

Question	Reply
STRATEGY	
What is IWFM's strategic plan for 2023/2024?	<p>2023 is 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.
When will workplace be dropped from name of institute and resort back to BIFM	<p>IWFM builds on the proud heritage of BIFM. There are no plans to change the name of the Institute.</p>
Any plans to have a healthcare group with the IWFM?	<p>There is a Healthcare Working Group chaired by Peter Galley. Peter can be reached via the Community section of the website.</p>
In light of hybrid working, has the legal definition of a workplace changed?	<p>We are not aware that the legal definition of workplace has changed. What has recently changed is that all employees have the legal right to request flexible working from day one of their work, for example having flexible start and finish times, or working from home.</p> <p>Overall workplace understanding has fundamentally shifted, accelerated by the pandemic. For many professions and activities work no longer must take place in what was an organisation’s dedicated space for their people to deliver contracted activities and outcomes. For many people and activities, work can take place from anywhere. IWFM’s own definition for workplace recognises the joint responsibility of facilities management, information technology and human resources to achieve optimal productivity between people, technology and workplaces. Not working space limited to ‘office’ but anywhere that work happens. It captures a broader world, considering space, technology and culture. It recognises a need for skilled individuals who can interconnect between these specialisms. Do get involved with our Workspace SIG if you are not already. It is chaired by Ian Baker who you can reach via the Community (SIG) section of the website.</p>
Will IWFM start to set up new branch in Hong Kong?	<p>IWFM is in the first year of a three year strategy where foundations are being developed for future growth; this includes developing a value proposition which is accessible anywhere. In assessing any opportunity for international expansion, the opportunities and risks involved and the extent to which such an initiative accelerates IWFM’s ability and to deliver against it purpose, vision and mission will be fundamental.</p>
Can IWFM consider addressing the issue of organizing training programs for members in Nigeria Region?	<p>If there is sufficient interest and opportunity, IWFM will work with members based in those countries to develop a part offer based on ‘platform’ rather than ‘pipeline’ delivery that uses the existing technology the IWFM has in place around the bedrock of professional standards, accrediting in market universities/training providers, and on-line delivery - staying true to vision, mission and USP.</p> <p>Via IWFM Direct, members are able to undertake IWFM qualifications via on-line learning, irrespective of where the member is based, meaning that location is not a barrier to undertaking a qualification. Similarly, with IWFM's short courses, these are delivered in a number of ways, including virtually, which again means that any-one, where-ever they are based, is able to increase their understanding and skills. Finally, we also deliver training around the world face-to-face, so if there is a specific need for training in Nigeria then we would be pleased to discuss this with you.</p>

When is the IWFM going to finally take forward Charter Status, if it isn't, then can we please start to concentrate on supporting core members other than the continuous pushing of courses for which many is neither required or even recognised throughout industry.

In 2018 we set out a vision that one day workplace and facilities management would be a chartered profession. The Institute still holds that vision and its strategy is framed so as to meet the criteria to go for that status when - and only when - the conditions have been met.

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.

When is the IWFM going to get Chartered status...?

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.

We have been told since 2018 that the Institute has a goal to offer a "Chartered Status" membership grade. Please can the board outline its roadmap for delivery of this goal and provide an update of specific activities undertaken since the last AGM towards its achievement.

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.

When will IWFM become chartered?

I am a Certified member by name Israel Johnson very happy to be with all for this AGM meeting and would to ask what we have to do to join and become a chartered body institution.

Will other approved bodies such as BCIS/RICS/BSRIA support IWFM with their aims to become chartered.

As set out above, the criteria for a chartered body includes support from other bodies. The Institute has close and positive relationships across a large number of professional bodies/associations. Plus, we collaborate with a number of other associations on a number of projects where it makes sense to do so to enhance the workplace and facilities profession specifically and professionalism generally. That work continues.

EQUITY, DIVERSITY, INCLUSION

What have you done for the many Disabled members whom there is a lot. There is now mention of this group at all in web site and no help that can be seen to be offered. Is there no Strategic level this is being addressed?

IWFM's website contains its public statement and commitment to be fully inclusive. As part of the Equity Diversity and Inclusion commitment, a full change management programme is being set up so that each department considers EDI as part of its entire functioning. Together with a host of other professional bodies, we have participated in wider research with the Young Foundation to understand where we can make the greatest impact. The report is expected in September, but we are already working towards implementation of its recommendations.

As part of our commitment, we have begun to embed EDI considerations, including more specific accessibility requirements across our platforms. The Awards platform, our own website and the mentoring platform are meeting specific accessibility standards. We are also replacing the learning management system and are actively working on embedding greater accessibility needs so we can better support our members.

We warmly invite you to provide specific feedback, so we can continue to improve all of our members' experience.

MEMBERSHIP FEES AND SUPPORT

Why are the IWFM fee so high in comparison to other professional bodies of similar prestige and standing? Many members would be quite happy to see items like the magazine go if it meant a 30-40% reduction in fees, could this not be an opt out consideration for a lower membership cost?

When benchmarked against a range of professional bodies, and where comparisons are possible, IWFM's membership fees compare favourably to other professional bodies. Mindful of the challenging environment for our members resulting from the pandemic we held fees at 2019 levels until 2022 when we introduced below inflation increases, despite our own costs having risen by ten per cent.

Why does the IWFM not offer an NHS discount as many other professional bodies do after Covid (and in recognition that NHS workers do not achieve commercial salaries but sacrifice this opportunity to serve the health service).

While we understand the arguments for 'class discounts' it is very difficult to justify one case over another. Instead, we are focused on creating an offer for members that provides excellent value and to invest income into creating a relevant and compelling proposition and making the case for the profession. We are constantly looking for ways to introduce and format products and services.

Why is the membership fee so exorbitant (out of line with other comparable professional bodies) and why does IWFM not offer NHS discount for NHS staff who cannot access commercial rates of pay.

Where individual members are in difficulty, we would always encourage them to talk to us to explore how we may be able to help.

Will IWFM going forward look into financial support for members who are unemployed/low salary and cannot afford the on-line/classroom

Where individual members are in difficulty, we encourage them to talk to us to explore how we may be able to help, for example concessionary rates for membership or payment plans for some of our courses.

GOVERNANCE

AUDITOR

How long have Kingston Smith served as auditors? Should consideration be given to a tender exercise at some point?

Accountants Moore Kingston Smith were appointed as auditors for the 2018 financial year following a tender process overseen by the Institute's Audit and Risk Committee. We have no plans to retender at this time.

GDPR

Will the Chairman, in his third year of office, confirm that he will personally be accountable for IWFM operating within the Rules of GDPR for all matters, particularly mass emailing from the centre to all Fellows, members etc. Someone has to be responsible and accountable.

GDPR is the responsibility of the Data Protection Officer (DPO) Donna Duckworth. The DPO operates independently but reports to the CEO who is accountable to the Board. This is in line with standard practice.

AGM PROCESS AND VOTING PLATFORM

Why are the supporting documents including DRAFT minutes for the 2022 AGM? Surely by now they should be confirmed?

In accordance with Resolution 1 the minutes of a given AGM remain in draft until formally accepted by members at the following AGM. The draft minutes for the 2022 AGM were approved unanimously at the 2023 AGM on 27 July 2023.

How many people are attending this year's AGM?

The AGM was attended by seventy three people. A further fourteen members not in attendance on the day posed questions to the AGM in advance of the session.

A number of 182 votes were cast overall.

In voting what do the numbers "Votes Cast" mean. I note some have shown 18, when there was a total of 161/177 (approx.) voted?

We have consulted UK engage who believe that the number appearing as "18" was in fact "181" ("18" and "1") split over two lines (suggesting a smaller screen). Any member logged onto the platform would have seen "181" others which plus themselves gives a total of 182.

I cannot see the article when clicking so will have to vote against.

We are sorry you had difficulties voting. The marked up ‘A’ articles were posted on both the initial on-line voting platform and on our website when voting went live on 26th June. The webinar platform cannot host documents so you would have been unable to access from the voting buttons in the live meeting. A summary document explaining how to vote was available in the platform and distributed more widely to eligible members.