



TIP TOE EMERGENCY RESPONSE PLAN (TERP)

References:

- A. Tip Toe Road Book – Cape to Cape
- B. Tip Toe Pre Planned Responses (PPR's)

INTRODUCTION

This document supports Tip Toe's Expedition and the associated Road Book at Reference A. It provides the framework for emergency response supporting one or more vehicles and crews travelling overland from the UK to the North Cape above the Arctic Circle in Norway to Africa's most southern tip at Cape d'Agulhas in South Africa. It describes the management structure and responsibilities for a response and should be used in conjunction with the PPR's at Reference B.

Scope

The TERP covers the physical operational activity and coordination at or close to the scene of the incident primarily with responsibility for saving life, protecting the environment, plant and property. Tip Toe's Emergency Response Team (TERT) would normally be a functional part of a tiered pyramid response framework providing multi functional support at all levels of an organisation (tactical and strategic) to ensure the best outcome possible. In this case, beyond family and friends at home, insurance policies and their associated retained services and UK Embassy support, what you see is what you've got.

The TERT is perhaps a grand description for a group of what could be just 2-4 'Overlander's who must work together to prioritise and address any and all operational, tactical and strategic issues that might arise. Exceptionally therefore the plan includes some additional tools to assist in the management of these responsibilities.

Purpose

Formal invocation of the TERP and the associated drills and procedures is the fastest way of moving the Tip Toe organisation from routine activity to immediate readiness for response to all risks / all hazards incidents. All crew members immediately assume their TERT role and responsibilities. Communication networks are established, the team is briefed and critical equipment can be rapidly assembled.

OPERATIONS

Initial Assessment

If not already mobilised, personnel should be recalled and the TERT invoked whenever any incident has the potential to escalate to Level 3 or higher on the Incident Assessment and Consequence Severity



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	Ranking Table at Annex A.
Team Mobilisation / Recall	<p>The TERT can be invoked by:</p> <ul style="list-style-type: none">• PRT Radio <i>"All callsigns, this is <<C/S>>. Immediate recall. I say again immediate recall. TERT mobilisation. Report location and ETA. Maintain listening watch. Further information to follow. Over".</i> All Callsigns then answer in sequential order. <i>"This is <<C/S>>. OK. My position is <<>>. ETA 20 mins. Out"</i>• Mobile phone (Voice and / or SMS). Be aware that transmission of text messages can be delayed.• Satellite phone (If available) Voice / Text / SMS.• Internet access / Email. <p>Actions. On receipt of the recall / TERT Mobilisation message, all Tip Toe Team members should:</p> <ol style="list-style-type: none">1. Acknowledge receipt, report their location and ETA.2. Grab bags should be collected and carried.3. PRT radios (and other communications carried) should be switched on taking care to ensure the correct channel is selected.4. A 'roll call' radio check should be initiated.5. Mobile and satellite phones should also be switched on.6. If working / travelling detached from the Convoy then plans should be made to rejoin as soon as practicable.7. Inform UK Coordinator. A 'Standby' message should be sent to the UK Coordinator by text or email. The message format should be as follows: <<Name of the 'callsign' sending the alert / 'Standby' / Posn Lat and Long / A short summary of the nature of the incident. >> For example: <i>"T2 standby 21.787244° 31.404665° Bush fire"</i>
Muster Point	Unless otherwise indicated, the initial TERT meeting point shall be the Convoy Commander's Vehicle. This location shall also be the central Information Centre for the response.
Initial Report from the Scene	When reporting an incident to Emergency Services, provide:



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M	My Name
E	Exact location (ideally GPS coordinates)
T	Type of incident (Bush fire, road traffic accident, illness)
H	Hazards. Real and potential (weather, fire, trapped casualties etc)
A	Access (any obstacles by road or air)
N	Number and type of casualties
E	Emergency Services (What is required)

Initial Brief

Where practicable the TERT should meet and brief together before starting a response. In some situations this may not be practicable and the initial team brief may need to be done over the radio or mobile phone, remembering that these methods are not secure. The standing agenda is as follows:

- **Time check.** Synchronise watches
- **What, where, why, when, how many**
- **Initial Priorities:**
 - Save and safeguard life
 - Protect the environment
 - Minimise damage to vehicles and equipment
 - Protect Tip Toe's collective image and reputation.
- **Response Organisation.** Confirm Tip Toe roles and responsibilities.
- **Objectives** – Review PPR's. Decide what we can realistically achieve and by when. Set Objectives (Objectives should be 'SMART'. Specific, Measurable, Achievable, Realistic, Time bound)
- **Tasks.** 'Eat the Elephant in small pieces'. Determine the steps and resources required to achieve the objectives. Delegate tasks as appropriate. Remember priorities.
- **Safety.** Consider primary and secondary hazards. Assess the risks associated with the agreed strategy. Take care not to create additional casualties or add other problems.
- **Call schedule.** Agree a schedule for safety check calls on the radio network, confirm the working channel.
- **Name the incident.**
 - **When** the incident happened. (Year)
 - **Where** the incident happened. (Turkhana, Kenya)
 - **What** happened. (Bush Fire)

Note: Do not include 'Tip Toe' in the incident name.
- **Next assessment meeting.** Set the time for the next assessment meeting. All to attend; do not be late.



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- **Radio check.** Conduct Radio check prior to starting Tasks.

Rules for TERT briefings and assessment meetings. Are as follows:

- Be 5 mins early, never be late.
- Radios and telephones to be switched off
- Brevity. When speaking, keep it short and relevant
- If nothing has changed since the last meeting, just say so. Don't 'waffle'.

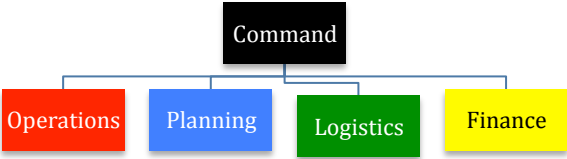
Assessment Meetings

After the initial working period, and at regular intervals thereafter, the team should get together to assess progress and review strategy, objectives and priorities. Information that may have changed since the initial brief (or previous Assessment Meeting) should be shared. All should be prepared talk to their area of responsibility The standing agenda for an Assessment Meeting is as follows:

- Assemble 5 mins before meeting start
- Radios / mobiles off
- Time check
- Operations
 - Situation update
 - Is strategy working or is the incident escalating? (Use Incident Assessment at Annex A).
 - Requirements / issues
 - Safety issues
- Planning
 - Plan for next operational period
 - Environmental issues
 - Community issues
- Logistics
 - Medical. Casualty status
 - Resources available / deployed
 - Meal / refreshments plan
- Finance
 - Cost of response
 - Finance required
 - Equipment procurement
 - Insurance issues (loss recovery)
- Command
 - Review Objectives
 - Priorities



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	<ul style="list-style-type: none"> ○ Stakeholders ○ Media attention ○ Safety ○ Next operational period / assessment meeting • Time of next Assessment Meeting • AOB / Questions • Radios / mobiles on – radio check. Start work.
<p>ORGANISATION</p>	 <pre> graph TD Command[Command] --- Operations[Operations] Command --- Planning[Planning] Command --- Logistics[Logistics] Command --- Finance[Finance] </pre>
<p>Roles and Responsibilities</p> <p>Role and responsibility checklists</p> <p>Operations</p> <p>Planning</p>	<p>Provision of a cohesive, flexible and effective response is normally shared across the five functional areas of responsibility shown in the diagram opposite. Manpower will be at a premium and some people may need to assume responsibility for more than one role.</p> <p>Command – To lead Tip Toe’s response</p> <ul style="list-style-type: none"> • Tip Toe’s Incident Commander • Defining success • Setting objectives & priorities • Stakeholder management • Legal • Media management • Risk <p>Operations – To manage the physical response to an incident</p> <ul style="list-style-type: none"> • Emergency services liaison • Conducts tactical operations to carry out the plan. • Develops the tactical assignments and organization, • Directs all tactical resources. • Security <p>Planning – To plan the activities for the next operational cycle.</p> <ul style="list-style-type: none"> • Prepares the Plan (called an Incident Action Plan) to accomplish



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	<p>the incident objectives</p> <ul style="list-style-type: none">• Collects and evaluates information,• Maintains resource status, and maintains documentation for incident records.• Planning for the next phase of the operation / response• Environmental protection• Community issues. <p>Logistics Logistics – Team Medic</p> <ul style="list-style-type: none">• To provide support, resources and all other services needed to meet the incident objectives.• Medical. First Aid• Equipment management• Manage and track equipment used during the response. <p>Finance Finance – Administration</p> <ul style="list-style-type: none">• Monitor incident costs. Gather evidence to support insurance claims / loss recovery.• Accounting.• Time recording• Cost analyses• Cash / currency• Procurement• Insurance• Administration• Assist others as required
<p>RESPONSE</p>	<p>Incident Response Aide Memoire</p> <p>Pre Planned Responses (PPRs) to incidents identified during the Risk Assessment are at Annex B.</p> <p>This document should be read in conjunction with the Tip Toe Road Book (Cape to Cape). It includes core information and the following plans:</p> <ul style="list-style-type: none">• Annex A - Risk assessment• Annex B - Overland Plan including route cards• Annex C - Aviation• Annex D - Maritime• Annex E – Logistics• Annex F – Medical



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	<ul style="list-style-type: none">• Annex G - Communications• Annex H – Maintenance & Repair• Annex I – Finance and Insurance• Annex J – Convoy Manager’s Pack• Annex K – Recommended Personal Equipment & Equipment Inventory
COMMUNICATIONS	See Tip Toe Road Book Annex G. Assume all communications can be overheard and are insecure.
POST INCIDENT ACTIONS	<ul style="list-style-type: none">• Maintain, return and stow equipment• Replenish stocks• Inform UK Coordinator• Debrief. Capture lessons learned.• All to inform families and assure personal well being• Gather information / evidence as required to support legal action or support insurance claims.<ul style="list-style-type: none">○ Produce written statements if necessary.○ Secure photographs / video clips and witness details and statements.○ Send copies to UK Coordinator for safe keeping.• Monitor each other for signs of PTSD. (Implement Buddy System).

Annexes:

- A. Incident Consequence Severity Ranking Table
- B. Pre Planned Responses (PPRs)
- C. Translation of Useful Phrases
- D. Press Holding Statement template



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ANNEX A - INCIDENT ASSESSMENT (AND CONSEQUENCE SEVERITY) RANKING TABLE

Severity Level	Consequence Types						Severity Factor
	Financial Loss	People	Environment	Community	Image & Reputation	Legal	
5	£300k +	Multiple fatality or injuries. Single irreversible effects to multiple people.	Significant impact to highly valued species habitat or ecosystem.	Major widespread and sustained community impacts. Damage to highly valued cultural items. Civil unrest.	International multi media / NGO condemnation	Very serious fines and prosecutions. Multiple litigation.	300
4	£100k – £300k	Single fatality Detrimental health effects to one or more people. (May impact ability to sustain safe operations. May effect local community.)	Very serious long term environmental impairment of ecosystem function	Ongoing serious Community issues. Significant damage to items of cultural significance.	Serious public or media outcry (international coverage)	Significant prosecution and fines. Very serious litigation, including class actions.	100
3	£50k - £100k	Major injury or illness. Early warning or threat of potential incident.	Serious medium term environmental effects	Ongoing Community issues. Permanent damage to items of cultural significance.	Significant adverse national media / public / NGO attention.	Major breach of regulation. Major litigation.	30
2	£10k - £50k	Minor injury or illness. Minor outbreak of disease or food poisoning only impacting company property.	Moderate short term effects but not affecting eco system functions	Minor medium term community issues but not long lasting and mostly repairable.	Attention from Media and / or heightened concern by local community. Criticism by NGOs	Serious breach of regulation with investigation or report to authority with risk of prosecution and / or moderate fine possible.	10
1	£5k - £10k	Negligible injury or illness; no absence from work	Minor effects on biological or physical environment	Low level repairable damage to commonplace structures.	Minor adverse local public or media attention and complaints	Minor legal issues, non compliances and breaches of regulation	3



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<<SEE TIP TOE PPRs DOCUMENT>>

ANNEX B
TO TIP TOE FRP

**1. Language Key Phrases – Swahili**

English	Swahili	Pronunciation
Aircraft	Ndege	
Airport	Uwanja wa ndege	
Ambulance	Ambulensi	
Arrival	Kuwasili	
Bank	Benki	
Beer	Bia	
Black	Nyeusi	
Blue	Bluu	
Bread	Mkate	
Call an ambulance	Piga gari la wagonjwa	
Call the police	Piga polisi	
Can I have the bill please?	Ninaweza kupata bili tafadhali?	
Car	Gari	
Caret de Passage	Kitabu cha kumbukumbu	
Chemist	Kemia	
Chicken	Kuku	
Clinic	Kliniki	
Coffee	Kofi	
Delay	Kucheleweshwa	
Dentist	Daktari wa meno	
Departure	Kuondoka	
Diesel	Dizeli	
Do you speak English please?	Unaongea kiingereza tafadhali?	
Doctor	Daktari	
Drink	Kunywa	
Earthquake	Tetemeko la ardhi	
Emergency	Dharura	



USEFUL PHRASES

English	Swahili	Pronunciation
Ferry	Kivuko	
Fire	Moto	
Fire Brigade	Zimamoto	
Fish	Samaki	
Flat tyre	Tairi ya gorofa	
Flood	Mafuriko	
From	Kutoka	
Fruit	Matunda	
Garage	Garage	
Gin and Tonic	Gin na tonic	
Good Afternoon	Mchana mzuri	
Good Evening	Habari za jioni	
Good Morning	Habari za asubuhi	
Good Night	Usiku mwema	
Goodbye	Kwaheri	
Green	Kijani	
Hello	Hujambo	
Help	Msaada	
Hospital	Hospitali	
How are you?	habari yako	
How much?	kiasi gani	
I'm hungry	Nina njaa	
I'm sorry I don't speak Swahili	Samahani sikuongea kiswahili	
Information	Habari	
Is there any water please?	Je! Kuna maji tafadhali?	
Left	Kushoto	
Mechanic	Mechanic	
Milk	Maziwa	
My friend will pay	Rafiki yangu atalipa	
My hover craft is full of eels	Hovercraft yangu imejaa eels	



USEFUL PHRASES

English	Swahili	Pronunciation
My location is: /// (3 word address sign) (what3words.com)	Mahali ni: /// (ishara 3 ya anwani ya maneno) (What3words.com)	
My name is	Jina langu ni	
No	Hapana	
Oil	Mafuta	
One way	Njia moja	
Optician	Daktari wa macho	
Passport	Pasipoti	
Petrol	Petroli	
Petrol station	Kituo cha mafuta	
Please tell me your Police badge number	Tafadhali niambie nambari yako ya beji ya Polisi	
Please wait while I telephone the Police to verify your identity.	Tafadhali subiri nilipopiga simu Polisi ili kudhibiti kitambulisho chako.	
Police	Polisi	
Port	Bandari	
Post Office	Ofisi ya Posta	
Red	Nyekundu	
Return	Kurudi	
Right	Haki	
Road	Barabara	
Roundabout	Mzunguko	
Station	Kituo	
Stop	Acha	
Swimming pool	Car	
Tea	Chai	
Thank you	Asante	
There has been an accident ...	Kumekuwa na ajali	
There is a fire at	Kumekuwa na moto huko	



USEFUL PHRASES

English	Swahili	Pronunciation
	...	
Ticket	Tikiti	
To	Kwa	
Today	Leo	
Tomorrow	Kesho	
Tourist bureau	Ofisi ya watalii	
Tow	Tow	
Tractor	Trekta	
Train	Treni	
Travel	Kusafiri	
Vegetables	Mboga	
Visa	Visa	
Water	Maji	
What is your name?	Jina lako nani	
What 3 words	Nini 3 words	
When	Lini	
Where is the embassy?	Ambapo ni ubalozi wa Uingereza	
White	Nyeupe	
Wine	Mvinyo	
Yellow	Njano	
Yes	Ndio	

Days of the Week		
Monday	Jumatatu	
Tuesday	Jumanne	
Wednesday	Jumatano	
Thursday	Alhamisi	
Friday	Ijumaa	
Saturday	Jumamosi	
Sunday	Jumapili	



USEFUL PHRASES

Numbers		
0 - Zero	Sufuri	
1 - One	Moja	
2 - Two	Mbili	
3 - Three	Tatu	
4- Four	Nne	
5 - Five	Tano	
6 - Six	Sita	
7 - Seven	Saba	
8 - Eight	Nane	
9 - Nine	Tisa	
10 - Ten	Kumi	



Date: DD MMM YYYY
Local Time:
Time Zone:
Incident Release No: 01

To whom it may concern,

PRESS HOLDING STATEMENT – INCIDENT NAME

At approximately (time) on (day and date), short description of the incident:

- What,
- Where,
- Why, (do not summarise / guess)
- When.
- It's not yet known if / how many people have been injured or are missing / A number of personnel have been injured / are still missing.

Key messages (3 max). Examples:

- Emergency services were called and have arrived at the scene; we continue to provide support as requested and we are able.
- Our immediate priority is to support the saving and safeguarding of life, protection of the environment and minimising damage to property and equipment.
- Police are on scene and have assumed control of the incident.

Further information will be available in due course.

Release authorised by:

Name

Tip Toe

(Date)

About Tip Toe Overland

'Tip Toe' is a small group of UK Nationals travelling together Overland. The 'team' mobilised from the UK to Norway's North Cape, the closest point to the North Pole on the European Continent. Thereafter the team is driving southwards ultimately to Cape d'Agulhas in South Africa; the closest point on the African continent to the South Pole. The trip is a joint retirement present and its purpose is to:

1. *To travel overland from Cape to Cape.*

TERP - Press Holding Statement

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PRESS RELEASE

2. *To visit key tourist locations, meet people and visit friends and projects along the way.*
3. *To safari in sub Saharan Africa.*
4. *To promote Foundation Five and its objectives including protection of wildlife and development of resilient communities in Africa.*

For further information:

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