



<b>Property of Oil Spill Response</b> 	<b>Document Title</b> Oiled Wildlife Service Level Agreement	<b>Document Number</b> OSRL-OPER-SCP-00617	
		<b>Revision</b>	<b>3</b>



# Oiled Wildlife Service Level Agreement

## REVISION HISTORY

Revision	Date	Description	Author	Reviewer	Approval
0	13/7/2017	Moved to Blueprint	Rob Holland	Daniela Barreras-Biesot	Rob James
1	13/10/2017	Revised with SAF	Rob Holland	Daniela Barreras-Biesot	Rob James
2	09/03/2020	Update contact info	Paul Kelway	Rob Holland	Rob James
3	21/11/2024	Updated text and inclusion of GOWRS Service	Paul Kelway	Frankii Rouse	Andy Myers

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## Wildlife Response Services

### *Details of the SLA wildlife services to OSRL Members*

#### Overview of Wildlife Services

Under the OSRL Service Level Agreement (SLA), a Member of Oil Spill Response Ltd (OSRL) has access to the following guaranteed wildlife response services, all of which can be mobilised via a request to the OSRL Duty Manager:

1. **Technical Advice from Sea Alarm:** Two personnel from Sea Alarm - a non-governmental organisation that works to improve global preparedness for oiled wildlife incidents.
2. **Oiled Wildlife Assessment Service from GOWRS:** A four-person team delivered by a network of leading wildlife response organisations.
3. **Tier 3 Wildlife Response Equipment:** Critical equipment to support the first 48 hours of a response.

#### Description of Wildlife Services

##### 1. Technical Advice from Sea Alarm

About Sea Alarm


Sea Alarm has 24 year experience as an impartial, independent facilitator bridging gaps between industry, governments and NGO's with the aim to prepare and respond effectively to fauna effects from marine incidents. Sea Alarm assess the readiness in countries across the world and initiates and develops solutions to fill gaps, both in-country and from an international Tier-3 perspective. This has led to agreed international standards, global and regional responder networks, responder training programmes, innovative exercises and progressive integration of wildlife response capabilities in governmental and industry planning and preparedness systems.

Sea Alarm can be activated 24/7 as part of the wider OSRL mobilisation. Under the SLA the full-time availability of 2 persons is guaranteed as follows:

- Full time availability of one Sea Alarm expert for strategic and tactical advice, if necessary **on-site** after requested mobilisation by the client.
- Full time availability of one Sea Alarm expert for strategic and tactical advice to Client and OSRL. This expert will not be mobilised but provide **remote** advice and support.

If activated by Client, Sea Alarm staff will act as follows:

- Bringing factual information to the table, e.g. using Sea Alarm's country profile database.
- Work closely with the Client to assess gaps and challenges in an unfolding scenario, including potential reputation risks.
- Act in a technical advisory role as part of the Planning Section (Environmental Unit), advising risk management, assisting the IAP development, advising the Client's Wildlife Branch on operational issues.
- Assist Client to determine the appropriate level of pro-active wildlife response and its resource needs, in relation to their availability from GOWRS or other responders, especially during the GOWRS Assessment phase.
- Assess capabilities and preparedness levels with local government and local responders, and assist to maximizing their involvement, solving emerging issues.
- Assist Client to integrate such local resources into the Incident Management System if needed.
- Providing advice and support to GOWRS Coordinator, mobilised GOWRS Assessment personnel and OSRL personnel as needed and appropriate in close consultation with the Client.
- Scale down and demobilise in consultation with the client, normally when the wildlife response transitions into the project phase.

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To learn more about Sea Alarm, their work and their services click here: [www.sea-alarm.org](http://www.sea-alarm.org)

## 2. Oiled Wildlife Assessment Service from GOWRS

About GOWRS (Global Oiled Wildlife Response System)

The GOWRS Network is a group of affiliated wildlife emergency response organizations, who represent a unified voice for preparedness and response activities as delineated in a signed Collaboration Agreement and associated Governance Charter. The Network's members provide professional Tier 3 oiled wildlife services to any interested client, industry and government alike, through the utilisation of experienced and trained wildlife response personnel working to agreed international standards.

The GOWRS Network is currently comprised of 10 organisations.




An Oiled Wildlife Assessment Service is provided by GOWRS for OSRL Members, via the SLA, and is guaranteed as follows:

- GOWRS is on standby 24/7, 365 days a year, to undertake the Assessment Team service.
- Each Assessment Team will comprise a team of four experts, mobilised from a global pool of expertise, who will be deployed on site for an initial four-day period to deliver the service, including:
  - An Operations and Planning specialist;
  - A Field Capture specialist;
  - A Rehabilitation/Facility specialist; and
  - An incident-specific specialist or veterinarian.
- Remote support for this team is provided by the GOWRS Coordinator and a Strategic Team, composed of individuals from the GOWRS network, who can assess the information from the Assessment Team and provide more advice and expertise if required.
- The team will provide recommendations and reasonings to the Client for the most effective response option(s) as well as potential providers of operational wildlife response services<sup>1</sup>, These will be discussed with the OSRL designated point of contact and the Client

Exercise Participation:

<sup>1</sup> Operational wildlife response is defined here as *the approved feasible operational response activities that are undertaken to prevent oiling and/or mitigate the impact of oil on wildlife for a specific incident*

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- Virtual participation by GOWRS in OSRL Member exercises is included as part of the SLA, without additional charge. Such involvement may include ‘no notice’ drills and exercises or, for more in-depth involvement, prior invitations to scheduled exercise events. The annual provision for virtual exercise participation by GOWRS is 36 days. This time will be apportioned on a first-come, first-served basis.

It should be noted that:

- The GOWRS Oiled Wildlife Assessment Team’s role is to provide recommendations to the Client as to how to best deliver a wildlife response and who is best equipped to deliver that response.
- The Oiled Wildlife Assessment Team *may* move to the Wildlife Branch of Operations for up to 2 weeks if an operational wildlife response is approved and initiated to support the incoming wildlife response provider. Access to Assessment Team services is on a first-come, first-served basis.
- In-person exercise participation and exercises beyond the 36 days would incur additional charges.
- Operational wildlife response services are outside the scope of the SLA services and would be contracted by an individual wildlife response service provider. The scope of such services would be directly informed by the GOWRS Assessment and would be available on a best endeavours basis.

To learn more about the oiled wildlife assessment service, the GOWRS Network, and available consultancies, click here: [www.gowrs.org](http://www.gowrs.org)

### 3. Tier 3 wildlife response equipment

Recently updated wildlife response equipment packages with a focus on birds and standardised across our four operational bases (Southampton, Singapore, Bahrain and Fort Lauderdale), to help support the first 48 hours of a response.

This critical equipment is aimed to support search & capture, medical, cleaning & rehabilitation with 50% of the stockpile available to Members. While not exhaustive, the equipment will support initial wildlife response operations in situations where local supply chain logistics are not yet fully functional. An OSRL Response Specialist will be responsible for set-up and maintenance on site and to liaise with wildlife experts and the Client’s IMT to reorder and replenish consumables if required

## ***Notification, mobilisation and response integration***


### **How to notify/activate wildlife services?**

Early notification is key to a successful response, particularly when there is a risk to wildlife.

- The above wildlife services can be notified/mobilised by placing a call to the OSRL Duty Manager (see <https://www.oilspillresponse.com/activate-us/activation-procedure/>).
- The Client should provide as much information as possible using the OSRL Notification Form.
- The OSRL Duty Manager will notify Sea Alarm and GOWRS and will arrange a call between the Client, Sea Alarm and GOWRS. First technical advice will be provided during that call and mobilisation options will be discussed.
- After Client’s formal request that the Wildlife services are needed, OSRL will mobilise Sea Alarm and/or GOWRS on their behalf and they will nominate their travelling team. OSRL will coordinate travel into country and will seek Client input on visa requirements, documentation and in-country logistics such as security, if required, meet and greet, transportation and accommodation.

To mobilise the Wildlife Services a client must always have completed and signed the general OSRL Mobilisation Authorisation Form.

### **What does the Client need to provide as part of the Incident Management System to integrate international resources?**

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If not determined by local or national authorities, the Client should seek to assign its own personnel in key decision-making positions for oiled wildlife response. The role of Wildlife Branch Director (who oversees wildlife response operations) and wildlife support in the Planning Section (who acts as a liaison for OSRL's Duty Manager and Sea Alarm/GOWRS in the notification and mobilisation of the response) are both best covered locally, by the Client or a local authority.

The Client's Incident Management System should be prepared to accommodate the specific logistic and financial requirements for the full range of wildlife response requirements, which should mean 3-5 dedicated personnel that are made available to the selected Wildlife Branch Director before the arrival of the international resources.

**What are the personnel charges?**

If Sea Alarm or GOWRS are activated there is a personnel day rate charge for each service from Day One. For personnel and equipment mobilisation costs please see [OSRL Scale of Fees](#).