SUPPORT CREW HANDBOOK 2019-20
HELLO SUPPORT CREW!

As the teams stride towards the finish line, you will have the most crucial role of being their ‘backbone’.

Here’s a detailed guide for you to understand the responsibilities of a support crew.

Read, be ready!
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Welcome Support Crew

Teams of 4 take on an arduous, yet adventurous journey of completing a 100km trail challenge within 48 hours (or 50km within 24 hours) at Oxfam Trailwalker — and it is not easy! That’s where you come in.

What is Support Crew?

Every participating team will need support during the event — support could come in the form of taking care of their food requirements, carrying their belongings, to egging them on with the much needed encouragement when they are down.

How Does This Work?

Get ready to help your team take this challenge, and become a part of change yourself!

Support Crew, you are a vital component to the success of your team’s Oxfam Trailwalker journey. Each team is expected to have at least one, and preferably two support crew members to support the team with their basic requirements.

The nine checkpoints, carefully located on the 100km trail will provide basic food, water and medical support. However, it is the responsibility of the Support Crew to take care of the team and support them with all the essentials during the event.

During Trailwalker, few outstation teams who cannot manage to get their own support crew, hire a vehicle and instruct the driver for necessary support. If a team is unable to get a support crew, they can also arrange the same locally. However, we do recommend teams to have a Support Crew in place with people they know and trust.

Oxfam Trailwalker is a community event that brings people together. Joining as a Support Crew is a great way to give back to the community, make a difference and share the excitement.

Your Key Qualities

You are a perfect fit for the job if you are:

- Active
- Responsive
- Empathetic
- Responsible
- Patient
and
- a Changemaker!
YOUR RESPONSIBILITIES

We strongly recommend that you, as Support Crew, are at least two members. It will be an epic adventure for you too.

WHAT DOES THE SUPPORT CREW DO?

Support crew is responsible for supporting the team physically and emotionally throughout the entire 48/24 hours of Trail-walker. You will drive a vehicle between checkpoints to meet the team, provide them with food and encouragement, and probably drive them home as well.

You don’t need to be trained medics – we will provide medics at every checkpoint. You don’t need to be trained psychologists either but it helps if you know the team well enough to see what they need, and sort things out for them!

HOW TO INVOLVE YOURSELF?

A successful support crew feels like a part of the team – if you have two support crew members, think of yourself as a team of six and include them in your planning sessions or even the odd training walk. Highlight that this is going to be a big achievement for them as well — so if anyone you know is on the lookout for a challenge but doesn’t fancy walking, then this could be the thing for them.
TAKE CARE OF THE TEAM

Unbroken Communication Channels

Ensure you have at least one mobile phone with you at all times. Not only is it useful for your team to contact you (and vice versa) it is also vital for the event staff to contact you in case of an emergency (and vice versa). Include car chargers in your kit for the weekend, allowing you to charge your teams mobiles and your own if required.

Communication is key in this event and you must ensure that you are accessible at all times.

Love them even if they don’t love you!

Supporting your team is about more than just being at the checkpoint when they are. It is about really being ‘there’ for them. You could set out comfy picnic chairs; serve them hot nourishing meals; be willing to massage their weary muscles; have a foot bath ready to soothe their tired and sore feet; and above all, accept the reality that none of what you do may be appreciated at the time. But know that in the clear light of day, your team will wholeheartedly recognize your efforts.
TAKE CARE OF YOURSELF

As a part of the team, the support crew manages a lot during the event weekend. As much as you are responsible for a seamless experience for your team, you will need to take care of yourself to be able to be in a position to help the team.

Be prepared to drive through different terrain and around narrow country lanes. Do a complete vehicle check before you set off to make sure that your lights, windscreen wipers, etc, are all functioning.

Make sure you are catch enough sleep, to be able to drive the team back home. Please do not let someone from the team get behind the wheel, unless you believe they have taken sufficient rest.

What vehicle will you use?

It’s up to you whether you take your own car or borrow one. Whatever you decide, you’ll need enough space for the whole team (in case of drop-outs), and all equipment. Few roads on the driving route are rocky, rugged and narrow, so we recommend choosing your vehicle accordingly for better maneuverability.

Important: Watch out for tired walkers — all support crew and participants must take extra care in and around checkpoints, as there will be a number of vehicles and pedestrians moving about in a limited area. Any walkers found to be covering any distance on the trail by car/vehicle will be disqualified.
HOW MANY?
Advisable to have at least two people in each crew - one to drive and one to navigate. Plan sufficient rest periods. Ensure you read the driving and fatigue advice in Section 3.

WHAT’S YOUR GAME PLAN, EH?
Create a strategy for the event weekend with your team. Based on their training times, determine when they are likely to arrive at each checkpoint. Determine at which checkpoint you will provide meals and exactly what those meals will be. Determine at which checkpoints your team will be sleeping (if at all). Prepare a schedule of requirements specific to each team member for each checkpoint.
WHAT TO CARRY

Prepare your team for everything! Help them pack wisely. Between the walking team members and yourself, decide who will carry what. Below is what we recommend:

**Team:**
- Mobile phones. At least two per team, ideally on different networks, as per event rules
- Spare torch batteries
- Each team must carry at least one first aid kit at all times; also include a blister care kit

**Support crew:**
- Duffle bag or box for storing the listed gear
- Spare shirts, pants, shoes
- Team’s cold or wet weather gear
- Warm jacket, pants and blanket/sleeping bag for relaxing at checkpoints
- Extra first-aid gear
- Spare torch, batteries and bulbs (if required)
- Small Trailwalker’s repair kit (spare shoelaces, safety pins, string etc.)
- Your team’s food supplies
- Electrolyte replacements to add to drinking water

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What to Wear and Carry

IN THE 15-25 LITRE BACKPACK
- Personal identification and some money for emergencies and purchasing food along the trail.
- Trail Map and a protective pouch.
- Dry (waterproof) bag or plastic bags to keep clothes dry and/or put wet gear in.
- Snacks (salty and sweet) and energy food.

48/24 HOURS
Time limit to complete event

Water containers A 2-3 litres water bladder with a drinking tube is recommended as it allows for more frequent and hands-free drinking.

Head torch and/or hand torch with ample light and good battery life.
Hat or cap, sunglasses and sunscreen are absolute essentials.

Knee and ankle bandages are useful for preventing injuries to muscles, ligaments and joints.

Spare Socks, in case the main pair gives you blisters or are damaged.
Spare Shoes, in case the main pair gives you blisters or are damaged.
A reliable hiking pole can be very helpful for long walks like this.
Your personal safety is of paramount importance to Oxfam India. When you join Oxfam Trailwalker as a support crew member, we suggest you being extra cautious with everything, owing to the outdoors nature of the event.

EXERCISE GENERAL CAUTION

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 wary of tent-ropes, pegs, bins, cables and items that participants or other support crew may have left on the ground at the checkpoints. You will need to carry a proper torch. If you spot something unsafe, inform the Event Control Centre.

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.

WEATHER PROTECTION

It is your responsibility to bring a hat and sunglasses, and even wet-weather gear to protect you from the elements, if the need arises. Be prepared for all weather conditions because the weather might be hot, cold, possibly wet.

DRIVING AND FATIGUE

Working as a Support Crew at Oxfam Trailwalker India would require a significant amount of driving. You will also be driving at odd hours to catch up with your team at the Checkpoints, and eventually drive them home!

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) Ideally, share the driving component of your journey with a fellow crew member 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:

- Driving through the night (from 1am to 6am)
- Driving in the ‘afternoon lull’ (between 1pm and 5pm)
- Starting a trip after a long day’s work
- 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.
WHAT IS OXFAM TRAILWALKER?

INDIA’S BIGGEST WALKATHON FOR A CAUSE!

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 7-9 February 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 you need 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 our website:

trailwalker.oxfamindia.org
Established by Brigadier Mervyn Lee in Hong Kong as a training regimen for 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.

HERE’S YOUR TIME TO EXPERIENCE THE #BEST48HOURS
WHO IS OXFAM?

Oxfam was formed in 1942 as Oxford Committee for Famine Relief. What started in Great Britain as a war relief effort, eventually spread to other countries. Today, we are an international confederation of 19 Oxfams with partners in over 90 countries to end the injustices that cause poverty. Oxfams around the world are working together to reduce poverty and injustice.

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 the issues of Gender Equality, Sustaining Livelihoods, Education, Health and Humanitarian Relief. Oxfam India’s vision is to create a more equal, just, and sustainable world. The overarching vision of Oxfam India is “Right to Life with Dignity for All”. Oxfam India will fulfill its vision by partnering with others to become a more influencing organisation. It will continue to work with community-based organisations and their networks and mobilise the power of people through them. It will also seek to engage a broader public in its work to convert them into active citizens that support and fund our causes.

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.

We work closely with a Sustainability Partner at Oxfam’s annual Trailwalker fundraising events, who undertake pre-event, during-event and post-event Environmental Impact Assessments each year in Mumbai and Bengaluru, and have provided detailed reports suggesting that Oxfam Trailwalker is both environmental friendly and sustainable.
For any queries, please feel free to contact us:
Mumbai - anandp@oxfamindia.org
Bengaluru - bhisma@oxfamindia.org

Join as a volunteer, call: Mumbai - 88883 08303 | Bengaluru - 95492 72017
trailwalker.oxfamindia.org

13-15 DECEMBER 2019
MUMBAI

7-9 FEBRUARY 2020
BENGALURU