

Chairman's **Statement**

"The role of the Army in society is one that has divided opinion historically and still does today. The National Army Museum is central in engaging society in that story through its programmes and services in evermore progressive and imaginative ways.

We are confident that the work we are undertaking will step up to this role, and we are proud to demonstrate our success in reaching new and evermore diverse audiences."

General Sir Richard Shirreff KCB CBE, Chairman of Council



As I reflect on the year, I'm struck by the diversity of the work the Museum is undertaking. Conserving our Collection, engaging new audiences, sharing our knowledge – in a multitude of powerful ways, we are making the story of the British Army known.

The vision for the direction of the Museum embraces the role we have to play in society. Our close links with the Army allow us unique insight into its impact on history and on the world today. Yet our independence permits us to build bridges, connecting the British public with its Army.

The Council has worked closely to support the team in implementing this vision. As our new building takes shape, so too do our plans for the life of the Museum, both inside and outside its walls.

Support for the Museum has grown this year, thanks to the hard work and commitment of our staff, volunteers and donors. As we finalise plans for the reopening of the Museum, we're embarking on an extraordinary year ahead.



"At the heart of the National Army Museum's work are people. We tell personal stories of endeavour and experience, humour and heroism, controversy and conflict. We know that when communicated well, these stories carry insight that truly resonates in people's lives.

Across our projects this year we have seen the impact that these stories can have on our work."

Janice Murray Director General

The story of the British Army impacts people's lives. It's a story that touches everyone, soldiers and civilians, young and old. A story that opens up the past and helps us understand our present. This year, we've taken a thorough look at how we can communicate our story to have the best possible impact.

Our doors may be closed, but our minds are open to new ways of sharing the Collection and meeting people's needs. We've taken our work outside our walls to new and unexpected places. We've worked with new people – forging fresh partnerships that have helped us to reach some audiences for the first time.

We're open to all the elements of our story. We recognise that people have diverse opinions and experiences of the British Army and its history, from the British Empire to the Iraq war. We don't want to shy away from difficult conversations. Instead, we're reaching out. Here is an opportunity to overcome negative perceptions that may exist, and we want to seize it.

So what's the best way to communicate our message and purpose?

We think we are most effective when our relationship with our audiences is more than sharing objects from history. It is a dynamic exchange of knowledge, ideas and perspectives. Our work with the public has told us that we are most effective when we are real, stimulating, relevant, insightful, conversational and sharing. It is these values which underpin our brand.

Our work is reaping results too. This year we've really seen the impact of our efforts on people's lives and we have gained new perspectives to help us achieve our vision: to be the leading authority on the history of the British Army and a first-class museum that moves, inspires, challenges, educates and entertains.

Perhaps some of the people most greatly impacted by our work this year are our many committed and talented volunteers. We're extremely grateful for their contribution and wouldn't be able to continue our work without their support.

It's clear that our volunteers benefit from the programme. Many people have had such positive experiences that they have stayed with us far longer than planned. Some have gone on to become staff members, whilst others have used the experience they've gained to secure jobs elsewhere.

As we move forward into a new era in the life of the Museum, volunteers will continue to be central to our operations.

The year ahead promises great excitement and opportunity for us to connect people with the story of the British Army.

Left: Our Learning Team at the Royal Borough of Kensington and Chelsea Open Air Centre Play Day.

Right: Director General Janice Murray.

Below: One of our photograph albums being used for research.





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STIMULATING We stimulate people's SHARING REAL minds, senses and We are grounded **OUR BRAND VALUES** emotions. We challenge thoughts and ideas, in reality. We express not just 'things'. We have a duty to make known the story of the British Army. people in a way that INSIGHTFUL humanity as it really is encourages them to We communicate our values - real, relevant, We have a unique insight about real events think about things in stimulating, conversational, insightful and sharing into the British Army and the Army's role different ways. – in numerous ways. There is a real need to in society – without sensationalising and are confident in CONVERSATIONAL connect with people through a range of emotions our accurate and deep RELEVANT We spark conversations and encourage people rather than just through sharing information alone. understanding. or manipulating. We always seek When we bring information alive through stories to communicate in to join in and continue and images - inviting and challenging people unique ways that the conversation for it is then that our brand comes to life. different audiences themselves. will engage with.

A real **encounter**

"The National Army Museum is grounded in reality. And nothing represents that more strongly than the quality and dynamism of our Collection."

Ian Maine, Assistant Director (Collections)



Our responsibility as an army museum is to express humanity as it really is – not sensationalising or manipulating emotions, but grounding the story in real events. To help us achieve this, we've continued to add to our Collection to strengthen our position as the leading authority for the history and life of the British Army.

Collecting across time

This year's major acquisitions reflect the contribution of the Army across time, from historical battles to contemporary conflicts.

One of the older additions to our Collection this year was a watercolour painting of Niagara Falls. 'East View of the Great Cataract of Niagara' was completed in 1762 by Thomas Davies, a Royal Artillery officer. This is the earliest known representation of Niagara Falls and therefore of major historical significance. The purchase was made possible by the generous support of the Art Fund and the Heritage Lottery Fund.

The Waterloo 200th anniversary gave us an opportunity to acquire new items. We acquired a baton commemorating the capture of the French eagle colour finial of the 105th Regiment at the Battle of Waterloo. The baton was presented to Captain Clarke from the Officers of the 1st (or Royal) Dragoons and joins the eagle colour finial itself, already in our Collection.

The cloak that the Duke of Wellington used during the Waterloo campaign is another new item to the Collection. He gave the cloak to his lover, Lady Caroline Lamb, after the battle, and it had remained in her family since 1823 prior to its sale 200 years later.

Contemporary additions to our Collection included a Sharpshooter rifle as used by the Army in Afghanistan, as well as material relating to the Army's on-going involvement in Bosnia through the Mines Information Co-ordination Cell (MICC).

A human story

Each new object in our Collection tells a human story, revealing the experiences of people from across the world.

Thomas Harris was a staff officer at the Battle of Waterloo. He was hit by musket balls in the arms and chest and lay wounded on the battlefield overnight. The arm of his coatee was removed by the surgeon, in order to amputate his arm. The coatee is another fascinating addition to our Collection.

Gunner Biudole, originally from Fiji, served with the Royal Artillery. His Iraq Campaign Medal represents the contribution of the Commonwealth to the British Army.

Another medal acquisition is the gallantry award to Bhagat Ram of the Chamar Regiment, for service in Burma during the Second World War. This was one of only three awarded to the Regiment, which was disbanded at the end of the Second World War.

The Army's global role has also been reflected in other acquisitions. This includes rare and specialist archive material relating to the Trucial Oman Scouts. This short-lived paramilitary force served in the Persian Gulf before the formation of the United Arab Emirates.

The Museum has also maintained its very active oral history collecting programme, completing projects in relation to the War in Afghanistan and in-pensioners at the Royal Hospital Chelsea.

Far left: From 40 photographs collected by J A Stanistreet, showing service with the Trucial Oman Scouts, Oman, 1960-1961.

Left: Duke of Wellington's cloak worn at Waterloo, c1815.

Below: 'East View of the Great Cataract of Niagara', by Thomas Davies, 1762.







"We share stories, thoughts and ideas. We have a duty to make the story of the British Army known to people, to help them discover how the Army relates to them and to get them thinking about the feelings this may evoke."

Jasdeep Singh, Community Curator This year our Learning and Outreach Teams found new ways to interact with more than 840,000 people offsite. As a result, we've deepened our understanding of the Collection and the stories it holds.

An international story

Beyond the walls of the Museum, the Collection has been brought to life through our work with diverse communities. We've helped people to discover more about their cultural heritage and enriched our own knowledge of our Collection.

In November, we joined forces with the Black Cultural Archives in Brixton. We highlighted the contribution made by British Empire and Commonwealth soldiers in the First World War. The climax of the event was the Empire and Commonwealth extravaganza. This brought history to life through music and spoken word.

Meanwhile, original flags of the West India Regiment have inspired members of West Indian community groups to recreate their own version.



Community Groups, including the West Indian Ex-Servicemen's Association, took part in workshops to explore the contribution of Caribbean soldiers to the British Army's history.

Volunteers from the Sikh community have been giving us new insight into the Museum's rich collection of artefacts associated with Sikh history.

One result from the workshops has been the loan of a Sikh Bomber statuette to Reading Museums for the 100th anniversary of the Gallipoli campaign.

To reach as far as possible beyond the walls of the Museum, we've been working hard to digitise our Collection. This will allow people from all over the world to see the scope of our Collection. Access to biographical records also makes it easier for people to research their family history. 12,000 records are now also online from the enlistment books of the disbanded Irish Regiments.

We've been getting people to help with our digitisation projects too. The Waterloo Lives: In their own words project invited people to transcribe images from the Battle of Waterloo on a digital crowd-sourcing platform called "Heritage Helpers".

The Brothers in Arms project digitised some of our visual material. Over 200 Indian Army photograph albums were photographed, giving the public access to some 15,000 images from the Collection.

Top left: A family visiting our Duke of Wellington 'Pop Up Pub' on its visit across the UK.

Bottom left: Our staff share Collection items with a community group as part of our Empire and Commonwealth programme.

Top right: Visitors to our Waterloo 'Pop Up Cinema' event at the Waterloo Vaults.

Bottom right: A local child participating in our popular Peas Corps activities.

Unexpected locations

We know that museums in the 21st century must be innovative, open and welcoming. Taking our story to unexpected locations was central to our work this year and helped us break down barriers.

The touring pub "The Duke of Wellington" took people back to an 1815 inn. It was an experiential display that visited London, Halifax, Taunton, Liverpool and Norwich, popping up in train stations and town centres. This marked the 200th anniversary of the Battle of Waterloo.

"What's slushing through a pit of mushy peas got to do with the Army?" A young participant in the high-energy roadshow the 'Peas Corps' answered his own question as he realised he was learning about team work, courage and resourcefulness, all attributes a soldier might need. The Learning Team worked with the Royal Borough of Kensington and Chelsea and the Bureau of Silly Ideas to reach some of the Museum's local audiences.

Questions such as "What does the Commonwealth mean to you?" sparked debate at a range of community events across the UK. The Outreach Team used exhibits and displays to explore the impact of Empire and Commonwealth.



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A conversation begins

Our aim is to get people talking. "What did your grandfather do in the war?" "What does the Commonwealth mean to you?" "Why do we need an army today?" We want to inspire conversations that last long beyond a visitor's first encounter with the Museum.

This year we've provoked debate and dialogue through a range of inspiring events and activities. We've also been capturing these conversations within our new galleries.

Without a museum building, it has been vital for us to find creative ways to engage our audiences.

We've used social media to open up a conversation about what the British Empire and the Commonwealth mean to people today. A series of short films on our website explores the sometimes-forgotten role of First World War soldiers from the Commonwealth. Members of the public and a few famous faces add their opinions on what the Commonwealth and British Empire mean today, inviting people to join

If you were strolling through Shoreditch last year, you may have encountered a colossal piece of street art depicting 200 years of the returning soldier. Featuring soldiers from Waterloo through to modern day wars, the Waterloo Lives graffiti installation encouraged the public to react and continue the conversation using #WaterlooLives.

A unique event as part of our 'Evening Series' opened the diaries and letters of soldiers from both sides of the conflict during World War One. Our audiences were touched as historian Robin Schafer read letters in the German language, giving us an understanding of what young men on both sides



"Our aim is to spark conversations. We want to motivate people to think and feel more deeply about what it means to have an army and what it means to serve, however challenging."

(Public Programmes)



went through. Then, in February, battlefield archaeologist Andy Robertshaw spoke about his experiences, challenging the audience to think critically about the ethics of dealing with human remains from past conflicts.

Hosting voices in the new galleries

Each person affected by war has a unique perspective. Our new galleries will host the voices of soldiers and their families, politicians and campaign leaders, war artists and journalists in a series of filmed interviews produced this year. This range of outlooks helps us to share fresh insights and multiple perspectives on our Collection.

So to capture these voices, in 2015 the Discovery Content Team ran workshops with groups from West Africa, Sudan, Scotland, Germany and Pakistan. Sometimes we took the display collection on the road. Sometimes we invited groups to our Stevenage store. The hours of footage will feed directly into the video content for the new galleries.

Left: Participants of a Commonwealth outreach event at Birmingham Library.

Top right: Members of the Sikh community explore our

Bottom right: Interviewing Sonali Shah from CBBC's Newsround for our Empire and Commonwealth videos.

"At the end of the day, whose heritage is it? It's the people's heritage, it's not just the museum's heritage... the museum should be able to capture the community's heritage, and the only way to do that is to let them come closer to it, and the only way to let them come closer to it is to do workshops like this."







Our vision as a museum is to be the leading authority on the British Army and Commonwealth Forces. Anyone wanting to learn more about the British Army, from family historians to PhD students, can access support from us in their research – whatever their academic background.



Academic and research excellence

This year we applied to the Arts and Humanities Research Council (AHRC) for a Collaborative Doctoral Award with the University of Birmingham: 'Commemorating Battle: A holistic approach to memorial practice'.

Work continued with National Museums Scotland on the 'Baggage and Belonging' project, which aims to reappraise the practices and significance of British military collecting of objects from the non-European world between 1750 and 1900. We also supported a symposia series and exhibition on the theme of 'Soldiers Art 1800-2018' – a project led by the University of Cardiff and the Victoria and Albert Museum.

Along with the University of Leicester, University of Ghent and the Dr Guislain Museum, we are one of the partners in the AHRC-funded network 'Passions of War: Cross-Disciplinary Perspectives on Gender, Sexuality, and Conflict, 1550-1945'.

The Museum was also one of the research partners of the Humanities in the European Research Area project 'Making War, Mapping Europe: Militarized Cultural Encounters, 1792-1920'.

Every year the Commonwealth War Graves Commission receives claims from descendants and others who believe their loved ones' names should be recognised. We've been working with the Army to help them investigate these cases of First and Second World War soldiers and officers who are currently not commemorated as war casualties. This year we reviewed 301 cases of which 261 were passed, 38 rejected and 2 referred elsewhere.

Though the Museum has been closed, our research service has remained open at an alternative London location and at our Collection store in Stevenage. At the same time, our enquiries service has been active all year, answering 3,508 enquiries from members of the public.

In recognition of our commitment to ongoing research and Collection development, Curator Rebecca Newell was awarded the Art Fund New Collecting Award.

Providing support and advice

As our own knowledge and understanding increases, we're always looking for ways to share this learning with colleagues and peers in the sector.

Our Regimental and Corps Museums liaison has strengthened this year, offering advice and support to the various regional military museum networks. This has included the ever-popular Regimental Curators Course, but also specific courses tailored to need.

As part of the 200th anniversary commemorations for the Battle of Waterloo, we sent six outreach exhibitions to Regimental Museums around the UK. We also offered a downloadable graphic display, which 16 institutions downloaded.

We loaned a 19th Century coatee to the United States of America and several works to Tate Britain's 'Artist and Empire' exhibition.

Meanwhile, more than 2,500 items were conserved for display in the new Museum galleries, ranging from a button to a First World War field gun. Conservators also provided expert advice to the public and other institutions around the world.

Staff spoke at a number of conferences including the conference of the International Committee for Museums of Arms and Military History in Krakow and the 'Waterloo: Memory and Representation' conference that we co-sponsored at York University in June 2015.



"We are an authority on the British Army, constantly seeking to deepen our understanding of our story and to share that insight with our audiences."

Alastair Massie, Head of Academic Access

Top left: A conservator prepares one of the Museum's 19th Century drums ready for display in the new galleries.

Bottom left: Attendees to the From Shellshock to PTSD: Discussion on how best to support our troops event at the Army and Navy Club.

Above: Conservation of the iconic Battle of Isandlwana by Charles Fripp.

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7,921

Number of hours given by our 83 volunteers

2,500

Number of Collection items conserved for display in our new galleries

15,000

Digital images captured of our Indian Army photograph albums

39,000

Number of views of our World War One digital learning resources

3,574

Number of children and adults engaged by our Learning Team

3,350

Number of visitors to our Duke of Wellington Pop Up Pub

930,794

Website visits

Members of the Museum's Volunteer Team help label and pack items from the Museum's textile Collection.



A relevant approach

Helping people to learn is at the heart of the Museum's role. Though the Museum was closed this year, the military commemorations for the First World War and the Battle of Waterloo gave us opportunities to work with partners on learning activities across the UK. The Learning Team also engaged with teachers, army educators and sector peers to develop new learning resources, services and digital programmes.

Engaging programmes

Making music, creating theatre and telling stories through puppetry: all ways to learn about the First World War.

Trench Brothers encourages young people to develop an artistic response to the stories of Indian Army, British West Indies Regiment and black British soldiers. More than 700 students in 13 London schools took part in this imaginative project this year, run in partnership with HMDT Music.

Local schools in Wandsworth took part in two Department for Education events that we supported to mark Black History Month and Armistice Day.

In support of our regimental exhibitions, five venues hosted a week of schools programmes and family activities to help young audiences to better understand this significant moment in history.

Digital resources have given us the chance to reach countless young people while the Museum is closed. We supported World War One learning activities in schools with a series of films on the theme of Empire and Commonwealth. We also shared the resources on our social platforms and one film, about Gallipoli, was shown on the Daily Telegraph's website in conjunction with the anniversary.

Leading in learning

Operation REFLECT is the Army's own project to mark the centenary of the First World War. As part of this, our Learning Team gave lectures on aspects of the First World War to



groups of soldiers, encouraging reflection on the lessons that could be drawn from the conflict.

When is it right to send the Army to fight? Our new resources for teaching Citizenship in schools encourage students to take a view on the Army and its role within society. They include short films, teacher notes and ideas for debate to encourage students to develop their critical thinking. Science, Maths, Engineering and Technology resources are also in development.

We've also been looking at ways to embed our Apprenticeship and Cultural Co-operation programmes throughout the organisation. Our aim is to encourage people from all backgrounds, especially minority and lower income families, to take up the learning opportunities we offer for young people.

Above: Children from a local school take part in one of the Museum's learning sessions in the Williamson Art Gallery and Museum in the Wirral.

Right: From a collection of multimedia relating to Sergeant Rupert Frere, Royal Logistic Corps, and the Army Photographic Competition in 2015, taken in Afghanistan c. 2001.





Creating an inspiring new space

Excitement is growing as we're moving from detailed design into the building phase of the new displays. We've appointed The Hub to build the galleries, and Bruns to construct innovative new showcases. We have identified three companies to design exciting and informative films and interactive displays.

Plans are in place to move larger objects, such as our Humber "Pig", into the building prior to the completion of the building work. The graphic design for the Soldier Gallery, Army Gallery and Discovery Gallery has been finalised and we've made plans for new signs and maps to guide visitors around the new building.

The new Play Base is coming together to entertain our youngest audience. Our design team, Easy Tiger Creative, has completed the design. They are now developing detailed drawings to build from and designing a very special look and feel for the space.

We've been working on the interior design of the new entrance, so that a visitor's first impression is that the Museum is a welcoming and accessible space for all.

Developing an experience

The Museum experience begins long before a visitor arrives, and our hope is that it will stay with them long after they leave. This year we've been developing plans to ensure every aspect of a visitor's experience is memorable.

Beginning with our website, we're working on a seamless journey, from arranging your trip to offering feedback on your day. The website development planned this year will be taken forward in 2016.

Our volunteers have supported us throughout this project and we couldn't have reached this stage without their commitment and skills. Whether giving gallery tours, caring for the Collection or supporting research, volunteers will play a central role in creating the new visitor experience.

We've also been creating an inspiring public programme. We have tried out new ideas and introduced new speakers to our existing audience and the programme is growing all the time.

Left: A computer-generated image of how the new Museum may look.

Where thanks are due

The Museum has continued to grow its legion of supporters this year. From individuals to global companies, we have forged long-term relationships to place the National Army Museum on a strong foundation for further growth in the future.

Funding support

Significant success with some of the UK's large grant makers has put our Building for the Future Appeal well on course to complete six months before the Museum reopens in 2017.

Sarah Gray, Appeal Director, says "This year has seen a shift in the momentum of the fundraising campaign for Building for the Future with some very large grants being awarded to support particular areas of the Museum's redevelopment. This has been complemented by a successful, growing patrons programme and increased support from the corporate sector."

The Museum received support from a range of trusts and foundations throughout the year. Of significance was the support from WREN, the not-for-profit organisation that awards grants from funds donated by FCC Environment through the Landfill Communities Fund. Large grants were also received from the Peter Harrison Heritage Foundation, the Garfield Weston Foundation and the John Ellerman Foundation.

We were also delighted to receive funding from the Armed Forces Covenant (Libor) Fund announced in the Chancellor's autumn 2015 statement.

Our patrons programme continued to grow with 33 patrons actively involved in the programme by

the end of the year. Planning also started for a new Museum membership scheme focussing on families with a view to launching it when the new Museum opens in 2017.

The Museum is also grateful for the support received from regiments across the country following an appeal to Regimental Colonels by the Chairman.

Support for the Museum from the corporate sector continued to grow with Lockheed Martin becoming our first corporate member in November 2015.

The Museum concluded the year with a successful event at St James's Palace with our Patron, HRH the Duke of Kent KG, as the guest speaker and with over 50 guests attending the evening reception.

Over the course of the next year the Development Team will continue to strengthen the relationships we have built with existing and potential donors to bring the Building for the Future capital appeal to a successful conclusion. We look forward to continuing to work with our funders and supporters as we become a vibrant, world-class Museum with a new membership scheme, a successful patrons programme and new opportunities for corporate and trust partnerships.

Building a team

Yet it's not only financial support that we're grateful for this year. We've continued to develop a strong team of people who share our vision and are willing to help us achieve it.

In this, the greatest gift you can give is your time. Our extensive and invaluable volunteers programme has been recognised this year with an Investors in Volunteers Award. Teresa Scott, our Assistant Director (Human Resources) says, "Our volunteers are essential to the running of the Museum, particularly during our current Building for the Future project. We appreciate each and every volunteer that participates in our programme and we are very proud to receive this award."

Right: Young audiences interact with our Outreach Team at one of our summer events.



Recognition and results

Performance Indicators 2015-16

Website visits
Website page views
Enquiries

930,794 2,665,869 3.508 "Maintaining a sense of pride in the British Army is absolutely vital and no organisation does it better than the National Army Museum. We have always been impressed by the manner in which the museum informs visitors via wonderful displays and interactive exhibitions and could not envisage a more worthy cause to support".

National Army Museum Corporate Sponsor

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Mrs Deborah Younger

Financial information

Income:

GIA (MOD) = £6,429,403 Purchase Grant = £126,000 Other income = £5,623,523 Total Income = £12,178,926

Expenditure:

£5,968,000

Find out more

Further information about the Museum – including the Annual Accounts and Strategic Plan – can be found online at www.nam.ac.uk

Donors

The National Army Museum is grateful to the following organisations and individuals for their support and to those who chose to remain anonymous.

Major Supporters

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We would like to extend our thanks for the generous support given to us by our patrons through the Museum's Patrons Scheme.

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Royal Hospital Road, Chelsea, London SW3 4HT T: 020 7730 0717

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