



## PRE PLANNED RESPONSES (PPR's)

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### Introduction

There's no way to be totally prepared for every emergency, but there are ways to significantly improve your odds of surviving one. Preparation prevents piss poor performance when the real thing happens. A NASA study of airline crew performance found that 85 percent of "textbook" emergencies (those that the crews had trained for) were handled well, while only 7 percent of "new" emergency situations were handled with the same degree of success. Many emergencies are avoidable simply because they're set in motion by people. Driving into freezing fog, crossing fast flowing flood water, running out of fuel. Manage risks wisely and practice good decision making: You'll be less likely to have an emergency and more able to cope with one.

### PPRs

PPR's are not designed to be tick lists to fix problems, nor are they designed to teach 'Granny to suck eggs' or be exhaustive. The purpose of PPR's is to provide a guide to promote thought, to kick start a response when people may be frozen in inactivity and make sure nothing is forgotten or untried. Every situation is different, some points may not be relevant to your situation but at the first opportunity after an incident, after immediate actions have been taken, PPRs should be consulted to make nothing has been missed.

### Avoidance / Impact reduction

#### *To avoid or reduce the impact of an incident:*

- **Brief** at the start of each travelling day to cover emergency contingencies and critical checklist items. Commit immediate procedures to memory.
- **Route selection.** Consider your route carefully. Are you driving across rivers, in high terrain, or a forest? Have a plan for a breakdown or getting bogged. The need for and options for diversions. Access to water and fuel. Road conditions. Weather forecast. Best order of vehicles on the road.
- **Training,** Practice basic drills at regular intervals such as wheel changes and winching.
- **Equip** for redundancy and carry backup radios/GPS equipment, and batteries.
- **Pack** a survival kit and rations.
- **Planned route** ensure somebody knows where you are and your planned movement for search and rescue protection.
- **Assess the situation:** What's wrong? How critical is it? How much time do you have? How far can you go? Where is the nearest point of assistance?
- **Prepare to divert.** Drive the vehicle, stay calm and in control, and stop in a safe position as soon as possible. If you change your route to seek assistance, send a message to the UK Coordinator.
- **In inclement weather,** be prepared to stop and setup Camp until conditions improve.
- **Communicate.** Advise the Convoy and UK Coordinator of the nature of



## TIP TOE EMERGENCY RESPONSE PLAN

### Initial Response

your problem early.

- **Stay** with the vehicle if possible to improve your chances of being found.

Perform a very basic initial assessment:

- What's wrong?
- How critical is it?
- How much time do I have?
- How far can I get?
- Where and how far away is the closest support?

### Priorities

#### Priorities

Initial priorities of a response should be:

- Save and safeguard life
- Protect the environment
- Reduce damage to equipment and property
- Protect image and reputation (goodwill)

### Troubleshooting

If the problem is mechanical or electrical, it may not be immediately obvious what's wrong. Given time, attempt to determine the cause—both because it might be fixable and on the chance that you can keep it from getting worse, or causing other problems.

Also, the situation may have been precipitated by something you did, or failed to do. Into the category of self-induced emergencies fall such blunders as switching to an empty fuel tank (or forgetting to switch tanks) and selection of the wrong ratio gear by mistake. If a problem coincides with something you did, undo it!

Whatever the situation, one rule always applies: Drive the vehicle! Troubleshoot, talk to the Convoy Manager and / or the UK Coordinator, keep everybody calm. Remember that it's all for naught if you lose control of the truck in the process. Communicate - Tell somebody! At the first opportunity, a problem shared early could be a disaster averted later.

## ROAD TRAFFIC ACCIDENT

### In Europe

Tourists abroad are three times more likely to have an accident than a local driver. It is vital that you are fully insured. FCO statistics show that two thirds of British abroad have run into problems. Roads can be difficult and therefore the risk of an RTA is higher than in some other countries.

#### At the scene of the accident

If you're involved in a road accident abroad, make sure the police are called and that you get a copy of the police report. If you don't understand what you're being told, ask for an interpreter. If possible:



## TIP TOE EMERGENCY RESPONSE PLAN

- Make notes about what happened
- Take photographs of the accident - including pictures of the number plates of the other vehicles involved and their positions
- Exchange insurance details
- Take the names and addresses of as many witnesses as possible
- Don't admit liability or apologise.

### European Accident Statement (EAS)

If you're driving in Europe you may have been given a **European Accident Statement (EAS)** by your insurance company or one may be provided at the scene of the accident. The European Accident Statement (EAS) is a standard form available throughout Europe in various languages. The EAS helps get an agreed statement of facts about the accident and can help with insurance claims. Only sign the EAS when you're sure that you understand the situation. Make sure you're given a copy of the accident statement.

### Own vehicle

#### **If driving your own vehicle**

Make sure you tell your insurer about the accident as soon as you can, even if you don't want to make a claim. Insurance policies have a time limit for reporting accidents and if you fail to meet this you may not be covered. You should give your insurance firm as much information about the accident as you can, as it will help them process your claim.

You should check your car insurance is valid abroad before you travel. Ideally, contact your insurer at least a month before taking your vehicle abroad. If you haven't checked your policy you may find that you don't have the same level of insurance as at home. Many insurers offer third-party cover while overseas, not comprehensive cover. This could leave you out-of-pocket if there is damage to your car. If you are going to be driving outside the European Union you should also apply for a **Green Card**, which proves you have the minimum legal requirement of third-party liability insurance. You can usually get a Green Card from your insurer who may charge you a small fee.

### Hire Car

#### **If driving a hire car**

When driving a hire car it's especially important to report even minor accidents to the local police before you come back to the UK. Car hire firms may insist accidents are reported and this can be very difficult once you've left the country. Make sure you do not admit liability as this can affect your car hire insurance claim. Contact your car hire company as soon as possible. Some car hire firms have an assistance number in the UK which you should be able to find in your contract. Make sure that you give the company as much information as possible about the accident. Once you are home, write to the company with a full report of the accident. Never have a hire car repaired without getting the approval of the hire company first. You'll need to check the terms and conditions of the insurance you took out when you hired the car to see what charges you may be liable for.





### Uninsured drivers

#### Accidents with uninsured drivers

If the accident happened in:

- a European Union country
- Iceland, Liechtenstein, Norway and Switzerland

and was caused by an uninsured driver, you may be able to claim compensation from the country where the accident happened. You claim through the country's equivalent of the **Motor Insurers' Bureau**. You can find out more information about this from your insurance company or the British Embassy where you are travelling.

### Personal injury

#### Personal injury claims

If you've been involved in an accident abroad you may want to make a personal injury claim. However, this can be very complicated and expensive.

If you are thinking of making a claim for an accident you had on holiday you should get legal advice.

### Wildlife

Moose and Elk are also known for running out onto roads around dusk and dawn and drivers should exercise caution at these times. The elk is at its most active after heavy snowfall, at a full moon and at twilight and dawn. Drivers in Northern Norway are likely to see reindeer that also wander onto the roads and sometimes shelter in mountain tunnels, appearing suddenly. Sheep and goats are also found walking on roads and can be a hazard to traffic.

- Stay alert, pay more attention to the road and roadside, and intentionally look for moose and elk. Be especially alert at dawn and dusk, the peak movement times for deer and when visibility is low.
- Slow down at moose /elk crossing signs, which are posted where elk-vehicle collisions have repeatedly occurred, and near woods, parks, golf courses, and streams or creeks. At a reduced speed, you have a better chance of avoiding a deer.
- Moose / Elk usually travel in groups. When one crosses the road, there may be others about to cross. Slow down and watch for others to dart into the road.
- Slow down when approaching elk standing near roadsides. They may bolt, possibly onto the roadway. Use emergency flashers to warn oncoming drivers after you see deer near a roadway.
- Always wear your seat belt. Statistics show that most people injured or killed in deer-related collisions were not wearing seat belts.
- The most serious crashes occur when drivers lose control of their vehicles trying to avoid an animal. Do not take unsafe evasive actions. It is usually safer to strike the deer than another object such as a tree or another vehicle.
- Motorcyclists / Quads need to be especially careful; fatality rates are higher in elk-motorcycle accidents than in elk-car crashes.
- If you hit an elk, pull over onto the shoulder, turn on your emergency flashers, and watch for traffic before exiting your vehicle. Do not try to



## TIP TOE EMERGENCY RESPONSE PLAN

remove an elk from the roadway unless you are sure it is dead; an injured elk could hurt you.

- Call the Police and request assistance

### In Africa

#### In Africa

The number of road traffic injuries and deaths have been increasing over the last three decades.

### At the scene Stop and stay

#### At the scene of the accident

##### 1. Stop your car and stay at the scene

Firstly, stop your vehicle and, in the interest of road safety, switch on your hazards to warn other drivers. Climb out of your car if it is safe to do so and check if anyone has been hurt. If possible, move any cars that are disrupting traffic - but make sure you document their position on the road first, either by photographing the scene or marking the road with chalk or spray paint (if on-hand). If you can, take pictures of the damage to all the vehicles involved in the incident. If a vehicle cannot be moved, then you need to call a towing service. As a valued AA Member, you can do so through our emergency call centre or via our app.

If commuters or pedestrians have been injured, or if property has been damaged, it is road law in South Africa to remain at the scene of an accident until the police have arrived.

### Help injured

##### 2. Help anyone who has been hurt

While you can only be criminally charged for causing the accident and any resulting injuries, as a bystander you have a moral obligation to help someone who has been hurt in a road accident. Help includes contacting an ambulance or rescue unit, even if the injuries do not appear to be serious. It's critical that you don't move the injured party, and that you do not administer first aid unless you are qualified to do so.

For valued Members, the AA South Africa provides 24-hour emergency medical rescue - a must in those critical moments after a road accident when speed and quality of service make all the difference.

### Get details

##### 3. Get the details

Record the information of everyone involved in the road accident, including personal details, vehicle registration numbers, tow-truck information and insurance details. Take note of all road names, landmarks, intersections and robots, as you will have to draw a sketch and description of the accident on your police report, and for insurance purposes.

Ensure that you get the following information from the other party:

- Full names (first and middle names and initials and surnames)



## TIP TOE EMERGENCY RESPONSE PLAN

### Report it

- ID number
- Car registration number
- Address
- Cellphone number and other telephone contact details (work and home)
- Insurance company details
- Make, model and colour of the other vehicle
- Date and time of the crash
- Details of any eyewitnesses.

#### 4. Report the accident

Inform the police within 24 hours of the road accident. If the police come to the scene, don't move anything until they say you may. Ensure that you get an Accident Report (AR) number, as this is needed for any insurance claim or third party claim you may lodge.

#### Other considerations:

- Ambulance support may be limited or response very slow.
- Remaining at the scene can increase the risk of local reaction (personal safety / security).
- Take photographs of the accident scene and damage to both vehicles. Draw a sketch asap.
- Seek witnesses. It is important to obtain evidence from independent witnesses about what happened at an accident. If someone who is present at an accident refuses to act as a witness, it is advisable to ask the police if the witness has been called to give a witness statement. If this is not possible, it is very difficult to do anything, unless the name and address of the witness are known. With this information they may be able to be called as a witness in any civil court proceedings that might take place.
- Witnesses should write down their evidence and keep their original notes, as it may be some time before any claims are settled or court proceedings are heard. Whatever witnesses may say, the people involved in the accident should make their own written accounts of what happened, including making sketches and taking photographs as soon as possible and keeping their original notes.

### Country Law and procedures

#### Country Law and RTA procedures:

Countries have their own laws and procedures which drivers need to understand but situations can become complicated by a security threat against Drivers (especially Expatriates) presented by large crowds that can gather very quickly at the scene of an accident. However, in many states, when a driver leaves the scene of a crash that led to property damage but no injuries, they can be charged with a misdemeanor. The driver may be



## TIP TOE EMERGENCY RESPONSE PLAN

### South African Police

required to pay a fine of up to \$1,000 or face one year in prison. The penalties are more severe when drivers leave an accident that led to personal injury.

#### **South Africa Police**

The driver of a vehicle at the time when such vehicle is involved in or contributes to any accident in which any person is killed or injured or suffers damage in respect of any property, including a vehicle, or animal shall if he or she has not already reported the accident to a police or traffic officer at the scene of the accident, and unless he or she is incapable of doing so by reason of injuries sustained by him or her in the accident, as soon as is reasonably practicable, and in the case where a person is killed or injured, within 24 hours after the occurrence of such accident, or in any other case on the first working day after the occurrence of such accident.

Report the accident to any police officer at a police station or at any office set aside by a competent authority(eg. Metro Police) for use by a traffic officer, and there produce his or her driving licence and furnish his or her identity number and such information as required. This must be done in terms of Section 61 of the National Road Traffic Act, 1996 (Act 93 of 1996). A pedestrian or a passenger victim of a road accident may report his or her involvement at any police station. He/she must present proof of identification.

If not, the victim must provide proof that he or she was a pedestrian or a passenger by providing his or her hospital records, if applicable, and a statement/affidavit stating that he or she was a pedestrian or a passenger involved in the road accident (Note: Names must not be added to an AR, however the hospital records and statement/affidavit must be filed with the AR at the police station file.)

A road accident must be reported in person. It may not be reported over the telephone or by a third party.

A person wanting to report his/her involvement in a road accident may not be referred unnecessarily from one department to another, one office to another, or from one police station to another.

The driver must present his or her driving licence when reporting a road accident at a police station or other competent authority (eg. Metro Police). The official Accident Report (AR) Form must be completed for all road accidents which occur on a public road and where a vehicle was involved, i.e. all roads where the public or part of the public has right of access. This could include private property.

The AR Form can/may be completed personally by a driver of a vehicle involved in a road accident where no criminal case docket has been opened/registered, only if he/she is in a condition to do so. A police official, traffic officer or other authorized person must be prepared to help the driver



## TIP TOE EMERGENCY RESPONSE PLAN

complete the form.

An individual AR Form must be completed for each driver/pedestrian reporting a road accident, irrespective of how many parties there are. This is to give everyone the opportunity to give their version of the road accident. Every effort must be made to specify the exact location of the road accident. This is critical and of the utmost importance. It is essential that the information recorded on the AR Form is an accurate reflection of the circumstances of the road accident, and that the form is correctly completed. Once the AR Form has been completed, an entry must be made in the official Accident Register (SAPS 176), Occurrence Book, etc. The driver/pedestrian must be given an official reference number as proof that the road accident has been reported.

At the prescribed fee, a photocopy of this form, may be furnished to an involved party namely, the driver, passenger, cyclist or owner of damaged property) if an official request form is completed, and they can prove that they are the involved party. If a person who is not an involved party requests a photocopy of this form, they must have the written permission/authority of the involved party if they are acting on their behalf or the request must be referred to the relevant Deputy Information Officer for the necessary attention.

The Road Accident Fund (RAF) and Road Traffic Management Corporation (RTMC), or an agent acting on their behalf (with the necessary documentary proof from the RAF or RTMC), may be furnished with a certified photocopy of this form without the consent of a party involved in the accident, and free of charge.

If a case docket has been opened/registered for a crime investigation by the SAPS and the matter is still under investigation, any request for a photocopy of this form must be forwarded to the Deputy Information Officer.

A road accident will be criminally investigated by the SAPS in the following instances:

- when a person has been killed (culpable homicide),
- when a person has been seriously injured,
- when a vehicle of a national or provincial government department has been involved in an accident or contributed to an accident,
- when it appears that a serious offence has been committed , and/or
- a written complaint is made by either a victim of the road accident, an eye-witness or a member of the community that an offence has been committed.
- If the road accident is not reported within the mentioned period, and the driver fails to give a reasonable explanation for the late-reporting, he or she must be issued with a Written Notice to Appear in Court (J 534) or an Infringement Notice in terms of Administrative Adjudication of Road Traffic Offences Act (AARTO), 1998 (Act No. 46 of 1998).



### BREAKDOWN

#### Initial fault finding – 'GAS'

#### Prevention / Avoidance

EVEN though 4WDs and Overland vehicles and trailers are more reliable than they have ever been, even the best-prepared, well-looked-after and carefully driven vehicle can suffer a breakdown.

- Gas. Do you have gas in the tanks?
- Air. Is air getting to the engine?
- Spark. Is there a spark from the ignition system?

**Early indications.** Head for the nearest garage to get the problem fixed before it becomes a drama. There are a number of things that you can do to minimise the impact of a breakdown before you set off. These include:

- Get basic mechanical and electrical vehicle type training
  - Tyre change
  - Cooling
  - Lights / lamp replacement
  - Fuzes
  - Oil, water, lubricants
  - Trailers / towing arrangements
- Complete recovery training
- Service vehicles at recommended intervals and keep a well maintained vehicle
- Complete daily checks on vehicles and trailers. Rectify any defects as soon as possible.
- Keep vehicles stocked with emergency and recovery items
- Ensure tyre pressures are correct, Spare tyre in good order and tyre pressure correct. Vehicle jack and associated tools serviceable.
- Satellite and cell phones are kept fully charged. Connections to vehicle power supply available. Emergency power supplies available.
- Up to date maps and routes on all electronic devices
- GPS is functional
- Hardcopy of maps and / or Road Atlas and Road Book
- Snacks, bottled water and non perishable food items
- Blankets / sleeping bags
- Grab bags carried by all.
- Spares including:
  - Tyre repair kit
  - Air compressor / pump
- Appropriate clothing and sturdy footwear / boots.
- No driving in the dark



## TIP TOE EMERGENCY RESPONSE PLAN

### Awareness

### On the highway

- Keep gas tanks as full as possible. Plan to refuel at agreed 'Bingo' fuel levels (normally by quarter tanks).
- Understand scope of roadside assistance policy. Capabilities and limitations. Points of contact for support in different countries / locations.

Familiarise all with the route. This should be done at the daily brief.

- Monitor mile markers
- If possible find a safe place to stop, signal and move to the verge on the (slow) side of the carriageway.
- Switch hazard warning lights on.
- Take grab bags
- All passengers should exit from the passenger side away from traffic, leave pets inside and the doors unlocked.
- Put high Vis jackets on.
- Scan for and assess secondary hazards; for example,
  - Traffic, speed and density
  - Driving conditions, water, reduced visibility etc
  - Fuel spillages / leaks
  - Gas leak
  - Crowds, spectators
  - Wildlife
  - Loose verges, loss of stability / risk of roll over
  - Flash flood risk
  - Falling rocks
  - Overhead power cables
  - Gas / oil pipelines
  - Fast flowing water
  - Extremes of temperature
  - Weather
  - Sunset - darkness
  - Others .....
- If safe to do so, place warning triangle at an appropriate distance behind the stationary vehicle or drop flares / power flares to alert oncoming traffic.
- Find a safe place to stand, ideally behind a barrier or if you're on the motorway move up the bank. If it isn't safe to get out the car, call the police with your location and keep your seatbelt on
- Triage and treat those with injuries if appropriate. Call an ambulance if necessary.
- Determine GPS Position. Inform Convoy Manager and UK Coordinator. Send a confirming text with your position to avoid any confusion.



## TIP TOE EMERGENCY RESPONSE PLAN

### In the Bush / Off Road

- Call and wait for assistance if available and as appropriate. (Police, Roadside assistance / Recovery). Note: Most breakdown providers won't touch a vehicle if it has been crashed – the expectation is that your insurer should help (assume self help is probably going to be required).
- If possible, position a second vehicle at a distance of approximately 30 - 100m behind the broken down vehicle with hazard warning lights on to protect the casualty vehicle and those working on its recovery from oncoming traffic.
- As appropriate:
  - Switch on hazard warning lights
  - Place warning triangle.
  - Put hi vis jackets on
  - Take grab bags
  - Move to a safe position clear of traffic
- Scan for and assess secondary hazards; for example,
  - Fuel spillages / leaks
  - Gas leak
  - Crowds, spectators
  - Wildlife
  - Explosive Remnants of War (ERW. Land mines etc)
  - Loose verges, loss of stability / risk of roll over
  - Flash flood risk
  - Falling rocks
  - Overhead power cables
  - Gas / oil pipelines
  - Fast flowing water
  - Extremes of temperature
  - Weather
  - Sunset - darkness
  - Others .....
- Report position (GPS Lat and Long) to Convoy (Manager) and UK Coordinator. Agree call schedules as appropriate.
- Attempt to diagnose the problem and make a repair if possible.
- If vehicle can be moved, consider setting up tow.
- If vehicle cannot be moved:
  - Identify support required and recovery options.
  - Identify and assess distance from help. Try to summon closest resource to assist. Remember to tell them if you are towing a trailer.
  - Consider need to:
    - Cross load personnel and essential equipment to another vehicle





## TIP TOE EMERGENCY RESPONSE PLAN

- Setup camp. Move under shade. Ration water (and food).
  - Setup fixed SAR signals (for identification from the air)
- If travelling alone, stay with your vehicle. Your best survival is to stick with the vehicle, try to repair it and/or flag down another driver.
- In extremis and you have to leave the vehicle either on foot or are offered a lift by a passing vehicle
  - Inform the Convoy (Manager) and UK Coordinator. Agree call schedule.
  - Fill water bladders in grab bags and take snacks / food as appropriate. Test communications (if not already done so).
  - Leave vehicle and trailer secure
  - Leave a clearly readable message on the dashboard.
    - Date and time of the message
    - Number (and names) of driver and passenger(s)
    - Type colour and registration mark of the vehicle giving you a lift. Name of the driver.
    - Intended destination (Name and GPS Coordinates, route or direction of travel if appropriate) and estimated time of return.
- Keep Convoy (Manager) and UK Coordinator updated at regular intervals.



### FIRE

#### Fire Strategies

- **Stop**—Stay calm. Bring the vehicle to stop in a safe place as quickly as possible.
- **Communicate**—Advise the Convoy Manager and / or UK Coordinator that you have a fire and are stopping to investigate.
- **Circuit breakers**—Look for tripped circuit breakers and turn off their associated components. If you can identify a component that is potentially involved and not essential to safety, but its breaker isn't tripped, pull the breaker.
- **Master switch**—If you can't immediately identify the problem, turn off the master switch, then individually turn off all the other electrical components. You will lose all power once the master switch is off.
- **Extinguisher**—Equip the cab with a Halon fire extinguisher in case you need to put out flames.
- **Know your vehicle's electrical system**—Assist with your vehicle's routine inspections and maintenance and attend programs or seminars sponsored by aircraft type clubs, maintenance experts.

#### Electrical Fire

The first signs of an electrical fire maybe a slight burning odour, a higher than normal electrical load, or tripped circuit breakers, for example. Abnormal behaviour of electrical components such as radios. Random failures of multiple components can also tip you off to fire in a hidden area.

#### Troubleshooting

Shut down all the electrical equipment and then bring it back online, one piece at a time. This can help trace the issue to the faulty equipment. On the other hand, if the circumstances don't require electrical power, it's best to leave everything turned off. If there's a significant amount of smoke in the cockpit, head for the ground. Have a small Halon fire extinguisher handy in the cockpit.

#### Circuit Breakers

Vehicle electrical systems have circuit breakers or fuses that *protect the wiring*—not an electrical device—by opening (i.e., “popping”) the circuit in the event of a current overload. This stops the flow of electricity before the wire's amperage rating is exceeded and it overheats. Therefore, only reset essential breakers when *absolutely necessary*—but recognize that this can re-create the situation that caused the problem in the first place, potentially causing the fire to reignite. **Never reset non-essential circuit breakers.**

#### Damaged Wiring

The presence of smoke or a burning odor is a sure indicator that wiring has been damaged, rendering the aircraft unairworthy. Write a detailed incident description in the aircraft's maintenance log or discrepancy sheet, noting which components were in use when the problem started. This, along with



## TIP TOE EMERGENCY RESPONSE PLAN

appropriately placed placards and/or other notices, informs other pilots of the aircraft's status and prevents it from being operated until the problem has been addressed.

### Ignition Source

Damaged wiring may serve as an ignition source for surrounding fabric, oil, fuel, or other contaminants. In older vehicles, the wiring insulation could sustain a fire—and it may continue to burn even after the circuit breaker has tripped. In addition to flames, the smoke from the insulation or surrounding materials may be toxic and incapacitating.

### Engine Fire

An immediate stop is usually the best response to an engine fire. Turn off the ignition and shut off the fuel if possible. If fire reaches fuel tanks, or other critical parts of the subframe, the consequences could be dire.

### Camper Box Fire

Potential hazards include:

- Gas storage cylinders
- Mains electricity or generator supplies (if connected)
- Inverter – 240v / 110V power
- Diesel fuel tanks
- Petrol for UTV in spare fuel cans
- Petrol in UTV tank
- Pyrotechnics (if carried)

### Actions

- Stop in a safe place if moving at the time of the fire.
- Evacuate. Take grab bags with you.
- Account for everybody including pets.
- Summon assistance (if available).
- Identify source of the fire.
- Switch off and isolate gas cylinders. Consider removal if necessary.
- Trip the main breaker to disconnect power from the Camper.
- Shut down generator (if running). Isolate power supplies to the Camper Unit.
- Disconnect mains 'shore power' and remove charging cables.
- Rig a hose.
- Only enter the Camper to save life and / or if safe to do so.
- Apply first aid fire fighting appliances if considered safe to do so. When appliance is expended, and if the fire is still burning, leave the camper and close the door. Try to starve the fire of oxygen.
- Close windows and hatches. Ensure air conditioning and cooker hood / extractor have been shut down.
- Consider detaching camper and moving the vehicle to a safe distance



### Bush or Campsite Fire

A wildfire is an unplanned, unwanted fire burning in a natural area, such as a forest, grassland, or prairie. As building development expands into these areas, homes and business may be situated in or near areas susceptible to wildfires. This is called the wildland urban interface. Wildfires can damage natural resources, destroy homes, and threaten the safety of the public and the firefighters who protect forests and communities.

Wildfires can occur at any time throughout the year, but the potential is always higher during periods with little or no rainfall, which make brush, grass, and trees dry and burn more easily. High winds can also contribute to spreading the fire. An area may have a designated wildfire season when the risk is particularly high.

Wildfires can occur anywhere. They can start in remote wilderness areas, in national parks, or even in a backyard. Wildfires can start from natural causes, such as lightning, but most are caused by humans, either accidentally— from cigarettes, campfires, or outdoor burning—or intentionally.

- Wildfires can cause death or injury to people and animals.
- Structures may be damaged or destroyed.
- Transportation, gas, power, communications, and other services may be disrupted.
- Flying embers can set fire to buildings more than a mile away from the wildfire itself.
- Smoke can cause health issues for people, even for those far away from the fire.
- Extensive acreage can be burned, damaging watersheds and critical natural areas.
- Flash flooding and mudslides can result from fire damage to the surrounding landscape.
- Wildfires can affect the land for many years, including causing changes to the soil that increase the risk of future floods.

### Preparations

- Know your evacuation routes; plan your transportation and a place to stay.
- To ensure you will be able to act quickly should you need to evacuate, you need to plan ahead.
- Determine the community's local evacuation plan and identify several escape routes for your location in case roads are blocked; include plans to evacuate people with disabilities and others with access or functional needs, as well as pets, service animals, and livestock.
- If you will evacuate by car, keep your car fuelled and in good



## TIP TOE EMERGENCY RESPONSE PLAN

condition. Keep emergency supplies and a change of clothes in your car.

- If you will need to share transportation, make arrangements now. If you will need to use public transportation, including paratransit, contact your local government emergency management agency to ask how an evacuation will work, how you will get current information during an evacuation, the location of staging areas, and other information.
- If you need to relocate for an extended period of time, identify a place where you could go if you had to leave.

### Actions

If the danger is imminent, local authorities may issue an evacuation notice to alert residents that a fire is nearby and it is important to leave the area.

Evacuation orders may range from voluntary to mandatory. When authorities issue a mandatory evacuation notice, leave the area immediately.

- Monitor local radio / media. Unless there is very good reason for not doing so, follow the direction of local authorities.
- Recall personnel if appropriate.
- Break camp and be ready to evacuate at short notice. Secure all items; prepare truck for 'Off Road' driving.
- Identify and monitor the location of the fire front and forecast track
- Check and monitor wind speed and direction.
- Identify a safe evacuation route and evacuate if possible. If there is smoke, drive carefully because visibility may be reduced. Keep your headlights on and watch for other vehicles and fleeing wildlife or livestock.
- Make the decision to move early to avoid becoming trapped.
- Communicate. Inform Convoy Manager and / or UK Coordinator.

### If driving

#### If driving:

- Look out for power poles that may be unstable due to the fire. Stay away from downed power lines and report them to authorities or the power company's emergency number.
- Watch for ash pits (holes created by burned tree roots that are filled with hot ash), charred trees, smouldering debris, and live embers, and mark them for safety. Warn people to keep clear.
- Check the roof. If possible, wet it down to completely put out any smouldering sparks or embers.

### If trapped

If trapped or movement is not possible then if time allows move the truck into a clear area or reduce the amount of material that can burn easily in and around the truck by clearing away debris and other flammable materials.



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### If trapped in a vehicle or Outdoors

Create a minimum of a 30ft defensible space around the truck (~200 feet is better!).

- Rig hoses and prepare to fight the fire or establish boundary cooling on the truck and shelter within. Fill garbage cans, tubs, or other large containers with water. Move propane or fuel / oil supplies away from the Camper.
- Follow any additional guidance provided by local authorities.

If you are in a vehicle, base your decision to stay in the vehicle or to take cover outside on your specific circumstances, including your distance from the fire, the direction of the fire, whether there is fuel (e.g., brush and trees) near your vehicle, and the potential for rescue. Try to stay away from fuel sources; stay in a rocky area or roadway, or near a water source. Stay low to reduce the effects of heat and smoke, breathe through cloth to avoid inhaling smoke, and cover yourself with a wool blanket or coat, or even dirt. If you are trapped by the fire, immediately call the emergency services, provide your location and explain your situation.

In extremis:

- Stay in your car. It is much less dangerous than trying to run from a fire on foot.
- Roll up windows and close air vents. Drive slowly with headlights on. Watch for other vehicles and pedestrians. Do not drive through heavy smoke.
- If you have to stop, park away from the heaviest trees and brush. Turn headlights on and ignition off. Roll up windows and close air vents.
- Get on the floor and cover up with a blanket or coat.
- Stay in the vehicle until the main fire passes.
- Stay in the car. Do not run! Engine may stall and not restart. Air currents may rock the car. Some smoke and sparks may enter the vehicle. Temperature inside will increase. Metal gas tanks and containers rarely explode.

### Evacuation on foot

- As a last resort. Consider evacuation on foot (remember Grab Bags). Leave a message in the windscreen with the date and time and names of those in the party. Planned movement / destination. If you leave then:
  - Turn on lights vehicle lights, external camper lights and in the Camper to make the Camper is more visible in heavy smoke.
  - Close all windows, vents, doors, and air conditioning



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intakes. This will help reduce drafts in the home and reduce radiant heat.

- Disconnect automatic / electronic door openers so doors can be opened by hand if you lose power.
- Move flammable furniture, including outdoor furniture, into the center of the home away from windows and sliding glass doors. Remove flammable curtains and window treatments.

- Secure the vehicle.
- Inform Convoy Manager and / or UK Coordinator of intentions and agree a call schedule.
- Seek rocky open ground or water. Consider sheltering in natural dips. Dig foxholes and hide under dirt.

### In the Open

#### If caught in the Open

- The best temporary shelter is in a sparse fuel area. On a steep mountainside, the back side is safer. Avoid canyons, natural "chimneys" and saddles.
- If a road is nearby, lie face down along the road cut or in the ditch on the uphill side. Cover yourself with anything that will shield you from the fire's heat.
- If hiking in the back country, seek a depression with sparse fuel. Clear fuel away from the area while the fire is approaching and then lie face down in the depression and cover yourself. Stay down until after the fire passes!

### In a building

- Stay calm. As the fire front approaches, go inside the house. You can survive inside. The fire will pass before your house burns down.

### Fire's Out!

#### Once the fire is extinguished:

- Treat injuries
- Monitor all for shock. Look for signs of depression or anxiety related to this experience, such as feeling physically and mentally drained; having difficulty making decisions or staying focused; becoming easily frustrated on a more frequent basis; feeling tired, sad, numb, lonely, or worried; and changes in appetite or sleep patterns. Seek help from local mental health providers if you detect these signs in yourself or others.
- Monitor pets closely and keep them under direct control. Hidden embers and hot spots could burn their paws.
- Stay hydrated.



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- Assess damage
- Discard food exposed to heat, smoke, or soot. When in doubt, throw it out.
- Do not drink, brush teeth, prepare food, or wash/bathe in water until officials indicate the water source is safe.
- Follow the recommendations from the local health department. For example, authorities may recommend tetanus shots because bacteria may be present in contaminated soil.
- Communicate – inform Convoy Manager and UK Coordinator of the situation and assistance required.
- Gather evidence to support an insurance claim.
- Take photographs. Do what you can to prevent further damage (e.g., putting a tarp on a damaged roof) that insurance may not cover.
- Seek witnesses. Take names, addresses and contact details (mobile and email).

### Electrical Failure

An electrical failure at night or in IMC is a serious emergency. Troubleshoot the obvious first. If the cockpit suddenly went dark, did you accidentally hit the master switch? If the ammeter is showing a discharge (or a zero reading on a load-type ammeter), the alternator may have tripped offline. Follow POH procedures for a reset. If the issue can't be resolved, start reducing electrical load to the essentials: Drop back to one radio and minimal navigation gear, shut down unnecessary lights, and turn off anything else that's drawing power. Stay in VMC if possible. If it's IMC, declare an emergency and divert.

### Electrical Failure Strategies

- Night. Carry a couple of good reliable flashlights and extra batteries.
- Backup. Carry a portable transceiver, and/or a handheld GPS. Keep the backup equipment in reach—for example in a Grab Bag.
- Ensure Power Monkey's and Gorilla's are charged and available.
- Utilise Solar blanket / chargers to top up emergency power batteries.





## TIP TOE EMERGENCY RESPONSE PLAN

### PUNCTURES

This is probably the most common “non-emergency emergency.” Short of extraordinary circumstances, punctures simply don’t rise to the level of an emergency.

### WEATHER

Weather-related problems are largely self-inflicted. Solid basic weather knowledge, coupled with good aeronautical decision making, will stop most weather emergencies before they get started. If you get into a weather-related emergency, the best course of action may be to land immediately—whether or not there’s an airport beneath you! The bottom line: You (and your passengers) will almost certainly walk away from a precautionary landing. The same can’t be said of a thunderstorm-related structural failure or a “graveyard spiral” resulting from VFR flight into IMC.

### SEARCH AND RESCUE (SAR)

If the vehicle becomes immovable in a harsh environment, or if there are injuries, the best way to survive is to be found by search and rescue personnel. One of the easiest ways to make this happen is to make sure the UK Coordinator knows of the Convoy’s position and intended movement at all times. This guarantees that someone will eventually be looking for you.

In most cases, it’s wise to stay near the vehicle if the area is unfamiliar or remote, or if the weather is bad. First, it’s easier for search parties to find a vehicle than a person. Second, the vehicle will probably provide at least some shelter against the elements.

### Survival Precaution

If the planned route takes you through inhospitable/remote areas, a survival kit and rations customized for the terrain, season, and climate should be carried. Dress appropriately—or at least bring suitable clothes—for the weather/temperature in the area you’ll be driving.

### ELT or PLB?

Unfortunately, 121.5 MHz emergency locator transmitters (ELT) perform poorly. Many signals are false alarms, and it can be several hours before a real signal is even received. Even then, an ELT search area may be quite large. A better alternative is a 406 MHz ELT, which defines a more precise search area, and does it much faster. Some are GPS enabled, and can provide a pinpoint location. Another alternative is a personal locator beacon (PLB). Although they have certain limitations as compared to 406 MHz ELTs, they work in much the same way. Bear in mind that PLBs must be manually activated.

### Cell Phone

Keep a fully charged cell phone in reach to turn it on. You can try to call for help, and rescuers may be able to determine the position of a “live” phone through triangulation based on its communications with cell towers.



## TIP TOE EMERGENCY RESPONSE PLAN

### Satellite Monitoring

After February 1, 2009, the satellite system that monitors 121.5 MHz ELT signals ceased to serve that role. Although still legal, 121.5 MHz ELTs provide very limited assistance in the event of a crash.

### Garmin Inreach

#### Garmin Inreach

The Garmin InReach includes an emergency distress button. This is monitored 24/7 by an Operations Centre. However, it should not be assumed that this service is 'live' or will respond.

A position report and message should be sent to the UK Coordinator.

### Iridium Go

#### Iridium Go

Iridium Go includes an emergency distress button. This is monitored 24/7 by an Operations Centre. However, it should not be assumed that this service is 'live' or will respond.

A position report and message should be sent to the UK Coordinator.

### VHF / UHF

#### VHF / UHF Radio

The Ham Radio Network or professional organisations that use these communications may be able to assist or summon assistance.



### FLOODING

#### Flood watch

During a flood watch:

- Listen to a battery-operated weather radio for the latest storm information.
- Fill bathtub, sinks, and jugs with clean water in case water becomes contaminated.
- Turn off propane bottles
- Fill the trucks diesel tanks in case of the need to evacuate
- Bring outdoor belongings, such as patio furniture, indoors.
- Move valuable household possessions to upper floors or to safe ground if time permits.
- Unplug small appliances to reduce potential damage from power surges that may occur
- If you are instructed to by local authorities, turn off all utilities at the main power switch and close the main gas valve.
- Be prepared to evacuate.

#### Flood warning

Means flooding or flash flooding is already occurring or will occur soon. TAKE IMMEDIATE PRECAUTIONS!

#### During a flood

***If indoors:***

- Turn on a battery-operated radio or television to get the latest weather and emergency information.
- Get your preassembled emergency supplies ready.
- Do not use gas or electrical appliances that have been flooded;
- Dispose of any food that comes into contact with flood water.
- If told to leave, do so immediately.

***If outdoors:***

- Climb to high ground and stay there.
- Don't walk on beaches or riverbanks.
- Avoid walking through any floodwaters. If it is moving swiftly, water six inches deep can sweep you off your feet.
- Don't walk, swim or drive through floodwater.
- Don't allow children to play in or near flood water.
- Avoid contact with floodwater. It may be contaminated with sewage or contain dangerous insects or animals.
- Stay out of areas subject to flooding. Underpasses, dips, low spots, canyons, washes, etc. can become filled with water.

***If in a car:***



## TIP TOE EMERGENCY RESPONSE PLAN

### Evacuation

- Move to high ground.
- If you come to a flooded area, turn around and go another way. Do not drive into flooded areas.
- If your car stalls, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to drive through high water or move stalled vehicles.
- Never try to drive across rushing flood water.
  - 6 inches of water may create loss of control of a family car
  - 12 inches of water is enough to float most vehicles
  - 2 feet of flood water will carry away a 4WD / SUV

#### During an evacuation:

- If advised to evacuate, do so immediately.
- Where possible do not walk through flood water. Evacuation is not safe when flood waters become more than six inches deep.
- Listen to a battery-operated radio for evacuation instructions.
- Follow recommended evacuation routes — shortcuts may be blocked.
- Leave early enough to avoid being marooned by flooded roads.
- Remember that 24 inches of water will carry away most vehicles.

### Flash Flooding

Beware where you setup camp to ensure that it is clear of dry riverbeds or other areas such as the bottom of steep gullies prone to channel fast flowing water across the camp site. Whilst the vehicles will wade through a still water depth of about 1 metre, Just (15cm) six inches of fast-flowing water can knock you over and two feet will float a car.

### After a flood

**Flood dangers do not end when the water begins to recede. Listen to a radio or television and don't return until authorities indicate it is safe to do so.**

**Remember to help neighbours / others who may require special assistance — infants, elderly people, and people with disabilities.**

**In buildings, inspect foundations for cracks or other damage.**

**Stay out of buildings if flood waters remain around the building.**

**When entering buildings, use extreme caution:**

- Wear sturdy shoes and use battery-powered lanterns or flashlights when examining buildings.
- Examine walls, floor, doors, and windows to make sure that the building is not in danger of collapsing.
- Watch out for animals, especially poisonous snakes, that may have come into the building with the flood waters. Use a stick to poke



## TIP TOE EMERGENCY RESPONSE PLAN

through debris.

- Watch for loose plaster and ceilings that could fall.
- Take pictures of the damage — both of the house and its contents, for insurance claims.

### **Look for fire hazards:**

- Broken or leaking gas lines
- Flooded electrical circuits
- Submerged furnaces or electrical appliances
- Flammable or explosive materials coming from upstream

### **Check the Expedition Truck and Camper:**

- Throw away food — including canned goods — that has come in contact with flood waters.
- Check and service the black water (sewage) cassette. Damaged sewage systems are health hazards.
- Check for gas leaks — If you smell gas or hear a blowing or hissing noise, open a window and quickly leave the Camper or building. Turn off the gas at the main valve.
- Look for electrical system damage— If you see sparks or broken or frayed wires, or if you smell burning insulation, turn off the electricity at the main circuit breaker. Consider electric shock risk if you have to step in water to get to the fuse box or circuit breaker
- Check for sewage and water lines damage — If you suspect sewage lines are damaged, avoid using the toilets. If water pipes are damaged, or filters clogged avoid using water from the tap. You can obtain safe water by melting ice cubes.

### **Communicate:**

- Inform Convoy Manager and UK Coordinator
- Let friends and family know you are safe



### RECOVERY<sup>1</sup>

A bogged, stuck or damaged vehicle in itself does not constitute an emergency but it could easily lead to injury or escalate. Remember the truck / trailer is also your home and provides shelter and stores food water and personal effects.

### Golden Rules

The golden rules of vehicle recovery:

- Stop spinning your wheels the moment it appears you are stuck. Trying too hard only makes things more difficult. Every unnecessary rotation of the wheels digs the vehicle in deeper.
- Are the tyre pressures right for the conditions? If not, change them.
- Establish if any part of the vehicle's weight is resting on anything other than the wheels. If so jack up the vehicle and correct this first.
- Take a close look at all four wheels and establish which one is halting progress. Work on this wheel first.
- Take a second look at each wheel. Any other wheels that do not have a clear path ahead of them must be worked on next.
- Do not be tempted to try to drive out after a half-hearted attempt to de-bog a vehicle. Failure means that all the work done the first time will have to be redone.
- Use all the resources at your disposal. These include all areas behind or in front of the wheels that are firm (push the vehicle in that direction), a slight slope (gravity can be a major ally).
- Look out for things that will hinder progress. These include a slight slope (gravity can also be an enemy), front and rear wheels dropping into a ditch simultaneously (arrange things so that wheels drop alternately).
- Adapt your equipment to be used in more ways than meets the eye. Never use a tow ball with a winch or snatch strap. Should it break it will become a lethal missile.

### Initial actions

- Inform the Convoy. All stop and hold position. Crews dismount to assist as required.
- Confirm everybody is safe. Treat injuries.
- Non essential personnel should evacuate the vehicle – Grab Bags!
- Assess stability of the vehicle and the nature of the problem.
- Stabilise or secure the vehicle as necessary. Ensure the problem does not get worse.
- Nominate one person as 'Spotter' to lead the recovery.
- Develop a plan / strategy to return the vehicle to the road / recover the vehicle.

<sup>1</sup> Acknowledgment – 4WD Overland for much of these Recovery techniques



## TIP TOE EMERGENCY RESPONSE PLAN

### Safety

Safety is the most important thing when carrying out a recovery. Normally there is no rush and time can be taken to develop the recovery plan. Simple things such as; ensuring all your shackles and strops/ropes are rated to a suitable pulling force, ensuring all spectators are out of the vehicle and are standing well away from the vehicles. Make sure you use the recovery strong points on the vehicle. Some basic rules{

- Do not stand in a bight, including near loaded snatch blocks
- Do not stand under a load
- Do not stand in the line of recoil of a line / strap should it break
- Use dampers

### Recovery equipment

#### Recovery Equipment

Items carried in the vehicles include:

- Rated Strops and ropes
- Rated Shackles
- Shovels
- Axes
- Chain saw
- Gloves and PPE
- Waffle boards
- Sand Ladders
- Snatch Strap
- Tree huggers
- Rated Snatch blocks
- Extension Straps
- Dampers
- Five-metre chain + grab hook.
- Electric and Hydraulic winches
- Hand winch
- Off-Road jack such as Hi-Lift, pneumatic bag....etc
- High-lift jack and jacking plate.
- Air-jack with repair kit.
- Q20 or similar.
- Safety straps of a length of ski rope .
- Two large bow shackles for attaching straps.
- Two large D-shackles for attaching chains and straps to vehicles.
- Two small D-shackles for linking chain.
- Tree protector/ winching strap to attach to an anchor.
- Snatch-block to increase winch pulling power or change the direction of a pull.



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### Shackles

- Sand ladders/PSP to assist self recovery.
- Winch (vehicle-mounted or portable, electric, hydraulic or manual).

#### Shackles

When a link needs to be made between elements in the recovery operation, in most cases a shackle is the most suitable and reliable way to do it. Using the incorrect type of shackle can result in damage to the strap or a failure under stress. When selecting shackles for your recovery tackle don't be tempted to go the cheap route.

### Safe Working Loads

#### Working load markings

Quality shackles are marked with indelible information such as the safe working load, the maker's name and sometimes 45° marks. If there are no markings on the shackle it is probably inferior and cannot be trusted. The safe working load is the important bit of information. Decent sized bow-shackles are 4-3/4 tons. This means that the shackle's breaking load is 5,4 times that much. In the case of a 4-3/4 ton shackle the breaking load is 25,65 tons.

### Recovery techniques

#### Recovery techniques:

Below are a few recovery techniques that are commonly used to recover a vehicle:

### Reverse

- **Reversing.** The first thing to do is try and reverse back out and attempt it again with a different line or different technique. If still stuck....
- Communicate, Inform the Convoy of your problem by radio and / or flash lights / sound horn etc
- Assess why and how you're stuck, are you cross axled? Or grounded on something? Or do you just not have enough grip? Its necessary to get out the vehicle so you can assess the situation and best form of attack. Apply the hand brake and leave the engine running.
- Determine your next move;

### Backwards

- **Backwards with vehicles.** This is generally the most common recovery as pulling your vehicle backwards even just a few feet will enable you to start driving again which then allows you to either turn back and find another way around or attempt the section again with a bit more momentum. Momentum is definitely a good friend!
- Get out the vehicle and assess the best way to recover you're self backwards with the other vehicle. How stuck are you? This will really determine how you will recover yourself.
- Ask all your passengers to get out and stand well away from the vehicles for their safety.





## TIP TOE EMERGENCY RESPONSE PLAN

- Manoeuvre the vehicle behind to distance where he will not risk getting stuck and has good traction.
- Attach your rope to both vehicles, ensuring there's slack, with the shackles on the appropriate recovery points. The best technique and the preferred is to attach it to at least two points this will not only result in a nice straight line pull but also half's the strain on each recovery point compared to just using one. It is possible to use one but care must be taken in this instance as this could overload the recovery point either breaking, bending or misshaping it or the chassis.
- Use radios or agree signalling for recovery. A raise of the hand to take up slack, another to start pulling and switching on of hazard lights to emergency stop in the event of something going wrong.
- Return to your vehicle and ensure everyone is standing well back from the vehicles. Put both vehicles it into low box, reverse with diff lock but don't let the clutch up yet. You're vehicle will only need to do this to assist with recovery if needed. Signal to the recovery vehicle to take up the slack. Once the slack has been taken up you will feel as small amount of force backwards. Let the hand brake off.
- Start pulling. This will either be enough force to pull you out if you're only lightly stuck. If you don't move try to let the clutch up in reverse to try and help with the backwards momentum.
- If still unsuccessful then all stop. And reassess the situation. Is it because the recovery vehicle has no grip? Are you just very stuck? If it is just the case of the latter then a snatch type of recovery can be used.

### Forwards

#### Forward recovery with vehicles

Assess the ground ahead of you. If recovered can you easily carry on without needing to recovered again. If the answer is yes it may be best to recover your vehicle forwards. This is assuming it's not easier or just as easy than recovering backwards. The process for forward recovery is much the same as a rear recovery with the added bonus that you can see the vehicle in front more clearly. Follow the same procedure ensuring good recovery points are used spreading the load if possible. Ensuring that you keep the recovery rope/strop tight so that you don't drive over it.

### Snatch

#### Snatch recovery.

Snatching the stuck vehicle normally recovers the vehicle well because of the extra momentum. This should really only used as a last resort as it puts a very large amount of strain on the recovery points and vehicles. On the snatch recovery at least two recovery points should be used. The same safety procedures apply as the other types of recovery but this time do not take up



## TIP TOE EMERGENCY RESPONSE PLAN

the slack. Instead when everybody is ready the recovery vehicle should accelerate away from the stuck vehicle, but only at a slow speed. The stuck vehicle will then be pulled out quick quickly. The best technique for this is to start off slow and slowly make the snatch a bit faster. Bearing in mind that the fast you go the more strain you will put on the recovery points which can lead to a failure. This should be performed with a special Snatch Strap, or kinetic tow rope as they can sometimes be called, basically a tow rope that has some stretch to it to cushion the snatching force.

- Do not use the snatch strap if the vehicle is badly bogged i.e. with its weight resting on its chassis. Use a jack and spade to put the weight back onto the wheels first.
- The pulling vehicle must be similar in size and weight to the vehicle being pulled.
- The pulling vehicle must run in a straight line. Do not attempt to pull at an angle of more than 10°.
- Use bow-shackles to attach the snatch strap to the vehicles.
- Always use safety loops on both ends.
- Do not compromise on the security of attachment points. Use both tow eyes if the vehicle is fitted with them.
- Attach the kinetic strap to the front or back of the bogged vehicle. Consider first which will be the most effortless direction of travel.

### Snatch procedures

#### Snatch procedures:

- Manoeuvre the recovery vehicle to the bogged vehicle and stop at a point no less than half the total length of the snatch strap.
- Attach the snatch strap to the bogged vehicle, making sure that there are no knots in the strap.
- Lay a damper / blanket over the strap or attach a safety line (ski rope is ideal). In the case of the strap breaking the weight of the blanket will rapidly absorb the energy of the broken strap.
- With a go-ahead signal from the driver of the bogged vehicle, the recovery vehicle moves off at normal take-off speed in first gear. Accelerate very gently and keep the speed constant. As the pull of the rope is felt, try to maintain a constant speed and continue to accelerate very gently – it is not engine power and torque that are doing the work, but the vehicle's momentum and energy being transferred through the elasticity of the strap.
- Unfortunately, if the bogged vehicle is badly stuck, something will break. If it is an attachment it becomes dangerous to both bystanders and drivers.

### Doubling snatch straps

#### Double kinetic-straps used together.



## TIP TOE EMERGENCY RESPONSE PLAN

Having the towing vehicle move off with excessive speed does not increase the pulling force. However, doubling the length of the strap together with a higher speed does not have the desired result. To do this a joint must be made linking the two straps. UNDER NO CIRCUMSTANCES join two straps together with shackles. Should one strap break the shackles become a deadly missile.

To make a safe join:

- Pass the loop of strap A through the loop of strap B.
- Take the end of strap B and pass it through the loop of strap A
- Place a stick or even a thick bunch of grass in the new loop made.

This is so that the knot cannot over-tighten.

### Making Roads

#### Forwards and backwards with no vehicles

There will be times when a vehicle is not needed to assist in the recovery or these following techniques can help with the recovery when using another vehicle.

Dig a small trench that slowly gets shallower in front of the wheels this will help the wheels climb out easier. Place small stones and rocks put in these “trenches” will also aid traction significantly.

The use of waffle boards and sand ladders will also aid recovery by producing extra traction for the tyres.

### Winching

#### Winching

**Safety.** One person to be put in charge of the winch. This person will be the ONLY one to use the switch – and the ONLY one handling the recovery of the winch cable once the winching operation is complete.

- Before winching have everyone stand well clear. The slingshot effect caused by a cable break under load can cause serious injury.
- Wear gloves when handling winch cable and use a cable guide when feeding in loose cable.
- The winch cable should be cared for and wound neatly on the drum under tension.
- Always have five turns of cable wound around the drum before winching. Less than five turns could mean the cable clamp on the drum coming undone.
- Be aware of the condition of the winch cable. Damage severely reduces the breaking strain of the cable. Damaged cable is also the best reason for wearing leather gloves.
- Never stand in the ‘V’ of a winching layout under tension.
- If you are not in control of the recovery operation, avoid stepping over a strap or cable after it has been attached, even when it appears to be lying harmlessly on the ground.
- Never hook a winch cable around an object and then back on itself. This is a common cause of cable breakages among the



## TIP TOE EMERGENCY RESPONSE PLAN

### Anchors

### Winching preparations

inexperienced. Anchor straps are used to prevent this.

- When a winch gets hot, let it rest.
- Ensure that the winch cable does not bunch on one side.
- Look after the winch cable and pack it tightly on the drum when finished.
- **NEVER** have one person hold the switch and another feed in cable. This is the single most common cause of injury during vehicle recoveries.

#### Anchors

Other vehicles, trees, rocks or ground anchors can be used as strong points to winch against. If necessary a hole can be dug in the ground and a spare wheel and strop can be used to create a ground anchor. Other techniques include:

- Drive steel stakes into the ground at 45° and about two metres apart and then, using straps and chains, attach the cable to the stakes as close to the ground as possible. Create 'Vs' between the top and bottom of each stake.
- A long length of chain run along the ground secured with ten or more long tent pegs. The more difficult the winching operation, the more tent pegs will be required. This man-made anchor takes little effort and if the vehicle is not deeply bogged it is a quick and effective way of creating a light-duty anchor.
- As a last resort a spare wheel can be buried either horizontally or vertically, which is the more conventional but less effective way. The winch cable is passed through the middle of the wheel and attached to a steel bar. After burying the spare wheel, dig out from under the vehicle making sure that no earth is supporting the vehicle's weight. This is a last resort because burying the wheel is very hard work and despite perseverance it is often a waste of time.
- Remember: the harder the effort put into an anchor, the better its effectiveness. Before using your man-made anchor, which under most conditions will be suitable only for a light-weight pull, dig out channels in front of all four wheels to allow easier forward movement. Do not be in too much of a hurry when preparing the anchor or digging out earth from under the vehicle. If you try to winch before you are absolutely ready, you may fail – and have to go through the entire process again.

#### Winching preparations

- If the area is slippery, anchor the winch-equipped vehicle by chaining it to a tree, a second vehicle or by digging holes into which the front wheels will be driven.
- The line of the winch cable should follow the route that the bogged



## TIP TOE EMERGENCY RESPONSE PLAN

vehicle will move along when it is pulled out. If the winch is pulling from an angle, the winch cable will gather on the one side of the drum.

- Clear a path in front of the wheels of the bogged vehicle and remove any obstacles in its path.
- Once the stricken vehicle is attached to the winch cable and the cable is pulled taut, everyone should stand well clear.
- By opening the bonnet during the winching operation, the windscreen will be protected from damage should anything break.
- The winching vehicle should have its engine running to keep the battery charged and the operator's foot should be on the brake.
- The driver of the bogged vehicle should engage low-range second and gently release the clutch as the winch takes up tension, rotating the wheels slowly to assist the winch. Avoid spinning the wheels.
- When the vehicle is free, drive clear of the obstacle. Avoid driving over the winch cable.
- Where an anchor point is not in front of the bogged vehicle, or in the case of lack of space in front of a bogged vehicle in which to allow the winch equipped vehicle access, the snatch block is used to change the direction of pull.

### Snatch blocks

#### Snatch blocks

### High Lift jack

#### Hi lift jack

There are few bogging down situations that cannot be overcome with a high-lift jack, a spade and a strong back. The high-lift jack is without doubt the most valuable piece of equipment that an off-roader can carry. The jack discussed here is the American standard brick red-coloured unit that has been around for many decades. The 'old favourite' is virtually unbreakable and as long as it is kept well lubricated it is reliable. Unfortunately, more and more 'off-road' vehicles are being introduced with fancy curved plastic bumpers – impractical for bush work because of the absence of points where a high-lift jack can be used. There are cases where a vehicle has bogged down so completely that jacking has been the only way out.

### To lift a vehicle

#### To lift a vehicle:

- Stand the jack under the jacking point and push the operating lever (small L-shaped lever on top of the lifting mechanism) down.
- Raise the jacking arm to the upright position to hoist the entire mechanism up the shaft so that the jacking foot is positioned



## TIP TOE EMERGENCY RESPONSE PLAN

### To lower a vehicle

### Hijack safety

under the jacking point of the vehicle.

- Adjust the jacking foot position exactly. Once this is done pull the arm down, thereby lifting and firmly locating the foot under the vehicle jacking point. Should the position need changing, lift the arm and re-adjust. Once satisfied with the foot's position, lower the arm once again all the way down until the lifting pin enters the perforations in the upright shaft or 'ladder'. It will click into place.
- Lift the arm to the upright position until a click is heard.
- Pull the operating lever into the upper position. It will click into place. The jacking foot will be held at that height. The vehicle is ready to be lifted.
- Hold the lifting arm with both hands. Gripping it firmly, pull it down once again until the pin locates and clicks into place. Lift the arm to the upright position and the second lifting pin will locate itself. Continue until the vehicle's wheel/s are off the ground.

#### To lower a vehicle:

- Raise the jacking arm to the upright position.
- Push the operating lever down.
- Gripping the arm with both hands, lower the lever so as to release the lifting pin. At this point the vehicle's weight is in your hands. If you do not have a good grip and your weight is pressing down on the arm it can shoot up and cause injury.
- Have bystanders stand well clear.
- From this point jack the vehicle down by lifting and lowering the arm to its full extent.

#### High-lift jacks can be dangerous.

- When lifting or lowering a vehicle, hold the jacking arm firmly and with both hands. If released at the halfway point while under load it will shoot upwards with great force. It can smash teeth, cause concussion and the upward movement can release the lifting pin, causing the arm to drop by itself, starting an auto-jacking sequence which rapidly lowers the vehicle onto the ground. Once this auto-jacking has started it is too dangerous to try and stop it running its full course. Holding the jacking arm firmly is especially important when lowering a vehicle.
- When the jack is left unattended and under load, the jacking arm must ALWAYS be left in the upright position, clipped to the upright with the supplied wire clip. In any other position the



## TIP TOE EMERGENCY RESPONSE PLAN

### Jack and Push

jack poses a threat to anyone close to it.

- High-lift jacks are unstable. Never climb under a vehicle that is supported only by a high-lift jack. If you need to dig under the vehicle, do what you can before you jack it up.
- The following situations demonstrate how the high-lift jack can be used to extricate a vehicle:

#### Jack and push

Imagine that your vehicle is stuck on soft ground with the axles grounded on a ridge; or you have dropped into a gully and two or more wheels are off the ground and spinning. If the ground is soft, place the jack on its broad base and jack up the vehicle, high enough so that the one set of wheels is higher than the ridge on which the axle has been caught. Now push the vehicle sideways. The vehicle will pivot on the jack and land on the ground with the wheels on the ridge, thereby clearing the axle from the obstacle. In some situations you may need to do the same with the both front and rear axles.

Spare tyres attached to the tailgate may have to be removed or swung clear as the falling jack may catch on them and damage the vehicle bodywork. If they are removed from a separate wheel carrying frame, the frame can be closed and used to protect the rear of the vehicle from the jack during this operation. Unlike the air jack, the high-lift jack is perfect for this technique but beware that vehicle body damage can result if carried out carelessly. Whatever you do, practice with the high lift before you need it!

### Jack and Pack

#### Jack and pack

Quite often the ground under the jack is soft and slushy and in these cases the jack and push method is not effective – the vehicle topples off the jack, the wheels dig into the mud or sand and the vehicle settles back onto its chassis. In this situation the best course of action is to jack up the wheels that are dug in the most deeply. Once this has been done find something to place under them – sand ladders, Trac-mats, carpets, rocks, branches or logs – in fact anything lying around (in wet mud, grass seems to make matters worse). Lie items in the direction of travel so that the wheels can gain some momentum as they ride over them. If all four wheels are deeply dug in, this must be done to all wheels.

Before attempting to drive out think about the gear ratio to use. Should you use a gear ratio that is too low, the result may be wheel-spin, and you may not only undo all your hard work but still have a bogged vehicle. Select the highest gear you think may work – try to remember the gear ratio that was getting you through difficulties beforehand,



## TIP TOE EMERGENCY RESPONSE PLAN

### High lift winch

because once off the mats or logs you must be able to keep moving without a gear change. Selecting this gear ratio is critical and for each vehicle and for each situation it differs. The vehicle is then lowered and with everyone pushing, the clutch is let out gently with acceleration as smooth as possible. Avoid wheel spin.

#### High-lift winch

The high-lift jack can also be used as a hand winch. Heavy manila rope must be used (the stretch of nylon rope renders it ineffective). Proceed as follows:

- Remove the steel foot from the jack by sliding out the pin.
- Lay a length of rope from the bottom of the jack to the bogged vehicle. Do not attach it to the jack.
- Attach a cable or rope to the top of the jack and then onto the anchor.
- Position the lifting foot of the jack at its lowest position.
- Join a short length of chain to make a loop. Lay this loop across the rope at the bottom of the jack. Pass your hand through the loop and underneath the rope. Grip the chain and pull it through so that the chain loops around and grabs the rope.
- Using a D-shackle, attach the end of the chain you are holding to the hole in the base of the jacking foot.
- The jack is used as if lifting a vehicle. As the rope is pulled taut, the chain grips the rope. When the jack is at its highest point, slacken the rope and chain, slide the jack back down to its lowest position, slide the rope through the chain, and begin jacking again. Although it is a time consuming process, it is often successful when conventional winching techniques have failed.

### Releasing a vacuum

#### Releasing a vacuum

Mud can sometimes be the most difficult stuff. When it is particularly thick it creates a vacuum under a vehicle and no matter how much winching and heaving, the vehicle just won't move. When this occurs the vehicle's progress is halted as much by the lack of traction as by the vacuum. Here a combination of high-lift jack and winch is required.

Place the jack about a meter in front of the bogged vehicle and lift up the jacking step to shoulder height. Run the winch cable over the jacking step to the anchor. Tilt the jack away from the vehicle and take up the tension. Now, with someone supporting the jack, begin winching in. As the cable is retrieved the jack is pulled upright, simultaneously pulling the vehicle forward and up,





## TIP TOE EMERGENCY RESPONSE PLAN

releasing the vacuum. Repeat this as many times as required.

### Using hub capstan winches

It is easier to run the cable from the anchor to the vehicle, and not the other way. The cable is guided through a groove in the capstan and secured with a knot or buckle. If you are using rope then it should be wound around the capstan at least five times, crossing over itself. The direction of wind and the gear selected (forward or reverse) will determine the direction of pull. Hub capstans on both wheels on the same axle must be used simultaneously as the axle differential will not allow winching on a single hub. Because rear half-shafts and differentials are generally stronger than those in front, it is recommended that the rear wheels are used for pulling. Using hub capstans can damage the vehicle if the cables are allowed to get too short when the wheels are pulled together by the narrowing angles between the two lines.

When attaching the winch hook, make sure the bend is towards the ground. In the event of breakage, if attached in this way, it tends to shoot downwards into the ground and not up, potentially hitting someone.

### Care of the hi lift jack

#### Care of a high-lift jack

The traditional Hi-Lift out of the USA is still the favourite despite its habit of jamming under load. It's a valid criticism and to prevent this the lifting mechanism must be kept clean and well lubricated. Have a can of Q-20 handy and at the first sign of slicking, give it a good spray. If the jack is carried on the outside of the vehicle, some method of preventing the mechanism being coated with dust should be devised such as the jack-nappy, a washable nylon sleeve that covers the mechanism.

### Air Jacks

#### Using Air jacks

The jack and pack technique is the same as with the high-lift jack. The jack and push technique is different. Unlike a high-lift, two people are needed to operate an air jack.

### Air bag techniques

#### Air bag techniques:

- The air jack must be slid under the vehicle with none of it protruding. In the field this is often very difficult. If the jack has part of itself protruding it will bend and bulge as it is inflated. This can burst the bag and topple when the vehicle's weight is on it.
- Place rubber floor mats between the bag and the vehicle. Be careful of protrusions, stones and thorns puncturing the bag.
- Close the valve on the bag.



## TIP TOE EMERGENCY RESPONSE PLAN

- Insert the pipe into the exhaust pipe and rev the engine.
- A vehicle will become very unstable during jacking.
- If there is a hole in the exhaust system, pack it away and try something else.
- If you just push the vehicle off the jack there is every likelihood that the bag will get punctured. Instead, deflate the bag as the vehicle is pushed.
- Over-inflating the bag produces the most hideous bang. It's probably dangerous. The best bags are fitted with pressure release valves.

### Sand Ladders

#### Using sand ladders

An experienced driver will call for a sand ladder before too much digging is required. If the vehicle has been allowed to dig itself in to the extent that the vehicle's weight is resting on the axles or chassis, a great deal of digging and jacking will be required. Do not dig a little and then attempt to drive out. This is a waste of time – if the attempt is unsuccessful the entire digging effort will have been wasted because the spinning wheels will replace the sand you have removed. Dig until you are sure that more digging would be a waste of time.

Dig channels in front of the wheels that appear to have the least traction and lie the ladders in front of them. If in doubt as to the wheels under which to lay the ladders, select the front wheels, since once the vehicle gets moving the rear wheels will also get the benefit of the extra traction (assuming you are driving out forward).

If in sand with the rear wheels sunken and the front wheels remaining clear, place the ladders under the rear wheels. Dig out a channel in front of the other wheels too, so they do not have to roll over any ridges of sand that may have built up in front of them. In very deep sand the sand ladders may get buried when the vehicle drives over them, so mark the position of the ladders with a spade.

Unfortunately for those doing the pushing, this may mean a bit of a walk, as it is important for the vehicle to be driven to firmer ground before it is stopped. The sand ladders will have to be dug up and carried. Attaching a rope to tow them out is not wise as the extra drag can cause the vehicle to bog down again.



## Contaminated Water

'Potable water' is a term used to describe drinking water. Despite loading water that is designated as 'Potable', it is possible that water taken into tanks could be contaminated. All water loaded into tanks shall be triple filtered and UV treated prior to entering tanks. This includes rainwater harvested from the roof. Secondary filtering and UV treatment also takes place between the tank and the galley (kitchen) tap.

## Symptoms

### Symptoms

- Gastrointestinal Problems.
- Diarrhea.
- Nausea.
- Intestinal or Stomach Cramping.
- Intestinal or Stomach Aches and Pains.
- Dehydration.
- Death.

## Diseases

Contaminated water and poor sanitation are linked to transmission of diseases such as:

- Cholera
- Diarrhoea
- Dysentery
- Hepatitis A
- Typhoid
- Polio.

## Contaminates

Possible contaminants found in tainted water sources include:

- E. coli Bacteria
- Coliform Bacteria
- Nitrates
- Lead
- Fluoride
- Arsenic
- Radium
- Radon
- Pharmaceuticals
- Herbicides
- Pesticides
- Chemicals
- Fecal Matter
- Microbial Pathogens
- Parasites



## TIP TOE EMERGENCY RESPONSE PLAN

### Water treatment options

- Viruses
- Petrochemicals

Contaminants can enter water supplies through various means. For instance, the ground absorbs contaminants. The absorbed materials contaminate ground water sources, broken pipes, and excess water run-off during heavy rain periods.

#### Water treatment

Should contaminated water be suspected:

- Take medication as advised. May need to find a suitable campsite and lay up for a couple of days. Ideally somewhere with potable water and a place to empty the black water toilet cassette.
- Check and replace water filters.
- Confirm UV treatment systems are functioning correctly.
- Implement enhanced hygiene procedures
- Stop drinking the water and drink only bottled water.
- If this is not possible, boil water prior to drinking.
- If necessary treat with water treatment tablets and drink through a life straw (or similar).
- At the first opportunity and where fresh water is available:
  - Empty and flush the contaminated tanks
  - Treat the tanks with silver chloride or equivalent
  - Flush and refill the tanks and water pipes ensuring that water is filtered and treated prior to loading.
- Restock bottled water, filters and water treatment chemicals, life straw filters and purification tablets.



### Contaminated Fuel

Fuel contamination is a term used to describe the water and bacterial microbes that find a home in your diesel and other fuels. If left untreated, contaminants will grow and eventually render the fuel in which they reside useless.

Under ideal conditions, diesel fuel can be stored between six and twelve months. To extend the life past twelve months, even under the best conditions, it needs to be treated with fuel stabilizers and biocides

### Causes

#### Causes

Fuel contamination can be the result of a foreign substance entering the fuel tank or a result of fuel degradation. One of the most common contaminants is microbial in nature, commonly known as the diesel bug. Fuel contamination reduces the combustibility of the fuel.

### Symptoms

- Clogged and Slimy Filters.
- Dark, Hazy Fuel.
- Floating Debris in Tanks.
- Sludge Build-up in Tanks.
- Loss of Power and RPM.
- Excessive Exhaust Smoke.
- Unusual colour of the smoke could also indicate the issue. If you notice unusual smoke:

### Smoke

#### Smoke after a Cold Start?

- Many engines experience smoke after a cold start, but if it does not go away when the engine heats up you may be facing an issue under your hood. Looking for the underlying issue is therefore imperative for the engine's continued operation. The color of the smoke can help determine the issue in most of these cases.

### White Smoke

#### White Smoke

- If the smoke coming out of the engine is white, the first thing to check is whether the starter motor is lazy or if the batteries are not charged or in need of a replacement. White smoke could also mean that water made its way into the combustion system.

To know for sure, smell the exhaust. If it has an oily smell water is probably not the cause and vice versa. As for why there's water where it shouldn't be, there could be several causes. Check if the cylinder head gasket is blown and if either the cylinder head or the block are cracked.

Another likely cause for white smoke is low compression. It is just an indication of a larger problem, but causes a



## TIP TOE EMERGENCY RESPONSE PLAN

performance issue and exhibits white smoke. To determine if low compression is causing the issue you should perform an engine compression check.

Finally, if all else fails you should have an expert examine the fuel injectors in your Volvo Penta marine diesel engine. A professional will determine if this is what's causing the issue and replace the faulty parts with ease.

### Black or grey smoke

#### Black or Gray Smoke

- One likely cause for the black or gray smoke is bad fuel. If the fuel was lying around in the tank during the winter, it could be spoiled and be the cause of the issue. With stricter regulations the fuel quality is no longer a risk factor, but supply your boat with fuel from licensed gas suppliers just to be sure.

The most common cause for black or gray smoke is an excessive fuel supply coupled with a restricted air supply. On the other hand, the restricted air supply is likely caused by a blocked air filter.

Finally, black or gray smoke could be caused by exhaust back-pressure, which in turn is the result of a carbon build on the valve gear or a bent exhaust pipe.

### Blue smoke

#### Blue Smoke

- This particular color is always caused by lube oil burning. This occurs as a result of broken piston compression or worn bores. It could also be caused by damaged valve guides as it can allow lube to get into the combustion chamber. Luckily, this problem is easily diagnosed and the parts easily replaced.
- Corroded, Pitted Fuel Injectors.
- Foul Odor Emitting from Fuel Tank.

### Appearance

#### Fuel Appearance

When you take a sample of the fuel out of the tank, the sample should be clear and bright. If the fuel appears murky or dark, this is a likely sign of contamination. If the fuel appears murky, the reason might be water in the fuel. Water is a fertile ground for diesel bugs to develop on. Take this into consideration when assessing the quality of the fuel. Water in your tank is one of the most unpleasant contaminants, and you should resolve the issue quickly to prevent further damage to the engine.

On the other hand, dark fuel indicates the development of asphaltenes. These particles are very hard and can clog the engine filters if agglomerated.

To ensure that you notice these issues early, make sure to inspect a sample



## TIP TOE EMERGENCY RESPONSE PLAN

### Tank inspection

#### Actions

of the fuel taken from the tank bottom once every three to six months.

#### Actions

- Shut the truck down as soon as it is safe to do so.
- Avoid re-starting the car and causing any potential further damage.
- If possible contact with the service station immediately and let them know of the problem. They may or may not admit to the fuel being faulty, particularly if you are among the first group of affected customers.
  - Keeping a receipt will help your cause in proving where you purchased the fuel from. If you don't have a receipt you could refer to the service station's CCTV footage as a last resort.
- The service station should have a procedure to follow if you believe your vehicle is affected by faulty fuel.
- Have the vehicle towed to a mechanic and ask them to diagnose the problem. If your mechanic confirms the issue, it might be worthwhile contacting your insurer and asking them to help you deal with the fuel provider.
- Have the mechanic write up a report on the issue and ask them to keep samples and even photos of the affected fuel as proof. Take and retain samples for further analysis.

### LOST COMMS

#### Lost communications

The Tip Toe Convoy will be carrying a comprehensive range of communication systems. Despite this it is possible that there may be periods where communications are difficult or impossible. For example bad weather, tropical rain, forgot etc.

### Safety check calls

Routinely Tip Toe (Convoy Manager) shall be responsible for calling or sending a message each day to the UK Coordinator. This is to ensure that somebody is aware of the location and planned movement of the Convoy at all times and can pass urgent messages from family and friends to the Convoy if required.

Normally this call or other contact shall be made at the end of each travelling day when the Convoy has arrived at the selected campsite for the night.

### Format / content

The Safety Check Call shall be made to the UK Coordinator by whatever means are available. It shall normally include:



## TIP TOE EMERGENCY RESPONSE PLAN

### Missed safety check calls

- The Callsign of the reporting vehicle
- Current position of the Convoy / vehicle (Lat and Long)
- Intended movements for the next day
- Remarks and requests
- Date / time of the next call (unless specifically stated it shall be assumed that the next call is due in 24 hrs time – after the next days travel)

Example: *“T1 21.791013° 31.364132° Continue south towards Kawa. Long day, slow border crossing and unplanned road block by Sudanese Police. All well”*

#### Missed Call 1 (24 hours)

In the event that a Safety Check Call is missed, the UK Coordinator shall:

- Check live tracking (Iridium and Garmin) to confirm the Convoy is in the expected location and moving in the right direction.
- Send a message to Tip Toe via SMS, satellite messaging, Garmin InReach messaging and / or email to check all is OK.
- Tip Toe shall respond at the earliest opportunity to confirm all is OK and to pass current posn (Lat and Long) and intended movement / campsite for the next night's stop.

#### Missed Call 2 (48 hours)

In the event that two consecutive Safety Check Calls are missed, the UK Coordinator shall:

- Attempt to contact Tip Toe:
- Iridium message
- SMS message
- Email
- Voice (Mobile and satellite phones)

#### Missed Call 3 (72 hours)

In the event that three consecutive calls are missed (72 hours without contact), the UK Coordinator shall:

- Attempt to contact Tip Toe by all means available.
- If still no response and / or tracking shows no movement or vehicles in any unexpected location; then:
- Contact the UK Police, inform them of the situation.

### Alerts

#### Alerts

If the Convoy has an incident or identifies an issue that could lead to an incident, for example is stopped at a roadblock, the second vehicle in the Convoy shall (discretely) send a message the UK Coordinator as follows:

- Callsign making the report
- **“Standby”**
- Current position (Lat and Long)





## TIP TOE EMERGENCY RESPONSE PLAN

- If possible a summary of the incident for example 'Road Block'

Example: "T3 standby 21.787244° 31.404665° Road block"

On receipt the UK Coordinator shall note the time of receipt. No further action is required.

Once the Convoy has cleared the incident or the issue is under control, the Callsign that sent the alert should send the all clear as follows:

- Callsign making the report
- **"All clear"**
- Current position (Lat and Long)
- Remarks including any change in plan.

Example: "T2 All clear 21.774647° 31.383551° No change"

### Live tracking

Tip Toe will transmit two live tracking signals at ten minute intervals. One via Iridium and the second via the Garmin InReach system. The positions can be viewed globally by those authorised to login to the relevant websites.

### Duress Code

#### Duress code

A Duress Code shall be set and acknowledged by all. Use of the duress code (see Confidential Annex) either verbally or in any text message or email shall indicate that the speaker / sender is acting under duress and requires urgent assistance.

Note: The UK Coordinator shall retain a copy of the duress code in a sealed envelope for verification purposes.

On receipt of the duress code, the UK Coordinator shall:

- Discretely acknowledge receipt (if possible)
- Start a log and maintain a factual record of events
- Record all voice calls thereafter
- Inform the Police in the UK and provide a copy of the Personal Information Packs for those concerned.
  - Full names, address, contact numbers and service providers for Tip Toe
  - Photographs and physical descriptions of each person
  - Vehicle details, make registration, colour and description
  - Passport details
  - Medical / health information if requested
  - Planned travel itinerary
  - Last known location(s)
  - Tracking details including login to the website
  - Copy of the Tip Toe Road Book



## TIP TOE EMERGENCY RESPONSE PLAN

### Duress code cancellation

- Monitor live tracking information and make Police aware of its existence.
- Contact the British Embassy in the Country concerned. Report Tip Toe's current location and pass details of the vehicle(s) and Persons 'On Board'. If requested provide details described above.
- Contact the UK FCO Duty Officer and provide details as appropriate. If requested provide details described above.
- Liaise and cooperate with the Police as required.
- Inform and liaise with Next of Kin or nominated Emergency Contacts.

The duress code can only be cancelled following confirmation by a trusted and verifiable third party such as:

- The British Embassy (or Commission) in the Country concerned.
- The hotel manager of a 4/5 star international hotel.
- Bank manager of an international bank in the capital or other major city
- Senior Police Officer.
- Hospital / international Clinic Manager
- National Parks Manager
- Bush resort manager

### Duress code renewal

Once used and successfully cancelled and verified (see above), a new duress code shall be set and receipt confirmed by all concerned.

## ARRIVAL AT AN INCIDENT

Wherever possible it is recommended that you defer to trained emergency service personnel and keep a low profile. Emergency services may take a long time to arrive and / or may not be available at all, especially in remote areas and in the developing world. Information in this section is provided to help you if necessary make the best out of a bad situation. Every incident is different; some actions listed may not be relevant or practicable. The guidance that follows will therefore need be adapted to the situation at the time.

### Arrival drills

- **Take control of the situation.**
- **Assess the situation** - What is the danger to you?
- **Assess any casualties** - Numbers, type and description of injuries. Ensure the safety of the casualty. Isolate from further harm only if you can do it and not endanger yourself and others.
- **Call for help** - Use any means (phone, radio, vehicle...). Use the METHANE format below.

### Initial Incident Report

This is of use when informing the local authorities. Calmly explain what has happened using the METHANE format.



## TIP TOE EMERGENCY RESPONSE PLAN

**M** – My name.

**E** – Exact location. (e.g. name of location, grid, lat/long, description, landmarks).

**T** – Type of Incident. (e.g. road traffic accident, industrial accident, illness).

**H** – Hazards. Real and potential (e.g. weather, fire, trapped casualty).

**A** – Access. (e.g. any obstacles by road/air).

**N** – Number and type of casualties. (e.g. trapped, conscious, head injury, bleeding, difficulty breathing).

**E** – Emergency services. (what is required).



## FIRST AID

### Arrival drills

#### Assess the situation:

- Take in what has happened quickly and calmly.
- Assess any dangers to you or the casualty.
- Don't put yourself at risk.

#### Make the area safe:

- Protect the casualty and yourself from danger, within limitations.

#### Assess the casualties and give immediate first aid:

- If faced with more than one casualty follow the results of your assessment in order to prioritise.

#### Get help:

- As quickly as possible, ensuring that any specialist help has been requested as is on its way.

## Casualties

#### Dealing with Casualties (ABC)

|                    |  |
|--------------------|--|
| <b>Hazard</b>      | Check for hazards. Remove hazards from yourself, then the casualty.  |
| <b>Response</b>    | Check for consciousness. (Section 0).  |
| <b>Airway</b>      | Place hand on the casualty's forehead and tilt the head well back. Check for obstructions. If so, clear the airway. Maintain airway by lifting the jaw and placing two fingers under the chin.   |
| <b>Breathing</b>   | Check for breathing by placing your ear near the casualty's nose and mouth. Look for chest movement, look for sounds of breathing and feel for breath on your cheek. Check for up to 10 seconds. |
| <b>Circulation</b> | Check for signs of circulation; pulse, colour, breathing, coughing, major bleeding.  |

## Rescue Breaths

#### Rescue Breaths

The following technique is given when the casualty is not breathing but showing signs of circulation.

- Ensure the airway is open.
- Pinch the casualty's nose closed and blow into the mouth until the chest rises.
- Take your mouth off the casualty's and watch the chest fall.
- Give two breaths and check for signs of circulation.
- Circulation present, continue breaths, 1 every 6 seconds, after 10 breaths re-check for circulation.



### **CPR** CPR (Cardio-Pulmonary Resuscitation)

CPR is to be given to a casualty who is not breathing and has no signs of circulation.

- Place heel of hand two finger widths above the point where the casualty's bottom rib meets the breast bone.
- Bring other hand down over it and interlock fingers.
- Keep your arms straight and depress chest about 5cm.
- Release pressure without removing your hands from the chest.
- Complete 15 compressions at a rate of approx. 100 per minute.
- Give a further 2 rescue breaths followed by a further 15 compressions.
- Continue giving CPR at this rate until the casualty shows signs of recovery or help arrives.

### **Unconsciousness** Unconsciousness

- Is the casualty alert?
- Does the casualty respond to voice?
- Does the casualty respond to pain? Is the casualty unresponsive?

If the casualty is unconscious you should aim to:

- Maintain airway, breathing and circulation.
- Treat any associated injuries.
- Carry out a check for major bleeds.
- Examine for other injuries.
- Treat urgent injuries.
- Place in the recovery position.
- Request medical assistance.

### **Choking** Choking

- If a conscious adult is choking you should aim to remove the obstacle and restore normal breathing.
- Typical symptoms are difficulty speaking and breathing, blueness of the skin, distress signs from the casualty.
- Encourage coughing and remove any obvious obstruction.
- Slightly bend the casualty over and give 5 sharp blows to the back, between the shoulder blades with the back of the hand.
- If this fails give up to 5 abdominal thrusts.
- If this does not free the blockage keep trying with 5 back slaps and 5 thrusts.



## TIP TOE EMERGENCY RESPONSE PLAN

### Shock

#### Shock

- If the casualty becomes unconscious start CPR.

Shock is the result from the inadequate circulation of blood to the brain and vital organs.

Signs of shock can be:

- Weakness, faintness or dizziness.
- Anxiousness, restlessness or even aggressiveness.
- Thirst, nausea or vomiting.
- Pale, grey skin.
- Sweaty, cold and clammy skin.
- Rapid pulse.
- A weak pulse.
- Shallow and rapid breathing.
- In severe cases unconsciousness and heart failure.

Actions:

- Lay the casualty down keeping the head higher than the heart.
- Elevate the legs if possible.
- Loosen tight clothing.
- Shelter and insulate casualty.
- Moisten lips with water if casualty is thirsty.
- Treat any other injuries.
- Check breathing.
- Do not leave the casualty unattended.
- Do not let the casualty eat, drink or smoke.
- Do not try to warm with any direct source of heat.

### Bleeding

#### Bleeding

- Expose the wound by removing or cutting clothing.
- Apply direct pressure on or around the wound for 10 minutes.
- Raise and support injured limb.
- If required lie the casualty down.
- Build up pads around any protruding objects.
- Bandage a pad firmly over the wound.
- Support the injured part.
- Treat casualty for shock.
- If direct pressure cannot be applied use indirect pressure points.
- If the wound is located over a joint bend the joint as firmly as possible over a pad to stop the blood flow. Be aware this cuts off the blood supply to the limb.



## TIP TOE EMERGENCY RESPONSE PLAN

### Fractures

- It is essential to release the pressure on a pressure point every 10 minutes.

#### Fractures

Signs and symptoms of a fracture are:

- Evidence of a blow or fall.
- Possible sound of bone breaking.
- Pain or deformity.
- Loss of function.
- Swelling and bruising.
- Possible grinding of the bone.
- Shock.

Actions:

- Do not move the casualty until injury is stabilised (unless in danger).
- Steady and support the limb/body.
- Stop bleeding and dress open fracture if applicable.
- Immobilise with suitable splints.
- Elevate the limb.
- Treat for shock.
- Check circulation every 10 minutes.

### Spinal Injury

#### Spinal Injury

Signs and symptoms of a spinal injury are:

- Pain in the neck, back or site of injury.
- Step or twist in the curve of the spine.
- Tenderness of the spine.
- Loss of control over the limbs.
- Weak or absent movement.
- Loss of or abnormal sensations.
- Loss of bladder/bowel control.
- Difficulty breathing.

Actions:

- Do not move the casualty unless in danger.
- Prevent movement.
- Steady and support the head with the head, neck and spine aligned.
- Monitor vital signs.
- Seek immediate specialist attention.

### Burns

#### Burns



## TIP TOE EMERGENCY RESPONSE PLAN

Signs and symptoms of burns are:

- Severe pain.
- Reddening and swelling.
- Peeling skin and blisters.
- Skin grey, pale and waxy.
- Delayed shock.

Actions:

- Major burns – lie casualty down.
- Cover injured part with cold water for ten minutes.
- While cooling check ABC (section 0).
- Remove constricting items from injured areas before swelling begins.
- Carefully remove burned clothing unless sticking to the burn.
- Cover area with sterile, non-fluffy dressing.
- Do not touch the injured area or burst any blisters.
- Do not apply lotions, creams or fats to the injury.
- Do not remove anything sticking to the burn.
- Do not overcool the casualty.

### Heat Exhaustion

#### Heat Exhaustion

Prevention:

- Keep hydrated
- Limit your alcohol intake
- Stay indoors and / or in air conditioned spaces if possible
- Take a cool shower / bath
- Wear lightweight loose fitting clothing including a wide brimmed hat, long sleeved shirt and sunscreen
- Do NOT leave anybody (or animal) in a locked vehicle
- Try to limit physical activity to early morning or late afternoon
- Rest in shaded areas at regular intervals

Signs and symptoms of heat exhaustion are:

- Headache, dizziness and confusion.
- Loss of appetite and nausea.
- Sweating, pale and clammy hands.
- Cramps in limbs or abdomen.
- Rapid, weakening pulse and breathing.





## TIP TOE EMERGENCY RESPONSE PLAN

### Heatstroke

#### Actions:

- Lie casualty down in a cool place.
- Raise and support legs.
- If conscious give plenty of water.
- If unconscious place in the recovery position and arrange medical assistance.
- Check breathing, response levels and pulse every 10 minutes.

#### Heatstroke

#### Signs and symptoms of heat stroke are:

- Headache, dizziness and discomfort.
- Restlessness and confusion.
- Hot, flushed and dry skin.
- Rapid deterioration in response levels.
- A full, heavy pulse.
- Body temperature above 40°C (104°F).

#### Actions:

- Lie the casualty down in a cool place and remove as much outer clothing as possible.
- Bring the body temperature down gradually by using tepid water or fanning to cool.
- Be prepared to resuscitate if possible.

### Frostbite

#### Cold Injuries (Frostbite)

#### Signs and symptoms of cold injuries are:

- Pins and needles.
- Paleness followed by numbness.
- A hardening and stiffening of the skin.
- The skin may be white, then blue, eventually black.
- Upon recovery skin could be red, hot, painful and blistered.

#### Actions:

- Remove constrictive items such as gloves, boots and rings.
- Dry and gently warm the affected part.
- Avoid rubbing as this may damage skin and tissues.
- Move the casualty into the warm if possible.
- Place the affected part in warm water if available.
- Dry and dress affected part.
- Raise and support the limb to reduce swelling.
- If an area is frozen or black do not attempt to thaw.
- Do not put the affected part near direct heat.



## Hypothermia

### Hypothermia

Signs and symptoms of hypothermia are:

- Apathy, confusion, irrational behaviour.
- Lethargy.
- Shivering.
- Cold, pale, dry skin.
- Slow, shallow breathing.
- Slow, weakening pulse.
- Failing consciousness.

Actions:

- Insulate casualty.
- Get casualty to shelter.
- Replace wet clothing with dry, warm clothing.
- Protect casualty from the elements from the ground.
- Send for assistance.
- Give a conscious casualty sips of a warm, non alcoholic drink.

## Heart Attack

### Heart Attack

Signs and symptoms of a heart attack are:

- Chest discomfort.
- Pain in the neck, lower jaw or arm.
- Sweating, nausea, breathlessness.

Actions:

- ABC if unconscious.
- Stop activity and lie down.
- Reassure the casualty.
- Be prepared to administer CPR if required.
- Discover if the patient has a history of heart conditions and administer any drugs in the patient's possession as necessary.

## Diarrhoea

### Diarrhoea

Signs and symptoms of diarrhoea are:

- Frequent or watery stools.
- Stomach cramps.
- Vomiting and nausea.
- Weakness from dehydration.

Actions:

- Rest.
- Avoid dehydration.
- Hydration.



## TIP TOE EMERGENCY RESPONSE PLAN

### Seasickness

- Use of medication such as Immodium. Not to be used if blood is present in stools.

#### Seasickness

Seasickness can cause:

- Extreme fluid loss and exhaustion
- Depression and the loss of the will to live
- Others to become nauseated
- Sharks attracted to the life raft / vessel
- Unclean conditions

Actions:

- Wash yourself and keep yourself and the area clean
- Do not eat until nausea has gone
- Take flat fizzy drinks to help settle stomach and rehydrate
- Lie down and keep warm
- Take anti seasickness tablets – rectally if necessary
- Take anti emetic if available and prescribed.

### Near Drowning

#### Near Drowning

Signs and symptoms of near drowning are:

- Blue skin
- No detectable breathing
- No apparent pulse or heartbeat
- Pupils wide open

Actions:

- Check airway to ensure it remains clear
- ABC if unconscious
- Do not try to drain water from the lungs
- Do not give up until the body has warmed up but still shows no sign of life
- Treat for hypothermia if required.

#### Sexually Transmitted Disease (STD)

### Sexually Transmitted Disease (STD)

Prevention:

- Do not have casual unprotected sex

Signs and symptoms are:

- There are many types of STD including HIV/AIDS, hepatitis B, Gonorrhoea, Chlamydia and Syphilis.



## TIP TOE EMERGENCY RESPONSE PLAN

### Jet Lag

- Urethral discharge
- Ulcers in genital area
- Sore when urinate

#### Actions

- If you have put yourself at risk, seek medical advice and get tested

### Jet Lag

#### Signs and symptoms are:

- Inability to sleep through the night at your destination
- Fatigue and falling asleep during the day

#### Actions:

- Individuals react in different ways to time zone changes.
- Be rested prior to departure and rest on the flight.
- Eat light meals and limit consumption of alcohol.
- Exercise regularly to promote sleep but not excessively immediately before sleep.
- On arrival try to get as much sleep as you normally would in a 24 hour period. If necessary take naps during the day.
- Some people find short acting sleeping pills help. (Seek medical advice)
- For short trips (2-3 days) it may not be worth trying to adapt.

### Altitude Sickness

### Altitude Sickness

Signs and symptoms can occur at an altitude in excess of 2100m but are common above 2750m:

- Headache
- Exhaustion
- Nausea
- Insomnia
- Lassitude
- Progressive shortness of breath with cough and fatigue
- Ataxia or altered mental status

#### Actions:

- Try to avoid by:
  - Avoid one day travel to sleeping altitudes over 2750m. If this is unavoidable seek medical advice and consider prophylaxis with acetazolamide.
  - Avoid over exertion and alcohol in the first 24 hours
  - Acclimatize gradually
- Seek medical advice asap.
- Reduce altitude.



### Deep Vein Thrombosis (DVT)

#### Deep Vein Thrombosis (DVT)

Signs and symptoms are:

- Swelling of the leg
- Tenderness
- Soreness
- Pain
- A person might be more at risk of DVT if they have / are:
  - Previous DVT
  - Pregnancy
  - Recent surgery
  - Cancer
  - Obesity
  - Some inherited blood clotting abnormalities

Actions:

- If symptomatic especially after a flight longer than 4 hours and / or multiple flights in a short period seek medical advice asap.

### Food Poisoning

#### Food Poisoning

Prevention:

- Do not eat canned food that is open, dented or bulging
- Any food that rats, mice etc may have touched
- Keep surfaces, pots, pans, knives etc clean
- Thawing and cooking meat thoroughly to kill off any harmful bacteria,
- Using different chopping boards for raw and ready-to-eat foods,
- Making sure that chopping boards are washed and dried properly before storage to reduce the risk of bacteria growing,
- Making sure any reheated food is piping hot,
- Making sure all food is covered and chilled,
- Washing salads thoroughly and rinsing fruit and vegetables under running water before eating them,
- Avoiding unpasteurised milk, raw eggs and undercooked meat,
- Not allowing raw meat juices to come into contact with other food,
- Throwing away any food that is past its sell by date or that you are unsure of.

Signs and symptoms are:

- Vomiting
- Diarrhoea
- Stomach pains
- Dehydration



## TIP TOE EMERGENCY RESPONSE PLAN

### Bites and Stings

#### Animal Bites

- Fever / chills
- Aches and exhaustion

#### Actions:

- Take rehydration salts otherwise water only until symptoms abate.
- Wash hands regularly

#### Bites and Stings

##### Animal Bites

##### Prevention:

- Stay away from animals including domestic pets and strays

##### Signs and symptoms of animal bites are:

- Puncture wound at the site of the bite.
- Bruising.
- Pain.

##### Actions:

- Clean the wound with soap and water.
- Control bleeding and apply pressure.
- Cover the wound with a sterile dressing.
- Evacuate to medical aid.

#### Insect Stings

##### Insect Stings

##### Prevention:

- Use mosquito net at night
- Use insect repellent
- Try to stay indoors at dawn and dusk otherwise cover extremities as best you can.

##### Signs and symptoms of insect stings are:

- An initial sharp pain.
- Swelling and soreness.
- Possible allergic reactions.

##### Actions:

- If the casualty shows signs of generalised reaction, evacuate immediately to medical centre.
- If the sting is visible brush off with a blunt edge.
- Apply a cold compress to minimise pain and swelling.
- If pain and swelling persists seek medical aid.



### Snake Bites

### Snake Bites

#### Prevention:

- If you see a snake freeze, back slowly away from it
- Beware of snakes lying under objects or that may have sought shelter in shaded quiet areas.
- Wear sturdy over the ankle boots (and gaiters in high risk areas)
- Use a torch if foraging for wood etc at night
- Do not reach blindly into hollow logs, nooks and crannies or flip over large rocks.
- Avoid entering old unoccupied cabins etc
- Avoid snakes that appear to be dead, as some species will actually roll over on their backs and stick out their tongue to fool potential threats. A snake's detached head can immediately act by reflex and potentially bite. The bite can induce just as bad an effect as a live snake bite. Dead snakes are also incapable of regulating the venom they inject, so a bite from a dead snake can often contain large amounts of venom.

#### Signs and symptoms of snake bites can differ between species:

- A pair of puncture marks.
- Severe pain at the site of the bite.
- Redness and swelling at the site of the bite.
- Nausea and vomiting.
- Disturbed vision.
- Increased salivation and sweating.
- In extreme cases, laboured breathing or breathing may stop.

#### Actions:

- Lie the casualty down.
- Keep the casualty calm, still and reassured.
- Wash the wound.
- Wipe or pat around the wound with dry, clean swabs.
- Immobilise the injury.
- Lightly compress the limb above the injury with a bandage.
- If the casualty stops breathing be prepared to resuscitate.

### Poisoning

### Poisoning



## TIP TOE EMERGENCY RESPONSE PLAN

### Prevention:

- Store medicines, chemicals and household products safely. Ensure they are properly marked.
- Separate medicines from chemicals and household products.
- Do not store medicines in the refrigerator unless advised to do so by your pharmacist.
- Visitors' bags may contain medicines. Keep them well out of reach of children.
- Do not transfer medicines, chemicals or household products from their original containers. Keep everything in their original, labelled containers, NEVER in cups or soft drink bottles.
- Use medicines, chemicals and household products safely. Read directions for use carefully. Do not leave them unattended while in use.
- Do not take other people's medicines.
- Use appropriate protection when painting, spraying chemicals or cleaning the oven. Follow the directions for use. Protect skin and eyes. Ensure there is adequate ventilation, with air circulating continuously. If there is a spill, remove any contaminated clothing immediately.
- Do not eat plants, wildlife etc that you are not familiar with.

### Signs and symptoms of poisoning:

- Delirious.
- Difficulty breathing.
- Unconsciousness.
- Retching, vomiting or diarrhoea.

### Actions if conscious:

- Find out what happened.
- Beware of contamination.
- Do not induce vomiting.
- Place in the recovery position.
- Seek medical aid.

### Actions if unconscious:

- Beware of contamination.
- Carry out ABC of resuscitation.
- Place in the recovery position.
- Get medical aid urgently.

## Excessive Alcohol

### Excessive Alcohol

### Prevention:





## TIP TOE EMERGENCY RESPONSE PLAN

- Pace yourself. Have a good time but don't over do it.
- Never leave your drink unattended
- Always know what you are drinking
- Look after each other and never leave a friend incapacitated

### Signs and symptoms:

- Mental confusion, stupor, coma, or person cannot be roused.
- Vomiting.
- Seizures.
- Slow breathing (fewer than eight breaths per minute).
- Irregular breathing (10 seconds or more between breaths).
- Hypothermia (low body temperature), bluish skin colour, paleness.

### Actions if conscious:

### Actions if unconscious:

## Bird Flu / Avian Flu

### Bird Flu / Avian Flu

#### Prevention:

- Check WHO website to determine the risk in the areas that you are travelling.
- Avoid direct and un-protected exposure to infected birds (including feathers, faeces and under-cooked meat and egg products) in areas affected by avian influenza in birds.
- Travellers to affected areas should avoid contact with live animal markets and poultry farms, and any free-ranging or caged poultry. Large amounts of the virus are known to be excreted in the droppings from infected birds. Avoid contact with dead migratory birds or wild birds showing signs of disease.
- Avoid direct contact with infected poultry, or surfaces and objects contaminated by their droppings. Exposure risk is highest during slaughter, defeathering, butchering, and preparation of poultry for cooking.

Note: There is no evidence that properly cooked poultry or poultry products can be a source of infection.

- Carry full course of anti viral medication (Tamiflu) in your first aid kit but take under advice of a doctor.

### Signs and symptoms:



## TIP TOE EMERGENCY RESPONSE PLAN

- Flu like symptoms 7 – 10 days after being exposed to the virus.
- Severe or acute respiratory illness
- Fever 38.5 c and / or chills
- Dry non productive cough
- Headaches body aches
- Sore throat
- Vomiting, diarrhoea

### Actions:

- Avoid contact with poultry / birds in infected areas.
- Take particular care with personal hygiene and avoid surfaces contaminated with faeces.
- No plucking or preparing sick birds / chickens for food
- No eating sick birds / chickens
- Cook chickens and eggs thoroughly before eating. Do not eat raw / uncooked poultry or eggs.
- Maintain high standards of personal hygiene.
- Seek medical advice and if necessary start Tamiflu within 48 hours of symptoms developing.
- If you think you have been exposed seek medical advice early. Take anti viral medication if prescribed.

## SECURITY / SAFETY

### Lost / Stolen Passport

#### Lost / Stolen Passport

- Go to the local Embassy website for the appropriate forms
- Report the theft of a passport to the local police so you can get a police report. You'll need the report for insurance purposes and to obtain a replacement travel document from the Embassy. You should note that some police authorities will not issue a report for lost passports. In such cases the Embassy do not require a police report.
- Contact the nearest British embassy or consulate.
- Complete an LS01 form in order for your passport to be cancelled and bring or send this form to the Embassy as soon as possible. Do not wait until you apply for a new passport.



## TIP TOE EMERGENCY RESPONSE PLAN

- The Embassy can issue you with a replacement travel document if you need to travel urgently. But will need some verification of your identity and nationality. You will also need to show us a police report and pay a fee.
- The replacement document may be an emergency passport valid for a single journey, a temporary one-year passport or a standard passport, depending on embassy facilities and your travel needs. They will need to make checks before passport can be issued and this may mean you have to delay your travel plans.
- You'll have to pay an extra fee if staff need to issue an emergency travel document outside of normal office hours. You should also consider whether you need to obtain an exit visa from the local immigration authorities. Some countries do not issue such visas outside normal office hours.
- Check with the local British embassy or consulate to see what services it offers. Local conditions mean that different passport services are available in different areas.
- If you find your passport but have already reported it missing, you will not be able to use it. Send it to the nearest Embassy or Consulate or the Passport if your are back in the UK.

### Victim of Crime

#### Victim of Crime

If you are unfortunate enough to be the victim of a crime of any kind overseas, your embassy may be able to help you.

#### What the Embassy can do to help:

- Provide you with a list of local lawyers and interpreters
- Help you to contact a local doctor if you need medical treatment
- Contact your relatives and friends to let them know what has happened
- Provide information on how you can safely transfer money from relatives or friends
- In an emergency we can cash a sterling cheque up to £100, with a valid banker's card into local currency. There will be a charge for this service

#### What the Embassy can't do:

- Give you legal advice
- Collect evidence or investigate crimes, or influence the outcome of a trial
- Assist with travel costs if you are asked to attend a trial abroad as a victim or witness
- Provide general financial help, except in very exceptional



circumstances

In such cases the Embassy will provide a loan from public funds to help you return to the UK. You will have to sign an agreement to repay this loan in full. You will usually have to secure the loan by giving up your passport to the Embassy. They will then issue you with an emergency, single journey travel document. Your passport will only be return upon full repayment of the loan and the cost of issuing the emergency travel document.

### Theft

#### If you are a victim of theft:

- Report any incidences of theft to the local police. You will need a police statement to claim against your travel insurance
- Remember to cancel any credit cards or travellers cheques.

### Being Followed

#### Being Followed

- Make a sudden turn, cross the street, accelerate, or go into a nearby business.
- If being followed by a car, reverse your direction - it will take them a much longer time to turn around and they will likely just continue on to find a different target.
- Call the Police on your cell phone.
- Run/retreat. Distance will buy you time. Screaming continually while running. Don't stop screaming until you are completely out of danger.
- Seek well lit well populated areas or a safe haven – police station, hospital, church, stay in busy / crowded areas. Remain there for a while until its clear to go out or wait for the Police to arrive.

### Civil Unrest

#### Civil Unrest

#### Warning Signs:

In some areas of the world, civil unrest or violence directed against foreigners is common. Travellers and expatriates should be alert to indicators of civil unrest these could be indicated as follows:

- Police and security at new or unusual locations.
- Increase in the number of police or security forces at usual locations.
- Open display of weapons.
- Build-up of troops around the capital areas.
- Public demonstrations.
- Armoured vehicles in urban areas.



## TIP TOE EMERGENCY RESPONSE PLAN

- Businesses and stores inexplicably closed.
- Decrease in volume in local traffic on regular workdays.
- More restrictive curfews.
- Introduction of stricter travel restrictions, travel controls, permits, roadblocks, etc.
- Warnings from any source.

### Advice for Travellers

- If violence erupts or is imminent, leave the area as quickly as possible. If you cannot leave the area, seek shelter in large, public buildings such as hotels, churches, hospitals and museums. Wait until the crowds have dissipated before going back outside.
- If in your hotel or accommodation, stay there. Contact the Embassy, consulate or other friendly embassy or Country Representative.
- Do not watch activity from your window, and try to sleep in an inside room which provides greater protection from gunfire, rocks, grenades, etc.
- If you are caught outside in the middle of a riot or unrest, do not take sides or attempt to gather information. Play the tourist who just wants to get home to his/her family.
- Keep a low profile.
- Avoid crowds, especially those which congregate around areas where aid is being distributed. (unless in a well controlled environment).
- Ensure you have key supplies for a few days in case of food shortages:
- Keep your documentation (passports, visas etc) with you at all times and be ready to move at short notice.
- Before leaving your safe haven consider whether:
  - The situation is still current or has it abated.
  - A curfew has been imposed and if so is it still current and what are the current curfew hours.
  - Public transport or private transport operational.
  - Law and order been re-instated.
  - It is considered safe to carry on with normal work and other activities.
  - What caused the unrest and was it related or linked to client issues or presence.

**Bank Teller** | **Bank Teller Machines**



## TIP TOE EMERGENCY RESPONSE PLAN

### Machines

- Look for suspicious attachments designed to 'skim' your card
- Minimize your time at the ATM.
- After the transaction, if you think you are being followed, go to an area with a lot of people and call the police
- Avoid using ATMs at night
- Be aware of your surroundings as you approach the machine. Check for anybody watching the machine
- Beware of somebody offering assistance
- Keep your receipts and card before leaving the place.
- Memorize your PIN.
- Never disclose your PIN to anyone.
- Never provide information via e-mail.

### Rape / Sexual Assault

#### Rape / Sexual Assault

- Report it to the Police and insist on a Police report.
- Report it to the Embassy as soon as possible they will be able to:
  - advise you about local police and legal procedures
  - accompany you to the local police station and where possible we can try to make sure you are interviewed by a female officer
  - provide a list of local lawyers and interpreters
  - help you to arrange a medical examination where possible with a female doctor
  - depending on local laws and customs we can also arrange for you to get advice on sexually transmitted infections, and on pregnancy and abortion
  - contact relatives or friends if you want us to
  - provide information on what professional help is available locally and back in the UK consult our police advisor who can consider using the services of a Sexual Offences Trained Officer from your local police force to advise and help you
- Whether you take legal action after an attack is entirely your decision. But please remember, if you change your mind later forensic and other evidence may be lost. In some countries you must report the crime before returning to the UK if you want it to be investigated.

### Kidnap / Hostage

#### Kidnap / Hostage

- Do not make yourself a target. Avoid setting routine patterns.



## TIP TOE EMERGENCY RESPONSE PLAN

### Arrest

Where you have regular activities (for example going to work), vary times of leaving and routes.

- If taken do not resist or try to escape unless you are very confident that you will be successful.

#### Arrest

Contact the relevant embassy, high commission or consulate as soon as possible. You're entitled to do this whichever country you are in. Embassy staff will contact the detained person within twenty four hours of being told of their arrest and if they want, we'll visit them as soon as we can.

#### What the Embassy can do to help:

- Provide general information about the relevant country, prison conditions and the local legal system, including whether local legal aid is available
- Provide a list of lawyers and interpreters make sure any medical or dental problems are brought to the attention of the police or prison doctor
- Take up any justified complaints about ill treatment, personal safety or discrimination with the police or prison authorities
- Send money to prisoners from their families - in some countries they can also help British prisoners buy prison 'comforts' with money sent by their family and friends
- Send messages between prisoners and their families
- Put prisoners in touch with the prisoners' welfare charity, [Prisoners Abroad](#)
- If it is possible, provide information on how British prisoners may apply for transfers to a UK prisons.

#### But the Embassy can't:

- Get you out of prison or detention, or get them special attention.
- Offer legal advice, start legal proceedings or investigate a crime
- Pay for any costs incurred as a result of being arrested
- Forward prisoners parcels sent by family and friends
- Prevent the local authorities from deporting you upon release.

### Loss of Credit Cards

#### Loss of Credit Cards

- Contact your card issuer straight away and report it lost / stolen. They will cancel your card.
- If abroad, the card issuer may be able to arrange for a replacement card to be delivered to you within 24 hours but a charge may be payable.



## TIP TOE EMERGENCY RESPONSE PLAN

### Cash Crisis

#### Cash Crisis

- In some circumstances it may be possible to get cash to a traveller overseas at short notice.
- In dire emergencies your Embassy may be able to make an emergency payment.

### Active Shooter

#### Active Shooter

##### Make a plan

- Make a plan with your family / group and ensure everybody knows what they would do, if confronted with an Active shooter
- Look for two nearest exits anywhere you go and have an escape path in mind. Identify places you could hide.
- Understand the plans for individuals with disabilities or other access / functional needs

##### During

- See something, say something!
- Run and escape if possible
- Leave belongings behind
- Help others escape, if possible. But evacuate regardless of whether others agree to follow.
- Warns others and prevent them entering areas where the active shooter may be.
- Call 999/112/911 when safe. Describe shooter, location and weapons

##### HIDE if escape is not possible

- Get out of view and stay very quiet
- Switch off mobile devices including vibrate alerts
- Lock and bolt doors, close blinds. Turn off lights
- Don't hide in groups, spread out to make it more difficult for the shooter.
- Try to communicate silently with Police. Text. Put a sign in a window
- Stay in place until Police give the 'all clear'

##### FIGHT like a demon as a last resort.

- Commit totally and be very aggressive. You are fighting for your life!
- Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.

##### Afterwards:

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident. They may have to pass injured persons along the way.





## TIP TOE EMERGENCY RESPONSE PLAN

- Follow law enforcement's instructions and evacuate in the direction they tell you to.
- Consider seeking professional help
- for you and your family to cope with the long-term effects of trauma.

## NATURAL DISASTER

### Earthquake

#### Earthquake

##### Indoors

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.

### Outdoors

##### Outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.



## TIP TOE EMERGENCY RESPONSE PLAN

### *Moving vehicle*

#### **If in a moving vehicle**

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

### *Trapped under debris*

#### **If trapped under debris**

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

### *After an Earthquake*

#### **What to Do After an Earthquake**

- Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- Listen to a battery-operated radio or television. Listen for the latest emergency information.
- Use the telephone only for emergency calls.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relief organizations. Return home only when authorities say it is safe.
- Be aware of possible tsunamis if you live in coastal areas. These are also known as seismic sea waves (mistakenly called "tidal waves"). When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach.
- Help injured or trapped persons. Remember to help your neighbors who may require special assistance such as infants, the elderly, and people with disabilities. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Clean up spilled medicines, bleaches, gasoline or other flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
- Inspect the entire length of chimneys for damage. Unnoticed damage could lead to a fire.



## TIP TOE EMERGENCY RESPONSE PLAN

- Inspect utilities.
  - Check for gas leaks. If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighbor's home. If you turn off the gas for any reason, it must be turned back on by a professional.
  - Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
  - Check for sewage and water lines damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water by melting ice cubes.
- Confirm the situation:
  - Is situation still current or has it abated.
  - Is public transport or private transport operational.
  - Has law and order been re-instated.
  - Is it considered safe to carry on with normal work and other activities.

### Volcanic Eruption

#### Volcanic Eruption

- Follow the evacuation order issued by authorities and evacuate immediately from the volcano area to avoid flying debris, hot gases, lateral blast, and lava flow.
- Be aware of mudflows. The danger from a mudflow increases near stream channels and with prolonged heavy rains. Mudflows can move faster than you can walk or run. Look upstream before crossing a bridge, and do not cross the bridge if a mudflow is approaching.
- Avoid river valleys and low-lying areas.
- Remember to help those who may require special assistance - infants, elderly people, and people with disabilities.

### Falling Ash

#### Protection from Falling Ash

- Listen to a battery-powered radio or television for the latest emergency information.
- If you have a respiratory ailment, avoid contact with any amount of ash.
- Wear long-sleeved shirts and long pants.



## TIP TOE EMERGENCY RESPONSE PLAN

- Use goggles and wear eyeglasses instead of contact lenses.
- Use a dust mask or hold a damp cloth over your face to help with breathing.
- Stay away from areas downwind from the volcano to avoid volcanic ash.
- Stay indoors until the ash has settled unless there is a danger of the roof collapsing.
- Close doors, windows, and all ventilation in the house (chimney vents, furnaces, air conditioners, fans, and other vents).
- Clear heavy ash from flat or low-pitched roofs and rain gutters.
- Avoid running car or truck engines. Driving can stir up volcanic ash that can clog engines, damage moving parts, and stall vehicles.
- Avoid driving in heavy ash fall unless absolutely required. If you have to drive, keep speed down to 35 MPH or slower

### Assess the situation

- Are personnel still at risk. (i.e.: is it advisable to move staff or safer to remain in location).
  - Make sure that you are safe and not injured
  - Check those around you. Look for trapped and injured.

#### Give first aid.

- Is situation still current or has it abated.
  - Have restrictions been placed on travel and if so what type and how long are they to remain in force.
  - Is public transport or private transport operational.
  - Has there been a breakdown in law and order and if so has it been re-instated.
  - Is it considered safe to carry on with normal work and other activities.
- If evacuating from a building DO NOT use lifts.
  - DO NOT USE matches, lighters, or appliances, or operate light switches until you are sure there are no gas leaks. Sparks from electrical switches could ignite gas and cause an explosion.
  - If you smell the odor of gas or if you notice a large consumption of gas being registered on the gas meter, shut off the gas immediately. First, find the main shut-off valve located on a pipe next to the gas meter. Use an adjustable wrench to turn the valve to the "off" position.
  - After a major disaster, shut off the electricity. Sparks from electrical switches could ignite leaking gas and cause an explosion.

### Tsunami



## TIP TOE EMERGENCY RESPONSE PLAN

### Tsunami

Indicators include:

- Earthquake close to the coast generally greater than 7 richter (~50% chance of Tsunami)
- Receipt of a dontworrymum alert on your cell phone
- The sudden unnatural egress of water from a bay / coast line
- Strange behaviour of wildlife such as birds flying away / becoming quiet or elephant becoming increasingly restless

Actions:

- Seek high ground as soon as possible
- Stay away from the beach
- Turn on your radio (if you have one available)
- If in a building and you cannot escape, move upward.
- Stay in place until you are sure it is over. Beware
  - Following waves – there may be several (6-10)
  - Waves will be followed by
  - Fast flowing water carrying debris such as cars / trees etc
  - The water will also flow back out at a similar speed!
- Keep clear of flooded / damaged areas
- Stay away from debris
- Take steps to save yourself – render assistance o others only where it is safe to do so.
- Contact dontworrymum at the first opportunity to report your status

### Hurricane / Cyclone / Tropical Storm

#### Hurricane / Tropical Storm

- Tune in to the local radio or TV for information.
- Secure the building, close storm shutters, and secure outdoor objects or bring them indoors.
- Turn off utilities (gas / electricity) if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Avoid using the phone, except for serious emergencies.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.

**You should evacuate under the following conditions:**

- If you are directed by local authorities to do so. Be sure to follow their instructions.
- If you are staying in a mobile home or temporary structure (tent) - such shelters are particularly hazardous during hurricanes no matter how well fastened to the ground.



## TIP TOE EMERGENCY RESPONSE PLAN

- If you live in a high-rise building - hurricane winds are stronger at higher elevations.
- If you live on the coast, on a floodplain, near a river, or on an inland waterway.
- If you feel you are in danger.

### **If you are unable to evacuate:**

- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors—secure and brace external doors.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm - winds will pick up again.
- Take refuge in a small interior room, closet, or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.

### Reduced Visibility

-

Monitor weather forecasts and where periods of extreme reduced visibility are forecast, consider remaining in place and / or finding a suitable location clear of the highway to park until the weather (visibility) improves.

### Fog

If this is not possible then:

1. **Slow down** to a speed that allows the vehicle to be brought to a stop within the distance of the visibility;
2. **Always headlights**, never brights. Avoid using high-beam headlights in fog as fog consists of tiny water droplets that spread and reflect light. While your high beams are not useful in the fog, remember to turn on your low-beam headlights to help other drivers see you.
3. **Stay focused** on the road. Driving in fog is not a time for multi-tasking. Turn down the radio, stop conversations with other passengers and keep your attention on the road. Roll down your window to help you hear other traffic on the road.

### Snow

If you don't need to do this then don't but if necessary then in addition to the tips above, when driving in snow:

#### **1. Plan your journey**

Before you set off, plan your journey carefully. Get updates on traffic news to help make your journey as smooth as possible.

Consider areas that are going to be exposed to the elements, and perhaps prone to flooding. Keep up-to-date with local weather to ensure you aren't caught out.

#### **2. Leave more time**

Allow for more time than you normally would before you leave to clear car windows, mirrors, lights and the top of your roof of snow before setting off, driving with snow on your car could result in you breaking the law.



## TIP TOE EMERGENCY RESPONSE PLAN

You will also need to de-ice your windscreen - which can be found on our seven top tips to keep your windscreen clear in winter page.

And you will need to take time to clear the inside of your windscreen too as it is illegal to drive without full visibility through all of your windows - you can read more on our how to demist your windscreen in double-quick time page.

It's also a good idea to carry a lock de-icer with you to clear your lock. If your locks do get frozen, try warming the key or spraying de-icer or an oil-based lubricant into the lock.

The following checks will also be time consuming so it is worth factoring them in too before you set off.

- ***Check your wipers***

Make sure any auto wiper control is switched off before turning the ignition on as this could blow the wiper control fuse if they are frozen to the screen. Your wipers need to be in good working order so you're able to clean your windscreen effectively.

- ***Check your tyres***

Check tyres for adequate tread. Poor tyres will not grip when driving on snow and ice.

If you live in an area where snow is common it might be worth changing to winter tyres with deeper tread.

If conditions are really bad you might want to consider the use of snow socks or even snow chains.

- ***Check you screen wash***

Use a good quality screen wash that protects down to at least -35 to prevent the water from freezing. If you don't, your windscreen wipers could be rendered useless in extreme conditions - if you are unsure, you can find out how to check and top up your screen wash [here](#)

- ***Pack for the worst***

Be prepared for every eventuality by ensuring that your car is equipped with the following: demisting pad, torch (wind-up so you don't run out of battery), a hi-vis vest to make you visible if you break down, a blanket to keep you warm, some food, a drink, spare screenwash, de-icer, ice scraper, blanket, shovel, phone charger, map, a first aid kit, a warning triangle, some jump leads, a spade and a square of carpet that you can use to put under your drive wheels should you get stuck in the snow. Alternatively, you can buy RAC Recovery Track which will get you out of the snow as well as mud and sand.

The most important thing to take with you before driving in snow is a **charged mobile phone with the phone number of your breakdown provider stored in it** so you can always call for help.

### ***3. Driving in the snow***

- Wear comfortable and dry footwear
- Accelerate gently, use low revs and change up to a higher gear as quickly as possible
- Move off in second gear as this will help reduce wheel slip - some cars



## TIP TOE EMERGENCY RESPONSE PLAN

have a winter mode, which does the same job – so to check whether your car has this function in the vehicle’s handbook

- Get your speed right and maintain safe stopping distances between you and the car in front, leaving as much as 10 times the normal recommended gap
- Prepare for an uphill by leaving plenty of room in front so you can maintain a constant speed without the need for changing gear
- Use a low gear for going downhill and try to avoid braking unless necessary, make sure you leave plenty of space between you and the car in front
- When approaching a bend, brake before you actually start to turn the steering wheel. If your car does lose grip try not to panic; the key thing is to take your foot off the accelerator and make sure that your wheels are pointing in the direction you want to go in
- If you do encounter a skid, steer gently into it - for example, if the rear of the car is sliding to the right, steer to the right. Do not take your hands off the steering wheel or stamp your foot on the brakes
- When driving in heavy snow, make sure that you use your dipped headlights. Relying on daytime running lights is not enough, because they don’t always put lights on the back of your car.
- If visibility drops below a 100m, put your fog lights on. But remember to turn them off when the visibility improves.
- If the road has not been gritted, be wary of driving in the wheel tracks or other vehicles as compressed snow is likely to be more icy than fresh snow
- Controls such as the brakes, as well as the steering, accelerator and even gear changing should be operated smoothly and slowly
- Sunglasses can help to reduce the glare of low winter sun on the snow
- Keep your speed down and allow more time to stop and steer
- Finally, it’s important to think about the environment that you’re driving in, especially microclimates that might appear on the road. These are areas that perhaps the sun hasn’t got to, which could stay icy when the rest of the road has thawed. Bridges are a good example. They’re normally the first to freeze and the last to thaw. So be aware of that when you’re driving in open spaces.

**REMEMBER:** Make sure you keep your car clean. The salt used to de-ice roads can cause corrosion to your car over time, so it’s worth making a point of cleaning it regularly throughout the winter months.

### Avalanche

#### Avalanche

People caught in avalanches are at risk of death from hyperthermia, suffocation or trauma. Typically the greatest risk is in areas where there are slopes of 30-45 degrees. When the snow stops it sets like concrete and people are unable to dig themselves out.

Avalanches can:





## TIP TOE EMERGENCY RESPONSE PLAN

- Be caused by people, new snow and wind
- Travel at speeds of 60-80 mph
- Peak during the period Dec to March in the northern hemisphere.

### Before

- Learn about local avalanche risk
- Sign up for alerts
- Learn the signs of avalanche risk and how to use safety equipment
- First aid training
- Travel with a Guide or always in pairs
- Follow avalanche warnings on roads etc. Do not continue along closed roads etc
- Avoid higher risk areas (slopes of 30-45 degrees)
- Wear a helmet
- Use an avalanche airbag
- Carry a collapsible avalanche probe and a small shovel to help others

### During

The most important actions you can take are before an avalanche happens!

- Avoid high risk areas
- Travel in pairs
- Use and carry safety equipment and rescue gear
- Register and check for alerts
- If others are buried call the Emergency Services and then begin to search
- Provide first aid to casualties

### Afterwards

- Treat hyperthermia and other injuries

## Sand storm

Avoid driving into or through a dust storm if possible. The following driving tips are recommended when encountering a low-visibility dust storm:

- While driving through dust and smoke make sure to have your headlights on.
- Do not wait until poor visibility makes it difficult to safely pull off the roadway -- do it as soon as possible. Completely exit the highway if you can.
- Do not stop in a travel lane; look for a safe place to pull completely off the paved portion of the roadway.
- Stop the vehicle in a position ensuring it is a safe distance from the main roadway and away from other vehicles.
- Turn off all vehicle lights, including your emergency flashers, while parked.
- Set your emergency brake and take your foot off the brake pedal.
- Stay in the vehicle with your seatbelt buckled and wait for the storm to pass.
- Drivers of high-profile vehicles should be especially aware of changing weather conditions and travel at reduced speeds.



### Landslides / Mudslides

Landslides have occurred in almost every state and can cause significant damage. The term landslide describes downhill earth movements that can move slowly and cause damage gradually, or move rapidly, destroying property and taking lives suddenly and unexpectedly. Most landslides are caused by natural forces or events, such as heavy rain and snowmelt, shaking due to earthquakes, volcanic eruptions and gravity. Landslides are typically associated with periods of heavy rainfall or rapid snowmelt and tend to worsen the effects of flooding. Areas burned by forest and brush fires are also particularly susceptible to landslides.

Landslides generally happen in areas where they have occurred in the past. Learn about your area's landslide risk. Landslides can also be referred to as mudslides, debris flows, mudflows or debris avalanches.

Debris flows and other landslides onto roadways are common during rainstorms.

Heavily saturated ground is very susceptible to mudflows and debris flows.

#### **Before**

- Learn about local emergency response and evacuation plans.
- Talk to everyone in your household about what to do if a landslide occurs.
- Create and practice an evacuation plan for your family and your business.
- Assemble and maintain an emergency preparedness kit.
- Become familiar with the land around where you live and work so that you understand your risk in different situations.
- Watch the patterns of storm water drainage on slopes near your home, especially where runoff water converges.
- Create and practice an evacuation plan for your family and your business.
- Assemble and maintain an emergency preparedness kit.

#### **During**

- If you suspect imminent danger, evacuate immediately. Inform affected neighbors if you can, and contact your public works, fire or police department.
- Listen for unusual sounds that might indicate moving debris, such



## TIP TOE EMERGENCY RESPONSE PLAN

as trees cracking or boulders knocking together.

- If you are near a stream or channel, be alert for any sudden increase or decrease in water flow and notice whether the water changes from clear to muddy. Such changes may mean there is debris flow activity upstream so be prepared to move quickly.
- Be especially alert when driving— watch for collapsed pavement, mud, fallen rocks and other indications of possible debris flow.
- If you are ordered or decide to evacuate, take your animals with you.
- Consider a precautionary evacuation of large or numerous animals as soon as you are aware of impending danger.

### During Severe Storms

- Stay alert and awake. Many deaths from landslides occur while people are sleeping.
- Listen to local news stations on a battery-powered radio for warnings of heavy rainfall.
- Consider leaving if it is safe to do so.

### Afterwards

- Stay away from the slide area. There may be danger of additional slides.
- Check for injured and trapped persons near the slide, without entering the direct slide area. Direct rescuers to their locations.
- Help a neighbor who may require special assistance—infants, elderly people, and people with disabilities. Elderly people and people with disabilities may require additional assistance. People who care for them or who have large families may need additional assistance in emergency situations.
- Listen to local radio or television stations for the latest emergency information.
- Watch for flooding, which may occur after a landslide or debris flow. Floods sometimes follow landslides and debris flows because they may both be started by the same event.
- Look for and report broken utility lines to appropriate authorities. Reporting potential hazards will get the utilities turned off as quickly as possible, preventing further hazard and injury.
- Check the building foundation, chimney, and surrounding land for damage. Damage to foundations, chimneys, or surrounding land may help you assess the safety of the area.
- Replant damaged ground as soon as possible since erosion caused by loss of ground cover can lead to flash flooding.
- Seek the advice of a geotechnical expert for evaluating landslide hazards or designing corrective techniques to reduce landslide



## TIP TOE EMERGENCY RESPONSE PLAN

risk. A professional will be able to advise you of the best ways to prevent or reduce landslide risk, without creating further hazard.

### Drought

Implement water conservation:

- Avoid flushing the toilet unnecessarily
- No showers (or only 'Submariner's showers')
- Avoid letting water run when brushing teeth, washing your face or shaving
- Place a bucket in the shower to capture water for cleaning etc
- Minimise use of water when hand washing dishes. Use one bucket to rinse with a small amount of chlorine bleach.
- Clean vegetables using water in a bucket (not under running water)
- Store drinking water in the fridge. Do not let the tap run waiting for water to cool.
- Avoid wasting water waiting for it to get hot. Capture water for other uses.
- Laundry. Wait to do laundry and / or only when the machine is full.
- No vehicle washing.

### Cyber Attack

Because the distinction between nation states and criminal groups is increasingly blurred, cyber crime attribution is sometimes difficult. Many Russian-speaking cyber groups are threatening UK interests, but home-grown cyber criminals are becoming more sophisticated and therefore a rising threat. Although young criminals are often driven by peer kudos rather than financial reward, organised UK cyber crime groups are motivated by profit.

The scale and complexity of cyber attacks is wide ranging. 'Off the shelf' tools mean that less technically proficient criminals are now able to commit cyber crime, and do so as awareness of the potential profits becomes more widespread. The evolving technical capabilities of malware means evolving harm as well as facilitating new crimes, such as the crypto-mining malware which attacks digital currencies like Bitcoin.

### Cyber threats

Cyber attacks are financially devastating and disrupting and upsetting to people and businesses. We know that there is significant under-reporting, although the new General Data Protection Regulation is likely to prompt a better picture of scale. Currently the level of sentencing at court is not commensurate with the seriousness of attacks, and this is an area which is ripe for consideration.

### Prevention

Most cyber attacks could be prevented by taking these basic security steps:

- Choose strong passwords and don't reuse them for multiple logins
- Install security software such as anti-virus and two-factor authentication. This kind of software is often available for free.



## TIP TOE EMERGENCY RESPONSE PLAN

### Top tips

- Keep all security software and operating systems updated (this can be set to update automatically)

For further advice on how to stay safe online please visit Cyber Aware, Get Safe Online or the National Cyber Security Centre. If you are a victim of cyber crime please report it to Action Fraud, the UK's fraud and cyber crime reporting centre.

### Protection

- **Protect your email** by using a strong and separate password  
Cyber criminals can use your email to access many of your personal accounts, leaving you vulnerable to identity theft.
- **Install the latest software and app updates.** Software and app updates contain vital security updates to help protect your devices from cyber criminals.
- **Turn on two-factor authentication on your email.** Two-factor authentication is recommended for email accounts to make sure your data is secure.
- Password managers: how they help you secure passwords. Using a password manager can help you create and remember passwords.
- Secure smartphones and tablets with a screen lock. Screen locks offer your devices an important extra layer of security.
- Always back up your most important data. Safeguard your most important data, such as your photos and key documents, by backing them up to an external hard drive or a cloud-based storage system.

### Banking details

If you have reason to believe your banking details have been compromised:

- Contact your bank or building society and speak to their fraud department.
- Your bank will not ask you to reply to an e-mail with personal information, or details about your account. If you contact them, use a phone number/email address you have found yourself, rather than one sent to you in the email – it may be false.
- You can check your credit reference file online. You should follow up on any unexpected or suspicious results.

### Sextortion

Sextortion scams are a type of phishing attack whereby people are coerced to pay a BitCoin ransom because they have been threatened with sharing video of themselves visiting adult websites. These scams are made to appear all the more credible because they provide seemingly plausible technical details about how this was achieved, and the phish can sometimes also include the individual's password.

Phishes are designed to play on people's emotions so that they will behave in a way which is out of character, and scams such as this are no different.



## TIP TOE EMERGENCY RESPONSE PLAN

The phisher is gambling that enough people will respond so that their scam is profitable; they do not know if you have a webcam, have been visiting adult websites, or the means by which you communicate with people – in short, they are guessing. The phisher hopes to emotionally trigger people so that they will 'take the bait' and pay the ransom – a typical modus operandi.

- What to do?
- As with other phishes, our advice is not to engage with the phisher, delete the email and report it to Action Fraud: <https://www.actionfraud.police.uk/report-phishing>.
- Do not be tempted to pay the BitCoin ransom, doing so will likely encourage more scams as the phisher will know they have a 'willing' customer.
- Do not worry if the phish includes your password; in all likelihood this has been obtained from historic breaches of personal data. You can check if your account has been compromised and get future notifications by visiting: <https://haveibeenpwned.com/>
- If the phish includes a password you still use then change it immediately, advice on how to create suitable passwords and enable other factors of authentication is available from Cyber Aware: <https://www.cyberaware.gov.uk/passwords>
- If you have been a victim of a sextortion scam and have paid the BitCoin ransom, then report it to your local police force by calling 101.
- If you need emotional support this is available from charities such as Victim Support by calling 0808 168 9111 or visiting: <https://www.victimsupport.org.uk/>
- Whether it's your email, social media or some other type of online service, there are many things which can alert you to the fact that someone else is accessing your account. Being locked out of the account is an obvious indication that something has gone wrong, but the signs can be more subtle. Things to look out for include logins or attempted logins from strange locations or at unusual times. Changes to your security settings and messages sent from your account that you don't recognise are also give aways.
- However you discover the problem, once you know your account has been hacked, this is what you should do:
  - Update all devices
  - Contact provider(s)
  - If your email account was hacked
    - Once you've regained control, check your email filters and forwarding

### Recovering a hacked account



## TIP TOE EMERGENCY RESPONSE PLAN

rules. It is a common trick for the person hacking an account to set up an email forwarding rule that sends a copy of all your received emails to them. Information on how to do this should be found in your provider's help

- **Change passwords**

Once you have confirmed there are no unwanted email forwarding rules in place, change the passwords on all accounts which have the same password as the hacked account. Then change the passwords for all the other accounts that send password reminders/resets to the hacked account.

- **Setup two factor authentication**

This provides an extra layer of protection against your account being hacked in the future.

- **Notify your contacts**

Get in touch with your account contacts, friends or followers. Let them know that you had been hacked. This will help them to avoid being hacked themselves. You should contact the people you know regardless of whether you managed to restore your account or not.

- **If you can't recover your account**

You may choose to create a new one. Once you've done this, it's important to notify your contacts that you are using a new account. Make sure to update any bank, utility services or shopping websites with your new details.

- **Contact Action Fraud.**

If you feel that you have been affected by an online crime you can report a cyber incident to Action Fraud using their online fraud reporting tool.

## Infectious disease

Alert Level B

- Demonstrate leadership by example
- Ensure Crews understand the disease and all issues arising.
- If in a large convoy:
  - Create a project team ('Infectious Disease Team') and appoint a leader (see below).
  - Establish and allocate a budget to support the planning and training effort.
- Ensure the Disaster Management Organisation is trained and authority is properly delegated to the organisation so that scope, roles and responsibilities are clear.
- Review plans prepared by the 'Infectious Disease Team' and ensure that plans meet or exceed the organisation's core values.
- Develop and / or endorse strategies.
- Ensure a robust system is in place to communicate rapidly across the Convoy to facilitate quick, informed decisions.
- Identify and exploit opportunities as appropriate.
- Keep crews informed.



## TIP TOE EMERGENCY RESPONSE PLAN

- Develop and / or endorse a media management strategy.
- Ensure a comprehensive stakeholder management plan is in place and is working effectively.
- Liaise closely with national and international government departments. Ensure that any changes in policy are communicated to the 'Infectious Disease Team' and Disaster Management organisation in a timely manner.
- Ensure medical facilities are fully prepared.
- Recognise that all personnel are at risk from infectious disease, and plan accordingly. Ensure plans recognise high absenteeism and the need to operate safely.
- Consider financial implications for the organisation and general economic strain.
- Consider and approve a business travel policy which can be brought into affect when the WHO declares that outbreaks of the disease have been identified (typically Phase 4 onwards (see WHO website for description of Phases)). This might include suspending all or non-essential national and international travel to areas affected and / or initiate a global suspension if appropriate.
  - It may be appropriate to lift travel bans once the disease has spread globally.
  - Staff returning from infected areas may need to be quarantined and / or closely monitored.

Ensure plans are resilient and are sustainable across the full period of the disease.

### Research

- Identify the best source of information about the disease and follow advice as appropriate (such as the World Health Organisation (WHO) or Centre for Disease Control (CDC)).  
Note: Beware sending mixed messages to crews especially during the early stages of the recognition of the disease. This can be compounded by switching between advising agencies in an attempt to make advice provided fit an immediate business need.
- Understand the disease:
  - Identify and seek briefing from subject matter experts regarding the clinical and epidemiological aspects of the disease.
  - How does it spread?
    - How long does it survive on surfaces (hard, soft, hands etc)
    - Transmission
    - Develop strategies to reduce spread.
  - Identify symptoms
    - Develop surveillance mechanisms to detect symptoms early
  - Determine incubation period.
  - Determine period during which a patient is infectious.
  - Identify major periods of risk.
  - Identify those most at risk (gender, weight, chronic illnesses, age etc)
  - Promote vaccination of those most at risk.





## TIP TOE EMERGENCY RESPONSE PLAN

### Infectious Diseases Team (IDT)

- Identify drugs / suppliers / availability, lead time / shelf life / prescription process / distribution etc.
  - Discuss with Convoy Medical Help Line
  - Consider pre-positioning of drugs.
  - Consider issuing drugs early in first aid kits to travellers that might be exposed to the disease and if necessary establish a process to prescribe medication over the phone.
  - Consider budget implications of different strategies.
  - Discuss practical issues with key suppliers.
- Obtain and study appropriate copies of national and international plans / guidelines
  - WHO / CDC / NathNac.
  - Review and implement lessons learnt from previous disease outbreaks / pandemics as appropriate.
- If appropriate create a multi disciplined team charged with planning all aspects of disease management and to work with business continuity professionals as necessary (this may be the Crisis Management & Recovery Team). This team should:
  - Monitor progress and development of the disease. Be prepared to meet immediately to initiate action and provide support if an alert level changes.
  - Develop and implement a communications strategy with sites. Ensure 'Champions' are nominated at sites and Infectious Disease Teams created locally to lead the planning effort as appropriate.  
Note: Beware causing unnecessary panic / fear in crews.
  - Develop 'education packs'
  - Investigate use and availability of specialist medication (such as anti virals) and consider recommending purchasing of medication to develop own stock.
  - Draft a communication strategy for Strategic approval
  - Develop communication packages (tools) and distribute them to Operational sites as appropriate.
    - Website / flyers / mail shots / posters etc
    - Educate personnel about the disease and steps that can be taken to treat symptoms.
    - Deep cleaning and personal hygiene
    - Use and value of Personal Protective Equipment (PPE) – Face masks / glasses etc.
  - Use a risk based approach when taking action / disseminating information to avoid scare mongering.  
Note: The WHO use a 6 Phase approach to monitoring potential disease outbreaks (pandemics) and adoption of this alert level may be appropriate as a general guide to trigger action across the entire organisation. In addition to this, proximity of the disease to a site and volume of information published / broadcast in local national and international media will raise awareness and concerns about the disease. As it comes 'closer to home' it may be appropriate to release further information locally to calm the situation and assure the work force that the situation is under control and everything



## TIP TOE EMERGENCY RESPONSE PLAN

that can be done, is being done. It is recommended that this should be taken into consideration when developing the communications strategy and should help facilitate a common approach at all sites across the company.

### Convoy alert levels

Set Convoy Alert Levels:

(Black / Green / Yellow / Amber / Red)

| Alert | Description   |
|-------|---|
| A     | Limited human to human transmission but at a great distance from the site. Not yet in the region or area. Assume no immediate threat from disease at this site or along planned route.                        |
| B     | Infections reported in a neighbouring country or region and / or in a country with strong trade links and with high volumes of frequent travellers between countries. Overall threat to convoy is increasing. |
| C     | Infections reported in the same country or along the planned route ahead but still some distance away.  |
| D     | Infection reported nearby, for example in the same city. Assume asymptomatic infection is now within the convoy, anticipate reports of infection.   |
| E     | Infections reported in a crew member / local contractor and / or a member of their immediate family.  |

- Promote a consistent approach
- Recommend suspension of travel to areas as appropriate and alternative routes.
- Prioritise products and services to be maintained and manage the transfer of resources as necessary to maintain essential services / supplies.
- Network with national and international bodies including, government departments, other companies and health professionals to identify best practice and any changes in legislation (special powers etc).
- Communicate regularly and assist preparedness.
- Consider financial implications for the convoy.
- Consider the wider implications and plan accordingly assuming the worst case:
  - Social disorder / civil unrest.
  - Strain / potential failure of pharmaceutical supply and logistics chain.
  - Communications.
  - Disruption to rotational positions.
  - Supply chain & Customer impacts.
  - Welfare of local communities.
  - Strain on medical resources.
- Establish personnel tracking systems to ensure that the historical movement of staff and contractors is known.
- Consider suspension of all national / international travel, especially to areas known to be infected.
  - Availability of aircraft / immigration policy to facilitate



## TIP TOE EMERGENCY RESPONSE PLAN

international medical evacuation by air and implications for remote area operations.

- Develop plans to quarantine staff and / or entire sites. Ensure any legislative power relevant to quarantining is understood.
- Integrated response with agencies.
- Review financial implications for businesses.
- Seek legal advice including:
  - Definition and intent of the provision of a safe working environment.
  - Review of contracts especially the impact of late delivery of products and services.
  - Review proposed strategies against local laws and regulations.
  - Insurance policies.
  - Minimum operating standards and licence to operate.
  - Position on ethical issues.
- Ensure disease is registered on the organisations risk register.
- Ensure plans include the potential for high mortality rates.
- Ensure stakeholder management plan is in place and effective.
- Business Continuity:
  - Understand the potential disruption to business.
  - Consider the need to shut down operations and / or transfer skills between sites.

Ensure comprehensive planning is done to minimise the risk of increased absenteeism.

### Alert level C

- Confirm disease is present and inform UK Coordinator.
- Task the working group and / or a local 'Infectious Disease Team' to:
  - Define and Implement management strategy and tactics.
  - Publish information locally to educate the entire team. This information should be made 'just enough, at the right time' to avoid scare mongering.
  - Gather health figures, monitor trends reporting them daily as required.
  - Monitor the situation in the local area including the virus attack rate.
    - 10% stressful on community.
    - 25% major disruption to community services.
    - 50% disastrous!
  - Manage increases in risk and / or reports of possible cases within the team.
  - Implement best practice & develop local procedures to reduce the risk of infection entering the Convoy.
  - Coordinate training for response team(s)
- Start and maintain a comprehensive log of events.
- Confirm 'absentees' and coordinate medical care as appropriate.
- Estimate likely sick rates and analyse implications vehicle by vehicle.
- Provide information about the disease to the Convoy in a



## TIP TOE EMERGENCY RESPONSE PLAN

consistent manner following guidelines provided by WHO, UK and National Government health authorities, Insurers and the UK Coordinator where appropriate:

- Morning brief.
- Websites.
- Email.
- Newsletter / mail shots etc.
- Helpline (English & foreign languages).
- Prepare counselling services to support bereavement etc
- Review and communicate hygiene practices and other preventative measures:
  - Frequent hand washing and disinfecting of vehicles and campers.
  - Wearing of facemasks
  - Others as appropriate ....
  - If feeling unwell inform Convoy Manager and self isolate.

Note: Hospitals / clinics / doctors surgeries may become overwhelmed.
- Update the contact details of all personnel and Next of Kin / Emergency Contacts.
  - Home telephone / fax.
  - Mobile phone.
  - Personal email address etc.
- (Sensitively) Ensure all have made a Last Will & Testament.
- Review air medical evacuation plan.
- Consider splitting up and isolating teams to minimise cross infection. If necessary be prepared to redeploy personnel to other groups.
  - Review and re-assign duties required for critical processes.
  - Consider minimum safe manning levels and identify evacuation criteria.
  - Consider cross training of crews or refresher training if appropriate.
- Operations:
  - Identify priorities over likely period of infection (some diseases like Covid-19 may come in waves).
  - Consider redeployment of crews to other vehicles and / or seeking personnel from other vehicles to support your operation.
  - Consider safety of RON Stops / Campsites. Consider impact of temporary closure.
  - Review shift change procedures to minimise risk of cross infection between shifts.
  - Ensure emergency response procedures are robust and not dependent on named individuals.
  - Review consumables and increase stock levels as appropriate.
  - Consider scope of responsibility across all vehicles and crews. Consider provision of medical care and other services to the local community / others.
  - Transportation. Impact on traffic density and access to fuel

### Alert level D



## TIP TOE EMERGENCY RESPONSE PLAN

### Security

### Hygiene

### Social distancing

### Evacuation

and service support.

- Consider Financial implications including:
  - Payment of salaries (Fixer).
  - Accounts payable and receivable.
  - Cash flow and cash holdings. Access to cash (USD and local currency).
  - Establish budget to support convoy strategy.
- Review Security issues including:
  - Consider proceeding to a Safe Haven or finding a remote area to 'Laager up'.
  - Sentry / manned guarding levels.
  - Adoption of different procedures / technology to maintain security levels.
  - Protection of water, food and medical stocks.
  - Security of any increased cash holding.
  - Availability and preparedness of emergency services.
  - Provision of support during any quarantining operation.
  - Review standard procedures for normal emergencies (fire, flood etc).
- Develop strategies and procedures to establish and maintain the highest standards of work place hygiene.
  - Especially kitchens and toilets.
  - Cleaning contractor to clean more frequently / thoroughly with appropriate cleaning agents.
  - Telephone handsets / computer keyboards/ door handles.
  - Removal of waste.
- Where appropriate implement social distancing strategies:
  - Form support 'bubbles'. Increase separation between crews.
  - Develop and implement a 'buddy system' to watch each other for early symptoms.
  - Develop a procedure for managing personnel who exhibit symptoms and / or become unwell in the work place.
  - Consider practicality and benefits of screening joining personnel before they leave and join the convoy.
    - Temperature monitoring.
    - Temporary self isolation of personnel before they join the main body of the Convoy.
  - Avoid public transport and / or travel outside peak hours.
  - Use video (Zoom) / teleconferencing / on line meetings instead of travelling to meetings.
  - Personal Protective Equipment (PPE) (face masks / gloves / glasses etc).
- Consider evacuation of non essential personnel from the infected area. Consider criteria for 'safe return' to normal operations.

**Note:** If evacuated / relocated, consider support mechanisms and costs. Make clear what support is available before the event so that there are no misunderstandings later.

Beware countries closing borders; the 'window of opportunity' may close if action not taken soon enough.



## TIP TOE EMERGENCY RESPONSE PLAN

Assess risk at major transport hubs.

- Travel:
  - Establish a system for tracking travellers in case a traveller is infected during a trip.
  - Book commercial flights / ferries early. Consider directing suspension of national / international travel to / from site.
  - Consider relocation of expatriates and their families and / or implications of requirement for urgent compassionate leave.
  - Ensure travellers have relevant documentation.
  - Take Grab Bags (be prepared for cabin baggage only).
  - Take preventative measures at public transport hubs.
  - Decide on destination (rejoining or repatriation) and possibility of quarantine on arrival or need for medical certificates.

### Community

- On a best endeavours basis, provide any practical support to assist the local community as necessary.

### Maintenance

- Offer mutual support as able.
- Ensure Air Conditioning Units are in date for service and any filters replaced as appropriate.
- Develop / review and implement Stakeholder Management Plans
- Review business continuity plans and consider:
  - Dependency on third parties.
  - Logistics / Supply Chain.
  - Customers.
  - Identify key staff and skills required to maintain safe operations. (Remember Fire Wardens / First Aiders / Security / Cleaners).

### IT and Comms

- Provide self isolation facilities for those feeling unwell.
- IT / DR plans and dependencies with personnel with key skills.
  - Consider mobile phone network overloads
  - Use of PMR radio communications
  - Satellite phone(s) and associated communicators
  - Consider deferring all non essential hardware / software upgrades during the period.
  - Review IT Support resources and identify personnel outwith the IT department that might be able to provide assistance for routine tasks.

### Alert Level E

- Identify critical suppliers and ensure they have plans in place.

Stop the situation worsening

- Identify most suitable local medical facilities. Work with Medical Support team, Insurer and Embassy.
- Identify areas that can be used for temporary mortuaries.
- Investigate post mortem requirements and resources.
- Funeral resources and availability.
- Repatriation of human remains.



## TIP TOE EMERGENCY RESPONSE PLAN

- Secure storage of vehicles left 'in country'.
- Identify personnel that could assist:
  - Retired Doctors.
  - Retired Nurses.
  - Social workers.

Others as appropriate .....