



RETENTION AND RELOCATION

Creating a sustainable future for the Progressive Orders administered from Mark Masons' Hall will very much depend upon our attitude to recruitment and retention initiatives and the opportunities they create for us.

Resignation and relocation are two of the major factors which result in a loss of members. In this paper, we set out some basic guidelines to help you turn resignations into something more positive and show you how to deal with relocation in a more effective and efficient way.

RESIGNATION

Resignations are often considered to signify the point of no return for a Brother, yet they present us with a valuable opportunity to get to the root cause and offer a solution which might change that Brother's mind.

There are many reasons why a Brother might decide to leave us, but the true reason can usually only be found by talking to the individual concerned. A recent trial has shown that a call from a local Senior Representative of Order can often be enough to tip the balance in favour of the resignation being withdrawn but only if you act quickly.

The process to be followed is fully documented in [Appendices 1, 2 & 3](#) and begin with the Lodge Secretary or Scribe who must complete the Leaving Form straightaway before sending it to the Provincial Grand Secretary to be discussed with the Provincial Deputy/Assistant Grand Master responsible for that Lodge who will then get in touch with the Brother to find out why he is thinking of resigning and hopefully agreeing a solution which will enable him to change his mind.

It is important to remember when dealing with an expression of an intention to resign that the Provincial Deputy/Assistant Grand Master can only intervene **before** the resignation is reported in open Lodge. Otherwise, if the Brother changes his mind or can be encouraged to reconsider after the resignation has been reported, he would need to apply as to re-join.

For resignations arising from a Brother's need to relocate for family, work or other reasons, see section entitled 'Relocation' below.

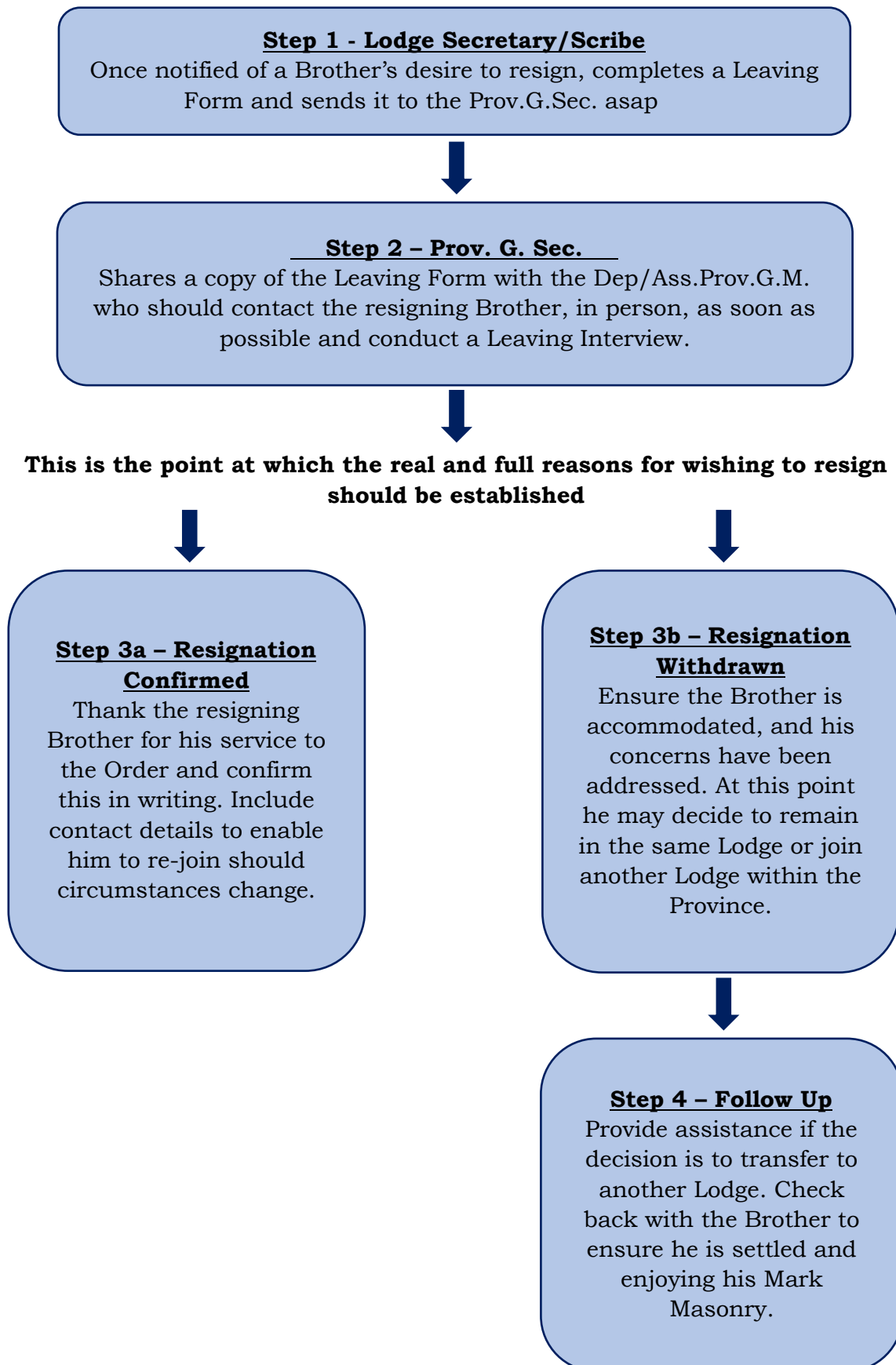
RELOCATION

We recognise that there are occasions when a Brother may relocate e.g. change of job, retirement, etc. prompting him to consider submitting his resignation from one or more of our Lodges, simply because he isn't aware that we can help him transfer his membership(s) to Lodge(s) in the area to which he is moving.

To assist you in dealing with such situations, we have produced a structured Relocation Process which sets out how we can support the transfer of a Brother's membership(s) whilst retaining his interest and commitment to our Orders. Refer to [Appendices 4 & 5](#)



Resignation Process Flowchart





Additional Notes to the Resignation Process Flowchart

Step 1.

Remember that the Deputy/Assistant Provincial Grand Master can only intervene **before** the resignation is reported in open Lodge otherwise, if the Brother changes his mind, or can be encouraged to reconsider, he would need to apply to re-join.

Step 2.

In Provinces where a leaving interview is conducted it has proved to be far more successful when it is carried out by the Deputy/Assistant Provincial Grand Master rather than another member of the Provincial Executive.

Step 3a.

Where possible, it is important to first establish the true reasons behind a Brother's wish to resign. If he cannot be encouraged to change his mind, it is important to understand the reasons for his decision which might help in identifying if it is a common reason for Brethren choosing to leave.

Step 3b.

Prior to conducting the leaving interview, it would be helpful to have details of other suitable Lodges to hand in case a transfer of membership is identified as being the most appropriate way forward.

Step 4.

If the decision is taken to transfer to another Lodge, the Provincial Relocation Officer can be asked to assist as if relocating a Brother from another Province/District (outlined in the Relocation Process).

Whatever the Brother decides (remain in the Lodge or move to another in the same Province/District), it is important that the Deputy/Assistant Provincial Grand Master remains in touch with the Brother until he is sure he is settled and enjoying his Mark Masonry.

LEAVING FORM – CONFIDENTIAL

Please complete this form whenever a Brother expresses his intention to resign from a Mark or Royal Ark Mariner Lodge.

Lodge Name and No.: _____

Surname: _____

Forenames: _____

MMH No. _____

Address: _____

Postcode: _____

Telephone No.: _____ Date of Birth: ____/____/____

Advanced / Elevated / Joined: ____/____/____

Date of leaving: ____/____/____

Reasons for leaving (please tick any that apply) underline the main reason:

- Change of circumstances making attendance difficult
- General loss of interest
- Inadequate disabled access provision at the meeting place or health difficulties
- Accessibility – lack of transport, remote location etc.
- Times and dates of meeting
- Financial Concerns
- Work commitments
- Other (e.g. disharmony in the Lodge)

Would he consider joining another Lodge? (Please tick)

Yes, in this Province Yes, in another Province No

Name of Secretary/Scribe completing this form: _____

Date: ____/____/____

Any further comments may be written on the reverse. Please return to the Provincial Grand Secretary at:

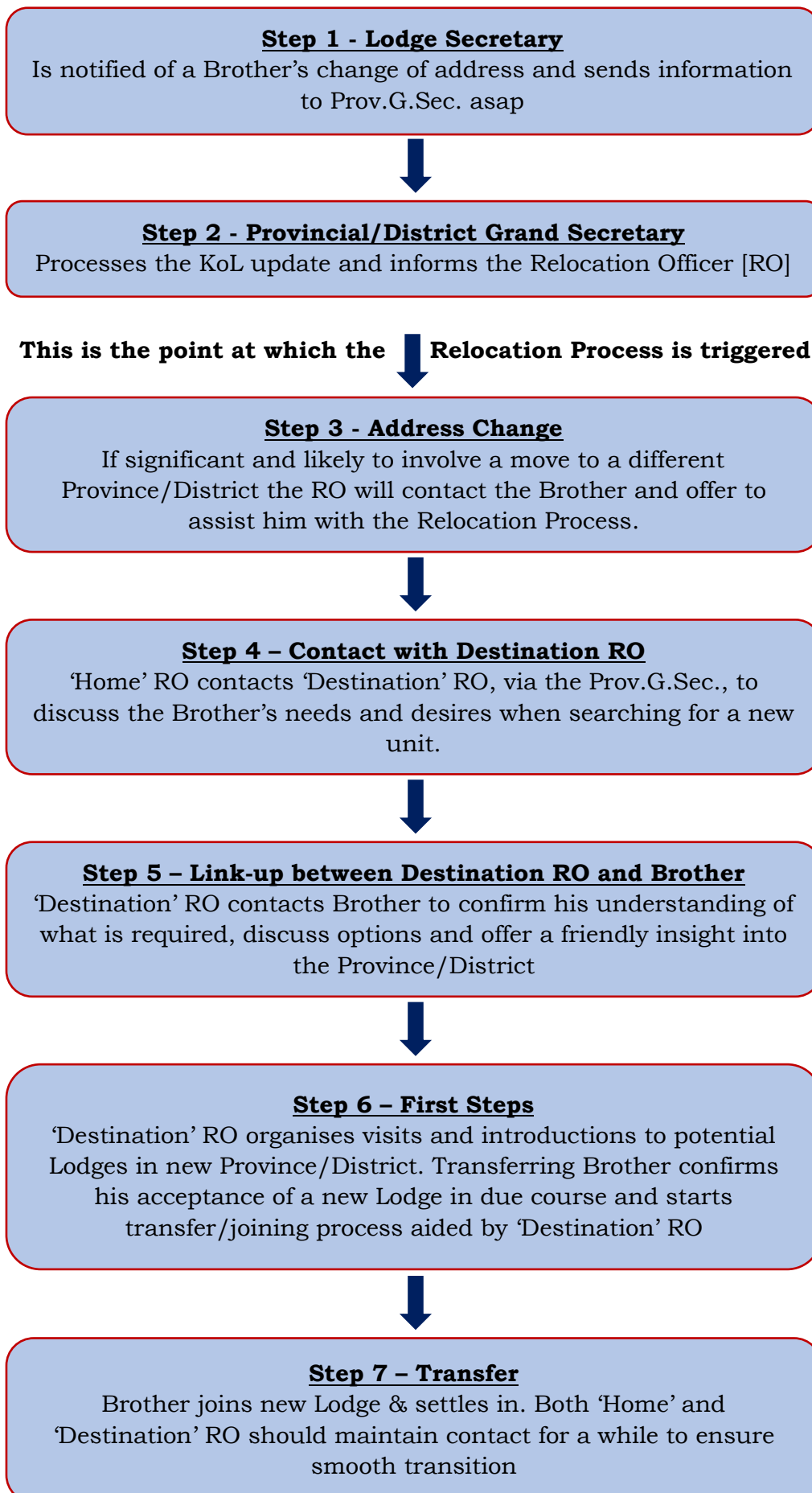
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Relocation Process Flowchart





Additional Notes on the Relocation Process Flowchart

Step 1.

The method of notifying the Provincial/District Office of amendments to a Brother's data varies by Province/District. In time it might be possible to introduce a common online form to provide a standard transmission across Provinces/Districts.

Step 2.

Important - Provincial/District Office action is required to start the Relocation Process.

Relocation Officer - This role should be allocated by each Province/District to a suitable "ambassador": e.g. Provincial/District Assistant Secretary, Provincial Retention Officer or another nominated individual.

Step 3.

The Relocation Process can only continue with the Brother's consent.

Step 4.

Initial contact with the Destination RO should be from the Home RO via each's Provincial/District Grand Secretary to maintain protocol. Each Provincial/District Office will maintain an 'Activity Register' to record developments (continuing through steps 5, 6 & 7) and ensure a closed loop activity. This may be incorporated into KoL at some point.

Step 5.

Destination RO maintains contact with Brother and Home RO.

Step 6.

Destination RO maintains contact with Brother and Home RO. Both ROs assist with the transfer administration. Please remember that if a Brother's has resigned from his Lodge and that has rendered him as an "unattached" Brother, he may only visit any Lodge once and once only while he retains unattached status.

Step 7.

New Lodge welcomes their new Brother.

If relocation is successful - both ROs congratulate the Brother on his transfer and update their Activity Registers. Provincial/District Grand Secretary closes the Activity Register item and finalises entry in KoL.