Younghoon Mun
Director General
General Affairs and Workforce Bureau
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Overview of PyeongChang 2018

Workforce

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Overview of PyeongChang 2018
Hosting the 2018 PyeongChang Games
Overview of PyeongChang 2018

Olympic Winter Games

- Date: 9~25 February 2018 (17 days)
- No. of participating countries: Over 100
- No. of participants: Over 50,000
- 7 sports, 15 disciplines, 102 events
Overview of PyeongChang 2018

Paralympic Winter Games

• Date: 9~18 March 2018 (10 days)
• No. of participating countries: Over 50
• No. of participants: More than 3,000
• 5 sports, 6 disciplines, 72 events
Workforce
## Games-time Workforce

<table>
<thead>
<tr>
<th>Type</th>
<th>Paid Staff (P)</th>
<th>Volunteer (V)</th>
<th>Contractor (C)</th>
<th>Other (O)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Permanent P</td>
<td>Skilled V</td>
<td>External C</td>
<td>Ceremony Cast Security Agency Secondee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temporary P</td>
<td>General V</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>OG</td>
<td>6,477</td>
<td>15,977</td>
<td>23,092</td>
<td>8,424</td>
<td>53,970</td>
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<tr>
<td>PG</td>
<td>4,080</td>
<td>6,399</td>
<td>10,476</td>
<td>5,530</td>
<td>26,485</td>
</tr>
</tbody>
</table>
# Games-time Volunteers

- **Number of Volunteers**: 22,376
  - Olympic Games: 15,977 / Paralympic Games: 6,399

<table>
<thead>
<tr>
<th>Category</th>
<th>Customer Services</th>
<th>Operational Support</th>
<th>Press and Communication</th>
<th>Technology</th>
<th>Language and Protocol</th>
<th>Sport</th>
<th>Medical Service</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td><strong>OG</strong></td>
<td>7,382</td>
<td>1,427</td>
<td>1,154</td>
<td>855</td>
<td>2,039</td>
<td>1,818</td>
<td>1,302</td>
<td>15,977</td>
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<tr>
<td><strong>PG</strong></td>
<td>2,324</td>
<td>842</td>
<td>383</td>
<td>458</td>
<td>985</td>
<td>903</td>
<td>504</td>
<td>6,399</td>
</tr>
</tbody>
</table>
Games Workforce Sourcing

POCOG Paid Staff

Domestic
- Central Government
- Local Government
- Corporation
- Private Sector

International
- Paid Staff
- Advisors

POCOG
Games Workforce Sourcing

*Short-term Staff*

- **Temporary hired**
  - Open Recruiting for Sports Caster, Venue PD

- **Temporary Secondee**
  - Security Agency Secondee such as Police, Fire, Security & Medical, etc.
    - the related organization
  - NTO (National Technical Official) : NFs • IFs
Volunteers

- **General Volunteers**: Open Recruiting of individuals
  Group Recruiting through interagency cooperation

- **Skilled Volunteers**: NFs · IFs
  Open Recruiting
Games Workforce Training

**POCOG Paid Staff**
- OJT, Training Program, Consulting
- Test Event, Observer Program, Etc.

*Leadership at every level is important*

**Temporary Secondee & Volunteers**
- Theoretical Education
- Attitude Education
- Field Experience

Training program
Games Workforce Training

POCOG Paid Staff

- OJT, Training Program, Consulting
- Test Event, Observer Program, Etc.

* Leadership at every level is important

Temporary Secondee & Volunteers

- Theoretical Education
- Attitude Education
- Field Experience

2016 Test Event
FIS Ski Snowboard World Cup
Games Workforce Training

POCOG Paid Staff
- OJT, Training Program, Consulting
- Test Event, Observer Program, Etc.
  * Leadership at every level is important

Temporary Secondee & Volunteers
- Theoretical Education
- Attitude Education
- Field Experience

Observer program (Sochi 2014)

POCOG Paid Staff

Temporary Secondee & Volunteers

MOC  Media Center  TEC Timing and Scoring
Workforce Planning

- Deployment of Workforce & Venue Activities
- **Dot Planning**: Physical placement of coloured dots (representing workforce) on the venue drawings
### EVS (1)

- **Total:** 59
- **Paid Staff:** 12
- **Volunteer:** 47
- **Contractor**
- **Other**

<table>
<thead>
<tr>
<th>No.</th>
<th>Job Title</th>
<th>Shift</th>
<th>Head count</th>
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</thead>
<tbody>
<tr>
<td>01</td>
<td>EVS Manager</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>02</td>
<td>EVS Deputy Manager</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>03</td>
<td>EVS Workforce Coordinator</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>04</td>
<td>EVS Supervisor</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>05</td>
<td>EVS FoH Team Leader (서비스구역)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>06</td>
<td>TKT Queueing Management Member</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>07</td>
<td>Spectator Marshal Member</td>
<td>1</td>
<td>15</td>
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<tr>
<td>12</td>
<td>Staff Check-in Member</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>15</td>
<td>EVS Deployment Supervisor</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>16</td>
<td>Response Team Leader</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>17</td>
<td>TKT Queueing Management Member</td>
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<td>20</td>
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</table>
• Total: 69

- Paid Staff: 6
- Volunteer: 63
- Contractor
- Other

<table>
<thead>
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<th>No.</th>
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<tr>
<td>13</td>
<td>BoH Team Leader (운영지원구역)</td>
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<td>4</td>
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<td>14</td>
<td>Access Control Member</td>
<td>2</td>
<td>40</td>
</tr>
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<td>16</td>
<td>Response Team Leader</td>
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<td>2</td>
</tr>
<tr>
<td>18</td>
<td>BoH Response Member</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>20</td>
<td>Venue Communication Member</td>
<td>1</td>
<td>3</td>
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<tr>
<td>번호</td>
<td>직제</td>
<td>시프트수</td>
<td>인원수</td>
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<tr>
<td>------</td>
<td>------------------------------------------</td>
<td>---------</td>
<td>-------</td>
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<tr>
<td>04</td>
<td>EVS Supervisor</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>05</td>
<td>EVS FoH Team Leader</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>08</td>
<td>Usher Member</td>
<td>1</td>
<td>56</td>
</tr>
<tr>
<td>09</td>
<td>Lost &amp; Found Member</td>
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<td>2</td>
</tr>
<tr>
<td>10</td>
<td>Info. Desk Member</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>11</td>
<td>W. Stroller Storage Member</td>
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<td>2</td>
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<tr>
<td>13</td>
<td>BoH Team Leader</td>
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<td>1</td>
</tr>
<tr>
<td>14</td>
<td>Access Control Member</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>16</td>
<td>Response Team Leader</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- Total: 83
- Paid Staff: 10
- Volunteer: 73
- Contractor
- Other
<table>
<thead>
<tr>
<th>No.</th>
<th>Job Title</th>
<th>Shift</th>
<th>Head count</th>
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</thead>
<tbody>
<tr>
<td>04</td>
<td>EVS Supervisor</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>05</td>
<td>EVS FoH Team Leader</td>
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<td>2</td>
</tr>
<tr>
<td>08</td>
<td>Usher Member</td>
<td>1</td>
<td>44</td>
</tr>
</tbody>
</table>
Workforce Motivation

- Assign appropriate position and Pay adequately
- Venue-centered empowerment
- Offer timely incentives to outstanding FAs and staff members
- Enhance workforce's pride in their works for the Olympic & Paralympic
Workforce Follow-up Management

- Outplacement support for POCOG staff to be employed at high-performance organizations
- Cultivate more than a hundred of international sports experts in the OCOG as Human Legacy
- Lead Temporary Staff · Volunteer growth into the leadership of society
Thank you