

How IWFM's EDI boost can enhance the WFM profession

12pm, Wednesday 17 April

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WEBINAR SERIES

Navigating turbulent times



Panellists



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Young Foundation report and Updated IWFM EDI statement

A review of the Young Foundation report and recommendations
17 April '24

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Institute of Workplace
and Facilities Management

EDI Young Foundation research update

- Young Foundation Research Purpose
- Core synthesis findings
- Young Foundation Recommendations
- IWFM contextualisation – an updated EDI public statement



Young Foundation Research purpose

Young Foundation Research purpose

This research...

- provides a fresh look at how recent efforts to promote equality, diversity and inclusion (EDI) have been experienced, across and between several professions;
- serves as a call to professionals, and their representative bodies, to stop and reflect on their outlook, conduct and collective actions;
- intervenes at the systems-level – particularly highlighting the role of professional membership and regulatory bodies among government, employer and grassroots action.

7,290 total survey respondents from across 12 professional membership and regulatory bodies

185 IWFM survey respondents from our membership

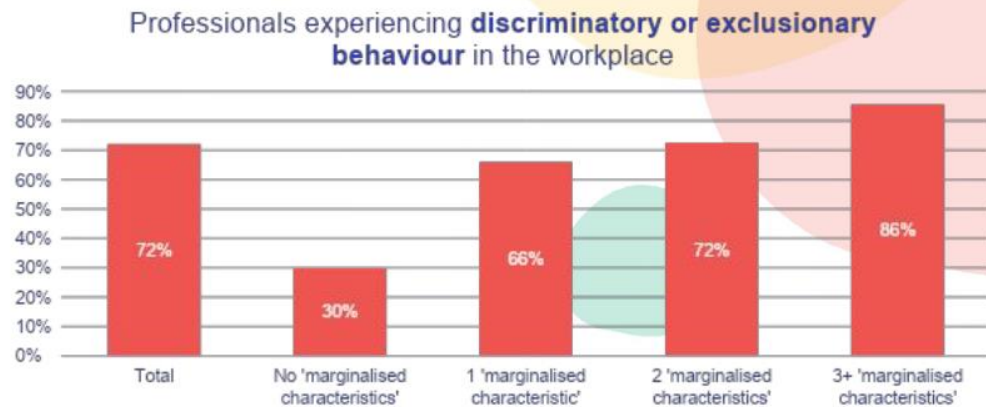
Focus groups (5)

Expert interviews (1)

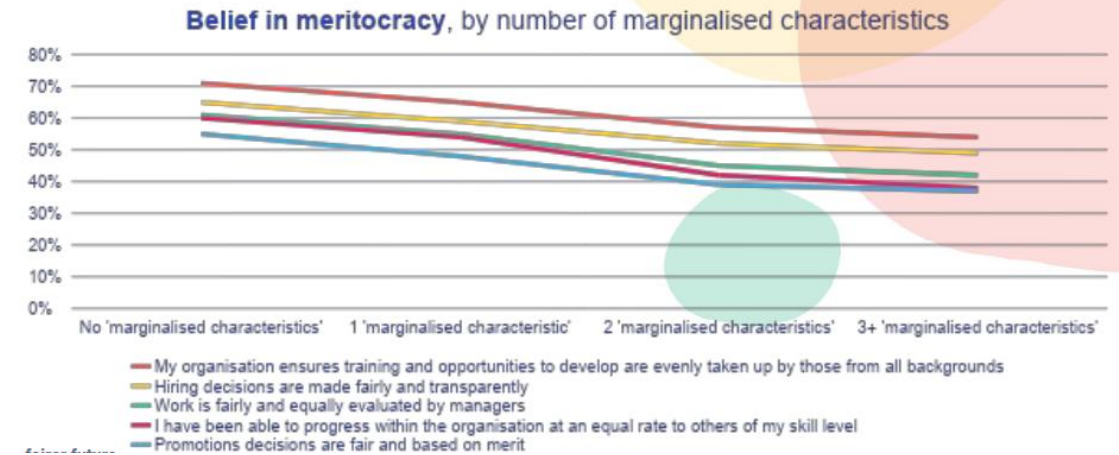
Core synthesis findings

Key findings overall research

Key finding 1: the uncomfortable reality



Key finding 2: the myth of meritocracy



Key findings overall research

Key finding 3: less talk, more action

A 'race to the bottom'

"I feel like it's very much the **tick box exercise** where I work and the industry in general. That they brought a policy in, it ticks a box, they publish it, **nothing actually ever happens.**" – Focus group participant (CIPS member)

Paying 'lip service'

"It does feel much more like they are ticking tick boxes and attending webinars and showing that they're supporting Pride, but **it feels sometimes like it's more of a business image than actually caring about the people that are being impacted by this.**" – Focus group participant (CILEx Regulation member)

Isolating conversations

"Everybody wants to **jump on the bandwagon** of LGBTQ and BAME and that's easy. It's a quick win. When you've got what's termed as a disability or disadvantage in the case of neurodiversity, then **nobody wants to know.**" – Focus group participant (CIPD member)

Key finding 4: 'what works' is complex

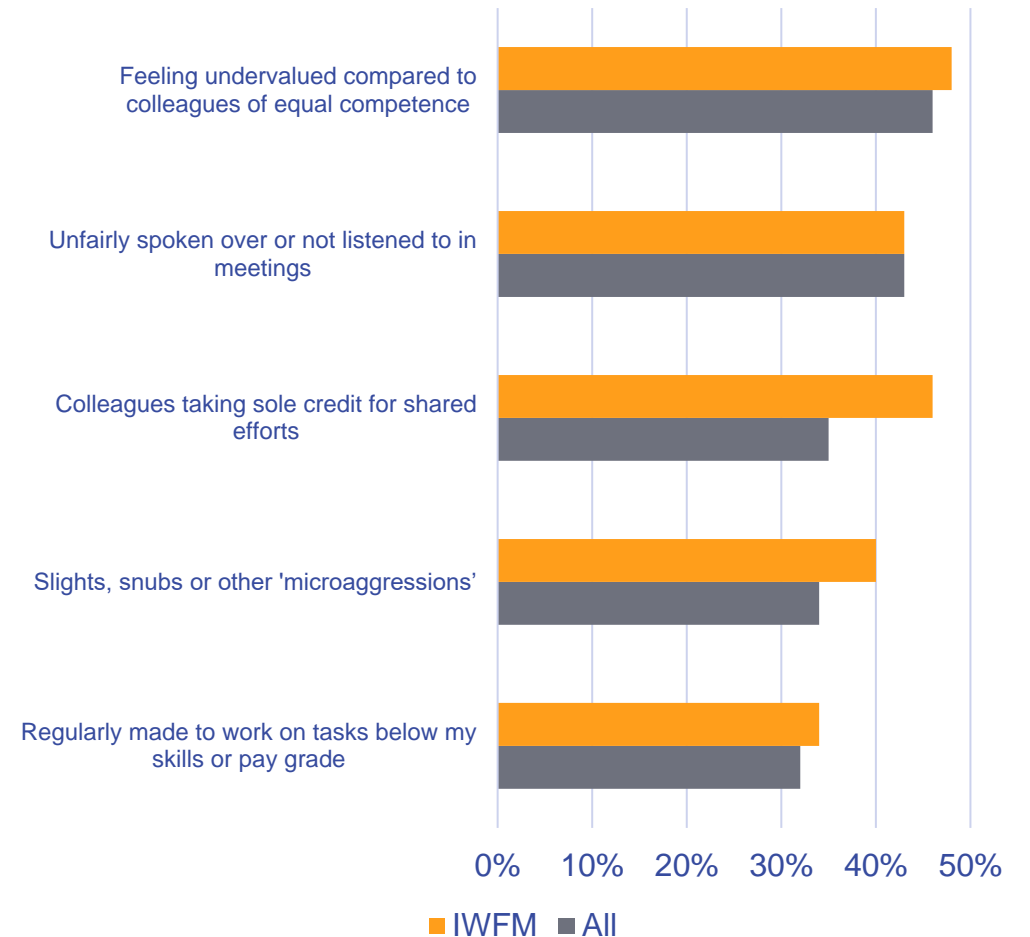
Most existing initiatives are perceived as effective, but their execution is vital. Key tensions to navigate include:

- How best to demonstrate your commitment to change in the short-term, while enacting change that aims to have longer-term impacts?
- How best to involve those with lived experience of marginalisation in initiatives, without burdening them with the responsibility to drive change?
- How best to build coalitions and alliances across a range of groups, while appropriately recognising their differences?

Core synthesis of the FM findings

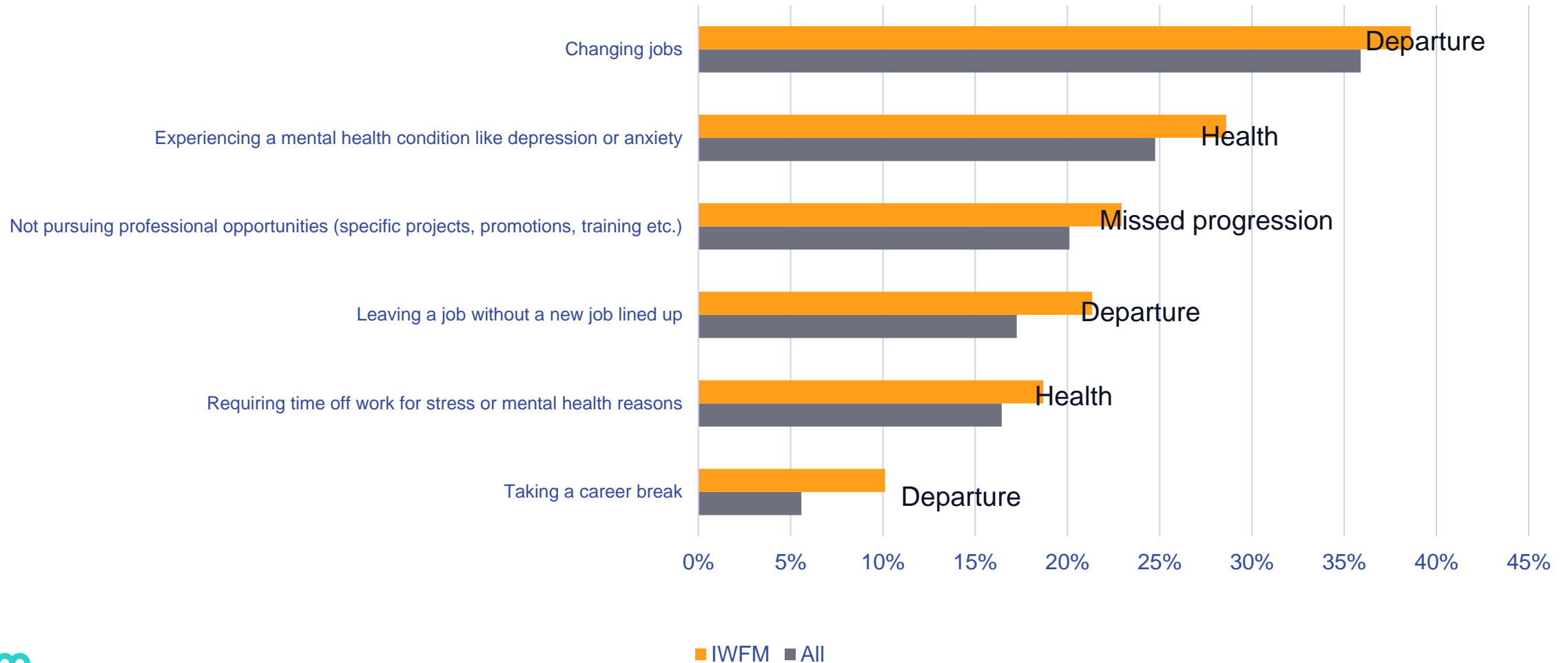
- EDI is on the agenda, but greater work is needed as significant barriers remain. **More severe discrimination and exclusion** experienced in FM than other professions: language, harassment and other inappropriate behaviour
- **More severe impact in FM** than other professions: professionals are changing jobs/taking career breaks/choosing self-employment, experiencing mental health issues (depression, stress), not pursuing professional opportunities.
- **Perceptions of EDI differ** - participants from marginalised groups less likely to agree on progress – gender, sexuality, ethnic diversity. Front line is diverse, less so in office-based roles or more senior roles.

Since the start of 2019, have you personally experienced any of the following in the workplace? (top 5)



What are the key impacts of discrimination in the workplace?

Has experiencing exclusion, harassment or discrimination in the workplace ever resulted in any of the following for you? (top 7, excludes none of the above)



Young Foundation Recommendations

Young Foundation conclusions - General

Equality, diversity and inclusion must be guiding principles for all decision-making – not just for specific initiatives

Interventions must focus on changing the systems that underpin marginalisation

Situated in systemic issues

Professional membership and regulatory bodies **set the standards** of what it means to be a professional

Employers **operationalise these standards** in hiring and promotion decisions, and across its policies and practices

Professionals **enact these standards** to foster a more inclusive culture

Young Foundation recommendations for professional bodies

1. Put EDI at the heart of what it means to be a professional by committing to:
 - a. updating codes of ethics/ conduct, with corresponding reviews of professional standards, to embed the values and principles of equality, diversity and inclusion in the core meaning of what it means to be a professional
 - b. critically reviewing communications around EDI to emphasise that efforts to improve professionals' experiences are non-negotiable, and integral to all decision-making.
2. Set higher standards for professionals by committing to:
 - a. reviewing and continuously updating and developing all modules of training and CPD courses to ensure the values and principles of EDI are embedded across all learning and development opportunities
 - b. ensuring qualifications and accreditation processes reflect updated professional standards, to ensure members are not granted with the highest levels of chartership or accreditation without core competencies around the values and principles of EDI.
3. Actively involve professionals in change by providing meaningful opportunities for members, learners and employers to shape action around EDI in our profession – including:
 - a. creating working groups for professionals to be involved in reviewing key actions, such as updates to codes of conduct and qualifications, and progression pathways
 - b. ensuring accountability mechanisms in which professionals' feedback about activities and communications is acted upon.
4. Become role models for good practice by:
 - a. ensuring all strategies, policies, procedures and practices are approached with an EDI lens.
 - b. continuously monitoring progress.

IWFM contextualisation

	IWFM governance/people	Membership	Profession
Short term objective completion	<ul style="list-style-type: none"> - All comms to reflect EDI – including updated Tone of Voice - Review how to make governance and leadership more accessible - including Board - Embed further EDI principles throughout 2024 plan 	<ul style="list-style-type: none"> - MC – embedding greater EDI in SIGs/Networks/Regions + new networks - New entrants/Career of Choice strategy to embed EDI principles <ul style="list-style-type: none"> - Mentoring scheme – enhance EDI further - Future leaders - Veterans network - Provide and signpost to tools for members - Mandated CPD starter 	<ul style="list-style-type: none"> - Continue ongoing collaborations with Chartered Network and dedicated groups such as LGBT+ in FM - Continue to step up EDI through Awards - New entrants' strategy to embed EDI principles <ul style="list-style-type: none"> - <i>Positioning of FM Career of choice campaign with schools, universities and job centre (collaborate with MC)</i>
Medium term	<ul style="list-style-type: none"> - Ongoing driving up of action plan in line with benchmarking/maturity model - Review strategies, policy, procedures and practices with an EDI lens (ongoing) 	<ul style="list-style-type: none"> - Reflect on how to drive further behavioural framework/Code of conduct - Review progression pathways towards C/FIWFM - <i>Mandated EDI CPD ~ PSF</i> - <i>EDI core competence requirement for attainment/maintaining 'CIWFM'/FIWFM</i> 	<ul style="list-style-type: none"> - Update PSF < employers and individuals - Provide tools and support for employers - Clear pathway and progress for frontline
Long term	<ul style="list-style-type: none"> - Ongoing review of action plan and benchmarking 	<ul style="list-style-type: none"> - Review all training modules, qualifications and CPD courses - Organisational 'badge' linked to CoC - Roadmap to IWFM Charity role in EDI 	<ul style="list-style-type: none"> - Apprenticeships positioning

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