

Institute of Workplace and Facilities Management

Minutes of the Annual General Meeting

Date: 30th September 2020
Time: 13:30
Location: IWFM Head Office, Virtual Hybrid AGM

AGM 1.2020 The Chair, Martin Bell, welcomed attendees to the IWFM's first virtual hybrid AGM and the meeting was formally opened. The Chair additionally confirmed quorum and notified attendees that the AGM webinar was being recorded. Apologies were received from the Institute members below:

- Steve Gladwin

AGM 2.2020 The Chair formally introduced the top table as himself, the Chief Executive Officer; Linda Hausmanis and NED and Chair of Finance Committee; Paul Ash [Board member] who was standing in for Catherine Gowers, Head of Finance.

AGM 3.2020 The Chair referred to the matters on the Agenda and reminded attendees of voting procedures.

AGM 4.2020 The Chair spoke of the key focus points throughout 2019; consolidation, continuous improvement, growth and adaptation and identified the challenges faced as a result of the uncertainty of Brexit.

AGM 5.2020 The Chair elaborated further on the three core focus areas in 2019

- Continuous Improvement
 - Technology enhancements have not only improved our service offering to members and customers but have also enabled a smooth switchover to a fully remote & virtual operation when & where required.
 - Insight capabilities have progressed in response to our work with partners who have invested the resources required to enable the creation of excellent content for our members, whilst further extending our reach and influence externally.
- Consolidation
 - Consolidation was a priority for the Chair in 2019 and work has been undertaken to ensure greater cohesion between the formal Board Committees, the Board, and the Executive to enhance and support the strategic direction of the Institute.
- Adaptation and Growth
 - Making progress towards our goal of Chartership with an increase in Professional Members
 - Relying less on traditional income streams and shifting our focus to insight partnerships and products to further support professional development

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- AGM 6.2020 The CEO addressed the audience and welcomed everyone to the IWFM's first virtual hybrid AGM.
- AGM 7.2020 The CEO provided the audience with an update on IWFM's progression against the 10-point plan that encapsulated the priorities and focus points for 2019.
- AGM 8.2020 The CEO noted the Institute's development in partnerships and how this enables IWFM to provide the membership with valuable guidance, insight & innovation.
- AGM 9.2020 The CEO referred to the Institute's 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 10.2020 The CEO spoke of the priorities for 2020 and expressed the importance of technological enhancement and sustainability. She noted that IWFM intends to continue to sharpen its focus on value, retention & growth.
- AGM 11.2020 The CEO thanked everyone who took part in the biggest membership survey this year and promised to continue to listen to members' valuable feedback.
- AGM 12.2020 Paul Ash, Co-opted NED & Chair of the Finance Committee provided a finance update and summarised that despite economic uncertainty causing a 3% reduction in overall revenue, non-membership revenue streams have been successful. He concluded that cash and net assets were stable, and the foundations were in place for IWFM to continue to succeed for many years to come.
- AGM 13.2020 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 is appropriate and legal.
- AGM 14.2020 The Chair read the three ordinary resolutions and Members were asked to cast their online votes.
- AGM 15.2020 The Chair thanked the NED's whose tenure had come to an end; Lisa Hofen, Lucy Black and Keith Waterman for their service to the Board
- AGM 16.2020 The Chair formally congratulated and welcomed the new elected NED; Andrew Hulbert and two re-elected NEDs; Sue Hills and Michael Kenny

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AGM 17.2020 The Chair acknowledged the members who have reached the prestigious status of Fellow and noted that IWFM had seen the largest increase in Fellowship Awards seen at any AGM

AGM 18.2020 The Chair introduced Craig Poyser 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

1. **To approve the minutes of the 2019 Annual General Meeting**

Passed by 99.51% poll votes in favour

2. **To receive the report of the Board and the audited accounts for the year ended 31 December 2019.**

Passed by 99.52% 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 98.1% poll votes in favour

AGM 19.2020 The Chair thanked the audience for their virtual attendance and formally closed the meeting.

Fellowships awarded as follows:

- Antony Wiltshire
- Moosa Abdul Cader
- Stephen Roots – Honorary Fellow
- Stephen Beadle
- David Wooffindin
- Naiju Anselam
- Jonathon Face
- Oren Gershon
- Shaun Watson
- Simone Fenton-Jarvis
- Paul Bean
- Sara Momtaz
- Keith Waterman

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- Anthony Wilkinson
- Stuart Byers
- Scott Stevens
- David Gubby
- Joanna Lamprell
- Tony Martin
- Mick Dalton
- Mark Hughes