**Appendix 2 NMM Courier Requirements**

**Why does NMM reserve the right to send a courier?**

NMM has a legal and ethical obligation to keep objects within the national collection safe and to protect them from damage but we also have an obligation to make them available for display. Because of these requirements, NMM often sends a courier to oversee the transportation and installation of NMM objects when they are being borrowed by other institutions. The courier’s responsibility is to ensure that the objects are handled appropriately at all stages of the transportation and installation to reduce the risk of damage.

NMM assess the risk for a courier on the following basis:

* Whether the journey is complicated. For example involves airports, ferries etc.
* Whether the object requires any special handling e.g., a clock.
* Whether the object is fragile or has other conservation concerns.
* Whether the object is of particularly high value. It should be noted that the value of an object can go far beyond its financial or security value.
* Whether NMM has loaned to the borrowing institution in the past and if there were any previous problems.
* If a courier is required for indemnity or insurance reasons.

For budgeting, a borrower should assume that NMM will be sending a courier, unless they are told otherwise. The courier costs, as detailed below must be covered by the borrower.

**Role of NMM Courier**

An NMM courier will usually travel with an object, but depending on the above risk assessment, they may travel out to oversee the installation or decant only. They will oversee the process and ensure that the object is handled appropriately at all times.

Any courier sent by NMM is authorised to withdraw Objects from loan where, in their opinion, there has been a material breach of the Loan Agreement in relation to the safety and/or security of the Objects. This will be done in discussion with the NMM Registrar.

We expect our couriers’ concerns to be listened to and for their requests regarding the object and installation to be met.

**NMM Courier Requirements:**

Couriering can be physically strenuous and very stressful and we therefore request the following travel and accommodation standards for our members of staff:

**Air Travel:**

When travelling with objects, on flights with durations lasting over 6 hours (considered long haul), couriers will require a business class/premium economy seat. This is because airlines generally require objects to be at the airport at least 6 hours prior to departure to allow time for palletisation. This often means very early morning collections. For the wellbeing of our couriers, as well as object safety, NMM requires that our couriers have the opportunity to rest in preparation for arrival at the destination where it is likely that they would have to wait for customs approval before travelling onto the borrowing venue where they may also have to supervise a complex move.

NMM would be able to reconsider this requirement depending on:

1. Flight times – e.g., Couriers are not setting off for the airport before 8am.
2. Complexity of the cargo – e.g., Number of crates and pallets to load.
3. Complexity of the transfer at the destination – sailing, long drive, CITES. Etc.

If, after assessment, we can reconsider the requirement for business class, then couriers may need to be given a rest day when they arrive at the venue and this should be accounted for in their per diem rate. This will apply if they are escorting objects or not.

**Train Travel**

Train travel should be booked in advance by the borrowing venue or the transport agent and tickets should be sent to the NMM Registrar. To limit costs for borrowers, where possible and practical, NMM accepts tickets booked for specific trains rather than open tickets.

Standard class tickets are sufficient.

**Taxi Travel**

In line with NMM’s Travel and Expense Guidelines 2016, taxis will be avoided unless there is no reasonable alternative e.g., Travel after 11pm. In such cases the costs of the taxi will be claimed back from the borrower.

**Accommodation:**

Accommodation should be in a minimum 3\* hotel in a safe area, within easy distance to the borrowing venue address. We request that where possible, couriers are not given accommodation on the ground floor.

Ideally, the accommodation should be booked by the transport agent; however NMM reserves the right to book accommodation for couriers directly and to invoice the borrower for the cost of this. Please check the hotel with the NMM before booking to avoid issues later.

**Per Diem rates**

NMM couriers require a Per Diem to cover their expenses whilst they are away from home. This should also cover travelling days.

For budgeting please allow for the following costs:

* London based trip: £20 for a full day trip. £10 for a half day. Please provide a travel card.
* UK based trip: £35 per day. Estimate 1-2 days depending on location and acclimatisation requirements.
* Overseas trip: £65 per day. Estimate 3-5 days depending on location and acclimatisation requirements.

Please note:

* The Per Diem should be given to a courier immediately on arrival at the borrowing venue in the local currency.
* It may not cover transport to/from airports which is often expensive and is required when public transport is unavailable eg. early mornings. This will be invoiced to the borrower, or booked by the agent.

**Summary**

* Our outward courier policy is line with what we offer to inward couriers.
* The policy is in line with NMM Travel and Expenses Policy 2016.
* It is in line with Civil Service Guidelines on business class travel.