

Institute of Workplace and Facilities Management

Minutes of the Annual General Meeting



Date: 28th July 2022
Time: 14:00
Location: IWFM, Charringtons House, 1st Floor South, The Causeway, Bishop's Stortford CM23 2ER

AGM 1.2022 The Chair, Mark Whittaker, formally opened the meeting and welcomed attendees to the IWFM's 2022 hybrid AGM. The Chair confirmed the meeting was quorate with members joining in person as well as members via webinar. Attendees were notified that the meeting was being recorded. Formal apologies were received from the following Institute members:

- Anne Kinder
- Chris Wood
- Steve Gladwin
- Paul Ash
- Jason Cousins
- Marilyn Standley
- Sue Hills

AGM 2.2022 The Chair extended his formal thanks to Mace Macro who were due to host the 2022 AGM before industrial action prevented the meeting from being held in London. In addition, thanks were given to the team who re-organised the meeting at the IWFM Offices, Bishops Stortford at short notice.

AGM 3.2022 The Chair formally introduced the top table as himself, Linda Hausmanis, Chief Executive Officer and Diane Leacock, Finance Director.

AGM 4.2022 The Chair referred to the matters on the agenda and advised of voting procedures

AGM 5.2022 The Chair provided an overview of the three areas that the Institute are focused on:

- Recovery – The Institute continued to make a modest recovery. The Institute concluded the year in a better financial position than forecast with a profit before depreciation that was £100k above 2020.
- Members first – IWFM have listened and re-focused on its membership by conducting a Communities Review. Together with members and volunteers, the Institute is working on a structured programme to embed member contribution into both strategy and culture.

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- Consolidation for growth – Future focused and building for growth, the Institute, whilst mindful of the need to grow income, are focused on providing a compelling proposition that remains fresh and relevant for the members of today and appealing to the members of tomorrow. In addition, IWFM continue to be a confident and competent business partner and support partner organisations with their own strategic objectives.

AGM 6.2022 The CEO thanked the Chair and those in attendance before providing the meeting with an overview on the Institutes achievements across 2021.

AGM 7.2022 The CEO reflected on the inspiring work and achievements of the Institutes members and partners. The CEO went on to share notable statistics:

- A higher proportion of members - 83% up from 77% - stayed with IWFM to continue their profession development.
- In 2017, 21% of new joiners were at professional (assessed) grades, in 2021 it was 43%. A shift from 1 in 5 to 2 in 4, more than doubling across the four years.
- More members are progressing within the membership grades too, increasing by 41% thanks to a Certified Member recognition programme.
- In 2021, 798 professionals were awarded IWFM qualifications, the highest number since before 2018.

AGM 8.2022 The CEO explained that we need to focus more on equity, diversity, and inclusion (EDI). In the 2021 Annual Review a new section called Driving EDI in our profession has been introduced. In addition to the outputs that can be found on the IWFM website, the Institute is embarking on a journey to collaborate with a range of chartered professional bodies around the barriers to progression.

AGM 9.2022 The CEO referred to the Institutes 4 strategic aims as follows:

- to be the recognised, trusted voice of a distinct profession
- to be the first-choice destination for workplace and facilities management research, information, and debate
- to foster a vibrant, accessible, engaged community for peer-to-peer learning, sharing best practice and networking
- to be the first-choice development partner for individuals and organisations

AGM 10.2022 The CEO spoke of the aspirations and priorities for 2022 and beyond, but that we remain focused on putting members at the heart of the Institute and creating member and societal value. The institute has also begun a review of our Professional Standards Framework to reflect gaps on key areas such as sustainability, technology and building management.

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- AGM 11.2022 The CEO concluded by reflecting on the Community Review and confirmed that IWFM are committed to delivering a new member value proposition and ensuring membership growth. The Communities Review provided a model to develop a new, meaningful and trusted relationship with active volunteers. And a revisited Vision and Mission, will form the platform for IWFM's next strategy.
- AGM 12.2022 Diane Leacock, Finance Director provided an overview of the institutes financial position for the year ended 31st December 2021. The institute's income grew by 9% equating to £323k, which was largely due to the following:
- Strong sales in IWFM Direct, with an increase of £109k boosted by a successful campaign in January 2021.
 - Increases in End-Point Assessment, a new income stream, boosted £66k in the year by improved level two bookings.
 - IWFM Impact Awards income of £47k following the return of the face-to-face event which was previously held virtually in 2020.
 - IWFM Academy courses increased income of £29k.
- AGM 13.2022 The Finance Director reported that Facilitate Magazine was showing a promising improvement as advertising and recruitment revenue increased in the UK and that membership income, the Institutes largest revenue stream, increased by £50k [2%] compared with 2021. Operating costs increased by £223k, 7%, but this was expected based against the significantly reduced costs in 2020 due to the pandemic. This growth in income enabled the Institute to end the year with an operating surplus of £329k, £100k higher than in 2019.
- AGM 14.2022 Looking ahead to 2022, the Finance Director projected that the latest expected full year forecast shows a swing in operating profit of around 7%. The forecasted result, which the Institute is aiming to improve upon, reflects a modest increase against the budgeted operating profit. As stated at the last AGM the intention to recover the net assets position continues and although the current depreciation levels remain high and may reduce the operating surplus, it is expected that the effect of gradually reducing depreciation should see the Institute return to profitability after depreciation within two years.
- AGM 15.2022 The Chair provided instructions on how to submit online votes for those members who are eligible and thanked UK Engage, IWFM's independent scrutineers for ensuring the process was independent and legal. Members were asked to submit their online votes during the resolution voting.
- AGM 16.2022 The Chair formally congratulated and welcomed the newly elected NED Simone Fenton-Jarvis and NED Luke Folwell.

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AGM 17.2022 The Chair acknowledged and congratulated the members who have reached the prestigious status of Fellow. See below.

AGM 18.2022 The Chair introduced Kelly Mallon of UK Engage to announce the results of the resolutions. For Ordinary Resolutions to be passed more than 50% favourable votes are required.

ORDINARY RESOLUTIONS put to the meeting

- 1. To approve the minutes of the 2021 Annual General Meeting**
 - Passed by 100% poll votes in favour
- 2. To receive the report of the Board and the audited accounts for the year ended 31 December 2021.**
 - Passed by 99.5% poll votes in favour
- 3. To re-appoint Kingston Smith LLP, as auditors to the Institute and to authorise the Board to determine their remuneration.**
 - Passed by 97.5% poll votes in favour

AGM 19.2022 The Chair opened the floor to questions. Numerous questions were received, this including questions around Chartership, retention and growth of members. The Chair stated that all questions received would be responded to and posted on the IWM website.

AGM 20.2022 The Chair thanked the audience for their attendance and formally closed the meeting.

Fellowships within the AGM-to-AGM cycle awarded as follows:

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| • David Carey | • Eghosa Fred Idehen |
| • Steve Davies | • Rebecca Jackson |
| • Gordon Duffy | • Anne Kinder |
| • Paul John Fenton | • Gerard Michael Wackrow |
| • Neil Fright | • Simeon Walters |
| • Natasha Hayes | |