



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 Worthy Knight, yet they present us with a valuable opportunity to get to the root cause and offer a solution which might change that Worthy Knight's mind.

There are many reasons why a Worthy Knight 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that a call from the local Head of Order can often be enough to tip the balance in favour of the resignation being withdrawn but only if you act quickly.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 Conclave Recorder who must complete the Leaving Form straightaway before sending it to the Divisional Recorder. He will then discuss it with the Intendant-General who will get in touch with the Worthy Knight 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 Intendant-General can only intervene **before** the resignation is reported in open Conclave. Otherwise, if the Worthy Knight 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 Worthy Knight's need to relocate for family, work or other reasons, see section entitled 'Relocation' below.

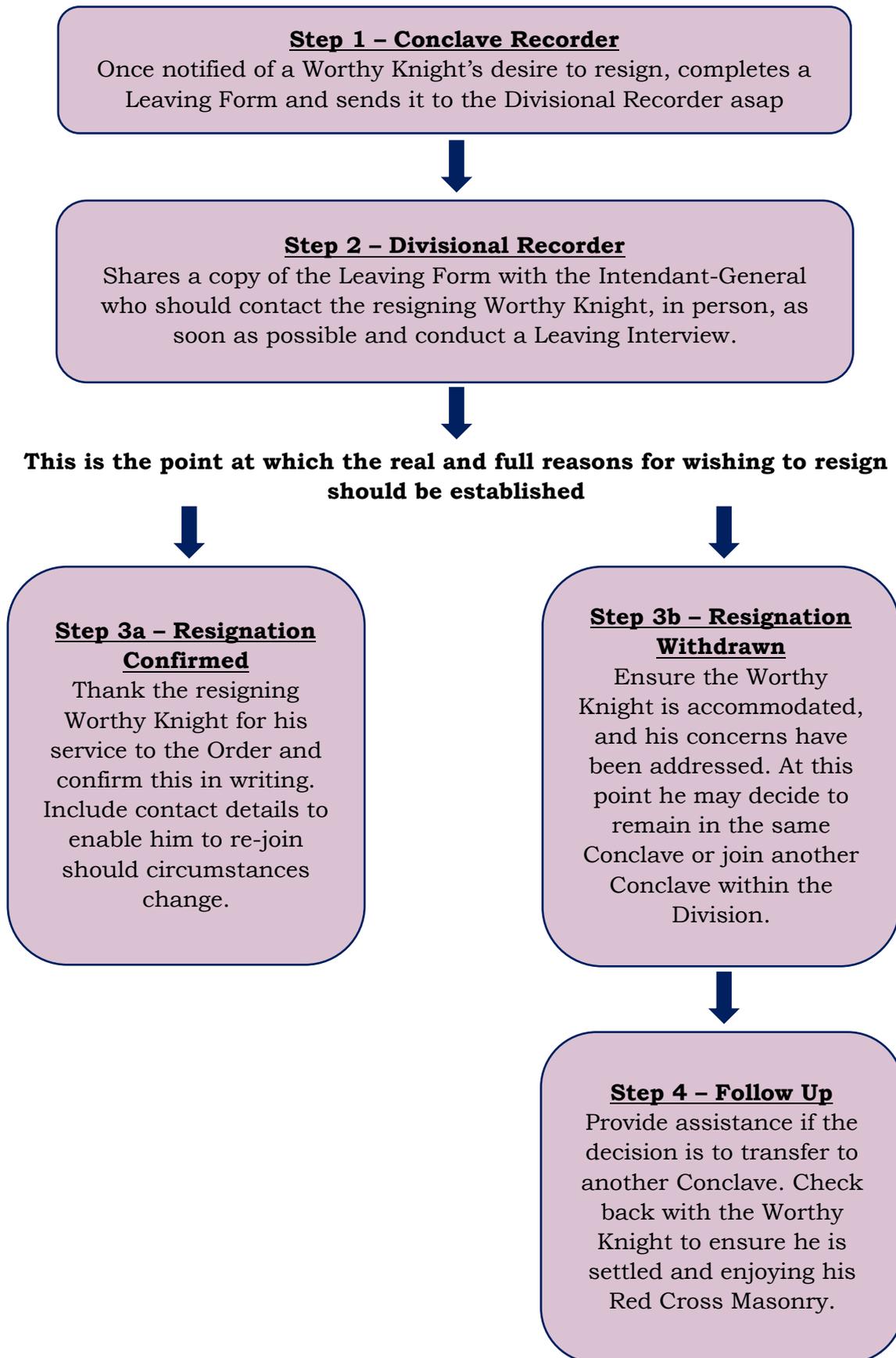
RELOCATION

We recognise that there are occasions when a Worthy Knight may relocate e.g. change of job, retirement, etc. prompting him to consider submitting his resignation from one or more of our Units, simply because he isn't aware that we can help him transfer his membership(s) to Conclave(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 Worthy Knight's membership(s) whilst retaining his interest and commitment to our Orders. Refer to Appendices 4 & 5



Resignation Process Flowchart



APPENDIX 2



Additional Notes to the Resignation Process Flowchart

Step 1.

Remember that the Intendant-General can only intervene **before** the resignation is reported in open Conclave otherwise, if the Worthy Knight changes his mind, or can be encouraged to reconsider, he would need to apply to re-join.

Step 2.

In Divisions where a leaving interview is conducted it has proved to be far more successful when it is carried out by the Intendant-General rather than a member of the Divisional Executive.

Step 3a.

Where possible, it is important to first establish the true reasons behind a Worthy Knight'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 other Knights choosing to leave.

Step 3b.

Prior to conducting the leaving interview, it would be helpful to have details of other suitable Conclaves 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 Conclave, the Division's Relocation Officer can be asked to assist as if relocating a Worthy Knight from another Division (outlined in the Relocation Process).

Whatever the Worthy Knight decides (remain in the Conclave or move to another in the same Division), it is important that the Intendant-General remains in touch with the Worthy Knight until he is sure he is settled and enjoying his Red Cross Masonry.

APPENDIX 3

LEAVING FORM – CONFIDENTIAL

Please complete this form whenever a Brother expresses his intention to resign from a Conclave in the Order of the Red Cross of Constantine.

Conclave Name and No.: _____

Surname: _____

Forenames: _____

MMH No. _____

Address: _____

Postcode: _____

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

Installed / 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 Conclave)
- _____
- _____

Would he consider joining another Conclave? (Please tick)

Yes, in this Division Yes, in another Division No

Name of Recorder completing this form: _____

Date: _____/_____/_____

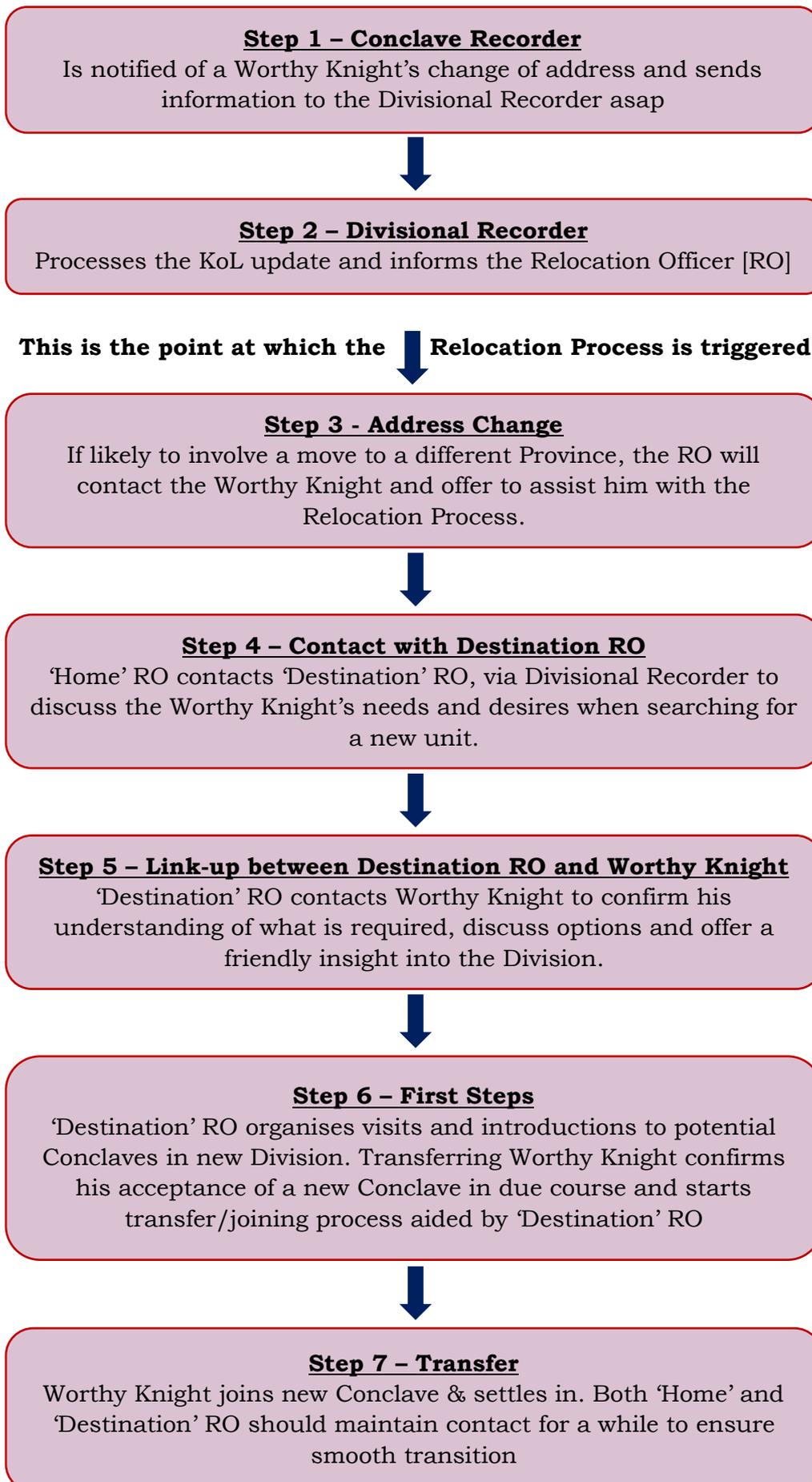
Any further comments may be written on the reverse. Please return to the Divisional Recorder at:

[Name & address]

[Tel]

[Email]

**Relocation Process Flowchart**



APPENDIX 5



Additional Notes on the Relocation Process Flowchart

Step 1.

The method of notifying the Divisional Recorder of amendments to a Worthy Knight's data varies by Division. In time it might be possible to introduce a common online form to provide a standard transmission across Divisions.

Step 2.

Important – Divisional Recorder action is required to start the Relocation Process.

Relocation Officer - This role should be allocated by each Division to a suitable “ambassador” e.g. Divisional Recorder, Divisional Retention Officer or another nominated individual.

Step 3.

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

Step 4.

Initial contact with the Destination RO should be from the Home RO via each's Divisional Recorder to maintain protocol. Each Divisional Recorder 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 Worthy Knight and Home RO.

Step 6.

Destination RO maintains contact with Worthy Knight and Home RO. Both ROs assist with the transfer administration. Please remember that if a Worthy Knight has resigned from his Conclave rendering him as an “unattached” Worthy Knight, he may only visit any Conclave once and once only while he retains unattached status.

Step 7.

New Conclave welcomes their new Worthy Knight.

If relocation is successful - both ROs congratulate the Worthy Knight on his transfer and update their Activity Registers. Divisional Recorder closes the Activity Register item and finalises entry in KoL.