VIRTUAL CONFERENCE

WORKTECH™20

GLOBAL EDITION

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

VIRTUAL EVENT

Wednesday 2nd - Thursday 3rd December

9.00 – 15.30 EST | 14.00 – 20.30 GMT

Sponsored by

Density · Bluetooth · SMARTEN SPACES · smartspaces · ART HEALTH SOLUTIONS · CONDECO · freespace · hbreavis · moneypenny · rungway · EPOS

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CONFERENCE AGENDA

DAY ONE | WEDNESDAY 2ND DECEMBER

9.00 – 15.30 EST | 14.00 – 20.30 GMT

08.30 – 9.00 EST
13.30 – 14.00 GMT

REGISTRATION, PRE-EVENT NETWORKING & EXHIBITION

9:00 - 9:10 EST
14.00 - 14.10 GMT

WELCOME ADDRESS

Torin Douglas, Writer, Speaker and Ex-BBC Media Correspondent

DATA-DRIVEN WORKPLACES

9:10-9:35 EST
14:10 - 14:35 GMT

HIGH PERFORMANCE WORKPLACES IN A GLOBAL CONTEXT

Uli Blum, Associate, Zaha Hadid
In this session Uli will showcase the award-winning work by Zaha Hadid Architects and discuss the future of office buildings and how they are developing in a global context. He will examine Case Studies from China including the Soho Galaxy commercial tower in Beijing and the Infinitus Ground Scraper. Describing the key factors in workplace design as visibility, light penetration and communication potential; he explores how computational workplace tools, data analytics, sensor technology, and smart algorithms will impact how we design and what we design, to help shape the workplaces of tomorrow.

9:35-10:05 EST
14:35 - 15:05 GMT

EXPERT PANEL: RETURN TO WORK TECHNOLOGY & SOLUTIONS

Raj Krishnamurthy, CEO, Freespace / Brian Marchal, Global Workplace Director - Real Estate and Workplace Solutions, Willis Towers Watson / Philip Ross, Futurologist & CEO, Cordless Group & UNWORK
In this panel, we will consider the role technology can play in helping organisations respond to the challenges returning to the workplace will present. From sensors and spatial intelligence to smart and autonomous cleaning solutions, we will explore the latest innovative technology tools and solutions that will help organisations make data-based decisions, during the re-opening process and beyond.

10:05-10:35 EST
15:05 - 15:35 GMT

BLUETOOTH® TECHNOLOGY – PAVING THE ROAD TO WORKPLACE REOPENING & RECOVERY

Robert Kowalik, VP Enterprise Accounts, Kontakt.io / Chuck Sabin, Business Strategy and Planning, Bluetooth SIG
Though technology is no substitute for testing, social distancing, and wearing personal protective equipment when appropriate, the Bluetooth member community is helping organizations adapt and evolve their return-to-work strategies and confront the new challenges of our new normal. In this fireside chat, we will explore how Bluetooth® technology has emerged as the de facto standard for in-building IoT applications, including those that gather live data to enable information driven decision making for applications and services. We will examine how phones, badges, sensors and other devices help quantify the interactions between people, work spaces and processes, and look at old and new challenges businesses are facing in a new world of office and building management.

10:35 - 11:05 EST
15:35 - 16:05 GMT

LEVERAGING TECHNOLOGY TO FLEX YOUR TRADITIONAL OFFICE SPACE

Daniel Drogman, CEO, Smart Spaces / Matthew O'Halloran, Director, Head of Occupier Relations, Smart Spaces
Smart Spaces is the UK's leading provider of world-class smart building services. Daniel Drogman, CEO and Matthew O'Halloran, Director, Head of Occupier Relations jointly share their insights from smart enabling 20m sq ft of UK real estate over the past five years. The pair advise global real estate and occupier brands on prime developments and count 22 Bishopsgate and Hanover Square among their rapidly growing number of Smart Enabled Buildings. Technical insights to be shared include Contactless Access, Desk and Meeting room booking, Indoor Air Quality and how this is all combined within their Digital Twin platform.

11.05 - 11:35 EST
16:05 - 16:35 GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

HIGH PERFORMANCE WORKPLACES

11:35 - 12.05 EST
16:35 - 17:05 GMT

EXPERT PANEL: REDEFINING WORKPLACE WITH EMPLOYEE EXPERIENCE AT THE CORE

Mike Pilcher, CSO, Condeco / Kasia Maynard, Senior Researcher & Writer, WORKTECH Academy / Doug Lowrie, Workplace Experience Director, Wx / Dominic Dugan, Design Director, Oktra
The global pandemic has seen organizations redefine their approach to business, to real estate and also to employees. As Gartner states, "The balance of power has shifted irrevocably toward employees, with their expectations now driving organisational change…" And whilst there is a need to create a safe, productive environment post COVID this is much more than spacing out workstations and setting out one-way systems. This panel addresses the key questions of… What does the office exist for? What will people attend the office to do? Who will attend the office and when? How will home and office schedules of an entire workforce be accommodated through reduced capacity? How will employees be able to see who is doing what, where, when and with whom? By addressing these key questions, we highlight key strategies for a safe and productive return.

12.05 - 12:35 EST
17.05 – 17.35 GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

HIGH PERFORMANCE WORKPLACES

12:35 - 13:20 EST
17:35 - 18:20 GMT

THE UNCERTAIN FUTURE OF WORKPLACE: HOW SCOTIABANK IS PLANNING FOR THE NEXT EVOLUTION OF THE OFFICE

Colleen Baldwin, Global Design Director, Scotiabank / Hilary Green, Director, Change Management, Workplace Transformation, Scotiabank / Noah Fung, Global Platform Lead, Scotiabank / George Semeczko, Technology & Infrastructure Consultant, Scotiabank / Laura Miller, Director & Program Lead, Workplace Transformation, Scotiabank / Philip Ross, Futurologist & CEO, Cordless Group & UNWORK
In this session, Scotiabank's cross-functional workplace transformation teams will showcase their approach to planning and piloting for office use cases in a current and post COVID world. Scotiabank was already pioneer in the Canadian financial services sector when it introduced activity-based working to thousands of head office employees starting in 2017. Now they have been faced with a new challenge – planning for the office of the future through a hazy crystal ball. They will focus on how they have structured their approach and governance around workplace transformation

13:25 - 13:55 EST
18.25 - 18.55 GMT

HOW CAN ORGANIZATIONS MAXIMIZE EMPLOYEE HEALTH & PERFORMANCE IN THE MIDST OF A PANDEMIC? BY USING ROBUST CLINICAL INSIGHTS AND TRUE EMPLOYEE SENTIMENT TO UNCOVER THE TRUTH

Jackie Cupper, Global IFM Consultant, 4xi Consulting / Dr. Paul Smith, Chief Strategy Officer, ART Health Solutions / Julie Chakraverty, CEO, Rungway
Well designed, humancentric workplaces were effective drivers of employee wellbeing, performance and sentiment before the onset of COVID-19. With the world now faced with varying levels of lockdown, how will this impact what employees need and expect when this is all over? The panel shares insights on how to understand the workforce using scientific tools rather than employee opinion, how corporations can establish the truth about employee performance, how to respond and react, and the key learnings & data that will help shape the future of work experience design.

13.55 - 14:25 EST
18.55 - 19.25 GMT

HIGH-PERFORMANCE CULTURES IN THE NEW WORLD OF WORK: DATA-DRIVEN APPROACHES TO ENHANCING PRODUCTIVITY AND ENGAGEMENT

Jake Herway, Senior Managing Advisor, Gallup / Jeremy Myerson, Director, The WORKTECH Academy & Research Professor, RCA
Globally, 67% of the workforce is not engaged and employees who are not engaged cost their company the equivalent of 18% of their annual salary. As companies look at cost-cutting as a survival strategy in the wake of COVID-19, Jake will share insights from Gallup on how organisations can use a data-driven approach to increase productivity at the lowest possible cost. He will explore how employee experience and drivers in company culture will play a key role in fostering high-performance cultures in 2021.

14:25- 14:50 EST
11.25 - 19.50 GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

14:50 - 15:20 EST
19.50 - 20.20 GMT

KILLING "THEM" | HOW TO CREATE A NEW COMMUNICATION PARADIGM BUILT ON "US"

David Firth, Principal, David Firth Consulting LLC and The High-Performance Communication Academy
Leadership is a collective capacity, not an individual role. There is a new way to think about communication as the fuel for collaborative organizations and the cause of more meaningful results in a noisy, complex world. In this talk, David will demonstrate ways that leaders can use communication to awaken that natural instinct in all people to 'draw together' and ways that they can minimize the inbuilt human reaction to 'keep apart.' Using recent case studies - and against the backdrop of a bitterly divided world, David will describe how to create 'we' in any initiative or project versus the default human state of 'us & them'.

15:20-15:30 EST
20.20-20.30 GMT

CLOSING REMARKS

Mara Hauser, Founder & CEO, 25N Coworking

15.30 EST
20.30 GMT

CONFERENCE CLOSE

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CONFERENCE AGENDA

DAY TWO | THURSDAY 3RD DECEMBER

9.00 – 15.15 EST | 14.00 – 20.15 GMT

08.30 — 9.00 EST
13.30 — 14.00 GMT

REGISTRATION, PRE-EVENT NETWORKING & EXHIBITION

9:00 - 9:10 EST
14:00 - 14:10 GMT

WELCOME ADDRESS

Torin Douglas, Writer, Speaker and Ex-BBC Media Correspondent

CULTURE, COLLABORATION & EXPERIENCE

9:10-9:40 EST
14:10 - 14:40 GMT

PERSPECTIVES IN ORGANIZATIONAL PSYCHOLOGY: THE FUTURE OF WORKPLACE WELLBEING

Professor Sir Cary Cooper, CBE 50th Anniversary Professor of Organizational Psychology & Health, Alliance Manchester Business School, University of Manchester

Professor Sir Cary Cooper will explore how the world of work has transformed in light of the coronavirus pandemic and the impending Recession. Drawing on his expertise in Organizational Psychology & Health, Cary will examine what the world of work will look like in the future in the context of workplace wellbeing.

9:40 - 10:10 EST
14:40 - 15:10 GMT

THE NEW HYBRID WORKPLACE - KEY LEARNINGS & BEST PRACTICES FOR BUSINESSES

Dinesh Malkani, CEO & Founder, Smarten Spaces

Businesses are rethinking the workplace with a lot of emphasis on safety, flexibility, employee experience and reduced cost as they balance between back to work and work from home. This shift to the new Hybrid workplace needs technology at the centre of transformation. Join us as we share our learning in the last 4 months from helping Fortune 500 companies in over 120 locations including New York, Chicago, London, Sydney, Helsinki, Moscow, Singapore and Mumbai to transition to the workplace of the future.

10:10-10:40 EST
15:10 - 15:40 GMT

EXPERT PANEL: WORKPLACE EXPERIENCE & THE FUTURE OF VISITOR MANAGEMENT

Allan Chester, CEO & Co-Founder, any2any / Joanna Swash, CEO, MoneyPenny / Clare Gorton, Employee Experience Manager, Sodexo / Suzan Dixon, Head of Workplace, Europe & Americas, Standard Chartered Bank / Nichola Anderson, Change and Client Excellence Manager, Eversheds Sutherland

In an effort to create the best experience possible for clients and employees - and communicate brand effectively - organisations are turning to technology to enhance their workplaces. Crucially, the most successful strategies do not replace humans, but augment their abilities and free up human time for other work. Experts on the panel will discuss how best to unlock the potential of exceptional front of house service, visitor management, and the key to experience which will play a significant role in making the office a more desirable destination to return.

10:40 - 11:05 EST
15:40 - 16:05 GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

11:05-11:35 EST
16:05 - 16:35 GMT

WHY THE WORKPLACE OF THE FUTURE HAS PLAY AT ITS HEART

Tim Ahrensbach, Senior Manager, LEGO Workplace Experience

During the COVID19 pandemic of 2020 thousands of LEGO employees have been working from home. And what have they missed from the office? Play.Play in its broadest sense of course; including socialising and collaborating with colleagues, learning together and sharing moments, both professional and private, together. And we're not alone. Surveys from across the globe show that employees are missing the same things as we are. As a consequence we need to rethink what we offer in the workplace and how we best facilitate play in all its many forms when our colleagues finally start to return.

THE NEW FRONTIER OF FLEXIBLE WORK & WORKPLACE

11:35 - 12:05 EST
16:35 - 17:05 GMT

END USER PANEL: THE FUTURE CORPORATE REAL ESTATE LANDSCAPE

Adam Hoy, VP, Head of Worldwide Real Estate & Facilities, GSK / Robert Teed, VP Corporate Services, ServiceNow/ Phil Kirshner, Independent Consultant on the Future of Work and the Workplace / Steven Skinner, UK CEO, HB Reavis

The COVID-19 pandemic has blurred the lines between living and working and continues to reshape the way the global workforce interacts with physical space. As we look to 2021, this panel will offer international perspectives on the challenges and opportunities faced by corporate leaders as they rethink their workplace strategies. Our experts will discuss latest trends and considerations in the corporate real estate sector including portfolio reduction, third spaces, flex work solutions, the rise of suburban work networks, smart building infrastructure and more.

12:05-12:25 EST
17:05 - 17:25 GMT

INTERACTIVE SESSION: PHYSICAL ANCHORING IN A VIRTUAL WORLD

Rachel Cossar, Founder and Lead Facilitator, Choreography for Business

Join us for an interactive session focused on maintaining energy, focus and awareness in virtual meetings / presentations. In this workshop, Rachel will introduce a concept called 'Physical Anchoring'. Brought over from her career as a professional ballet dancer, knowing how to deepen body awareness, reconnect with our intention and goals and move through our day with embodied intention is an essential skill in this virtual world. She will explore how to overcome challenges and leverage opportunities of virtual communication through on-screen awareness, body language cues and more.

12:25 — 13.00 EST
17:25 — 18.00 GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

DESIGNING FOR SMART SPACES & URBAN ENVIRONMENTS

13:00 - 13:30 EST
18.00- 18.30 GMT

PEOPLE ARE WEIRD: THE ONCE IN A GENERATION OPPORTUNITY TO MODERNIZE BUILDINGS

Andrew Farah, Co-Founder and CEO, Density

As companies around the world attempt to return to offices safely, there is a new breed of technologies defining what it means to have an intelligent space or building. What companies choose to do in the next 6 months will lay the groundwork for the next decade.

13:30 - 14:00 EST
18.30- 19.00 GMT

THE VALUE-DRIVEN WORKPLACE: RESILIENT DESIGN FOR AN UNCERTAIN FUTURE

Katie Shima, AIA, Director of Design, SITU

Since the start of the pandemic, the boundary between work and life has dramatically shifted. Many employees have struggled to balance work, caregiving and mental health, while the corresponding economic slowdown adds a new level of stress to our cities and communities. How will this experience shape the return to the office, and how will our priorities change? With a renewed focus on work-life integration, employers have an opportunity to strengthen connections with their employees. SITU will share examples of what this looks like—where smart investments support both productive work and the values shaping our lives outside the office.

14:00- 14:30 EST
19.00 - 19.30GMT

NETWORKING BREAK AND VIRTUAL EXHIBITION

14:30 - 15:00 EST
19.30 - 20.00 GMT

SENSEABLE CITIES

Luca Bussolino, Strategy and Innovation Lead, Carlo Ratti Associati / Juan Carlos Romero, Strategy and Innovation Associate, Carlo Ratti Associati

The way we live, work, and play is very different today than it was just a few decades ago, thanks in large part to a network of connectivity that now encompasses most people on the planet. In a similar way, today we are at the beginning of a new technological revolution: The Internet is entering the physical space – the traditional domain of architecture and design – becoming an "Internet of Things" or IoT. As such, it is opening the door to a variety of applications that – in a similar way to what happened with the first wave of the Internet - can encompass many domains: from energy to mobility, from production to citizen participation. This session will explore and discuss different ways to redesign our cities and facilities for the post-coronavirus era and the new technologies' impact on urban life.

15:00-15:10 EST
20.00 - 20.10 GMT

CLOSING REMARKS

Mara Hauser, Founder & CEO, 25N Coworking

15.15 EST
20.15 GMT

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