

# WORKTECH™ San Francisco

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

JOIN RENOWNED EXPERTS IN  
THE FIELDS OF PEOPLE, PLACE,  
AND TECHNOLOGY TO DISCUSS  
THE FUTURE OF WORK AND  
THE WORKPLACE

VISA INC, 900 METRO CENTER BLVD FOSTER CITY

FRIDAY SEPTEMBER 22ND

TWENTY YEARS OF  
WORKTECH

20

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## OPENING SESSION WITH LEWIS LOVE, SENIOR VICE PRESIDENT, GLOBAL CORPORATE SERVICES, VISA



Lewis Love, **Senior Vice President, Global Corporate Services, Visa**



Lewis Love is currently Senior Vice President, Global Corporate Services at Visa in Foster City, CA, leading a team of professionals across the Visa platform. Provide strategic direction and leadership to Real Estate Services & Facilities Management, Physical Security & Safety, Aviation, Travel & Corporate Events functional areas, with a strong focus on customer service and satisfaction.

Lewis was most recently the Group Chief Operating Officer at the Bank of Ireland Group. As such, he led the implementation of a modern core banking platform replacement and developed a strategy for optimizing the Technology and Operations Organizations. Lewis also spent eight years at Aon where he served as the Global Chief Procurement Officer and as Global Head of Real Estate during his tenure.

## FIRE SIDE CHAT – TECH 2023 REPORT 'WHEN ATOMS MEET BITS'

Lisa Hsiao, **Senior Director, JLL Consulting** / Ariel Bernstein, **Senior Manager, Head of Research & Storytelling - Technology Vision, Accenture Technology Labs**



Lisa is a design leader in the transformation and innovation space for global clients across diverse industries. With a background in user experience and an interest in data-informed storytelling, her sweet spot is advancing strategy into reality. Lisa holds a Bachelor of Arts from Wellesley College and a Master in Architecture from Harvard University Graduate School of Design.

Ari is a senior researcher and writer with over ten years of experience exploring emerging technology trends. He is currently the lead futurist the Technology Vision, Accenture's annual report forecasting disruptive technology and the impact it will have on enterprises. Based in Accenture's San Francisco R&D Lab, he has had the opportunity to advise companies of all sizes on how to make their technology strategy future ready and forward thinking.

## EXPERT PANEL: PRIORITIES, PILOTS & PODIUMS

Moderated by Simon Elliot, **Managing Partner, 4xi Global Consulting & Solutions** and speakers Nicki Persaud, **Head of Global Safety & Security, Samsara** / Josh Bradshaw, **Global Head of Workplace Innovation, Visa** / Rebecca Fairman, **Lead Interior Designer, Airbnb** / Tracie Kelly, **Director of Corporate Real Estate & Workplace - HQ Bay Area, Uber** / Osama Aduib, **Key Account Manager, ISS Facility Services**

In this compelling panel, you will join esteemed global senior leaders from VISA, Samsara, Airbnb, and Uber to delve into their experiences in reimagining the work experience worldwide, particularly in the post-pandemic landscape. Together, you will explore the initiatives they have championed and witnessed. The panel's focus will be on sharing priorities, introducing pilots, and highlighting the wins, the surprises, and the learnings so far.



## IMMERSIVE EXPERIENCE DESIGN

Bob Weiss, **Global Immersive Experience Design, Gensler**

**Gensler**

Bob is a creative design force, his leadership and expertise in entertainment design enhances the ways people interact with and thrive in the spaces and experiences around the world. Now more than ever, design has the power to shape how we experience life. As we emerge from the pandemic people are craving compelling, visceral experiences in the places where they live, work, and play.

## GOOGLE CASE STUDY

Grant Eoff, **Workplace Services Manager, Workplace Services & Real Estate, Google** / Lauren Tichy Cruz, **Project Designer, SERA Architects** / Lauren Tichy Cruz, **Project Designer, SERA Architects**



Grant is a Seattle-based corporate real estate veteran with 25 years of experience developing and operating industrial, retail and office environments for large tech organisations. He has been at the forefront of tech's dramatic headcount and real estate expansion, and attributes much of his success to his tenure at both Amazon and Google, where he has embraced their shared mission to always focus on the User/Customer. Grant is currently focused on delivering future workplace products and programs as hybrid work and the destination workplace concept continues to evolve.

## CREATIVITY IN THE BALANCE: WHY IT'S IMPERATIVE TO DESIGN FOR CONNECTION AT WORK

Mirit Cohen, **Senior Manager, Global Workplace Experience Programs, Adobe**



Humans are wired for connection. The strength of our social connections influences our wellbeing, and, in turn, our creative output, as individuals and as groups. Leaders who want to foster a creative and resilient workforce — one that can navigate uncertainty together, while creating business results — understand that connection is a business imperative. Discover what we're learning at Adobe through our experimental Lab82 program, where we're testing new approaches to fostering connection at work — both in-person and remotely. Weaving in interdisciplinary perspectives on human connection and creativity from our primate origins to modern-day gatherings and rituals, this session will help attendees reckon with how to design a culture of connection for the future of work — and life.

## MORE EARTH, LESS ROCKET: A METAPHOR FOR BETTER BALANCE IN A RAPIDLY CHANGING WORLD

Kelly Robinson, **Workplace Designer, Airbnb, SoundCloud, Headspace** / **Founder and Principal, Kelly A. Robinson Designs**



Riding the waves of a rapidly changing world requires anchoring into principles that stand the test of time. In this light-hearted and interactive talk about aiming for better balance across organisations and industries, Kelly explores why continuing to lean more into feminine principles could be what allows us to achieve that balance, and stay healthier in the long term as a result.

## THINK TANK SESSIONS

Join our interactive think tank discussion groups, where we explore the future of work's most compelling topics. Alongside, keynote presentations and expert panel discussions from industry experts, we are excited to be introducing a new thinktank session into our program. During the conference we will be breaking into small interactive groups to laser in on topics like **Transforming the Employee Experience, Hybrid Work Models, Magnetising People back to the Office, and Diversity, Equity, Inclusion & Belonging.**

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## MAGNETISING THE BUILT ENVIRONMENT

San Francisco has long been seen as an early indicator of change. Post-pandemic has brought a different set of challenges: high vacancy rates in commercial and residential real estate, organizations and people relocating to less expensive destinations, retail exiting, private and business tourism on decline. Notwithstanding a rise in crime and out of control homelessness. What can the workplace community do to attract the workforce back to the physical space and magnetize the built environment to counter these headwinds



## TRANSFORMING THE EMPLOYEE EXPERIENCE

In an era of dynamic change, where the workplace is undergoing profound shifts, the transformation of the employee experience emerges as a critical focal point. Discuss cutting-edge technologies, innovative strategies, and forward-thinking approaches that reshape how HR, workplace leaders, and IT professionals envision and implement employee-centric environments. Learn about ways to create a seamless blend of real estate, HR policies, workplace design, and IT solutions, all designed to enhance engagement, foster well-being, and optimize performance.



## HIGH PERFORMANCE HYBRID

As organizations adapt to a new era of work, the concept of 'High Performance Hybrid' takes center stage, reshaping how we approach productivity, collaboration, and success. Join us in this think tank discussion for compelling points of view centered around 'High Performance Hybrid.' Delve into the intricacies of designing and implementing hybrid work models that seamlessly blend remote and in-person interactions, harnessing the best of both worlds.



## DIVERSITY, EQUITY, INCLUSION & BELONGING

In an age where diversity, equity, inclusion, and belonging are essential pillars of a thriving workplace, this think tank session is your platform to engage in transformative conversations. Discuss strategies, best practices, and innovative approaches that empower organizations to create diverse and inclusive cultures where every individual's unique perspective is valued. Dive into the intersection of real estate, HR policies, workplace design, and IT solutions that collectively contribute to fostering a sense of belonging among all employees.



## WORKTECH WALK AND TALK - HIKE LAUREL WOOD

After the WORKTECH San Francisco conference closes join us for WORKTECH's Walk & Talk Networking at Laurel Wood Park!

Are you ready to connect, collaborate, and stride towards the future of work? Lace up your walking shoes and join us for an engaging Walk & Talk networking session at the scenic Laurel Wood Park. This is your chance to seamlessly blend professional networking with the rejuvenating power of nature. Whether you're passionate about real estate, HR, workplace design, or IT innovations, this Walk & Talk event provides the perfect setting to forge new connections and strengthen existing ones. The good weather forecast ensures a pleasant experience as we engage in thought-provoking conversations while enjoying the great outdoors.

