

IWFM Launches Revised Code of Conduct to Strengthen Professional Excellence

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[The Institute of Workplace and Facilities Management](#) (IWFM) has officially released a revised Code of Professional Conduct, signalling a major transition toward a values-led framework for the facilities management (FM) sector.

Announced as part of the Institute's "Driving Professional Excellence" initiative, the update aims to align the profession with modern ethical standards and the rising expectations of a status-gaining industry.

The revamped Code was developed following an extensive review by the Institute of Business Ethics (IBE), ensuring that the new standards reflect the latest global guidance on corporate and individual integrity. Alongside the Code of Conduct, the IWFM has also refreshed its Complaints and Disciplinary and Whistleblowing policies to provide a more robust governance structure for its global membership.

A Shift Toward Professional Judgement

Unlike previous iterations that leaned heavily on prescriptive, rule-based compliance, the 2026 Code emphasises professional judgment and accountability. The Institute described this as a strategic "shift in tone," moving toward a culture where members are encouraged to embody core professional values, including inclusivity, respect, and transparency, rather than simply following a checklist of "do's and don'ts."

A key addition to the revised Code is a clarified process for tackling professional misrepresentation. The IWFM has introduced stricter descriptions of the consequences for individuals who falsely claim credentials or continue to use professional titles after their membership has lapsed. This move is seen as a direct

response to the increasing “spotlight on professional competence” within the built environment.

“A Clear Statement of Intent”

Linda Hausmanis, Chief Executive of IWFM, emphasised that the update is about more than just compliance; it is about the identity of the profession.

“Upholding this Code is central to our identity as a professional Institute and to our commitment to deliver value to people, organisations, and society,” Hausmanis stated. “The Code of Conduct will, I hope, resonate with the real-world professional lives of our members, but it has a particular purpose for our dedicated community of volunteers... these are the standards we expect you to abide by.”

Context: The Evolving FM Landscape

The timing of the revision coincides with a broader regulatory push for accountability in the UK’s built environment, including the ongoing impact of the Building Safety Act 2022 and new workplace legislation such as the Employment Rights Act 2025. By anchoring the profession in a values-led Code, the IWFM seeks to empower practitioners to navigate these complex legal landscapes with high ethical standards.

The new Code of Conduct is now mandatory for all IWFM members as a condition of their membership. The Institute has urged all practitioners and volunteers to “take the Code to heart” as a daily guide for their professional conduct.