

City of Norwich Aviation Museum

Terms of Membership 2025

Since its formation in 1983, The City of Norwich Aviation Museum has developed from very humble beginnings to its present standing as a highly respected aviation Museum and visitor attraction within Norfolk. Our aspiration is to sustain and further develop this in the future.

As the Museum has grown, our activities have become more open to public view and interpretation. The standards expected of both the Museum and its volunteers have accordingly been raised. The ongoing commitment to the Museum and Galleries Commission registration is a measure of the level of quality and service attained to date.

The award of future grants, support of local organisations, surrounding neighbours and visitors requires further commitment to quality and customer care. The Museum has therefore decided to issue terms and conditions for new members in order to achieve the standard required of all Museum staff and volunteers.

Joining the Museum

From 1st September 2018, any person wishing to join the Museum membership will be asked to observe a probationary period of 6 months.

During this period, the individual's suitability for membership will be reviewed and the probationary member can decide whether they wish to pursue their application. Within the probationary period, the Board / Museum staff may decide to decline membership with immediate effect should guidelines not be followed.

If during the probationary period the member decides they do not wish to continue with their application, the full membership cost will be refunded and application voided.

If however the membership is terminated within this time (due to a breach of these terms), a partial refund of 50% will be given.

Every applicant must be prepared to sign the application form agreeing to abide by the Museum's guidelines stated herein, together with the Museum's health and safety policy document and Crew Chief information document confirming that they have been read and understood. In addition to these documents, every new applicant must provide emergency contact details (*these details will be kept confidential and only accessible in the event of an emergency*).

Following a successful probationary period, a membership card will be issued and will be available for collection from the Museum office.

Please note: as a member of the Museum, you are committing to pay limited liability of £1 should the Museum become insolvent or forced to close.

Conduct & Membership Responsibilities

It is the Museum's objective to function as a "good citizen" in all its activities. The Museum expects all its business activities will be conducted in a legal, ethical, open and moral manner. No member will be asked or expected to compromise these standards.

As a volunteer, the following is expected of you:

1. Volunteers must not become involved in situations which could create a conflict of interest between the individual or organisation and the Museum.
2. Volunteers are prohibited from participating in any fraudulent act against the Museum or against any other entity on behalf of the Museum.
3. Volunteers are to avoid being compromised by the receiving or giving of gifts.
4. Volunteers will not disclose confidential information concerning any Museum business.
5. Volunteers are expected to adhere to respectable standards of appearance, dress and behaviour both at the Museum and whilst carrying out business on behalf of the Museum.

Unacceptable clothing includes (but is not limited to) any item showing; pornography, swearing, disrespectful language or pictures.

6. Volunteers are also expected to conduct themselves in a professional manner whilst the site is open to visitors.
7. The minimum age for membership is eighteen (18). Volunteers who hold family membership are permitted to bring under 18s on site, but under 18s must be supervised by a full member at all times.
8. Volunteers should attend the museum on a regular basis, at least once per month, to assist with day-to-day tasks.

The Management Structure at the Museum

The Museum's operations are organised by a Board of Trustees elected from within and by the membership.

The board members will conduct all the Museum's dealings with outside organisations and authorities on behalf of the wider membership and can be contacted by sending an e-mail to admin@cnam.org.uk with the subject line: "*For The Attention of the CNAM Board*".

Day to day running and management of the Museum is the responsibility of all volunteers and paid staff.

Health & Safety

The Board of Directors of the Museum has a statutory duty under section 2(1) of the Health and Safety at Work Act 1974 to provide "*so far as is reasonably practicable*", safe working conditions for its employees.

In turn, all employees and volunteers have a duty of care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. Volunteers working at the Museum are considered as members of the public for the purposes of health and safety.

The Museum's written statement of its health and safety policy is available from the office along with a risk assessment for all volunteering activities.

These are the main safety points to bear in mind: -

All volunteers are required to sign in and out when attending the Museum – the signing sheet is located on the front desk.

No person/s to be allowed on site or inside any exhibit unless accompanied by a volunteer.

You are responsible for your own health and safety, together with others who may be affected by your actions.

Always wear the correct PPE (Personal Protection Equipment) required for any task you propose to undertake.

Never use any machinery, equipment or chemical substances unless and until you have received instruction in their use and the necessary precautions to take.

Report any faulty equipment or hazards **immediately** to your team leader or a trustee, and see that they are made safe or removed and secured from use until remedial action has been taken.

Do not attempt to move large or heavy objects by yourself – seek assistance.

Always complete relevant Risk Assessments and Hot Working Permits prior to commencement of work.

Working at height is not to be undertaken without appropriate access equipment and safety person.

Lone work is not to be undertaken.

Report all personal injury accidents **immediately** to your team leader or a member of the Board or paid staff.

Never work in any building while it is open to visitors.

Be mindful of hazards with the potential to cause an accident. If you see a potential hazard, deal with it immediately.

Fire Safety

Be aware of the location of fire extinguishers, fire alarms, fire exits and other means of escape.

If you discover a fire, raise the alarm and evacuate the building make sure that everybody on site assembles in the car park.

Call the fire brigade by calling 999 and asking for the Fire Brigade. The Museum address is Old Norwich Road, Norwich, NR10 3JF. Do not attempt to fight the fire unless it is safe to do so.

Ensure fire exits are never blocked inside or out to ensure safe egress via these is assured at all times.

Fire doors must be kept closed at all times so as to prevent the spread of fire. *Never wedge them open.*

First Aid

First aid kits are located in the workshop and office. In addition to the first aid kits, an eye wash station and burns kit is located in the workshop.

If first aid is required, contact the designated first aider.

Security

Security is the responsibility of all volunteers. You should challenge any unauthorised person who steps over a barrier or tampers with an exhibit in a firm but courteous manner.

If there are any problems, contact a member of staff for assistance.

As the Museum is located near to Norwich International Airport, any suspicious objects or behaviour should be reported immediately to either a member of staff or board member on site who will take the necessary steps to ensure the Museum and local airport security.

The museum is not responsible / liable for security, loss or damage to personal tools, clothing, equipment etc at the museum or taken to events.

Misconduct

Inappropriate actions or comments by any member/volunteer may lead to the termination of their membership at the Museum.

Misconduct includes but is not limited to:

- Causing damage to the Museum's property, business or reputation either intentionally or through gross negligence.
- Causing or threatening to cause damage to life or property, or injury to another, either whilst at the Museum, or carrying out the Museums business
- Conviction of crimes, which in the board's opinion make it unsuitable for a member to continue.
- Dishonesty or theft relating to any Museum events, artefacts, cash, donations or stock.
- Sexual or racial discrimination.
- Any form of victimisation or harassment.
- Gross incompetence or negligence.
- Contravention of Health and Safety regulations or these terms of membership.

Where a member is expelled, the Museum will not refund current membership subscription unless within the six month probation period.

The Museum will instigate investigation and prosecution by the police or pursue a claim through the legal system, should this be considered necessary by the Board of Trustees.

Alcohol and Drugs

No member shall be under the influence of alcohol or drugs whilst at the Museum or whilst undertaking the Museum's business. Drugs (other than those prescribed against a medical prescription) will not be tolerated at the Museum at any time.

Alcohol may be permitted at a social gathering at the Museum with the Board's prior approval. Alcohol is not permitted at the Museum at any other time.

Violation of this policy will result in termination of membership and possible prosecution.

Smoking

Smoking outside at the Museum site is permitted, but members are asked to be considerate for the comfort of others.

Smoking is not permitted indoors and at times (such as in an extremely hot climate when the grass is dry) smoking may be banned from the whole Museum site in order to reduce the risk of fire.

Museum Materials, Equipment and Exhibit Information

Wasteful or incompetent use of Museum equipment and materials may result in the member being asked for reimbursement of items purchased by the Museum.

Co-ordination

Where possible, co-ordinated projects are undertaken involving as many volunteers as possible in order to expedite completion. This is very much in the best interests of the Museum and is encouraged by the board.

Volunteers are expected to cooperate with their colleagues on such occasions, display teamwork commensurate with the spirit of such a policy and understand what is expected to complete the task set by the aircraft's Crew Chief.

Volunteers are expected to consult an individual aircraft's Crew Chief before beginning a task. Where a Crew Chief has not been assigned, the volunteer must seek prior permission from the Keeper of Exhibits who will in turn ask the board's permission in order to register that individual as a specific aircraft's Crew Chief. This will ensure that current priorities are met and that an individual's time is not wasted on tangential projects.

This policy is not required for general care, cleaning and maintenance which does not in any way alter the appearance or layout of an exhibit or display.

Members are requested not to correspond, deal or negotiate with outside bodies without prior approval of the board of trustees so as to avoid duplicated or un-coordinated effort. Again, more information can be obtained by talking to an individual aircraft's Crew Chief.

Respect for Exhibits

The exhibits are of fundamental importance to the Museum. Their care and protection are therefore paramount. All parts removed for restoration must be recorded and individually labelled and replaced as soon as possible.

Adequate protection must be applied to any areas exposed by component removal. The location of all exhibits is held on record, and any change of location must be notified to a member of staff or custodian.

Removal of any item from the premises is expressly forbidden unless prior permission of the Board or aircraft Crew Chief has been given and a log generated.

Volunteers will be held responsible when negligent, for any loss or damage caused to an exhibit and as such may result in the termination of membership.

Wildlife Protection

Volunteers must not perform any act designed to, or which may result in the suffering of any item of wildlife on the Museum site. Volunteers must not deliberately kill any item of wildlife on the site, with the exception of those in the exempt category.

Members must not interfere with any bird nests during the nesting season on the Museum site.

Exempt categories:

- Any badly injured or diseased items of wildlife (e.g. rabbits with myxomatosis) .
- Recognized pests (e.g. flies, wasps) and items of wildlife detrimental to health & safety (e.g. vermin in and around the Museum buildings and site).

All control must be carried out in a humane manner or by a trained professional.

Aircraft Tours

Aircraft tours are to be carried out by those volunteers who have a full understanding of an aircraft's specification, history and any current ongoing maintenance by the Museum. If you are not confident conducting tours, guidance notes have been created for the Vulcan, BAe146 and Nimrod and are available upon request from a member of staff. On special event days, the event organiser will assign tasks to volunteers and a period of downtime will be given for lunch and regular breaks.

Tour groups including children must only be conducted when an adult supervisor (such as a parent or carer) is present and it is the Museums policy that where a minor is concerned; *"no tour shall be conducted without an adult supervisor"* - no exceptions.

Unlike some positions, it is not a requirement for volunteers to be given a Disclosure and Barring Service (DBS) check. It is not mandatory, but the Museum would encourage individuals to request your own personal basic DBS check by visiting the government's website at; <https://www.gov.uk/request-copy-criminal-record>

If you have completed a DBS check then please provide a copy for the Museum.

Signatures of this Agreement

By signing below, I confirm I have read and agreed to the terms of membership, have read the 'crew chief information' and agree to abide by all rules set out within these documents. I also agree that my membership is on probation and I will not be issued with a membership card until a period of 6 months has been served.

Signed: _____

Print Full Name: _____ Date : _____

Probation End Date: _____

Membership Type: _____

Staff Member Initials and Comments: