

TRAILWALKER™

THE UK'S NO1 TEAM CHALLENGE



VOLUNTEER GUIDE

27/28 JULY 2013

WELCOME TO THE TEAM

You are an essential part of this massive event – without your support we wouldn't be able to make Trailwalker a success. So again, a very big thank you! We hope you thoroughly enjoy your volunteering experience.

This booklet contains important information about Trailwalker and your role as a volunteer. Please take the time to read it before the event and ensure you have it with you during your shifts.

Your assistance is vital to the success of the event and we greatly appreciate your effort, time and support. There will be around 175 fellow volunteers working on Trailwalker in 2013, and you will be a part of this great team.

CONTACT DETAILS

Before the event

(Up to 12.00 pm on Wednesday 24 July)

Email: eventvolunteer@oxfam.org.uk

Tel: 0300 200 1244

During the event

If you are unable to attend your shift or have any questions, please contact our Volunteer Support Team:

Tel: 0777 198 0059



Please try texting if you have no signal on your mobile, as texts can often get through even when coverage is very poor. These mobile numbers are available 24 hours a day from 2pm on Friday 26 July to 5pm on Sunday 28 July.

What our previous volunteers have said:

"Volunteering at Trailwalker was a fantastic experience. Great fun, great food, great people! Walkers were truly inspirational - from the tears to the triumphant run down the final straight, I appreciate having had the opportunity to be a part of this amazing event."

EVENT OVERVIEW

Trailwalker is an epic endurance 100km team challenge that takes place in the beautiful scenery of the South Downs. Teams of four walk for 30 hours, through rain, sunshine and pain to raise money for The Gurkha Welfare Trust and Oxfam's vital work.

The Queen's Gurkha Signals regiment (QGS) first started Trailwalker 31 years ago in Hong Kong as a training exercise to test soldiers' stamina and teamwork skills. In 2002 Trailwalker UK was opened up to the public via a partnership with Oxfam and has since grown into a major fundraising event for Oxfam and The Gurkha Welfare Trust (GWT).

Over 500 teams signed up this year so there will be 2000 people on the start line with 1000 support crew, 150 Gurkhas, 20 Oxfam staff and over 150 wonderful Oxfam volunteers.

Teams pledge to raise a minimum of £1,500 and we're well on the way to raising over £1.4 million which will be split between Oxfam and The Gurkha Welfare Trust.

THE 2013 EVENT

Trailwalker 2013 will take place from Friday 26 July to Sunday 28 July

Registration for the event takes place on Friday 26th July from 16:00 at the starting point, Queen Elizabeth Country Park, Petersfield, PO8 0QE, and many participants and support



crews will camp in the grounds of the Park on Friday evening. Walkers will set off on Saturday 27 July in groups at 6am, 7am, 8am, 9am and 10am. The route is broken up into sections, with checkpoints spread throughout the course. Walkers will meet up with their support crews at the nine checkpoints and at the finish. Volunteers will be stationed at all locations and the finish to ensure the walkers and support crews have what they need - in terms of refreshments and encouragement!

TRAILWALKER VOLUNTEERS

Volunteering at the start line

At the start line the Trailwalkers expectantly wait for the starters call with a mixture of trepidation and enthusiasm. The route will take the walkers through some of the most spectacular scenery the UK has to offer with a mixture of rolling chalk hills, rare wildlife, stunning sea views and idyllic villages; there's something for everyone.

The Start Line Team helps to set up and run the start area; the excited and expectant atmosphere at the start line will get everyone buzzing with excitement and promises to be amazing. Your tasks will include welcoming our wonderful participants, handing out registration packs, registering walkers, exchanging T-shirts and helping

with questions and directions. It is a crucial part of the event, enhancing the participants' whole experience and ensuring the event is successful and safe. The walkers are likely to be a little nervous prior to setting off, so a massive welcome and a reassuring smile will be greatly appreciated.





VOLUNTEERING AT A CHECKPOINT

There are 9 checkpoints that act as pit stops for the participants along the 100km route. Volunteers stationed at checkpoints support the participants along the route and ensure that they are encouraged, congratulated, happy and motivated. This will include cheering participants as they arrive, helping to distribute donated goods and chatting with support crews.

The main focus is ensuring the safety and welfare of the participating teams. Volunteers are vital to ensuring that teams are supported all along the route and really feel looked after by Oxfam. This is even more crucial at checkpoints during the night, as this is where the walkers will need your help the most!

Volunteering at checkpoints is a great opportunity to be part of the Trailwalker experience- you'll see firsthand the trials and experiences of the walkers! The encouragement that you give will visibly lift the spirits of the walkers and help keep them going until the end.

VOLUNTEERING AT THE FINISH LINE

The jubilant atmosphere at the finish line (Brighton Racecourse) will inspire you to cheer the walkers as they cross the finish line and congratulate them as they receive their medal or wait for their massage. Roles will include; cheering, congratulating participants, assisting support crews and guests, taking part in medal presentations and assisting the commentator. The finish is the grand finale to the event and your help will provide an amazing and lasting memory for all involved.



EVENT RULES

As a volunteer you might find it useful to know the rules that the teams participating in Trailwalker must follow:

- 1 Team members wear an electronic tracking band so that we can ensure that they are safe throughout the event. For this reason staff and volunteers must not check-in or check-out incomplete teams.
- 2 If teams or team members want to withdraw during the event, they must first report to the nearest checkpoint. If the walkers have to leave urgently, they must contact Event Control as soon as possible. If two members of the same team have withdrawn the remaining two members of the team must join another team to continue. Remember, **ALL PARTICIPANTS MUST TRAVEL IN GROUPS OF AT LEAST THREE FOR SAFETY.**
- 3 Teams are forbidden to meet their support crew at any location along the trail other than at the checkpoints.
- 4 If a team has not departed a checkpoint by the designated closing time, the team will be withdrawn from the event.

Before you arrive

Check your shift times and locations and make sure you feel confident following the directions on our Location Info Sheet. Get in touch if you need to change your volunteer plan as we'd still love to have you and will do our best to make sure that the volunteering times suit you.

What to do when you arrive

On arrival to your first shift location, please introduce yourself to the co-ordinator who will be wearing Oxfam branding (and probably a fluorescent vest!) The co-ordinator will give you an overview of the event and make sure that you have all the information you need for your role to support Oxfam during the next few hours of your shift time.

You will be given an Oxfam t-shirt which is yours to keep- please wear this so the walkers know who you are! You may also receive an Oxfam 'tabard' (which is like a vest to wear over coats and jumpers if it's rainy and cold). We need the tabards back at the end of the shift because they cost Oxfam a great deal of money to produce.

VOLUNTEER KIT CHECKLIST

Along with this volunteer guide, you should bring the following items to ensure your safety and comfort:

Compulsory items

Item	Comments
<input type="checkbox"/> 1 x Torch	<i>If your shift is at night</i>
<input type="checkbox"/> 1 x fully charged mobile phone plus charger	<i>Bring charger if staying overnight.</i>
<input type="checkbox"/> 1 x Mug	<i>Help us to minimize costs</i>
<input type="checkbox"/> Comfortable shoes	
<input type="checkbox"/> Wet weather gear	<i>Wellies, waterproof trousers and jacket</i>
<input type="checkbox"/> Sun protection	<i>Sun hat, sunglasses and sun cream</i>
<input type="checkbox"/> Warm clothing	<i>Weather conditions can change quickly in the South Downs.</i>
<input type="checkbox"/> 1x Full water bottle	
<input type="checkbox"/> Energy snacks	<i>To supplement provided provisions, overall at night</i>
<input type="checkbox"/> Camping equipment	<i>If camping bring sleeping bag, tent and ground mat</i>

Recommended items

Item	Comments
<input type="checkbox"/> Camera	
<input type="checkbox"/> Lip balm	
<input type="checkbox"/> Eye mask	<i>If camping to help you sleep</i>
<input type="checkbox"/> Book/newspaper/entertainment	
<input type="checkbox"/> Other camping equipment (you may it find useful)	<i>Groundsheet, camping chairs ...</i>

FOOD AND DRINK

There will be meals provided for volunteers at the start point, finish point and checkpoint 7 and hot and cold drinks are available throughout the event. Please bring your own pack lunches to all other checkpoints, we can reimburse you for this food.

Alcohol and smoking

Alcohol consumption is not permitted by volunteers at the event as you are providing an essential service to walkers. Anyone showing signs of intoxication may be sent home. Please refrain from smoking during your shift and always do so away from public view.

Camping

Camping is available over the event weekend:

- Start point: Friday 26 July: Queen Elizabeth Country Park, Friday (4pm) Saturday (12 noon)
- Checkpoint: camping at checkpoints is permitted for the overnight shifts (CP5 to CP9)
- Finish point: Saturday 27th July (12 noon)–Sunday 28th (6pm)



TRAVELLING TO YOUR LOCATION

All volunteers are responsible for their own travel arrangements. We recommend getting in touch with other volunteers to share lifts and tips on the Facebook group (see below).

Only the start and finish point are easily accessible by public transport, so please check your location and shift times to make sure that you can get to where you need to be.

Getting to the Checkpoints by car

Directions to all Trailwalker locations are described in the Support Crew Guide (available online)

Maps of all locations can also be found in the Trailwalker Map and Event Guide which can be found in the Team Resources area of the Trailwalker website (www.oxfam.org.uk/trailwalker).

Please make sure that you arrive at your location on time, to allow you to settle in and get your bearings before you start providing fantastic care to the walkers. Please plan your trip to ensure you arrive on time to begin your shift.

Parking

Parking will be available at the start and finish points for all volunteers, and limited parking will be available at or near to each of the checkpoints.

Interested in a carshare with fellow Trailwalker volunteers? Check out our Facebook group!

Travel expenses

Oxfam can reimburse you for reasonable travel expenses incurred, but please use the most cost-effective means possible, so that we can spend Oxfam's resources in our humanitarian, development or campaigning work.

We can reimburse £6 per meal and up to £60 for travel expenses. You will need to keep all your receipts and fill in an expense claim form to claim for this after the event. These will be available to collect at Trailwalker or by email from eventvolunteer@oxfam.org.uk.

All other expenses incurred, such as Bed & Breakfast costs, must be borne by the volunteer.



FACEBOOK

Join our Oxfam Event Volunteers Facebook group and connect with fellow Trailwalker volunteers

SEARCH FOR OXFAM EVENT VOLUNTEERS

Our environment

We ask everyone connected with the event to help us make Oxfam Trailwalker an environmentally friendly event. Please use the waste and recycling bins provided, be responsible and think of the environment.

Encouraging the walkers

When interacting with the walkers, particularly in the later stages of the event, remember that they will be extremely tired. Try to be encouraging, supportive and cheer them as they pass you. A friendly smile and a cheer whilst walking 100km is a wonderful boost for the participants!

And finally ...

Have fun! Remember to cheer on participants, to laugh and to enjoy your volunteering experience. This event could not succeed without you.

THANKS A MILLION FROM THE OXFAM TRAILWALKER TEAM!

“Amazing experience with amazing people. Makes you realise that together we can make a difference and that their are a lot of good people about...”



SAFETY INFORMATION

YOUR PERSONAL SAFETY IS OF PARAMOUNT IMPORTANCE TO OXFAM.

Directing traffic at checkpoints and operating some equipment such as hot water urns does come with some risks. Volunteers involved in such tasks should at all times act safely, according to provided directions.

AT NO TIME SHOULD YOU DO ANYTHING THAT YOU DO NOT FEEL COMFORTABLE DOING. If you are not happy about any of the tasks that you are asked to carry out, please raise this with the volunteer coordinator for the location, and if the situation can still not be resolved,

please contact our Trailwalker volunteer manager on 0777 198 0059.

You should be aware at all times of obstacles. Please be aware of tent ropes and pegs, bins, cables and items that participants and support crews may have put on the ground at the checkpoints. If you are walking along the trail, please take care of your foot placements as the ground will be uneven. **IF YOU SEE SOMETHING UNSAFE PLEASE TAKE APPROPRIATE ACTION, IF SAFE TO DO SO, AND INFORM YOUR CHECKPOINT COORDINATOR IMMEDIATELY.**

Emergency procedures

Trailwalker is a significant test of endurance for the participants. The event is strongly supported by a range of emergency services, including medical teams, the ambulance service, several event doctors and a the Queen's Gurkha Signals stationed along the trail.



In the event of a serious injury, illness or fire, you should take the quickest course of action to request support. Your first response should be to alert the the Coordinator where you are – if they are not available then contact Event Control (07867372382 or 07867372383). If you cannot reach Event Control, then call 999.

WEATHER PROTECTION

The weather across the South Downs can be highly unpredictable! While we endeavour to protect you from the weather, some positions require volunteers to walk or stand in areas without protection or cover. There will be sunscreen available at each checkpoint. Please ensure you bring a hat and sunglasses, as well as wet-weather gear to protect you suitably from the elements.





RISK FACTORS

Working on the event may require a significant amount of driving to and from your home and volunteer locations. Please ensure you sleep before driving. Being tired significantly increases the risk of a crash.

Driving and fatigue

If you are working a night shift, you should ensure you sleep before driving. Being tired significantly increases the risk of a crash. It makes us less alert to what is happening on the road, and less able to react quickly and safely if a dangerous situation arises.

Please be aware of the potential dangers of driving while fatigued, and take all precautions to avoid any danger.

Be aware of potential dangers of driving while fatigued by avoiding:

- Driving in the early morning
- Driving in the afternoon lull
- Starting a trip after a long day's work
- Confirming your availability for shifts during times you know your body cannot handle.

- 'The graveyard shift' (dusk until dawn) if you have never worked one before and you don't think your body can cope with the fatigue.

Instead, take the following safety measures:

- Sharing the driving component of your journey with a fellow volunteer and help each other stay awake,
- Swap drivers regularly.
- Planning your drives home and between locations with regular breaks to stretch, eat and rest.

MANUAL HANDLING

During the event you may be asked to assist in moving equipment. If you are unable to assist, please inform your Checkpoint Coordinator immediately. If you can assist, please take time to read the following safety measures:

Think before lifting/handling

Plan the lift. Can handling aids be used?
Where is the load going to be placed?
Will help be needed with the load?
Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

Keep the load close to the waist

Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

Adopt a suitable position

The feet should be apart with one leg slightly forward to maintain balance (alongside the load, it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

Get a good hold

Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture

At the start of the lift, slight bending of the back, hips and knees is preferable to

fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting

This can happen if the legs begin to straighten before starting to raise the load.

Avoid twisting the back or leaning sideways

Especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling

Look ahead, not down at the load, once it has been held securely.

Move smoothly

The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed

There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

THIS IS OXFAM



OXFAM

Oxfam's vision is of a just world without poverty.

Oxfam GB is part of a global movement of dedicated people working hard to fight poverty and injustice.

We've been working with communities for more than 50 years, and have learnt that simply giving handouts is not the answer. Instead, we provide people with the skills and resources to help them create their own solutions to poverty. Our aim is to help all people realise their basic human rights, which are too often denied by poverty. We are not affiliated with any religious or political parties.

WE FIGHT POVERTY IN THREE WAYS:

1. Investing in long-term projects.

We work with families and communities to equip them with the tools and resources to achieve their basic human rights. That means access to clean and safe water, better health and sanitation, a reliable food supply, education, and the chance to earn a living.

2. Responding to emergencies.

Conflict and natural disasters can devastate already poor communities. We act quickly to save lives, delivering essentials such as clean water, shelter and food. And we stay with communities for the long haul - helping them rebuild as well as prepare for any future crises.

3. Campaigning for change.

Poverty isn't just about a lack of resources. We urge world leaders, companies and organisations to change the rules and practices that keep people in poverty, and support communities here and overseas in calling for justice.

For more information about Oxfam GB, our programs and campaigns, visit www.oxfam.org.uk



Bayush Kassin with a crop of maize drying in her home in Amba Sebat, Ethiopia. Bayush is part of a group of 31 women who own land on which they farm vegetable and oil seeds.

// Thank you for your support.
We couldn't do it without you. //

The Oxfam Trailwalker Team



Please contact our Trailwalker volunteer manager on

07771 980 059

In an emergency during the event call Event Control on



or

07867 372 382

07867 372 383



STATE STREET