



ULTRASWIM 33.3 ***OPERATIONS MANUAL***

Welcome to the UltraSwim 33.3 team!

33.3KM | **4 DAYS**



STAFF WHATSAPP

Radios are our primary method of communicating, but if you are without a radio and need to contact anyone, then use the staff group.

Let's try not to make this a chat group!



#12 Staff group

WhatsApp group



SWIMMER PICTURES CSV FILE

Prior to the event we will share a csv file for you to import into your phone.

This is a list of all our swimmers.

Example: #7 241 Nathaniel Waring

If you have a superb image of a swimmer please share it with them via WhatsApp. Make sure you click the HD box in the top right-hand corner of the image after you have attached it in the WhatsApp message. Please do not share lots of images - just the really good ones.

Please join our social handles and like & follow us!

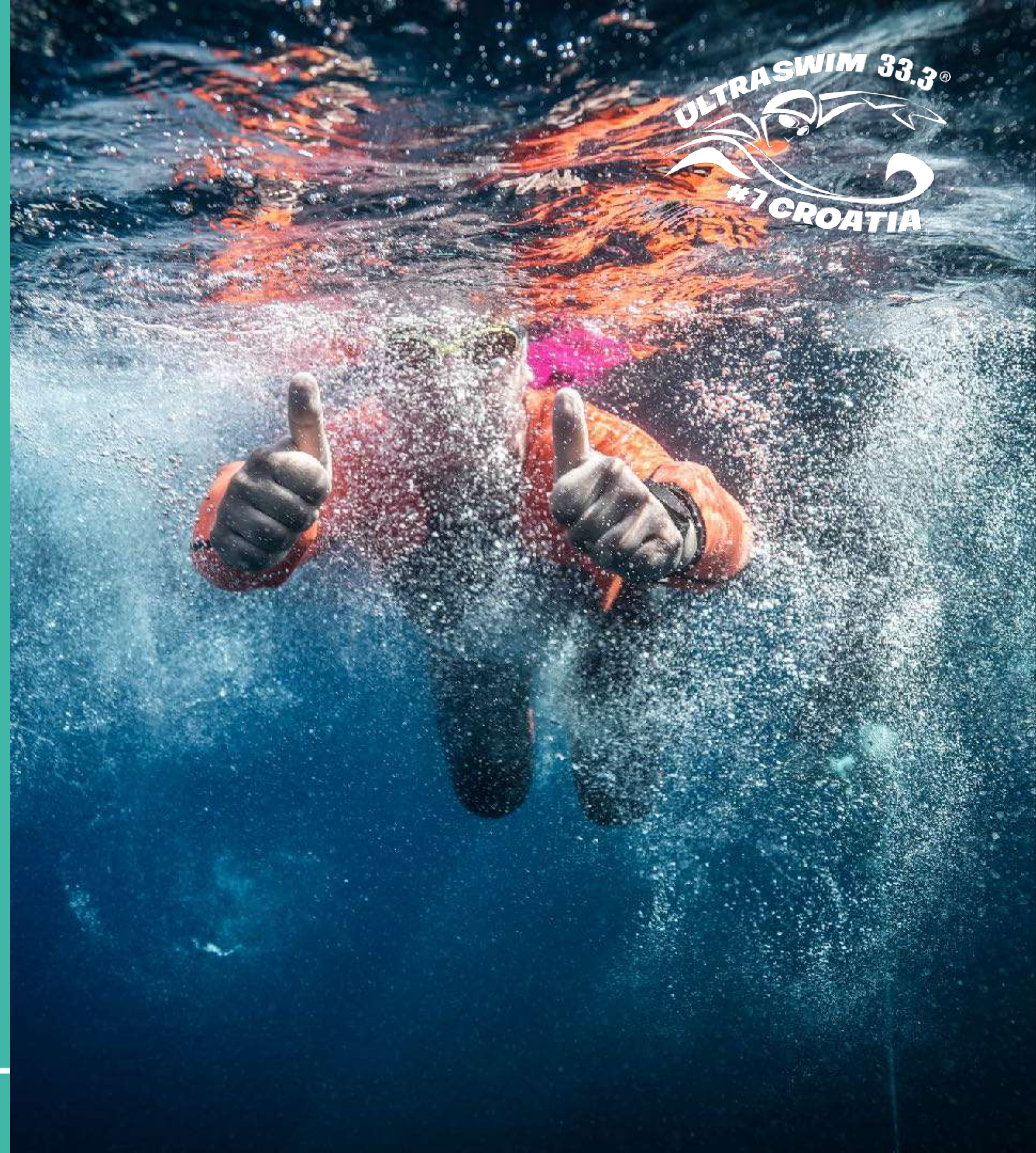
Instagram: @ultraswim333

Facebook: @ultraswim333

Strava: (Club) 'UltraSwim 33.3®'

LinkedIn: (Company) UltraSwim 33.3

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ROLES AT REGISTRATION



If you are involved in registration please ensure you are available for the specified registration times, if you need to leave to finish other work, please make sure someone else is there to cover you. We do have “slow” periods then “busy” ones. Great moment to meet our swimmers - introduce yourself and if someone asks a question you can't answer, direct the swimmer to someone who can.

DESK ONE: WELCOME DESK

Confirm race number (printed list on the desk)

Take 50€ payment by cash (NOTE to them that's it for return of TRACKER (all swimmers) and dry bag ULTRAs) - note payment method on swimmer list.

Sign rules if not signed

DESK TWO: TOW FLOATS

Hand out number tow float

2 folds at least to close

- Whistle tucked in
- Deflate to put tracker in - ensure switched on [demonstrate with spare tracker]
- Tracker facing outwards right at end of bag
- Check 2 green lights flashing (if not tell staff at Airdome immediately)
- Fully re-inflated, adjusted tight around waist (will feel looser in water)

DESK THREE: DRY BAGS

Hand out DRY BAG (be sure same number)

Swim hat / water bottle / towel (ULTRA Only) / hydration tablets and 1 gel included in bag (Hotel labels included in bags in Croatia)

IF ULTRA+ ULTRA++ they can choose.

Beanie OR bucket hat

Towel or Poncho

DESK FOUR: CLIENT SERVICES

EXTRA hotel labels if required(Croatia only) Ensure they have one for EVERY bag they have, however small. Put them on today please.

Explain massage if asked

Dietary tokens

Hotel printed list

Transfers confirmed / questions

DESK FIVE - PHYSIO

CHECK 'Do you have any issues!'

DESK SIX: FUEL AND HYDRATION

Explain Precision gels/hydration [inc what's included, evening briefing refills of gels, what is at feed-stations]

DESK SEVEN - F3 (support other desks if required)

F3 Welcome Partners / hand out water bottle / loan dry bags / check dietary / explain schedule

Check on F3 WhatsApp group / check which days they will attend.

Promote the guided tours and other questions

MERCHANDISING

A selection of our branded merchandising products.

INCLUDED IN THE SWIMMER DRY BAG*



Dry bags (for swimmers only) with a sleeve with zip for the badges.



*Extras may vary from event to event (poncho is an option versus towel, so towels don't go in bags for ULTRA+). ULTRA++ get both.

ALL BAGS

Hats - depending on format and if a returning client, who will get a hat with droplet indicating how many events they have completed.



Hotel labels
x 3
CROATIA
ONLY

ULTRA



ULTRA+ EXTRAS



OR



OR

TRACKERS & HANDOUT

Process for tracker handout / return & charging:

- Must all be switched on, outside with clear sky coverage, 30 minutes before issue time;
- issue corresponding tracker number to each swimmer, count the trackers which remain after all swimmers have left the tracker handout area, photograph numbers of remaining trackers;
- report to James the number of swimmers before the race start;

Category switch; At tracker handout ensure there is a category switch sheet and signs - anyone switching from skins to wetsuits needs to declare their category switch before the swim

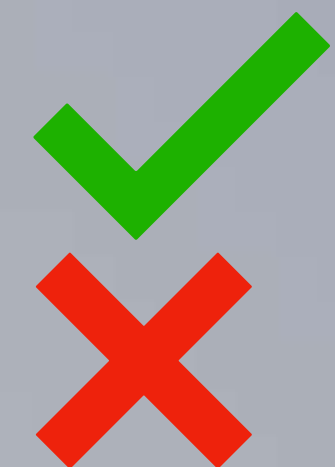
Tracker handout will usually be set up under the airdome at the closest boat pick up point

Tracker return - usually on the beach at the finish line, sometimes back on the dock at the tracker return airdome / area. TURN OFF (hold button down for 3 seconds - lights will not immediately go off as it will try to send any final data first)



**Green or Blue
Lights**

Red Light



If red light - seek assistance



RADIOS & RADIO PROTOCOL

- We have a lot of people on radios - **keep information short, clear and precise. No chat!**
- Ensure no-one else speaking when you start to transmit, don't talk over others!
- Hold transmit button down firmly before starting to speak
- Use the headset (clearer sound and less noise for everyone else) unless in water situation (ie kayakers don't use them)
- They are not waterproof unless in their pouches
- Channel 5 default channel, backup P6 if needed due to other parties using P5
- PICK UP your radio as early as possible each day so that comms can start with radios not telephones
- Sign your radio out and back in again. When signing back in, ensure your radio is correctly placed into a charging base unit
- **Radios MUST be recharged each night.**

- **IF YOU HAVE NOT USED A RADIO BEFORE, ASK FOR A BRIEFING FROM THE RADIO STAFF LEAD BEFORE THE EVENT STARTS, DON'T BE SHY!**

- USE THE CALLSIGNS, if none, then FIRST NAMES

EXAMPLE

SIENNA, SIENNA....THIS IS TANGO 1 OVER (ie not a person name on TANGO 1 but the transfer boat ID.

TANGO 1, THIS IS SIENNA.

SIENNA, THIS IS TANGO 1, PLEASE BE READY WITH FEED STATION RESUPPLY IN 10 MINUTES, OVER.

TANGO 1, SIENNA, CONFIRMED RESUPPLY READY IN 10 MINUTES, OUT.

TIMING



Timing & Tracking Contact: Charles Darbyshire +44 7768 982233 (UK Time). charles@fourthcape.com



Timing is done using the Race Gorilla Pro App.

Both ‘main’ tablets are pre-loaded with the App. As of #12 the tablet software and all apps are up to date.

One tablet is 5G enabled and labelled as such (will need a location specific SIM card inserted for use - take the back off the tablet, battery out, swap the SIM). The other tablet is WiFi / tethered data only. Both work off Starlink. Depending on the connection you plan to use, you will need to select the correct one via the tablet settings.

In the timing box you will find charging plugs and cables for the tablets, plus a big power bank as a means of top up charging if required. The tablets are difficult to turn off, so I suggest fully charging on arrival at a race venue, then leave on throughout, charging daily, overnight.

In the timing box you will also find 2 other tablets. These are also preloaded with the relevant Apps, just in case you need a replacement device.

On opening the tablet, find and open the Race Gorilla App.

Charles will provide you with:

- A competition I.D.
- An access code

These are used within the App to ‘Join Competition’.

Once done, the event will appear at the top of the ‘My Competitions’ list as ‘pending’.

The tablet is now ready to use – it is only used on site for finishing races, nothing needs to be done at the start of the race.

- Ask swimmers to check & confirm their info and skins/wetsuit category choice at the main swimmer briefing before the event gets going. Send any changes to Charles so he can update the software. I also do this every evening to allow for category changes during the event (remembering that this is only really relevant if changing from Skins to Wetsuit).
- Following each pre-swim tracker collection, send Charles and the timing team a list of ‘Did not Start’ (DNS) swimmers.
- Calculate the number of swimmers in the water based on the registered swimmers, the number of trackers collected, minus known DNS’s; cross checked against boat transfer headcount’s and the number of active trackers shown in the tracker data. Share the confirmed number of swimmers in the water with the wider team.

Confirm this number with Charles, and can be cross chequed with RG app (top right)

TIMING



Charles will provide daily links to the tracker system. Share the Admin and Alert links with wider staff group. Alert view is most useful on the water.

Keep Charles updated with any known changes to expected start times.

Start the race! Starter sends the confirmed start time to Charles; he will update the software accordingly.

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At the finish line.....

Set up Starlink, connect both tablets to it via WiFi.

SSID:

Password:

Open Racegorilla App

Open the current event (touch the screen!). This will open the event in a new screen, with the event title at the top.

Using the 'Series' drop down menu, select 'ALL'. *This ensure you capture all swimmers in all cetegories*

Select 'Keypad Timing'

Use tablet in 'Portrait' easiest to keyin the numbers this way.

As swimmers cross the line, enter their swimmer number and press 'Finish' - this provides them with a finish time and ranking. This must be done for every swimmer crossing the line. If multiple swimmers finish simultaneously you can press finish multiple times to capture the time, then go bacak to fil out the bib numbers.

Press 'Validate' for each swimmer. This can be done immediately after each finisher is entered, or delayed and done later as a batch (e.g. if a group of swimmers finish in quick succession).

There are various editing-style functions that you COULD use if required, but shouldn't need to. I suggest a briefing call with Charles if you want a more in-depth understanding of these 'just in case' actions/approaches!

Once all swimmers have finished, Charles will close the stage and provide provisional results.

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In addition to the tablets, you must also manually record the finish order and a 'clock time' for their finish where possible. This provides valuable cross-check info for the digital records.

The finish sheets are numbered backwards to provide a rapid way to calculate how many swimmers are left in the water.

If any 'Did Not Finish' (DNF's) are reported during the swim, they should be recorded on these sheets on the next available line so the change in remaining swimmers to finish remains correct.

Once a swim sheet is full, send photos of the manual record to Charles. Retain the hard copy.

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Share provisional results with the swimmers. Provide a cut-off time for them to raise queries. I usually make this an hour before evening briefing. Normally Provisional data is portrait PDF, and final data is Landscape.

Send queries to Charles as they arrive. Be prepared to discuss/agree solutions!

Once the query period is closed, Charles will provide finalised results. Provide to Mark immediately. Send to swimmers after the evening briefing.

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After evening briefing contact swimmers and ask for any skins to wetsuit category change requests to be sent to you by 2200hrs.

Send category change list to Charles to edit the Tracker and timing categories for the following day.

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On final day, Charles's results will not benefit from swimmer scrutiny. The 'provisionals' will be used to populate the prize giving list.

DOn't share the full results until after prize giving. In doing so, be prepared for possible minor 'issues arising' (this is why it is critical to get the finish line protocols right every day, but particularly on day 4, and why ensuring the swimmer info, category etc is important to check/update daily).

EMERGENCY ACTION PLAN

We will share protocols and processes with you for the safety of the swimmers, team and all accompanying partners.

Please pay **full** attention to our **online pre-event Waterbook briefing** and **on-site team briefings**, to safety advice highlighted within this document (red text) and to the **Emergency Action Plan** which we will share on the Staff Whatsapp prior to each event.

The Emergency Action Plan includes information informing you what to do in case of:

- a swimmer in difficulty
- an unconscious swimmer
- a full event evacuation from the water
- If you hear an emergency called on the radio, keep the channel clear unless you are directly involved in the emergency and need to communicate. Await instructions from the Race Director.
- If you are on board a transfer boat when an emergency is called, keep swimmers calm, ensure they are looked after and do not discuss any emergency detail you hear about with them to avoid panic or worry, until or unless directed to do so or to take action by the Race Director (primary emergency coordinator) or Event Director (secondary emergency coordinator).

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BOATS & ON WATER SAFETY PROTOCOLS

TRACKERS: Every boat must have a tracker. Boat leaders please check your boat has a tracker before departing each morning and be responsible for ensuring it is picked up and returned to charge at the end of each day. If you leave your boat for another role, ensure the team member you hand over to takes on this responsibility.

RADIOS: Every boat must have a radio for the skipper.

REPOSITIONING BOATS: During the swim any changes of boat position/role, calling shuttles etc must be authorised by the Race Director (James) by radio or Event Director (Mark) if Race Director is not reachable.

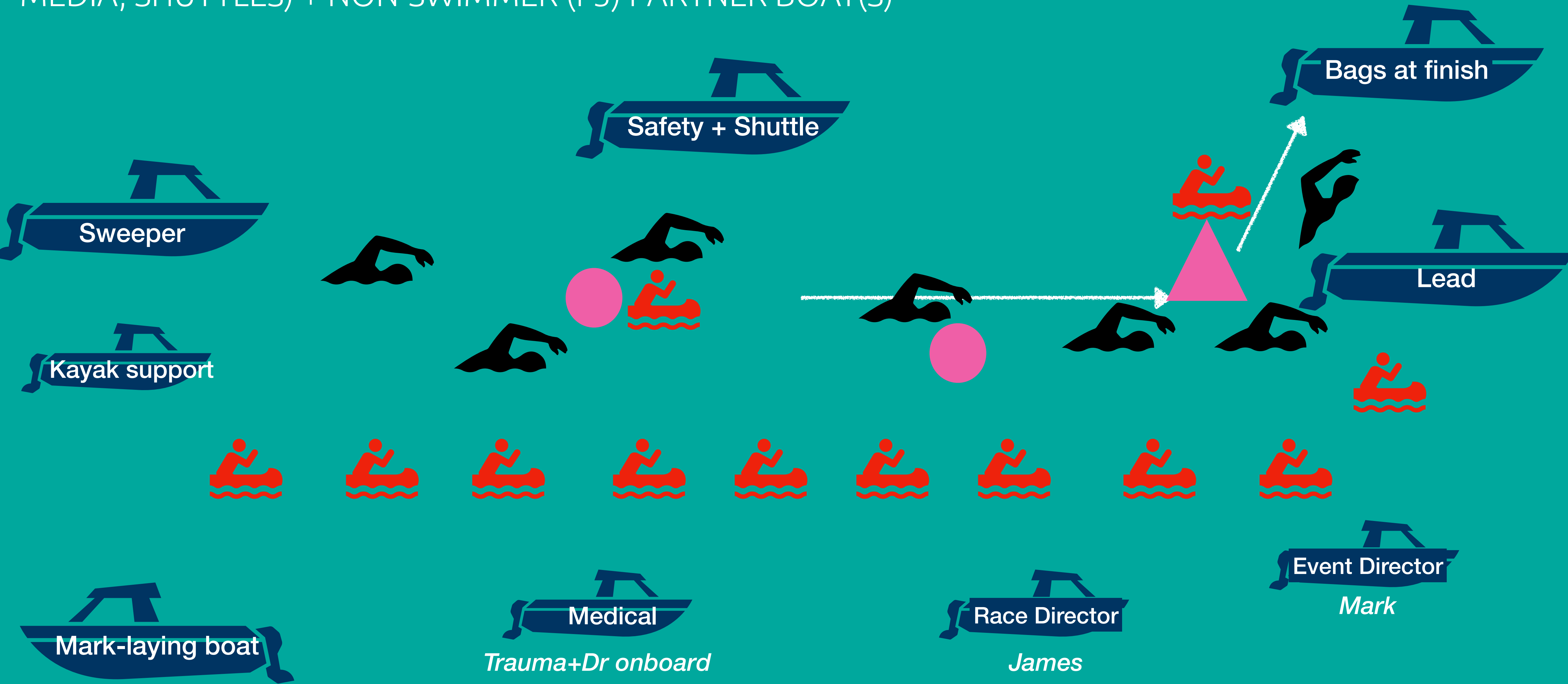
SAFETY ON BOATS: We carry out a lot of boat-to-boat and boat-to-land transfers of swimmers, gear and team. Serious accidents are more likely to happen during these transfers if not safely managed.



- **Assess** the surrounding areas before starting any transfer of yourself, gear or other people or before entering the water, ensure boats are properly moored or anchored secured with engines off;
- **Communicate** clearly with your skipper and the rest of the team on board / on the dock / on the other boat to signal when it's safe to start transferring gear / people;
- **Do not overload** boats for swimmer transfers, check with the skipper for a safe capacity stop when loading;

On-water swimmer support

Kayaks + SWIMMER TRANSFER boats (LEAD, SWEEPER, BAGS) + Race Management powerboats (RACE DIRECTOR, EVENT DIRECTOR, MEDICAL, MEDIA, SHUTTLES) + NON-SWIMMER (F3) PARTNER BOAT(S)



SWIMMER CHATS & BRIEFING SET UP

Set Up	Seating	Timing
2 x Microphones + speaker + slides/video	Theatre style	Swimmer chats - 45 mins -
- Projector - Screen - Lectern		Daily Swimmer Briefings - 30 mins -

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MEDICAL KITS - ONE PER BOAT + ONE FOR START / FINISH LINES

Tweezers

Scissors

Band Aid and tape

Gloves

Sterile Wipes

Headache tabs

Anti-sickness tabs

Sea urchin / stinger salve

Resuscitation face shield

triangular bandage

Eye bath

Saline solution

Sudocrem

Foil blankets

Waterproof dressings



IMPORTANT

If you use an item from any of the medical kits, note it on the list inside the medical box and photograph this along with the boat number. Upon return to base each day ensure this is notified to the team member in charge of boat boxes and resupply.

SWIMMER LUNCHES



Overview:

- 1 plate, balanced protein and carb, one salad or shared larger salad on the table, tap water on the table (any extra drinks / food are ordered and paid for by swimmer on the spot)
- Most lunches can be served on a rolling basis, ie not all swimmers arrive at the same time, meaning less capacity is ok but flow of clients through the buffet and eating space needs to be managed to ensure people are not kept waiting or queuing.
- Preferable method is a served buffet station (preferably more than one serving station) with **serving staff ensuring dietary specific meals are kept back and not served until requested (ie vegan, no pork, allergy specific dishes);**
- Tokens may need to be issued for serving staff to know who is an UltraSwim client (depending on location, private or public) and to count how many dishes are served / have been served;

Important:

- ensure the restaurant understands our needs and potential bottlenecks;
- ensure the restaurant has the correct dietary information in advance and holds back those dishes so they don't run out;
- ensure the restaurant is flexible to adapt and change timings and even dates at the last minute;
- ensure proper line of communication established with the head waiter / owner to whom all questions can be addressed and resolved during the lunch;
- check-in with the swimmers during lunch, ask how they are, pick up any issues (waiters will be busy, might not notice);
-

DIETARY TABLE



We tell swimmers and their F3s:

1. Ensure you pick up a dietary card at Event Registration (we have a table for this);
2. At seated lunches, place the card on the table in front of you;
3. At buffet / self-service lunches ask a staff member if you don't see your food group / dietary requirement catered for; some dietary specific dishes will be held back in the kitchen to avoid others taking them by mistake;
4. At feedstations and refuel stops, please ask for what you need. Don't assume if you don't see it, that we do not have it;

Finish Lines - set up a separate small table labelled 'Dietary'. Ensure gluten free ; allergen products are labelled - do not leave boxes open, one staff to handle this table.

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FOOD & HYDRATION GENERAL - FINISH LINE BOX

- Finish line snack contents: dried nuts, dried fruits
- Pastries / doughnuts,
- Fresh fruits
- Jelly babies
- Biscuits incl. gluten free
- etixx 'pink' recovery drink for finish line
- Chocolate milk
- Warm water / tea / coffee
- Cold water
- Precision products

Personal Nutrition: If swimmers ask, we cannot keep / provide personal nutrition at feed stations unless there is a medical reason, which should be referred to the event director. Swimmers may carry personal nutrition in their tow float or in their swim bags, accessible at the finish line or breakfast refuel stops (where included).

Medic Recommendation HOT DRINKS: Do not give swimmers very hot drinks, mix drinks with hot water if needed then add cold until the drink is of medium warmth.

BOAT BOXES



Each boat will have a box with different items in them. Contents will vary between management boats and swimmer transfer boats. Boat boxes will be prepared pre-event and once loaded will normally not be removed until the boat leaves the event (ie no daily removals - only resupply).

IMPORTANT - Each box will have a check list attached - please note when an item has been removed and if you are the boat lead or the last to leave a boat please photograph the boat checklist. This will facilitate the process when resupplying each box.

Transfer Boats

Water / Thermos / tea / coffee / sugar

Woolly hats

Swimmer list / laminated

Route maps

Medical kit

Spare swim hats and spare tow float

Neck lube

Sunscreen

Red Robes (minimum 2 - possibly more depending on boat role)

Fishing nets* (*feedstation boats only)

Spare towels

Event Management Boats

Tea / coffee / sugar / flask

Medical kit

ORANGE RED Robe

Hat / Sunscreen

Silver blanket

Staff packed lunch

Spare tow float (inflated ready for use)

Spare swim hat

UltraSwim water bottles, filled x 5

Event Management Boats cont.

Foghorn, tested, working order

Knife

Binoculars

Throwline

Whistle

VHF radio (MT, RD, Medical & Shuttle)

Motorola holster

Checklist

Document wallet for licences etc

BOAT LEAD: RESPONSIBILITIES

Arrive at your boat latest 5 mins prior to the designated boat box loading time shown on the schedule. Ensure you have your radio and access to the Boat Lead Whatsapp with updated info to convey to the swimmers as needed.

- Check that the dock area is free of trip hazards;
- Check that your skipper has been given a tracker and radio;
- Check that the boxes being loaded are labelled for your boat (T1, T2 etc);
- Count the number of swimmers boarding your boat (double check capacity to a safe stop with the skipper);
- After departing from the dock, count the number of swimmers again and note the number / ask other staff to double check;
- Give the swimmers a short reminder briefing as to the journey time, when to start preparing themselves and countdown to entering the water as per the instructions given over the radio by the Race Director (15 mins to start, 10 mins to start etc);
- Have the boat box ready to share lubes, spare swim hat, medical supplies as required;

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IN-WATER STARTS:

If the swimmers are starting in-water, upon arrival at the designated start point ask swimmers to wait until the green light is given by the Race Director for leaving the boat, clearly indicating which exits to use and then **double check** with the skipper that the boat is in a safe position for swimmers to enter the water.

- In-water start - wetsuits exit first then skins.
- At each boat exit one staff member must click/count the swimmers into the sea;
- After all swimmers have exited the boat, report the total number of swimmers in the water from your boat to the Race Director on Whatsapp. ie "T1 - 28 swimmers in water";
- If any swimmers do not start / enter the water, send the Race Director a message containing the swimmer number and "DNS" (did not start);

FEEDSTATIONS - OVERVIEW



FEED STATION contents:

- Precision Carb/Electrolyte Drink (and hydration version for hot weather)
- Jelly babies
- Bananas / watermelon or seasonal / local fruit
- Crackers
- Coke
- Water
- Tea/coffee
- Squeezy honey

Day 3 10k - each event Captain Webb rules / anyone in pink cap cannot touch the boat - feeding from nets only.

PF&H: keep **caffeine** gels separate / only give to swimmers if they request a caffeine gel. Not all swimmers can digest these caffeine gels.

Medic Recommendation **HOT DRINKS:** Do not give swimmers hot water. Mix drinks with hot water if required then cool with cold water to medium warmth.

Personal Nutrition: If swimmers ask, we cannot keep / provide personal nutrition at feed stations unless there is a medical reason, which should be referred to the event director. Swimmers can carry personal nutrition in their tow float or in their swim bags, accessible at the finish line or breakfast refuel stops (where included).



ASSISTING ON A FEEDSTATION



Goal - to prepare continuous supplies so that swimmers do not have to wait and do not have to unwrap or do anything apart from reach out, take and consume what they need.

Duties include:

- Pre-cutting the fruit
- Pre-mixing the carb drink
- Prepping cups with water / coke
- Unwrapping the PF&H chews
- Other tasks as briefed by your feedstation lead

Be prepared with plenty of supplies / assign one person or more, depending on feed station size to prep and hand to the team who are distributing the food / drinks to the swimmers.

Be prepared: you may be crouching on the back of an unstable boat, in sea swells, getting wet; it may be very hot or windy or raining; dress appropriately.

On marathon swim days, swimmers competing under MSF rules will not be allowed to touch the boat or another person; feed / drinks will usually be passed to the swimmer by net.



FEEDSTATIONS

PF&H CARB DRINK

Used: at feedstations

The feedstations will have 2 mixtures: 1. Carb and Electrolyte mix and 2. Electrolyte ONLY mix (for those with their own carb preference).

HOW TO MIX

1. Carb and Electrolyte mix per 1 litre:

8 scoops of Carb mix/litre of water (total 120g Carbs)
2 tablets electrolyte (1000). (total 1000mg Sodium, 250mg Potassium)

Swimmers get 300ml in a cup.

This delivers: 40g Carbs, 300mg sodium, 75mg potassium

2. Electrolyte ONLY mix

2 tablets per Litre



FEEDSTATIONS - PRECISION FUEL & HYDRATION



Power Gel



Caffeine Gel



Carb Gel



Chews



Carb Drink Mix



Pink Drink (Recovery)



Hydration Tabs



Hydration Tabs



Flow Gel

FINISH LINE

HOW TO MIX ETIXX PINK DRINK!

Used: at the finish line. Gluten and soy free. Contains lactose.

Dissolve 100 g powder (6 scoops) in 500ml of water (raspberry/kiwi)

HOW TO MIX

- Empty some water out of the bottle first (don't tip it away, add to a spare water container).
- For each 6 litre bottle of water add 30 scoops of powder.
- Shake really well.
- To make warm pink drink when serving fill half a cup and add hot water.
- The powder when mixed is very sticky so don't mix it on boat seats OR where swimmers may need to sit.



FINISH LINE - ASSETS & SET UP



Airdomes and shade	Set up, ensure packed with SUP pump
Beach flags	plus bases, ensure placed evenly for photos and video
Banners & Branding	positioned for drone shots as well as ground level shots
Finish line tables	for finish line snacks, pink drink, snacks etc, vodka mouthwash
Massage table	for swimmers to collect their tokens
Speaker and stand	for finish line commentary / finish line music
First aid kit	dedicated finish line First Aid box - ensure it is put on finish line
RED ROBES, beanie hats, crocs (for rocky beaches)	collect on beach where possible, ask swimmers to return gear to the logistics office after use if taking to wear on the boat transfer, note names
Photo Frames	at finish line, encourage people to use
Hose	with shower head, need access to a tap
Venue requirements	WC, access to water for shower, access to hot water / electricity / enough toilet paper stocked
Therapists	Covered, level area for massages if needed at finish
Beach pack-up	Check entire beach for discarded robes, cups, banners, collect all trash to take back to base, leave beach in the state in which it was found (or better!)



MASSAGE & STRETCHING



25 minute sports massages are offered post-swim for ULTRA++ and ULTRA+ participants on Day 1, Day 2 and Day 3 of the each event.

Locations:

- post-swim on the beach / finish line (where there is appropriate space / cover / weather permitting)
- continued at the event venue / hotel / spa until all massages are finished

Massage Therapy Team: locally contracted therapist team managed by an UltraSwim 33.3 team member during the event.

Scheduling and Coordinator role: The massage coordinator issues tokens for massage slots to swimmers after they exit the water, manages locations and timings, coordinates therapist team, tracks timesheets and assists with movement of therapist team and massage tables to / from beach / finish line and back to hotel, with support from the core team.

UltraSwim 33.3 provides therapists with:

- t-shirt, water bottle, drinking water, packed lunch, boat/van transport to beaches/finish lines and back to hotel where relevant;

Therapists should provide:

- their portable massage tables
- paper towels, oils

Swimmers provide:

- swim towels for privacy



Stretching: we run afternoon stretching sessions (usually 45 mins), using a qualified or experienced lead from the massage team

F3 BOAT REQUIREMENTS

1. The boat must be certified and insured to carry commercial passengers
2. Requirement for a skipper plus a deckhand or second F3 volunteer to help guests on/off boat
3. Children's & adult lifejackets to match the capacity of the boat
4. First Aid kit
5. Swim ladder
6. Toilet (closed tank system desirable)
7. Net to collect rubbish

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F3 LEADER - KEY DAILY ROLES

1. Provision and prepare the F3 boat box including medical kit, snacks, drinks. You are responsible for getting this on board the boat.
2. Advance brief the group on Whatsapp on tomorrow's departure meeting point, timings and what to wear/bring depending on the weather as well as route and any updates / changes to the program.
3. Check F3 passengers onto the boat each day according to the printed F3 list (obtain this in advance from the core team) and post the daily boarding list to the Staff Whatsapp group so we know how many people are on board;
4. Deliver the daily safety briefing as soon as everyone is on board or at the meeting point - sometimes easier on land (important to do this every day as people may join who were not on the boat the previous day);
5. Note any injuries: date / name / injury type / any treatment given and by whom;

F3 LEAD: SAFETY BRIEFING

Upon boarding the F3 boat each day:

- Point out location of life jackets;
- Recommend people wear them during sailing;
- Mandatory for all children under 8 years and any non-swimmers to wear them / assist kids with fitting them;
- Ensure the skipper anchors the boat securely before each swim with engines off;
- Let the guests know which points they can and cannot jump from the boat;
- Point out any hazards, on board and on land (ie trailing ropes on docks etc);
- Communicate clearly with your skipper to understand when it is safe for people to start swimming or getting on and off the boat;
- Do not overload the boat if taking swimmer partners on board after lunch, check with the skipper and UltraSwim boat lead for a safe capacity stop when loading;
- Let the guests know there is a first aid box on board and log any injuries (even minor) with a photo if possible, in the accident log (we'll share with you);

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GIVE THIS SAFETY BRIEFING EACH MORNING:

Welcome to the F3 boat - my name / skipper's name:
For a great day out please remember these points for your safety:

- When getting on / off the boat, wait until it is securely moored and your F3 lead or skipper gives the green light;
- If the sea is rough the boat may not always be stable during boarding / disembarking, so take care and do not rush;
- Do not enter the water to swim until your skipper or F3 lead gives the clearance for swimming to start;
- Assess the surrounding areas before you jump / enter the water from the boat to ensure the area is clear of other boats and people;
- if you get any injuries during the day, let us know;

TIMING

Timing & Tracking Contact: Charles Darbyshire +44 7768 982233 (UK Time).
charles@fourthcape.com

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Depending on the connection you plan to use, you will need to select the correct one via the tablet settings. In the timing box you will find charging plugs and cables for the tablets, plus a big power bank as a means of top up charging if required. The tablets are difficult to turn off, so I suggest fully charging on arrival at a race venue, then leave on throughout, charging daily, overnight.

In the timing box you will also find 2 other tablets. These are also preloaded with the relevant Apps, just in case you need a replacement device. On opening the tablet, find and open the Race Gorilla App.

Charles will provide you with:

- ☐ A competition I.D.
- ☐ An access code



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These are used within the App to 'Join Competition'.
Once done, the event will appear at the top of the 'My Competitions' list as 'pending'.

The tablet is now ready to use – it is only used on site for finishing races, nothing needs to be done at the start of the race.

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☐ Ask swimmers to check & confirm their info and skins/wetsuit category choice at the main swimmer briefing before the event gets going. Send any changes to Charles so he can update the software. I also do this every evening to allow for category changes during the event (remembering that this is only really relevant if changing from Skins to Wetsuit).

☐ Following each pre-swim tracker collection, send Charles and the timing team a list of 'Did not Start' (DNS) swimmers.

☐ Calculate the number of swimmers in the water based on the registered swimmers, the number of trackers collected, minus known DNS's; cross checked against boat transfer headcount's and the number of active trackers shown in the tracker data. Share the confirmed number of swimmers in the water with the wider team.

Confirm this number with Charles, and can be cross chequed with RG app (top right)

TIMING CONT.

Charles will provide daily links to the tracker system. Share the Admin and Alert links with wider staff group. Alert view is most useful on the water.

Keep Charles updated with any known changes to expected start times.

Start the race! Starter sends the confirmed start time to Charles; he will update the software accordingly.

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At the finish line.....

Set up Starlink, connect both tablets to it via WiFi.

SSID:

Password:

Open Racegorilla App

Open the current event (touch the screen!). This will open the event in a new screen, with the event title at the top.

Using the 'Series' drop down menu, select 'ALL'. This ensure you capture all swimmers in all cetegories

Select 'Keypad Timing'

Use tablet in 'Portrait' easiest to key in the numbers this way.

As swimmers cross the line, enter their swimmer number and press 'Finish' - this provides them with a finish time and ranking. This must be done for every swimmer crossing the line. If multiple swimmers finish simultaneously you can press finish multiple times to capture the time, then go bacak to fil out the bib numbers.

Press 'Validate' for each swimmer. This can be done immediately after each finisher is entered, or delayed and done later as a batch (e.g. if a group of swimmers finish in quick succession).



There are various editing-style functions that you COULD use if required, but shouldn't need to. I suggest a briefing call with Charles if you want a more in-depth understanding of these 'just in case' actions/approaches!

Once all swimmers have finished, Charles will close the stage and provide provisional results.

Confirm this number with Charles, and can be cross chequed with RG app (top right)

In addition to the tablets, you must also manually record the finish order and a 'clock time' for their finish where possible. This provides valuable cross-check info for the digital records.

The finish sheets are numbered backwards to provide a rapid way to calculate how many swimmers are left in the water.

If any 'Did Not Finish' (DNF's) are reported during the swim, they should be recorded on these sheets on the next available line so the change in remaining swimmers to finish remains correct.

Once a swim sheet is full, send photos of the manual record to Charles. Retain the hard copy.

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Share provisional results with the swimmers. Provide a cut-off time for them to raise queries. I usually make this an hour before evening briefing. Normally Provisional data is portrait PDF, and final data is Landscape.

Send queries to Charles as they arrive. Be prepared to discuss/agree solutions! Once the query period is closed, Charles will provide finalised results. Provide to Mark immediately. Send to swimmers after the evening briefing.

33.3KM | 4 DAYS



OUR BRAND - FOR VOLUNTEERS

Our brand has been built through a huge amount of hard work, including incredible support from volunteers who have joined us along the way, contributing a vast range of skills.

It is not possible to imagine or brief every single scenario to you in advance (although we'll do our best). As a volunteer there may be times when you do not know the answer to a question from a swimmer or you are not sure what to do next. Ask a core team member to help you, Whatsapp the question on the staff group or resolve as best you can (we are all smart people). In case you are not happy with something, tell someone from the core team so that we can address it. We'd really appreciate if you don't complain to, or in front of, swimmers.

The event is incredibly hard work but we hope you'll derive the same amazing, positive energy and satisfaction from it as we do and THANK YOU for being part of the team!



EMERGENCY CONTACTS

CROATIA



Need emergency help?

112 is the common emergency telephone number that can be dialed free of charge from any fixed or mobile telephone in order to reach emergency services (ambulance, fire and rescue, police)

- 192 Police
- 193 Fire department
- 194 Emergency medical help
- 195 Maritime search & rescue
- 1987 Help on the road



EMERGENCY CONTACTS SWITZERLAND



EMERGENCY CONTACTS ***GREECE***



112 - European emergency service line

100 - Hellenic Police Number

199 - Hellenic Fire Service Number

166 - Medical Emergency Service (EKAB) Number

108 - Hellenic Coast Guard Number



EMERGENCY CONTACTS MONTENEGRO



Help Montenegro

| SOS How to find help

- National emergency numbers: 📞
- 122 – Police
- 123 – Fire brigade
- 124 – Ambulance
- 19807 – Road assistance

