



**ASHFORD MASONIC HALL
32 NORTH STREET
ASHFORD
KENT
TN24 8JR**

OPERATIONAL MANUAL

HIRERS EDITION

**Setting out Procedural Matters and
Requirements concerning the use of Facility.**

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**OPERATIONAL MANUAL
FOR
ASHFORD MASONIC HALL
32 NORTH STREET ASHFORD KENT**

Setting out Procedural Matters and Requirements concerning the use of the Hall

1. BOOKING AND CALENDAR

- 1.1 The Hall Calendar is intended to record **all** Hirings of the Hall or any part.

2 CAR PARKING

- 2.1 The Car Parking Spaces should only be used by Members and for Masonic purposes.

3 CATERING

- 3.1.1 The Hall Caterers are FFF South. Dining Orders are to go to

Helen Carroll Helencarroll@fffsouth.co.uk 07716815536 or in her absence

Nina Morley enquiries@fffcatering.co.uk 07751813857 or failing which

Paul Loughnane Paulloughnane@fffsouth.co.uk 07427096615

- 3.1.2 As a Rule, the Kitchen appliances and equipment are not available **for general use.**

4. CHAIRLIFT

4.1 Generally

- Firstly, to maintain the quality and function of the Chair Lift the system should only be used by those persons having a need to use this facility. It should not be used for any other purpose.
- Secondly the Chair lift will normally be in either the upper or lower charging positions. The upper location will be facing the kitchen door with the lower position facing the Lodge room access corridor.
- There are two fixed remote controllers to call the chair lift from either the upper or lower position. These controllers will only work when the chair key switch is in the On position. Please see the instructions below.

4.2 Operation of the Chair Lift

- To use the chair lift, carry out the following: -
 - Access the chair function key from the key safe located on the staircase side wall adjacent to the chair lift. The access code is 1919.
 - Lift the chair seat and turn on the key switch and the adjacent power switch. Leave the key in the On position. Lower the seat.
 - You will see the rocker switch on the left side arm illuminated. Turn this switch on. o Lower the left side arm and allow the user to sit on the chair.
 - Lower the foot plate by pressing the circular button in front of the red Off and On switch on the left side arm. The foot plate is powered up and down and will automatically lower or raise using the circular button.
 - Extend the seat belt from the holder under the right-hand arm rest and plug it into holder on the left arm. Please note that the chair lift will not move until the seat belt is properly inserted.
 - Operate the arm control switch on the left side arm in the direction you wish to move. There will be a slight delay to the movement of the chair which is a built-in safety feature.
 - There is a slight change of speed of travel between the straight and curved sections of the chair track. The chair slows down a little when rounding the track corners.
 - Upon reaching either end destination, please ensure that the chair is allowed to stop itself. This will properly locate the chair on its charging point. If the chair is stopped short of the final position a buzzer will sound until the chair is properly parked on its charging point.
 - Unplug the seat belt, raise the foot plate, and allow the person to stand.

4.3 Final Use of the Chair Lift

At the completion of using the Chair Lift please ensure that the Chair lift is finally parked on the ground floor parking position. Turn off all switched to the Off position and remove the key and place it in the key safe and scramble the code numbers.

- 4.4 To maintain recommended Health & Safety requirements the Chair Lift must be locked during periods of non use.
- 4.5 If you become aware of a problem, please notify HMC.

4.3 CHARGES

One Off hirings are individually priced and are payable in advance.

6. CLEANING

Please leave the Property clean and tidy.

7. DEFIBRILLATOR

- 7.1 There is a defibrillator in the Hall on the wall facing the front door. Qualification and training in its use may be helpful but is not critical as the Defibrillator is set up to say what needs to be done and when. However, it would be good practice for you to check from time to time that you have Members in attendance who are familiar with its use.
- 7.2 If someone collapses call for an ambulance immediately unless qualified Medical assistance is already on hand.

- 7.3 If you should use the Defibrillator, please inform HMC.

8 FIRE ALARM

- 8.1 There is a Fire Alarm system in the Building and Emergency Lighting. In the event of the Alarm going off where there is a fire then follow the Emergency Evacuation Procedure in Appendix 3.
- 8.2 If there is a false alarm then follow the Procedure in Appendix 5 to turn off the alarm sound and reset the panel.
- 8.3 In either case notify HMC.

9 FOBS AND KEYS

N/A

10 HEATING AND AIR CONDITIONING

- 10.1 Localised automatic Heating is provided in the Entrance Hall and the Gents WC.
- 10.2 Air Conditioning/Heating Units are provided for the Lodge Room (Temple), the Ante Room, the Changing Room, and the upstairs Dining Room.
- 10.3 The units are operated using the remote handheld controls which are in cradles on the wall in each room. Please allow a few minutes for the Unit to warm up.
- 10.4 To activate press the power button on the remote control (similar to a TV Remote) and select what you want, and the temperature required. In winter it is suggested that the Heating be turned on, say, 20 minutes to warm up the Lodge Room. To achieve a normal room temperature on the ground floor units it is suggested that the handheld controllers be set to 24 C. The Dining Room temperature will be achieved by setting the temperature at the level chosen on the handheld controller. **Each Unit must be activated *individually* and by the same token each has to be switched off when you leave.**
- 10.5 It is recommended that all Users should designate an actual individual who will be responsible for shutting down all systems, signing the Logging out book and securing the building. That designated person should also report to HMC any issues he has identified.
- 10.6 There are a few issues with turning off the AC Units
- First is forgetting altogether to turn them off.
 - "I thought somebody else was going to turn them off".
 - Thinking they are off just by pushing the off button. The controllers are Infra-red function not wireless.
 - Not checking that the ventilation slats are actually shut during the process of turning them off.

11 INJURY AND ACCIDENTS

- 11.1 In the event of an injury or accident in the Hall, please record brief details with a note of any injury or damage sustained in the Injury and Accident Folder on the shelf in the Ground Floor Passageway.
- 11.2 Notify HMC as soon as possible.

12. INSURANCE BUILDING AND CONTENTS

The Building is insured but we accept no liability for any loss or damage of your equipment or anything that you bring in to the Hall – these are entirely at your own risk and expense

13. OPENING AND LOCKING UP PROCEDURE

Procedure for opening and closing see Appendix 4.

14. EXTERNAL DOOR ALARM

The external door is fitted with a voice annunciation to explain that the door has been left open for a period more than 5 minutes. To cancel this voice message just close the door.

15. RISK ASSESSMENTS

- 15.1 Risk Assessments for the Building and its use are carried out from time to time on behalf of HMC relating to the use of the Hall, health and safety issues, Fire Alarm etc.
- 15.2 Fire Risk –see Appendix 1
- 15.3 Escape Routes in case of Fire etc – Please see Appendix 2.
- 15.4 Emergency Evacuation – Please see Appendix 3.
- 15.5 Each User should carry out their own Risk Assessments including for identifying Members with special needs, helpers for them, appointing Fire Marshals, First Aiders etc.
- 15.6 The Maximum Capacity of the space on the 1st floor (Dining Room) is limited to **60 Persons**.
- 15.7 Frequent Users should from time to time carry out a fire drill – Appendix 5

16. TERMS AND CONDITIONS FOR HIRE

- 16.1 Standard Terms and Conditions of Hire are set out in Appendix 7.

17. GDPR PRIVACY POLICY

- 17.1 GDPR Policy is set out in Appendix 8.

APPENDIX 1

SUMMARY FIRE RISK ASSESSMENT

The Masonic Hall 32 North Street Ashford Kent TN24 8JR was built in the 1800's with later additions (notably the Lodge Room). It has recently undergone refurbishment programme which included the complete removal of the gas supply, appliances and equipment.

The Building is inspected for Fire Regulation purposes and the refurbishment included compliance work.

A Fire Alarm Is fitted in the building and Emergency Lighting.

Fire Extinguishers

There are Water based Fire extinguishers in the Entrance Lobby, Ante Room, Lodge Room, First Floor Landing and in the Dining Room.

In the Kitchen there is a CO2 extinguisher and a Fire Blanket.

N.B. They should only be used to get out safely. Firefighting is best left to the professionals.

Risks

The Kitchen but with the steps already taken (all electric and used by Professionals, with the fire extinguishers and fire Blanket in place plus easy means of escape etc) it is regarded as low risk.

Electrical – Equipment is routinely inspected and tested as appropriate and with the measures already in place this is regarded as low risk.

Arson – All external doors are kept locked when the Hall is not in use. When the building is in use it is a requirement that the Front Door should not be left open and unattended. There is a dual locking system on the Front Door for improved security and with limited number of Keyholders. The risk of Arson is regarded as low.

APPENDIX 2

ESCAPE ROUTES

- 1 **Assembly point** The Archway in the adjacent Building between North Street and Park Street.
- 2 **Entrance Hall** – through the front door into North Street.
- 3 **Gents Toilet** – into the Entrance Hall and out through the front door.
- 4 **Ladies Toilet** -through the Changing Room into the Entrance Hall and out through the front door.
- 5 **Changing Room and Ante Room (when used as one room)** -into the Entrance Hall and out through the front door.
- 6 **Ante Room (used as a single room for Masonic purposes only)** – through the Changing Room or along the side corridor into the Entrance Hall or through the Lodge Room using the Emergency Exit into the side passage and thence into North Street to the Assembly Point.
- 7 **Lodge Room** – via the Emergency Exit into the side passage or, if the way is clear through the Ante Room/Changing Room or along the corridor into the Entrance Hall and out through the front door.
- 8 **First Floor Kitchen and Dining Room** -if the way is clear then down the stairs into the Entrance Hall and out through the Front door or if not then via the Dining Room Emergency Exit and external staircase into the side passage and thence into North Street to the Assembly point.

APPENDIX 3

EMERGENCY EVACUATION PROCEDURE.

The Hirer should ensure at the outset that a List is made of all Attendees with their names and contact details.

In the event of a fire or other emergency requiring evacuation:

- i. **Whilst there is a Meeting in the Lodge Room if either the fire alarm is sounded or the Tyler or other responsible person knocks Five times on the Lodge Door shouting “Fire, Fire” or “Evacuate, Evacuate” or the like**

and/or

- ii. **Whilst there are Members and/or Guests or other Attendees in the Dining Room or elsewhere in the Building should either the fire alarm be sounded or a responsible person shout “Fire, Fire” or “Evacuate, Evacuate” or the like**

Then the following Procedure shall apply:

1. **All present will leave immediately by the nearest marked and safe Exits; two persons will be nominated to assist anyone who requires assistance.**
1. **Do not stop to collect personal belongings save that the Secretary must take the Tyler’s Book with him or the Hirer take the Attendees List.**
2. **Muster under the archway of the adjacent building between North Street and Park Street.**
3. **The Lodge Secretary or Hirer will check all persons are accounted for using the Tyler’s Book/Attendees List.**
4. **Do not re-enter the building until advised that it is safe to do so.**

THE EMPHASIS MUST ALWAYS BE ON PEOPLE GETTING OUT SAFELY, LEAVING FIRE FIGHTING TO THE PROFESSIONALS.

APPENDIX 4

FOB USE INSTRUCTIONS

OPENING AND CLOSING PROCEDURES

- 1 There are two locks, the Lever Lock and the Electronic Lock and to open the Front Door the User will need the Lever Lock key and the Fob for the electronic lock.
- 2 Unlock the Lever Lock first then pass the Fob across the front of the system panel to your left as you look at the door. The light on the panel will go green and you can now enter. Remember to turn the door handle. The door can be a bit stiff and may need a good shove.
- 3 About 10+ seconds after the Entrance Door is closed the electronic lock will engage. Any later caller with a Fob simply needs to pass the fob across the front of the system panel and continue as in 2 above. Any callers without a Fob will need to ring the front doorbell and for someone in the building to open the door and let them in.

N.B. If a number of people are coming in over a short(ish) period of time or if there is a delivery and it is necessary to keep the front door open then the existing hook and eye (back of the door and the inside wall) may be used. If this procedure is used then ***someone responsible must remain in attendance at all times until the door is closed and the electronic lock engaged.***

- 4 The exit procedure is simple. There is a system panel just inside the Entrance Door. Pass your hand across the front of the panel, the electronic lock will disengage and you can open the door and exit.
- 5 Prior to leaving the building the last person must complete the Closing Log. He will then exit the building as in 4 above. When outside he will lock up using the lever lock key and presenting the Fob to the external system panel.

APPENDIX 5 FIRE EVACUATION DRILL

For frequent Users it is recommended that FIRE EVACUATION DRILLS be conducted at least once a year.

Training

Responsible persons must receive instruction and training to ensure that they understand the fire precautions in the building and the actions to take in the event of fire.

Any special needs for those less able must be taken into account.

Training should include:

Action to be taken upon discovering a fire.

Action to be taken upon hearing the fire alarm.

Raising the alarm *Shout "Fire, Fire" or similar dial 999 and call the Fire Service*

Correct method of calling the fire service.

The location and use of firefighting equipment.

Knowledge of escape routes including stairways not in regular use.

Knowledge of the method of special emergency exit fastenings.

Appreciation of the importance of fire doors and the need for them to be shut at all times (unless on automatic closers).

APPENDIX 6

Keyholders list

N/A

APPENDIX 7

TERMS AND CONDITIONS

1. The Hall Management has carried out a Fire Risk Assessment for the Building and The Hirer ("you") must be aware of the escape routes and also the Emergency Evacuation Procedure.
2. You are responsible for complying with all Health and Safety requirements and for the safety of all attendees. You must also ensure good order and behaviour by them.
3. You should carry out your own Risk Assessment (e.g. to identify if any Attendees have special needs such as mobility).
4. AT the commencement of use you must (i) make a list of Attendees (ii) inform them of the Escape Routes in an emergency and the Emergency Escape procedure.
5. There is to be no smoking in the Hall or any part of it.
6. Drinks must only be served and consumed in the Dining Room.
7. The Hall or any part must only be used between the agreed times and for the agreed purpose of Hire and shall not be used for any other purpose nor for any illegal, immoral or unlawful purpose.
8. No damage must be caused to the Building or any part of it (including furniture fixtures and fittings) and any damage caused must be remedied by you forthwith failing which you will be responsible for the cost of making good.
9. Fire doors must be kept clear at all times.
10. In the event of an accident, you must within 24 hours or sooner in case of emergency notify the Hall Management by email that an accident has occurred, described what happened and details of any damage or injury suffered with the name and contact details of the injured person. Make a note in the Accident Book (which is kept on the shelf in the ground floor Hallway)
11. **Payment of Hire Charge:**
 - (i) Single Booking – The Hire Charge is to be paid on confirmation of the booking
 - (ii) Series of Bookings – The payment of the Hire Charges will be as agreed
12. Any payment if not made within 14 days of demand, then interest will be payable from the date of demand until paid at 4% above National Westminster Bank's Base Lending Rate for the time being.
13. All belongings and equipment brought, kept or left in the Building or any part of it whether by or for the Hirer or any Attendee is at the risk and expense of the Hirer. Neither the Management Committee nor the Owners of the Hall accept any responsibility arising from any loss or damage caused to such belongings and equipment.

GDPR PRIVACY POLICY

Introduction

The Hall Management Committee (HMC) is committed to protecting the privacy of its members and other individuals whose personal data it collects, uses, and stores. This Privacy Policy explains how HMC collects, uses, and stores personal data in accordance with the General Data Protection Regulation (GDPR). Individuals also have a part to protect privacy by not leaving summonses, address lists or any material containing personal details in the Masonic Hall 32 North Street Ashford (The Hall) or any part of it.

What Personal Data is Collected?

HMC collects personal data from its members and other individuals in a number of ways, including:

- Usage applications: When you apply to use the Hall or any part of it, you will be asked to provide personal data such as your name, address, contact details etc.
- Masonic etc activities: When you participate in Masonic or other activities, such as attending events or using HMC's facilities, HMC may collect personal data such as your name, contact details, and dietary requirements.
- CCTV surveillance: HMC operates a CCTV surveillance system for security purposes. The system may collect images of individuals who enter or exit the Hall.

How is Personal Data Used?

HMC uses personal data for the following purposes:

- To manage usage: HMC uses your personal data to communicate with you about activities/utilisation.
- To provide services to you: HMC uses your personal data to provide you with services such as access to the Hall, event bookings, and catering.
- To maintain security: HMC uses your personal data to maintain security at the Hall and to investigate incidents or suspected criminal activity.
- To comply with legal requirements: HMC may use your personal data to comply with legal requirements, such as those relating to taxation, licensing, and health and safety.

Legal Basis for Processing Personal Data

HMC's legal basis for processing personal data is as follows:

- Legitimate interests: HMC may process your personal data for its legitimate interests, such as those relating to security, administration, and marketing.
- Contract: HMC may process your personal data to fulfill its contractual obligations to you.
- Consent: The HMC may process your personal data for certain purposes with your consent.

How is Personal Data Shared?

HMC may share your personal data with the following third parties:

- Service providers: HMC may share your personal data with service providers who assist HMC with its operations.
- Law enforcement agencies: HMC may share your personal data with law enforcement agencies if there is a reasonable suspicion of criminal activity.

How Long is Personal Data Stored?

HMC stores personal data for the minimum period of time necessary for the purpose for which it was collected. After this period, the data is deleted securely.

Your Rights

You have the following rights in relation to your personal data:

- The right to access your personal data
- The right to rectification of your personal data
- The right to erasure of your personal data ("the right to be forgotten")
- The right to restrict the processing of your personal data
- The right to object to the processing of your personal data
- The right to data portability

You can exercise your rights by contacting HMC's Data Protection Officer at seantwyman1@gmail.com

Changes to this Privacy Policy

HMC may update this Privacy Policy from time to time. If there are any material changes to this Privacy Policy, HMC will notify you by posting the updated Privacy Policy on its website and at the Hall.

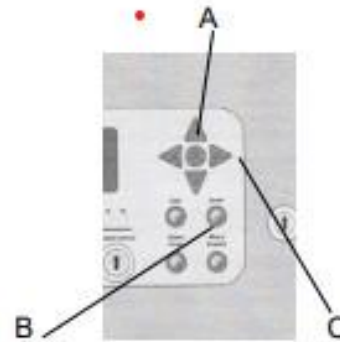
Contact Us

If you have any questions about this Privacy Policy, please contact HMC's Data Protection Officer at seantwyman1@gmail.com

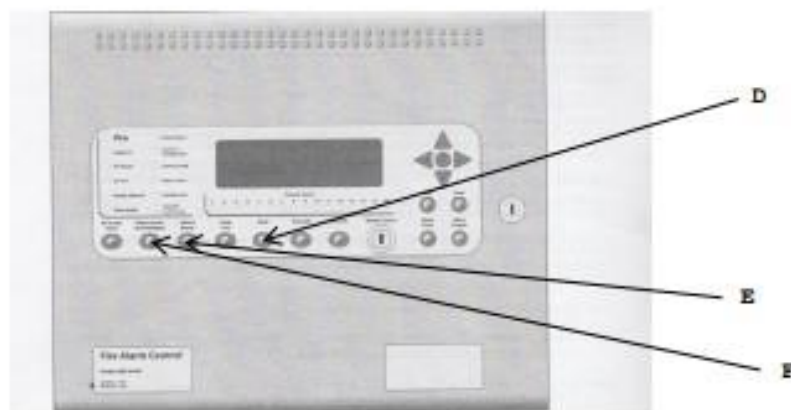
TO SILENCE ALARM AND RESET

(having checked thoroughly that it is a **false alarm**)

- 1 On control panel, press one of the triangular navigation keys labelled 1,2,3 or 4 (labelled A)



- 2 Press enter (labelled B)
- 3 Using navigation key (labelled C), enter access password 2222
- 4 Press silence alarms (labelled E if bells sounding) or silence buzzer (labelled F if panel buzzer sounding)
- 5 View panel text to confirm location of fire or fault and investigate
- 6 When fault/fire location confirmed press reset button (labelled D)



IF TECHNICAL SUPPORT REQUIRED CALL - ANP SECURITY - 01233 224874

