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Security and resilience — Community resilience — Guidelines for planning the involvement of spontaneous volunteers

Sécurité et résilience — Résilience des communautés — Lignes directrices pour la planification de la participation des bénévoles spontanés



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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

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Introduction

This document provides guidance on the involvement of spontaneous volunteers in the response to, and recovery from, incidents and events. A spontaneous volunteer (SV) is an individual who is not affiliated with existing incident response organizations but who is motivated to contribute unpaid work during and following incidents.

SVs might have expressed their interest in volunteering before or during an incident and might therefore be called upon to participate depending on the incident's needs and their specific skills. SVs can volunteer as individuals or as groups, they can arrive at the incident to volunteer in person or contribute remotely, and they can be self-deployed professionals (e.g. retired emergency responders), digital volunteers, or any other skilled or unskilled members of the public.

Spontaneous offers of help during and following incidents are a growing phenomenon. While many people are willing to join a voluntary organization, they are now also likely to make short-term offers to assist without committing to an individual agency. In addition, as a result of media attention, the widespread use of social media and the desire to help those in need, an increasing number of SVs are coming forward in all regions of the world.

SVs can provide a significant resource of timely labour, skills and abilities to enhance the capacity of incident response organizations, provide valuable local knowledge and personalize the response and recovery in an area by members of its local community. However, in large numbers, SVs can overwhelm incident response organizations, interfere with operations and create additional risks. SVs who provide relief outside of the official operations can put themselves in danger, as well as those they aim to help. It is important to understand and implement best practices for involving and mobilizing SVs, and the integration of SVs into response and recovery activities needs to be carefully managed.

This document provides guidance for the involvement of SVs in incident response and recovery, so that both official and unofficial resources are used effectively. It considers the preparatory measures for organizing the involvement of SVs in the different stages of an incident, including planning for the selection of SVs, safely involving SVs in an operational response, and continuing the involvement of SVs over the longer-term.

[Annex A](#) contains a checklist of tasks to plan SV involvement.