

## **Our values as an organisation.**

### Our Charitable Purposes are:

For the public benefit to advance education and to promote the preservation of tramways, light railways, tramcars, light railway vehicles and other historical vehicles, buildings and equipment, and items of general transport interest of scientific importance or educational value, in particular but not exclusively by:

- (1) Maintaining an operating tramway museum to demonstrate the working of tramway and light railway vehicles and other historical vehicles; and
- (2) Arranging exhibitions, promoting study and research into the historical, scientific, and social aspects of tramways, light railways, tramcars, light railway vehicles and other historical vehicles by maintaining a library and archive of books, photographs, films, videos and electronic data.

### Our core values are:

#### **Keeping history alive**

We safeguard unique, comprehensive, historical and intellectual collections, presented as a resource through which the public and our members can actively participate in a critical aspect of our social, technical, cultural history.

#### **Giving education and entertainment to others.**

We provide an integrated, inclusive and accessible experience for all visitors in which education and entertainment are indivisible.

#### **Adopting a pioneering approach.**

We are driven by a continuing pioneering spirit, creating a living, working museum which maintains and enhances our position as an international centre of excellence and as a leader and influencer throughout the museums' and heritage world.

#### **Ensuring the financial stability of the organisation.**

We use business techniques and best practice to endeavour to establish continuity and stability of income and ensure the sustainability of a museum and collection of outstanding quality and international reputation. We operate within a 'not for profit' business structure and all surpluses are utilised for the ongoing development of the organisation.

#### **Gaining our own satisfaction from achievements and relationships.**

We bring together a wide range of committed volunteers and employees to use their comprehensive range of skills and knowledge in the furtherance of the Museum and TMS's objectives, in a spirit of mutual respect, friendship and enjoyment.

Our Behavioural Values are:

**Respect:** we are a team working towards the mutual benefit of all members, volunteers and staff; we support each other as a community, respecting the individual in the way we talk and deal with each other.

**Customers First:** our aim is to delight all our customers, internal and external, and put them first with flexibility and care.

**Unified Purpose and leadership:** we are the stewards of a unique and valuable collection and we hold it proudly on trust for the future benefit of all, sharing our experience with others.

**Honesty and integrity:** we speak the truth and are not afraid to be held to account for our actions and deeds.

**Passion and Selflessness:** we will fully engage with the needs of the TMS and Museum and give freely the support it needs to succeed and thrive.

**Empathy and care:** we consider the feelings of others and give them the support they need. We rally round when someone is in difficulty.

**Communication:** we will explain what we are doing; what we need to help us do it and when. In turn we will always value the opinions and advice of others.