



Case Study:

British Institute of Facilities Management

Sector: Professional Bodies

DIGITAL SOLUTIONS HELP DETERMINE AGM SPECIAL RESOLUTION FOR PROFESSIONAL BODY

UK Engage provides online solutions for nominations and voting stages for the British Institute of Facilities Management's AGM.

THE CLIENT:

- British Institute of Facilities Management (BIFM) is the professional body for facilities management.
- It supports professionals across the world in attaining, developing and maintaining essential skills, in the discipline of facilities management and workplace.
- It supports employers to develop world-class facilities management and workplace teams and nurtures successful supplier partnerships.
- The professional body offers approximately 17,000 members the chance to get professional recognition, develop skills, and keep up to date with the latest FM developments.
- At the 2018 AGM, BIFM members passed a resolution to change its name to the Institute of Workplace and Facilities Management.

THE CHALLENGE:

At its 25th AGM the BIFM had some important issues on which members could vote. A Special Resolution to change the Institute's name, as part of a wider repositioning strategy, and the re-election of a new Non-Executive Director to replace a current Board Member, as their natural tenure had come to end, were two such matters. Therefore, it was absolutely critical the process was seen to be objective and transparent.

The project, which comprised both nomination and voting stages, culminated at the AGM. To allow members to participate in both stages, the BIFM wanted an Independent Scrutineer that could build a custom-made online platform that would allow members to put themselves forward for the Non-Executive Director position, as well as to vote in the election, ahead of the AGM or appoint a proxy to vote on their behalf.

In addition, the BIFM requested hand-held voting devices to give to members attending the AGM. This way, eligible members who had not voted beforehand, could do so at the meeting. UK Engage was selected as the BIFM's Independent Scrutineer.



This was our first time working with UK Engage and it was crucial for me that our processes were seen to be totally independent and demonstrating probity, which UK Engage achieved for us. Throughout the project, we had excellent dedicated and 1-2-1 support from our account manager. It was also great working with the team to adapt the nomination and voting sites, and making adjustments that fitted with what the BIFM needed and to enable more members to interact and participate. We also had lots of support on the day of the AGM, which I was very grateful for. All-in-all we had an excellent experience working with UK Engage.

Donna Duckworth
Head of Governance & Business Change



THE SOLUTION:

Nominating a Non-Executive Director:

To accommodate the client's nomination requirements, UK Engage developed a bespoke nomination platform for the BIFM, which allowed all members that held an individual membership of 'Member' grade or above, to nominate themselves for election online. A report to show who had applied to stand for the Non-Executive Director position was sent to the BIFM twice a week.

Electronic Voting:

A bespoke electronic voting platform was developed, which allowed members to confirm whether they planned to attend the AGM, to appoint a proxy, and to vote for their chosen candidate for the Non-Executive Director position.

AGM Hand-Held Voting:

Eligible voting members who hadn't voted online prior to the AGM were checked and validated against a marked register and provided with a hand-held voting device to cast their votes during the meeting. Members were given sufficient time to cast their vote at intervals throughout the meeting.

Scrutineer Support:

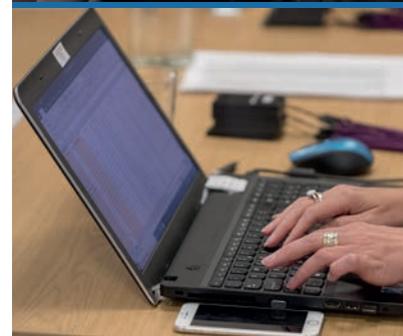
Four members of UK Engage attended the AGM, to help with the technical set-up, to register members, and provide those who hadn't voted, with a hand-held voting device.

THE RESULTS:

In total, **seven members** nominated themselves for the Non-Executive Director position, which meant the position was well contested. Furthermore, the most highly-anticipated Special Resolution, the change of the Institution's name from **British Institute of Facilities Management** to the **Institute of Workplace and Facilities Management**, was passed. The name will change in November 2018.



Steve Roots, Chairman of the BIFM, presenting at its 25th AGM.



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