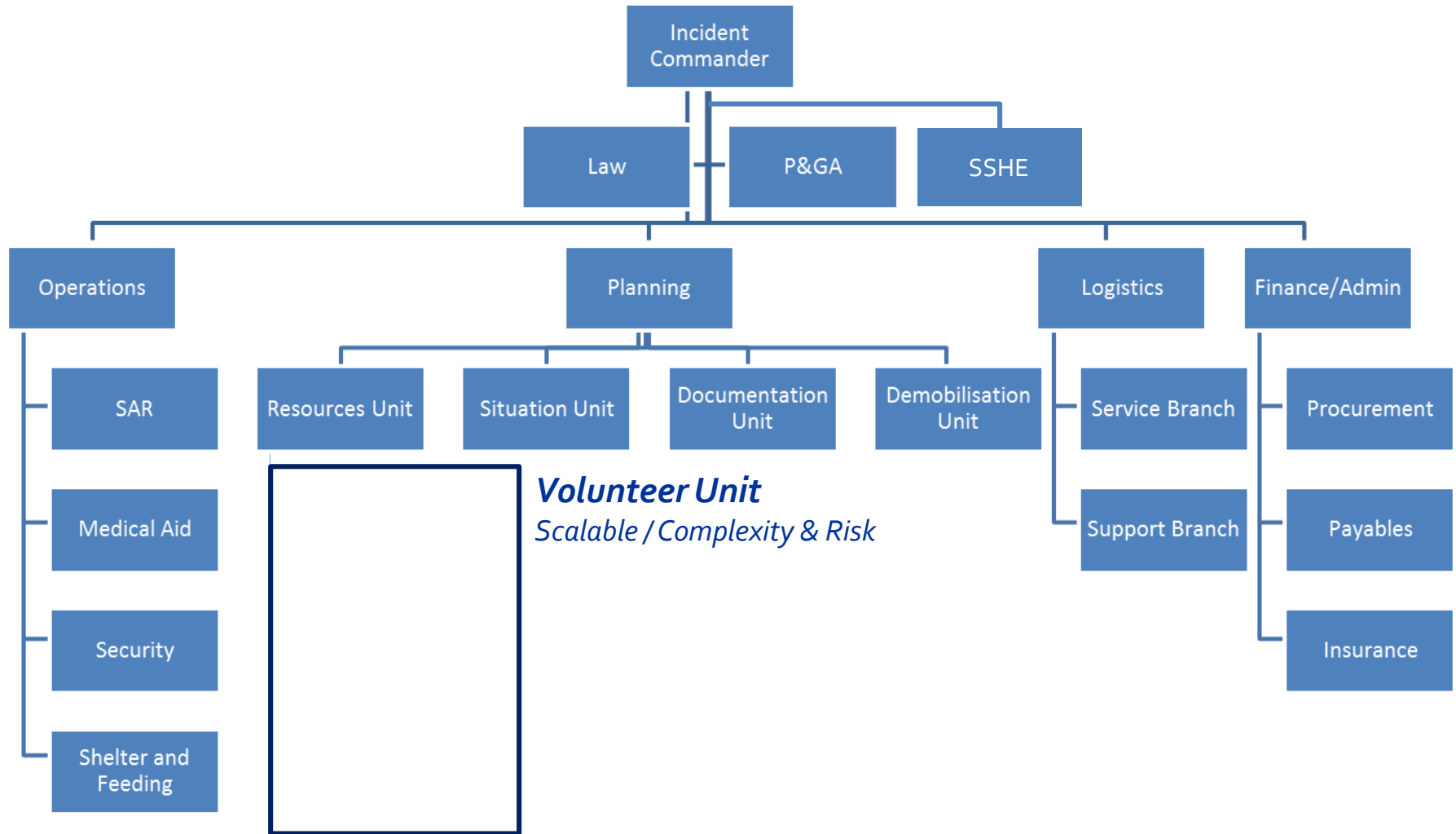
Operational considerations

1. When arriving at a site, ensure that volunteers check in and that appropriate personal information is recorded (volunteers should also check out at the end of a shift).
2. Before commencing work ensure that a daily brief is given.
3. Ensure in-field site supervision is in place and scalable.
4. Always have consideration for the welfare and well-being of volunteers.

Volunteer Strategy Key Aspects

- Interfaces (internal/external)
 - IMT/ESG
 - Agencies / NGOs / Authorities
 - OSRL, SeaAlarm, etc..
- Training & Supervision
 - Volunteer Supervisor tips/guidance
 - Span of control
 - Roles & Responsibilities
- Safety, Security & Health
 - Training
 - PPE
 - Risk Assessment
- External Communications
 - Holding statements
 - Leaflet
 - PIER/Phone Bank
- Volunteer Reception Center
 - Assistance & Support from Logistics
 - Standard requisitioning template
 - Process
- Regulatory
 - Health & Safety
 - Payments, compensation, expenses
 - Claims
 - Insurance
- Volunteer Tasks
 - Oil-related
 - Non-oil related

ICS Org Chart / Volunteer Unit (example)



Interfaces

Command Section

Incident Commander

- Accountable for overall volunteer strategy

SSH&E

Safety Officer, Security, Training Specialist:

- Identify SSHE Training needs for Volunteers and ensure it is available
- Establish Volunteer Injury & Illness protocols
- Assist in SSH&E Risk Assessment on use/non-use of volunteers

P&GA

- Manage all external interfaces: media, government, NGOs, Volunteer Agencies, individuals
- Assist in "Reputational" Risk Assessment on use/non-use of volunteers
- Handling volunteers enquiries and interfacing with NGO`s/Agencies/Media (call center/PIER)

Law

- Assist in liability/claims payment, Legal implication, Volunteer consent form
- Continue to provide legal advice, e.g.: Volunteer Consent Form/liability waivers, etc..

Interfaces cont'd

Logistics Section

Support & Services Branches

- Secure Volunteer Reception Center/Unit location/facilities/staffing as needed
- Ensure material/PPE resources available for/at Volunteer Reception Center
- Office / supplies / IT / food / transport / security

Finance Section

- Advice on payment/compensation process/requirements
- Release funding for payments as required (volunteers, etc..)

Operations Section

Wildlife / Recovery Branch Directors

- Establish Volunteer Requirements/Needs
- Assist in Risk Assessment on the use of volunteers
- Request Volunteer Resources
- Establish Training Requirements to Volunteers

Interfaces cont'd

Planning Section

Volunteer Coordinator & Team (VCT)

- Facilitates continuous Risk Assessment on Volunteer participation (SSHE/Reputation)
- Match available Volunteer Resources with Ops needs
- Liaises with P&GA to recruit Volunteers as per Ops needs
- Instructs VRC on where/when to deploy volunteers
- Manages mobilization/demob/record keeping of VRC(s)

Volunteer Reception Center (VRC)

- Assisted by Logistics Section
- Strategically based, away from Command Center
- Responsible for the reception, training, and transportation of volunteers

BACKUP

International guideline

- Oil Spill Response Joint Industry Project, IPIECA, IOGP

IPIECA  International
Association
of Oil & Gas
Producers

Volunteer management

Oil Spill Response Joint Industry Project