

YOUR PREPAREDNESS JOURNEY

WEBINAR 4: Training, Exercises, and Continuous Improvement.

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Welcome and Session Objectives

In the final webinar of the series, we explore the importance of training, exercises, and continuous improvement in maintaining an effective preparedness journey. We will examine the various training methodologies available, including tabletop exercises, functional exercises, and full-scale drills, and learn how to design and implement tailored training programs.

Session Objectives:

1. **Look at what we mean when we talk about having a tailored continuous development program, and why it is important at an individual, team, or organization level.**
2. **Examine some of the common training methods for maintaining response personnel and management team effectiveness.**
3. **Explore how we develop our Oil Spill Response Drills or Exercises.**
4. **Take a brief look at how we can maintain our response readiness .**
5. **Discuss the preparedness tools and support services offered by OSRL.**

What is Tailored Continuous Development?

Tailored continuous development refers to a personalized and ongoing approach to learning and skills enhancement that is **specifically designed to meet the unique needs of an individual, team, or organization.**

The concept involves a few critical facets:

- **Relevance:** Learning activities are closely aligned to the risks faced, ensuring that the skills and knowledge being developed are directly applicable to the challenges and opportunities faced by the organization.
- **Integration:** The processes for development are integrated into the daily work experience, allowing employees to learn and apply new skills in real-time, which reinforces the learning and makes it more impactful.
- **Customization:** The development initiatives are adapted to fit the unique roles, responsibilities, and learning styles. This may include custom training modules, targeted workshops, or individual coaching sessions.
- **Feedback and Adaptation:** There is a continuous feedback loop that allows the development programs to evolve based on the effectiveness of the training, changes in operational risks, and evolving industry standards.

What are the benefits to us at an individual, team, or organizational level?

Overall, tailored continuous development training is essential for keeping pace with industry or operational advancements, retaining talent, ensuring effective and efficient use of time and resources, and driving business success.

- **Increase in Personal Growth and Job Satisfaction:** When training is tailored to the needs of each person, employees are more likely to feel valued and understood. This individual attention can result in increased job satisfaction, as it directly addresses their career aspirations and learning preferences. Personalized development can also enhance self-confidence as employees become more competent and effective in their roles.
- **Enhanced Team Performance and Cohesion:** Tailored training that considers the unique dynamics and needs of a team can strengthen its ability to collaborate, innovate, and perform efficiently. By focusing on the collective strengths and weaknesses of the team, the training can help members understand and complement each other's skills better, which in turn can lead to a more cohesive and productive unit.
- **Organizational Alignment and Agility:** For organizations, tailored continuous development ensures that the workforce is trained in areas that align with strategic goals and changing market demands. This alignment enables the organization to be more agile and responsive to market changes, as employees are equipped with the skills needed to adapt and succeed in a dynamic environment.

Some Common Training Methods.

One of the key indicators of how effective any type of training program is can be measured by how easily accessible it is for the delegates.

Continuous development is made available through varying formats such as:

- **In-person Training Courses:**
 - Excellent for “hands-on” practical response operations in known environments, i.e., Pipeline, Marine Terminal, Ports and Harbors, Offshore and Onshore Operations.
- **Online or Virtual Training Courses:**
 - Good for many Incident Management Team members roles, especially if delegates have previous emergency response experience.
- **Hybrid Training Courses:**
 - A blend of in-person and online training courses are great for those just starting on their emergency response careers.
- **‘On-the-job’ Training (Drills and Exercises):**
 - Excellent for allowing individuals, teams and organizations to practice their skills in a test environment.
- **Mentorship Programs.**
 - Good for building a culture of knowledge sharing and collaboration within an organization or team.

Developing your Oil Spill Response Drill or Exercise.

First and foremost, let's clarify the distinction between an exercise and a drill. A drill is typically operations-based, is narrower in scope than an exercise, and is primarily designed to help employees practice specific tasks or routines related to their role or functional area.

Exercises are broader in scope. These typically present a hypothetical emergency scenario designed to encourage employees to think on their toes, work together, and apply lessons learned from drills.

If you are thinking of running a drill or an exercise, here are five questions to ask your planning team:

- **WHY:** What is the purpose behind running the drill / exercise?
- **WHAT:** Are the goals and objectives for running the drill / exercise?;
- **WHO:** Do you want to be involved in the exercise (Emergency Response and Incident Management Teams, Contractors, Regulators, Government Officials, etc.)?;
- **HOW:** Will you measure success, i.e., validate procedures, clarify roles and identify operational process gaps?
- **WHEN and WHERE:** Set a Time and Location(s) for the drill / exercise, decide whether you want to make it a “Known” or “No-notice” event.

Maintaining Response Readiness – Communication is Key

Regular Drills, Exercise and Competency Training are all useful tools in maintaining response readiness. The frequency that these sessions should be held should be based upon the requirements at both a facility, corporate and legislative level.

At a facility level the following discussion points can be used to assess individuals' knowledge of their roles and responsibilities and assess their need for additional support.

- On discovering that there has been a spill incident what is your first action?
- What would your role be in response to a spill incident?
- Who and where would you report to if you were informed that there had been a spill incident?
- What is the name of the document that provides guidance in responding to spills and where is it located?
- Where would you go to learn more about the incident and the role you may be required to take in response to that incident?

ERT Drills, IMT Exercises and Training from OSRL



Preparedness Tools and Services from OSRL

How Prepared are You to Handle a Spill?



A Tiered and Integrated Response Strategy Maximizes Response Effectiveness

Self Assessment Tools

- > Ready Check Assessment
- > Capability Review Guides

Drill and Exercise Support

- > Long Term or Short Term Specialist Support

On-line and remote delivery Training

- > Published Courses
- > Client Tailored

Capability Reviews

- > Equipment
- > Logistics
- > Management

Contingency Plans

- > Oil Spill Modeling
- > Risk Assessment
- > Environmental Sensitivity
- > Wildlife

You can get technical advice over the phone, outside of a response.

OSRL Ready Check

<https://www.oilspillresponse.com/tools/ready-check/>

Ready Check

This online tool will help you assess your level of preparedness to respond to an oil spill incident.

The Ready Check is divided into four sections:

1. Management organisation and training
2. Planning
3. Notification and Mobilisation
4. Response

Guidelines for completion

- ✓ Complete the questions by selecting one of three responses. A 'How Do I Know?' button gives guidance on what response is appropriate for your organisation.
- ✓ You can move between the sections and questions as you wish.
- ✓ The 'Email this Report' button allows you to email the Action Summary Report to yourself in PDF format.
- ✓ The Action Summary Report contains an access code that allows you to reload your data into this on-line form to complete or amend it at a later time.

SECTION 1: MANAGEMENT

Management Organisation and Training

It is essential that there is a robust management structure to lead the response to any incident. The members of the team should be aware of their individual roles and responsibilities and trained in oil spill response. The team should be aware of how OSRL fits in with their management organisation. The organisation should be regularly exercised.

Questions	1	2	3
M1 Are all levels of Management aware of your company's responsibilities in managing an oil spill?	1	2	3
M2 Is a recognised Incident Management System (e.g. Incident Command System or ICS) utilised?	1	2	3
M3 Is the Incident Management System regularly exercised?	1	2	3
M4 Have all the Incident Management Team members been trained in oil spill response?	1	2	3
M5 Have members of the Management team been briefed on how to effectively integrate response from OSRL into the Member's own response structure?	1	2	3
M6 Are all the members of the Management team aware of their individual roles and responsibilities in an oil spill incident?	1	2	3

SECTION 2: PLANNING

Planning

There should be a contingency plan in place to coordinate the response to an oil spill. The plan brings together the various elements of the response and it should be kept up to date and tested on a regular basis. The plan should interface with other adjacent plans. The plan should have an appropriate and relevant risk assessment and identify where resources to support Tier 1, 2 and 3 responses can be accessed.

Questions	1	2	3
P1 Is there an oil spill contingency plan in place?	1	2	3
P2 When was the oil spill contingency plan last reviewed?	1	2	3
P3 When was the oil spill contingency plan last exercised?	1	2	3
P4 Does the plan risk assessment reflect the scope?	1	2	3
P5 Does the oil spill contingency plan incorporate Oil Spill Response roles and responsibilities?	1	2	3
P6 Does the plan interface with national and other adjacent local plans?	1	2	3
P7 Has a waste management plan been developed for the response operation?	1	2	3
P8 When was the waste management plan last exercised?	1	2	3

SECTION 3: MOBILISATION

Notification and Mobilisation

An effective response is dependent on an effective notification and mobilisation system to alert the responders to the nature and scope of the emergency. This section deals with the system used for alerting OSRL to an emergency and ensures that both parties are aware of the information required by the OSRL Duty Manager to evaluate the best response options for the client, which ultimately will be translated into an agreed plan of action. The OSRL Duty Manager can also offer response advice to Members, should they require it.

Questions	1	2	3
N1 Is there a procedure in place to notify OSRL of an incident?	1	2	3
N2 When was the notification procedure for OSRL last reviewed/updated?	1	2	3
N3 When was the notification procedure last exercised?	1	2	3
N4 Is there a procedure in place to mobilise OSRL in the event of an incident that is tested regularly?	1	2	3
N5 Are you aware of the information OSRL will request when mobilised to an oil spill incident?	1	2	3
N6 Are you aware of the advice and support that can be accessed through the OSRL Duty Manager?	1	2	3
N7 Are you aware of the on-site advice and support that can be accessed through the OSRL Technical Advisor?	1	2	3
N8 Are you aware of the response time likely to be achieved in the event of a call?	1	2	3

SECTION 4: RESPONSE

Response

In order to be able to respond effectively to the Member, there is a need for infrastructure items to support the response. This section deals with these elements.

Questions	1	2	3
R1 Is there a safety management plan in place for response operations?	1	2	3
R2 Have response personnel been trained in the safety aspects of oil spill response?	1	2	3
R3 Is there an effective communications system to enable the coordination of response?	1	2	3
R4 Have secure equipment stockpile areas been identified?	1	2	3
R5 Have the logistics arrangements been identified to import and deploy additional equipment delivered by OSRL?	1	2	3
R6 Have the customs arrangements been identified to import and deploy additional equipment delivered by OSRL?	1	2	3
R7 Are you familiar with OSRL's capability to provide wildlife response?	1	2	3

Staying in Touch



Support Services

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