THE VOLUNTEER HANDBOOK

2019-20
ATTENTION VOLUNTEER!

Welcome on board! As the teams stride towards the finish line, you can assist during the event in a number of ways, all of which are listed out for you in this handbook.

GET ACQUAINTED WITH YOUR TASKS AND BE THE FUEL FOR THE CHANGE.
A VOLUNTEER MUST BE WELL ACQUAINTED WITH THE TASKS.
Thank you for choosing to volunteer at Oxfam Trailwalker India. It’s great to have you joining us in the fight against inequality.

You are an integral part of this event and your support is essential to make it a huge success. We hope you enjoy your volunteering experience as much as we enjoy having you involved in this journey. This handbook contains important information about the event and describes various volunteering opportunities, one of which you will be assigned to. Please take time to read it before the event and ensure you have it with you during your shift.

Oxfam Trailwalker is a community event that brings people together. Volunteering is a great way to meet people, give back to the community, make a difference and share the excitement. There are more than 700 fellow volunteers working together for the Oxfam Trailwalker India, which comprises of Corporate and General volunteering.

As an Oxfam Trailwalker volunteer, you will be seen as a representative of Oxfam India.

For more information on Volunteering, please contact:
Anand +91 88883 08303 for Oxfam Trailwalker, Mumbai and Bhisma +91 95492 72017 for Oxfam Trailwalker, Bengaluru.
Oxfam Trailwalker is a global, prestigious, team endurance challenge which is organised annually by Oxfam India, in Mumbai and Bengaluru. Globally, the event takes place in 17 locations spread across 9 countries. An event preferred by the industry leaders, it will take place this year from 13-15 December 2019 in Karjat (Mumbai) and 7–9February, 2020 around Nandi Hills in Bengaluru.

Origins

In 1981, Trailwalker was the domain of the Gurkhas employed by the British army occupying Hong Kong. The Gurkhas of Nepal are some of the world’s most resilient soldiers. What began as a training exercise for the Gurkha regiment was declared a civilian event in 1986, with the Hong Kong chapter of Oxfam co-organising the event.

Oxfam Trailwalker debuted in India in 2012 in Bengaluru, followed by Mumbai in 2013. Around 12,000 walkers have walked at last 14 Oxfam Trailwalkers, with each edition supported by almost 1000 Volunteers.

All one needs to participate is:

- Teams of 4 and the grit to walk a 100km within 48 hours (or 50km within 24 hours).
- To qualify, each participating team must raise a minimum of INR 80,000 via collective fundraising (in addition to INR 20,000 joining contribution) to support Oxfam India’s work on the ground.

Our profile of participants largely constitutes senior and middle management from reputed corporate houses like Accenture, Goldman Sachs, Google, Thomson Reuters, Deutsche Bank, Credit Suisse, Deloitte, HPCL, KPMG, L&T, Qualcomm, J P Morgan, Reliance, Technicolor, Unilever etc.

A power packed experience filled with Challenge, Camaraderie and a Cause to participate for; this is a life-changing experience for people who participate, people who partner and people who volunteer.

For more, visit – trailwalker.oxfamindia.org
Volunteers for Victory: Introduction
The event was established by Brigadier Mervyn Lee in Hong Kong as a training exercise by the Queen’s Gurkha Signals, part of the Brigade of Gurkhas of the British Army.

Considerable growth was seen with 15 events taking place in 11 countries worldwide.

Teams of civilians were allowed to take part and Oxfam Hong Kong was invited to co-organise the event.

Oxfam India held its first walkathon in Bengaluru and after its success, the second Trailwalker in Mumbai in 2013. The event was everything Oxfam embodies - a testament to extraordinary team effort, leadership and an encouraging display of great fitness levels across participating teams.

Want to be a part of this global event? Come, live the #BEST48HOURS
EVENT DETAILS

Mumbai

Oxfam Trailwalker Mumbai will take place from 13-15 December 2019.

The 100km trail for Mumbai starts at 6:00 am on 13 December from Gajanand Vidyalaya, Village Kadav and ends at Sheltrex Smartphone City - Shirse, Karjat. Almost 70 percent of the trail is through trek paths and village mud; 30 percent passes through village tar roads.

The 50km walk for the Mumbai Trailwalker, will start at 6:00 am on 14 December from Checkpoint 5, which is exactly 50kms from the start point for the 100km walk.

Bengaluru

Oxfam Trailwalker Bengaluru will take place from 7-9 February 2020.

The 100 km trail for Bengaluru starts at 6:00 am on 7 February from Government Upper Primary School, Sultanpet, Nandi Hills and ends at Olde Bangalore Resort, Tharbanahalli.

The trail passes through villages of Nasikuntehosur, Melekote, Karnala, Jayanagara, Konaghatta, Dasakodigehalli, T Hosehalli, Kempathimmanahalli to reach the finish point.

The 50km walk for the Bengaluru Trailwalker will start at 6:00 am on 8 February 2018 from Checkpoint 4 which is at Primary School, Jayanagara village.

There will be nine checkpoints along the 100km trail route. The teams will endeavour to pass through each checkpoint on their way to the FINISH. Each team can stay at the checkpoints for as long as they wish, but not beyond the published checkpoint closing time. At the checkpoints, the Support Crew belonging to the respective teams will replenish their provisions.
As a volunteer working on the event, it will be useful for you to understand the rules that the participating teams must observe at Oxfam Trailwalker India. The following is a summary of the rules relevant to you:

**RULES FOR OXFAM TRAILWALKER**

The teams must stay together between checkpoints and must check-in and check-out together at each checkpoint. Volunteer staff at the checkpoints must not check-in or check-out incomplete teams.

1. If teams want to withdraw during the event, they must first report to the nearest checkpoint. To withdraw, the participant must complete the retirement certificate at one of the checkpoints. A team with less than four members cannot continue without a copy of the retirement certificate. This must be presented at each remaining checkpoint.

2. If for any reason, Trailwalkers have to leave the event urgently, they must contact the Event Control Centre as soon as possible via the number printed on their race bibs.

3. If two members of the team have withdrawn, the remaining two members must accompany another team between checkpoints. This is to ensure that all the participants travel in groups of at least three people for safety. Each team will retain their own identity, team number and bib colour throughout the event.

4. Teams are strictly forbidden to meet their Support Crew anywhere along the trail other than at the checkpoints. Any team found breaching this rule could be disqualified.
5 If teams decide to leave the trail for sleep, they must do so from a designated checkpoint. Upon checking-in, the entire team must contact the Event Control Centre to notify them of their intention and provide an estimated return time. The team must return to the same checkpoint to resume.

6 If a team has not departed from a checkpoint by the stipulated closing-time, they will be withdrawn from the event and advised not to proceed. If they still choose to do so, it will be at their own risk. The checkpoint closing times are calculated keeping in mind the time required to complete the event in the specified 48 hours.

7 Pets are not permitted on the trail or at checkpoints.

8 Smoking and drinking are strictly prohibited during the event.
Briefing Session for Volunteers

This will be organised at a pre-decided venue and time. At this session, you will be provided with an overall briefing of the event and specific details of the requirements of your role. The length of your briefing session could be about 3 hours depending on your role.

Trail Visit

Based on your role, you may be invited for a trail visit on a pre-decided date. Please make yourself available for the same.

Checkpoint Coordinators Orientation

Checkpoint Coordinators are required to attend a specific sessions in which relevant details will be provided, including a copy of the Operations Manual relevant to their checkpoint. This is an essential read before the shift.

• Introduction
• About Oxfam Trailwalker
• About Oxfam Trailwalker India - route
• Number of participants and logistics plan
• Event layout
• Volunteers roles, responsibilities and logistics
• Reporting Mechanism and Managing Emergencies
• Question and Answers
05 VOLUNTEER INFORMATION KIT

This will be provided to you before the event. It will have the following:

• A confirmation sheet of your group’s assigned shift: This gives you what, where and when your group’s shift begins.

• Map to your working location/s: This provides you with travel directions to the checkpoint/s.

• Catering Menu: Gives you an idea of the food Oxfam India will be providing to volunteers across the event.

• Relevant contact details that may be useful for you and your team to conduct the activities smoothly.
What to wear and bring

You should bring the following items to ensure your safety and comfort:

1. Bring the position description, checkpoint location map and any role-specific instructions (if applicable). Carrying a photo ID during the event is a must. You will also be provided with a volunteer badge. Please wear the same during all duty hours.

2. Your Oxfam Trailwalker India volunteer t-shirt will be handed to your checkpoint coordinator before the event. Ensure you collect the same and get it along with you when you come for your assignment. Please wear the shirt over your clothing (if necessary) so it is visible at all times. This enables people to quickly identify personnel working on the event.

3. Carry a full water bottle and some snacks (to supplement provided provisions) though you will be provided with meals as per your assignment shift. Meal timings could change due to event circumstances, so you should consider carrying some snacks.

4. Your mobile phone, a battery pack for the phone and a torch (for night shifts).

5. If you are volunteering as a Trail Marshal or at the water points, feel free to bring the following to make your shift more comfortable: a folding chair, an umbrella and/or rain jacket, an mp3 player (iPod), and a good book or the newspaper as there may be long gaps between arrival of teams.

6. The weather can be unpredictable so remember to bring suitable clothing for cold, hot and wet weather conditions (sunhat, sunscreen, sunglasses, umbrella etc), especially if you are working at night (REMEMBER: It is better to be over-prepared than under-prepared).

7. All volunteers should sign the copy of their Terms of Reference and submit them, especially those who are on night shifts.
Travelling to your Location

As you will be using your private transportation, please plan your trip to ensure that you arrive on time to commence your shift. A good way to estimate your driving time and understand the directions is to visit the trail with the Oxfam Volunteer Coordinator beforehand and refer to the map book thoroughly.
Food and Drink

Every volunteer will receive two meals during their shift - breakfast, lunch or dinner - depending on your shift. The coupons for the meals will be available with your Checkpoint Coordinator and will be distributed by them once you report to start your shift. There will also be tea and coffee at the checkpoints, so feel free to help yourself. Other additional food provisions at the checkpoints are for the participants only. Please come prepared with your own extra supplies/snacks, if needed. There may be counters available at the checkpoints where snacks will be on sale for everyone.

Trail Marshals, Sweep Crew and Parking Marshals – remember to take supplies with you before you embark on your walk/drive to your marshalling position. Coordinate with the Checkpoint Coordinator for all your essentials.

• On arrival at your checkpoint, please introduce yourself and report to the Checkpoint Coordinator.

• As a Trail Marshal, report in person to the Checkpoint Coordinator at the relevant controlling checkpoint prior to proceeding to your marshal location (unless instructed otherwise).

• The Checkpoint Coordinator must update the volunteer coordinator before they commence their shift.

• You will be provided with stickers or ID cards at the checkpoint. These have to be filled out with your name and worn in a way that is easily visible to everyone.
Checkpoints are a hub of activity, a one-stop destination for food and nutrition, and a place for weary Trailwalkers to rest and regroup. Trailwalkers can seek their support crew’s assistance and avail checkpoint facilities. There will be a checkpoint approximately every 10kms, where Trailwalkers need to check-in and check-out. The logistics agency for the event, will be responsible for providing all facilities and one representative from the agency will be stationed at each checkpoint. The representative’s details will be available with your Checkpoint Coordinator.

Roles available

Checkpoint Coordinator: You are the chief of the checkpoint, in-charge of operations and the staff assigned to your checkpoint. You’ll ensure that the checkpoint is operational at the right time and runs safely and efficiently during the shift you manage.
Assistant Checkpoint Coordinator: You will support the Checkpoint Coordinator and will be equally responsible for the smooth operation of the checkpoint during your shift.

Check-in/out Coordinator: You shall help ensure that everyone is safe and accounted for, and act as the information outpost for everyone along the way. Remember, checking-in is as important as checking-out. Do not check-in/out incomplete teams. You need to report to the ECC every half an hour with information about number of teams checking in and out.

Food and Beverage Coordinator: You will ensure that the food is served in a timely manner for Trailwalkers, Support Crew, Volunteers and Staff Members. We will have pre-booked meals, provided to only those carrying coupons. Food may or may not be cooked at your checkpoint. But if served, please ensure it is available in sufficient numbers in packed boxes. You also have to manage the beverage section at the checkpoint. Some basic beverages on offer will include tea, coffee, hot water and drinking water.

Helpdesk Coordinator: You will be responsible for fielding questions from Trailwalkers, Support Crew and Volunteers.

Resting Space Coordinator: You will have to ensure that the Trailwalkers who arrive at the resting zone have sufficient place to rest and that mattresses are kept ready for the next Trailwalker to use.

Parking Marshal: The logistics agency will provide Parking Marshals; you will help them ensure that parking doesn’t interrupt the Trailwalkers.

Other Services Coordinator: Logistics agency will arrange for portable loo cleaners, housekeeping staff and security staff at your checkpoint. You too will have to assist in a number of ways such as coordinating food and beverages, marshalling the walkers, ensuring cleanliness and so on.

You, as the Checkpoint Volunteer, should discuss and/or inform the Oxfam Checkpoint Coordinator in case any emergency arises or if an important decision needs to be taken. For instance, any issue pertaining to housekeeping should be escalated both to the Logistic Coordinator (from agency) and the Oxfam Checkpoint Coordinator.

Alcohol is strictly prohibited at any of the checkpoints. If you are found consuming alcohol, then you would be removed from your responsibilities with immediate effect. Similarly, cases of sexual harassment on the trail will be dealt with severely. Any issues happening on this front should be escalated immediately to the Oxfam Checkpoint Coordinator who will take this to the Sexual Harassment Committee on the trail.
Tight hammies, sore backs, blisters and swollen ankles await the medical support volunteers. These hugely rewarding roles also serve as fantastic practical experiences for physio and nursing students.

Roles available

Nursing and Physio Coordinator: You will treat blisters, injuries, relieve muscle soreness, cramps and ensure that each Trailwalker is provided the required medicine, is well treated and equipped to reach the FINISH LINE.

The coordinators will have to stay in touch with other physio and nursing volunteers at the checkpoint. Both the coordinators will be oriented to their roles by the health/medical partner. In case of any emergency, which is beyond your scope as a nursing and physio volunteer, bring it to the notice of the Checkpoint Coordinator. The latter will coordinate with the medical partner through the ECC.
Keen to hit the trail, but not up for the full 100km walk? There are plenty of roles for volunteers that will get you out on the trail - without the blisters!

Roles available

Trail Marshal: You will help the participants pass safely along the trail and motivate them. You will also be assisting the Trailwalkers in between the checkpoints by navigating them to the next checkpoint.

Sweep Crew: All-important back-up crew - you’ll follow the last team on the trail and ensure they safely reach the next checkpoint. You’ll also clear the trail of all trail markings and debris as you go. You will be working in a team and will be responsible for a specified section of the trail.

Time Keeping Volunteers: Placed near the finish point arch, you will be required to note down the time at which each team crosses the finish. The time to be noted is that of the last Trailwalker in the team crossing the finish point.

Check-in Volunteers: All the Trailwalkers who arrive at the finish point need to check-in and their details will be shared with the Calligraphy team.

Calligraphy: If you have good handwriting, then the task of filling in the certificates for Trailwalkers who have successfully finished 100/50km, is for you.

Felicitating Trailalkers: All Trailwalkers who finish are felicitated with completion certificates and a medal. Those who finish in teams of four, are awarded a team completion certificate and those who finish in incomplete teams are awarded individual certificates. Medals are provided to all the Trailwalkers who finish the walk. If you have good communication skills and no fear of public speaking, you can volunteer to felicitate Trailwalkers at the finish point.
The ECC is located in a conference room at the Finish Point. It is managed by the Event Controller (Oxfam staff). Other volunteer roles are as follows:

**Database Management Coordinators:**
If you have experience in data management, you could assist us in managing Trailwalkers’ details. You will be coordinating with each Checkpoint Coordinator at least once every hour and note the check-in and check-out details of all the Trailwalkers. You will maintain this in two formats:

1) **Hard Copy** - on a chart paper with hourly details of teams at various checkpoints.

2) **Soft copy** - similar information will be entered into an Excel sheet.

In addition to this, you will be required to collect the following details:

- Arrival and departure time of the fastest team
- Departure of the slowest team

You will be required to communicate this information to the next checkpoint so that they are ready to receive the fastest team at their checkpoint.

**Emergency Contact Coordinator:** You will assist the Trailwalkers, support crew and any other individuals who call the emergency helpline during the event for information. The emergency numbers are printed on the bibs provided to the Trailwalkers and circulated among the support crews. Broadly, we can classify the questions into three buckets:

1) **Lost Trailwalkers** - If a Trailwalker gets separated from the team / loses his way or fails to understand the route because he may have missed the trail marking.

2) **Medical emergencies**

3) **Information about Trailwalkers/ team status**

Keep a note of the Trailwalkers’ details such as their bib no, mobile number and so on.
Your personal safety is of paramount importance to Oxfam India. Operating event equipment, such as tea/coffee vending machines or electrical/electronic appliances should be done safely, as per instructions. At no time should you do anything that makes you uncomfortable. Please be aware of tent-ropes, pegs, bins, cables and items that participants or the support crew may have left on the ground at the checkpoints. If you are walking along the trail, please take care of your foot placement as the ground will be uneven.

You will need to carry a proper torch. If you spot something unsafe, inform your Checkpoint Coordinator immediately.

Emergency Contacts

This event is supported by a number of emergency services. Apart from the police, an ambulance will also be stationed along the trail. In the event of a serious injury, illness or fire, you should take the quickest course of action to request support. In all instances, call the Event Control Centre and notify your Checkpoint Coordinator.

Weather Protection

Some positions require volunteers to walk or stand in areas without protection/cover. It is your responsibility to bring a hat and sunglasses, or alternatively, wet-weather gear to protect you from the elements.

Driving and Fatigue

Working on Oxfam Trailwalker India may require a significant amount of driving to and from your home and volunteer location. You may also be driving late at night or early in the morning, after working a long shift.

Please be aware of the potential dangers of driving whilst fatigued and take all precautions to avoid any danger.
Event specific risk factors:
1) Avoid taking up shifts when you know you’re likely to get tired. If you have never worked a graveyard shift before (dusk till dawn) then avoid trying this.
2) Share the driving component of your journey with a fellow volunteer so that you can help each other stay awake or swap seats if necessary.
3) Plan your drive home/between locations with regular breaks to stretch, eat and rest. Getting out of the car and moving will help re-energise your body and regain focus.

Common risk factors:
1) Driving early in the morning (from 1am to 6am).
2) Driving in the ‘afternoon lull’ (between 1pm and 5pm).
3) Starting a trip after a long day’s work.
4) Having a sleep disorder such as sleep apnea.

What are the danger signs?
1) Constant yawning
2) Delayed reactions
3) Difficulty remembering the last few kilometers
4) Drifting in the lanes
5) Sore or heavy eyes
6) Variations in driving speed
7) Daydreaming
8) Trouble keeping your head up

Myths about fatigue
The following common beliefs about fatigue are UNTRUE:
1) Having a short break will keep me safe: Having regular breaks might help delay the onset of fatigue, but once fatigued, you must sleep.
2) Coffee combats fatigue: Coffee only provides short-term relief as once its effect wears off, you can suffer from sleep rebound, which is a major cause of accidents.
3) Playing music will keep me alert.
4) Plenty of fresh air through the window will keep me alert: This is desirable but if you are fatigued, it only provides short-term relief.
5) ‘I know when I am tired, or when I am having sleep attacks’: The danger is that you only find out how tired you are when it’s too late.
Manual Handling

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

STEP 1 – Size up the load: Know what you are going to handle and make sure you can do it safely. Check where the load is to be placed. Place the heaviest part close to the body.

STEP 2 – Correct position: Stand close to the load before you attempt to handle it. Position your feet to maintain balance, with enough room to move and face the direction of travel.

STEP 3 – Protect your back: Keep your back in its natural position, where it is strongest. DO NOT twist. DO NOT bend. Make sure you are comfortable with the task.

STEP 4 – Get a good grip: Place your hands diagonally opposite for a secure and comfortable grip. Grip with your palms not your fingers. Keep your arms close to your body.

STEP 5 – Use your legs for force: The leg muscles are stronger than the back muscles – use them to your advantage. Take up the load slowly without sudden movement.

STEP 6 – Vary the load: Alternate heavy tasks with lighter tasks allowing muscles time to recover. Vary tasks so that the same muscle groups are not used all the time. Don’t be afraid to ask for help if the load is too large or hard to move.
REPORTING STRUCTURE FOR OXFAM VOLUNTEER OFFICER

CHECKPOINT 1, 2, 3 (UPTO 2 MEDICAL CO-ORDINATOR)

CHECKPOINT 4, 5, 6, 7 (UPTO 2 MEDICAL CO-ORDINATOR)

CHECKPOINT 8, 9 & FINISH (UPTO 2 MEDICAL CO-ORDINATOR)

START POINT COORDINATOR

1 COORDINATOR

1 COORDINATOR

2 COORDINATORS

2 COORDINATORS

2 COORDINATORS

2 COORDINATORS

2 COORDINATORS

2 COORDINATORS

2 COORDINATORS

FINISH POINT COORDINATOR

CHECKPOINT
WHO IS OXFAM?

Oxfam International was formed by a group of independent non-governmental organisations, joined by the aim to work together for greater impact on the international stage, to reduce poverty and injustice.

The name “Oxfam” comes from the Oxford Committee for Famine Relief, founded in Britain in 1942.

Today, we are an international confederation of 19 Oxfams with partners in over 90 countries to end the injustices that cause poverty.

Oxfam has been in the country for the last 67 years. Oxfam India was formed in 2008, and has since been working in the six poorest states of India. Being a rights-based organisation, our main focus is on issues of Gender Equality, Sustaining Livelihoods, Education, Health and Humanitarian Relief. Our work involves grassroots interventions by collaborating with partner organisations in our focus states, state and national level campaigning & advocacy that influences change on various levels. Oxfam India’s vision is to help create an equal, just and sustainable society by empowering the underprivileged.

Today, there are 19 members in the Oxfam International Confederation.
OXFAM CARES FOR THE ENVIRONMENT

Did you know that the Oxfam Trailwalker is a sustainable and eco-friendly fundraising event? The strictest environmental codes are adopted during the event that participants, volunteers and all crew members are urged to follow. These include:

- RECYCLING
- ANTI-LITTERING
- REDUCING CARBON EMISSIONS
- REDUCING POLLUTION

Oxfam India partners with ERM Foundation every year to reduce the environmental impact of the Trailwalker fundraising event in India. As a business, ERM works with clients to address their sustainability challenges. Through such initiatives, the organisation has an opportunity to support non-profit organisations and social enterprises that share their commitment to creating a more sustainable and equitable world.

ERM Foundation has collaborated as a Sustainability Partner in Oxfam’s Annual Trailwalker fundraising events. ERM employees in Mumbai and Bengaluru undertake Environmental Impact Assessments each year and have provided detailed reports suggesting that Oxfam Trailwalker is both environmentally friendly and sustainable.
For any queries, please feel free to contact us:

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