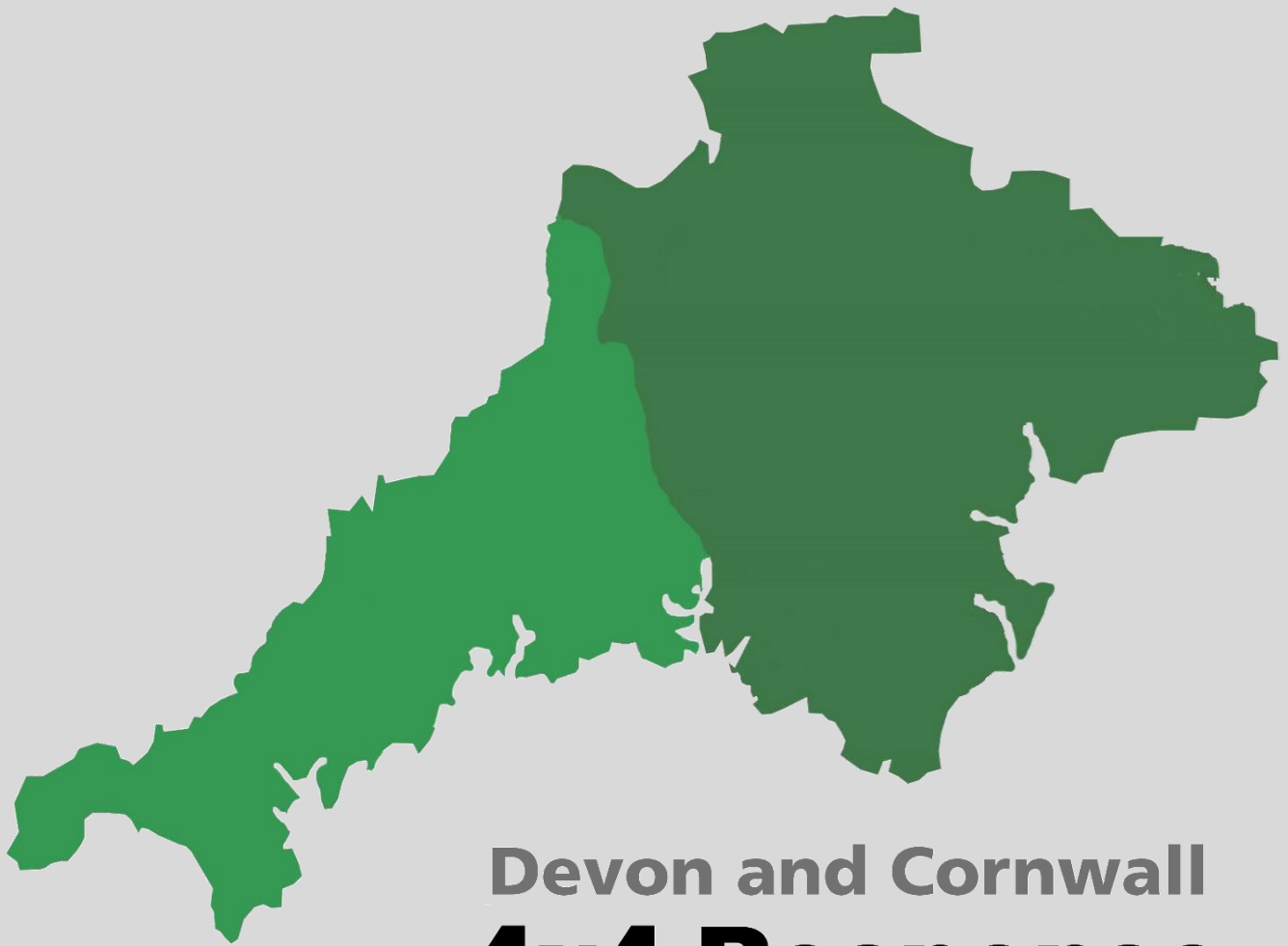




Devon and Cornwall
4x4 Response
Members Handbook

v14.0 November 2024



Registered Charity No: 1154370
Registered address: Group Secretary, Devon and Cornwall 4x4 Response,
Mor Workspace, Treloggan Lane, Newquay, Cornwall, TR7 2FP

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Who's who

All members are allocated a dedicated email address ending in either **@devonandcornwall4x4response.com** or **@dc4x4r.com** and preceded by their membership number and name.

Trustees

Roger Gowing		dc15.roger
John Emery		dc130.john
Steve Welch	Chair of Trustees	dc239.steve
Steve Hole	Control Manager	dc175.steve
Jason Clarke **		dc166.jason
Becky Palmer (Co-Opted)	Group Secretary	dc283.becky
Kev Seaward (Co-Opted)	Group Treasurer	dc134.kevin

Committee

Barry Nevill	DC4x4 Chairman, Cornwall Team Leader	dc112.baz
Kevin Seaward	Group Treasurer	dc134.kevin
Becky Palmer	Group Secretary	dc283.becky
Steve Hole **	Control Manager	dc175.steve
Davey Ellis	DC4x4 Vice-Chairman	dc224.davey
Pete Rosenfeld	East Devon Team Leader	dc212.pete
Reece Murray	North Devon Team Leader	dc232.reece
Martin Swan	West Devon Team Leader	dc83.martin
Matt Johnson	Press & Training Officer	dc251.matthew
Iain Westworth **	Lead Liaison Officer	dc266.iain

Other Positions

Katie Long	Fundraising	dc288.katie
Becky Palmer		dc283.becky
Dave Page **	Communications Officer	comms@dc4x4r.com
Hugh Price	Kit & Equipment Officer	dc237.hugh
Dave 'DK' Kingston	Group Driving Standards Officer	dc272.dave
Jo Page **	Teamsite Administrator	teamsite@dc4x4r.com
Peter Curtis	Webmasters	dc191.peter
Kelvin Barbary		dc205.kelvin
Katie Long	Social Media Team	dc288.katie
Matt Johnson		dc251.matthew

** These members comprise the Tactical Team for major incidents

Introduction and Welcome

Welcome to the Devon and Cornwall 4x4 Response group, part of the National 4x4 Response UK network. Your willingness to support our group is appreciated by us and ultimately by the organisations to which we offer our services. You are joining a dedicated team of experienced volunteer drivers and support members who are willing to put their specialist skills at the disposal of the emergency services and other public bodies for logistical support. Members can attend incidents and provide assistance with and without their vehicles while promoting Devon and Cornwall 4x4 Response at all times, day or night.

Devon and Cornwall 4x4 Response operate as a CIO (Charitable Incorporated Organisation) managed by a board of Trustees and a Committee. Devon and Cornwall 4x4 Response covers all of Devon and Cornwall as one group, formed from four local teams each with its own Team Leader. Team meetings are held in most months as shown at the back of this manual. In accordance with our Constitution, an AGM is held in September with regular Trustee and Committee meetings held throughout the year. The Group has its own Public Liability Insurance and Employers Insurance cover but please check the Vehicle Requirements page for vehicle insurance cover requirements.

We hope you enjoy your time as a Devon and Cornwall 4x4 Response member. There will be training events and other activities throughout the year aimed at expanding your knowledge and experience and hopefully providing some fun.

Probation period

Members are required to complete a probationary period of one year. During that time, you will be required to attend at least one team meeting per quarter and assist at two events a year. This level of commitment should be seen as the minimum requirement to remain as an active responder. Individual arrangements for those working abroad can be agreed with your team leader.

Code of Conduct

Whilst driving on behalf of, or representing, Devon and Cornwall 4x4 Response all responders must:

1. ensure that their vehicle is road legal and that their vehicle insurance fully covers them and any third party.
2. ensure that they are fully conversant with the limitations of their vehicle and competent in its handling when driving off road or in adverse weather conditions.
3. ensure that they drive within their capabilities and do not take any unnecessary risks to themselves or any third party.
4. wear their DC4x4 Hi-Viz clothing and identity card.
5. only carry equipment that they are competent to use and are aware of any H & S risks associated with such equipment.
6. ensure that they, and their vehicle are 'fit for purpose' prior to attending an incident including sufficient fuel and any safety/recovery equipment they are competent to use.
7. be responsible for their vehicle and any personnel they are carrying. DC4x4 drivers have the

right to refuse any request where they do not feel safe unless required to do so by a police officer in order to comply with any legislation.

8. follow the instructions of the appointed Incident Manager unless unable to do so, in which case any alterations or additional resource requirements must be passed to the IM immediately.
9. be aware of their responsibilities regarding the UK GDPR requirements and do not pass on any information regarding an incident without express permission from the Incident Manager, Control Manager/ Duty Controller or User Service representative.
10. act in a courteous and professional manner and remember that they represent Devon and Cornwall 4x4 Response whilst on a deployment or displaying the Group's branded logos.

The following rules will also apply whilst a member is working, promoting, attending training events, emailing or posting social media comments on behalf of Devon and Cornwall 4x4 Response (DC4x4R). This includes, but is not limited to, wearing DC4x4R or 4x4 Response UK branded clothing or logos or in control of a vehicle deemed to represent either group.

1. Alcohol or recreational drugs must not be consumed or used when on call, on standby or when participating at any Incidents or Events.

If attending a Team Meeting or Team Christmas Party, please consider not consuming alcohol and always drink responsibly. If you have consumed alcohol or taken recreational drugs in the lead up to a call out, ensure that you are below the limit and fit to drive. If in doubt do not volunteer. Remember that we are a driving organisation and have a reputation to maintain.

2. Members must not use abusive, inappropriate, or offensive language and must comply with the provisions of the current Equal Opportunities and Anti-Harassment Policies.
3. Members should behave in a mature and responsible manner and must not behave in any way likely to bring the Group's name into disrepute.
4. Members must not charge for or accept gratuities in return for services whilst acting on behalf of Devon and Cornwall 4x4 Response. Anyone found to be charging for services will have their membership terminated immediately. They may, however, offer donation advice.
5. It is imperative that members notify the group of any changes to their driving licence, such as the addition of points or medical limitations. Some of our Memorandums of Understanding and Contracts with external agencies have minimum requirements regarding licence eligibility, and failure to notify the group may invalidate our Public Liability Insurance Cover and render the member liable to disciplinary action or even prosecution.
6. It is essential that members keep all of their contact details, especially mobile phone numbers, to date. Changes can be made by members on TeamSite. Likewise, changes to vehicle details can also be made on TeamSite. In both instances, the Control Manager should be notified.

Failure to adhere to the Code of Conduct or Group rules may lead to disciplinary action as detailed at the back of this manual.

GLASS Code of Conduct

Although Devon and Cornwall 4x4 Response is not a Green Lane club it is important to adhere to the GLASS Code of Conduct whilst driving off road. Full details can be found on their website at <https://www.glass-uk.org/about/our-code-of-conduct.html>.

1. Use only rights of way with known, proven, or provable vehicular rights.
2. Keep to the defined track. Detour only to pass immovable obstructions. Report any obstructions (including low branches) to the highway authority. If the route is not obvious on the ground, ask locally, or check on the maps held at the highway authority offices.
3. Travel at a quiet and unobtrusive pace and as slowly as practicable. When travelling in groups keep to a small number.
4. Ensure your vehicle is fully road-legal, Unsurfaced roads are subject to the same laws as surfaced roads.
5. Avoid damage to trees, hedgerows, and boundaries. Some roads carry vehicular rights but are physically too narrow for 4x4s.
6. Be courteous to other road users - pull over and stop your vehicle for walkers, but pull over, stop your vehicle, and switch off the engine for passing horses. Heed guidance from the rider and thank those who move over for you.
7. "Best practice" dictates that gates if they were found to be secured in an open position should be left open and those which are found shut or swinging should be shut behind you.
8. Keep dogs and children under supervision. Watch out for injured or trapped animals and report all suspicious events to the landholder.
9. Guard against all risks of fire. Take your litter home and that left by others if you see it, wherever practicable. Plastic bags can suffocate livestock if swallowed.
10. Help to keep all water clean. Remember that wildlife faces many threats and URoW (Unsurfaced Rights of Way) are valuable habitats, take special care in spring and early summer.
11. Follow the Country Code, it is for your guidance only.
12. Be considerate of group sizes at meeting points or food stops.

Dartmoor – Special Conditions

Due to the proximity of Dartmoor and its protected status, special conditions apply to all 4x4 Responders whilst on the Moor. They **MUST** be adhered to.

Off-Road Protocol – Updated 3 October 2023

The Devon and Cornwall 4x4 Response Dartmoor Off-Road Protocol has been written with the collaboration of the Dartmoor National Park Rangers. It is intended to be observed to protect the environment of the Dartmoor National Park, to uphold the high regard that DC4x4R is held in and

to reassure the landowners that Responders from DC4x4R can be trusted to access their land when absolutely necessary and to cause as little disruption or damage as possible.

Any DC4x4R Responder on duty who fails to observe the protocol will be subject to disciplinary action by the Trustees. If any member of DC4x4R, whilst off duty, is seen on the Moor behaving in a manner likely to bring DC4x4R into disrepute, they will also be subject to disciplinary action by the Trustees.

In instances when members are required to drive on the Moor, they should always:

- illuminate the vehicles amber beacons/hazard warning lights.
- use headlights to see and be seen.
- drive as slowly as possible but as fast as is necessary. Balance the requirement to drive on Dartmoor while carrying out the required task with the risk of damage to the Moor and to wildlife.

In all instances, the vehicles driver is responsible for their actions.

Planned Events - Dartmoor

The DC4x4R Event Lead for any planned events on Dartmoor should contact the Dartmoor Head Ranger Simon Lee by email (slee@dartmoor.gov.uk) before the event notifying him of DC4x4Rs involvement. The email should include:

- The name of the event.
- The date and times of the event.
- The location of the event.
- The number of people participating in the event.
- The likelihood of DC4x4R needing to access the Moor.
- The DC4x4R Event Lead's name, contact phone number and email address.

During the event, members should only access Dartmoor if it is necessary to do so. Reasons it would be necessary to access Dartmoor include, but are not limited to:

- Locating a lost person/s where a walking team is not available or inappropriate.
- Transporting a walking team to a location to begin a search/treat a casualty.
- Transporting equipment/personnel to a location when it is impractical to do so on foot.
- Locating a person/s in a situation where, if they were not located and taken to a place of safety, their condition could deteriorate to such an extent that they could need medical assistance.
- Transporting a medical team/equipment to an incident.
- Training or reconnaissance.

If a DC4x4R Responder needs to access Dartmoor, they **MUST** get permission from the DC4x4R Event Lead **BEFORE** accessing Dartmoor. They can only access the Dartmoor without consent from the DC4x4R Event Lead if they cannot contact them after making all reasonable attempts and if there is risk to life or serious injury/illness if they do not access Dartmoor and attend an incident immediately. In any instance, they should notify the DC4x4R Event Lead at the earliest opportunity.

Once the DC4x4R Event Lead decides it's necessary to access the Dartmoor, they should contact the Dartmoor Head Ranger Simon Lee by phone (07711 104541) to advise him of the

incident. If the call goes to voicemail, do not leave a message, but send a text message with all relevant details.

Once the event is over, if any DC4x4R personnel have accessed Dartmoor for any reason, email Simon Lee (slee@dartmoor.gov.uk) with the following details.

- Event Name.
- Date and time a member accessed Dartmoor.
- Location the member accessed and egressed Dartmoor (include grid reference/s).
- Reason for accessing Dartmoor.

Details of members accessing Dartmoor must also be added to the events log on the CAD system.

Call-Out Incidents - Dartmoor

During a call-out, if the Incident Manager or Duty Controller deems it necessary to access Dartmoor as part of a deployment, the Duty Controller is to contact the Dartmoor Head Ranger Simon Lee by phone (07711 104541) and advise him of the incident. If the call goes to voicemail, do not leave a message, but send a text with all relevant details.

Reasons it would be necessary to access Dartmoor include, but are not limited to;

- Locating a lost person/s where a walking team is not available/appropriate.
- Transporting a walking team to a location to begin a search/treat a casualty.
- Transporting equipment/personnel to a location when it is impractical to do so on foot.
- Locating a person/s in a situation where, if they were not located and taken to a place of safety, their condition could deteriorate to such an extent that they could need medical assistance.
- Transporting a medical team/equipment to an incident.
- When directed to do so by an appropriate manager from the Police, Fire & Rescue, SWASfT, Coastguard, DRG or any other PenMaCRA organisation.

Once the Incident is concluded, if any DC4x4R personnel have accessed Dartmoor for any reason, the Duty Controller is to email Simon Lee (slee@dartmoor.gov.uk) with the following details.

- Date and time of the Incident.
- Police Log Number.
- Date and time that the DC4x4R Responder accessed Dartmoor.
- Location Dartmoor was accessed and egressed (include grid reference/s).
- Reason for accessing the Moor.

Details of members accessing Dartmoor must be added to the log on the CAD system.

In the event of an emergency where contact must be made, but the Head Ranger is unavailable, there is also a Dartmoor Emergency Number 07745 734647.

First Aid

A person, whether a healthcare professional or a member of the lay public, who witnesses a situation 'in the street' where lifesaving First Aid might be required is under no obligation to assist, provided the situation was not caused by that person. However, if that person does choose

voluntarily to intervene to render assistance, they will assume a duty of care towards the individual concerned. By starting treatment, you are accepting responsibility for the care for that person. In such cases, responders must make themselves aware, and work within the guidance, of the [Social Action, Responsibility and Heroism Act 2015](#) (SARAH Act), which states:

If a claim for negligence is later brought against the Good Samaritan, courts in England and Wales must take into account whether the person acted for the 'benefit of society' and took a 'predominantly responsible approach' in protecting other people.

Therefore:

- **Only treat if you are willing and able to do so.**
- **Only treat in the manner you have been trained.**
- **Do not move a casualty to your own vehicle unless you seek advice from Control.**

If you are not happy to provide First Aid treatment in the 'classic' sense, there are several things you can and should do including (but not limited to):

- Inform someone else, such as 999 if it is an emergency.
- Make the area around the casualty safe for yourself, others, and the casualty.
- Monitor the casualty and/or find out what happened.
- Comfort the casualty.

Attending an accredited First Aid training course not only provides you with lifesaving skills but skills, knowledge and understanding of current best practice. A First Aid certificate is not a 'licence to treat' but it demonstrates that the candidate, at the time of the course, was able to perform tasks to a nationally recognised standard. By treating a casualty to these standards, you are protecting yourself against a claim of negligence.

Health and Safety is covered later but it is vital that members carry out a visual risk assessment in addition to following the Group's guidelines. A risk assessment is the minimum action put into place and can always be added to but never taken from.

AED (Automated External Defibrillator) Locations

Information for guidance only – **if in doubt – don't**

Map Location

<http://www.heartsafe.org.uk/aed-locations>

Please read – this may help you save the life of a person who has suffered a sudden cardiac arrest.

The AED Locator map represents defibrillators and PAD sites that have only been entered by owners/guardians of defibrillators. The registration and information provided has been done on a voluntary basis by good samaritans wishing to help others in their community. It is not a complete definitive list of all defibrillators that may exist in your region. The owner/guardian of a Public Access Defibrillator does not have to list their defibrillator on this free defibrillator map, although it is encouraged for them to do so.

We would advise you to check with your local Ambulance Service Trust to enquire if other defibrillators are in existence in your community. Please ensure you seek information as to other locations and access arrangements of the defibrillator in order that you are prepared in advance should anyone suffer a suspected sudden cardiac arrest.

The AED Locator map, which has developed over 12 years, is to assist people living in communities to know in advance where their local defibrillator may be positioned in case of an emergency.

ALWAYS telephone 999 without any delay in an emergency life threatening situation and ask for the Ambulance Service to report the incident. The Control Centre that receives your call will assess the situation and if deemed necessary, will advise you of the whereabouts of the nearest defibrillator if within reach of you and the incident.

1. Wherever you live, wherever you work, simply knowing the location and postcode of your nearest Public Access Defibrillator may save valuable seconds when ringing the Emergency Services to report a suspected cardiac arrest.
2. When you dial 999 the Ambulance Call Handler will ask a series of questions and should your patient require it, they will identify the nearest available defibrillator to you, and give you access details.
3. This information will be freely given if you are within 200 metres of a defibrillator that the South-Western Ambulance Service is aware of, and if there is another person available to go and fetch the device. Other Ambulance Trusts in the UK may vary in distance between location of incident and PAD location.
4. The most important element in a cardiac arrest is to ensure effective chest compressions are carried out.
5. If you are outside of this 200-metre distance and know the whereabouts of an available defibrillator, you can choose to send someone to fetch it. You should ensure you know the access to your nearest defibrillator as some are locked and require a code or remote unlocking.
6. If you go to a cabinet and find it is locked, providing the Ambulance Service has this cabinet listed they will be able to provide the information you require to gain access.
7. You will need to call 999 and give the postcode of the cabinet location. All defibrillators listed with the South-Western Ambulance Service have been allocated a unique call sign which should be written on the cabinet and should also be given to the Ambulance Service Call Handler if written on the cabinet.
8. There is no legal responsibility for defibrillator owners to have their device listed with the Ambulance Service. We recommend you store the postcode of the nearest Public Access Defibrillator cabinet on your phone, wallet and by your telephone at home/work and ensure that you know the access details.
9. Saving seconds can save lives. Please record this simple postcode information, it may help in an emergency.

In the event of a suspected SCA (Sudden Cardiac Arrest) the observer and those present must report the incident immediately by ringing the Emergency Services 999. Instructions will be given by the Operator how to assist in the incident. Persons may be trained in basic life support (BSL) and understand the Chain of Survival. The Emergency Services will advise the caller who reports the incident how to assist.

Callout System

DC4x4R uses a callout system called SarSys CAD, referred to as CAD. A Web App for use on a mobile device (phone/tablet/etc.) acts as an interface between Control and Responders. Full details

on installation and use are available for members in the shared Google Drive.

Please note: The CAD Web App requires a mobile internet connection to work.

Once an incident has been declared, all communication will be via the Web App and Zello Work, for which mandatory training will be given as part of the membership requirements.

Competent usage of this software is essential to ensure that any taskings are carried out as efficiently and safely as possible. The Controllers CAD interface includes tracking and full details of the task in hand in order to monitor the movements and welfare of the members.

In the unlikely event of a total system failure, the group's backup system is SARCall, and details of how to use are available for members in the shared Google Drive

Overall responsibility for the rollout, future development and training rests with the Control Manager, Steve Hole (DC175), and any queries concerning its usage should be directed to him.

CAD is designed to work with any transport medium and will resort to 2G text transmissions if all else fails, thus ensuring the best coverage possible across the counties. In the unlikely event of a total system failure, the backup system SARCall will be used, details of which also follow.

Responder responsibilities during any deployment

It is important to note that the Responder is responsible for adhering to the Road Traffic Regulations applicable at the time. This includes speed limits, parking restrictions and general traffic rules. Devon and Cornwall 4x4 Response will not be held liable for any infringements, whatever the reason.

Incident Callouts

In all emergency situations a senior officer (usually Police but could be any senior emergency service personnel) automatically has authority, and all other services are co-ordinated directly by the senior officer in charge. This is known as Silver Control and forms a control structure with Bronze and Gold.

Gold is only operational for major incidents and is based at Middlemoor. Bronze is formed from the management of each participating service.

Silver Control will decide if the Group needs to be involved and will notify the Control Manager or Duty Controller. There is a single contact number known to the external agencies, such as the NHS and SWASfT, to contact the Duty Controller or Control Manager.

Under no circumstances should a member contact any of the emergency services directly. The Duty Controller or Control Manager will contact active members who will then indicate their availability in line with the Group procedures which can be found on the Group's shared google drive.

Whilst DC4X4R works closely with the emergency services, the team is not an emergency service in its own right and can only assist at an incident via tasking from a Controller. Members must not undertake any task that they are not adequately trained to carry out and must not move any vehicle, person or obstruction unless authorised to do so from the emergency service or the Controller.

Self-Deployment

THERE IS NO 'SELF DEPLOYMENT'

IMPORTANT NOTE: The group's control procedures are regularly reviewed and updated to reflect changes in requirements from our partner agencies, along with improvements and feedback received from members. The most up-to-date procedures are filed on the groups Google Drive under Shared Drive/Team Docs (Members)/Call Out Procedures.

These procedures are updated regularly in line with Government and legal guidelines. You will be notified when there is a change, but it is up to the individual Responder to read and be conversant with them. If in doubt – ASK.

First on Scene

Members happen across incidents in their day to day lives and are often the “First on Scene”. The procedure below sets out the general principles of what you should do if you are “First on Scene”.

YOUR OWN SAFETY SHOULD BE YOUR PRIORITY AT ALL TIMES

Upon Arrival (Not All May Apply):

- **ENSURE YOUR SAFETY AND THE SAFETY OF OTHERS ABOVE ALL ELSE**
- Wear Hi-Viz / Turn on your Amber Lights if fitted to your vehicle.
- Check on the condition of those involved.
- Ask those involved to move to a safe location - away from moving traffic – if they are uninjured and can move themselves.
- DO NOT MOVE ANYONE WHO IS INJURED UNLESS THEY CAN MOVE THEMSELVES OR THERE IS AN IMMINENT RISK TO LIFE
- DO NOT MOVE ANY VEHICLES, EVEN IF THEY ARE OBSTRUCTING TRAFFIC
- DO NOT PUT ANYONE INTO ANOTHER VEHICLE
- Ensure that the emergency services have been notified or call them yourself.

They have no problem with multiple people calling about a single incident.

When **safe** to do so, call DC4x4R Control on 01752 521420. Advise the Duty Controller that you are “First on Scene” at an incident and provide them with the following initial information:

- Your DC Number & Name.
- Your location (ideally w3w or grid reference, but this may not always be possible) and the nature of the incident (You can also email it to control@dc4x4r.com after your call).

If you have a separate Zello Radio with you, turn it on. If you are using your phone as your Zello Radio, don't turn it on to save battery.

The Duty Controller will, as soon as they are able, send you a text message advising that a job has been added to the system, and you can update it with the CAD Web App, e.g.:

DC4x4R – First On Scene – Please update your status when clear of the incident and when you reach your destination. Add any reference numbers, location updates or other relevant information,

including photos if needed, to the log. DC175 Sends

The Duty Controller will update your status to **Arrived**.

- Update your status to **Tasking Complete** when you are no longer involved in the incident and update the log with the reason for your status change, along with any other updates.
- Update your status to **Home Safe** when you are at your destination and update the log with the reason for your status change, along with any other updates.

Please add the following information, if involved/relevant, to the log:

- Police, fire, or ambulance Service Log Reference.
- Police lapel number, if applicable.
- Recovery or breakdown company attending, if applicable.

If the police, fire or ambulance service are involved in the incident, please ask them to add your name and DC Number to their Service Log.

The Duty Controller will periodically monitor the Control System to ensure you are safe. In addition, they may contact you if you appear to be on the scene for an extended period to make sure you are safe and well.

If your assistance is requested at an incident

- Notify control via CAD.
- Ensure your DC number is added to the incident log of emergency services on scene.
- If the police are NOT involved but other services are, ensure your DC number is added to their log.
- **Update control with relevant information** & the log number of the incident.
- Once clear to leave scene **notify control via CAD**.
- Make a written record at first opportunity in case called as witness.

Mileage and Expenses Claims

Once a task has been completed it is important to record the vehicle mileage in the Debrief section of the CAD Web App, so that the Control Manager can claim any agreed expenses. Add as much detail as possible as the procedures are different for event and tasking claims.

Email and Email Protocol

Email addresses are allocated to all members and form part of Google G Suite. The syntax is:

dc[Member ID Number].[Member First Name]@devonandcornwall4x4response.com

for example:

dc191.peter@devonandcornwall4x4response.com

and this address is used to access the account for the first login. Attached to this account will be a second email address in the following format:

dc191.peter@dc4x4r.com

which is the address used as a default to send messages from and the address that inter- group communications and the callout system use.

To simplify UK GDPR compliance, personal emails are **not to be used** when sending emails within or on behalf of the group.

Sending and Receiving Emails

If your email is to include an external email address, do not send it as an 'open' email. Send it to yourself and BCC it to any other intended recipients. **External email addresses are not to be shared without the express permission of the email address owner.**

If an email forms part of a conversation, check who you are sending a reply to, don't just click the default as it may 'Reply to All'. Emails are often sent to a 'members' group email address. If you need to respond to it, look to see who sent it, and reply to them. Sending to 'members' will broadcast your reply to the entire group.

If you receive an email request, either personally or as a member of a group, please respond to it. A simple Yes/No/Later at least lets the sender know you've received it.

Email Etiquette

- Remain respectful, treating others with dignity always.
- Write all email messages in a professional manner.
- Keep emails short and to the point wherever possible.
- Re-read emails before sending.
- Do not leave the subject line blank.
- Ensure appropriate use of cc. and bcc. ensuring that decisions to do so would meet the standards of the Ethics Code, particularly regarding integrity and transparency.
- Be extremely careful when sending emails containing personal or confidential information.
- Avoid using uppercase text unless completely appropriate and necessary for particular emphasis, as this is often interpreted as electronic "shouting".
- Be careful when using humour or sarcasm within an email as this can be easily misinterpreted.

Press and Media

All press and media enquiries should be directed to the Press Officer at pressofficer@dc4x4r.com who is authorised to speak on behalf of Devon and Cornwall 4x4 Response. If you are approached on a callout or event, please make sure that:

- You are representing the group.
- You do not talk about your own or the group opinions.
- Be careful what you say, language and content.
- Ensure that your dress code is correct.

Devon and Cornwall 4x4 Response have an open and closed Facebook account which are

monitored daily. Please be aware that the press also monitors online postings, especially photos and videos and as such these platforms must not be used for negative comments or personal gripes or content that may detract from the group's professional image.

Social Media Policy

- Members are personally responsible for what they post online.
- Identify yourself and your role with the Group when discussing any Devon and Cornwall 4x4 Response related matters and make it clear that these are your opinions and not those of the Group. If necessary, include a standard disclaimer such as 'these postings are my own and do not necessarily represent the views of Devon and Cornwall 4x4 Response.'
- Respect copyright and all applicable laws, in the UK and globally.
- Never discuss Devon and Cornwall 4x4 Response or user services without prior approval and never discuss internal or confidential matters publicly.
- Be respectful and do not engage in any ethnic, personal, or obscene conduct that would normally be deemed inappropriate in the workplace.
- Do not post images, details or comments of any accident or incident that Devon and Cornwall 4x4 Response has been involved with.
- Do not post inflammatory remarks or comments likely to be confrontational.
- Do not use 4x4 Response logos or trademarks unless approved to do so.
- Remember that your post, whether relating to Devon and Cornwall 4x4 Response or not can be seen across the world. Please think about your comment and read it before you post.

Website

Devon and Cornwall 4x4 Response's website can be reached at:

www.devonandcornwall4x4response.com or www.dc4x4r.com

The website provides a useful resource for event news and photos. Please use it.

e-Learning Website

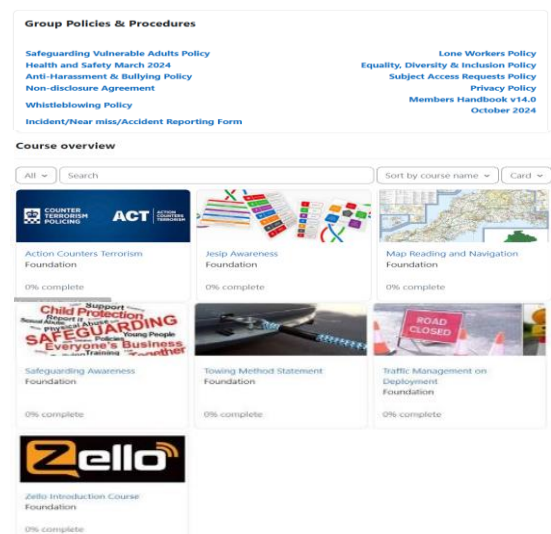
The Group has created its own e-Learning Website which is accessible to all members. It can be located at:

<http://www.dc4x4training.co.uk/moodle>

(all lowercase) and Login details will be made available once membership has been confirmed.

The e-Learning platform hosts courses that form part of the foundation training, as well as those that can be useful as refresher courses.

The platform also serves as a portal to the Group Policies and Procedures and is accessible from your home page.



Event and Meeting Calendar

DC4x4R uses a calendar built into Teamsite to log any event requests, team meetings, training, and social events.

<>

Today

Create Event

November 2024

Month

Week

Day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28 ● 19:30 [Course] Full CA	29 ● 19:30 [Course] CAD R	30	31	1	2 ● 00:00 [Course] ACT ● 00:00 [Course] Towing ● 00:00 [Course] Traffic I	3 ● 13:00 Portreath Remer
4 ● 19:30 North Devon Tea	5	6	7 ● 19:00 Plymouth & Wes	8 ● 18:00 Newton Ferrers 1	9	10 ● 09:00 Falmouth Remer ● 09:00 Helston Remem ● 10:00 Padstow Remem
11	12	13 ● 19:30 Cornwall Team M	14 ● 19:00 Exeter & East Te	15	16	17
18	19	20	21	22	23 ● 07:00 Cornish Winter F	24 ● 07:00 Cornish Winter F
25 ● 19:30 [Course] CAD R	26 ● 19:30 [Course] Full CA	27	28 ● 16:30 Falmouth Christi	29	30	1
2 ● 19:00 North Devon Tea	3	4	5 ● 19:00 Plymouth & Wes	6 ● 19:00 Exeter and East	7 ● 08:00 Traction assist a	8 ● 08:00 Traction assist a

All events must be booked by the Events Team to ensure that they comply with our requirements. Event organisers must, in the first instance, email the Events team on events@dc4x4r.com with an outline of the event and the contact details of the end user organising the event. Our Events team will then email our proforma document to the third party to verify requirements and Insurance details etc. Once this has been returned and vetted, the Events team will add the event to Teamsite, and members will then be able to ‘sign up’ to an event to indicate their availability.

Google Drive

Certain folders are shared in Google Drive, and these will contain reference documents and information. **These folders can only be accessed when logged in to the DC email address and will not allow access from an external personal email address.** Please, therefore, do not ask for access, it is granted automatically through the DC account.

Zoom

The Group makes use of Zoom to carry out online video meetings and reduce our carbon footprint. If invited to participate in a Zoom (or other video call), please consider your audience and be aware that comments made on a video call can be misinterpreted, as feedback which you would notice face to face cannot always be recognized on a video call.

Disciplinary procedure

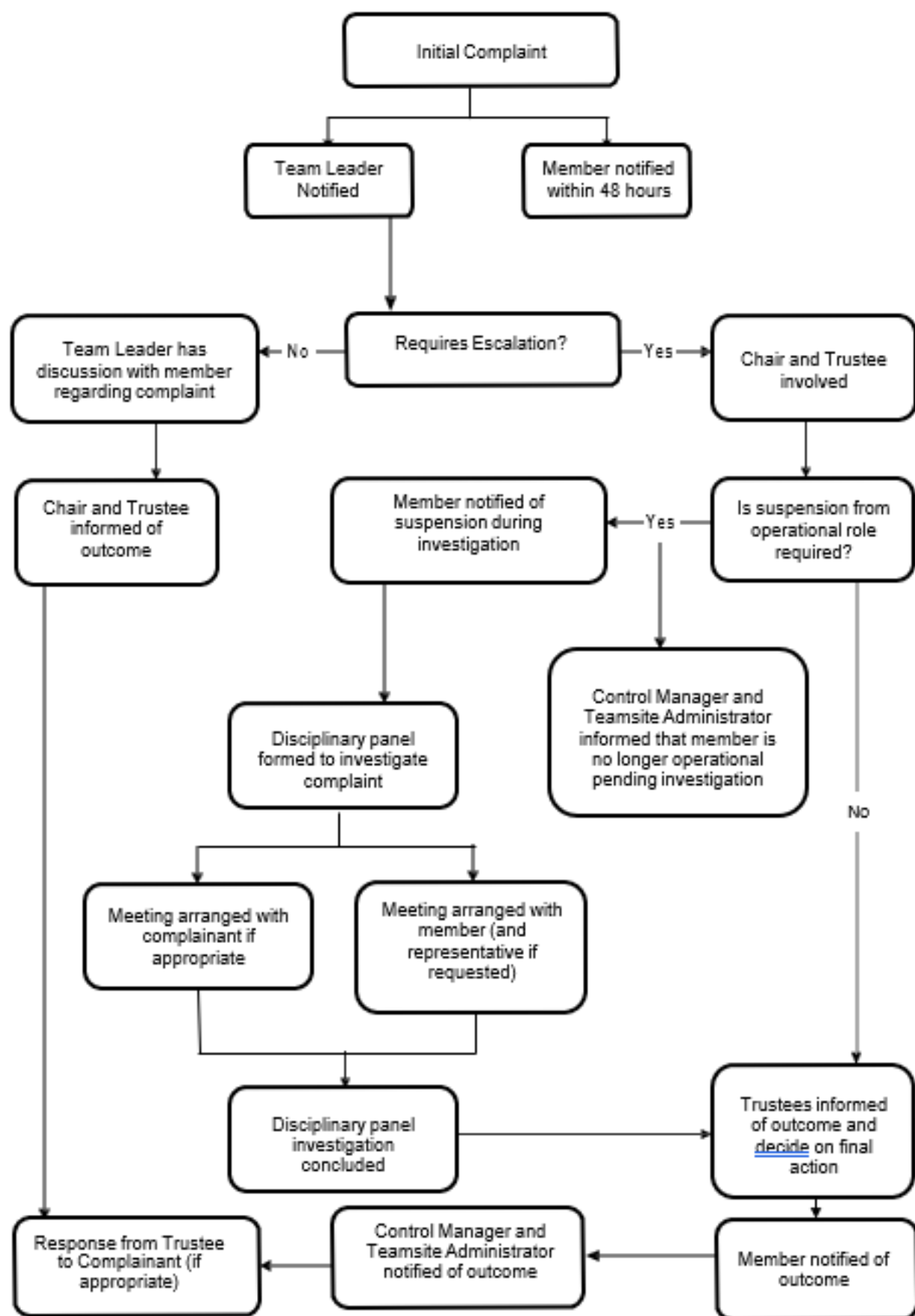
Any breach of the Code of Conduct, Group rules or any other unacceptable behaviour or improper conduct will not be tolerated and is a serious disciplinary matter. Any member found to have done so will be subject to the Group's disciplinary procedure. Depending on the seriousness of the offence, this may be treated as potential gross misconduct, rendering the member liable to summary dismissal.

In the event that a member's off duty conduct seriously undermines the trust and confidence placed in them, this may also result in the member's dismissal. In each case, however, the Group will examine whether there is an adverse connection between the offence and the member's continued membership and decide in accordance with the Group's disciplinary procedures.

Initially any complaint will be dealt with by the member's team leader or immediate line manager and the member must be apprised of the complaint within 48 hours. If the complaint requires escalation, it will be reported to the Chair and a Trustee and investigated by a Disciplinary Panel with the findings fed back to the Board of Trustees and relevant parties. The Panel will comprise at least two members and one, possibly two, team leaders from different teams in order that the investigation remains impartial and unbiased. Recommendations will be presented to the Trustees, who will make a final decision on the action to be taken. It is hoped that the disciplinary process should take no longer than 14 days to reach an outcome.

If escalation is not deemed to be necessary, such a process will take the form of an informal meeting between the member and his/her team leader. However, if a member is asked to attend a disciplinary interview, he/she has the right to request that they are accompanied by a companion which could be a colleague or representative. The full disciplinary procedure is available to view in the Google Shared Drive. (See Page 21).

Disciplinary Flowchart



Important Legal Stuff

Health and Safety

General Statement of Intent

The Trustees commit to operating the organisation in accordance with the Health and Safety at Work Act 1974 and all applicable Regulations and Legislation made under the Act 'So far as is reasonably practicable'.

Devon & Cornwall 4x4 Response is a completely volunteer organisation; however, we will deem all members, paid up or support personnel, as employees for health and safety purposes.

Our policy is:

- to provide adequate control of the health and safety risks arising from our activities
- to consult with our employees on matters affecting their health and safety
- to ensure any plant and equipment provided is safe for use and adequately maintained
- to ensure the safe handling and use of substances
- to provide information, instruction, and supervision for employees
- to ensure all employees are competent to do their tasks, and to give them adequate training
- to prevent accidents and cases of work-related ill health
- to ensure the health, safety, and welfare of people not in our employ who may be affected by our activities

Although the Trustees accept responsibility for health and safety, it relies on individual employees to accept their own duty and responsibility to themselves, colleagues and others who might be injured/affected by their acts or omissions.

The policy will be kept up to date, particularly as the organisation changes in nature and size. To ensure this, this policy, and the way in which it has operated will be monitored and reviewed every year or more frequently if required.

The full Health and Safety Policy document is available to all members on the shared Google drive. (See page 28)

Equal Opportunities & Managing Diversity Statement

Devon and Cornwall 4x4 Response (DC4x4R) is committed to equal opportunities and diversity. DC4x4R will work to ensure that no volunteer or service user receives less favourable treatment on any grounds such as gender, disability, sexual orientation, age, ethnic or national origin, language, religion or belief, political or other opinion or marital status.

DC4x4R also recognises that potential volunteers may have criminal records. Having a criminal record is not necessarily a bar to volunteering or working with us, and DC4x4R welcomes applications from ex-offenders.

DC4x4R values difference and recognises the value that different backgrounds, skills, outlooks, and experiences that people bring to Devon and Cornwall 4x4 Response.

DC4x4R will not tolerate behaviour that contradicts the letter or spirit of this statement.

A copy of this statement will be brought to the attention of all employees and volunteers and copies are filed in the shared Google Drive under Team Docs (Members)/Group Policies and Procedures

UK General Data Protection Regulations 2018

To comply with the General Data Protection Regulations 2018 (UK GDPR), Devon and Cornwall 4x4 Response holds personal identifiable data for the purposes of maintaining a member database and is limited to the data captured during the application process.

We do not share data with any form of marketing body. Data is only shared for essential use in order that Devon and Cornwall 4x4 Response can carry out the services offered to emergency bodies.

- **SARStuff** – A cloud-based membership and tasking system administered by named DC4x4R controllers, comprising three elements:
- **Central**: Database controlling the system and user access management
- **Team Site: Membership database administered by named D&C4x4R controllers**
- **SARsysCAD: Tasking database linked to TeamSite allowing controllers to task members** and provide them with the information they need to carry out the tasking
- **ACPS (or authorised body)** – Name, Address, and ID verification only, supplied to enable DBS checks to be carried out
- **GSuite** – Name and email address to facilitate group emails, email forwarding and group communications and administered by the Group Secretary/Comms Officer
- **E-Learning Website** – Personal login to allow access to members secure area and forum

Any member may submit a formal request to see the full information held about them in line with the Act. Data subjects have the right:

- to know what personal data is being processed
- to know the purposes for which the personal data is being processed
- to know who, if anyone, the personal data is disclosed to
- to stop processing likely to cause 'substantial damage or distress'
- to receive replies within 30 calendar days
- to prevent processing for the purposes of direct marketing

Volunteer Non-Disclosure Agreement

The Parties

This Volunteer Non-Disclosure Agreement, referred to as the "Agreement", applies to the member named above, referred to as the "Volunteer", associated with and/or involved in the activities or affairs of Devon and Cornwall 4x4 Response, referred to as "The Group", with a Registered Charity address of Windrush, 9 Berry Lane, Bodmin, PL31 2EP, with both the Volunteer and The Group collectively referred to as the "Parties".

Confidential Information

All data, materials, knowledge, and proprietary information generated through, originating from, or having to do with The Group, or persons associated with its activities, including contractors, is to be considered Confidential Information and is not to be disclosed to any outside party. This includes, but is not limited to, documents, information, designs, printed matter, policies,

procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, and e-mail messages, whether internally between staff or outside The Group is confidential and the sole property of The Group.

Non-Disclosure

Without The Group's prior written consent, the Volunteer will not:

- (a) disclose Confidential Information to any third party;
- (b) make or permit to be made copies or other reproductions of Confidential Information, or
- (c) make any commercial use of Confidential Information.
- (d) disclose any Partner information, including all file and contact information.

Damages

Any disclosure, misuse, copying or transmitting of any material, data, or information, whether intentional or unintentional, will subject the Volunteer to disciplinary action, prosecution, and/or monetary damages according to the procedures set by The Group and any applicable laws.

Return of Confidential Materials

Upon the Company's request, the Volunteer shall immediately return all original materials provided by The Group, and any copies, notes or other documents in the Volunteer's possession pertaining to Confidential Information.

When you join the Group, or at renewal, you will be asked to sign acceptance of these Declarations. You can withdraw or change your consent at any time by contacting the [Membership Secretary](#) or the [Group Secretary](#). Please note that all processing of your personal data will cease once you have withdrawn consent, other than where this is required by law, but this will not affect any personal data that has already been processed prior to this point. **Please also note that by withdrawing you will no longer be able to take part in callouts or event support.**

Gift Aid

The Gift Aid declaration is a voluntary agreement to allow Devon and Cornwall 4x4 Response to claim Gift Aid (25%) on donations to the Group. By checking the option box on the membership form/renewal, you are confirming that you are a UK taxpayer and any Gift Aid that exceeds your Income Tax or capital Gains Tax in any tax year can be reclaimed from you by HMRC.

Common document locations on Google Drive

(Accessible ONLY with DC email address)

Shared drives/Team Docs (Members)/Group Policies and Procedures

Shared drives/Team Docs (Members)/Constitution

Shared drives/Team Docs (Members)/Group Control + Call Out System

Shared drives/Team Docs (Members)/Social.pdf

Shared drives/Team Docs (Members)/Group Email Addresses

Shared drives/Team Docs (Members)/DC4x4R Branded

Clothing.pdf Shared drives/Cornwall Team

Shared drives/East Devon Team

Shared drives/North Devon

Team Shared drives/West

Devon Shared drives/Training

As an alternative to using Google Drive, important policy documents and the Handbook will also be posted on the e-Learning website.

Group Policies & Procedures

[Safeguarding Vulnerable Adults Policy](#)

[Health and Safety March 2024](#)

[Anti-Harassment & Bullying Policy](#)

[Non-disclosure Agreement](#)

[Whistleblowing Policy](#)

[Incident/Near miss/Accident Reporting Form](#)

[Lone Workers Policy](#)

[Equality, Diversity & Inclusion Policy](#)

[Subject Access Requests Policy](#)

[Privacy Policy](#)

[Members Handbook v14.0](#)

[October 2024](#)

Vehicle requirements

- Members vehicles must be road legal with an appropriate MOT, Road Tax and Insurance, which must include cover for volunteer response activities.
- Any equipment required whilst 'on-call' must be in good condition and stowed securely in or on the vehicle.
- Vehicle ID stickers front and rear. Issued to you once you become an active member.
- (Recommended) Correctly fitted, fixed front or rear recovery point or chassis jate rings etc. Note that removeable factory towing eyes may not be suitable for assisting a stuck vehicle – they are often only rated for use on hard surfaces. If in doubt, seek advice from the Event Lead, Controller or Incident Manager.
- Underbody protection, diff guards, rock sliders. (desirable but not essential).
- Suitable tyre patterns. (AT or MT preferred)
- Seats and seat belts for any passenger capability.

Personal Kit requirements

Callouts can be at any time of the year, day or night, so it is useful to have a 'response bag' that you can quickly put in your car when needed.

Mandatory

- Mobile smart phone with number recorded by Control team and loaded with Group specific software. (CAD, ZelloWork, w3w, Mapping Software.) USB lead to charge or battery pack.
- Appropriate headset or earpiece to allow confidential communication
- DC4x4R Identity Card, visible at all times. (Supplied)
- Hi-Viz tabard and trousers. (Supplied)
- First Aid kit (for personal use unless First Aid trained, to BS8599-2).
- GPS or mapping software (OutdoorActive or similar) plus paper maps for area and street maps.

Highly Recommended

- Notebook and pencils. (don't rely on pens!)
- Torch (two preferably) with USB lead, charger, or spare batteries.
- Fire Extinguisher (at least 1kg – dry powder type).
- Warning Triangle.
- Life hammer
- Drinking Water.
- Suitable clothing for the prevailing weather conditions (waterproofs, hat, boots, gloves, etc.).
- Radio comms UHF/VHF (handheld, make sure it's fully charged, or vehicle mounted) and dedicated Zello radio.
- Recovery equipment (Ropes, shackles, etc., if trained or competent to use it)
- Basic toolkit. Jump Leads or Battery Pack.
- Blanket, ground cover.
- Any specific PPE.
- Tyre inflation/deflation device.

Optional

- Spade/shovel.
- Axe/Saw (be aware of legal requirements).
- Wet Wipes. Kitchen Roll/rags/cloths
- Anti-bacterial hand cleaner.
- Snow chains. (if required).
- Sand or salt (in icy conditions).
- Waffle boards or similar.

On Deployment (in addition to the above)

- If bad weather is forecast, ensure that you have at least ½ tank of fuel.
- Carry food, water, and hot drinks (or the means to make it) **for at least 10 hours**. Prepare a box beforehand and keep it handy in case of call-out.
- Stove and utensils.
- Spare clothing and shoes plus bin bags for wet gear.
- Money!

Vehicle Checks

- Performing regular checks should be part of every driver's regime but, in our primary role as logistical volunteers, these checks are even more important.
- Ensure you have enough fuel in your vehicle, you don't know when or where you may be deployed.
- Check all engine and vehicle fluids, including front and rear windscreen washers suitable for low temperatures.
- Check and adjust tyre pressures and condition.
- Ensure that all electrics are functioning correctly, including the trailer socket if fitted.
- Test brakes after moving off.
- If towing a trailer, ensure that the ball hitch is correctly fitted and secure and that all trailer lights are working correctly.
- Check the operation, visibility and legality of amber beacons and warning lights.
- Good spare tyre and the means to change it.

Remember that you are responsible for the safety and condition of your vehicle and in complying with all traffic laws and the Highway Code. Devon and Cornwall 4x4 Response, the Trustees, the Committee and 4x4 Response UK can accept no liability for any damage, injury or loss however caused at any time and as such it is the members responsibility to ensure the safety of yourself, your vehicle and those around you.

If in doubt, check, but do not use a defective vehicle under any circumstances. The final decision is down to an individual member, not the Controller, Service User or even the Police. Remember also that your insurance cover and the Group's Public Liability Insurance will only cover you if you remain within the law!

If your vehicle is fitted with amber rotating or flashing lights, only use them within the confines of the event or incident you are attending and avoid using them whilst driving on public roads.

Uniform, ID, and Vehicle Identification

Whilst on deployment you must wear your Hi-Viz jacket/tabard with your ID badge displayed.

You should also wear your reflective trousers on A roads and suitable footwear. When attending a function such as a County Show, the dress standard is black or dark grey trousers with a black polo shirt. Branded polo shirts are preferred but not mandatory. In the event of hot weather, shorts (black or grey only) may be worn unless deployed on a road location. If the tabard is worn over the polo shirt it may be plain

Each member is issued with:

- Hi-Viz tabard.
- Reflective trousers.
- Photo ID Card.
- Vehicle ID stickers.

Branded kit is available from the Equipment Officer or direct from our suppliers, Details are available from the Kit & Equipment Officer and are also posted in the Google Drive. If any kit is damaged or lost, please contact the Equipment Officer. Please note that the issued kit remains the property of DC4x4 Response and must be returned if you leave the Group.

Training

Training is an important part of what we do, it ensures that all members are up to a minimum standard to be deployed and that those who wish to be tasked on particular types of deployments can choose the training required.

All members must have completed the following and maintain them to be deployable:

- Disclosure and Barring Service (DBS) Certificate applied for via the Group Secretary
- Driving Assessment
- Safeguarding Awareness
- CAD Basic
- Zello Work Introduction
- First Aid Certificate
- ACT Awareness (Action Counters Terrorism)
- CAD Practical
- Zello Work on Deployment

It is strongly recommended that all members also complete the following to ensure your understanding and use of these systems:

- Map Reading and Navigation

Specialist training will be offered from time to time as it is made available. Courses may include Water Awareness, JESIP (for Incident Managers) and Traffic Management for Community Events (TMCE). Details will be notified by the Group Secretary. An e-Learning site is available for members to refresh their knowledge at a time that suits them.

<http://dc4x4training.co.uk/moodle>.

Zello Work

Zello Work is the Groups primary method of communication on deployments and at events and is therefore a Foundation training requirement, alongside CAD. It is essential that you have Zello Work installed and correctly configured and are fully trained in its usage. To avoid

sensitive communications from being overheard a dedicated headset or earpiece **must be used** on all deployments.

Zello Work is only to be used for operational communication, using correct radio procedure. It is not to be used for general chat at any time. To avoid excessive non-essential communications, non-urgent updates or questions should be submitted through the CAD system. All communication on Zello Work is recorded and will be retained for a minimum of 2 years.

There is an Emergency Alert facility on Zello Work, this is only to be used in the most extreme emergency, risk to life or injury and then only if you cannot make a voice call.

You do not need any special equipment to use Zello Work as it will work on any smart phone that you have CAD installed on. If you decide to use a dedicated device or to use it on your phone, make sure to have device adequately charged before deployment and have a method of recharging available. Using Zello Work on your mobile phone will severely decrease its battery life.

Communications

It is recommended that all Devon and Cornwall 4x4 Response members have a form of UHF/VHF radio, either hand-held or installed in their vehicle. These radios will need to be programmed with the correct channels and a member of the Comms team will be able to do that for you. Zello Work, however, is the preferred communication medium.

Radio Usage guidelines and Keywords

Certain events dictate that DC4x4R needs to use UHF/VHF radios, either in place of, or as a backup to, Zello. DC4x4R is licensed for 28 channels, 14 VHF (DC1 – DC14) and 14 UHF (DC15 – DC28). Channels will be identified at the start of any event or deployment, usually with a Primary and Secondary (Backup).

The frequencies that we use are shared, which means that there may be other people using these channels and it is therefore important that we portray a professional organisation. Whilst using radios all calls should be directed to another member of the team using personal DC4x4R call signs,

e.g., '**DC134** (or **Delta Charlie 134**), **DC134** this is **DC191** (or **Delta Charlie 191**), **OVER**'.

When you have finished speaking let others know by saying **OVER**. When you have finished your transmission say **OUT**. In an emergency use

'Delta Charlie 191 PRIORITY PRIORITY'.

If reception is poor, it may be necessary to use the phonetic alphabet, speaking slowly and clearly. Other terms are:

SAY AGAIN – repeat last message,

STAND-BY – I acknowledge your transmission, but can't answer right now,

GO AHEAD (or **SEND**) I can respond, go ahead with your message,

ROGER – message received and understood, and

AFFIRMATIVE/NEGATIVE – Yes/No.

Longer messages can be broken into smaller segments using **SO FAR**.

Misuse of these frequencies will not be allowed, and inappropriate language will not be tolerated at any time. Operating outside the licence conditions may well jeopardise our licence. Although it is not illegal to listen to any frequencies, our licence only permits transmission on our designated channels unless the member holds an appropriate Amateur Radio Licence.

International Phonetic or Spelling Alphabet

A Alpha	B Bravo	C Charlie	D Delta	E Echo	F Foxtrot	G Gulf	H Hotel	I India	J Juliet
K Kilo	L Lima	M Mike	N November	O Oscar	P Papa	Q Quebec	R Romeo	S Sierra	T Tango
U Uniform	V Victor	W Whiskey	X X-Ray	Y Yankee	Z Zulu				

DC channels and frequencies

These are the basic frequencies that populate each channel. For full installation please contact one of our Communications Team on comms@devonandcornwall4x4response.com and they will assist you, as some of these frequencies have extra settings, not shown here.

DC1	164.05000	DC9	164.06250	DC17	449.47500	DC25	458.78750
DC2	164.06250	DC10	169.08750	DC18	458.78750	DC26	458.80000
DC3	169.08750	DC11	169.31250	DC19	458.80000	DC27	458.81250
DC4	169.31250	DC12	173.05000	DC20	458.81250	DC28	458.82500
DC5	173.05000	DC13	173.06250	DC21	458.82500		
DC6	173.06250	DC14	173.08750	DC22	449.31250	DCR1	456.46250
DC7	173.08750	DC15	449.31250	DC23	449.40000		
DC8	164.05000	DC16	449.40000	DC24	449.47500		

Team Leaders and Meeting Locations

(Correct at time of printing but please check with your Team Leader)

Cornwall

- **Barry Nevill (DC112)**
- 2nd Wednesday of the month
- 19:30 at Victoria Inn, Roche, PL26 SLQ
- What3Words Address `///greed.regime.finishes`

North Devon

- Reece Murray (DC232)
- 1st Monday of the month
- 19.30 at Cedars Inn, Bickington Road, Sticklepath, United Kingdom, EX31 2HE
- What3Words: `///increases.oatmeal.lungs`

East Devon

- **Pete Rosenfeld (DC212)**
- 2nd Thursday of the month
- The Merry Harriers, Westcott, Cullompton, Devon EX15 1SA.
- What3Words Address `///status.surpasses.turntable`

West Devon

- **Martin Swan (DC83)**
- 1st Thursday of the month
- 19.00 at the Moorland Hotel, Wotter, Plymouth, PL7 5HP
- What3Words Address `///movement.collect.doubt`

This Handbook was accurate at the time of printing, however due to the nature of any volunteer organisation, some information may have been updated. If in doubt, check, contact dc191.peter@dc4x4r.com or look in the relevant Google Drive folder, or on the e-Learning website.

Useful (or not) Acronyms

ACP	ACCESS CONTROL POINT
ADI	APPROVED DRIVING INSTRUCTOR
AED	AUTOMATED EXTERNAL DEFIBRILLATOR
AGM	ANNUAL GENERAL MEETING
AIC	AMBULANCE INCIDENT COMMANDER
AMA	AGAINST MEDICAL ADVICE
APP	AUTHORISED PROFESSIONAL PRACTICE
ARU	ARMED RESPONSE UNIT
ASAP	AS SOON AS POSSIBLE
AT	ALL TERRAIN
ATV	ALL TERRAIN VEHICLE
BRONZE	THIRD TIER COMMAND AND CONTROL LEVEL
BSL	BASIC LIFE SUPPORT
CAT 1	PERSON LISTED IN PART 1 OF SCHEDULE 1
CAT 2	PERSON LISTED IN PART 3 OF SCHEDULE 1
CC	CHARITY COMMISSION
CCA	CIVIL CONTINGENCIES ACT
CCG	CLINICAL COMMISSIONING GROUP
CFR	COMMUNITY FIRST RESPONDER
CFR	CORNWALL FIRE AND RESCUE
CIO	CHARITABLE INCORPORATED ORGANISATION
CNI	CRITICAL NATIONAL INFRASTRUCTURE
CO	CABINET OFFICE
COBR	CIVIL CONTINGENCIES COMMITTEE
CoP	COLLEGE OF POLICING
CPO	CHILD PROTECTION OFFICER
CPR	CARDIO-PULMONARY RESUSCITATION
CSRT	CORNWALL SEARCH AND RESCUE TEAM
DBS	DATA BARRING SERVICE
DC	DEVON AND CORNWALL
DCFRS	DEVON AND CORNWALL FIRE AND RESCUE SERVICE
DCIoS	DEVON AND CORNWALL ISLES OF SCILLY
DPA	DATA PROTECTION AGENCY
DLUHC RED	DEPARTMENT FOR LEVELLING UP, HOUSING AND COMMUNITIES - RESILIENCE AND RECOVERY DIRECTORATE
DRA	DYNAMIC RISK ASSESSMENT
DRG	DARTMOOR RESCUE GROUP
EFAW	EMERGENCY FIRST AID AT WORK
EGM	EXTRAORDINARY GENERAL MEETING
ESN	EMERGENCY SERVICES NETWORK
ETA	ESTIMATED TIME OF ARRIVAL
FAST	FACE, ARM, SPEECH TEST
FBP	FORWARD BRIEFING POINT
FCP	FORWARD CONTROL POINT/FORWARD COMMAND POINT
FF	FIREFIGHTER
FIM	FORCE INCIDENT MANAGER
FUBAR	F**KED UP BEYOND ALL RECOGNITION
GDPR	GENERAL DATA PROTECTION REGULATION
GOLD	FIRST TIER COMMAND AND CONTROL LEVEL

H&S	HEALTH AND SAFETY
HART	HAZARDOUS AREA RESPONSE TEAM
HSO	HEALTH AND SAFETY OFFICE
HUD	HEAD UP DISPLAY
IAM	INSTITUTE OF ADVANCED MOTORISTS
IC	INCIDENT COMMANDER
ICO	INFORMATION COMMISSIONERS' OFFICE
ID	IDENTITY
JDM	JOINT DECISION MODEL
JESIP	JOINT EMERGENCY SERVICES INTEROPERABILITY PRINCIPLES
LCD	LIQUID CRYSTAL DISPLAY
LPSM	LOST PERSON SEARCH MANAGER
LRF	LOCAL RESILIENCE FORUM
M&S	MUD AND SNOW
MAAUG	MULTI AGENCY AIRWAVE USER GROUP
MACA	MILITARY AID TO CIVILIAN AUTHORITIES
MAGIC	MULTI AGENCY JOINT INCIDENT COMMAND
MCU	MOBILE COMMAND UNIT
MISPER	MISSING PERSON
MOD	MINISTRY OF DEFENCE
MOP	MEMBER OF PUBLIC
MoU	MEMORANDUM OF UNDERSTANDING
MPS	METROPOLITAN POLICE SERVICE
MREW	MOUNTAIN RESCUE ENGLAND AND WALES
MT	MUD TERRAIN
NHS	NATIONAL HEALTH SERVICE
NRR	NATIONAL RISK REGISTER
NSLSC	NEWQUAY SURF LIFE SAVING CLUB
PAD	PUBLIC ACCESS DEFIBRILLATOR
PDF	PORTABLE DOCUMENT FILE
PEAT	PRE-EVENT TELEPHONE ASSESSMENT
PenMaCRA	PENINSULAR MOUNTAIN AND CAVE RESCUE ASSOCIATION
PoISA	POLICE SEARCH ADVISOR
PPE	PERSONAL PROTECTIVE EQUIPMENT
PTO	POWER TAKE-OFF
RA	RISK ASSESSMENT
RAYNET	RADIO AMATEURS' EMERGENCY NETWORK
RCHT	ROYAL CORNWALL HOSPITAL TRUST
RCP	RESILIENCE CAPABILITIES PROGRAMME
RDE	ROYAL DEVON AND EXETER
ROSPA	THE ROYAL SOCIETY FOR THE PREVENTION OF ACCIDENTS
RTC	ROAD TRAFFIC COLLISION
RTFM	READ THE F**KING MANUAL
RV	RENDEVOUS
SA	SITUATIONAL AWARENESS
SARCELL	SEARCH AND RESCUE CELL
SCA	SUDDEN CARDIAC ARREST
SCG	STRATEGIC COORDINATING GROUP
SILVER	SECOND TIER COMMAND AND CONTROL LEVEL
SIO	SENIOR INVESTIGATING OFFICE

SMSR	SMS (SHORT MESSAGE SERVICE) RESPONDER
SPOC	SINGLE POINT OF CONTACT
SWASfT	SOUTHWEST AMBULANCE SERVICE FOUNDATION TRUST
SWN	SEND WORD NOW
TCG	TACTICAL COORDINATING GROUP
TETRA	TERRESTRIAL TRUNKED RADIO
TMCE	TRAFFIC MANAGEMENT FOR COMMUNITY EVENTS
TT	TEN TORS
UHF	ULTRA HIGH FREQUENCY
UHP	UNIVERSITY HOSPITAL PLYMOUTH
USAR	URBAN SEARCH AND RESCUE
UXO	UNEXPLODED ORDINANCE
VHF	VERY HIGH FREQUENCY
VOSA	VEHICLE AND OPERATOR SERVICES

