

Triumph Owners' Motor Cycle Club

Members' Handbook

April 2023



Contents

1. Introduction
2. A Brief History of the TOMCC
3. Overview of the Club Structure
4. Branding of the TOMCC and Branches
5. The National Committee Positions and their Responsibilities
6. Branches
 - 6.1 Overview of Branch Activities
 - 6.2 Setting up a Branch
 - 6.3 Managing Memberships
 - 6.4 Branch Merchandise
 - 6.5 Marketing your Branch
 - 6.6 Dealer relationships
 - 6.7 Inter-branch collaboration
 - 6.8 Keeping it fresh: ideas to sustain the interest of members
 - 6.9 Branch Committee Functions
 - 6.10 Branch Annual General Meetings
 - 6.11 Functioning of Branch Committees
 - 6.12 Complaints against members
 - 6.13 Closing a Branch
7. Sections
 - 7.1 Purpose and overview of Sections
 - 7.2 Setting up a Section
 - 7.3 Publicity
 - 7.4 Working with Branches
8. Processes
 - 8.1 Show Equipment
 - 8.2 Show & Events Insurance
 - 8.3 Club & Branch Runs
 - 8.4 Risk Assessments
 - 8.5 Dealer Packs
 - 8.6 Submission of articles to *Nacelle*
 - 8.7 Branch adverts in *Nacelle*
 - 8.8 Machine Dating
 - 8.9 Machine Valuations

9. Case Studies

9.1 Garage Parties

9.2 Dealers attending Branch meetings

9.3 A night at the dealer or bike shop

9.4 Runs Etiquette

9.5 Show ideas

9.6 Storing and displaying show merchandise

9.7 Getting new members to Branches

10. Club Rules

Triumph Owner's MCC

The Handbook

1. Introduction

This handbook is a useful reference for National and Branch Officers and members in the running of a successful motorcycle club at all levels. It defines actual processes and provides ideas and advice for typical activities. It is useful as a manual for new members and Officers, and as a source of reference for those with more experience.

It is designed to be a living document, to be updated and added to as appropriate. For that reason, all printed copies should be considered to be uncontrolled. It does not contain confidential information (this is contained in secure appendices) so can be freely shared.

The content is fairly dry and formal: this is not a novel! It is designed to be as brief yet also as comprehensive as possible. This could also make some aspects such as Committee roles appear rather intimidating; this is neither intended nor is it the case that Club and Branch roles and activities are onerous and to be feared.

Sections added within the past 12 months are in **purple font** with the date added in brackets.

Please provide feedback and ideas to the National Committee Vice-Chairman or any other member of the National Committee.

DISCLAIMER: The TOMCC has produced this Handbook and all statements contained within it with care and diligence to ensure that it is correct and appropriate. However, the TOMCC accepts no accountability or responsibility for injury or loss that may arise from the use of the Handbook and the statements and suggestions within. All events, especially where riding or interaction with the general public occurs, carry a degree of personal risk and danger to the individual and others. The adoption of common sense and safe practices will help to avoid things going wrong. Furthermore, the Handbook cannot predict which cases individuals or the courts will address through legal action. Much of the UK's law is formed through case law, where cases are brought to court for consideration of the facts and through the verdict to create a precedent for future prosecutions. For this reason, all members should do all they can to address issues before problems arise.

2. A Brief History of the TOMCC

The Triumph Owners' Motor Cycle Club (TOMCC) was founded in November 1949 at Acuba Hall, South London. It grew to over 1,000 members by the mid '50's with branches all over the UK. The Triumph factory supported the Club with rallies on the lawns at the Meriden factory and sponsored runs abroad. In the 1960's the club prospered, along with the factory, guided well by some very gifted and driven people. For many years in the 1970s there were race meetings at the Lydden Hill circuit in Kent, organised mainly by the Epping Forest Branch.

In those days the motorcycle was primarily a transport vehicle and people progressed from that into enthusiasts. The average motorcyclist of that period started with a motorcycle as a first vehicle with an entry age level of teenage years. This led to a very young and enthusiastic club. The club rose to an artificial high of 7,000 members in the 1980's because of insurance incentives, but fell back to 3,500 members as soon as the insurance company discontinued the scheme. The 1980's saw the decline of Triumph at Meriden and production of Triumphs ceased altogether by 1983. Triumphs became the choice vehicle of the non-Japanese riding minority and, whilst the membership had a steady core, the constantly changing majority of members were becoming more partisan.

The success of the club in many ways is directly attributable to the success of Triumph and when in 1991 Triumph re-emerged with steadily improving sales, so TOMCC membership grew again with

members old and new taking to the new range of Triumphs. This means that TOMCC members own bikes spanning many decades of Triumph production, back to the early twentieth century.

Entry-level bikers are largely in their 40's and rather than being the poor man's transport as in the decades leading up to the 1970s Triumphs are now the rich man's play toy. Some new bikers are people that aspired to a Bonneville in their youth and are now buying into the dream. Others buy Triumphs simply because they are the best bike available. The wide range of Triumph motorcycles available is attracting diverse types of riders. The new Triumph rider is widening out brilliantly the club's membership base.

The strong position of the classic market, and the vastly improving availability of spares and renovation parts, means that there are now many more Triumphs from the classic era on the road and probably more Meriden Triumphs in the club than in the mid 1980's.

For our active members the branch provides the access into the club. Meeting arrangements for each Branch varies with venues ranging from mostly pubs to social clubs and village halls. Branch meetings are mostly weekly with some branches meeting monthly. Both the National Club and many Branches organise events that are open to all members, ranging from camping rallies in Dorset and Scotland to hotel based events in the Lake District. Most branches are very active and provide a wide range of motorcycling and social activities for their members. Inter branch activities are encouraged and promoted by the National Club.

The Federation of International Triumph clubs formed in 1996 and it encompasses clubs from all over Europe and Australasia under the banner of World Association of Triumph Owners Clubs (W.A.T.O.C.). It has an annual meeting hosted by a different club each year, and runs an annual competition and awards the prize to the member that attends the most events. Each national club nominates a particular event as its qualifying event for the WATOC Challenge. The winner normally clocks up in the region of 10,000 miles annually. This gives members an incentive not only to ride their bikes, but to go abroad on them. It is also very good socially and bonds all the International clubs together. Membership of WATOC is automatic if you join one of the affiliated Triumph Owners Clubs. A whole range of WATOC merchandising is available to all affiliated clubs, each from a different country and adds to the whole benefit package that the club offers.

The club is now well placed to develop itself even further as the whole Triumph brand develops and whether you ride it, restore it, polish it, show it or simply just own it, the club offers something for all members through the network of TOMCC Branches, Club organised events, and the excellent Club magazine *Nacelle*. Membership is now at a 15 year high and continuing to rise. The Club won the Best One Make Club Stand at the BMF Show 2013. Winning that award is a credit to the club and a reflection of the dedication and determination of the club to prosper.

3. Overview of the Club Structure

The Club is organised with a National Committee supported by other Executive and non-Executive posts, and local Branches where most activities are organised.

Strong and active Branches are essential if members are to value the TOMCC and their membership. Branches are the life-blood of the TOMCC as without a good Branch to visit and enjoy their motorcycle with other members they will possibly leave and enjoy their hobby elsewhere.

Each Branch has a managing Committee, elected annually by members. Branches provide a focus for members to meet, ride together, attend shows and other events, and to help each other with information about Triumph motorcycles and riding in general. New Branches can be created at any time (subject to qualifying membership numbers and geographic location as stated in the Club Rules) and Branch members are encouraged to participate both in other Branch's events and at the National level.

Branches regularly attend motorcycle and other shows and put on displays on behalf of the TOMCC. Material is available to assist Branches to put on these events, together with third party insurance.

Area Representatives are elected at AGM and assist Branches as required, as well as acting as a vital link between Branches and the National Committee. (April 2023)

Sections are created and managed by a single full member, or a group of like-minded members. Sections are national groups with a focus on a specific aspect of Triumph motorcycles. Sections operate via an on-line Forum.

The National Committee and supporting Executive and non-Executive members are elected annually. Their role is to represent the Branches nationally, providing a vision for future development and a national framework within which Branches operate. A number of products and services are provided, such as the Club's magazine, membership process, merchandise, and the organisation of major events.

There are a number of classes of member. Qualification for membership and rights of each class of member within the TOMCC at National and Branch level is covered within the Club Rules. The classes of member are Full Member, Past Member, Associate Member, Honorary Member, Overseas Member and Magazine Member.

On joining the TOMCC members are assigned to the Branch of their choice or (if their choice is not stated on their application form) they will be allocated to their nearest branch or TOMCC HQ if they are not near a branch. Associate Members must be in the same Branch as their sponsoring Full Member.

All Branches are run by members of that Branch with a Committee comprising positions of their choice. The only exception is HQ which is for overseas members and other members not wishing to join a local Branch, and which is administered by the HQ Secretary only. Just because a member is allocated to a specific Branch does not preclude them visiting other Branches, individually or in groups. Indeed this is strongly encouraged. Any member can choose to change Branches at any time by sending a request to the National Membership Secretary.

The National Club has the following groups of designated positions:

Patron, President & Vice Presidents

These positions are considered to be Executive positions and may attend National Committee meetings and vote. By convention they do not attend National Committee meetings unless specifically invited. They are positions awarded to individuals in recognition of past service to the Club and holders are expected to use their positions, talent and experience to promote the Club and provide support to the National Committee and Branches. Holders are voted to position by nomination by the National Committee and vote at an AGM. By tradition they hold their position for life or until relinquished by resignation.

National Committee members

These positions are elected at AGM annually and are the group of Executive officers responsible for the day to day running of the Club. Each position is responsible for the effective functioning of their designated areas of responsibility, with the Chairman and Vice Chairman responsible for the effective running of the Committee. All are responsible to ensure good working relationships and for the cross pollination of ideas and cooperative working on strategy and projects, especially where roles overlap. All will provide a written and verbal report of activities and achievements relating to their area of responsibility during the preceding 12 months at the AGM.

Certain positions (the General Treasurer, General Secretary, Editor, Events Co-Ordinator and Public Relations Officer) may nominate an assistant to the office they hold and permit them to have the power of the Officer. The appointment is valid until the following Annual General Meeting.

Club Officers, or their nominees, shall be fully responsible for all duties of the office they hold and for the effect of their actions on the Club image. They are expected to actively further the interests of the TOMCC at both the National and Branch levels and provide appropriate support to Branch Committees and members promoting the creation of new Branches.

Non-Executive officers

These officers have designated specific functions required in the day to day running of the Club. They attend National Committee meetings by invitation but do not have voting rights.

Note that no Patron, President, Vice President, Committee member (National or Branch) Non-Executive Officer or any other member acting in a functional capacity or on any working group or volunteer group can be held responsible for other person's conduct, safety and the security of bikes and personal possessions whilst attending TOMCC-organised events (National or Branch). All TOMCC members engaged to organise events will do so to their best abilities. All are private individuals doing their best for others and none should or will be expected to accept responsibility for events that are outside of their control, whether or not they have organised or facilitated the event. We all do this for fun, and expect those joining us and benefitting from the effort made to make events happen to respect that it is themselves that must take responsibility for unexpected occurrences, whether leading to financial loss or personal injury.

4. Branding of the TOMCC

4.1 The TOMCC: What we are about, our Vision and Brand

The TOMCC is a club where people with a passion for Triumph motorcycles meet and enjoy their hobby together, with the distinction of almost a century of Triumph motorcycle production. A Triumph owner can ride on a veteran run one day, take a vintage bike for a blast along interesting A roads, or ride long distances in reliable comfort on a modern, brand new bike. We hope to be a Club that people with any or all of the above would want to join and be an active part of our activities. Where members appreciate, respect and welcome the diverse array of Triumph motorcycles past, present and future, and their owners and riders. That is our Vision.

To achieve our Vision we need to nurture and develop our Club, reflecting the past while enjoying the present, thereby protecting our future. This is reflected in our strapline "Past, Present and Future", adopted in 2012.

How we manage the present will define what we will become in the future. To be successful we must ensure that what we do supports and strengthens our reputation, our brand.

Given that the TOMCC is not a tangible thing or product but a collective of members, then our conduct and what we do in the name of the TOMCC will define our brand to others. It is vital that we all nurture and care for our brand – our reputation– by demonstrating those attributes that we have defined as our brand (inclusive, welcoming, unbiased to all Triumph motorcycles whether veteran, vintage, old, and modern).

People who meet us will brand the TOMCC according to their experience of us. And we all know that ten good experiences will be outweighed by one bad one. So, the way we conduct ourselves at shows and events, at dealers, on forums and at the roadside defines our brand. We can't please everyone, or fulfil everyone's expectations, but we must aim to be the club that all Triumph owners want to belong to, otherwise we will become increasingly irrelevant and ignored, with potential members favouring other clubs and the increasing number of single-model forums.

4.2 Club logo

The logo of TOMCC is the well-known Shield carrying the motto "Nulli Secundus" ("Second to none"). This has been, with slight modification, the official badge of the TOMCC for many years. The Shield logo is the only logo sanctioned to appear as the official TOMCC logo on documents such as membership forms and letterheads.



4.3 Branch badges

Branches are actively encouraged to design their own individual branch badge that may or may not incorporate the Shield logo so long as it is clear that the design is representative of the branch, not the National Club. Branches must apprise themselves of and comply with arrangements entered into by the TOMCC and Triumph Motorcycles to ensure that merchandise does not impinge on Triumph Motorcycles' registered trademarks. See section 4.4.

4.4 Merchandise and Triumph company trade marks

The TOMCC has had a number of agreements in the past with Triumph Motorcycles regarding the use of Triumph's intellectual property – such as the various Triumph logo – and these agreements change from time to time. Under the current agreement, the Club, and its Branches, are not permitted to use any of the Triumph logos on merchandise and are restricted in use of the word 'Triumph'. There is now an approval process for any Club or Branch merchandise that bears the Triumph name. Relations with Triumph remain constructive and supportive and at April 2016, all but one of the designs submitted gained immediate approval.

The Club and Branches must also be careful not to impinge upon any trademarks or copyright, not necessarily pertaining to Triumph. These could be owned by other companies or organisations (for example the use of 'Triumph' on fountain pens and mechanical pencils is held by an entirely different company to Triumph Motorcycles, and the use of 'Triumph' on wallets, bags, belts, and key fobs etc. is held by yet another company, as well as by Triumph Motorcycles).

The process for merchandise approval is that designs are submitted to the Club's Chairman, who will work on behalf of the Club or Branch and seek approval from both the National Committee and the Triumph company.

5. The National Committee positions and their responsibilities

Executive (Non-National Committee) Officers

Patron

- To be a figurehead and ambassador for the club. To be available for consultation and offer advice and wise counsel. Attend National Committee meetings as requested.

President

- To be a figurehead and ambassador for the club. To be available for consultation and offer advice and wise counsel. Attend National Committee meetings as requested.

Vice-Presidents

- To be an ambassador for the club. To be available for consultation and offer advice and wise counsel. Attend National Committee meetings as requested.

Executive (National Committee) Officers:

Chairman

- Sets the tone and direction of the National Committee and TOMCC
- Defines the short and long-term direction of TOMCC development through strategic planning and the implementation of action plans. Ensures appropriate communication of strategies and the progress of action plans
- Promotes coordination between National Committee, Executive and non-Executive members
- Chair meetings and AGM
- Provide leadership and ensure the effective working of the National Committee and Club structures
- Liaise with the Club's Executive members as appropriate
- Ensure Club representation at appropriate events.

Vice-Chairman

- Support and deputise for the Chairman
- Advise and assist the Chairman, and be a discussion partner
- Be an ambassador, working with the President and Vice-Presidents
- Actively develop the Club under the Chairman's guidance
- Own and develop *The Handbook*
- Support and actively liaise with Area Representatives. (April 2023)

General Secretary

- Organise Annual General Meetings (AGMs), Committee meetings and other Extraordinary meetings
- Prepare and publish Agendas and record minutes of meetings
- Nominate an assistant as required and provide permission to act in the Officer's full capacity as appropriate

- Manage the awarding, issue and return of Club trophies
- Administer the creation of new Branches
- Regularly update the Club Rules and provide a copy to the Webmaster for publication
- Manage the Club's insurance policies, including liaising with Branches for Public Liability cover for shows and events
- Arrange the distribution of Show Boxes and liaise with the Merchandising Officer to replenish them.

Membership Secretary

- Administer membership applications
- Administer membership renewals
- Maintain membership list
- Provide the mailing list to the magazine printer monthly
- Regularly review the membership system and modernise it in line with current technology and trends
- Ensure that members receive proof of current membership.
- Ensure that members are invited to renew their membership before their membership expires.
- Ensure that Full Members are validated to access the Club's Members Only sections of the TOMCC website(s).
- Ensure that the members' details are kept secure in line with data protection legislation.
- Provide regular (at least quarterly) report on membership levels to the National Committee to support monitoring and forward planning of membership levels.

General Treasurer

- Manage and record all financial transactions
- Banking of monies
- Writing of cheques and control of the cheque book
- Processing of internet transactions and ensuring effective control over internet banking accounts
- Manage bank signatories
- Produce annual accounts and other financial reports and planning statements as required and in accordance with club rules
- Ensure books and accounts are audited annually before the AGM
- Respond to members' enquiries relating to branch monies
- Manage the setting of budgets for functional officers

- Manage the engagement of appropriate finance/treasury-related agreements (coordinating with the Commercial Officer)
- Forward financial planning, short and long-term
- Investigate and develop financial processes and strategies
- Oversee the activities of the Assistant Treasurer (if engaged), bookkeeper, and money-related activities of others assigned to manage Club monies
- Maintain the General Treasurer's manual.

Editor

- Nominate an assistant as required and provide permission to act in the Officer's full capacity as appropriate
- Compile, edit and manage the publication of "Nacelle" magazine
- Formulate and implement long term strategy and action plans
- Advise on the sale of advertising space (in conjunction with the Commercial Officer and General Treasurer)
- Work with other National Committee members and Assistant Editor to develop and implement advertising and other sponsorship opportunities
- Ensure that magazine costs are to budget (in conjunction with the General Treasurer).

Events Officer

- Nominate an assistant as required and provide permission to act in the Officer's full capacity as appropriate
- Investigate, propose and ensure the effective organisation of National events, such as:
 - Rallies
 - Dinners
 - Shows
 - Runs (daytime, evenings and weekends)
- Develop the involvement of Branches in national and regional events
- Develop inter-Branch activities
- Be aware of Health and Safety and other regulatory matters
- Provide advice and guidance to Branches on the safe and effective running of events, runs and rallies
- Oversee and provide guidance on appropriate Health & Safety issues and the general safe running of events, including risk assessments.

Commercial Officer

Review current arrangements and deals relating to member benefits and commercial opportunities, within the scope and priorities set by the Club Committee. Potential activities include:

- Working with the Club's merchandising provider, develop a range of merchandise that accords with the ethos, reputation and objectives of the Club, and promotes the Club to members, the motorcycle trade and the general public
- Develop and manage revenue opportunities for the Club and Branches (e.g. insurance commissions, web and Nacelle advertising)
- Develop appropriate member benefits
- Manage commercial agreements with 3rd party providers of revenue services
- In conjunction with other Club Committee members, such as the General Treasurer and Membership Secretary, identify and develop process and administrative opportunities
- Through the Chairman and PRO, ensure effective liaison with the Factory and other interested parties to properly utilise TOMCC and other entities' brands and registered trade marks
- With the PRO, *manage the Club's inventory of marketing and sales materials.*

Non-Executive Officers:

Machine Registrar

- Hold the Club's records of Triumph motorcycle production and despatch records
- Manage the Club's Dating Service to members and the general public
- Manage the collection and record of fees for the machine dating service and ensure that all fees are passed to the Club Treasurer.

Archivist

- Manage the Club Archive, including:
 - Names of National Executive Office holders and dates served
 - Records (printed and written information, photographs, film and video) and press clippings relating to key events relating to the TOMCC and the Triumph company and motorcycles
 - Winners of Club trophies and awards
- Securely hold Club historical assets
- Actively promote development and expansion of the clubs archive
- Research and reply to members' enquiries.

HQ Secretary

- Manage applications for and renewals of membership to the HQ
- Ensure all application and renewal forms are sent to the National Membership Secretary
- Ensure all membership fees collected are banked and reported to the National Membership Secretary and National Treasurer.

Events Insurance Officer

- Manage applications for events insurance
- Ensure that any issues arising from insured events are reported to the insurers and the National Chairman and General Treasurer.

International Liaison Officer

- Promote the formation of international Triumph owners' clubs
- Manage the relationship between the TOMCC and international Triumph owners' clubs
- Provide assistance to overseas Triumph owners' clubs to promote events
- Report progress and developments to the Club via the National Committee.

BMF & MAG Liaison Officers (2 of)

- By invitation of the BMF/MAG, represent the TOMCC on BMF committees and working parties
- Report back to the National Committee (by request for invitation) and the Club (via Nacelle or specific communication (letter, email etc)) matters arising from BMF/MAG activities
- Manage the relationship between the TOMCC and BMF/MAG
- Fully represent the Club at meetings called by such bodies and at all times speak and vote in accordance with the views of a General Meeting or the Club Officers.

ACU Representatives (2 of)

- By invitation of the ACU, represent the TOMCC on ACU committees and working parties
- Report back to the National Committee (by request for invitation) and the Club (via Nacelle or specific communication (letter, email etc.)) matters arising from ACU activities
- Manage the relationship between the TOMCC and ACU
- Fully represent the Club at meetings called by such bodies and at all times speak and vote in accordance with the views of a General Meeting or the Club Officers.

Webmaster

- Hold and manage, on behalf of the Club, all digital assets owned by the Club such as (but not limited to) domain names, source code, images, records, and applications
- Administer the TOMCC web sites hosted by the Club, ensuring appropriate content (including within Forums) and allowing access as required by Club members
- Administer the TOMCC e-mail system, including allocating TOMCC e-mail addresses to appropriate Club members
- Hold access to digital accounts associated with the Club (such as Twitter accounts, Facebook pages, PayPal logins, other web site logins, etc.) and make them available to Club Officers (and members) as required
- Ensure the Club and its brand is protected in the digital marketplace
- Promote revenue in conjunction with the General Treasurer and Editor from web site advertising

- Manage and actively moderate the forums (both hosted by the Club and by social media sites such as Facebook) as necessary
- Investigate and promote other electronic media suitable to promote the TOMCC and its activities
- Provide assistance and advice to the Club and its Branches regarding electronic media, including web sites
- Appoint assistant(s) as required for general or specific tasks (such as moderating the Forums).

Area Representatives

- To bridge the gap between the National Committee and our Branches.
- Be the point of contact for Branches needing advice or assistance.
- Gather and communicate best practice ideas (to other Branches in that area, other Area Reps and the National Committee).
- Escalate member and Branch concerns, issues and ideas to the National Committee.
- Identify opportunities for and assist the formation of new Branches. Operate Sections via Club Forums set up for that Section. (April 2023)

Section Administrators

- Operate Sections via Club Forums set up for that Section.

6. Branches

6.1 Overview of Branch Activities

Branches are where almost all activities are organised and member activities occur. TOMCC Branches cover most of the UK, with more being created all the time.

Each Branch has a managing Committee. Getting a good, active and enthusiastic Committee is the essential ingredient in an active and vibrant Branch. Active Branches will attract new members and naturally grow.

No two members have the same likes, aspirations and demands, and this diversity plays an important part in ensuring a wide range of activities. Not all members will wish to participate in every event, and members will welcome the choice. Organising members will discover the kinds of events that their members want, thus developing each Branch's 'DNA'.

Branches are encouraged to reach out to other Branches to share events and expand on activities provided by pooling ideas and resources.

6.2 Setting up a Branch

The Vice Chairman is the designated Officer who will look for opportunities for new Branches and offer support and guidance to members of the prospective Branch during the Branch's formation, and coordinate National Committee activities to ensure that the formation of Branches is both effective and timely.

All new Branches must meet the following criteria:

- New Branches should not be within 20 miles riding distance (on the public highway) of any existing Branches unless all impacted Branches agree to the formation of the new Branch.

- A minimum of 20 members is required before a new Branch will be officially recognised, with no more than half this number transferring from an existing Branch, other than HQ
- Members transferring from other Branches must register approval to be transferred otherwise they will not be included in the count of qualifying members and will remain with their Branch when the new Branch is deemed active.

When forming a new Branch the founder members should as early as possible give consideration to and agree upon the following:

- The Branch name should be representative of the catchment area. Consider the impact of any move of location, or subsequent new Branches nearby. Naming a Branch after a small locality such as a village may be as much a future problem as naming it after a wide area, such as a County
- The new Branch will need a Committee that is enthusiastic and has the time to work on building up the Branch
- The location for Branch meetings should be easy and safe to get to, be within the catchment area, have appropriate parking space, have the facilities for meetings and (if possible) functions, and finally has a landlord that wants the Branch. It is also wise to consider potential problems with nearby residents
- The frequency of meetings. Avoid infrequent meetings or complicated intervals as members get confused about when meetings are taking place and may then get out of the habit of going along
- The timing of meetings. Investigate when neighbouring Branches meet and when nearby bike-related events (such as meets) occur. Potential members may never get to Branch meetings because they are at these events instead. Also, these evenings are ideal for organised runs.

Members who are considering setting up a Branch should in the first instance contact the Vice Chairman who will advise members and coordinate National Committee activities.

Branch Committee members should ensure a good understanding of Club Rules as relating to Branches and ensure that they are complied with, such as ensuring that the bank mandate requires at least two cheque signatories.

As soon as is possible, details of the proposed Branch including the catchment area and venue must be registered with the National General Secretary.

Once activities to form the Branch are underway and details registered with the National General Secretary, the Membership Secretary will contact existing TOMCC members within the locality of the proposed Branch with details of the area and venue, offering to transfer the member should the proposed Branch reach the qualifying number of members and be recognised as active. The National Membership Secretary will confirm when the qualifying number of members has been reached. Then the Branch will notify the National Membership Secretary and General Secretary of Committee positions and the members appointed to them. The Vice Chairman and General Secretary will then present the new branch to the National Committee for approval. When approval is given the new Branch is 'Recognised'. The Branch Treasurer and Branch Membership Secretary will be contacted and provided with appropriate guidance and membership forms with Branch details printed on the forms. Additional forms can be ordered free of charge as required.

New Branches are eligible for £100 towards initial running costs at the discretion of the National Committee. This will be paid as soon as practicable after the new Branch is officially recognised and an appropriate Branch bank account is in place. It is expected that this will be used towards initial running costs and show/display material.

The following serves as a checklist for new Branches. Given that new Branches may be set up globally it is impossible to advise on all aspects listed below. Even within the UK demographics and regional specifics may require the adoption of differing approaches. The Vice Chairman and other National Committee members will always do their best to assist, but Branches may have to investigate themselves aspects such as bank accounts and local foreign currency transactions.

1. Committee positions and members appointed
2. Branch meeting place, day/time and frequency of meetings
3. Branch logo
4. Details of 1 to 3 to the Club's Vice Chairman, General Secretary, membership Secretary, Editor and Webmaster
5. Set up Branch bank account (UK banks provide not-for-profit bank accounts, but it is not so easy in many other countries)
6. Details of the Branch Treasurer and Branch's bank details to the Club's General Treasurer.

6.3 Managing memberships

A key process for Branches to understand is memberships. Members may join the Club using one of three methods:

- Application and payment via the Club's web site. This is the easiest for Branches as they have absolutely nothing to do! It is also easier for the Club's Membership Secretary as s/he does have to enter data from membership forms, often barely legible. Members should therefore be encouraged to use this method to save the Club both cost and unpaid volunteer's time and effort.
- Application by cheque and paper application form, sent direct to the Club's Membership Secretary. The Club will bank monies, process the membership form and enter the member's details on the membership database.
- Application by cheque and paper application form, received and processed by the Branch. The Branch Membership Secretary will in all cases bank monies in to the Branch bank account. They will use the TOMCC web site Branch Administration page to add new members and renew existing members of their branch, and retain these membership forms. Membership forms where members are joining or renewing for other Branches (including HQ) must be sent to the Club's Membership Secretary who will process the membership form and enter the member's details on the membership database. Branches should take copies of forms or note details in case the forms get lost in the post.
- Only by prior agreement may a Branch may send all membership forms (that Branch and other Branches) to the Club's Membership Secretary for processing.
- Branches will be liable to the Club for the full amount of membership monies paid, with the Club liable to the Branch for a monthly contribution for each full member, as at November 2017 set at £0.42. The Club manage this process and send a monthly statement of account to each Branch.

To illustrate how the monthly Branch statement is calculated, say in November 2017 a Branch with 50 members received 4 full member applications/renewals:

- i. The Branch pays the income (£80.00 (4 x £20)) into its bank account.
- ii. The Membership Secretary informs the General Treasurer the number of membership applications/renewals received by each Branch and from that the money due to the Club by the Branch is calculated. In our example the Branch has a liability that month of £80.00 to the Club.
- iii. The Membership Secretary also informs the General Treasurer each month of the number of members in each Branch that month for the calculation of Branch contributions. In our example the Club is liable to the Branch for £21 (50 x £0.42).
- iv. The Club's accounting system will record these transactions and create a statement and an invoice.
 - Balances owed by the Branch to the Club need be paid only when material, eg over £50.00.
 - The invoice will show a negative value if the Branch is in credit, ie the Club owes the Branch. Credit balances exceeding £100.00 will be cleared by a payment to the Branch. Branches MUST NOT pay invoices with a negative value.
- v. Branches that typically take a high proportion of paper applications/renewals will usually be paying the Club. Conversely, Branches whose members mostly pay on-line

will do little administration and typically be in credit with the Club, and so receive payments from the Club.

6.4 Branch Merchandise

Branches should consider their own range of merchandise, based on their member's preferences. The Club's merchandise provider will provide a range based on Club gear and utilising the Branch's logo c/w a dedicated web page to present the Branch's range and a commission based on sales. Alternatively, the Branch can purchase locally.

It should be noted that utilising the Club's merchandising vendor will ensure that no stocks are required and members can purchase what they want, when they want with no administration required by the Branch.

6.5 Marketing your Branch

There are a number of low and zero cost ways to publicise Branches that will also encourage new members:

- National motorcycling magazine and newspaper free adverts
- Articles about events published in local newspapers, motorcycling newspapers and magazines and web sites
- Bike displays and Branch banners at shows and ride-out destinations
- Posters about future events at dealers and other public places
- Business cards printed with Branch contact details and issued to members for them to give to other Triumph riders
- Business cards and membership forms readily available at dealers and at bike shows
- Utilise TOMCC Show Boxes at static displays

6.6 Dealer relationships

A relationship between Branches and their local Triumph and independent dealers is a useful way to get special deals and discounts for members. Dealers with good relationships with Branches will usually be willing to hold TOMCC membership forms, business cards and details of events on notice boards. Triumph dealers may also be willing to issue TOMCC forms to buyers of Triumph motorcycles.

Key to a good relationship is to identify a mutual purpose. No dealer is beholden or required to work with Branches, but a mature relationship between the dealer and the Branch, supported by members visiting and using the dealer, will create an environment where the dealer sees value in working with the Branch.

Good relationships can be fostered by:

- Inviting dealers to Branch meetings to discuss service, customer experience and ideas for displays, shows, and open evenings. Dealers will usually welcome such events since they provide an excellent means to get feedback and marketing ideas, whilst members have a chance to better understand the dealer and to hear about their products (see Case Studies)
- Working with Dealers to implement and maintain the Dealer Pack process (see 8.6 Dealer Packs)

- Link into local dealer to get invites to product launches
- Hold displays of bikes at local dealer
- Use the local dealer for meeting and end point for branch runs
- Offering bikes of interest and help to run dealer or joint displays
- Organising evenings-in at the dealer (see Case Studies)
- Organising membership drives at the dealers premises during shop opening hours.

6.7 Inter-branch collaboration

Collaboration between Branches is an ideal way to provide the ability to support larger events and to increase the pool of available expertise and knowledge. Good relationships between Branches provide a platform for ride-outs to other Branches' events, and the sharing of resources and greater participation in events.

6.8 Keeping it fresh: ideas to sustain the interest of members

During clement weather and particularly the spring, summer and autumn months there is a wide range of events run by the TOMCC and TOMCC Branches to attend. Other organisations also arrange motorcycling and associated events that are an opportunity for group ride-outs.

Ride-outs should not be just confined to motorcycling events. Members should be encouraged to ride to cafés, parks, museums, resorts and other places of general interest, and participate in non-motorcycling events such as karting, amusements and other activities.

The long evenings are ideal to organise pre-meet ride-outs and outdoor events during the Branch meeting such as shows, displays and BBQs. Ride-outs to other Branch meetings should also be encouraged.

Winter months generally discourage members from attending Branch meetings. These months are ideal for indoor events such as talks, presentations, quizzes and demonstrations that will encourage attendance. With the agreement of the premises manager or landlord demonstrations could include motorcycle components with explanations of their working. Video nights are often possible utilising premises' screens but broadcasting rules must be taken into account.

The National Events Coordinator, General Secretary and other Executive Officers will provide ideas and assistance to Branches to secure speakers and presenters.

Members may be willing to open up their garages to other members to meet, view, and work on bikes. 'Garage parties' are ideal for members to share mechanical knowledge and to provide mechanical assistance to less competent members. Food and beverages can be brought along. Members should take appropriate care with regard to publishing their address. See the Case Study "Garage Parties" for more information.

An active Branch web site with photos and write-ups of events is an ideal way to publicise the Branch and its activities. The TOMCC Webmaster can provide assistance in setting up a Branch web site.

One important aspect of a varied calendar of events is that different events will attract those to whom that event is of interest. Should those active members at these events provide a welcoming atmosphere to those attending for the first time then they will be encouraged to attend other Branch events, simply for the atmosphere, and to meet new friends. Many successful Branches combine a varied calendar with an atmosphere where members recognise a shared responsibility to make strangers welcome, until they become regulars themselves.

6.9 Branch Committee Functions

There is no prescribed Branch Committee structure under the Club Rules. The following lists the kind of functions that a typical Branch may have. Branches need to consider the structure that works best for them, factoring in the following:

- The number of volunteers available
- The type of activities expected to be organised
- The manageable size of Committee
- The skills available within the Committee

The following is suggested as being typical of a mid-sized Branch.

- Chairman
- General & Membership Secretary
- Treasurer
- Events, Runs & Rallies Coordinator
- Public Relations Officer & Webmaster

The following lists typical roles and responsibilities of each position, but with obvious exceptions there are no hard and fast rules about how roles and responsibilities are allocated.

Chairman

- Sets the tone and direction of the Branch in accordance with TOMCC's strategic direction and Branch members' preferences
- Ensures appropriate communication to Branch members
- Figurehead of the Branch. Represent the Branch as appropriate
- Chair meetings and AGM
- Provide leadership and ensure the effective working of the Committee
- Liaise with the National Club as appropriate
- Ensure Branch representation at appropriate events (eg National Club AGM).

General Secretary

- Organise Annual General Meetings (AGMs), Committee meetings and other Extraordinary meetings
- Publish Agendas and record minutes of meetings.

Membership Secretary

- Administer membership applications
- Administer membership renewals
- Maintain membership list

- Liaise with National Membership Secretary as appropriate.

Treasurer

- Manage and record all financial transactions
- Banking of monies
- Writing of cheques and control of the cheque book
- Manage bank signatories
- Produce annual accounts and other financial reports as required
- Ensure books and accounts are audited annually before the AGM
- Respond to members' enquiries relating to branch monies.

Events Coordinator

- Propose and ensure the effective organisation of branch internal events, such as:
 - Rallies
 - Barbeques
 - Christmas and other celebratory parties/dinners
 - Bike shows
 - Treasure hunts
 - Charity events
 - Games and other activity-based events
- Invitation of other branches and clubs as appropriate
- Manage events where the branch has been invited to join in on events with other branches and clubs
- Liaison with other Committee Members and other external events to ensure that events do not clash with others unnecessarily
- Arrange third party insurance cover via the National General Secretary as appropriate
- Be aware of health and safety and other regulatory matters.

Runs Coordinator

- Propose and ensure that regular ride-outs are effectively organised, including events laid on by other clubs (excluding rallies)
- Manage the logistics of events, such as meeting place, rider etiquette, separation protocol, emergency arrangements etc.
- Manage ride-outs so that overall they are suitable to all types of Triumphs. Some events may cater for one type, but overall all owners should feel that they have been considered

- Liaison with other Committee Members and other external events to ensure that events do not clash with others unnecessarily
- Liaise with the Rallies coordinator for protocols that ensure safe and effective travel to and from rallies.

Rallies Coordinator

- Propose and ensure the effective organisation of ride-outs to Rallies hosted by other clubs
- Liaise with the Runs coordinator for protocols that ensure safe and effective travel to and from rallies
- Be aware of specific issues at rallies and health and safety and other regulatory matters
- Manage rallies so that overall they are suitable to all types of Triumphs. Some events may cater for one type, but overall all owners should feel that they have been considered
- Liaison with other Committee Members and other external events to ensure that events do not clash with others unnecessarily.

Public Relations Officer

- Liaise with the Chairman on all matters relating to the press, media and general publicity
- Seek and make best use of opportunities to present the Branch, the National Club, and motorcycling in general in a good light to the media and general public
- Publicise recent events
- Liaise with local dealers and suppliers
- Nacelle reports
- Liaise with the Webmaster to get maximum benefit from the web site and other communication media
- Manage the Branch archive.

Webmaster

- Administer web site
- Awareness and consideration of new technologies and methods of communication
- Compose and send all internal communication.

6.10 Branch Annual General Meetings

Annual General Meetings must be held at least every 12 months where all members are invited to attend. At the AGM:

- All of Committee positions will be for renewal by vote.
- Written accounts should be produced and presented by the Branch Treasurer. Accounts should be reviewed by a competent independent person. Every Branch must submit to the General Secretary at the end of the financial year a Bank balance complete with a list of creditors and debtors.

- All Branch Officers should present a summary of the year to the meeting. This is usually best done both verbally and in writing, the verbal report can then be a summary followed by questions from the meeting.
- The Branch Secretary should collect copies of written reports and make notes of key discussions and decisions. This will be required for the written Minutes of the meeting which will be presented and agreed at the following year's AGM.
- Branches can make rules but these are restricted to that Branch. Any National Club rule that conflicts with the Branch rule will override the Branch rules
- The method of voting and counting will be decided by the meeting. In the interests of engagement and transparency the process adopted should be agreed by members at the start of the meeting. National General Secretary can advise.
- Committee positions can be left unfilled, to be filled later. Key positions including Chairman, Treasurer and Membership Secretary should be filled at the meeting, otherwise the viability of the Branch should be considered.

After the Branch Annual General Meeting a list of the elected Branch officers must be sent to the National General Secretary.

6.11 Functioning of Branch Committees

The people on the Branch Committee and active Branch members will heavily influence what the Branch does and how effective events are. The one key constant will be that a functioning and active Committee, supported by engaged members, will result in a Branch which attracts new and dormant members to become active participants.

The size of the Committee is less important than the number of people in the Branch who are willing to be active. Some people enjoy 'mucking in' but don't want the responsibility of a Committee position. Once key positions have been filled covering the essential Committee functions it will be the personality of the Branch and members that will influence whether other functions are covered by Committee members or active volunteers.

Another essential ingredient of a successful Branch Committee is getting together to discuss Branch business. The more the Committee meets, the more can be discussed and done. Monthly is usually the optimal frequency. The location can also influence the effectiveness of the Committee, as it needs to be where candid conversation can take place about ideas and opinions without fear of commitment until a decision has been made. Secrecy for secrecy's sake is never a good idea, but Branch Committees need space to propose and discuss ideas, express disagreement or alternatives, get additional input and to come to a sound and mutually agreeable conclusion, nothing happens. The other side of the bargain must also be present, and that's effective communication to members so they feel included and valued. Including members in the development of ideas, publishing notes from Committee meetings and open discussions will go far to create an inclusive atmosphere that attracts people to be active.

No Committee meeting has to be a heavy occasion. Doubtless the business of the meeting needs to be got through, and Committee members should probe and openly challenge ideas to get to the best solution, but by keeping the meeting as light-hearted as possible trust and confidence will grow to create an effective team.

The development, or even the perception of a clique within a Branch, will lead to disharmony and those outside the clique may lose interest and leave. The Branch Committee needs to be as inclusive possible to cover the varying interests of members. By holding varied events across the wide range of members' interests the Branch will be considered relevant to all, and by attracting members to events

that they have an interest in can lead to them joining other events simply to be with those with whom they have developed a friendship and common interest. See section 6.6: Keeping It Fresh.

6.12 Complaints against members

The Club is all about being an inclusive, friendly place to share our passion for Triumph motorcycles. Unfortunately, there are rare occasions on which consideration has to be given to refusing an application for membership, or the expulsion of a member from their Branch or, in extreme cases, the Club.

Membership of a Branch may be withdrawn by the Branch Committee. Withdrawn members will, upon the written request of the Branch Secretary to the Club Membership Secretary which includes a record of the Branch Committee meeting and decision, be transferred to the HQ.

Reasons to refuse membership of the TOMCC or to expel a member will vary, and need to be considered within the prevailing situation. It is therefore not possible to define or list reasons for refusal or expulsion. It should not arise through simple disagreements over policy, riding techniques, or other areas where, typically, members may hold differing points of view. Cases of refusal or expulsion should be rare and the result of significant events or issues, such as sustained and unnecessary disruption that is spoiling or otherwise damaging the Branch and/or Club, the use of threatening or violent behaviour, and criminal activity such as dealing in stolen motorcycles. An application for membership can be refused, or a member expelled from the TOMCC, at a meeting of the Branch Committee or at a meeting of the Club (an AGM or General Meeting). All such decisions must be minuted and the Branch Committee must write (including a record of the Branch Committee meeting) both to the Member and to the Club Membership Secretary informing them of the decision. The refused or expelled member may appeal to the National Committee who will review the case and give a non-binding decision to both the member and the Branch Committee. The member may then, if they wish, raise his or her case at the next AGM or (with the support of the National Committee) at a specially convened General Meeting.

Should the grievance against the member relate to his or her activities as a member of the National Committee, or in their capacity of a non-executive position within the Club, then the complainant must raise the complaint in writing to any National Committee member clearly stating the nature of the complaint. The National Committee member must then liaise with the Chairman to ensure that the case is discussed at the next National Committee meeting. The complainant and the National Committee member or non-executive officer who is the subject of the complaint must be given an opportunity to present their case, in writing or in person, for the National Committee (not including the member in question) to discuss.

Any action against a member must be proportionate and in the context that the Club is a voluntary organisation, and that in all cases members acting for the Branch or Club will be contributing their time and effort without any payment or reward, other than goodwill and enjoyment.

6.13 Closing a Branch

If for any reason a Branch has to close down the assets of the Branch shall be transferred to the Club. The Branch Chairman who should arrange for assets to be transferred should notify the General Secretary of the closure of the Branch.

The General Secretary and General Treasurer will arrange for the allocation or disposal of the closed Branch's assets to be discussed and agreed as soon as possible at a National Committee meeting.

Branch members shall have their membership transferred to the H.Q Branch or other Branch if requested by the individual members concerned.

7. Sections

7.1 Purpose and overview of Sections

Sections are created by members who have a specific interest around Triumph motorcycles. This may be a particular model or activity. Sections allow members to meet and organise events with other members of any Branch nationally. Benefits of being in a Section include access to the Section's online resources, being able to get advice from others in the section, and generally talking to others with the same interest.

Sections are organised nationally (and internationally) and are not the same as branches which are local. Members may join one or more Sections irrespective of their membership of a Branch. Sections may also welcome non-members to their activities and access to their resources.

All Sections require an 'admin' person who is a Full Member of the Club and is considered as a Club Official but is not an Executive Officer and is not subject to election at the TOMCC's AGM.

Sections require at least one 'admin' person who is a Full Member of the TOMCC. Admins are generally appointed by the other admins of the Section. Section Admins may be requested to attend National Committee meetings and/or the TOMCC's AGM to report on the Section's activities.

7.2 Setting up a Section

Any full member can propose to set up a Section. Requests should be made to the General Secretary and will be considered at the next meeting of the National Committee. Once agreed, resources provided by the Club will be limited to web hosting (including domain name) and the setting up of Social Networking feeds, although Sections may apply to the National Committee at any time for financial assistance with publicity and projects. The National Vice Chairman will advise on the creation and management of Sections.

7.3 Publicity

Sections are free to publicise themselves to attract interest and participation to their events and their Forum. The Webmaster will insert a link to the Section's web site or social media page within the TOMCC web site. All publicity must align with the TOMCC's branding requirements. Sections must include or refer to the TOMCC in their name and the TOMCC Shield logo must also be prominent.

Sections don't have a physical meeting place and will attract members from all over the UK and beyond, and so are encouraged to maximise the use of electronic media such as its own website, Facebook page, Twitter feed, and online forum. It should also ensure a periodic presence in Nacelle by reporting on its aims and activities.

7.4 Working with Branches

Sections are not an alternative to Branches and must ensure that they strive to compliment and support the TOMCC's Branch structure. Any Section that promotes activities which the National Committee considers is in conflict with the TOMCC's aims will have its support withdrawn and all electronic media provided by the Club will be closed down.

8. Processes

8.1 Show Equipment

The National Club has created show equipment for major shows and to loan to Branches. Branches may use this equipment at bike shows, on dealers' forecourts, classic bike shows, steam fairs, race meetings, or wherever.



Publicity material, membership forms and merchandise required by Branches for shows should be ordered via the usual channels. Show materials such as banners and feather flags will be delivered to Branches by courier and Branches will be charged £10 for postage costs each way, the National Club bearing the remainder.

The show equipment is loaned to Branches on a first come first served basis, basis with National events having priority. The National Committee cannot take responsibility for Branches returning equipment on time, and all Branches are encouraged to be prompt with returns.

Show equipment will be refreshed every so often, and displays changed or withdrawn from use to reflect any changes in the Club or its agreements with Triumph Motorcycles or other companies.

As of April 2016, display equipment consists of:

- Pull-up banners approx. 2'0" x 6'0"
- Feather flags, for indoor and outdoor use (adjustable height)
- Large black table cloths with the TOMCC logo
- Large TOMCC Shield hanging banners (one white, the remainder black background).

The following items of display equipment are too bulky for posting:

- Aluminium round tables and (non-folding) chairs
- Narrow weld mesh merchandise display stand c/w hangers
- Three 6' folding tables.

The process to secure the use of show equipment (display equipment and card reader) is as follows:

- The show organiser from the Branch will contact the National Club Secretary, preferably by email on secretary@tomcc.net, or by phone, with the following information:
 - Dates for all your Branch's shows for the year (if known)
 - Address of the person to send the equipment to
 - Address and contact number that the Show Box is to be collected from
 - Date for collection
 - Name and dates of show
 - What banners and other material is required
 - Any other relevant information
- It will be despatched, £10 carriage paid each way by the Branch (charged by the National Treasurer), the remainder by the National Club (subject to reasonable quantity and weight of material requested)
- The Branch will receive the Show Box at the appointed address and the courier will have the appointed contact's phone number, just in case
- The Branch will take good care of the equipment (the pull-up displays are heavy duty but not indestructible). The Branch will, at the discretion of the National Committee, be charged for all breakages or non-returns
- The equipment will be returned promptly for the next display. The Branch may be requested to post or pass on in person the equipment to the next Branch requiring it. Paddock shirts must be laundered prior to return.
- Memberships and merchandise sales during shows are dealt with by the Branch in the usual manner.

Branches that attend shows with sufficient regularity may decide to invest in their own display equipment. Display equipment as designed and acquired by the Club can be purchased with Branch

logos and/or photographs. Branches should contact the National Secretary with their display banner requirements and for assistance with their design and purchase.

The Club has also invested in a credit and debit card reader. Sales can be taken by chip and pin and contactless payment. It can be used for sales over the phone, though this is not the intended use. It has an integrated SIM card that will pick up the strongest signal and utilise that carrier, almost guaranteeing a usable signal.

There are important considerations when using the card reader to take memberships or any other sales:

- The utmost care must be taken when entering the sale, to avoid over or undercharging the customer. Ensure that the customer checks the sale amount *prior* to completing the sale.
- The box will contain full instructions on how to use the device. Recording a sale is simplicity itself, but to ensure that the customer is confident that the sale is being taken correctly do ensure that members using the card reader have time to familiarise themselves with the instructions.
- The system (reader and SagePay processing) *does not* record the type of sale. The system simply takes the payment from the customer and credits our SagePay account, the transaction then being credited to our bank account. To ensure that the income can be recorded the following *must* be strictly adhered to:
 - Retain the copy slip and record on it the type of sale, and as much detail as necessary to record the sale in the Branch's records.
 - If the sale is a membership:
 1. A membership form *must* be completed with the member's details.
 2. Write the words CARD SALE and *your* Branch name on the top of the membership form.
 3. As soon as possible after the show the Branch's Membership Secretary should enter the details of any members joining, or renewing with, the branch into the Club's membership system, just as they would with a cash or cheque sale but they should check the 'Paid By Card' box if the Member paid using the Card Terminal. For members joining, or renewing with, another branch the form **MUST** be posted to the Club's Membership Secretary – please take a copy of their details in case the forms get lost in the post.
 - Notify the General Treasurer of the total value of takings. This will be checked against the SagePay account to validate income received. Any takings not relating to memberships must be separately analysed so that this can be reimbursed to the Branch, as appropriate.
 - The Branch will analyse and record the takings in their records.
 - To keep arrangements simple the Club will absorb card charges, but this will be subject to review as the use of the reader by Branches develops.
- Do be aware that the card reader gets through a roll rather quickly so keep an eye on the amount of paper left in the machine and the remaining stock of rolls.
- Any damage or loss of instructions and accessories must be redeemed by the Branch at their expense.

Any questions on the use of the card reader should be addressed to the General Treasurer.

8.2 Show and Event Insurance

The Club has an insurance policy through the BMF that covers members for third party claims should any member of the public get injured or suffers a loss as a result of a display by TOMCC Branches. The insurance does not cover TOMCC Branches' or members' property.

The insurance only applies when the event is registered with the Insurance Officer and an insurance certificate for the specific event has been issued to the Branch.

Branches are not compelled to get insured, but failure to do so could mean that members of the Branch and/or the Branch Committee could be deemed personally liable should an accident occur.

To get cover, use the on-line form on the Club's web site or contact the Insurance Officer (email: eventinsurance@tomcc.org) with the following information:

- Your Branch
- Number of bikes to be displayed
- Name and date(s) of event
- Any specific information relating to risk or cover.

Note that precise information may not be available and in such cases good estimates should be provided.

Branches should never assume that as a result of contacting the Insurance Officer (or any other National Committee member) the event is insured, and should always ensure they receive an insurance certificate. Branches should ensure that insurance certificates are retained safely until after the event in case of claim. Should there be a material change to the event then revised information should be sent to the Insurance Officer.

The insurance policy is to cover the TOMCC and its members as a last resort. Branches and members have a responsibility to review the set-up of the event and risk-assess the layout for potential problems. Looking around and asking 'what if' will reveal most potential issues that can be dealt with to mitigate or eliminate the risk (for example, cordoning off an elevated display deemed to be a potential fall hazard). Note that the insurance does not cover non-members or other individuals/companies providing a service to members such as transporting equipment or guesting on show stands. Non-members should be made aware that they and any equipment that they are in charge of is not insured by the Club, and individuals or companies providing services and/or equipment should have their own cover in place.

Should for any reason an injury or loss arise at an insured event the Branch and members must:

- Not accept any blame or liability.
- Document in as much detail as possible the events that occurred leading up to the incident and after.
- Document the nature of the claim.
- Collect names and contact details of all witnesses.
- Inform the Insurance Officer as soon as possible (and within 24 hours maximum).
- Provide to the third-party details of the TOMCC insurance, but do not hand over the insurance certificate.
- Retain all equipment, information and contacts relating to the incident until the General Secretary is informed by the insurers that the claim has been settled.
- Never respond to approaches from the claimant, their insurer, the press or any other person or organisation. All approaches to be referred to the Insurance Officer.
- At all times get guidance from the Insurance Officer as required.

8.3 Club & Branch Runs

DISCLAIMER: The content of this section is based on information from the BMF and MAG. The TOMCC, BMF, MAG, and their Officers and Members cannot be held responsible for any incident or liability arising from group riding.

The TOMCC is a not-for-profit organisation and, as such, the only duty of care that members have to each other on a run is as for any road user. The same expectations of all riders also applies; that is that they ride in a safe, considerate and legal manner and that their vehicles are properly maintained, free from defects that may impact their roadworthiness, and that riders are properly qualified, experienced and insured. The briefing of riders prior to the run and the completion of a simple Risk Assessment (pro-forma included in this Handbook) is highly recommended.

The Club does not enforce any arrangements relating to Branch or Club organised runs, other than that any run must not be for commercial gain, either by a member or by a Branch. Any run that requires participants to pay a fee (and would therefore probably be considered to be for commercial gain) will require suitable Public Liability Insurance and properly equipped and experienced marshals and is beyond the TOMCC's sanctioned activities. It would also put the TOMCC and individual members at risk of legal action, should an unfortunate event occur. To reinforce the point, it should be noted that in 2011, the Triumph Factory and Dealers ceased all RAT runs due to the high cost of Public Liability Insurance. RAT Packs are organised by the Factory and sponsored by Dealers. Therefore, there was concern that an accident occurring on a RAT run, organised and led by a representative of the Dealer, could result in a claim on the Dealer or Factory through there being an underlying commercial arrangement, and therefore a duty of care.

Runs are probably the most dangerous activity that a group of members will participate in. The absence of a commercial arrangement does not mean that a runs leader or any other participant is immune to civil or legal prosecution. In the rare event that something does go wrong some or all participants may find themselves embroiled in emotionally draining and expensive litigation. This section therefore includes good practice that should avoid obvious things going wrong, but risk cannot be completely negated. TOMCC members are covered by two insurances:

- TOMCC's insurance that covers Branch displays, and is described in section 8.2
- As affiliate members of the BMF, a Civil Liability Insurance policy held and managed by the BMF – see section 8.2. Note that guests are not covered by the policy and on all runs should be briefed to that effect.

There are two recent court cases of note. In 2011, a rider and pillion, riding in a group of riders, were in a fatal collision with a car. The group had been witnessed prior to the accident riding above speed limits. A prosecution was mounted against the other riders on the basis that their riding had contributed to the death of the couple. The case was not proven, with the judge opining that the group had not been racing and that the group had not contributed to the dead rider's conduct. The fact that a prosecution was attempted against a group of riders and the judge's verdict suggest that any group of riders whose conduct is deemed to be dangerous, illegal and encouraging risk-taking could result in prosecution and claims. In another case a rider who was prosecuted for speeding was punished more severely because he was leading a group of riders.

Taking all of the above into account, members are encouraged when riding with a group to at all times:

- Keep to speed limits and adhere to all other road regulations
- Know the Highway Code
- Overtake safely. Ensure that the rider ahead is safely past the vehicle and there is space to complete the overtaking manoeuvre. Once past traffic give the following riders time to get past too
- Ride to the speed and capability of the slowest rider

- Know the road. Get local guidance if travelling to an unknown destination. Keep speeds slower if the road is not known
- Slow down for adverse weather conditions. In fog and rain, riders will need a bigger gap and consequently will be more anxious about losing the pack. Some riders are extremely anxious in the rain. In such cases, good marshalling technique is essential
- Keep numbers manageable so that the pack can safely stay together – 10 is a good size. More than 10, consider splitting the group into smaller units
- Ensure everyone knows the route and the final destination. If possible, issue route cards with marshals' mobile numbers. Keep to the route unless riders have been briefed of a change
- Plan for petrol stops and rest breaks where there are toilets and refreshments can be purchased. Unscheduled forced stops by riders with small fuel tanks and weak bladders can break up the pack and be dangerous. Planned stops will save time in the long run. Avoid dehydration on hot summer days
- If there is inconsiderate or dangerous riding, at the first opportunity discuss this with the group and encourage the offending rider(s) to desist. Given that the run leader or any Branch or Club Officer present has no duty of care to the other riders, no instructions can or should be given. If necessary, disband the run after ensuring that all riders can get home safely
- Should a breakdown occur or a rider find themselves in difficulty, unless it is safe for all to stay together, just one person should stay with the rider and the rest of the pack continue. Avoid stopping the group where they will be a hindrance to other traffic and members of the group and other road users are put in danger
- For major runs, such as foreign excursions, it is advisable to get participants together prior to the event to go through arrangements and ensure that all participants are clear about expectations of them and equipment needed. The Peterborough Branch has examples of packs created to brief riders prior to their "Fallen Heroes" weekends
- Should an incident occur, details should be noted, either in writing or by a voice memo on a mobile phone. Record all aspects of the incident, especially the date, time, names and addresses of people involved, the incident in detail (from beginning to end) and any other relevant factors such as weather and road conditions, traffic density etc. Never ever accept liability or admit fault; keep calm and factual, and inform any other party that the matter will be reported to insurers who will manage any liabilities and claims. Report the incident to the National General Secretary immediately
- If the accident is serious and you are required to give assistance, at all times be aware that the scene may need to be recorded by the police. Be aware of other traffic and do not put yourself in any unnecessary danger. Do give first aid until someone more qualified is available, but do not exaggerate your capabilities or make any statement to the effect that you will prevent permanent injury or loss of life (e.g. "Don't worry, I will make sure you are okay").
- The BMF publish useful guidance notes and *Events 22 – Hints and Tips 2: Notes to accompany a road run* is a good example of information provided to riders joining a run.

Branches should also consider briefing members before setting off and again at important staging posts such as the return leg. A formal risk assessment should also be considered (see section 8.4), and

a suggested risk assessment is included in this section. A risk assessment pro forma is downloadable on the TOMCC's website.

Good road manners are essential to ensure that all riders and other road users are safe and all arrive home having had an enjoyable time. To this end, the Peterborough Branch developed a 'Runs Etiquette' document, which is published on the Peterborough Branch website and is included at 9.4. There are other ways in which safety on runs can be managed. A popular arrangement is the 'Drop-Off system', where the leader will point to a spot (typically a junction) for the second-placed rider to stop and ensure that all other riders pass. When the designated tail-end rider is through, the rider rejoins the pack in front of the tail-end rider, eventually working his/her way forwards as more riders drop-off and rejoin.

8.4 Risk Assessments

Scuba divers and similar whose hobbies are deemed 'dangerous' are well used to risk assessments. They have become more prevalent even within safer pastimes, at least in part due to the increasingly litigious nature of people involved in incidents or their dependants.

Whilst not compulsory, they are recommended to ensure that if an incident arises it can be demonstrated that due care was taken. The completion of a risk assessment will not prevent incidents arising, but through simple planning most incidents can be avoided. If other foreseen events arise, through risk assessment planning there will be awareness and probably a formal plan to mitigate or deal with it.

Completion of a risk assessment is fairly straightforward. Use the provided template to document the main elements of the event. To consider the risks/hazards it is recommended to visualise the event from beginning to end and consider what can go wrong at each stage of the event. As each hazard is identified, consider the likelihood that it will occur and how the risk can be mitigated or dealt with should it happen. If the risk level is unacceptable, serious consideration should be given to whether the event should take place.

For assistance with risk assessments contact the National Events Coordinator. Visit the National Club's web site "Documents" area to download a Risk Assessment template.

Triumph Owners' MCC



EXAMPLE Risk Assessment Planning Form

Planned Activity:	Branch Run to Ashby Folville Bike Night	Date of activity:	??/??/2023
Assessor:	Mick Barratt	Date of Assessment:	??/??/2023
No. of members expected:	20	If Branch hosting static event & members of the public to be present, date TOMCC Public Liability Insurance received:	N/A
<i>Add here any other relevant information that will aid Risk Assessment:</i>			
<u>Hazard</u>	<u>Risk (H,M,L)</u>	<u>Mitigating Action</u>	<u>Is risk level acceptable?</u>
Group getting lost	L	Leader to have planned route and to have GPS or route map	Yes
Individual rider getting lost	M	Brief riders on destination. Offer leader's mobile number to all riders. Note runs etiquette expects all riders to come prepared to navigate themselves. Utilise Drop-Off system	Yes
Motorcycle breakdown	L	Rider will be looked after until recovery is called. All riders expected to have adequate cover	Yes
Inexperienced riders/riders new to group riding	M	Establish at briefing. Place in pack near to leader. Exclude from Drop-Off duties	Yes
Accident/illness	L	All riders briefed to have ICE number in mobile phone	Yes
Police & speed cameras	L	Brief that police will be very present near the village. Avoid speeding and sudden braking due to speed cameras	Yes
High number of other bikes and cars. Showing off.	H	Brief on high numbers and need for care so as not to collide with people, parked vehicles and riders/drivers showing off	Yes
Due to high numbers it is unlikely that all riders will be able to park together	H	Brief riders on the need to park where they can (that is safe) and where to meet	Yes
Are there any guests on the run?	H	Ensure that they are aware of the style of riding and how the group is expected to behave. Ensure that they are aware that they are not covered by any third party insurance through the BMF	Yes
Signed:			Date:

8.5 Dealer Packs

The TOMCC's dealer promotional pack is designed to encourage Triumph dealers to provide TOMCC membership to purchasers of new Triumph motorcycles. It is designed to be both to the TOMCC's and dealer's mutual benefit, and for the purchaser to help to enhance the experience of owning the world's best motorcycle.

The Dealer Pack process works as follows:

- The TOMCC provides 20 Copies of Nacelle per month at a cost of £20 (ie £1/copy) on subscription for 12 months. The cost to the dealer is £240 a year. Magazines are marked for retail at £2 per copy for sale to the general public. Note this is a Triumph dealer exclusive offer and is subject to an annual price review.
- The TOMCC provides four free of charge quarter page adverts in Nacelle over the 12 month subscription period.
- The dealer commits to introduce TOMCC membership to each customer when buying a bike. Membership forms are supplied by the TOMCC. The dealers use the magazines provided as part of their welcome packs or any other promotional incentive.
- A desktop retail stand for Nacelle magazines will be supplied by TOMCC if required.

The TOMCC relies on Branches to work with dealers and to sell the Dealer Pack process to them. The TOMCC's National Committee will provide advice and assistance, together with an electronic schedule to pass on to the interested dealer.

8.6 Submission of articles to Nacelle

The TOMCC editor is always looking for interesting articles for publication in Nacelle. Articles/stories do not have to be grammatically correct, as the editor can fine tune to suit. Photographs always help to illustrate and bring out the best properties of any article, so do please consider sending these in also.

Any member considering submitting an article can always approach the editor for advice in advance of the event to be covered or writing the article. Subject to time and distance the editor might be able to assist with the article and/or photography.

Here are some hints and tips that will assist you in producing an article that can be considered for publication:

- It must be about some aspect of Triumph motorcycles
- Ideally photographs should be of a high resolution, and in order to be considered for the front cover; in portrait with plenty of open background for the cover lettering.
- Try to find an angle that other authors have not yet covered. This can be a challenge, but the editor and readers are looking for variety. Look to obscure events, anniversaries, Triumph models not often featured in Nacelle for possible inspiration.
- Don't use jargon, language (including in-jokes), or refer to events that are meaningless to complete strangers. Your article will be read by people, very few of whom will know you and vice versa.
- Watch your length. It is surprisingly easy to fill several pages of pages in Nacelle. Be economic in your writing by sticking to the important events or information. The editor can copy-edit your article if need be.
- Above all, don't be put off submitting articles, and don't feel bad if the article does not get published straight away. The editor has to make a choice on which articles to publish based on the timing of events and available space, and welcomes articles that are not time specific which he can 'bank' for leaner months.

8.7 Branch adverts in Nacelle

Branches are encouraged to advertise events in Nacelle. Adverts will be quarter page size (unless specifically agreed with the Editor) and will be repeated for three months maximum if space allows. The copy deadline of 2nd of the month applies only to Branch Reports and Market Place in order to give the maximum possible time for submissions for these sections in the magazine.

Submission of adverts needs to be as early as possible so that the editor can attempt to include them in the magazine layout. The size, format, timing and number of adverts granted to Branches is subject to the discretion of the editor who will need to balance the requests against demand for adverts, and space for articles and other content.

8.8 Machine Dating

The service to date Triumph motorcycles is available to all members. The TOMCC has extensive factory records and is recognised by the DVLA as an organisation capable of providing authentic and accurate Triumph machine information.

The usual reason to use the Machine Registrar's services is to retain the registration number of a Triumph motorcycle. On provision of the required information and payment the Machine Registrar will provide a certificate that will be accepted by the DVLA as proof that the motorcycle existed with the registration number.

The following is required by the Machine Registrar:

- The original registration document (log book)
- DVLA form V55/5, with page 2, sections 48 and 49 completed, and signed and dated at the bottom of the form
- DVLA form V765, with sections 1, 2 and 4 completed
- Two sets of either pencil rubbings or photos of the frame and engine numbers
- Two photos of the complete bike. The DVLA does not require the machine to be roadworthy, but it should be in one piece
- Cheque or postal Order for £5.00 (members) or £25.00 (non-members) payable to "Triumph Owner's MCC"
- Two A4 envelopes with 74p large stamps.

A non-member can apply for membership when requesting a machine certificate.

8.9 Machine Valuations

Insurance companies will offer agreed value insurance for older, valuable motorcycles. They will require proof of value, and the TOMCC's Valuations Officer will provide a certificate of valuation.

To obtain a certificate the member should send to the General Secretary the following:

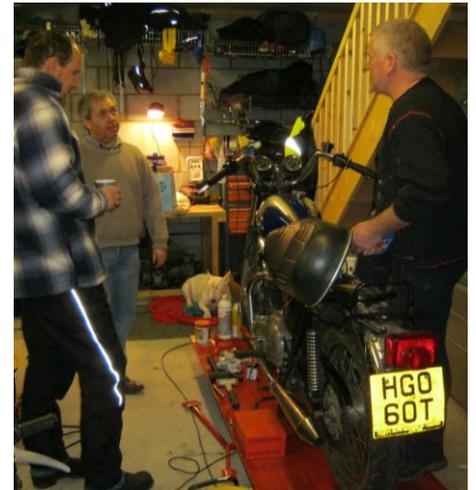
- 4 good quality photographs of the motorcycle, left, right, front and rear
- Valuation form, provided by the insurance company
- Cheque or postal order of £5.00 per valuation, payable to "Triumph Owner's MCC"
- Large stamped, addressed envelope.

9. Case Studies

9.1 Garage Parties (contact Peterborough and Manchester Branches)

In essence these events are a good excuse for members to meet at someone's garage or workshop. People come along to look, help and learn from those with more experience than themselves, or simply to help each other do something on their bikes for the first time. There is no set format as such but here are some ideas to consider when running such an event.

- Have an idea of what people want to do and learn, and ensure that manuals, parts and special tools are available as required
- Take lots of photos, and do a write-up. This is a great way of getting involvement from passive members and can be assembled into a useful guide
- If possible hold the event where the main beneficiary lives, and spread the pleasure/pain to various members' garages
- Be aware of the need for a steady supply of cups and glasses for refreshments and have some landing space in the garage for food and drink. Hand cleaning facilities may also be useful. Cakes and pies that need slicing and plates, and savouries in bags are not so good as food where the eater can make a clean pick-up and not put dirty hands on the remaining food
- Have a themed event where you are working on a part of the bike of mutual interest to several members
- Be aware that bikes ridden to the event will usually need to be rideable to get home. Sometimes problems may arise that will render the bike not usable and a plan B to get riders and bikes home may be a good idea
- Be aware of safety. Having several people milling around trip hazards, using power tools with cables and other items strewn across the floor is a dangerous situation. Best to have some basic first aid facilities to hand
- Store parts carefully, especially if there are multiple bikes being worked on. Parts can be unknowingly moved about by others leading to disastrous results.
- Bike lifts are a great way for all to be able to see what is going on
- Be aware that whoever is holding the event is opening up themselves to risk of later break-ins if the address is made public. Remember also that photos on the web can give away the location if the camera is the type to record the GPS location within the photo's metadata. Be aware to turn off the location feature on any cameras being used.
- Send the address only to those that you know, and who are attending.



9.2 Dealers attending Branch meetings (contact Peterborough Branch)

An ambitious and business-minded dealer will want to get as much information about his market and the experience others have of the dealer, and any information about what other dealers are doing better.

Dealers can be invited to a Branch meeting to meet and chat with members. Usually there will be a formal-ish forum element to the evening where the following may be covered:

- Events, sales and new product launches coming up
- Developments at the dealer, such as expansion into new products
- Feedback on members' experiences at the dealer
- Feedback from members on proposals for possible special deals and discounts
- Ideas from members to improve the experience at the dealer.

There are some matters to consider:

- Ensure that your dealer is able to receive criticism. Members may have on-going frustrations that may get vented at the meeting
- Brief members that the session will be chaired if necessary to avoid getting stuck on one issue and to avoid the dealer being subjected to unreasonable pressure
- Work with the dealer to identify the benefit for both parties. This is priceless marketing information for your dealer. Payback may be member discounts, special deals or simply a tab on the bar. Ensure that the dealer will get something out of it. He has costs and needs to cover them
- Use the evening to develop on-going relationships. Hold another meeting after 6-12 months to review progress and continue to strengthen the relationship
- The meeting may be at the Branch meeting place, or at the dealer's, or elsewhere
- The dealer's interest in working with a Branch and their ability to contribute will depend on their particular circumstances. Economic conditions, size of the dealer, time of the year (busy riding season vs. slower winter months) and many other specific circumstances will influence the dealer's ability and appetite to open their premises as described.
- At all times remember that all relationships need to be mutually beneficial to be successful.

9.3 A night at the dealer or bike shop (contact Meriden & Peterborough Branches)

Good relationships with local dealers can be cemented through special openings of the dealer or bike shop for Branch members.

The event may be to mark a significant event, such as a model launch, clothing sale or shop refurbishment. It could simply be for members to rummage around the shop and talk to staff without the general public present.

Events typically feature the following:

- Closed to the public
- Additional discounts on products
- Access to key staff, such as workshop and stores personnel
- Attendance by other key people, such as factory personnel
- Drinks and nibbles provided by the dealer.

These events provide Branches with the opportunity to grow the relationship with the dealer and for members to explore the shop, enjoy any discounts on offer and get the level of access to personnel usually very difficult during normal working hours. It is also a good night out enjoying the dealer's hospitality for free!

For the dealer (or bike shop) it is a chance to get close to members to get their views and encourage future custom. It can also attract custom on the night through discounts.

To get increased attendance it is wise to open the event to other Branches, if the shop permits.

Note that the dealer's interest in working with a Branch and their ability to contribute will depend on their particular circumstances. Economic conditions, size of the dealer, time of the year (busy riding season vs. slower winter months) and many other specific circumstances will influence the dealer's ability and appetite to open their premises as described.

The Peterborough Branch has enjoyed two evenings at their local dealer. The first was to provide members with the first choice of end of season sale items, before they were offered to the general public. For the second the shop was opened with workshop staff in attendance and additional discounts on all clothing, accessories and parts. A selection of nibbles and soft drinks was provided and the shop was busy from the opening at 7.00pm to past 10.00pm. All attending spent time looking around the entire range of bikes and through discussions with other members and dealer staff learned more about models that they would not usually be interested in. Members ordered parts, several items of expensive clothing were purchased and two members were close to buying motorcycles. The workshop technician was busy all night discussing technical subjects with members. All members who attended enjoyed the evening and the dealer considered it to be a success.

The Meriden Branch held a successful open night at Pure Triumph in Birmingham with support from the factory which provided one of their most experienced technicians for a Question and Answer session. Nibbles and soft drinks were provided and other Branches and National Committee members were invited to participate. Photos were taken during the event which resulted in an excellent 2-page article in Nacelle. For an event like this it is important to consider the following:

- Mutually agreed place, date and time of event
- Decide what the event is going to include and ensure appropriate facilities e.g. guest speakers, bike displays

- Check names of all people involved (in order to thank them later via article/letter etc)
- Spread the word about the event as much as possible via word of mouth, emails, notice boards, web forums, facebook etc
- Take lots of photos, including (especially) the organisers
- Make a note of how the event went as soon as you get home so you don't forget things - especially if you are writing an article about it for *Nacelle* or any other magazine or web site.

9.4 TOMCC Peterborough runs etiquette (contact Peterborough Branch)

The following was created to help members of the Branch to understand the expectations of them when on Branch runs. The experience of members was taken into account when considering whether or not to use the Drop-Off system, which was rejected because so many members were not experienced in group riding. This question is under constant consideration, as are all other aspects of the Runs Etiquette document.

TOMCC Peterborough Runs Etiquette

The following arrangements apply to all TOMCC Peterborough organised runs. Members cannot be forced to comply and will not be sanctioned if they don't, since all riders are joining the ride of their own volition and are expected to have a duty of care to themselves and others according to Road Traffic Acts and other appropriate legislation and rules of the road. It is expected that members will wish to follow these guidelines simply as good members, friends, safe road users and to ensure safe group riding.

1. Riders are expected to stay in position. By minimising overtaking, riders will be aware of who is following (see 2.)
2. Riders are expected to ensure that the following rider is with them, especially after junctions, traffic controls and overtaking. If not, slow down or pull over in a safe place until following rider(s) have had time to catch up
3. No undertaking or illegal manoeuvring
4. All riders are expected to know their destination and return, and to be self-sufficient and able to navigate should they be accidentally or deliberately separated from the pack through getting left behind or lost for any reason
5. If for any reason the organiser is not able to join the run, others are expected to step forward to lead
6. All riders are recommended to give their mobile number to the organiser. It is not the duty of the organiser to ask
7. Any rider is free to separate from the pack. Advance notice (at the start or destination) is preferred, but if separating on the run, a clear wave should be given. Accelerating off is a clear sign of separation. If returning to the pack, this must be done with care. Repeated blasting off and returning to the pack can be dangerous and is not accepted practice and will result in the group pulling over
8. Riders with speed limitations should make their limit clear. Note that whilst the group will usually ride to the slowest rider, there is no obligation on individuals or groups of members to do so. In exceptional circumstances, riders capable of speeds deemed unsuitably slow for group riding may be asked to ride ahead of the main group
9. Out of courtesy to others, all riders are expected to arrive at the start point fully fuelled, make use of others' fuel stops and to be at the return point at the agreed time
10. Members with bike-to-bike intercoms may wish to use them to assist leading and marshalling runs. This makes good sense and is encouraged, but no member is or should be made to feel obliged to do so. Members using intercoms should position themselves through the pack in a manner appropriate to the number of intercoms, riders and the prevailing conditions (March 2012)

9.5 Runs abroad (contact Peterborough Branch)

These notes relate to how the Peterborough Branch organised its series of "Fallen Heroes" trips to Belgium and several neighbouring countries. The notes are equally relevant to UK trips however, although notes regarding inhospitable countries obviously won't apply. The notes are also very general, as if it was attempted to go into depth this section would be very long. As ever there are other approaches that may be taken depending on personal preferences, the destination and itinerary.

First of all, do some outline planning so that the trip can be described to others in sufficient detail so that they can decide whether or not they want to go. Make the kind of itinerary clear: the trip may be planned in detail, with overnight stops pre-booked, or there be no plans other than a loose objective, or it could be something in between. Each type of trip will have an appeal to certain kinds of individuals, but ambiguity early on could cause some to try to change the trip later on when arrangements do become clear, causing confusion and friction in the party. For the Fallen Heroes tour we had a good idea of the dates and accommodation, but the actual sites to be visited were only roughed out. This was sufficient to attract 14 riders and 5 passengers in 2012.



Ensure early on when doing the outline planning that you have a sufficient number of people who want to go. For the Fallen Heroes just the two organisers was sufficient to make the trip happen. If needing to fill accommodation more may be required to make costs viable. It can be demoralising to announce a trip and struggle to get it off the ground, especially if time has been invested in lots of detailed planning.

Try to be clear on costs as early as possible, stating both what you know and don't know. Where estimating, make this clear and explain how you expect to deal with any cost fluctuation (caused by for example price changes or currency exchange rates).

Where possible get people to book and pay direct. Give clear instructions of what to book and any other pertinent information (for example whether the credit card used for payment will be required during the trip as proof of identity). Booking direct does not work when control over bookings is needed, for example booking accommodation where rooms are limited or sharing is required and the organiser will allocate places. In these cases the organiser will need to keep a good record of payments received in case of any dispute later on. We booked the accommodation direct and members paid for their own Chunnel booking.

The organiser should collect a significant non-returnable deposit early on, then get payment before making any outlay themselves. Avoid allowing people to owe deposits as this can result in them pulling out and leaving the organiser to shoulder the cost of any deposits and to find someone to fill the place. When taking deposits make it clear to each individual that in the event that they need to pull out of the trip that it is they who is responsible for finding another to take their place and to 'buy' their deposit.

Trips like this can be used to boost Branch funds by adding to the cost a voluntary donation (eg £5.00). This is especially relevant if Branch funds are being used to fund deposits. Ensure that this cannot be construed as payment for a service, and don't force the issue if a member refuses.

Consider riding skills, experience, equipment, and other factors relevant to the trip. It can be difficult to exclude people if, for example, they refuse to purchase items considered essential for touring or

that are legally required for riding abroad. In any case make it clear that riders have a duty to themselves to be properly equipped, experienced and prepared for the type of riding and accommodation planned.

All riders and passengers need to be briefed in detail about all aspects of the trip, including the itinerary, expected usual daily mileage, spares and equipment required, and significant issues relating to riding such as local etiquette and laws. Use maps such as Google Earth and photos from past trips to illustrate the itinerary. Talk about known hazards such as cobbled roads, traffic light sequences, rights of way at junctions etc, but also talk about the good stuff! Remember that for those new to touring it can be a rather daunting prospect, especially when going abroad. Where all riders including the organiser are travelling to a destination for the first time, knowing the local rules of the road and hazards that can be expected can be a problem and some research will be required.

We got participants together for a formal briefing. We included passengers as they need to be aware too. We provided material that they can refer to later when preparing and packing for the holiday either in the form of a hand-out or downloadable from the Branch's web site.

It is a good idea to do a risk assessment and plan to mitigate risks accordingly. Plan rider etiquette while on the road. Information on rider etiquette is provided elsewhere in the Handbook. Consider who has language skills, GPS, local knowledge, experience in riding in packs, and get them to assist with marshalling the riders on the road.

One aspect to make very clear is arrangements in the event of an accident, illness or breakdown. All riders should have a usable mobile and bike and rider recovery, or be ready for the consequences. The rider should get support from the party whilst help is on the way, but it is unfair on the party for their holiday to be spoilt by one person's lack of preparation and needing to abort their holiday to get the rider safely home, with or without their bike.

Another aspect worth noting is to give people some 'quiet' time where if they want to they can break off and get some time on their own, with their partner or with their group. Having the itinerary so tight that people have no time to themselves can create friction, especially on a longer trip.

There are obvious security considerations in and around military areas, official buildings and all types of airports, especially relating to photography. If in any doubt, keep the camera or any other equipment that could be construed as a recording device in your bags. Some Governments (eg. Greece and Turkey) use their civilian airbases for their conscripted forces, and arrests of people taking innocuous photos have been arrested and detained.

Most of us in the UK take to cute looking animals with affection, and the rest are dismissive. When travelling abroad these temptations must be avoided. Care must always be taken and people should not be encouraged to engage without thinking of the consequences of being bitten. Packing antihistamine tablets in case of insect bites should also be considered in warmer countries.

Finally, meal times can cause disharmony if there is disagreement over the payment of bills. Establish early on people's preferences and be flexible - there may be very good reasons why some have to manage spend very carefully so wish to have a separate bill.

These notes are given on the basis that the reader and trip organiser and participants will adapt the advice to the specifics of their trip. For example, a decision may be made up front that in the event of an accident or breakdown all riders will stay together. This would be appropriate where the trip is more of an expedition and the terrain is not very hospitable and help is a long way away. The notes also relate to a bunch of mates taking a holiday together. A formal, fee-paying tour requires proper legal agreements and they carry a duty of care by the organiser, not covered by these notes.

These notes also don't go into the specifics of less developed and inhospitable places. All countries have their own cultures, rules, and dangers. One constant is to always cooperate with the law, even when you know you have been targeted for extortion through 'fines' which will be shared out by the officers concerned (maybe blatantly before your very eyes). The CIA Handbook is a useful source of information abroad and especially if you are to travel to the less hospitable countries such as Russia and some of the old Eastern Bloc countries and of course Africa. It's available as a complete APP for iPhones, and android. However installation is NOT recommended when travelling to certain North African countries and Arab states. Another less sensational sounding resource is Horizons Unlimited, a huge on-line oracle of information.

The world is now a very small place and it would be very hard indeed to find a location where someone has not already been. We have members who have toured extensively and are willing to provide advice. The TOMCC forums is a great place to reach out for advice, and Tiko has provided much more detail about the logistics of going abroad on the Staffordshire Triumph website (www.staffordshiretriumph.co.uk/touring-guide).

Finally, don't let the advice here or elsewhere put you off taking your bike abroad. Most of our trips in and around Western Europe are easy to set up and safe. Even the less hospitable countries are made much safer by following simple advice and applying the lessons learned by others. Travelling abroad with a group of friends is fun and easy if properly organised. (May 2012)

9.6 Storing and displaying merchandise (contact Peterborough Branch)

The Peterborough Branch has overcome the challenge of transporting and displaying merchandise in two imaginative ways.

The first is probably the most unique and imaginative, and the most difficult for most of us. This fantastic waistcoat was made out of a Union Jack flag, upon which Branch and Club merchandise has been fastened. The waistcoat can be hung on a coat-hanger, thereby displaying both the back (in this case with the TOMCC patch) and the inside (three machine badges, in each colour). Alternatively, a teddy bear can be used to model the waistcoat, as is the case here.



The second is a components box that is used to store merchandise and doubles up as a display board. In this case, the box was purchased from Machine Mart. These retail at about £20, and for that you get a means to store, display and transport merchandise easily.



9.7 Getting new members to Branches (contact Birmingham and Wolverhampton Branch)

Attracting new members at events and shows is the first step to bringing them into the Club. The second is encouraging them to visit their local Branch. Just how daunting the prospect of visiting a bunch of strangers at a new meeting place can be should not be underestimated. Welcome letters and emails, used to good success by several Branches are a good way to encourage new members to visit.

Birmingham and Wolverhampton Branch send out the following welcoming letter to new members:

“Hi (member’s name)

Welcome to the Birmingham and Wolverhampton Branch of the Triumph Owners’ Motor Cycle Club.

We meet every Tuesday from 8.00pm at the 44 Club, Spring Road, Lanesfield, Wolverhampton WV4 6LQ (A4126) immediately at its junction with Birmingham New Road (A4123) and is partially hidden behind a number of trees.

Whilst most Tuesday’s are social evenings, throughout the year as a whole we have runs, guest speakers and stands at the various classic shows with updates being shown on the website located at www.tomcc.org/Branch.aspx?br=bh > Events. You are always welcome any Tuesday evening.

Should you wish to make contact or seek advice, technical or otherwise, then please do not hesitate to e-mail me on gary.bwtomcc@talktalk.net.

Happy motor cycling

Regards

Gary Langman

Membership Secretary”

Of course, once at Branches it is vital that new members and potential new members are made welcome and introduced to other members. It is vital that visitors are made welcome otherwise they won’t bother to return, and why should they if they are shunned by a group of people more interested in those that they already know than the new people in their midst?

All of us at one time were strangers to the group so should be aware of how intimidating it felt to be amongst the crowd for the first time. Therefore all members should take a few minutes to do their bit to converse with the stranger who, after a few visits with similar treatment, will become yet another regular visitor.

Not everyone is good at approaching strangers. Also, for Branch Committee members / leaders the Branch night can be very busy with the business of the Branch. Therefore the appointment of those with a gregarious nature to ‘meet and greet’ duties can be a powerful method of ensuring that all new visitors are made to feel welcome and want to return again.

10. Club Rules

Club Rules are freely available to members on the National Club web site.

TRIUMPH OWNERS' MOTOR CYCLE CLUB

RULES

Last revision April 2023

ARTICLES

1. "The Triumph Owners' Motor Cycle Club" shall be the official name of the organisation: hereinafter called the Club.
2. The aims and objects of the Club are to provide facilities for members to meet in a spirit of friendship and to promote all aspects of motorcycling.
3. The Club shall consist of Regions and Branches which together form the whole. Regions and Branches shall be self-organising subject to their responsibility to the Club and Club Rules. (2020)

CONDITIONS OF MEMBERSHIP

4. Membership shall be (a) for one year from the date of enrolment or renewal, and is conditional upon completion of the official membership form and payment of the current annual subscription or, (b) for 5 years conditional upon completion of the official membership form and payment of 5 times the current annual subscription.

Membership may be refused or withdrawn by either a General Meeting or Branch Committee (Club Officers for HQ members) for a good and sufficient reason. Refusal or withdrawal of membership shall be subject to appeal by the applicant at the next General Meeting. Branch Officials shall be responsible for sending completed membership forms to the appropriate Club Officer as promptly as possible.

5. Membership shall be divided into the following categories:

A. **FULL MEMBER.** Anyone owning a 'Triumph motorcycle shall be eligible to join, or renew membership under this category: A Triumph motor-cycle shall be defined as one powered by an engine unit which is the product of "Triumph Engineering Co. Ltd." or their predecessors or successors. A full member ceasing to own a Triumph motorcycle during their current year of membership will be deemed to have voluntarily resigned from Full membership. Full members shall have the following rights at Club level.

- (1) To receive proof of current membership.
- (2) To receive a copy of each issue of the Club magazine printed during the current year of membership, dependant on renewal of membership within 3 months of expiry date.
- (3) To enter competitions or sporting events under the Club name on any motorcycle.
- (4) To be affiliated to other organisations to which the Club subscribes.
- (5) To hold office at Club level. (2015)
- (6) To vote and speak at meetings.
- (7) To introduce or second propositions and/or nominate or second nominations for Club Officials (new members after 12 months continuous membership).
- (8) To participate fully at Branch level.

B. **PAST MEMBER.** A Full Member ceasing to own a motorcycle but maintaining interest in the Club may renew membership under this category Past Members shall have rights of a Full Member excluding 5A. (5) and (7).

C. **ASSOCIATE MEMBERSHIP.** A Full or Past Member may sponsor one person for the first time to this section, the term being one or five years, providing that either:

- (1) The person does not own a motorcycle.
- (2) The person is a learner motorcyclist whose machine does not exceed 125cc capacity.
- (3) The person is a partner of a Full Member.

Associate Members may only join the branch of their sponsor. Associate Members shall receive proof of current membership and participate at branch level, subject to the approval of the members of the branch (Club Officers for HQ Members). When renewing a sponsor will no longer be required. The Associate Member can renew on-line or by membership form, however they must remain in the same branch. (2017)

D. **HONORARY MEMBERSHIP** (no subscription required). A person may for meritorious services to the Club, be made an Honorary Member (with the consent of the said member) by a vote of the members present at the Annual General Meeting. Honorary Members will not be required to fill out a membership form each year (as in Rule 4), their membership being automatically renewed each year. Honorary membership carries full membership rights. (2000)

OFFICIALS

6. OFFICIALS.

A. *Executive Officers.*

(1) The executive officers of the Club shall consist of: Patron, President, Vice-Presidents, Chairman, Vice-Chairman, General Secretary, Membership Secretary, General Treasurer, Editor, Events Coordinator, Marketing Officer, and Commercial Officer. (2023)

(2) The General Treasurer, General Secretary, Editor, Events Coordinator and Marketing Officer shall be allowed to nominate an assistant to the office they hold. The nomination is to be valid until the following Annual General Meeting. In the absence of, or with the permission of, the Club office holder the assistant shall have the power of the Officer. (2023)

(3) The Club Officers, or their nominees, shall be fully responsible for all duties of the office they hold and for the effect of their actions on the Club image.

(4) The Club shall elect the following officers: Machine Registrar, Archivist, H.Q. Secretary, International Liaison Officer, BMF Liaison Officer, MAG Liaison Officer, ACU Representatives (2), Area Representatives and Webmaster. The preceding positions are not "executive officer" positions and, when invited to attend executive officers' meetings, shall not vote. (2023)

(5) No Member shall hold more than one Executive position except in the case of an emergency. In no circumstances shall any member hold more than two executive positions within the Club. Any Club Officer holding, in an emergency, a second executive position shall stand down from the additional post at the next Annual General Meeting. (2005)

(6) The Patron and Vice-Presidents are life-long positions unless the holder of the position decides to retire. (2015)

B. *Area Representatives.* Area Representatives will work under the guidance of the Club's Chairman and Vice Chairman to provide support to Branches as required. (2023)

C. *Delegates.* Club delegates to affiliated bodies shall fully represent the Club at meetings called by such bodies. They shall, at all times, speak and vote in accordance with the views of a General Meeting or the Club Officers.

D. *Auditors.* The TOMCC's annual accounts will be subject to an audit by two appropriately experienced and capable individuals, and also be subject to the minuted approval of the National Committee. Evidence of the audit will be retained and presented to the AGM in the form of a signed report detailing any changes to the accounts required as a result of the audit and any recommendations regarding relevant aspects such as the improvement of controls over accounting records and assets, processes and financial planning and governance. An audit by a professionally qualified and registered auditor can be required by the passing of a vote by a simple majority during the AGM where accounts are presented and without a prior proposal. (2017)

E. All officials, apart from the Patron and Vice-Presidents, shall retire annually at the date of the Annual General Meeting. (2023)

F. All officers requiring election shall be elected at an Annual General Meeting by a vote of the members present. (2021)

G. The Executive Officers shall meet when necessary at such time and place they may determine.

H. These Officers can if they wish claim for using private vehicles in conjunction with their duties as an Officer (excluding Annual General Meetings).

(1) Journey undertaken solely in connection with the Officers official capacity.

(2) Claim to be based on the current motorcycle rate within HM Revenue & Customs' "Travel - mileage and fuel rates and allowances". The mileage claimed should be from the Officers home (or start of journey if shorter) to the venue and return by the shortest practical route, as defined by Google Maps.

(3) It is the Treasurers responsibility to obtain updated rates annually. These expenses are to be shown on a separate account. (2017)

I. Club officers may commit the Club to appropriate and necessary expenditure of up to £100. Expenditure greater than £100 must have the prior approval of the General Treasurer, and in the case of the General Treasurer committing to spend over £100 the prior approval of the Chairman is required. Expenditure exceeding £1,000 will require minuted National Committee approval, either as the approval of the annual Financial Plan or of the consideration and approval of a one-off expense. No Club officer or member can enter into a contract on behalf of the TOMCC with a third party without prior consideration and minuted approval by the National Committee. (2017)

MEETINGS

7. MEETINGS. The General Secretary shall be responsible for proper notification of meetings at least 14 days prior to the date of the meeting.

The Chairman / Vice Chairman, or duly agreed member shall preside at all meetings and have a casting vote only. The proper conduct of the meeting is the responsibility of the Chairman. The Secretary shall be responsible for the recording of the Minutes of all meetings in a book kept for this purpose and for submitting reports of all meetings to the Editor for inclusion in the Club magazine. The method of voting shall be decided at the beginning of each meeting by the majority decision of the voting members present, such decision to be taken by a show of hands. Voting shall be on the basis of one vote per voting member.

Annual General Meeting: The AGM of all members shall be held in the early part of the year, normally not later than April. At the discretion of the Executive Officers, the AGM may be held in conjunction with a weekend event for the purpose of gaining increased attendance. In this case, the AGM shall be held not later than the end of May. All Full and Past members shall receive the Agenda together with an audited Statement of Income and Expenditure and Balance Sheet. Propositions for inclusion in the agenda must be in the hands of the General Secretary 49 full days prior to the date of the meeting. (2005/2014)

Nominations for all Club Officials must be in the hands of the General Secretary 49 full days prior to the date of the meeting. (2014)

All propositions and nominations must be in writing, clearly stating the proposer and seconder, bearing the membership number and address of both, and signed by both. Email propositions and nominations from proposers and seconds will be accepted but for these a written signature is impractical and so not required. For this reason, emails will only be accepted if there is clear evidence of the origin of the sender. In the event of any dispute over the origin or acceptability of the email the decision of the National Committee is final.

All propositions and nominations may only be made with the consent of the nominee.

The proposer and seconder of a proposition submitted for the Annual General Meeting should both be in attendance. In the event of only one being present a second person shall be nominated to speak on the proposition. If neither the proposer nor the seconder is present, the proposition will be declared invalid. It may be discussed at the discretion of the Chairman of the Meeting. (2012)

An Associate member who is an elected Branch Secretary, Treasurer or Chairman, may, during their term of office, speak and vote at General Meetings provided that the General Secretary is advised of their names at least fourteen days before the meeting (2007)

The Club Executive Officers may call an Extraordinary General Meeting at their discretion and must do so upon receipt of a request from 20 or more members drawn from 3 or more branches. (2007)

FINANCE

8. FINANCE. For the purposes of the Club and Branch accounts the Financial Year shall be deemed to end on 31st December of each year. The General Treasurer shall be responsible for the correct maintenance of the Books of Accounts to show all income and expenditure together with a list of assets and their location. All monies received must be paid into a duly accredited Bank under the name of "The Triumph Owners' Motor Cycle Club". Funds may be invested at the discretion of the General Council with adequate safeguards regarding ownership. All payments must be made by cheque or bank transfer. Persons appearing on the bank mandate and therefore enabled to sign cheques or transfer funds shall be restricted to the Chairman, General Secretary, and General Treasurer only. (2012)

The Committee is required to prepare and publish an annual financial plan. (1997)

GENERAL

9. GENERAL

(a) Club Rules shall take precedence over Region and Branch Rules. In cases of dispute the decision of the Executive Officers shall be final, subject to appeal at the next Annual General Meeting. (2020)

(b) Alterations to Club Rules shall be made only at an AGM or a meeting of all members specially convened for the purpose.

(c) If, for any reason, a Branch must close then the assets of the Branch shall be transferred to the appropriate Region, or to the Club if the Branch has no Region. Unexpired Membership shall be transferred to the Region, or to the H.Q Branch if the Branch has no Region. (2020)

(d) If, for any reason, a Region must close then the assets of the Region shall be transferred to the Club and any Branches of the Region will also be transferred to the Club. Unexpired Membership of the Region shall be transferred to the H.Q Branch. (2020)

(e) If for any reason the Club must close, a properly audited Balance Sheet shall be prepared and sent to each member. A specially convened General Meeting shall be called to decide the method of closure, settlement of debts and disposal of assets.

(f) Every Branch shall submit to the General Secretary of their Region, or the Club if the Branch has no Region, at the end of the financial year a Bank balance complete with a list of creditors and debtors. Also, after the Branch Annual General Meeting submit a list of elected officers. (2020)

(g) Every Region shall submit to the General Secretary of the Club at the end of the financial year a Bank balance complete with a list of creditors and debtors. Also, after the Region Annual General Meeting submit a list of elected officers. (2020)

(h) The Branch Officer responsible for dealing with completed membership forms must submit them to the Club Membership Secretary not later than one month after receipt from the member.

Members who have not renewed their membership by the due date shall receive one further copy of Nacelle (2003)

Members who renew their membership by logging onto the TOMCC web site and renewing on-line will receive a discount on their renewal (2013)

A member who does not renew within three months shall be deemed to have ceased to be a member.

After three months, any membership application from the said member will be treated as 'new' as opposed to 'renewal', with a new number and date allocated.

(i) All Regions and Branches must have at least two and not more than three persons appearing on the bank mandate and therefore enabled to sign cheques or transfer funds who shall be members in good standing and elected to office within the Region or Branch. (2012/2020)

(j) A three-person Sub-Committee comprising of the elected Events Coordinator and two co-opted Club members to organise all 'national Club Rallies'. They may call upon a Branch or Branches to assist in running the Rallies, in which case, 25% of any profit from the events can be distributed *pro-rata* to those Branches.

(k) When a Branch promotes an event on behalf of the Club, all income and expenditure will be processed through the Club Accounts held by the General Treasurer using the main Club Bank Account and utilising separate codes (headings) within the accounting software. The branch will receive a percentage of the net profit at a rate to be agreed from time to time. (2010)

(l) A half or quarter page in 'Nacelle' will be allowed free of charge to Branches to advertise events.

(m) Public Liability Insurance shall be arranged by the Club in order to protect the Club, its Officials and Members from claims arising out of Club and Branch activities. Regions must arrange Public Liability Insurance, where required, for any events organised in their area. (2020)

Affiliation to the BMF includes cover for members.

Affiliation to the ACU gives Public Liability cover especially at Rallies where non-members are invited. Basically, Public Liability Insurance provides cover for compensation and legal costs incurred in defending the action and paying out if a claim is proved (normally in a court of Law). To take advantage of this insurance, it is necessary that the organisers of the event should notify the General Secretary of the event at least TWENTY-EIGHT (28) days in advance of it taking place. Details of where and when the event will take place, basic information of the type of event, (rally bike show, etc.), approximate number of people expected to attend and the name and address of the organiser must be supplied. All this information MUST BE IN WRITING. It is a condition of the insurance that adequate precautions are taken by the organisers to prevent anyone coming to harm, and these may need to be proved to have been in place in the event of a claim. For example, at bike shows all machines should be roped off and parked on a firm surface to prevent a bike from falling on a member of the public. At rallies, tents should be pitched far enough apart to prevent the spread of fire. Obviously at all events there should be adequate fire precautions. Safety is paramount. A photograph of the display would assist if a claim is made.

(n) Club Rules will be available on the Club's internet site. Copies will be provided to individuals by the General Secretary on request. (2012)

(o) Magazine Subscription. This subscription is open to any person. This only allows the person to receive the Club Magazine each month. Subscribers are not members of the Club, do not receive any membership cards, and do not benefit from any privileges or services available to other members. The fee for Magazine Subscription is the same as that of a Full Member (2000)

NEW BRANCHES

10. The General Secretary must be contacted by the person / persons requesting to form a Branch, giving full details of the proposed area and venue. If the Branch is forming in a Region, then the General Secretary of the Region must also be contacted. A minimum of 20 members is required before becoming officially recognised, with no more than half this number transferring from an existing Branch, other than HQ or any Region. The proposed Branch should not be within 20 miles riding distance (on the public highway) of any existing Branches unless all the Branches within this distance approve the formation. (2015/2020)

NEW REGIONS

10. The General Secretary must be contacted by the person / persons requesting to form a Region, giving full details of the proposed area (usually a country). A minimum of three Branches is required in the proposed area before becoming officially recognised, all of which must support the Region. The proposed Region must not overlap its area with any existing Region. (2020)

SECTIONS

12. A Section is a National group of Members with a specific interest within the TOMCC. Any Full Member may start a section by writing to the general Secretary with the Section's name, aims, and optional logo, subject to the approval of the Club Committee. A Section must have a least one official contact who is a Full Member of the club and whose job would be to administer the communication channels for the Section. Non- members may participate in a Section. All domains, and online accounts for administration of the Section will be provided by and owned by the Club. (2013)

CLUB TROPHIES

'THAT TROPHY' (Awarded Annually)

This is to be awarded to the Branch which has had the largest net percentage gain in membership, whilst retaining existing members, during the year.