

IWFM AGM 2023

Institute of Workplace and Facilities Management Minutes of the Annual General Meeting



Date: 27th July 2023
Time: 14:30
Location: IWFM, Thremhall Park, Start Hill, Bishop's Stortford, CM22 7WE

AGM 1.2023 The Chair, Mark Whittaker, formally opened the meeting and welcomed attendees to the IWFM's 2023 AGM. The Chair confirmed the meeting was quorate with members joining in person as well as via webinar, including two Non-Executive Directors, Martin G. Bell and Luke Folwell. Attendees were notified that the meeting was being recorded. Formal apologies were received from the following Institute members:

- Andrew Hulbert – for part
- Stephen Cook
- Marilyn Standley

AGM 2.2023 The Chair extended his formal thanks to CBRE who were due to host the 2023 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, at Thremhall Park, Bishops Stortford at short notice.

AGM 3.2023 The Chair formally introduced himself, and Linda Hausmanis the Chief Executive.

AGM 4.2023 The Chair referred to the matters on the agenda.

AGM 5.2023 The Chair provided an overview of the three areas that the Institute are focused on:

- Having made a modest recovery last year, the key was to consolidate and focus on our core offering. In practice, this meant concentrating on existing products and services. What IWFM does well that members and customers want. How we do more? It was about understanding and responding sensibly to the operating context, the need to act responsibly and to lay foundations to grow.
- 2021 was all about working through a structured plan to embed the member contribution into our governance, strategy and culture; "Shaping the Institute together". 2022 was about implementing that plan. 'Shaping the proposition' meant listening to members. Understanding who they are and what they really want and need from their professional body at different stages of their career. Working with them to become that solution. Wide ranging consultation helped us to understand members' pain points and to shape a revised proposition that resonates with today's professionals and appeals to those of tomorrow. You will have seen the fruits of that work emerging this year in new products and approaches.

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- Investing for growth – Like all businesses operating today, the Institute is faced with the rising costs of doing business whilst having to maintain strong resilience, as well as investing for the future to achieve the strategic objectives. We are acutely sensitive to our members pockets and have worked hard to avoid passing on all but unavoidable costs and to make sure that we offer good value and worth for your investment in us.

To this end, the Institute has begun shaping a plan based on four things that IWFM is to the market:

1. A membership body.
2. A setter of standards, setting the framework for professional qualifications.
3. A business enabler, a confident and competent business partner for organisations whose strategic objectives we can help to support.
4. A thought leader.

AGM 6.2023 The CEO thanked the Chair and those in attendance before providing the meeting with an overview on the Institute's achievements in 2022.

AGM 7.2023 The CEO reflected on the inspiring work and achievements of the Institute's members and partners. The CEO went on to share the following notable points:

- A strengthened Executive team brings the right talent and expertise to meet the task. A strategic investment in this team was a specific recommendation from the review of the Institute by independent external consultants which began in 2021 in response to the Communities Review report of that year.
- The team is focused on the value we can and will create for our members, as we shape our core offering, and specifically in the work to develop a new member proposition. The new mentoring scheme we are about to launch has been warmly and enthusiastically received.
- More than eight in ten of our most critical membership groups are invested in IWFM. More organisations are investing in IWFM as a development partner of choice. This matters both for IWFM's long term ambition for Chartership and for the commercial bottom line.
- Member acquisition is recovering, and 755 learners were awarded IWFM regulated qualifications in 2022.
- More than a dozen organisations partnered with us, including major brands such as Microsoft and Dyson. These partnerships together with IWFM's expert volunteers contributed to 53 new resources produced for members in the year. That is up on the 50 we produced in 2021.

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AGM 8.2023 The CEO stated that the Institute continues to advance equity, diversity, and inclusion in the sector as IWFM EDI Focus Group helps to spotlight a range of matters throughout the year. In 2022 the Institute invested in the opportunity to collaborate with several Chartered Bodies in 'gold standard' research to understand, across the professions, what the barriers are to entry and where biases currently exist.

AGM 9.2023 The CEO referred to the Institute's 4 strategic aims as follows and how we delivered against them and continue to do so through into 2023:

1. To be the recognised, trusted voice of a distinct profession.
2. The first-choice destination for workplace and facilities management research, information and debate.
3. Foster a vibrant, accessible, engaged community for peer-to-peer learning, sharing best practice and networking.
4. First choice development partner for individuals and organisations.

AGM 10.2023 The CEO spoke of the aspirations and priorities for 2023:

1. **Develop the profession:** providing the framework to define and optimise professional competences, progression routes and value; and being the strategic partner to organisations to enable FM's recognition for its ability to transform organisations.
2. **Build a community – engaged, active and aligned:** an inclusive volunteer community which is aligned with IWFM's strategy with support to make an impact.
3. **Demonstrate the impact of the profession:** by providing insight on its critical role in optimising business performance, as well as developing content to support members.
4. **Enhance recognition of the profession:** by creating the conditions for it to thrive and grow and making the public interest case to support IWFM's Chartership ambitions.
5. **Build capability to enable growth:** an inspiring culture that attracts the brightest talent and enables purposeful and impactful work to prosper. Developing an effective and ethical organisation to grow profitable income and create surplus, cash, and reserves.

AGM 11.2023 It was agreed that as the new Head of Finance, Kate Pattinson had not long been in post, the CEO would provide the overview of the Institute's financial position for the year ended 31st December 2022. The institute's income grew by 5% equating to £179k, which was largely due to the following:

- IWFM Impact Awards generating more than double the amount of sponsorship than in the previous year.
- Strong performance in IWFM's magazine, Facilitate, as income improved due to better advertising and recruitment revenue.
- Income up from the North Ball and the London Summer events, neither of which took place in 2021.

AGM 12.2023 The 5% growth in income together with the 8% increase in operating costs meant that the Institute ended the year with an operating surplus of £187k, and a (£113k) loss after depreciation.

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- AGM 13.2023 Looking ahead to 2023, the latest full year forecast shows a swing into profit with a steady income to date and positive order book for the rest of the year. Costs continue to be carefully controlled despite rising inflationary pressures. The intention is to return to a positive reserves position within the life of the current strategy.
- AGM 14.2023 The Chair & CEO addressed those questions received ahead of the meeting during their presentations. Questions were received including but not limited to Chartership, strategic planning and the effects of hybrid working on the definition of 'workplace'. The Chair stated that any advance questions that had not been covered in the presentation would be formally responded to and posted on the Members area of IWFM website.
- AGM 15.2023 The Chair then opened the floor for questions from the room and via the live webinar. All answers will be formally posted to the Members area of the IWFM website.
- AGM 16.2023 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.

ORDINARY RESOLUTIONS put to the meeting.

- 1. To approve the minutes of the 2022 Annual General Meeting**
 - Passed by 98% poll votes in favour.
- 2. To receive the report of the Board and the audited accounts for the year ended 31 December 2022.**
 - Passed by 98% 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% poll votes in favour.

SPECIAL RESOLUTIONS put to the meeting.

- 4. That the regulations contained in the printed document [marked 'A'] submitted to this meeting and, for the purpose of identification signed by the Secretary, hereof be approved and adopted as the Articles of Association of the Company in substitution for and to the exclusion of all the existing articles thereof.**
 - Passed by 98% poll votes in favour.

- AGM 17.2023 The Chair formally announced the names of those duly elected to the three Non-Executive Director (NED) positions. The Chair congratulated and welcomed Andrew Hulbert FIWFM who has been re-elected for a second three-year term, and Jake Drummond CIWFM and Moses Ayoola FIWFM who have been newly elected for a three-year term.

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- AGM 18.2023 The Chair conveyed thanks on behalf of the Institute to Martin G Bell and Sue Hills, both of whom were stepping down as NED's serving two three-year terms on IWFM's Board.
- AGM 19.2023 The Chair acknowledged and congratulated the members who have reached the prestigious status of Fellow. See below.
- AGM 20.2023 The CEO and Chair both acknowledged Donna Duckworth, as outgoing Company Secretary and Head of Governance for her dedication, commitment and support to both the Institute and to them personally.
- AGM 19.2023 The Chair thanked the audience for their attendance and formally closed the meeting.

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

- Craig Adams
- Wesley Allvey
- Anthony Downes
- Jason Donnachie MBE
- Sean Gibbons
- Debbie Jones
- Vijayshankar Kavasseri
- Emma Marvell
- Adrian Owen
- Trevor B Payne
- Malcolm Robinson
- Anthony Sturgess
- Anthony Taylor
- Gary Westfallen