

# Knowle Masonic Centre

## Temple General Operating Guidelines As at March 2016

This note sets out the guidelines for the efficient and considerate operation of the Temple for its members. It has been approved by the Board of Directors and discussed with Lodge representatives via the Temple Liaison meeting.

A revised Temple Pricing Matrix is notified to the Temple members in the February/March Liaison meeting (as drafts) each year and then formally issued at the end of the winter season for application the *following September*. This enables Lodges to vote on any subs increases necessary. An updated Catering Pricing Matrix (and menus) will be confirmed with the caterer in June/July each year for the following season.

**The Knowle Masonic Centre Web site contains details of all Temple key documents, protocol, contracts, prices, and director duties and we recommend every Lodge reads those documents in detail.**

A simple set of guidelines agreed in consultative manner with Lodges helps us to maintain a ‘long term sustainable and financially accessible meeting facility’ in Knowle. This necessarily depends on all Lodges or Orders committing to follow such guidelines for the benefit of *all*. Practising the fundamental Masonic virtues of patience, tolerance, and goodwill on all sides is essential. This is especially so as the Temple facilities are provided by a team of volunteers. Guidelines are also set against the backdrop of ensuring all key legislative and statutory obligations are met, and the standards of excellence so far attained are maintained. We hope working together with the members of the Temple; we could in fact also improve the facilities on a continuous basis.

The purposes of this document are therefore to...

- Set out clear list of expectations on how we agree to work together – expectations which have been formulated between the Temple Directors and the Lodges/Orders meeting here.
- Ensure catering and bar guidelines are understood
- Ensure clear Booking guidelines are understood
- Clearly lay out guidelines for use of the building

Please note that references to ‘Lodges’ in this document also refer to ‘Orders’ and of course WM to the ‘In Charge’ in each Order.

**Andrew P Lee**  
**Temple Chairman**

### Catering Guidelines

**Director: Derek Howie - catering@kmcentre.co.uk**

**PDCS Ltd (Peter Dunn) - caterer@kmcentre.co.uk**

#### **What the Members should expect of the Temple:**

- The Temple will provide a catering facility for all members with a variety of menu and pricing options. The current exclusive caterer is Peter Dunn – PDCS Ltd. Menu Pricing will be agreed by 30.6 each year for the following year. Prices are as set out in the Caterers menu on the Temple website and confirmed in the “Temple Catering Matrix Document”. Prices will be fixed for each year in advance but subject to the ‘Food availability caveat’ where significant movements in fresh food pricing provide a risk to continued supply of a given foodstuff
- The Temple directors will ensure that the external caterer has adequate systems for ensuring all hygiene, cleaning and cooking regulations are followed. The Kitchen will be cleaned on a regular rota including 2 deep cleans per year and the objective is to retain our SMBC 5 star catering rating.
- The Caterer will deploy a catering manager for each evening (normally Pam in the absence of Peter Dunn) who will be the principal contactee for complaints, monies, invoices at each catered event.

#### **What the Temple needs from Lodges to provide this service:**

- The Kitchen is not accessible to any Lodge member (including tylers) during the evening for Health and Safety reasons. Any breach of this will be met firmly and at the Lodges full legal risk.
- No food or even waste food may leave the temple in any form under our insurance restrictions.
- The Lodge should elect a member who is responsible for the catering requirements and that person should contact Peter Dunn to arrange meals and menus for the year or meeting in question.
- The Caterer (Peter Dunn) to be advised of est. Dining numbers 7 days prior to meeting. This should be by phone or internet. **It is the sole duty of the Lodge to inform the caterer in writing (e mail) of any brother who may have an allergy or special need** and thus may be adversely affected by food ingredients or any other food limitation that requires special food. The caterer is able to provide most if not all alternatives for specialist intolerances. Please note the ‘Nuts warning’ at the bottom of the menus. **Please specify what alternative meal you would like at time of booking otherwise the caterer will provide a suitable choice of his own judgement.**
- Kitchen to be informed of final numbers ***by Lodge tyling time*** on evening of each meeting. The reference numbers to which the 2 up/1 down billing is made is the number of people booked at midnight the night before albeit actual dinners provided will be attempted to be catered for up to 6pm that night (tyling time). Costs are as per the Catering Pricing Matrix subject to 2 up and 1 down compared to the ‘reference number. The invoicing and provision of meals is between the Lodge and the Caterer, not SMT- however, we expect the caterer to charge in line with our agreed price list (subject to the caveat above). Any menu changes made on the evening will incur a £3 charge per person per course changed - to minimise food wastage – other than ice cream or melon.
- Food will be served at 8pm latest unless confirmed at initial booking 7 days before the meeting. Our ability to provide meal prices as we do depends upon a tightly co-ordinated delivery including seating (and hence staffing) times. The caterer will attempt to caterer for time changes on the evening but cannot guarantee this and anyone sitting down after 8pm may be liable to the caterer for further charges.
- Health and Safety and Environmental Health legislation requires only the catering staff or directors of the Temple enter the kitchen. No food other than that of the exclusive caterer may be prepared or stored in the kitchen or consumed within the temple. The WM must ensure this to comply with temple insurance.

### **Bar Guidelines and rules**

Bar guidelines are largely governed by Solihull Council and the Local Police and Fire Authorities. Failure to comply with such guidelines could be a criminal offence adjudged on the individual/WM and could as we have been informed by our licensing officer, lead to the withdrawal of alcohol service to **ALL** Lodges. We must apply strict rules to licensing matters. The KMC bar is solely managed by Peter Dunn Catering Services and Peter Dunn or his manager Jody Martin should be contacted on any queries.

#### **What the members expect of the Temple directors:**

- SMTL provide a bar for all Lodges wishing to consume any drink (alcoholic or not) for meetings and Lodge social events. The bar is run by the Caterers. The contact for all meetings is Peter Dunn and his bar manager is Jody Martin. **No customers are allowed behind the bar.** All drinks are billed either to individuals or the Lodge via the till and only via the till. At the end of the evening the bar staff (being PDCS staff) will provide an invoice (the till roll) to the Lodge representative. Payment is accepted there and then by cheque or by direct credit to the Temple bank account. All drink usage will be charged.
- The provision of a bar will be subject to legal regulation hours. Anyone wishing to gain an extension should contact Mark Phillips who will help the applicant. Note all alcohol must be consumed within 20 minutes of last serving time and drinks will be refused to inebriated people. A bar will be open for Lodges before the Lodge opens (about 5pm), between Lodge and Dinner (about 7.15-8.00pm) and at Dinner upto 9.45..... when last orders for wine bottles or other drinks can be taken. Extensions after this will incur an extra staffing charge if available – at the sole discretion of the caterer.
- A key objective is to provide a bar which is priced to reflect the private membership status of the Temple (including wines provided by the bottle for Lodge evenings) whilst maintaining a modest profit from each Lodge which then contributes to keeping Temple rental charges as low as possible as well as maintain the fund for the long term upkeep of the temple for future generations. All attempts will be made to maintain prices as low as possible - which are already substantially lower than high street. Price rises are likely to be modest but annually regular.

#### **What the Temple needs from the Lodges to provide such services:**

- The provision of alcohol can only be made by SMT Ltd to members of the Temple or their signed in visitors. A Lodge cannot provide its own drinks.
- Visitors must be registered in the Tyler's book or in other records which need to be auditable at any time.
- A very small number of lodges for historical reasons have provided their own bar. The licence for these premises is only in the name of the SMTL and this has been discussed with the Licensing Officer as well as Lodge representatives in open meeting. Since 1.06.12 and as discussed in temple liaison meetings earlier in 2012 the temple requires all Lodges meeting at Knowle to use the SMT bar (the licensee).
- KMC operate a zero tolerance policy in respect of inappropriate behaviour (in any form whatsoever) to either the waitresses or bar staff. Contravention of this will lead to KMC reporting matters to the Masonic Disciplinary Bodies and also mandatory expulsion from attendance at KMC.
- Glasses cannot be removed from the temple – they remain the property of SMT. By arrangement they can be hired and this is at the discretion of the Bar Manager.

## **Guidelines for Temple Daily Operations**

### **What Lodges should expect of the Temple Directors:**

- The provision of a clean safe environment, for facilitating freemasonry with policies designed to benefit members as a whole. The Temple will be opened up in sufficient time prior to any meeting and secured afterwards. Heating is activated at a constant temperature each day to provide a constant temperature, sufficient light and signage will be made to facilitate easy location and entry to the temple.
- A well understood and simple charging structure, updates to which will be communicated to all Lodges in the first Quarter of each year. See the Temple Lodge meeting pricing Matrix.
- An annual building and maintenance plan designed to ensure the long term sustainable provision of the facility. Reserve funds will be maintained for unforeseen issues and long term maintenance projects. Rentals and expenditure will reflect the need to provide for future generations as well as current member's needs. Summer Upgrades will take place each August.
- The provision of dedicated Provincial Representative changing facilities and car park places for installation meetings. Note that the dedicated rooms must *not* be used or entered whilst in use by provincial officers. A sign will be placed on the door to indicate when it is in use and a key provided to the Provincial Team.
- Provision of adequate parking facilities during Lodge hours. Parking is available anywhere on the site after 5.30pm each week day and also all day at weekends. Outside these hours 12 spaces have been commercially let and must be retained for those purposes (see notice Board). The gravel, kerb and grass areas must *not* be parked on. On Lodge nights it would be sensible to arrange to 'block each other in' to maximise space use. Parking is a private matter and at the owners damage and other risk.
- The directors enforce a non-smoking policy throughout the premises. Smokers should not congregate near to the entrance as this is a fire exit. A patio area is provided at the rear.

### **What the Temple needs from Lodges to maintain these meeting rooms effectively:**

- Prior to each meeting a member of the Lodge must read out the Fire evacuation details situated on the secretary pedestal. Fire extinguishers are situated throughout the building and must *only* be touched in the event of a fire. Each Lodge must elect a named Fire warden who is responsible for ensuring fire evacuation procedures are read out and also responsible for clearing the building in a fire situation.
- As the building is Air Conditioned and heated it is important that external doors are always closed.
- The building should ordinarily be locked and alarmed by 11.pm - unless by prior arrangement with a Director.
- A list of all people present within the Temple must be maintained at all times – normally the Tyler's book will suffice. This is to comply with Health and Safety and Insurance regulation.

**Masonic Meeting Bookings**  
**Director: Mark Philips - booking@kmcentre.co.uk**

**What Lodges should expect of the Temple Directors:**

- To provide a simple and clear to understand policy for the use of the Temple for Meetings, Committee meetings and Rehearsals/Instruction meetings. Also refer here to the Temple Meeting Matrix.
- To provide masons and their guests and families with a ‘professional standard’ meeting place for Social events.
- Meeting bookings diary for the current month to be prominently displayed on the Temple Website – covering the Temple and two meeting rooms.
- Neat and Tidy workplaces, changing areas and social areas with good standards of well maintained equipment – chairs, tables, and sundry Masonic equipment.
- The charges for booking the Temple for meetings, rehearsals, committee rooms will be clearly laid out in the Temple Pricing Matrix. This also covers social events.

**What the Temple needs from Lodges to maintain an effective meeting calendar:**

- One Lodge member authorised to do so by the Lodge to be made responsible for Bookings and who liaises with the Bookings Director on all changes from the annual timetable. Rentals are due and payable on 1st **October** each year.
- No booking will be effective unless Mark Phillips has authorised and made such booking with the Lodge in question. Any meetings taking place without such process will incur a charge of upto twice the normal charge and may be excluded if appropriate.
- In order to protect members from fluctuating subscriptions the Temple requires formal notice of lodges leaving the facility. Notice must be given to the Temple Bookings Director in writing. Rental prices and budgets are generally set 12 months in advance. As a result SMT requires 12 months’ notice of intention to leave (from installation date) to avoid being charged for the next Masonic year starting the following September. Emergency situations will be dealt with in a fair manner.
- Early notice of anyone seeking amendments to meeting time to ensure we can be as flexible as possible in accommodating such changes.
- Lodges to ensure they do not use rooms ‘speculatively’ (un-booked). This affects all other users of the temple. This has occurred on several occasions and where it does...the two WM’s of the resultant lodges will need to resolve the immediate situation. Mark Philips should be informed if any Lodge so offends or if the dispute cannot be rectified and Mark will then adjudicate. This policy should lead to the Lodge who has ‘booked’ the room should always be the one who obtains possession of the room – albeit achieving this should be dealt with sensitively so as not to cause a disturbance – normally through the WM of the offending Lodge.
- All new Lodges since 2012 have been required to sign a Lodge rental contract. Details of these are available on the Temple website. We encourage all existing members to sign one also and provide it to Mark Phillips. This will avoid any misunderstandings.
- The Lodge WM is solely responsible for their locker, access to it (KMC will always require a key and this will be locked in a key safe for emergencies) and who has a key for it. Insurance is entirely the responsibility of the Lodge for all and any Lodge effects.

### Temple Directors

- **Mark Philips**
  - **Secretarial and Bookings**
  - **info@kmcentre.co.uk**
  
- **Keith Reynolds**
  - **Director of Operations including Building matters as well as Community development**
  - **maintenance@kmcentre.co.uk**
  
- **Andrew P Lee**
  - **Director – Chair**
  - **chairman@kmcentre.co.uk**
  
- **Derek Howie**
  - **Director – Catering, Health and Safety and Insurance**
  - **catering@kmcentre.co.uk**
  
- **John Starley**
  - **Finance Director**
  - **treasurer@kmcentre.co.uk**