

IWFM Code of Professional Conduct

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Approved By: IWFM Board

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Leadership Statement

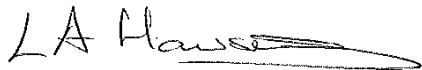
As professionals in workplace and facilities management, you have the privilege and responsibility to shape environments where people thrive, organisations succeed, and communities benefit. With that privilege comes an unwavering commitment to ethics, integrity, and professional excellence.

This Code of Professional Conduct is more than a set of expectations; it is a reflection of who you are as IWFM members and what we the Institute stand for as a profession. It embodies our shared values: being active and energetic, confident and bold, knowledgeable and in-sync, and human and inspiring.

I encourage every member to embrace this Code not as a compliance exercise, but as a living commitment to ethical practice. When faced with difficult decisions, let our values guide you. When you see something that isn't right, speak up. Your voice matters, and IWFM will always support those who raise concerns in good faith, without fear of retaliation.

Values-led leadership means having the courage to do what is right, even when it's challenging. It means treating everyone with respect and dignity, maintaining the highest professional standards, and continuously learning and improving.

Together, we build trust in our profession and demonstrate the vital contribution workplace, and facilities management makes to society. Thank you for your commitment to upholding these principles every day.



Linda Hausmanis

Chief Executive Officer, IWFM

Accessibility Statement

IWFM is committed to ensuring that everyone can access and understand this policy, regardless of background, ability, or circumstance.

If you require this policy in an alternative format (such as large print, audio, or a different language), please contact us at governance@iwfm.org.uk or call the IWFM office for support. We will make every reasonable effort to accommodate accessibility needs promptly and respectfully. If you require assistance in making a complaint including help with reading,

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Review and Certification: This Code was last reviewed in 2025 in conjunction with the Institute of Business Ethics (IBE). IWFM commits to reviewing the Code every 3 years to ensure it remains relevant and aligned with best practices.

writing, or digital access our team will provide guidance or refer you to a trusted support resource. This commitment reflects our values of inclusivity, respect, and equal access to all who interact with IWFM.

Purpose

This Code of Professional Conduct (known hereafter as Code) defines the professional values, ethical behaviours, and cultural principles expected of all IWFM members. Upholding this Code is central to our identity as the Institute of Workplace and Facilities Management for professionals and our commitment to deliver value to people, organisations, and society.

It is grounded in IWFM's core values: active and energetic, confident and bold, knowledgeable and in-sync, and human and inspiring.

Living Our Values: Principles of Ethical Conduct

Active and Energetic – We take initiative to uphold the highest standards of professional conduct.

- Be proactive in promoting the profession's integrity and standing.
- Champion ethical practices within your organisation and the broader community.
- Challenge practices that compromise ethical standards or stakeholder trust.

Confident and Bold – We lead by example and make courageous, values-driven decisions.

- Act with honesty, transparency, and fairness in all professional dealings.
- Speak up when something isn't right and encourage others to do the same.
- Declare and appropriately manage conflicts of interest.

Knowledgeable and In-Sync – We strive for excellence through learning and collaboration.

- Maintain professional competence through lifelong learning and CPD.
- Use evidence-based methods and sound judgement in decision-making.
- Stay informed of key social, environmental, and regulatory developments.

Human and Inspiring – We treat everyone with respect, dignity, and empathy.

- Champion equality, diversity, and inclusion in all that we do.
- Foster a safe, respectful, and inclusive work environment.
- Protect privacy and confidentiality, and act responsibly with data.

Unacceptable Conduct

- Misrepresenting your IWFM membership, qualifications, or endorsements.
- Claiming IWFM endorsement without proper written authorisation.
- Engaging in behaviour that harms the profession or individuals within it.
- Using your role for personal gain or improper advantage.
- Ignoring or failing to report serious breaches of this Code.

Ethical Decision-Making Framework

When facing difficult decisions, members are encouraged to reflect on the following questions to guide their actions:

- Is it consistent with our values and this Code?
- Is it honest and fair to all parties involved?
- Could this action harm others or the profession's reputation?
- Would I be comfortable explaining this decision to a colleague, client, or in public?
- Have I sought advice if I'm unsure?

Speak Up and Non-Retaliation

We all have a responsibility to raise concerns when we see or suspect unethical conduct. IWFM encourages members to 'Speak Up' early, through both formal and informal channels. We are committed to ensuring that no one suffers retaliation for raising concerns in good faith.

Members can raise concerns or seek guidance by contacting IWFM's Company Secretary or referring to the Whistleblowing Policy and Complaints and Disciplinary Policy available on the [IWFM website](#).

Accountability and Support

All members share responsibility for upholding this Code. Breaches may lead to investigation and potential disciplinary action. More importantly, members are encouraged to seek support and raise ethical concerns early.

Upholding the Code: Concerns and Accountability

Upholding this Code is a shared commitment by all members and volunteers. IWFM addresses concerns about potential breaches seriously and with integrity, ensuring that any process is guided by the values of fairness, respect, transparency, and learning.

Concerns are handled in line with the IWFM Complaints and Disciplinary Policy, which provides a clear and proportionate framework for addressing alleged breaches of professional conduct.

Key steps include:

- **Raising a Concern** - Any member, staff member, or stakeholder may raise a concern about a possible breach of this Code. Concerns can be reported confidentially to the IWFM Company Secretary at governance@iwfm.org.uk.
- **Initial Review** - The Company Secretary will assess whether the concern falls within the scope of the Code and whether it requires further consideration. Where appropriate, informal resolution, clarification, or mediation may be explored before formal proceedings begin.
- **Investigation and Dialogue** - If a formal process is necessary, an impartial Investigating Officer will be appointed. The member concerned will always have the opportunity to respond and engage constructively. The goal is not to punish, but to

ensure that professional values are understood, upheld, and where necessary restored.

- **Outcomes and Learning** - Outcomes may include advice, support, sanctions, or structured opportunities for reflection and development. IWFM's priority is to uphold the reputation of the profession and encourage a culture of ethical accountability.

All concerns are treated with care, sensitivity, and confidentiality. For full details, please refer to the IWFM Complaints and Disciplinary Policy.

Outcomes and Actions

Following investigation, IWFM aims to take action that is proportionate, fair, and constructive. Outcomes are determined with reference to the nature and impact of the breach, the member's response, and the potential to support learning or restore trust.

Possible outcomes include:

- **No Further Action** – where no breach is found or the matter is not substantiated.
- **Advice or Informal Resolution** – including written advice, mentoring, or recommendations to support alignment with the Code.
- **Reprimand or Warning** – which may be private or public, depending on the circumstances.
- **Undertakings** – requiring the member to commit to behavioural or professional changes.
- **Restrictions on IWFM Roles** – including temporary or permanent removal from voluntary or representative positions.
- **Suspension from Membership** – for a defined period, with conditions for reinstatement.
- **Expulsion from IWFM** – in serious or repeated cases, where continued membership would damage trust in the Institute or profession.

All outcomes will be communicated clearly, with reasons given, and may include opportunities for appeal or mediation in line with the Complaints and Disciplinary Policy.

Right to Appeal

Members have the right to appeal any disciplinary decision made under this Code, in accordance with the procedures set out in the IWFM Complaints and Disciplinary Policy.

Appeals must be submitted in writing within the specified timeframe (normally 25 working days from receipt of the decision), clearly outlining the grounds for appeal. Grounds may include concerns about process, proportionality of the outcome, or new information not previously considered.

Appeals will be reviewed by the Constitution and Ethics Committee, which will consider all relevant evidence and ensure that the process was fair, impartial, and consistent with IWFM's

values and procedures. In some cases, they may refer the matter back for reconsideration or vary the outcome where justified.

This appeals process reflects IWFM's commitment to transparency, learning, and due process ensuring that fairness and accountability are upheld for all parties.

All concerns and proceedings are handled with care, respect, and confidentiality. The overarching aim is not only to protect the integrity of the profession but to uphold trust, fairness, and ethical growth.

Support and Contact

For advice on this Code or to report concerns, please contact:

IWFM Company Secretary at: Governance@iwfm.org.uk

Applying the Code - Ethical Scenario Examples

The following examples illustrate how the Code applies in real-world situations:

Scenario 1 – Misuse of Credentials

Context: A fellow IWFM member advertises services on LinkedIn, claiming to be an ‘*IWFM-accredited sustainability expert*’ a designation that doesn’t exist.

Application: As members, we have a responsibility to **represent our affiliations accurately** and **protect the credibility of the profession**. If you know the member personally, consider raising the issue directly and respectfully. If unresolved, report the misuse to IWFM for formal review.

Scenario 2 – Professional Rivalry and Fairness

Context: Two IWFM members bid on the same facilities contract. One member shares unverified, negative information about the other in the client interview.

Application: Members must avoid conduct that **unfairly damages the reputation or business of another member**. Ethical competition is expected but **undermining a peer’s professional standing** breaches our Code. Such behaviour should be challenged or reported if substantiated.

Scenario 3 – Confidentiality Between Members

Context: During an IWFM networking event, a member shares details of a grievance another member is facing within their organisation.

Application: Even in informal spaces, members are expected to **uphold confidentiality** and act with **discretion and integrity**. Sharing sensitive information about a peer without consent is a breach of trust and of the Code.

Scenario 4 – Misuse of Member Grade Post-Lapse

Context: A former member continues to use the CIWFM designation in proposals and on LinkedIn despite their membership having lapsed.

Application: Use of IWFM post-nominals or membership designations **without valid, current membership** is a misrepresentation and may mislead clients, employers, or the public. While the Code applies to current members, IWFM may consider such conduct when assessing future membership applications or refer the issue to relevant parties if necessary.