



# Knowle Masonic Centre



## **Temple General Operating Guidelines** **As at 31-12-20**

This note sets out 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. It should be read in conjunction with the Policies and other documents provided on the website.

**The Knowle Masonic Centre Web site contains details of all Temple key documents, protocol, policies, contracts, meeting and catering 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 have zero tolerance for non-compliance with our statutory or contractual obligations.

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. More detail will be indicated in the Lodge rental contracts, menus, booking forms etc – all of which are shown openly on the website.
- 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**  
**Chair - KMC**

**Bar and Catering Guidelines**  
**Outsourced entity: RDC Catering**

**Rupert Davies (contact details per menu list) & Carl Heywood-Murray – KMC Catering/bar manager**

**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 RDC as above. Menu Pricing will be agreed with the caterer and Board by 30.6 each year for the following masonic year. This will be communicated to Lodges in July. Prices are as set out in the Caterers menu on the Temple website. 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 hygiene rating.
- RDC will employ a Head Chef for the evening (normally Rupert Davies) and Carl Heywood-Murray will operate front of house (Bar, Billing, Service, Feedback). An alternative Chef or Cook will be used in the appropriate circumstances (eg dining numbers, availability etc). Adequate numbers of waiters or waitresses will be employed and managed for each event by Carl.

**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 and also our caterers. No 'doggy bags', left overs, or other such matters will be tolerated. No food other than that prepared by the caterer can be consumed on the premises for contractual, insurance and HSE purposes
- The Lodge should elect a member who is responsible for the catering requirements and that person should contact RDC to arrange meals and menus for the year or meeting in question. The booking form has full details of what information should be submitted and by when. This must be by e mail or letter in order to provide a full audit trail.
- Dining fees must be paid for in full on the evening of the event or the sole alternative being by direct bank transfer the following day. There are no exceptions and the caterer reserves the right not to serve units again where this process is not followed. 'Treasurers being on holiday' is not considered a valid reason for non-payment.
- **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 specify what alternative meal you would like at time of booking otherwise the caterer will provide a suitable choice of his own judgement.**
- **'Catering Alternatives' are ONLY available** for medical or religious or lifestyle purposes and not for choice.
- 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 on the booking form.
- Food will be served at 8pm **latest** unless confirmed on the booking form at (any) agreed cost. 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.

### **Bar Guidelines (RDC catering)**

Bar guidelines are largely governed by Solihull Council and the Local Police and Fire Authorities. We must apply strict rules to licensing matters as nonadherence could close KMC or result in criminal charges. The KMC bar is solely managed by RDC (Carl Heywood Smith). All queries should be to Carl or RDC.

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

- KMC provides a bar for all Lodges wishing to consume any drink (alcoholic or not) for meetings and Lodge social events. The bar is run by RDC. **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. This depends upon the Lodges individual arrangements which must be confirmed on the Catering order form each time. At the end of the evening Carl Heywood-Murray or the Chef will provide an invoice (incl the till roll) to the Lodge representative (normally Treasurer). It is the Lodges responsibility to control their spending and not the bar staff. Payment must be either on the night by or by direct credit to the Temple bank account by the following day (max). Non adherence to this is likely to result in Bar facilities being withdrawn from the lodge.
- 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.
- For HSE/Fire and Licensing laws visitors **must** be registered in the Tyler's book or in other records which need to be auditable by the authorities at any time.
- 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, Law enforcement authorities and also mandatory expulsion from attendance at KMC.
- Glasses cannot be removed from the temple. Lodges are responsible for making sure their members don't contravene this policy.

### 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 and hence is not adjustable – this will be 21 degrees. Sufficient light and signage will be made to facilitate easy location and entry to the temple.
- A well understood and simple Annual Fees Update (for next masonic season) will be communicated to all Lodges in the first Quarter of each year for application 1-10-XX in the same calendar year but in the next masonic year. See the Temple Lodge meeting pricing Matrix.
- A rolling 5 year building and maintenance plan will be maintained - 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.
- Provision of adequate parking facilities during Lodge hours. This equates to c 35-40 parking spaces. 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 and grounds. Smokers should not congregate near to the entrance as this is a fire exit. A covered smoking area is provided at the rear.

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

- KMC is an unmanned premises. It is the Lodges role to follow regulation, guidelines and look after the safety of their members and of the members of the temple as a whole. The Lodge must also lock up and arm the intruder alarm before leaving. Failure to do so may leave the Lodge open to litigation where a situation occurs.
- 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 fully locked and alarmed **by the Lodge representative** 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, Licensing 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.
- Meeting bookings diary to be prominently displayed on the Temple Website – covering the Temple and two meeting rooms and restaurant updated weekly.
- 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. Rentals for the following masonic year (October 1<sup>st</sup>) will be fixed in February each year for communication to Lodges also in February – for payment in October.

**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 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. This is also set out in Lodges rental contracts. Emergency situations will be dealt with in a fair manner. Non payment will be reported to the relevant masonic authorities.
- 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. .
- 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.