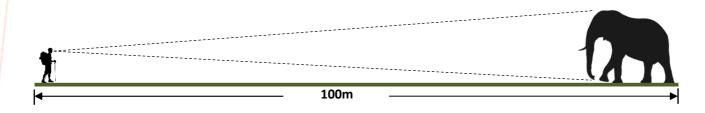
# Standard Operating Procedures

### for Africa Wild Trails Ventures

These Standard Operating Procedures (SOPs) are a set of notes compiled by Africa Wild Trails to enable us to be efficient in our operations, to reduce miscommunication and failure to comply with instructions between group leaders and group members during the delivery of our African ventures.

<u>Note</u>: Africa Wild Trails operates specific procedures for animal encounters when trekking. A safe animal encounter is at a minimum distance of 100m. However, we cannot control the movements of wild animals, and as such encounters can often be closer. Expert guides will always ensure the group is moved to a safe distance away from wildlife, or to a safe vantage point to observe wildlife when on foot.



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### **GOOD SAFETY IS NO ACCIDENT**

## Technical Advisor (TA) SOP Sign Off

At Africa Wild Trails we take our Operating Procedures very seriously and as such we ask our TAs to sign off all standard operating procedures prior to delivery to ensure we are managing risk as well as possible, and to ensure compliance with the high British standards AWT has been assessed against.

### **Technical Advisor Sign Off**

TA Name	TA Sign	Date

### Venture Leader Sign Off

Leader Name	Leader Sign	Date

### ACCOMMODATION

*Comfort and security is the focus will all accommodation types. Two-person canvas dome tents, safari tents, bush lodges and guest houses are used.* 

### **SOP for Accommodation**

- UK briefing
- Tent assembly
- Arrival briefing
- Allocation
- Ablutions proximity
- Kit and equipment
- Changing
- Tent dismantling
- Departure
- Night security



UK briefing	Accommodation will be discussed as part of the preparation phase. Who group
	members are sharing with must have some thought and consideration behind it
	as this can be a source of tension and anxiety
Tent assembly	Group members are not expected to assembly their tents unless they are
	carrying their tents on a multi-day expedition.
Arrival briefing	Group members will be told how to open and close the tents, about insect nets,
	keeping the tent closed as monkeys can get in if open, storing kit, cleanliness.
Allocation	The SMT will decide who will share tents and will take into consideration any
	previous history of those who are sharing.
Males and Female	Males and females young people will not share tents. Male and female staff will
	not share tents. Transgender members will share tents or have their own tent.
Tent boundaries	Male and female group members may not enter each other's tents at any point
	for any reason. They may sit outside each other's tents during downtime.
Ablutions proximity	All tents are within a few yards of communal toilets and showers for males and
	females. Transgender members don't have their own shower. A time slot will
	be given to them for shower without other male or female members present.
Kit and equipment	During the day, any unused kit and equipment must be stored under the
	members stretcher bed in their main holdall or pack.
Changing	The venture leader does reserve the right to move members from one tent to
	another if there is good enough cause to do so.
Departure	Before departure, it is expected that tents all tents are cleaned and left in the
	same condition they were found on arrival.
Tent dismantling	Group members are not expected to dismantle their tents unless discussed in
	prep sessions, or if they are carrying their tents on a multi-day expedition.
Night security	In dangerous game areas, guides work in shifts during the night to ensure the
	camp is safe and to walk group members the toilet and back

### AFRICA WILD TRAILS - CONSERVATION THROUGH EDUCATION



<u>info@africawildtrails.com</u> | <u>www.africawildtrails.com</u> | 24hrs <u>+44 (0)7932 327534</u> Office: Peelings Manor, Hankham Road, Hankham, East Sussex, BN24 5AP, Co No 07302270

### **AIRPORT ARRIVAL**

Africa Wild Trails will take over the group on entry to the destination country. A prearranged hand-over process will take place in the airport arrivals area. All minibuses are less than 3 years old and have an up to date service history. All drivers are highly qualified and experienced local 'driver guides'.

### **SOP Airport Arrivals**

- Minibus arrival
- Flight arrival time checks
- Arrivals area meet and greet
- Arrivals area head count
- Arrivals area hand-over
- Toilet and smoke break
- Walking to the minibuses
- Packing kit into trailers
- Minibus rules
- Journey briefing



	The venture minibus and driver will arrive at the entry airport approximately
Minibus arrival	one hour prior to the flight landing time.
	The Senior Venture Leader will monitor the flight arrival time for 24hrs prior to
Flight arrival	landing, and then for the final hours prior to landing inside the airport.
	The group will be met in the arrivals area. A sign will be clearly visible with the
Arrivals area meet and greet	group name written on it. Introductions and welcomes will be completed.
	The venture leader and senior member of staff on the flight will both complete
Arrivals area head count	a head count and double check with each other ensuring all are present.
	The venture leader will then take control of the group from the senior staff
Arrivals area hand over	member and ensure the group is aware of who is now in charge.
	Time will be made available at this point for a toilet break and for anyone who
Toilet and smoke break	smokes to do so. 15 minutes will be allocated for this.
	The venture leader and the driver will lead the group, with their luggage, to the
Walking to minibuses	minibuses. Staff will be at the back of the group ensuring everyone is together.
	Three or four group members will be asked to help pack the bags neatly into
Packing kit into trailers	the lockable trailers. The rest of the group will board the minibuses.
	The minibus drivers will ensure all group members are aware of the rules and
Minibus rules	that the group is evenly spread around the vehicle.
	The venture leader will give a short briefing on the duration of the journey, the
Journey briefing	sites along the way, planned rest stops and the plan for lunch.
	Minibuses will be filled up prior to arrival at the airport. There will be no
Fuel and refuelling	requirement to refuel during the journey to the initial destination.



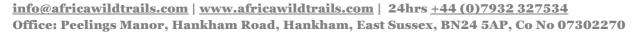
### **AIRPORT DEPARTURES**

### **SOP Airport departures**

- Final evening briefing
- Accommodation departure
- Airport arrival time
- Exiting minibus
- Minibus final checks
- Walking to Departures area
- Departures guidance
- Group hand-over
- Minibus departs airport



	The venture departure process begins the night before. A briefing will be given
Final evening briefing	regarding packing that evening, early breakfast and precise departure timing.
	The vehicle will be loaded and ready to depart 30 minutes prior to the arranged
Accommodation departure	time. This will ensure time for final tent/room checks.
	The group will arrive at the airport no less than 3 hours prior to the aircraft
Airport arrival time	departure time. This gives time at immigration and for a little shopping.
	Luggage needs to be put on trollies in an orderly way. Group members will be
Exiting minibus	selected to fetch trollies and others to unload luggage and load onto trollies.
	Two final checks of the minibus will be completed. One by the driver and one
Minibus final checks	by the senior venture leader to ensure nothing has been left behind.
	The group will say their goodbyes and walk together to the departures area.
Walking to departures area	The venture leader will lead and other venture staff will be at the rear.
	The senior venture leader will give guidance to the senior staff member on
Departures guidance	where to go and what to do in relation to immigration and check-in.
	The venture leader will hand over to the senior staff member and the group will
Group hand-over	be advised that this has no happened. Venture leader will say his/her goodbyes.
	The driver and the venture leader will leave the airport after the handover. The
Minibus departs airport	venture leader will have mobile communications with the senior staff member.



### VENTURE ACTIVITY PLANNING

We aim for every activity to be challenging, focused, fun, educational and safe. Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### SOP for activity planning and delivery

- Aims and Objectives
- Recce the Activity
- Group Ability Specific
- Incident Management
- Assign the Leaders
- Plan the Activity
- Group Leader Briefing
- Group Member Briefing
- Group Scrutiny
- Run the Activity
- Dynamic Risk Management
- Debrief the Activity



UK Senior Leader Team meetings will be held to discuss and agree on A&O.
SLT meeting notes are key to in country planning and delivery.
AWT Leader team recce the activity locations well in advance of group arrival.
All activity kit and equipment to be checked and double checked.
Physical challenge level, duration, routes, temperatures, terrain, group size,
remoteness and kit are all factors in ensuring appropriate group activities.
Risk Assessment and Risk Management documents will be produced based on
the recce, adventure leaders, local knowledge and previous experience.
Planning for any incident, during any activity, in any location at any time will be
planned for. A Venture Incident Management Plan will be produced.
In country Adventure Leaders will be assigned to each activity based on their
qualifications, experience in the area and youth group experience.
Following the above process an activity plan will be made. SLT feedback will
take place to ensure the Aims and Objectives are being adhered to.
Prior to commencement of any activity the Group Leader Team will be briefed
so that they have time to ask questions and bring up any group member issues.
Prior to commencement of any activity the group will be briefed on the activity
so they can ask questions and scrutinise the activity process and safety.
Following the activity briefings the activity will be delivered according to the
activity plan and risk management process.
During the course of the activity a process of dynamic risk assessment will take
place as weather, water and wild animal behaviours differ continually.
Adventure Leaders will debrief the activity on the same day as the activity takes
place to ensure the process has been adhered and A&O achieved.



### **BUSH HIKING**

Bush hiking is a safe, educational and highly enjoyable experience if planned and delivered excellently. Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### **SOP for Bush Hiking**

- Reconnaissance
- Lead guides
- Back up guides
- Routes
- Safety briefings
- Purpose
- Hike the plan
- Wildlife
- Single file

- Dangerous game
- Weapons
- Dynamic risk assessment
- CASEVAC
- separation



	Reconnaissance trips are in place for each venture and where the group will hike
Reconnaissance	and why is a key part of that trip and subsequent planning.
	Lead guides are selected for their qualifications and experience in the area of
Lead guides	operation. Lead guides and back up guides will be always be at the front.
	The purpose of the back-up guide is to observe the group and surrounding area
Back up guide	when the lead guide is addressing the group. Groups require two guides by law.
	These are planned prior to the start of the hike and group specific. Game trails,
Routes	vehicle tracks, river routes, mountain paths are used as paths of least resistance.
	Safety briefings are given prior to all hikes and includes factors such as how to walk
Safety briefings	in the bush, communication, terrain, wildlife, duration, distance and kit carried.
, 0	Every hike and walk will have a purpose. Briefings are given prior to departing. The
Purpose	lead guide will stop the group in order to help the group achieve the hike purpose.
	Planning the hike well and then hiking the plan is very important to ensure safety
Hike the plan	and hike the hike purpose is achieved. Wildlife and weather can change a plan.
	Encountering wildlife on walks is not common but does happen and there are
Wildlife	specific SOPs for predator and prey encounters. See related SOPs.
	In order to keep as quiet as possible, as low profile as possible and to create the
Single file	least environmental impact, groups always walk in single file in the bush.
	Clear and concise safety briefings are given by the lead guide when hiking in
Dangerous game	wildlife areas and repeated just prior to the hike start. See wildlife SOPs
	Weapons are carried in dangerous game areas to ensure the safety of the group
Weapons	should an animal charge during an encounter. See wildlife SOPs.
	We cannot predict what the wildlife and weather is going to do so group leaders
Dynamic risk assessment	will dynamically risk assess in order to ensure the safety of the group.
	Casualty evacuation points are pre-planned. Groups are never more than 5kms
CASEVAC	from a vehicle CASEVAC point during all phases of the venture. See Incident SOP.
	Head counts are conducted. Buddy Buddy system if required. A specific process is
Separation	in place should a member of the group become separated. See Incident SOP.



### **CAMP TRANSFERS**

*Camp transfers are well planned, completed in daylight hours, by experiences, qualified and bilingual driver guides.* 

### SOP for Camp Transfers

- Evening briefing
- Packing kit
- Breakfast
- Loading 4x4s
- Loading minibus
- Journey briefing
- Unloading minibus & Loading 4x4s
- Camp orientation
- Allocating accommodation
- Unloading 4x4s & Final kit move
- Orientation walk



Orientation walk	orientation walk around the camp and in the local camp area.
	At a set time the group will meet at the main assembly point for a short
Unloading 4x4s & Final kit move	The group will unload their kit and take it directly to their tents/rooms.
5	Group members will be selected to help unload the kit.
Allocating accommodation	location in terms of group dynamins etc.
·	The SLT will allocate tents/rooms based on lessons learnt from the previous
Camp orientation	briefing on the rules and boundaries of the new camp delivered.
	On arrival at the new camp an orientation of the facilities will be given and a
Loading 4x4s	journey. The minibuses will leave after a full check on and under the seats.
Unloading minibus	Kit is unloaded from the minibus and loaded onto the new camps 4x4s for the
Journey briefing	estimated duration will all be covered again.
	Once on board, a journey briefing will be given. Minibus rules, journey stops,
Loading minibus	way to most camps. Kit will be unloaded and loaded into the minibus trailers.
	4x4s will meet minibuses at prearranged point, as the buses cannot get all the
Loading 4x4s	four selected group members and as well as our staff team.
	4x4s will be used to exit the camp and open trailers will be loaded by three or
Breakfast	collect their packed lunches and kit.
	An earlier than usual breakfast is the norm on departure days. The group will
Packing kit	ensure everyone is ready to depart on time the following morning.
	The group will be requested to pack their kit after their evening meal to
Evening briefing	include departure times, stops on route, transfer duration and next camp info.
	A briefing will take place the evening prior to any camp transfer. This will



### IN CAMP

The camp location is critically important to get right for the group in order to create a safe and enjoyable beginning and end to each of the day's activities.

Africa Wild Trails uses the process below to ensure this is the case.

### SOP for when In Camp

- Briefings
- Orientation
- First Aid
- Accommodation
- Showers
- Toilets
- Catering
- Risk management
- Main risk areas
- Leaders and camp staff
- Activities



	Reconnaissance trips are in place for every venture. Camp locations are group
Reconnaissance	specific and dependant on group size, activities, wildlife and related logistics.
	Initial briefing on arrival is given by the venture leader regarding the local staff,
Briefings	wildlife, accommodation, activities, water use, meals, night rules and boundaries.
	An orientation walk is conducted by the venture leader to ensure everyone is
Orientation	familiar with where the ablutions, meals, fire pit, briefing and social areas are.
	First aiders make themselves known and where the camp first aid location is. First
First Aid	aid given with two staff present, in public, preferably by the same gender.
	Accommodation is shown first, prior to kit being taken. Once individuals know which
Accommodation	tent is theirs, they bring their kit. See Accomm. & Camp Transfer SOPs.
	Male and female young people have separate showers. Male and female leaders
Showers	have separate showers. Showering is quick to ensure hot water for all.
	Male and female young people have separate toilets. Male and female leaders have
Toilets	separate toilets. Hygiene briefings given. Pit latrines when wild camping.
	Catering teams are group specific, highly skilled, hygienic, independent of the main
Catering	group, and provide three meals a day for every dietary requirement.
	Most accidents happen when away from the main risk areas and relaxing in camp.
Risk management	Pre-departure sessions and in country briefings cover these risk areas.
	Social fires, trips and falls, low branches and thorns, insects, bad personal hygiene
Main risk areas	are factors which are discussed in pre departure sessions and briefings.
	Are available to group members 24 hours a day. Arise before the group. Go to sleep
Leaders and camp staff	when the rest of the group is in bed. Operate night patrols in dangerous game areas.
	Activities are generally briefed and de-briefed in camp. Bush hikes will start and
Activities	finish in camp. Kit and equipment not used in an activity will remain in camp.



### COMMUNICATIONS

For reasons of safety, information sharing, route selection an environmental awareness, good communication methods are vital during all phases of an AWT venture.

Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### **SOP for communications**

- Planning
- Briefings
- 2 Way radios
- SAT phones
- Cell phones
- PLBs
- Land lines
- VOIP
- WiFi
- Whistles



Taps, slaps, whistles	Whilst hiking it is important not to make loud or unnatural noises, so we use a system of taps, trouser slaps and/or quiet whistles to get the guides attention
WiFi	WhatsApp etc and post messages and images of the groups social media
	WiFi is available where landlines are in place and enable us to communicate on
VOIP phones	calls on the internet, instead of the public telephone network
	Voice Over Internet Phones are used in 50% of our base camps. This enables
Land lines	purposes. Where there is no landline, 2 way radio or cell phone comms suffice
	80% of base camps we use have landlines which are critical for CASEVAC
Personal location beacons	camp staff can keep an eye on the group progress and position of the group
	When required (during long multi day expeditions) PLBs are used so that base
Cell phones	Where it is not, we can achieve 2 way radio comms with base camp or a vehicle
	Cell phone signal is good in 70% of the areas we operate in at high points.
SAT phones	remote areas. We can always have a CASEVAC vehicle within 5kms of the group
,	These are not used during AWT ventures as we do not operate in extremely
2 way field radios	charged every day; have a line of site range of 15kms, obscured range of 4kms
bileings	Field radios are our main methods of communicating in the field. These are
Briefings	purpose, location, route, duration and safety measures. Group Q&A's follow
	Regular briefings at key times are the main way of communicating the activity
Planning	A reconnaissance trip is in place for each venture to ensure good planning, appropriate locations, routes, guides, wildlife and methods of communication



### LOCAL COMMUNITIES

Engaging with local cultures is a 'must have' for any AWT venture and requires careful planning and briefings on both sides to accomplish the groups aims for this phase.

Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### **SOP regarding local communities**

- Culture and customs
- Guides
- Caterers
- Community visits
- Schools
- Accident and incident
- Down time
- Language barriers
- City visits
- Urban areas
- Activities
- Culture shock
- Infections



Culture and customs	Pre-departure prep enables the group to be aware of local culture and custom, how to behave and act in order to be polite and fully enjoy the experience
	Guides are fluent in local languages and able to speak English, Zulu and Afrikaans
Cuidee	
Guides	where necessary. Guides assist in all cultural activities and community contact.
	Catering teams are not always English speaking and so we are able to translate
Caterers	specific catering requirements or adjustments through our guides.
	Completing activities in local villages is an exciting phase. The village Chief is
Communities	consulted and permission given. Community project are very well received.
	The Head of the school is consulted and permission given. Sports projects are very
Schools	well received. Building projects are an option in the right areas.
	If an incident or accident occurs in a village or school environment, the group medic
Accident in community	or first aider will administer first aid, not the local community first aider.
	Down time is usually taken back at camp, however if it is taken in a village or school
Down time	this will always be supervised by the venture leaders.
	Group members should attempt to learn the rudiments of local language. Bi-lingual
Language barriers	guides are always on hand to assist communication, reducing awkwardness.
	Visiting cities and townships is avoided during AWT ventures in order to excluded
City visits	any unnecessary risk. Community contact is in small villages and homesteads.
	Briefings given to both parties in both languages. Clear boundaries are discussed as
Activities	well as cultural do's and don'ts reminders to all.
	Prep sessions and briefings in place. Townships avoided. Care Centres or
Culture shock	Orphanages carefully selected to avoid shock. Pastoral care available daily.
	Contact with very poorly children and adults are avoided. Appropriate inoculations
Infections	are required prior to departure. Good hygiene is insisted upon.



### **NIGHT SECURITY**

Night watch and night security is in place and night movements are restricted for group safety. Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### SOP for night security

- Planning
- Briefings
- Wild camping
- Tented camps
- Lodges
- Guest Houses
- Personal alarms
- Purposeful night walks
- Big 5 area night walks
- Night drives
- Torches
- Walking to tent/ toilets



	Night security provision is a component of the reconnaissance and planning
Planning	trips to the area of operation.
	In country guides are briefed as are group members during prep sessions and in
Briefings	country briefings about the importance of night security and why it is in place
	Guides will operate 1.5hr stints on watch during any wild camping in dangerous
Wild camping	game areas and other areas as required. This is group specific.
	Guides will operate 1.5hr stints on watch during any wild camping in dangerous
Tented camps	game areas and other areas as required.
	Night watch for animals is not required when staying at lodges as ablutions are
Lodges	en suite. Night security patrols are in place in urban areas.
	Night watch for animals is not required when staying at Guest Houses as
Guest houses	ablutions are en suite. Night security patrols are in place in urban areas.
	Night watch will be conducted by qualified field guides and experienced leaders
Night watch	only. If group members or staff would like to experience night watch, this can
	be arranged with the consent of the group SMT
	Personal alarms can be distributed to group members to be used to alert the
Personal alarms	night watch guides in the event of an emergency. These are rape alarm type.
	In non-dangerous game areas purposeful night walks are arranged close to
Purposeful night walks	camp for scorpion ID and astronomy.
	Night walks in big 5 or dangerous game areas are not permitted for any reason
Big 5 area night walks	at any time.
	Night drives are permitted in big 5 areas and dangerous game areas and is the
Night drives	only safe method of viewing predators and prey specifies at night
	Group members are briefed to have their torches on their person prior to night
Torches	fall. Should they forget, a guide will escort them to get their torch.
	Group members will walk the short distance to their tents in pairs, with torches.
Walking to tent/ toilet	Group members will walk to the toilet in pairs, with torches.
-	Toileting at night can be avoided by ensure a toilet visit prior to going to bed.

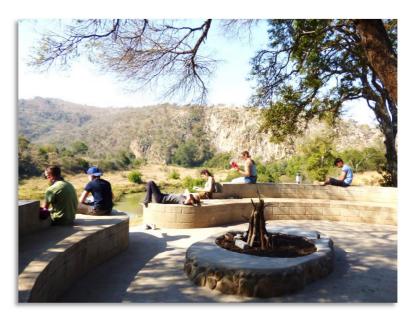


### DOWNTIME

Downtime periods are used for recuperation, personal admin and a chance to just stop, reflect and rest in nature or in camp. Downtime will always be supervised and group members can access to staff at all times.

### **SOP for Downtime**

- Briefing
- Location
- Duration
- Activities
- Supervision
- One to One
- Reflection
- Downtime conclusion
- Further notes



	Downtime will be discussed during the pre-venture preparation sessions and a
Briefing	full briefing will be given in country prior to any down time period.
	Taken in the camp location after a period of strenuous exercise as a chance for
Location	the group to slow down and recuperate in camp. Also during certain activities.
	Generally an afternoon from lunch until dinner time, however if the venture
Duration	leader feels downtime is required, a 30 minute to 1 hour period is often given.
	Rest, peace and quiet is the focus. Downtime can also be used for tiding tents,
Activities	washing clothes and 1:1 conversations with each other or with leaders.
	Two venture leaders will supervise downtime and may rotate with other
Supervision	leaders. Supervising leaders remain awake, even if the group are all sleeping.
	During the Downtime briefing it will be mentioned that staff and leaders are
One to One	available for 1:1's which will take place in a prearranged area of camp.
	During certain activities away from camp the venture leader may suggest a
Reflection	location that is suitable for up to an hours downtime or reflection time.
	The times of the period will be noted during the briefing. These periods can be
Start/Finish times	quite powerful for young people and as such staff will be sympathetic to this.
	Periods of Downtime and reflection are highly important not only to physically
Further notes	recuperate but these times in quiet natural environments assist in reducing
	feelings of tension, stress, anxiety or anger. As well as developing an increased
	physical, social and mental health and an understanding of personal capabilities
	and self-reliance. Importantly these periods also help to develop feelings of
	wellbeing, promoting mindfulness and gratitude.



### SAFEGUARDING

Africa Wild Trails in-country staff and partners are highly experienced, well qualified professionals in their fields and are used to working with groups of young people and adults. We adhere to high standards, abide by specific policies, and SOPs, and always work to protect the welfare of all group members, promoting good practice.

### **SOP for safeguarding**

- COVID 19
- Inoculations
- Planning
- Financial Risk Management
- Risk Management
- Personal hygiene
- 24hr leadership
- Guides
- Leaders #1 #5

• Leader gender

• Staff gender

• Hiking

• Catering

Routes

Leader briefings

Accommodation

Pastoral support

- Manual support
- Photography
- GDPR
- First AidIncident
- management
- Daily log



COVID 19	Full vaccination and up to date boosters are highly recommended. CV19 rules at
	the time of the venture will be known and adhered to at all times, during airport
	transfers, camp transfers, in camp, and during the itinerary activities.
Inoculations	A visit to your GP or Travel Nurse is very important prior to departure. Inoculations
	vary from country to country. Can be dependent on transit countries prior to arrival
Planning	Leaders, guides, locations, transport, routes, catering, and activity selection are key
	as is excellent pre-venture preparation for the groups young people and staff
Financial Risk Management	Financial Failure Insurance is in place for all venture members
Risk Management	British standards compliance/ Risk assessment/ SOPs/ Reconnaissance
Personal hygiene	Maintaining good hygiene briefings are given and repeated during the venture
Roles and Responsibilities	Clear briefing pre-departure and during leader and group venture briefings
24hr leadership	Groups of children and young people have 24hr leader support and guidance
Guides	Qualified guides, field experts, instructors are in place as activity leaders
Hiking	Appropriate kit for the weather and activity. Will always follow the hiking SOP
Catering	Three freshly prepared meals every day for all dietary requirements
Routes	Routes are pre-planned. Dynamic RA will inform route changes. See hiking SOP
Accommodation	Accommodation is appropriate and group specific. See accommodation SOP
Leader gender	Leaders accompanying the group will include males and females where possible
Leaders #1	Appropriate ratio of male and female leaders to group members where possible
Leaders #2	Will never spend time alone with group members
Leaders #3	Will never engage in rough, physical, or provocative play
Leaders #4	Will never let a group members allegations go unchallenged or unrecorded
Leaders #5	Will uphold the group Code of Conduct and AWT disciplinary process
Leader briefings	Must be concise, easy to understand and activity specific with a Q&A to end
Pastoral support	Pastoral support will be provided openly
Manual support	Manual support is required, this will be provided openly
Photography	Photographic consent must be approved for images and filming
GDPR	AWT GDPR policy online for use of personal information https://bit.ly/2US3Hcg
First Aid	Will be given in public by a qualified first aider and preferably the same gender
Incidents management	The venture leader will oversee all incident management. See IM SOP
Daily log	A daily log will be completed by the venture leader for post venture scrutiny

### AFRICA WILD TRAILS - CONSERVATION THROUGH EDUCATION



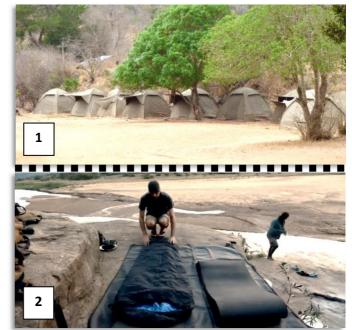
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### WILD CAMPING

Wild camping is one of the best ways to experience the sights and sounds of the African bush. It does come with added risks as the group is away from the comfortable surroundings of the bush camp or lodge. Africa Wild Trails uses the process below to ensure all activities are extremely well planned and delivered.

### SOP for wild camping

- Objective
- Suitable location
- Suitable accommodation
- Tented
- In the open
- Communications
- Catering
- Leaders
- Safety briefings
- Incident management
- Gender split
- Night security



	To give group members a safe and exciting experience outside of the norm or to
Objective	enable a group to complete multi day on foot expeditions for field studies
	Reconnaissance of multiple locations are conducted prior to the group arrival by the
Suitable location	group leader to ensure sites are appropriate for the venture
	Wild camping can be tented (image 1) or in the open (image 2) dependant on
Suitable accommodation	location, duration and the reason for wild camping
	Tents can be erected for the group or the group can set up their own tents. AWT
Tented	uses tough, heavy canvas tents, so these are always set up for the group, not carried
	Sleeping bags and roll mats are often used as they are light to carry and quick to set
In the open	up. A social fire is kept alight all night for light, cooking and safety
	Two way radios and cell phones are used. SAT phones are used for remote areas.
Communications	Routes are planned and noted by base camp. See communication SOP.
	A catering team is employed to ensure a good standard of meals and water is
Catering	brought by the group and resupplied by vehicle if required. Can be self-catered
	Qualified FGASA (Field Guiding Association of South Africa) guides and experienced
Leaders	expedition leaders are in charge of all elements of wild camping
	Briefings are given each day and prior to night fall. Group members are instructed to
Safety briefings	visit the toilet prior to sleeping to prevent night time visits.
	All guides are first aid trained. CASEVAC points are pre-arranged for vehicles to
Incident Management	access the group. See Incident Management SOP
	Male and female group members and staff are split to different sides of the wild
Gender split	camping area. This is harder in an 'in the open' camp but nevertheless manageable
	Guides operate a night watch procedure of 1.5hr stints. The fire is kept alight and if
Night security	any group members can be escorted to the toilet and back if required



### ANTELOPE ENCOUNTER



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **ANTELOPE ENCOUNTER**

It is likely the antelope will hear a group or individual approaching and move away to a safe distance. Antelope are prey species and will instinctively move away from you or your group.

### What to do

- Stay calm, relax and enjoy the experience.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- You can turn you back on an antelope.
- Move away from antelope with their young.
- You may well see antelope around camp, this is fine and normal as they are often habituated.

### What not to do

- Do not approach the animal.
- Do not make loud noises as this will frighten them.
- Don't worry about alerting the guide.
- Do not walk towards the antelope as it will run away.

### **ANTELOPE CHARGE**

### What to do

- Shout loudly to scare the animal.
- Get out of the way immediately.

### What not to do

• Do not move closer to the animal.





### **CAPE BUFFALO ENCOUNTER**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **BUFFALO ENCOUNTER**

Buffalo can become very aggressive very quickly. Thick bush and tall riverbank reeds are areas buffalo like and will be carefully scrutinised by your guide.

### What to do

- Stop Stay calm.
- Always alert your guide if you think you have seen a Buffalo.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### **BUFFALO CHARGE**

### What to do

- Get ready to move quickly/ Buffalo do not mock charge.
- Climb a tree if you are told to.
- Do exactly as you are instructed immediately
- At night, flash your torch in its eyes.

### What not to do

- Do not approach the animal.
- Do not panic or run. You may be frightened but focus on your guide.
- Do not kneel down, crouch down or lie down.
- Do not turn your back on the animal until you are told to.

### What not to do

- Do not separate from the group.
- Do not play dead.



### **CHEETAH ENCOUNTER**

SIMIALR TO LION & LEOPARD ENCOUNTERS



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **CHEETAH ENCOUNTER**

Cheetahs are predators but are not recorded as causing any issues for people. Often in the open, they are likely to move off when they see people on foot.

### What to do

- Stay calm.
- Always alert your guide if you think you have seen a Cheetah.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### What not to do

- Do not approach the animal.
- Do not run Running can encourage a cat's natural instinct to chase.
- Do not panic.
- You may be frightened but focus on your guide.
- Do not kneel down, crouch down or lie down.
- Do not turn your back on the animal until you are told to.

### **CHEETAH CHARGE**

### What to do

- Stand still.
- Make loud noises.
- Wave your hands in the air.
- Do exactly as you are instructed immediately.

At night, flash your torch in its eyes.

### What not to do

- Do not run.
- Do not turn your back.
- Do not play dead.

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### **CROCODILE ENCOUNTER**

The safe distance from a Nile crocodile is 5m away from it, and 2m higher than it.



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **CROCODILE ENCOUNTER**

Crocodiles will often submerge or return to the water as soon as they see you. Stay out of the water and away from the water's edge unless told is safe to do so.

### What to do

- Stay calm.
- Always alert your guide if you think you have seen a Crocodile.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### CROCODILE CHARGE

### What to do

- Move quickly away from the water.
- Move in the direction you are told to.
- Do exactly as you are instructed immediately.

### What not to do

- Do not approach the animal.
- Do not panic or run. You may be frightened but focus on your guide.
- Do not kneel down, crouch down or lie down.
- Do not turn your back on the animal until you are told to.

### What not to do

- Do not separate from the group.
- Do not play dead.

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### **ELEPHANT ENCOUNTER**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **ELEPHANT ENCOUNTER**

Males are often separate from the breeding herd and more aggressive than females. Females stay within the herd and can become aggressive when they feel the need to protect their young.

### What to do

- Stop Stay calm.
- Always alert your guide if you think you have seen an Elephant.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### **ELEPHANT CHARGE**

### What to do

- Stand still/ Elephant will often mock charge.
- Stay as a group.
- Make loud noises if instructed.
- Do exactly as you are instructed immediately.
- At night, flash a torch in its eyes

### What not to do

- Do not approach the animal.
- Do not run
- Do not panic.
- You may be frightened but focus on your guide.
- Do not turn your back on the animal until you are told to.

### What not to do

- Do not separate from the group.
- Do not move towards the Elephant.
- Do not play dead.





### **GENERAL GAME ENCOUNTERS**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **GENERAL GAME ENCOUNTERS**

General game can include antelope species, warthogs, zebras, wildebeest, ostridges and others. Your guide will give you a general game briefing during your initial briefing and prior to any walk or game drive.

### What to do

- Stop stay calm, relax and enjoy the experience.
- Keep very still and quiet until you are told to move.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- You can turn you back on general game.
- Move away from general game with their young.
- You may well see general game around camp, this is fine and normal as they are often used to people.

### **GENERAL GAME CHARGES AND/OR STAMPEDE**

### What to do

- Shout loudly to scare the animal.
- Wave you hands in the air to scare the animal.
- Move out of the way quickly.

### Stampede

- Move away from the stampede quickly
- Climb a tree for safety.

### What not to do

- Do not approach any general game.
- Do not make loud noises as this will frighten them.
- Don't worry about alerting the guide.
- Do not walk towards the general game as they will run away.

### What not to do

• Do not move closer to the animal.





### **HIPPO ENCOUNTER**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **HIPPO ENCOUNTER**

*Never get between a Hippo and the water. Your guide will scope out all area prior to moving the group through areas that Hippo may be.* 

#### What to do

- Stay calm.
- Always alert your guide if you think you have seen a Hippo.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### **HIPPO CHARGE**

### What to do

- Hippos do not mock charge, so move/run quickly in the direction you are told to.
- Do exactly as you are instructed immediately.
- At night: flash your torch in its eyes

#### What not to do

- Do not approach the animal.
- Do not panic or run.
- You may be frightened but focus on your guide.
- Do not turn your back on the animal until you are told to.

#### What not to do

• Do not separate from the group.





### **HYENA ENCOUNTER**



### **HYENA ENCOUNTER**

### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

Hyenas are accomplished predators and will instinctively chase animals which run away. So do not run.

### What to do

- Stop Stay calm.
- Alert your guide if you think you have seen a Hyena.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### What not to do

- Do not approach the animal.
- Do not panic or run.

You may be frightened but focus on your guide.

• Do not turn your back on the animal until you are told to.

### **SPOTTED HYENA CHARGE**

### What to do

- Stand still
- Make loud noises
- Wave your hands in the air
- Do exactly as you are instructed immediately.
- At night: flash your torch in its eyes

### What not to do

- Do not run away
- Do not play dead
- Do not show your fear
- Do not separate from the group.





### LEOPARD ENCOUNTER

SIMILAR TO LION ENCOUNTERS



Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### LEOPARD ENCOUNTER

A Leopard is a predator and will instinctively chase animals which run away. So do not run. Leopards enjoy dense cover, often near streams or rivers and are very hard to observe. Other animal calls and movements will alert your guide to the fact that this predator is close by.

### What to do

- Stop Stay calm.
- Always alert your guide if you think you have seen a leopard.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### What not to do

- Do not approach the animal.
- Do not run. Running can encourage a cat's natural instinct to chase.
- Do not panic.

You may be frightened but focus on your guide.

- Do not kneel down, crouch down or lie down.
- Do not turn your back on the animal until you are told to.

### LEOPARD CHARGE

### What to do

- Stand still
- Unlike Lions, Leopard do not always mock charge.
- Do exactly as you are instructed immediately.
- At night, flash your torch in its eyes.

### What not to do

- Do not stare at/make eye contact with a Leopard.
- Do not run.
- Do not turn your back.





### LION ENCOUNTER



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### LION ENCOUNTER

A Lion is a predator and will instinctively chase animals which run away. So do not run. It is likely your guide will see or hear the lion first and alert the group. Other animal calls and movements can also alert your guide to the fact that a predator is close by.

### What to do

- Stop Stay calm.
- Always alert your guide if you think you have seen a lion.
- Alert the lead guide in using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is over.

### What not to do

- Do not approach the animal.
- Do not run Running can encourage a cat's natural instinct to chase.
- Do not panic.

You may be frightened but focus on your guide.

- Do not kneel down, crouch down or lie down.
- Do not turn your back on the animal until you are told to.

### LION CHARGE

### What to do

- Stand still/ Lions will often mock charge.
- Shout and wave your hands
- Do exactly as you are instructed immediately.
- At night: flash your torch in its eyes

### What not to do

- Do not run.
- Do not turn your back.
- Do not play dead.



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### **RHINO ENCOUNTER**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **RHINO ENCOUNTER**

Black Rhino are browsers and enjoy thick bush where they are easily startled and so can often be aggressive. White Rhino are grazers and often easy to see and avoid out on the open grasslands, and can also be aggressive. They have poor eyes sight, but excellent hearing and sense of smell.

### What to do

- Stop Stay very quiet and calm.
- Always alert your guide if you think you have seen a Rhino using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Come together quietly as a close group.
- Make loud noises/shout if you are told to.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told it is.
- At night: flash your torch in its eyes

### **RHINO CHARGE**

### What to do

- Get out of the way of the Rhino immediately.
- Do exactly as you are instructed.
- At night, shine a torch in its eyes

### What not to do

- Do not approach the animal.
- Do not panic or run.
  - You may be frightened but focus on your guide.
- Do not make a sound.
- Do not turn your back on the animal until you are told to.

### What not to do

• Do not make any noise. Rhino will charge at what they can hear or smell.



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### **SNAKE ENCOUNTER**



### Reminders for every animal encounter

- Pay attention during your preparations sessions.
- Pay attention to your briefings and follow instructions.
- Do not approach any animal for any reason unless told to.
- •Ask questions in camp or during the walk or drive if you feel you need a reminder of the procedures.

### **SNAKE ENCOUNTER**

Treat every snake on the ground or in a tree with caution and give it plenty of space. Snakes will not waste their venom on people unless they have to, and will generally move away from you.

### What to do

- Stop Stay calm.
- Always alert your guide if you think you have seen a snake using the method you have been told to use.
- Listen to and act on the instructions of the lead guide and observe his/her hand signals.
- Take steps back or to the side if you are told to.
- Keep focused on your guides instructions.
- The procedure will be over when you are told.

### What not to do

- Do not approach the snake.
- Do not try to pick the snake up.
- Do not poke the snake with a stick.
- Do not corner or trap the snake.
- Do not panic.

You may be frightened but focus on your guide.

• Do not turn your back on the animal until you are told to.

### SNAKE STRIKE What to do

- Move slowly away from the snake
- Remember what the snake looks like (body pattern/ head shape/ colour)
- Do exactly as you are instructed immediately.

### What not to do

- Do make sudden movements.
- Do not run if you are bitten



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### INCIDENT MANAGEMENT

### **Non-Emergency**

These are incidents that might be considered 'minor' yet cause concern.

Examples may include but not be limited to:

Emotional distress, minor injury, a hostile exchange between individuals, bullying, verbal abuse, minor property damage or minor environmental damage.

### Emergency

These are traumatic events and events that happen outside of our normal range of experiences.

Examples would include but not be limited to:

Serious personal injury, serious environmental damage, physical fighting between individuals, natural disaster such as fires and flooding

### SOP for Incident Management

- 1) First Aid on trek
- 2) First Aid in camp
- 3) Ambulance to camp
- 4) Meet ambulance half way
- 5) Fastest overland route to hospital
- 6) Helicopter evacuation

### Specific prevention, roles and response methods

- Recognising and Coping with Psychological Health Issues
- Roles and Responsibilities
- Golden Rules In The Event Of An Incident
- Details to Provide to UK AWT Home Agent and SMT
- Documentation and Record Keeping
- Communication
- Contacting UK Medical Support
- Missing Person Built-up/Urban Areas
- Missing Person Remote Areas
- Illness or Injury
- CASEVAC
- Helicopter information
- Altitude sickness
- Death of an individual
- Arrest of a group member
- Venture Leader Incapacitated
- Team stuck on a trek

- Split Team
- Assault / Rape
- Earthquake
- Severe Weather and Natural Disasters
- Civil Unrest
- Repatriation
- Red Carding a group member
- Parental/Family Contact
- Post Incident Management
- Medical Equipment Letter
- Drugs Usage
- Medical Kit Contents
- Common Infections
- Respiratory Tract Infections
- Diarrhoea 1
- Diarrhoea 2
- Malaria
- C-Spine Evaluation
- Neurological Exam



### Recognising and coping with psychological health issues

Ventures putpeopleinsituations that are outside of their comfort zone. This can often bring great benefits to the individual, but in some cases can lead to psychological stress. If the individual has a history of psychological health issues, then this environment can exacerbate their symptoms and cause an episode.

If this happens then they will need the full support of the Leadership Team. The following information details some of the key behaviours and warning signs to look out for. It is important to remember that situations such as this will need to be handled with delicacy and discretion to avoid making it worse.

### **Changes in behaviour**

- Withdrawing fromothers
- Angry outbursts
- Self-harm
- Repeated checking of kit and clothing
- Crying
- Risk taking
- Flouting ofrules
- Excessive spending
- Heavy drinking/druguse
- Forgetfulness
- Avoiding meal times (not change in appetite, but avoidance)
- Avoiding takingbreaks
- Excessive twitching/fidgeting
- Constantlygoing to the bathroom after meals

### Changes in communication

- Talking toofast
- Not talking
- Altered patterns of speech flight of ideas, though disorder
- Not being able to find the words

### Changes in mood

- Low
- High
- Changeable
- Incongruous (inappropriate)
- Irritable

### **Changesin physical health**

- Appetite
- Sleep
- Energy & activity
- Pains & aches
- Medically unexplained symptoms

### **Changes in perception**

- Strange thoughts & beliefs
- Seeing things
- Hearing voices

### Drugs to look out for in individual medical kits

- Diazepam
- Chlordiazepoxide
- Temazepam
- Clozaril
- Zyprexa
- Risperdal
- Prozac
- St John'sWort
- Zoloft
- Lexapro
- Wellbutrin
- Paxil
- Lookoutforstockpilingoflesserdrugssuch as paracetamol
- If you suspect psychological healthissues, then it is important that you talk to the individual. Ensure that you put the person at ease, be clear and direct and make sure that you safeguard the place and time from interruptions and distractions. It is important that you have a suitable additional adult in the meeting with you and that you let the individual know that if they tell you something that leads you to be concerned about their safety or well being that you will have to pass it on. You will need to find out how long it has been going on, if it has ever happened before and try to figure out what triggers it. The "big 5" to ask about are:
- Sleep
- Appetite/eating
- Alcohol/drugs
- Strange experiences
- Suicide

If after talking to them, you feel that the individual is suffering from psychological health issues then you should contact the SMT who will in turn contact the individual's NOK and if needed can

organiseasession with a trained professional. This may be either through RMS counselling service or via the individual's personal psychological health worker if they have a history. Remember that counsellor contact will not be instant, so you will need to pay particular attention to this young person, noting any further changes in behaviour prior to the counsellor's phone call.

### **Roles and Responsibilities**

- Scene controller, First Aid and logistics
- Other adult leaders/school staff: Pastoral care of students, support the Expedition Leader

### **Golden Rules In The Event Of An Incident**

- Contact the AWT Home Agent and SMT as soon as is practicably possible
- Provide full details of the incident
- Keep a written record of actions taken to date
- Ensure safety of others and reduce panic and distress to a minimum
- No press contact without UK authorisation
- Refer to Section 4 for a SITREP report template
- Follow the procedures below as closely as possible

### Details to Provide to UK AWT Home Agent and SMT

- Location of event, current location of casualty/ies, current location of all on expedition
- Time of event, time elapsed
- Full report on exactly what happened
- Medicalreport infull where necessary
- Evacuation details wherenecessary
- Perceived local reaction
- Any other relevantinformation
- Refer to Section 4 for an Incident Report Form (IRF)

### **Documentation and RecordKeeping**

It is essential that detailed records are kept throughout the incident. This includes logging all calls, emails, conversations with other staff, key decisions and any other relevant information and must include times and dates. It may also be necessary, depending on the incident to take photos of the scene. The incident logis for AWT internal use and not to be distributed to outside agencies without written authorisation from the Director.

See 'Section 4: - Forms' for blank copies of all necessary documents

### Communication

- The Venture Leader is to call the UK Home Agent immediately in the first instance and then the organisations SMT to activate insurances.
- All individuals mobile phones are to be taken in to ensure that only accurate information is sent out to the school and NOK UK SMT Leadcall the individuals NOK to allow Expedition Leader freedom to manage the incident

### **Contacting UK Medical Support**

Regardless the individuals experience and/or training, with the exception of doctors, no AWT leaders are qualified to administer drugs/medications. It is therefore essential that prior to any drugs or medications being handed out to any individual the staff member in charge of the situation must first contact the 'UK Medical Support.' Once clearance has been given, then drugs/medications can be administered in accordance with the over the phone prescription that has just been made.

If drugs/medications have been administered this must be logged using the forms in Section 4.

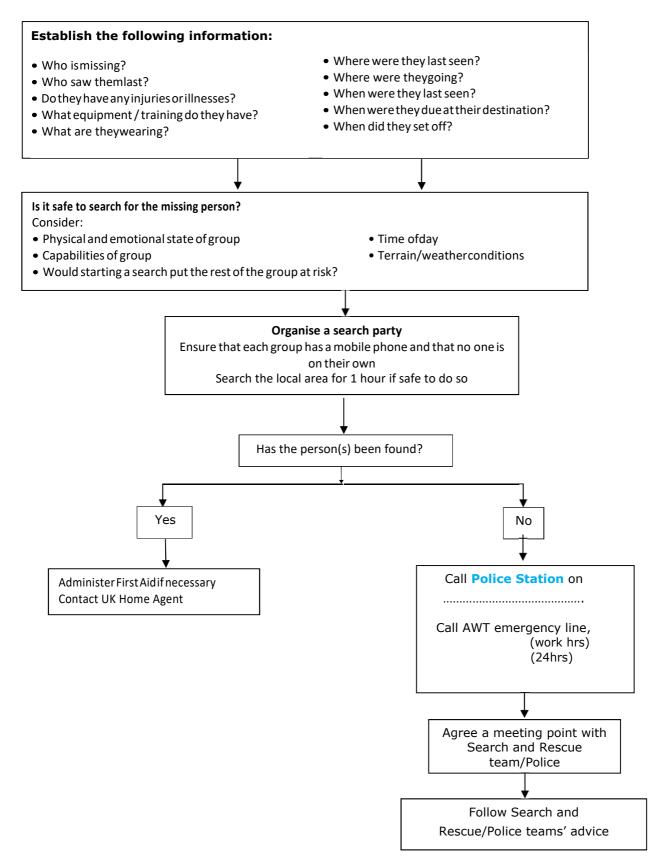
If the UKM edical Support Driscontacted at any time, the Expedition Leader needs to contact the UKSMT and give the following details:

- Identify which team/expedition
- Reason for contactingMedical Support
- Individuals details
- First Aid/drugsadministered
- Current state of situation

For non-critical cases this information can be sent as a text to the UK Home Agent at the earliest opportunity.

Foranyseriousevents, phonethe UK SMT.

### Missing Person – Built-up/Urban Areas



### **Missing Person – Remote Areas**

#### Establish the following information:

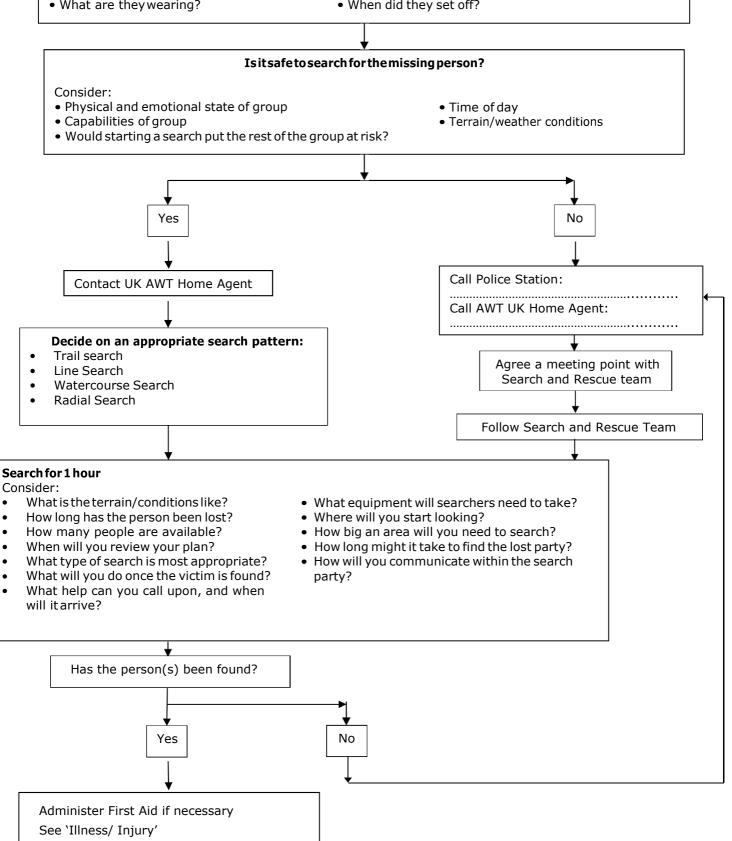
• Who is missing?

Call AWT UK Home Agent:

.....

- Who saw themlast?
- Do they have any injuries or illnesses?
- What equipment / training do they have?
- What are they wearing?

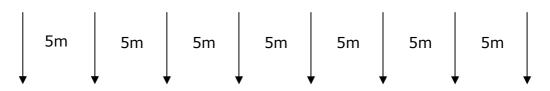
- Where were they last seen?
- Where were they going?
- When were they last seen?
- When were they due at their destination?
- When did they set off?



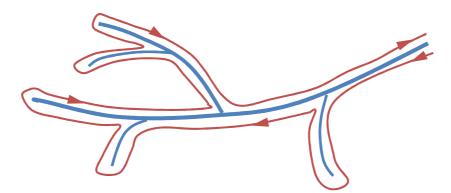
There are many ways to search in the bush, woodland or forest and which method is used will depend on a number of factors including terrain, location last seen, in juries or illness, and the number of searchers available.

Inallcases the following points are critical:

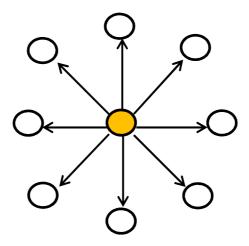
- Keep the rescue team safe and under control at all times. The last thing you want is to lose one of the searchers as well
- Ensure that there is only one search coordinator. If there is some one around who is familiar with the area, get them to help you
- Make a plan and follow it
- Consider seeking extra help sooner rather than later
- Pass regular updates of the situation and your intentions to the Field Base
- Rememberthatthelostpartymaybesignalling, somakes ure these archerss to pandlistenatintervals Search Patterns
- **Trailsearch**-usuallythefirstsearchattemptandoneofthemosteffective and safe. Teams are sent off to follow trails. All trails must be marked as they are searched (coloured tape is the best method), and teams must be given a cut-off time
- Line search the most basic and commonly used search for covering a relatively small area. It is difficult to keep the line straight. Search ers need to keep contact with the person on either side, and listen to instructions from the search leader

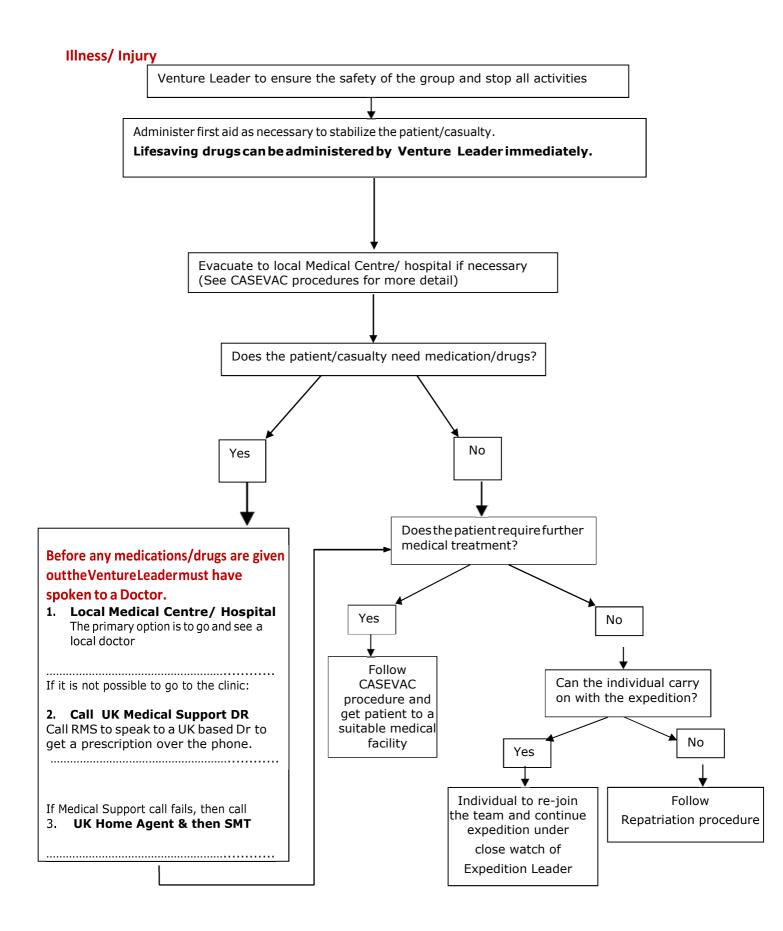


- Watercourse search In buddy pairs, this is used when the victim has been missing for some time and is likely to have made their way to a water source. This can be very difficult in many locations as river banks are steep and overgrown as well as being prone to floods. Often you will have to walk in the river itself.
- You must be sure NOT to put yourself in a dangerous situation as well when walking in the water or crossing.



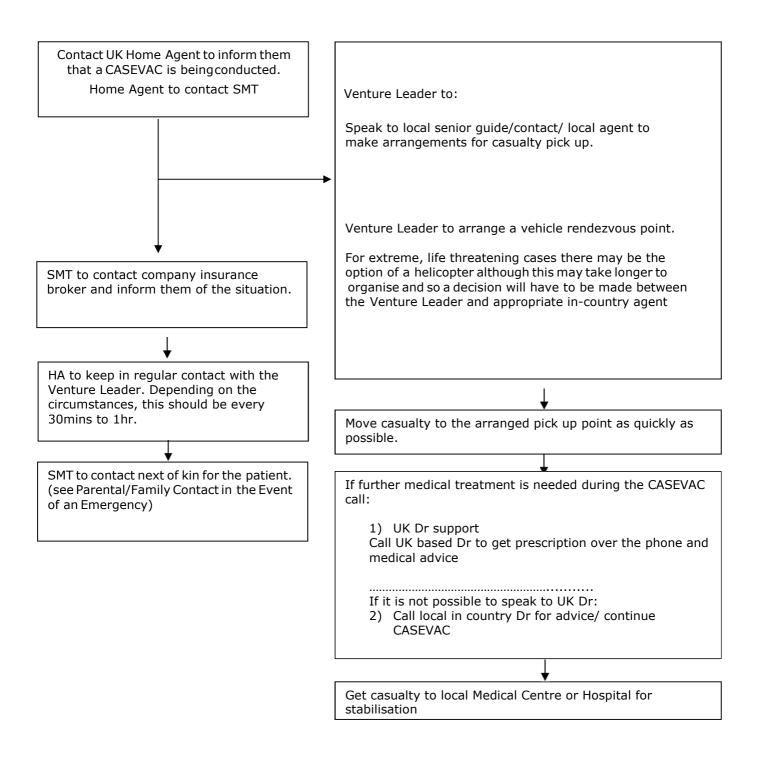
- RadialSearch–Inbuddypairs,onbearingsof45degrees(i.e.North, NorthEast,East, South Eastetc.)tospecifieddistancestolookforsignsof thevictim.
- 2 The buddy pairs then return to the centre of the radial search to report their findings to the search leader.





### CASEVAC

By this stage the patient should have been stabilised as much as possible *in situ* and now needs to be moved to a medical facility. The speed and method of CASEVAC will greatly depend on the current position of the team and the prevailing weather conditions.

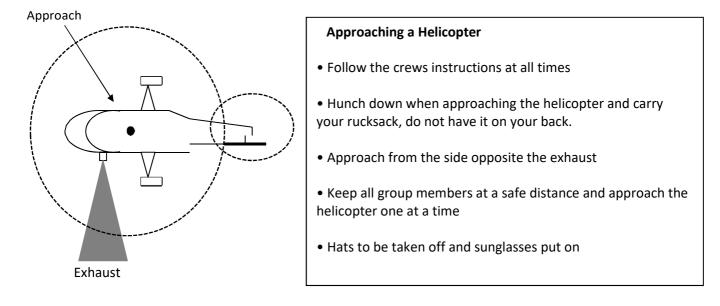


# **Helicopter Information**

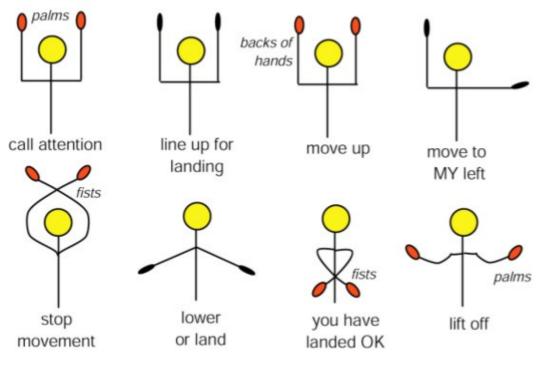
#### Landing Area

- The size of the Helicopter Landing Site (HLS) depends on the model/size of the helicopter.
- HLS's must be flat, clear and as large as possible. As a guide, 50m by 50m would be suitable.
- Make sure there are no loose items that may either be blown away by the down wash or sucked into air intakes.
- The pilots benefit from a visual marker such as an orange bivi bag laid out and weighted down on the edge of the HLS.
- Keep all spectators well clear.
- Only approach the aircraft when indicated to do so from the aircrew. Never walk around the back of a helicopter. Keep well clear of tail rotor and engine exhausts.

#### **Approach Diagram and Hand Signals**



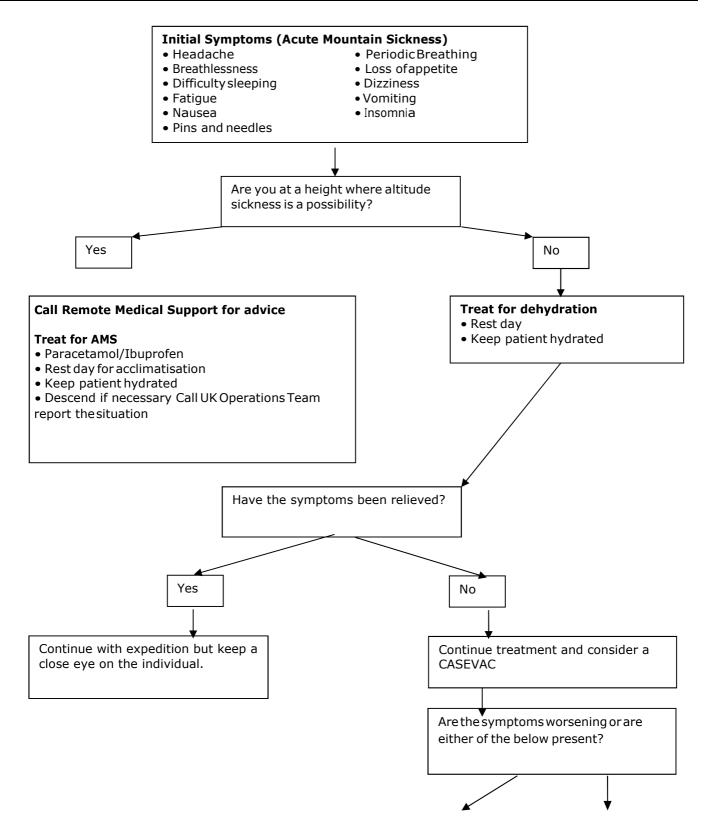
# HAND SIGNALS FOR HELICOPTER LANDING GUIDANCE

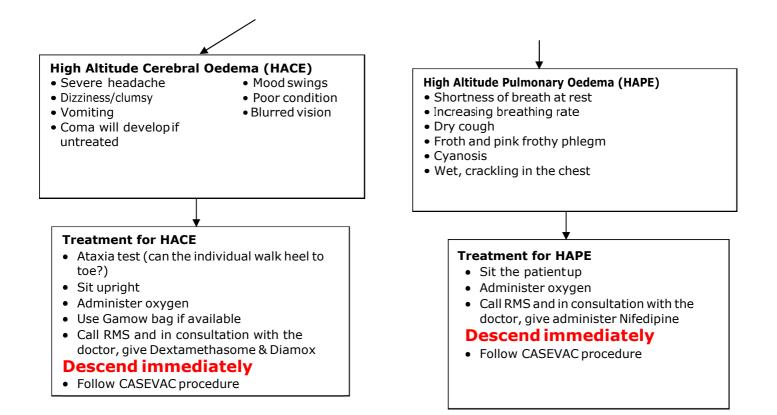


# **Altitude Sickness**

#### **Altitude Classifications**

Permanent survival impossible to maintain	^5,800m 33% of O2 found at seal evel	Extremealtitude
Altitude illnesses common	3,500 – 5,800m	Very high altitude
AMS common with rapid ascent	2,500 – 3,500m	High altitude
AMS possible but rare	1,500 – 2,500 m	Intermediate altitude
	0 – 1,500m	Low altitude



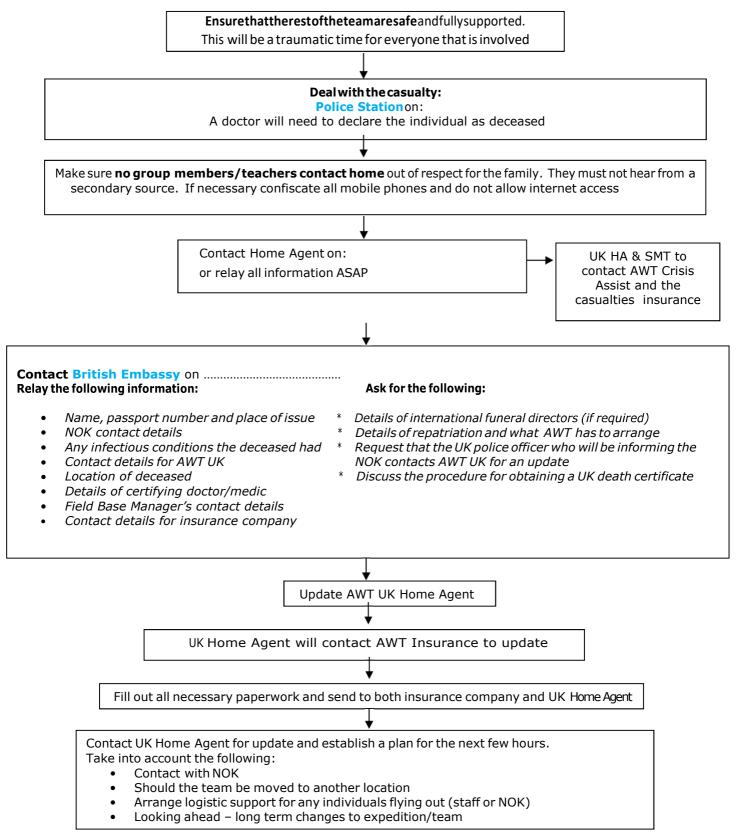


TohelpdetermineifanindividualisshowingsignsofaltitudesicknessusetheLakeLouiseScoreSheet(LLSS) below:

Symptom	Score
Headache:	
No headache	0
Mild headache	1
Moderate headache	2
Severe headache	3
Gastrointestinal symptoms:	
None	0
Poor appetite or nausea	1
Moderate nausea orvomiting	2
Severe nausea or vomiting	3
Fatigue and weakness:	
Not tired or weak	0
Mild fatigue/weakness	1
Moderate fatigue/weakness	2
Severe fatigue/weakness	3
Dizziness and light-headedness:	
Not dizzy	0
Mild dizziness	1
Moderate dizziness	2
Severe dizziness, incapacitating	3
Difficulty sleeping:	
Slept as well as usual	0
Did not sleep as well as usual	1
Woke many times, poor sleep	2
Could not sleep at all	3
TOTAL	

A total score of 3 to 5 indicates mild AMS. A score of 6 or more signifies severe AMS.

## **Death of an Individual**

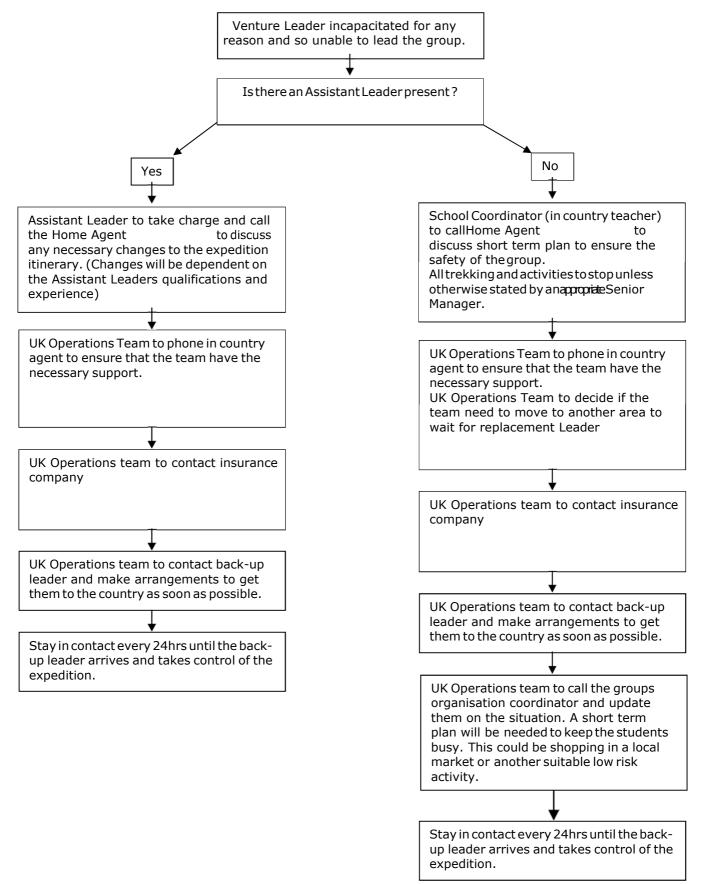


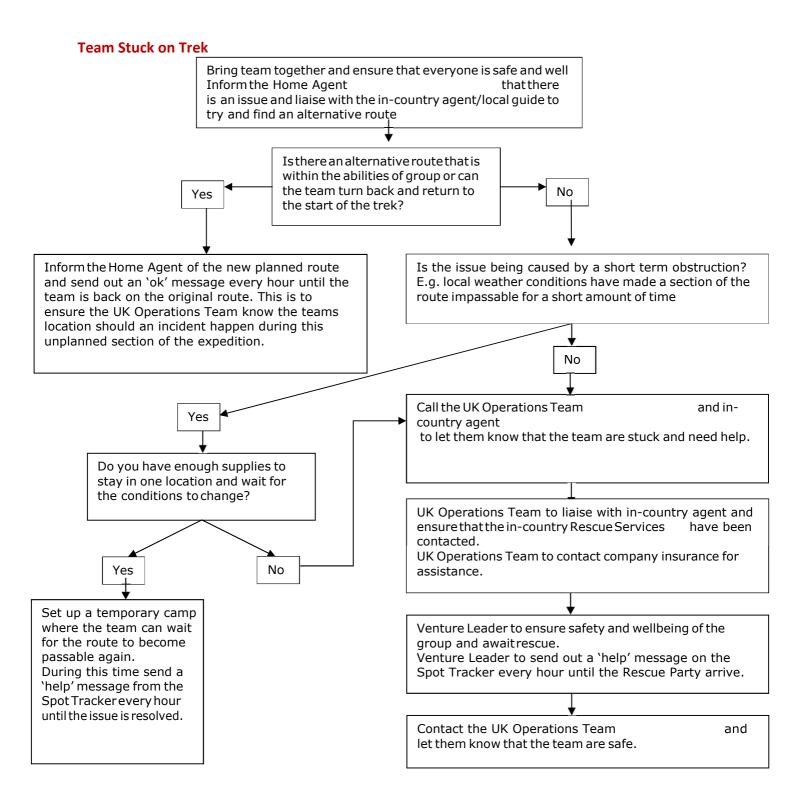
NB: To be involved in an incident such as this cannot fail to have a serious effect on anybody. Try to keep up to speed on every team member's mood and give them as much support as you can. Also encourage them to support each other and/or speak to a counsellor through Remote Medical Support account. AWT should offer to fly NOK out to the area.

## **Arrest of an Individual**

 $\label{eq:contactPoliceStation} where the station the individual is being held at and establish:$ Where they are being held? ٠ What the charge is? Whether they will be charged, or just held temporarily? UK SMT to contact NOK **Contact UK Home Agent & SMT** andurgethem to ..... take legal advice **Contact AWT insurance** Contact British Embassy on ..... If the individual is being held for trial, ask for advice on assistance company Establish the level of the charge being held against them and for details of support the individual will their recommended legal representation receive in the circumstances Bring the team together Explain the situation **AWT to help out** where Discuss with UK SMT team what effect on the venture losing this individual will have and make a short term plan

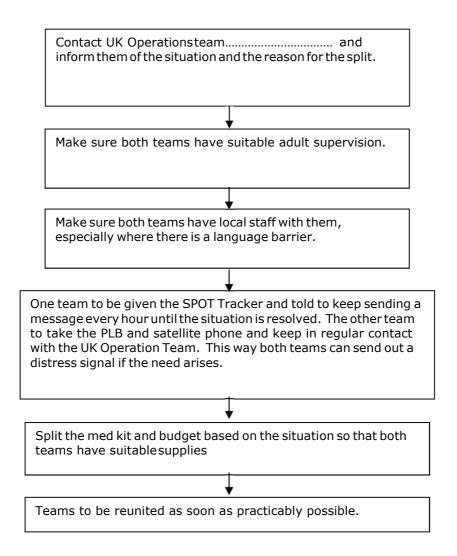
## **Venture Leader Incapacitated**





## **Split Team**

In rare circumstances it may be necessary for the team to split. If this is the case then suitable precautions need to be made, in particular regarding communication equipment.



#### Points to consider:

- Do the planned activities need to stop until the team has been fully reunited?
- Is there adequate technical knowledge with both teams for the plans that have been put in place to continue?
- Is there suitable First Aid knowledge with both teams?

## Assault - Rape

Stabilise the casualty and ensure the team are all safe			
Take the individual to the local hospital for examination and any necessary treatment as soon as safe to do so.			
▼			
UK Home Agent to contact FCO			
<b>Gather the rest of the team together.</b> If they are not already aware of the situation, they should be informed of the necessary facts only and they should be kept in a safe place until the incident has been concluded			
giving a statement and (if the individual had been raped) a physical examination. Although this can be very daunting, the individual should be encouraged to do this and a member of the Leadership Team of the same sex should be present to ensure no further incidents occur in such a vulnerable situation. Ideally a <b>British Embassy representative</b> should also be present. Contact the <b>British Embassy on</b>			
Contact NOK. Let UK Operations Team, (work hours) or (24 hrs), know that the individual is willing and able to speak to their family, they should be encouraged to do so. The Expedition Leader should make the call, explain the situation and reassure the family that the individual is in good hands, and then pass the phone onto the individual. Once contact is made, the UK Operations Team should be informed, so that they can make a follow up call			
↓			
Agree a course of action with the individual Although the individual will no doubt be extremely shaken and probably in a state of shock, the Venture Leader must			

Although the individual will no doubt be extremely shaken and probably in a state of shock, the **Venture Leader** must decide with them what to do next. They may wish to continue with the expedition or return home. They may or may not want to have a family member(s) fly out to spend some time with them overseas. They may or may not want to pursue a criminal case etc. The **Venture Leader** should present all these options to the individual and promise complete support whatever their decision

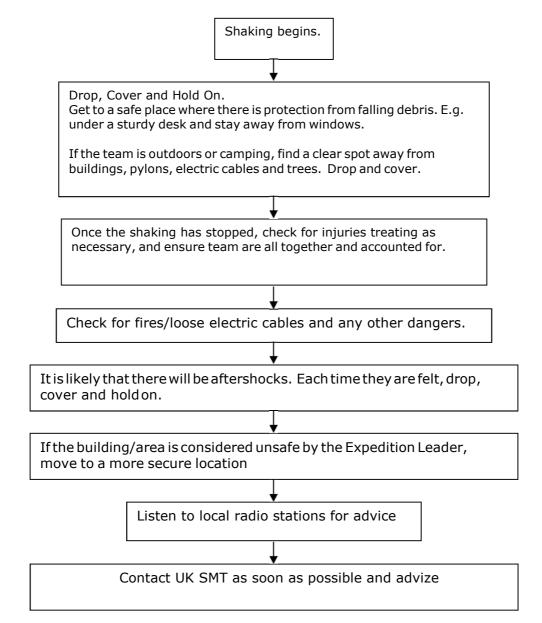
## Other factors to consider:

- Be very aware of the effect this has had on the rest of the group. A situation such as rape will have different effects on different individuals; some will be scared, others angry and others may not know how to react. Make sure no one is suffering in silence and every one receives support if they require it. Offer counselling services to all of the team
- Counselling for the individual. If the individual does choose to continue with the expedition, suggest to them that they should consider taking part in some counselling sessions via RMS.

# Earthquake

If the expedition is taking place in an area known to be affected by earthquakes, it is important for the Expedition Leader to consider an appropriate plan of action to be taken in the event of an earthquake: **Consider the followingpoints:** 

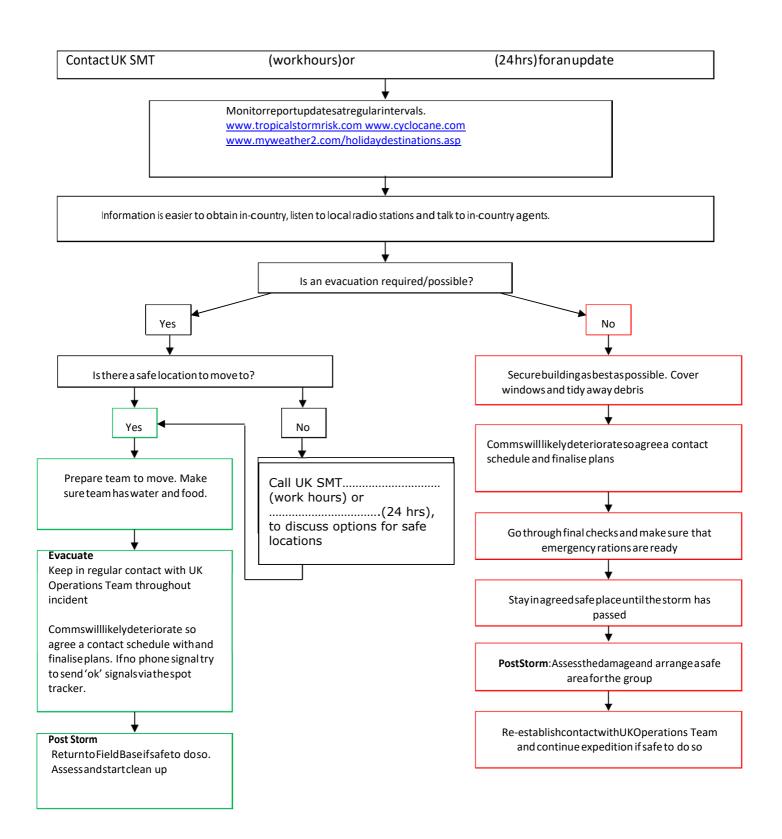
- Has each room that the group are using got a safe place that can protect from falling debris?
- Will the group know to drop, cover and hold on, protecting their eyes by pressing their face against their arms?
- Does the team have enough water to last at least a 24hr period?
- Tell the group to keep their torches and sturdy shoes by their bed at night.



## Severe Weather and Natural Disasters

During hurricane season the UK Home Agent will monitor weather reports for any upcoming cyclones in the area. If any are seen the UK Operations team will contact the Venture Leader to relay the necessary information.

If the team is likely to be in the path of a cyclone the following procedure is to be followed:



## NB:

# All costs incurred in replacing a passport will be met by the individual responsible for the loss (AWT can/will pay initially and invoice the individual post venture).

Remember it may take up to 7 days to obtain a new passport. If the team is due to fly home before re-issue, the team member plus a member of the Leadership Team may have to stay behind.

# **Civil Unrest**

Dangerous instances of civil unrest occur with frightening frequency in many foreign countries. Incertain countries, especially those undergoing fierce political change, it can happen for a variety of reasons. Most incidents of civil unrest are, however, usually related to labour disputes or social and political issues.

# Avoid or reduce the threat

- If you intend on visiting a potentially volatile region, familiarise yourself with the place you intend to visit. Try to find out if there have been any recent violent demonstrations at your destination. Find out what the demonstrations were about and how the authorities handled them. In some countries the authorities do not tolerate dissent and use excessive force.
- Keep abreast of current news and contact Operations Room for regular updates if you are in a volatile area.
- The Operations Room will register your movements with your embassy.
- If you hear that a demonstration is taking place, avoid the area or stay in your accommodation until you are sure that it is safe to go out.
- Before you go out, establish where the demonstration has taken place, and if possible avoid the area. Take along and consult a map so that you will know where you are at all times.
- If you come across a demonstration, don't become inquisitive. Just leave the area and find another route to your intended destination.
- Should you need to go to an area which experiences a lot of demonstrations, try not to go alone. Where possible take someone with you, and operate as a team, looking out for each other. Keep close and maintain visual contact.
- Avoid any place where police or security forces action is in progress.

# If caught in a civil disturbance

- If you find yourself caught up in a demonstration, keep to the edge of the crowd where it is safer. Try not to be identified as being one of the demonstrators by keeping well away from the leaders/agitators.
- At the first opportunity break away and seek refuge in a nearby building, or find a suitable doorway/alley and stay there until the crowd passes.
- When leaving the fringe of the demonstration just walk away don't run, as this will draw attention to
- you.
- In the event that you are arrested by the police/military do not resist. Go along peacefully and contact the Operations Room/embassy to help you resolve your situation
- If you are caught up in the crowd, stay clear of glass shop fronts, stay on your feet and move with the flow.
- If you are swept along in the crush, create a space for yourself by grasping your wrists and bracing your elbows away from your sides. Bend over slightly-this should allow you breathing room.
- If pushed to the ground, try to get against a wall and roll yourself into a tight ball and protect your head with your hands until the crowd passes.
- Remember to keep calm the crowd should sweep past in a short space of time.
- If shooting breaks out, drop to the ground and cover your head and neck, and lie as flat as you can. Find substantial cover.

## In Accommodation

- Accommodation could be a hotel, guest house, apartment or house.
- Do not leave the accommodation and go into the street.
- Contactyourembassy(oranyfriendlyembassy)and advise them of your situation and where abouts.
- On hearing gunfire or explosions outside, stay away from the windows. Do not be tempted to watch the activity from your window. Draw the curtains or blinds to prevent shards of broken glass entering.

- If you are in premises which have doors or windows opening on to the road side of the property, ensure that all windows and external doors are closed and locked.
- Sleep in an inside room which will provide greater protection from gunfire, rocks, grenades etc.
- If you are in business premises, secure your area (lock doors and safes; remove files, vital records and expensive equipment to a safer part of the building).
- If a demonstration is taking place outside your hotel, liaise with hotel management to keep updated on the situation outside the hotel.

#### Action after an incident

- If it is unsafe to stay where you are seek a place of safety in a less volatile area.
- If you have suffered in jury seek medical assistance. Report any loss or damage to your property to the police.
- Report your situation or whereabouts to family/friends/business associates.
- Report incidents to local police and obtain a report reference.
- Where applicable, report and claim on insurance.

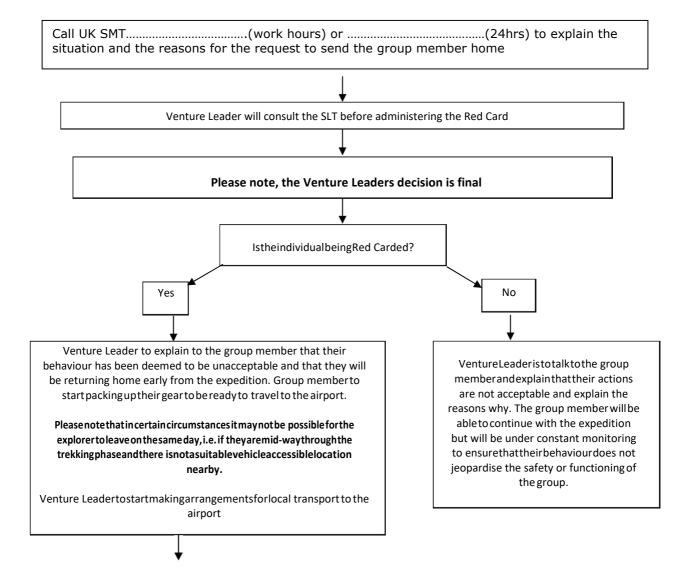
#### Repatriation

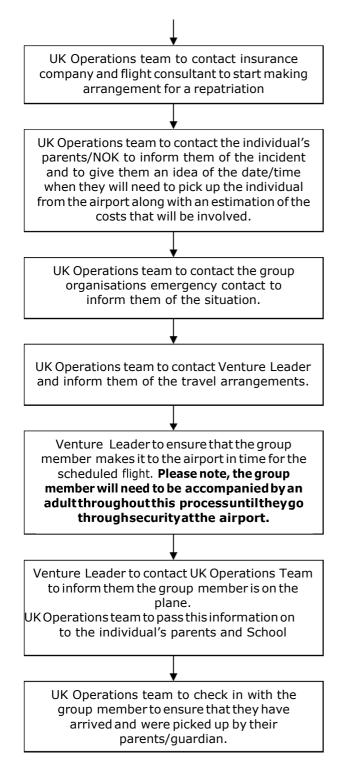
All repatriations will be dealt with through the company insurance. The UK Operations Team will liaise directly with the insurance company and will passon all relevant information and requests to the Expedition Leader.

#### **Red Carding a Group Member**

In the event that the Leadership team wish to send a group member home due to unacceptable behaviour or actions the following process must be followed:

Please note that unless the individual's behaviour/actions are risking the team'ssafety, then the Venture Leader should wait until work hours to call to ensure that the Senior Managers are contactable.





The Venture Leader will need to keep copies of all receipts and expenditure throughout the incident so that the necessary invoice can be sent to the group members parents/NOK.

The group member will need to be provided with a suitable amount of cash for food/water during transit.

NB: If the group member is under 16 yrs of age they will be classed as an unaccompanied minor and so the necessary arrangements will have to be made with the airline. The airline staff should be able to provide guidance.

# Parental/Family Contact in the Event of an Emergency

In the event of an emergency, an individual's Next Of Kin (NOK) may need to be contacted. The first call should always come from a Senior UK Manager and not from the Venture Leader, teachers or any students on the venture. For this reason, in the event of an emergency, the Venture Leader should take in any mobile phones from the group member so that there is a level of control regarding the information that is being sentout. This is to ensure that wrong information does not get back to the individuals Next of Kin as this can be very distressing and could make dealing with the situation more difficult.

Once the initial contact has been made, communications between the next of kin and the individual can be set up. When contacting NOK:

- Before making contact read the most up to date report
- Stick to the facts and do not speculate on events
- Don't become emotional
- No flippant comments or jokes
- Do not admit liability (if applicable)

NB:InthecaseofafatalityitisUKlawthattherelativesareinformedbythePolice. Underthiscircumstance the UK Home Agent would not contact the NOK until cleared to do so.

# **Post Incident Management**

#### Documentation and record keeping at the incident

- Write down what happened, describe, diagram and photograph the incident scene (and in the case of fatal accidents, the deceased) before it is moved
- Photograph and keep injury causing equipment
- Obtain written statements from those present: stick to facts, no speculation and no apportioning blame at this stage
- Record everything
- Keep notes as the situation develops

#### Emotional maintenance of the group

It is likely some group members will want to return home as soon as possible. Many will have been traumatised by the event and counselling support be offered to all involved both immediately and in the long term if necessary. There should be full review session(s) with all involved.

# **Medical Information**

## **Medical Equipment Letter**

#### TO WHOM IT MAY CONCERN

The following prescription medicines and equipment are for emergency use only by the aforementioned Africa Wild Trails venture and have been prescribed by ourmedical consultants in the UK. The medical pack will be exported with the team at the end of the venture and is not for resale in-country.

Should you have any further questions or queries, please contact:

Dr .....

GMC No .....

# **Drugs Usage**

#### Only to be used in consultation with a GP

#### Antibiotics

<u>Ciprofloxacin</u>

A broad spectrum antibiotic-particularly effective against Salmonella and other gut infections. Ciprofloxa cin may also be used to treat respiratory, skin and urinary infections.

<u>Cautions</u> – Avoid in epileptics. Ensure an adequate fluid intake. The effects of alcohol are enhanced. Do not use in children or pregnant women. Can cause headaches and nausea.

DO NOT PRESCRIBE WITH ANTI-INFLAMMATORY DRUGS (Ibuprofen).

Dose – 250-750mg 12 hourly for three days.

#### Erythromycin Substitute for penicillin.

Indications – throat and chest infections, skin infections, wound infections. Side effects – (nausea, vomiting) Erythromycin is generally well-tolerated. Cautions - Do not prescribe with antihistamines. Dose – 250-500mg 6 hourly for five days.

## **Chloramphenicol**

Use to treat eye infections. Indications – Conjunctivitis (sore, red, sticky eye). Dose – apply ointment under the lower eyelid four times daily for five days.

#### <u>Flucloxacillin</u>

A penicillin used primarily for wound and skin infections.

Cautions - PENICILLIN ALLERGY

Side effects – nausea, rashes, diarrhoea (discontinue treatment). Dose – 250-500mg 6 hourly for five days (at least 30 mins before food).

#### **Painkillers**

Co-codamol

Indications - moderate to severe pain.

Side effects – dizziness, nausea, tiredness, constipation. Avoid alcohol. Contains paracetamol. Dose – 1-2 tablets every 4-6 hours. Maximum 8 tablets daily.

#### <u>Ibuprofen</u>

An anti-inflammatory drug used in the treatment of muscle/joint pains. Cautions – Do not give to those with aspirin allergy and severe asthmatics. DO NOT GIVE WITH CIPROFLOXACIN. Side effects – Indigestion, heartburn, nausea and diarrhoea. Dose – 1.2-1.8g daily in 3-4 even doses (preferably after food).

## <u>Paracetamol</u>

Indication – mild to moderate pain. Side effects – rare (rashes). Precautions – Do not take with other paracetamol based products. Dose – 0.5-1g every 4-6 hours to a max of 4g daily.

## Other drugs

Diamox (will only be in med packs for those expeditions that are going to altitude) Used for the treatment of altitude sickness Can cause tingling in hands and an unpleasant taste when drinking carbonated drinks such as colas.

<u>Dexamethasone</u> (will only be in med packs for those expeditions that are going to altitude) Used for the treatment of HACE The adult dose is 4 mg every 6 hours

## Nifedipine

(will only be in med packs for those expeditions that are going to altitude) Used for the treatment of HAPE. The adult dose for prevention or treatment is 30 mg of extended release every 12 hours, or 20 mg every 8 hours.

#### <u>Imodium</u>

Used for the short term prevention of diarrhoea.

This should only be used as a last resort when long journeys are unavoidable. Will worsen the gastro- intestinal infection as bacteria are trapped in gut.

## **Medical Kit Contents**

## **BASIC PACK**

12x12 Bandage x 1 Small Crepe Bandage x 1 M Nitrile Gloves x 2 Triangular Bandage x 1 Plaster Pack Wipes x 5 Face Shield x 1 Thermal Blanket x 1 Tweezers x 1 Thermometer x 1

## **WOUND PACK**

Tourniquet x 1 Sam Splint x 1 Wipes x 10 **Plaster Pack** Tough Cut Shears x 1 12x12 Bandage x 1 M Nitrile Gloves x 5 Celox Powder/Tea Bag's x 1 10x10 Gauze pads x 3 (Melolin) Tape x 1Zinc Oxide Tape x 1 Pressure Bandage x 1 Swabs x 1 Pack Gauze x 1 Pack 10x10 Jelonet x 2

## **IV PACK**

Hartmans Solution x 1 Giving set x 1 Sterile needle kit x 1 (to include 2 sizes needles and 2 sizes cannula)

Onlytobegiventohospital staff/doctortoensuresterile needles etc <u>OR</u> for use in rectal rehydration by Venture Leader

## **DRUG PACK**

Canesten Cream x 1 tube Sudocrem 30-60g Throat Lozengers x12 Antihistamine Cream x 1 tube Cavit Hydrocortisome Cream x 1 tube Chloramphenicol x 4g tube Ibuprofen x 24 Imodium x 7 Ciprofloxacin x 20 Flucloxacillin x 56 Erythromycin x 56 Paracetamol x 24 Co-Codamol x 10 Stemetil x 28 500mg Auto-Injector x 1 Piriton Tabs x 30 Antiseptic Cream x 1 tube Inhaler (Ventolin) x 1 50ml Syringe x 1

AltidtudePack–onlyfor expeditionsthatgoto 4,000m orhigher

Diamox Nifedipine Dexamethasome

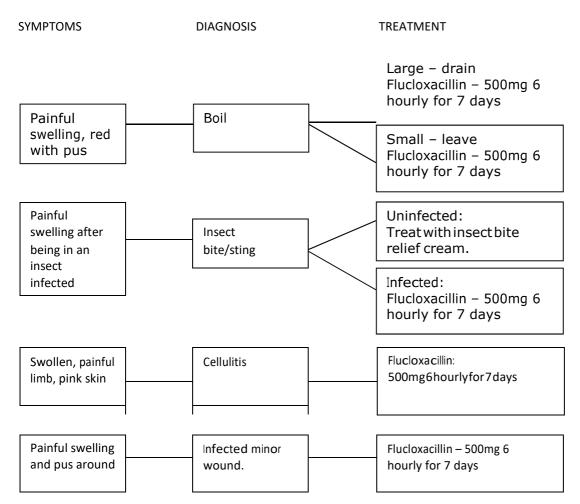
NB: The Drug Pack, IV Pack and Wound Pack should only be carried by the Leadership Team and should not be given to any of the group members to look after

## **GENERAL PACK**

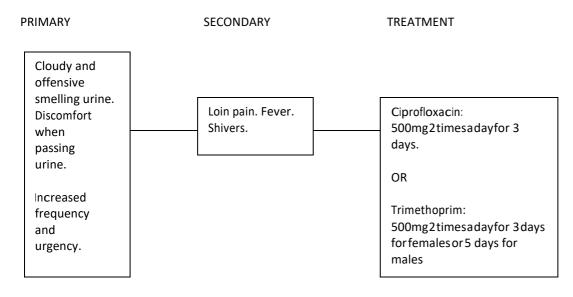
Aide Memoire Card x 1 Burn Bagx 1 10x10 Burnshield x 2 Wipes x 10 Electrolyte Solution x 10 Emergency Card x 1 Eye wash x 2 Crepe Bandage x 1 Size 3 OP Airway x 1

## **Common Infections**

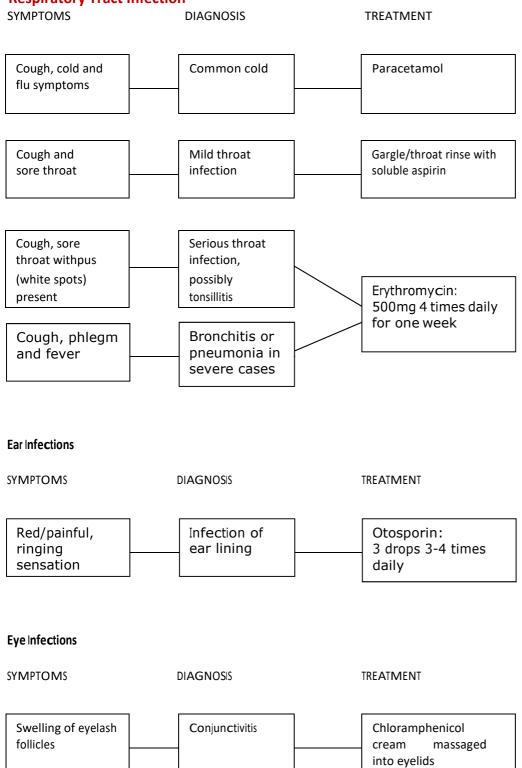
#### **Soft Tissue Infections**



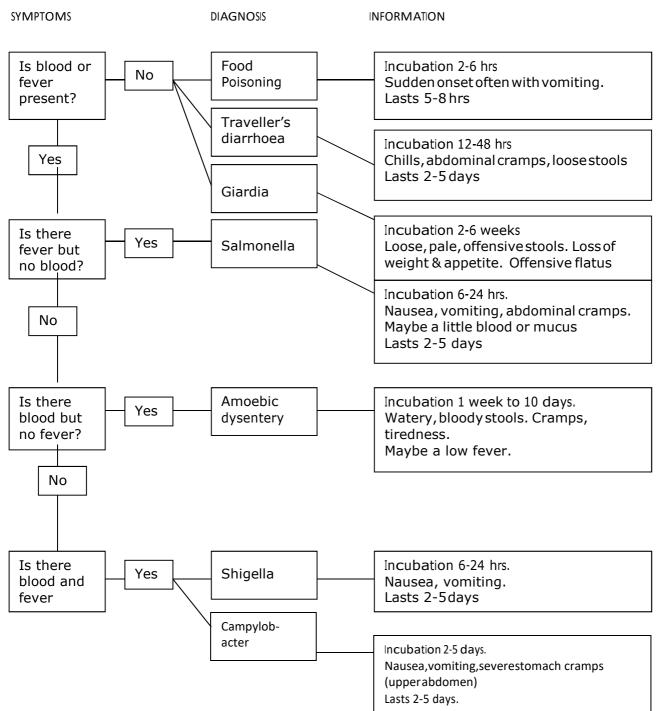
#### **Urinary Tract Infections**



# **Respiratory Tract Infection**



## Diarrhoea #1

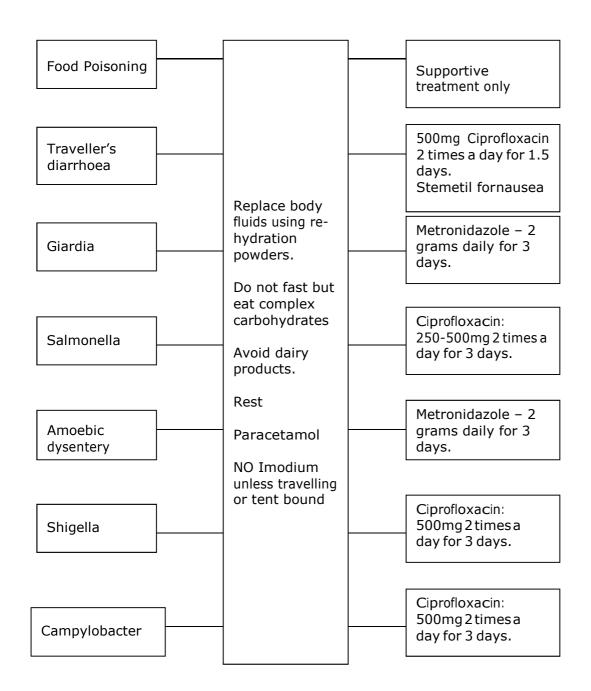


## Diarrhoea #2

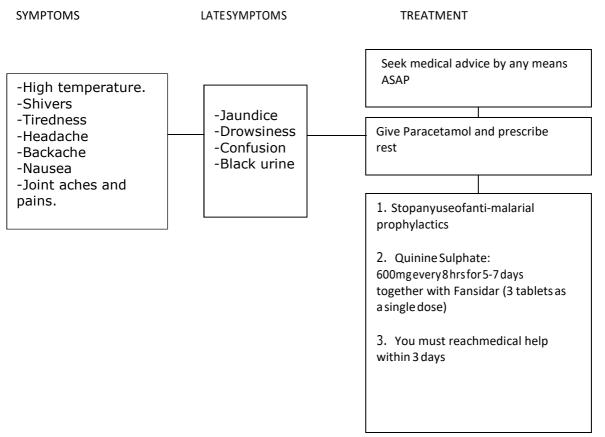
DIAGNOSIS

COMMON TREATMENT

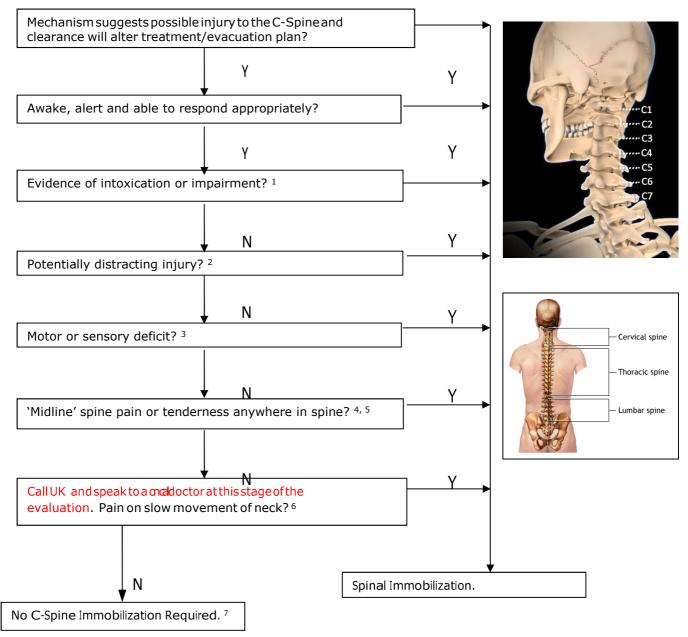
SPECIFIC TREATMENT



## Malaria



# **C-Spine Evaluation**



#### **Cervical Spine Evaluation Notes**

- 1. Impairment by any cause; alcohol, medications, substance abuse, injury or illness.
- 2. Is patient able to concentrate on physical exam and able to easily identify light touch on distal extremities with eyes closed?
- 3. Numbness, tingling, weakness.
- 4. Complaint of 'midline' pain or pain on palpitation.
- 5. Apatient not clearable by these NEXUS (National Emergency X-Radiography Utilization Study) criteria has a small but significant chance of cervical spine fracture.
- 6. NOTE: Remember to assess LUMBAR and THORACTIC spine for injuries a suspicion here requires full immobilisation.

## **Neurological Examination**

MENTALSTATUS-AVPU (Alert, Voice, Pain, Unresponsive)

#### CENTRAL NERVOUS SYSTEM (CNS) + CRANIAL NERVES (CN's)

- 1) Smell: Ask to smell something with a normally strong odour
- 2) Vision: "How many fingers?" (Each eye)
- 3) Eve movement: 'Look up, down, right, left, centre' (Stuck? Asymmetric?)
- 4) <u>Sensationstoface</u>: "Closeyoureyes, say 'now' when I touch 3 areas of each side of your face" (Any deficit?)
- 5) Motor to face: 'Smile/raise your eyebrows' (Unequal?)
- 6) Hearing: 'hear the sound on L or R?' rub fingers next to ear, alternate sides (Unequal?)
- 7) Neck muscles: 'Shrug your shoulders' (Weak?)
- 8) Tongue movement: 'Stick out your tongue' (Midline)
- 9) Back of throat sensation: Difficulty swallowing
- CN's not tested 10 (vagus nerve)

#### **PERIPHERAL NERVOUS SYSTEM (PNS)**

- 1) Sensory: Light touch, pin prick (trunk limbs)
- 2) Motor: Strength (all 4 limbs) (Same both sides?)
- 3) <u>Reflexes</u>: (if possible) forearms, elbows, knees, ankles, Babinski sign (sole of foot)
- 4) <u>Cerebellartests</u>:(controloffinemovement)-'finger-nose', 'heel-shin', normalgait(walkingstraightline

This form is to be completed every time a non-emergency or emergency incident that caused or had potential to cause personal harm occurred. Further detailed reports may need to be completed depending on the nature of the incident and the action that was taken.

#### Non-emergency

These are incidents that might be considered 'minor' yet cause concern.

Examples may include but not be limited to:

Emotional distress, minor injury, a hostile exchange between individuals, bullying, verbal abuse, minor property damage or minor environmental damage.

#### Emergency

These are traumatic events and events that happen outside of our normal range of experiences.

Examples would include but not be limited to:

Serious personal injury, serious environmental damage, physical fighting between individuals, natural disaster such as fires and flooding.

Name of person completing this form & contact details		Date & Time of the incident		
		Date		
			Time	
Name of injured person		Male/ Fe	emale	Date of Birth
Activity when injury occurred	Location of accident or incident		ent	
Description of accident or incident				

Description of personal injury	Body Part	Туре
Mark below where the injury was on the body	EYE	LACERATION
	HEAD	ABRASION
	CHEST	PUNCTURE
	ВАСК	BURN
Tun Jun Fun Jun	ABDOMEN	FRACTURE
	ARM	STRAIN
	HAND or FINGER	SPRAIN
	LEG	FOREIGN BODY
	FOOT or TOE	HERNIA
JK DA	RESPIRATORY	CONTUSION
Front view Back view		

CASEVAC action taken and/or First Aid treatment required	

Witnesses Name(s)	Telephone Number	Address	
Tick this box if there were no witnesses to the accident or incident			

Suggestion of action to avoid further incident	
Signed by person completing the form	Today's Date
Signed by person completing the form	Today's Date

PLEASE RETURN THIS COMPLETED FORM TO THE TOUR LEADER NOW AND, IF POSSIBLE, MAKE OR COMPLETE A COPY FOR YOURSELF AS A PERSONAL RECORD