

IWFM AGM 2024 Questions and answers Thursday 25 July 1400	
Question	Reply
CHARTERSHIP	
<p>What is the current status of IWFM's Chartership journey?</p>	<p>At the 2024 AGM Chair Mark Whittaker explained the current state of IWFM's Chartership ambitions.</p> <p>"We always have Chartership at the forefront of our mind and when we developed the 2023-25 strategy it was with Chartership absolutely front and centre. But we need to have priorities and objectives aligned to doing that, including through our professional grades having a certain number at certified status. And we need to amplify the voice of the profession so that we can make a distinct name in the marketplace for workplace and facilities management.</p> <p>We've also got to have a strong balance sheet, because the advice from Privy Council is to show growth in member numbers [and] growth in income. Part of it also is having sufficient cash reserves in place so that we can fund the actual process of applying for Chartership, which is expensive in itself. It is fundamentally important to us as an institute. Everything we've spoken about [at the AGM] is with a view to achieving our Chartership ambitions. We've always known it's not going to be a quick process, but we understand the importance of it – that Chartership will make the profession more established, and the institute's role in developing the people within this profession much more recognised."</p> <p>CEO Linda Hausmanis added that the institute is aware of all the criteria that would need to be met before an application can go to Privy Council to apply for Chartership status, adding that "every year we map our progress against each of them".</p> <ul style="list-style-type: none"> • The criteria that need to be met before any organisation can become chartered include a positive balance sheet; a certain percentage of members at 'qualified' grades; evidence that the profession is demonstrably in the public interest; support from other bodies; and funds to invest in the application. • The Institute's strategy is focused on creating the conditions for a chartership application. Each ambition is linked to supporting our eventual case for it, when conditions determine that the time is right. • Examples include attracting members to professional grades and providing more routes for all members to develop professionally with us and become Certified; developing our insight and thought leadership programme to demonstrate that our profession is in the public interest. <p>Further reading: IWFM AGM: Quest for Chartership status is of fundamental importance Facilitate Magazine</p>
RESOURCING EDI AND STAFF IN A TIGHT FISCAL ENVIRONMENT	
<p>There is clearly a focus on cost saving.</p> <p>1 The EDI Programme. How is that being resourced? 2 The wellbeing of IWFM staff. Are they being paid market rates.</p>	<p>1) EDI</p> <ul style="list-style-type: none"> • In an updated EDI Public Statement IWFM commits to: • put EDI at the heart of professional life through updated codes of ethics/conduct, reviewing professional standards and reframing EDI as non-negotiable. • foreground EDI in upskilling and reskilling, including the accreditation based on core competencies around EDI. • create opportunities for professionals to shape EDI in their organisation, such as forming working groups and building accountability through feedback and communication. • ensure all strategies, policies, procedures and practices are approached with an EDI lens, continuously monitoring progress. <p>Read more here: IWFM's website contains its public statement and commitment to be fully inclusive.</p> <p>A high-level action plan has been informed by the EDI Focus Group and approved by the Board, who will review progress on a regular basis. IWFM will engage on a regular basis with its membership to communicate the progress it has made in this area.</p> <p>There is challenge about extent and pace at which we can travel but we have the plan that will help us understand what it means in practice to deliver it. We are careful about that. We are working as quickly as resources will allow.</p>

	<p>2) Staff. Every 2 years IWFM benchmarks salaries. When we create a new role we benchmark it. The IWFM Nominations and Remuneration Committee works to ensure that executive pay is reasonable and also reviews the all staff reward and remuneration package as a whole.</p>
<p>We are half way through our strategy. Membership numbers are static. Finances are not robust. What will be different given we are not where we should be.</p> <p>How to increase membership to regions and SIGs.</p>	<p>2023 was the first year in a three year strategy which is focused on four things:</p> <ol style="list-style-type: none"> 1) Optimising the profession's capacity and capability as a critical enabler in the economy. 2) Growing and optimising our expertise and reach with a community that is engaged, active and aligned. 3) Evidencing the profession's impact in creating and optimising business performance and enhancing it with excellent insight and compelling content. 4) Having WFM acknowledged as a critical contributor to business success, growing market demand for qualified workplace and facilities professionals and underpinning the public interest case for the Institute. <p>The overarching future objective will be to deliver profit after depreciation and all activities will support this aim. 2024's challenge is to transform while further reducing costs and to do so in a challenging economic environment which we anticipate will endure throughout the present strategy.</p> <p>With limited investment provision, transformation must be done in a measured and reasonable way. The approach will be to do this based on a much-reduced series of transformative activities in six priority areas:</p> <ol style="list-style-type: none"> 1 Build on existing revenue lines. 2 Prioritise limited investment in associated products and services that support a shift to more strategic, higher value and longer-term commercial contracts with organisations. 3 Define our strategic position, territory and offering in supporting the workplace agenda underpinned by skills research. 4 Review and seek to reposition our content offering to provide enhanced value to members to further optimise and improve levels of retention and impact. 5 Transform the way we execute business with a focus on process improvement, greater efficiency, data and cyber security and digital transformation. 6 Continued focus on people, capabilities, structure and culture. <p>Read more here: IWFM AGM: Strategy reset bears fruit as institute plans for growth</p>
<p>Skills. What is the Institute's plan to capture the current movement to focus on skills.</p>	<p>The Professional Standards is our key tool for how we lay out to professionals and employers alike skills and competence for workplace and facilities management. They are core to everything we do. The Standards benchmark the knowledge and skills required by a workplace and facilities management practitioner at every career level from Level 2 (entry) to Level 7 (master's). This is so important given the things we have discussed about base level skills and the lack of them. Our insight priorities guide where we should support the profession's development and advancement – and we develop comprehensive solutions to support it.</p> <p>Our Standards provide a global competence model for the profession. They form the basis of our profession's most comprehensive Professional Development Pathway.</p> <p>Recent skills research undertaken in the summer aims to make sure that the competencies and behaviours necessary for workplace and facilities professionals to succeed at every career level, remain relevant and up to date. The exercise is to understand, validate, establish competencies needed today and in the future, and where appropriate, to refresh the Professional Standards Framework.</p> <p>As well as continuing to build evidence, and develop insights, IWFM will use its energy and convening power to make sense of what's happening and to argue for our sector's opportunity and for any change we deem necessary to our sector's future.</p> <p>Early in 2024 we gathered evidence on apprenticeships, where the key level 4 standard was under threat.</p>

	<p>IWFM helped the sector to make representations to the Department for Education and influence its thinking on the status of the Standard.</p> <p>As a professional body we can only act within the terms of our purpose but we aim to extend our influence within that.</p> <p>Further reading:</p> <p>IWFM AGM: Linda Hausmanis promotes skills development message Facilitate Magazine IWFM offers next UK Government a manifesto for change in four key areas Facilitate Magazine IWFM welcomes new government into office Facilitate Magazine</p>
<p>AGM PARTICIPATION AND PROCESS</p>	
<p>Growing volunteers</p> <p>Count.</p> <p>How can participation be raised.</p>	<p>Last year and this we focused our energy on reaching out to encourage more to volunteer with IWFM. The approach, supported by the chair, has been highly successful Read more here: https://www.iwfm.org.uk/resource/make-a-difference-within-the-profession-volunteer-with-iwfm.html</p> <p>We have also campaigned to encourage people to stand in our direct elections and this year we had many more candidates for election.</p> <p>In terms of AGM participation, clearly we cannot compel members to attend. However, we can and will do as much as we are able to encourage participation. Mark Whittaker: As Chair I will do what I can.</p>
<p>AGM PROCESS AND VOTING PLATFORM</p>	
<p>How many people are attending this year's AGM?</p>	<p>The AGM was attended by 75 people in person and on line (including 7 members of staff). 198 individuals voted.</p>