

IWFM Equity, Diversity and Inclusion Statement

The why

The Institute of Workplace and Facilities Management (IWFM) is the professional body for workplace and facilities practitioners. Our mission is to promote excellence among our worldwide community and to demonstrate the value and contribution of workplace and facilities management (FM) more widely. Through leading edge thinking, sharing best practice and upskilling people, our mission is to empower and enable professionals to reach their full potential and to have rewarding, impactful careers. Our members are central to IWFM; we embrace their diversity and want the Institute to be a professional community where they feel included, valued and supported and they have an experience that is equitable.

Our vision is to drive change for the future, to be the trusted voice of a distinct profession that is recognised beyond the built environment for its ability to enable people to transform organisations and their performance. Equity, diversity and inclusion (“EDI”) are essential building blocks of our [values](#) and without putting them at the heart of our organisation we cannot achieve IWFM’s vision or mission.

We have been examining our culture, practices and policies to make sure that our Institute and the IWFM’s workplace are places in which equity, diversity and inclusion are embedded. On this journey we are learning about our gaps, where we have opportunities and how we can improve to achieve better outcomes; and while we recognise our responsibilities under equality legislation, we believe there is a moral and social imperative to go beyond.

As the Institute promoting excellence in the workplace and facilities profession, we strive to reflect and enhance the rich diversity of our community of professionals and the diverse societies they serve. People transforming organisations is central to our vision. Diversity expands the talent pool, adds perspective and enriches thought, innovation and influence, enabling us to promote better inclusion and allowing everyone to flourish and progress. We embrace such richness in people and, by enabling equity and inclusion, strive for greater diversity.

We commit to taking strong and measurable steps to improve diversity and inclusion both within the Institute and, through our members, throughout the profession. We will demonstrate our commitment by reflecting the diverse community that should by right feel welcome in the profession, breaking down barriers to entry, progression and achievement with specific initiatives embracing and exemplifying what “good” looks like.

These steps are our starting point. We will review and adjust them over time to reflect progress.

The how

Diversity strategies need to be holistic. Our initial work will lay the bedrock for our strategy for the coming years so that we properly understand and can articulate the challenges and opportunities that exist. Solid evidence is a necessary base for future actions and a benchmark against which to test our focus, priorities and progression. They are: data from the organisation, scientific

publications, professional expertise, and the views of key stakeholders, including our members.¹ Tactics focusing on an evidence base will help to improve our decision making in this area. Data collection will be key to understanding diversity and inclusion in our organisation, membership and profession, the barriers for progression and then removing them.

Our approach will focus on four themes (two internal facing – Governance and leadership, HR and our people; and two external facing – membership and the profession):

1. Governance and leadership

Aim: to provide clarity about IWFM's position as an employer and professional body and demonstrate leadership through its structures. In addition, we will

- Articulate IWFM's position on EDI
- Establish inclusive leadership and accountability across both our people and across IWFM's governance groups, including the appointment of ambassadors for equity, diversity and inclusion, providing role models and support
- Seek to achieve greater diversity of our structures, including our board and committees
- Report annually on age, disability, ethnicity, gender, pay, sex, sexuality and socio-economic background in our governing bodies to demonstrate our commitment and progress towards diversity

2. HR and team members

Aim: to be a diverse and inclusive employer that enables everyone to be their true self at work and to own and drive inclusivity, diversity and equality. We will

- Embed the principles of diversity and inclusion at employee, team and organisational level, and at each stage of the HR journey
- Encourage open dialogue and signpost where individuals can direct comments or feedback for change
- Embed measures that encourage diversity at the different stages of attraction, recruitment and selection, retention, development and progression
- Embed and maintain robust measures to prevent harassment or victimisation in the workplace with access to independent third-party support if necessary
- Report transparently on our data around age, disability, ethnicity, gender, pay, sex, sexuality and socio-economic background
- Provide training on how to better embed equity, diversity and inclusion in people management

3. Membership

Aim: to increase the diversity of individuals joining the Institute. We will

- Enhance data collection during the updated member pathway in priority areas
- Enhance data collection during specific surveys
- Seek to understand barriers and explore tools for breaking them down based on the evidence collected,

¹ [Diversity Management that works, an evidence-based view, CIPD, October 2019, 54p.](#)

- Ensure entry routes to membership and progression throughout are inclusive and equitable
- Ensure ambassadors and role models are contributing to raising awareness around the need for equity, diversity and inclusion and the benefits it brings, being the change and promoting and sharing good practice
- Celebrate diversity and inclusion through awareness raising activity across our platforms and networking events
- Build our reputation as an inclusive organisation that welcomes members, learners and applications for awards from the widest possible diversity of people

4. Profession

Aim: to increase the diversity of the profession overall. We will

- Highlight the need for action and opportunity for leadership across the workplace and facilities management profession
- Monitor the selection process for awards, to ensure they are promoting greater diversity
- Collaborate with and learn from others across the industry to drive equity, diversity and inclusion
- Share good practice
- Ensure equity, diversity and inclusion for the front-line workers in our industry
- Gather, analyse and share data to inform, monitor and measure progress on D&I in the profession through a variety of surveys that are open to the wider public