

Institute of Workplace and Facilities Management

Minutes of the Annual General Meeting 2024

Date: 24th July 2024

Time: 14:00

Location: Queens Hotel Leeds, New Station Street City Square, Leeds LS1 1PJ (*with an option to attend online for those not able to attend in person*)

AGM 1.2024 The Chair, Mark Whittaker, formally opened the meeting and welcomed attendees to the IWFM's 2024 AGM, noting a 15-minute delay due to technical issues. The meeting was quorate with members joining both in person and online. Acknowledging attendance in person by:

- Reggie Taylor
- Linda Alexander

Formal apologies were received from the following Institute members:

- Pauline Simpkins

AGM 2.2024 The Chair introduced the top table:

- CEO Linda Hausmanis
- Director of Finance and Company Secretary Kate Pattison.

AGM 3. 2024 The Chair referred to the matters on the agenda, encouraged engagement, and acknowledged this as his third AGM as Chair. He also confirmed his continuation for a fourth and final year as Chair.

AGM 4.2024 Chair's Strategic Context and Priorities – Presented by Mark Whittaker
Summary: The Chair provided context on the current three-year strategy (2023–2025), reiterating its purpose to focus on growth, engagement, and building financial resilience. He reviewed the difficult 2023 operating environment: inflationary pressures, political instability, and static FM budgets. Despite these, IWFM saw growth in Academy income (+42%) and member retention (+2.3%).

Actions:

- Maintain focus on core services and high-value propositions.
- Continue building financial strength and pursuing Chartership readiness.

AGM 5.2024 CEO Business Review – Presented by Linda Hausmanis

Summary: Linda outlined six strategic priorities delivered in 2023:

1. A new learning management system was launched, improving learner experience and capacity.
2. Phase one of the refreshed membership proposition launched, including mentoring.
3. Community groups aligned to strategy and actively engaged.
4. Improved customer journey and internal processes.
5. Organisational proposition scoped and tested.
6. Aiming for profit after depreciation, achieving a significant deficit reduction.

Additional highlights included a 20% increase in learner registrations and formal launch of the Veterans in FM network. Rising FMs and regional champions led school engagement pilots.

Actions:

- Deliver phase two of the member proposition.
- Expand school outreach and Veterans in FM activities.
- Fully launch new organisational proposition.

AGM 6.2024 Finance Report – Presented by Kate Pattison

Summary: Kate shared that the Institute achieved an operating surplus of £241k but recorded a £43k loss after depreciation. Key revenue improvements included:

- Membership income up 2.3%.
- Academy training income up 42%.
- IWFM Direct income up 12%.
- Qualification registrations up 15%.
- Operating costs decreased 4.5%. The CBILS loan was repaid, and financial reserves improved.

Actions:

- Continue cost discipline and capital investment restraint.
- Maintain and grow reserves to support transformation and Chartership.

AGM 7.2024 Q&A Session – Moderated by Jenny Thomas (see Appendix A for full details)

Summary: Questions addressed Chartership progress, EDI funding, staff well-being, strategic growth, skills shortages, and member engagement. The Board confirmed that chartership is progressing steadily and depends on financial and membership growth. EDI is embedded in board priorities. Staff remuneration is benchmarked regularly.

Actions:

- Publish Chartership roadmap updates.
- Continue to embed EDI as per recommendations from the Young Foundation.
- Enhance visibility of member benefits and participation opportunities.

AGM 8.2024 Voting Instructions and Results – Presented by Mark Whittaker
Summary: Members were guided through the voting process. UK Engage facilitated online voting.

Ordinary Resolutions put to the meeting:

1. **Approval of the 2023 AGM Minutes** – Passed with 100% in favour.
2. **Approval of the 2023 Audited Accounts** – Passed with 100% in favour.
3. **Reappointment of Moore Kingston Smith LLP as auditors** – Passed with 99% in favour.

Actions:

- Submit approved resolutions to records.
- Confirm reappointment of auditors.

AGM 9.2024 Board Appointments – Presented by Mark Whittaker
Summary: The Chair formally announced the two names of those duly elected as Non-Executive Directors:

- Regi Taylor CIWFM
- Linda Alexander CIWFM

The Chair thanked departing NEDs Marilyn Standley and David Carey for their service.

Actions:

- Onboard new NEDs and provide Chartership and governance training.

AGM 10.2024 Fellowship Awards – Presented by Mark Whittaker
Fellowships within the AGM-to-AGM cycle awarded as follows:

Jon Boyd
Brian Evans
Luke Folwell
Craig Varian
Mark Finch
David Hemming
Ross Mitchell
Edward Sanders
Altaf Abdulkalam
Claire Deacon
Tom Page
Dominic Soocoormanee
Matthew Kitson

Actions:

- Update member records and recognise contributions publicly.

AGM 11.2024 Closing Remarks – Presented by Mark Whittaker

Summary: The Chair thanked all staff, volunteers, UK Engage, and members. Special appreciation was given to Jenny and Lucy for organising the AGM. The meeting was formally closed.

Actions:

- Publish AGM summary and minutes on the member portal.

APPENDIX A

Member Q&A Session

The following is a detailed summary of the member questions raised during the IWFM AGM 2024, along with the responses provided by the Chair, CEO, and other Board members.

Q: What is the current status of IWFM's Chartership journey?

A: The Chair explained that Chartership remains a strategic goal, supported by an established roadmap aligned to Privy Council criteria. This includes growing membership, increasing membership of professional grades, maintaining financial stability, and demonstrating sector leadership. Application timing will be governed by progress against these metrics.

Q: How is IWFM approaching equity, diversity, and inclusion (EDI)?

A: The CEO confirmed that EDI remains a core strategic priority. An EDI action plan is in place and overseen by a Board sponsor. Initiatives include data collection, benchmarking with other chartered bodies, and ensuring diverse recruitment panels. Staff wellbeing is supported through salary benchmarking, wellness initiatives, and staff benefits.

Q: What measures are in place to support future membership growth?

A: The Chair stated that focus remains on scalable digital systems, strategic partnerships with large employers, and enhancing member value. A new membership proposition, launched in 2023, is designed to drive recruitment and retention through improved learning, mentoring, and engagement features.

Q: How is IWFM addressing the FM sector skills shortage?

A: The CEO shared that IWFM continues to lobby government and collaborate with industry partners. Following IWFM's input, the proposed withdrawal of the Level 4 apprenticeship standard was reversed. Engagement with schools, universities, and career influencers is expanding.

Q: What steps are being taken to improve member participation in AGMs and governance?

A: The Chair acknowledged low attendance and outlined plans to improve participation, including greater transparency in governance, use of informal forums, and targeted member webinars. Member Council engagement is key to driving participation.

Q: (Comment from Government Property Function) How can collaboration continue between government and IWFM?

A: The Chair and CEO expressed gratitude for the ongoing support and emphasised IWFM's intention to remain closely aligned with public sector FM stakeholders to advance shared objectives in education, skills, and professional recognition.