

## **Overview:**

Making Matters NH is a 501(C)3 NH nonprofit organization whose mission is to develop a safe, fun, and collaborative environment supporting makers of all skill sets coming together to teach, learn, create, explore, and prosper. We are creating a strong and sustainable organization that contributes to Concord's regional economy and builds a more vibrant community.

A makerspace provides shared tools, equipment, and resources that members of the space can use to learn new skills and pursue new projects. In addition to shared tools and equipment, Making Matters NH's makerspace offers classes to makers and artisans of all ages and skills levels and provides workspace for local artisans. Additionally, Making Matters NH focuses on supporting small and emerging businesses and increased rates of entrepreneurship and innovation in the Concord region through classes, resources, and networking.

Making Matters NH currently implements training and events that serve the region's makers, artisans, small businesses, and entrepreneurs. Making Matters NH implements 1 Million Cups Central NH, a monthly event to connect entrepreneurs with each other and their community. Additionally, Making Matters NH implements training and education for small businesses. This includes a current series, in partnership with the Center for Women and Enterprise, with a focus on business planning, networking, and crowdfunding.

### **Board and Committee Structure :**

The Board of Directors is elected every two years and is charged with providing governance and guidance for the organization. All Board members are volunteers.

The Board has decided to use a committee system to advise decisions and to designate a Resource Manager for each shop, or critical mission areas, to serve as the conduit for information to the Board. The job of the Resource Manager, much like a committee chair, is to invite input from member volunteers and gather details needed to formulate recommendations to the Board. Full duties of the Resource Managers (accepting donations, purchasing supplies, etc.) will be defined by the Board. It is the job of the Resource Manager to present balanced information to the Board. Although Committees have substantial influence, final decisions are made at the Board level.

All members are welcome at all Committee meetings and all Board meetings are public.

## **GENERAL POLICIES AND PROCEDURES MANUAL:**

Making Matters NH strives to provide a safe, productive and fun work environment for its members. In light of this mission, everyone must follow all of Making Matters NH's policies and procedures for working in our facility.

Please take these policies seriously. Failure to follow our policies and procedures can make our facilities dangerous or unwelcoming to others, and such actions on your part may result in your membership being terminated without notice. We reserve the right to change our policies and procedures from time to time, and will provide notice to members via email or posting to our website of any new policies and procedures or any changes to existing ones.

**Safety Policies & Procedures:** Members and all users of the facility must obey all posted signs and literature pertaining to safe use of our facilities. These rules are minimum obligations, and you should always meet or exceed the base level of safe practices expected. Use common sense at all times with respect to safety, and diligently observe all policies and procedures which we may establish from time to time for the safe use of our facilities.

These include, but are not limited to, policies and procedures relating to securely locking up our facilities, appropriate shop clothing and protective gear, techniques for safe equipment use, material-specific precautions for equipment and machine tool lockouts. If you have any questions regarding our safety policies or the safe use of our facilities, contact the operations manager or a Shop Lead immediately. Maintain a clean and clutter free workspace, dispose of all waste and return all tools to their dedicated storage location when finished with work.

**Cameras:** The facility is under 24 hour surveillance in order to keep members safe.

**Equipment Safety & Use:** Safety glasses are required to be worn at all times while in the Metal and Wood Shops and while using specified equipment. Do not use any tools, equipment or machinery if you are not trained, certified and comfortable with that piece of equipment. The operation of tools, equipment and machinery is at your own risk. If you have any questions about how to use our equipment, always ask for help from a volunteer or Shop Lead. Certification is required prior to use of any tools, equipment or machinery. Report any malfunctioning equipment to Making Matters NH shop leads immediately and do not use any equipment that is not functioning properly. Equipment may not be removed from Making Matters NH.

Do not use any piece of equipment tagged "Out Of Service (OOS)". All tools shall be returned to their proper location after use.

**In Case of Emergency:** First aid kits, fire extinguishers and eye wash stations are found

throughout Making Matters NH; familiarize yourself with their location. If an injury occurs, notify Making Matters NH staff or a volunteer immediately. An Accident Report must be completed within 24 hours.

Accident reports are located in the member binder at the front desk. In the event of an emergency or for immediate medical attention, call 911.

Fire Exits are at either end of the building, through the main door and a common hallway of the studio rental side of the building. Please note that the door closest to the wood shop will only open when the fire alarm is activated.

**Fire Alarm pulls are placed at all exits.**

**Shared Safety:** Please stay on the lookout for unsafe behavior and approach and offer feedback to fellow members if you believe they are working unsafely. Please notify staff or Shop Lead immediately if you believe any piece of equipment or infrastructure to be unsafe. All members must comply immediately with instructions given by staff and volunteer Shop Leads. Failure to comply may result in disciplinary procedures and could result in termination of the membership agreement.

**Courtesy of Individual Spaces:** If you are a studio member, please keep your space orderly. We understand that invention can sometimes be a messy process, but if a Making Matters NH staff member asks you to clean your space, please comply with the request. Do not enter any other member's studio space without that member's explicit permission.

**Limited volatile organic compounds (VOC) are allowed at the MAKING MATTERS NH.** If you are asked by a member of the staff or volunteer Shop Lead to stop using a noxious or potentially harmful substance you must comply immediately. Failure to do so will result in disciplinary proceeding which could result in the termination of this agreement. In all cases, you are encouraged to seek out alternatives to the use of VOC's including hardware and other materials.

**Courtesy of Shared Spaces:** Keep noise levels to a respectful minimum for the comfort and enjoyment of those in the immediate area. No loud music, tool use or other noise will be permitted in the facility's shared areas without the explicit permissions of the members around you. No fumes or flames are permitted in unventilated areas. Please restore the MakerSpace's shared work spaces to be as clean as when you found them – or cleaner. Please respect and do not interrupt any official Making Matters NH activities or classes in the shared spaces.

**Access Cards :** Members will be issued an access card or fob which can be used to enter the Facility. Member shall notify the Front Desk immediately if either is lost, misplaced or otherwise out of their control. Member shall not give their Access card to anyone.

**Makerspace Communication:**

Slack is the tool Making Matters has used to create online community and collaboration. Slack is a free app that you can use on any device/platform. As a chat forum for sharing ideas, pictures and updates, or a means to work together on projects, it has allowed us to stay involved and connected when we can't all be under one roof. Its advantages over email are that when new people join, they can follow any "channels" on topics that interest them or be easily directed to resources and how-to's. with no need to sort and store (or delete) correspondence. Because you find and read the discussions that interest you without having to be "cc'd", it is automatically inclusive- it contains a member directory where people can post their photos and say a little about what interests them, so members can get to know each other. If you are working on a project and need some tips when no one is around, our resource managers and volunteers can offer guidance from their homes (and others can refer back to it!) While Slack is not a substitute for meetings, it is a way to make all the mental resources of our community available at your fingertips and to allow people to still follow along when their lives require them to be elsewhere. Our Board and committees follow a deliberative process that does not exclude anyone from the dialog and provides ample time to respond. Any of our volunteers would be happy to show you the basics or give you guidance on how to get going in Slack. While we will also provide important updates on our website and in our newsletter, we strongly encourage you to join in the electronic forum to be that much more in the know!

**Donations of stuff and projects:** Please check with the appropriate resource manager before you bring donations. While we love donations generally, not all donations of equipment are right for the makerspace at any given time. Please discuss with the resource manager for the appropriate shop rather than simply showing up with the item, or abandoning it. Unwanted donations may mean the space has to incur disposal fees and clean-up time by volunteers. Similarly, while we love volunteer projects for the good of the makerspace, we may already have an effort underway similar to what you want to do, or the timing may be bad. Again, please check with the resource manager(s) for the shops that would benefit from your proposal.

**Classes and Programming:** It is our goal at Making Matters to have a robust calendar of both making and business classes. If you would like to teach or mentor- please reach out!

**Lost or Stolen Items:** Making Matters NH is not responsible for any lost or stolen items. There is a lost and found box at the front desk.

**Snack bar:** Making Matters carry in- carry out model for materials applies to snacks. Please bring only the food and drink you intend to consume during your visit. The snack bar is an honor donation system for pre-packaged snacks that we will keep stocked. Make sure to take care of your waste and recycle as much as possible!

**No Discrimination:** Making Matters NH does not discriminate because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, or veteran status and seeks at all times to promote an inclusive and respectful community. In the interests of safety and legal compliance, Making Matters NH may restrict membership

access or privileges to minors under the age of 18, and may restrict access to certain fundraising or private events where alcohol is served to individuals aged 21 or over, in order to comply with applicable laws.

Making Matters NH requests that members behave respectfully, courteously, and professionally to fellow members. No discrimination, harassment, or hate speech shall be tolerated.

**Drug & Alcohol Use; Illegal Activity:** Making Matters NH is a non-smoking facility. The use of tobacco products including e-cigarettes is strictly prohibited at the makerspace. The use of drugs, alcohol or any other substances impairing your ability to use any of Making Matters NH's equipment is expressly forbidden. All illegal activity is strictly prohibited. The use of drugs or alcohol or participation in illegal activity is grounds for immediate removal from the premises.

Drugs or alcohol may not be brought into the facility. Drugs or alcohol may not be stored in the refrigerator, cabinets or any other place at the Making Matters NH.

We may occasionally allow events to be hosted at our facility where alcohol is served. In the event that a private event or meeting is held, such as a fundraiser, where alcoholic beverages may be present, the Making Matters NH reserves the right to denote that attendance at the event will be restricted to those with valid identification proving that they are over 21 years of age. Furthermore, in the case where an event such as this is held, we reserve the right to limit or restrict use of some or all equipment on site for the duration of the event and a reasonable period afterwards.

**Commitment to the environment:**

Making Matters NH is committed to sustainability and responsible making practices that reduce our footprint. In 2020 we will be exploring installing solar panels and a system to compost what chemical-free sawdust we generate with the trimmings from our vegetable garden as well as meat and dairy free food waste members may wish to dispose of here. Recycling bins are placed strategically throughout the space for your convenience and we encourage frequent members to keep a mug and a water bottle in the kitchenette. We also ask our members to be mindful of turning lights off when done working and when the sun shines brightly through the west exposure! We are open to suggestions from members about how to further reduce our environmental impact.

**Internet Service:** As a convenience, Making Matters makes wireless internet connectivity available to our members. Making Matters NH may provide computing resources and networking services to our members. Internet and computing services are provided on an as-is and as-available basis and we specifically disclaim any representations or warranties, express or implied, including, without limitation, any representations or warranties of merchantability or fitness for a particular purpose. Making Matters NH is not responsible for loss or corruption of any data stored on Making Matters NH computing resources. Making Matters NH does not provide data backup services, you are responsible for backing up your own data. You are

responsible for your actions on the network and systems you access through the Internet Service which Making Matters NH makes available. Your access may be suspended or restricted at any time and for any reason without advance notice. If you act recklessly or irresponsibly in using your Internet or computing services or your actions endanger any person or the integrity or security of our network, systems or equipment, Making Matters NH may, in addition to all other remedies, permanently ban your access. You shall not use Internet Service for any unlawful or obscene purposes. You shall not use Internet Service to originate bulk unsolicited email (spam). Excessive Internet or computing services use may result in rate limiting (throttling) or in some instances, suspension of access.

**Intellectual Property:** Making Matters NH does not provide any privacy of intellectual property or confidential and proprietary information and does not offer protection for any intellectual property or confidential and proprietary information developed through the use of our facilities or equipment. Making Matters NH makes no claim to intellectual property developed through the use of our facility or the facilities of our affiliates. It is your own responsibility to protect (or share) ideas, confidential and proprietary information and intellectual property as you see fit.

**Community:** Making Matters NH seeks to maintain an active community, as this best serves our members. We invite you to make full use of your membership opportunities. If you have ideas for new programming- please share!

**Start-Ups:** Making Matters NH is an incubator and a place for experimentation. We are here as a nonprofit resource for inventors, creators, artists and makers throughout the community. We would be absolutely thrilled to serve as the home base for your company!

**Guests:** Members may occasionally bring guests to Making Matters NH. Guests of members are the sole responsibility of that Member. We would love to have you tell your friends about Making Matters NH and we invite them to become members. Tours of the Making Matters NH may be arranged with the Front Desk.

**Publicity:** By making use of our facilities, you agree that Making Matters NH has the unrestricted right to publish images of you and any projects ongoing at our facilities, both in print and digitally. If you have concerns over this policy, please let us know and we will not publish photographs of your work.

Please follow our social media campaigns and share posts to your own networks. Every share helps!

**Termination:** As set forth in our *Membership Agreement*, Making Matters NH reserves the right to terminate memberships at will.

**Contact Information and Emergency Contact:** For your safety, you must notify Making Matters NH of any changes to your contact information, including your emergency contact person and that person's contact information. As a condition to your access to Making Matters

NH's facilities, you agree to keep your contact information (including emergency contact information) current at all times. We will ask you to update your contact information once a year.

**Suggestion Box:** Please feel free to Direct message suggestions to any board member or write a note and place it in the suggestion box at the front desk.

This is a living document. Please make suggestions for future additions!