

WORKTECH™ Toronto

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

SUN LIFE, TORONTO

TUESDAY OCTOBER 24TH 2023

08:30 - 17:00

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WORKTECH

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Conference Producer,
WORKTECH Events

A warm welcome to WORKTECH23 Toronto

WORKTECH is the fastest growing forum for all those involved in the future of work and the workplace as well as real estate, technology and innovation.

Never before has the workplace, and the way we work been so high on the agenda for organisations. As we make the great return to the office, how can organisations build engaging workplace experiences and cultures for their people?

You are invited to join 100+ senior professionals from real estate, facilities, HR, technology, executive management, architecture, design and professional advisors to listen to global thought leaders, and share best practice and expertise.

The conference will be run in one stream, which means our delegates will get to attend every speaker presentation. We will also have a curated innovation exhibition happening in the breakout areas for attendees to meet with our education partners, complementing learning throughout the day, as well as three networking breaks, creating time for attendees to meet the other participants

We hope you will be able to join us and we are looking forward to welcoming you to the event on October 24th.

**Warmest regards,
Sophie**

CONTENTS



SPEAKERS



SESSIONS



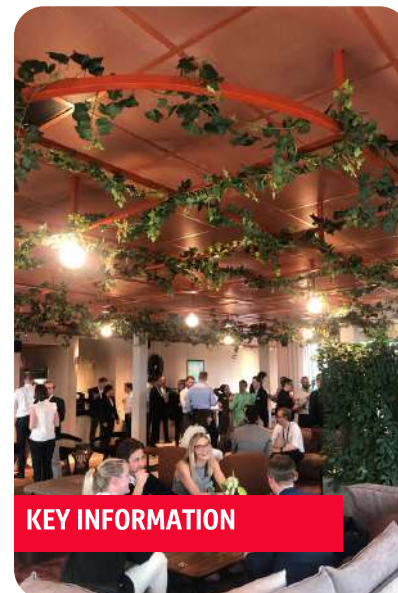
CONFERENCE AGENDA



VENUE



WHO ATTENDS



KEY INFORMATION

MEET THE SPEAKERS



WORKTECH23 Toronto will attract some of the biggest and brightest names to debate, discuss, and divulge the latest thinking on the future of work and the workplace.

The conference will feature leading international thinkers from industry and academia. Our speakers represent some of the world's biggest brands and best universities and research departments, alongside radical visionaries from new innovative organisations.

Through interdisciplinary speakers and learning experience, we focus on bringing cutting edge ideas and inspiration to the workplace community to enhance creativity and move thinking forward. Instead of focusing on peer to peer innovation through imitation, we aim to curate a unique programme, bringing together experts in the fields of people, place and technology and relevant adjacencies to reflect on the future of work and workplace.

Alongside the conference series, the WORKTECH Academy knowledge hub explores the future of work through six key themes: people, place, technology, design, culture and innovation. Creating leading commentary, research and publications that places scientific research at the heart of key business problems. www.worktechacademy.com

Full list of speakers

Adrian Mares **McKinsey**
Charlotte Mason **TD Bank**
Colby Harder **ET Group**
Courtney Elling **Cisco**
Danica Gallagher **Sun Life**
Dave Payne **Sun Life**
Dirk Propfe **ET Group**
Elizabeth Nelson **Smart Building Collective**
Hugo Lafrance **Lemay**
Hillary Green **Scotia Bank**
Jay Goldman **Sensei Labs**
Joe O'Connor **Work Reduction Center of Excellence**
John Trougakos **University of Toronto**
Julia Easto **Lemay**
Kasia Maynard **Gensler**
Kelly Robinson **Kelly A. Robinson Designs**
Kevin Katigbak **Gensler**
Kristin Reed **Veldhoen + Company**
Matthew Myerson **WORKTECH Academy**
Silvia Fraser **City of Toronto**
Stacey Litwin-Davies **Cresa**



Courtney Elling Cisco



Dirk Propfe ET Group



Dave Payne Sun Life



**Joe O'Connor Work Reduction
Center of Excellence**



Danica Gallagher Sun Life



**Elizabeth Nelson, Smart Building
Collective**



Kevin Katigbak Gensler



Charlotte Mason TD Bank



Silvia Fraser City of Toronto



SESSION HIGHLIGHTS

The future of work and the workplace is on everyone's agenda. This event brings thought leaders together to share cutting edge ideas on the future, from both a people, place, and technology perspective. It will allow an understanding of the key drivers of change and enablers of innovation that will shape how, where and when work takes place.

Key themes we will be discussing at this event include:

The New World of Work: Challenges & Emerging Trends

The pandemic has been a catalyst of re-shaping and re-thinking a new world of work. We examine what's on the horizon for the future of work, looking at how business leaders should respond and what should they prioritise in the months ahead?

Data-Driven Workplace Strategies and Transformations

Is your organisation using the right tools and metrics to influence innovations in workplace strategy? We explore how identifying and utilising the most pertinent data sets can help take actions which result in more productive, engaged and motivated team members. Hear examples of data-driven cultures as well as new technologies and innovations helping leading organisations deliver best workplace practice in Toronto as well as further afield.

Workplace Experience

Companies are accelerating plans to invest in new technology, create flexible working environments and make the office a destination. We will examine the latest workplace technologies and innovations that will support workplace experience and the built environment in 2023 and beyond.

The Future of Toronto: Regeneration and Revival

Unique perspectives on how Toronto and the GTA is evolving in terms of buildings and place; how it is responding to today and tomorrow's needs of business and employees; what are the implications for sustainability, inclusivity and wellbeing; how are new communities being formed and new spaces being revived and reimaged as destinations to live and work; what new ideas & opportunities will arise for the future of work.

KEY THEMES

THE NEW WORLD OF WORK:
CHALLENGES & EMERGING TRENDS

DATA-DRIVEN WORKPLACE
STRATEGIES AND
TRANSFORMATIONS

WORKPLACE EXPERIENCE

THE FUTURE OF TORONTO:
REGENERATION AND REVIVAL



Beyond Tech and Space: Exploring the Human Elements of the Hybrid Experience

Dirk Propfe, President and CEO, ET Group

Everyone is talking about place, space and technology, but hybrid is more than those things. Trends show that even with cool spaces, exceptional tech, and free healthy food, in-office utilization is still at a record low. Why aren't people returning? What are the blind spots? We must go deeper to explore how our social interactions and organizational paradigms shape hybrid work. More than solving for symptoms, successful hybrid collaboration (and the technology design that supports it) must take a more holistic approach in order to cultivate meaningful change. Through their work on a 4-article research series on digital equality with WORKTECH Academy, Canadian workplace technology advisor, ET Group, will illuminate facets of hybrid work that are often overlooked and challenge assumptions about the hybrid experience.

Rethinking Work-Life Balance: Redefining Productivity and Well-being in the Modern Workplace

Joe O'Connor, Director & Co-founder, Work Time Reduction Centre of Excellence, Jay Goldman, Co-Founder and CEO, Sensei Labs, Charlotte Mason, Vice President, Organization Effectiveness and Future Workforce, TD Bank, John Trougakos, Professor, University of Toronto

In this thought-provoking panel discussion, industry experts explore two fundamental questions shaping the future of work: Can we work less? Can we have better employees and employers? Through insightful dialogue, the panel examines the possibilities of achieving work-life balance, reducing the emphasis on long work hours, and fostering healthier relationships between employees and employers. Join us as we delve into innovative strategies, flexible work arrangements, and cultural shifts that prioritize well-being while maintaining productivity in today's dynamic work environments.



Sex, Drugs, and Smart Technology: The Future Of Work Driven by Big Data and The Human Brain

Elizabeth Nelson, Co-Founder and Head of Research & Innovation, Smart Building Certification

This unconventional keynote discusses everything from sex and drugs to happy hormones and designing spaces for each unique individual. Now the Co-Founder of Smart Building Collective, Elizabeth is bringing a diverse group of experts to help move the evolution of smart buildings forward. Smart has the ability to help create creative solutions from data to make our buildings more functional, sustainable, cost effective and healthier, more collaborative spaces for the people inside.

WORKPLACE TOURS

MONDAY 23RD OCTOBER

As a delegate, you'll have the opportunity to gain access to an exclusive behind-the-scenes experience at two of Toronto's most cutting-edge workplaces.

These will be held the day before the conference on Monday 23rd October.

Please note that spaces for these exclusive tours are extremely limited, subject to availability and available exclusively to registered conference delegates.

PINTEREST WORKPLACE TOUR:



For Pinterest's Toronto HQ, the client requested a space that feels like a physical manifestation of the brand – curateable, inspiring, and full of discovery. The resulting award-winning design feels like a 3D version of the platform. Join us for a tour of this incredible office that's fun, quirky, and full of surprise and delight presented through a uniquely Canadian lens.



CISCO WORKPLACE TOURS



Cisco is excited to invite you through the doors of their Innovation Center and Hybrid Work Studio. The tour at Cisco Canada HQ at Oxford's RBC Water Park Place III will showcase the bridging of integrated design and technology for both base building and tenant space to reimagine Smart, Sustainable and Hybrid workplaces.

Around the globe, real-estate is transforming and moving from static to fluid and programmable. Buildings and space are not simply considered a place, but more importantly are being redesigned to act as a magnet to draw people back into an environment of creativity, wellness, and personal experiences. Technology, data platforms, and network convergence are foundational elements to be considered early during the building and space design phases to ensure that all lines of business leverage key use cases and drive business value.

08:30 CONFERENCE OPENS

09:00 CHAIRPERSON'S WELCOME

Kasia Maynard, Research Communications
Strategist, Gensler

Gensler

09:15 WELCOME TO SUN LIFE

Dave Payne, Associate Vice-President &
Head of Corporate Real Estate, Sun Life



THE NEW WORLD OF WORK: CHALLENGES & EMERGING TRENDS

The pandemic has been a catalyst of re-shaping and re-thinking a new world of work. We examine what's on the horizon for the future of work, looking at how business leaders should respond and what should they prioritise in the months ahead?

09:20 SEX, DRUGS, AND SMART TECHNOLOGY: THE FUTURE OF WORK DRIVEN BY BIG DATA AND THE HUMAN BRAIN

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Certification



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09:50 BEYOND TECH AND SPACE: EXPLORING THE HUMAN ELEMENTS OF THE HYBRID EXPERIENCE

Dirk Propfe, President and CEO, ET Group



Everyone is talking about place, space and technology, but hybrid is more than those things. Trends show that even with cool spaces, exceptional tech, and free healthy food, in-office utilization is still at a record low. Why aren't people returning? What are the blind spots? We must go deeper to explore how our social interactions and organizational paradigms shape hybrid work. More than solving for symptoms, successful hybrid collaboration (and the technology design that supports it) must take a more holistic approach in order to cultivate meaningful change. Through their work on a 4-article research series on digital equality with WORKTECH Academy, Canadian workplace technology advisor, ET Group, will illuminate facets of hybrid work that are often overlooked and challenge assumptions about the hybrid experience.

10:20 NETWORKING AND COFFEE BREAK

DATA-DRIVEN WORKPLACE STRATEGIES AND TRANSFORMATIONS

Is your organisation using the right tools and metrics to influence innovations in workplace strategy? We explore how identifying and utilising the most pertinent data sets can help take actions which result in more productive, engaged and motivated team members. Hear examples of data-driven cultures as well as new technologies and innovations helping leading organisations deliver best workplace practice in Toronto as well as further afield.

SUN LIFE, TORONTO

10:50 FLIGHT TO FLEX

Matthew Myerson, **Development Director, WORKTECH Academy**



Amid recurring layers of disruption, one constant now illuminates the world of work and workplace. This is a consistent line of travel towards flexible working, including its hybrid and remote variants. A significant majority of the workforce today express a desire for flexibility. More companies believe that supporting and enabling flexible work should be a priority. In this session, Matthew Myerson draws on stories and evidence from around the WORKTECH Academy network to present a picture of what is happening inside organisations and office buildings around the world.

11:00 LESSONS FROM SCOTIABANK'S CENTRE OF EXCELLENCE: DRIVING INNOVATION AND WORKPLACE TRANSFORMATION

Kristin Reed, **Senior Consultant, North America, Veldhoen + Company** and Hilary Green, **Change Management and Workplace Transformation, Scotia Bank**



If you're wondering, "how did Scotiabank do that?", this session is for you! We'll dive in with Hilary Green to learn how Scotiabank's Centre of Excellence integrates a cross-functional approach to use data, design thinking, experimentation, and test labs to inform the Workplace Experience and Future of Work efforts.

11:30 IS THE FUTURE OF WORK A SHORTER WORKING WEEK?

Joe O'Connor, **Director & Co-founder, Work Time Reduction Centre of Excellence**



Leading global work time reduction expert and evangelist Joe O'Connor will why and how organizations are moving to reduced-hour, productivity-focused work models, what the emerging findings from global trials and research is telling us, the synergies between AI, remote work and work time reduction. This shorter session will lead in to a panel discussion around rethinking work-life balance.

11:40 EXPERT PANEL: RETHINKING WORK-LIFE BALANCE: REDEFINING PRODUCTIVITY AND WELL-BEING IN THE MODERN WORKPLACE

Joe O'Connor, **Director & Co-founder, Work Time Reduction Centre of Excellence**, Jay Goldman, **Co-Founder and CEO, Sensei Labs**, Charlotte Mason, **Vice President, Organization Effectiveness and Future Workforce, TD Bank**, John Trougakos, **Professor, University of Toronto**

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12:20 NETWORKING AND LUNCH BREAK

WORKPLACE EXPERIENCE

Companies are accelerating plans to invest in new technology, create flexible working environments and make the office a destination. We will examine the latest workplace technologies and innovations that will support workplace experience and the built environment in 2023 and beyond.

13:20 UPCYCLING THE WORKPLACE: HUMAN ECOLOGY AND THE SUSTAINABLE DESIGNS THAT ENHANCE WHERE AND HOW WE WORK

Julia Easto, Associate, Practice Leader, Interior Design, Lemay and Hugo Lafrance, LEED Fellow, WELL Faculty, Associate, Director - Sustainability, Lemay



If we want traditional workplace layouts that enhance our experiences of them and improve our performance, we need to provide spaces that spur collaboration and inspiration through activity and comfort. This is why sustainable design needs to be at the heart of where we work: When workplaces give back to the environment, they're doubly beneficial to our human ecology of health and well-being as well. Using case studies such as converted warehouses, eco-parks, and an office design inspired by plant life in form and function, this talk aims to demonstrate the correlations between sustainably refocused and upcycled workplace interiors and the solutions we need for productivity, performance, and the pure pleasure of being among our peers. From adaptive reusing aging and defunct infrastructure to upcycling pre-existing space with biophilia, tomorrow's sustainable workplaces can become places of improved public perception, employee attraction and retention, and quantifiable degrees of fulfilment alongside reduced operations costs and better ROIs.

13:45 EXPERT PANEL: HARNESSING EMERGING TECHNOLOGIES FOR A PURPOSEFUL WORKPLACE

Moderated by Kasia Maynard, Research Communications Strategist, Gensler with Courtney Elling, Hybrid Work Leader, Cisco, Colby Harder, Vice President, ET Group



ET GROUP



In the age of the "anywhere office", technology will play a more vital role than ever. How can our technology choices solve not only today's problems but help to prepare us for new challenges and rapidly changing circumstances? Explore how companies are using data analytics to shape real estate and technology decisions, use AI ethically, and consider the human experience in a way that can support emergence sustainably.

14:20 AI AND THE PRODUCTIVITY PARADOX

Adrian Mares, Global Leader, Digital Workplace Capabilities, McKinsey

In a world of hybrid work and evolving technology, Adrian Mares discusses the untapped potential of AI. Discover the transformative impact of AI on knowledge work and the dynamics of hybrid workplaces. Gain insights on re-evaluating productivity in the age of AI and learn actionable strategies to measure what truly matters. Explore the dual approach of use case-based and test & learn methods for effective AI adoption. Get ready for a glimpse of the exciting productivity tools coming in the next six months.

14:45 NETWORKING AND COFFEE BREAK

THE FUTURE OF TORONTO: REGENERATION AND REVIVAL

Unique perspectives on how Toronto and the GTA is evolving in terms of buildings and place; how it is responding to today and tomorrow's needs of business and employees; what are the implications for sustainability, inclusivity and wellbeing; how are new communities being formed and new spaces being revived and reimagined as destinations to live and work; what new ideas & opportunities will arise for the future of work.

15:15 THE RIPPLE EFFECT: HOW THE EVOLUTION OF HYBRID WORK WILL IMPACT THE WORKPLACE AND OUR CITIES

Kevin Katigbak, *Principal, Strategy Director, Gensler*

Gensler

While hybrid working has become a permanent fixture on the landscape of work, there are still big questions around the future of work that remain unanswered. How does the office fit into the new ecosystem of work? How can we build sustainable office spaces that meet new expectations? What is the wider implication of hybrid working on our cities? Research from the Gensler Research Institute explores how to best enable hybrid working, optimise the office environment, meet goals of NET zero, whilst also maximising employee experience and engagement. Join Katigbak for a look at innovative case studies for sustainable design, cutting edge data from Gensler's City Pulse Index and survey results from both Canadian and global workplaces. As hybrid working develops in maturity, there is a greater opportunity to design workspaces that are sustainable, customisable, and effective.

15:40 EXPERT PANEL: URBAN TRANSFORMATIONS: SHAPING TORONTO'S WORKPLACES AND BUILT ENVIRONMENT

Moderated by Kasia Maynard, *Research Communications Strategist, Gensler* with Danica Gallagher, *Director of Workplace Strategy, Sun Life*, Silvia Fraser, *Director, Transformation, Workplace Strategies, City of Toronto*, Stacey Litwin-Davies, *Principal, Cresa*

This session brings together leading real estate professionals and workplace strategy pioneers as they unravel the evolution of buildings and spaces in Toronto and the wider GTA. We will explore how the region is adapting to the ever-changing needs of businesses and employees, embracing the challenges of today and tomorrow. Discover the birth of new communities and the resurgence of reimagined spaces, engage with visionary thinkers and uncover exciting new ideas and opportunities that are shaping the future of work.



16:20 CLOSING KEYNOTE: 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*

Kelly Robinson



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.

16:50 CHAIRPERSON'S CLOSING REMARKS

Kasia Maynard, Research Communications
Strategist, Gensler

Gensler

17:00 CLOSING PARTY HOSTED BY HINES

HINES CLOSING PARTY AND WORKPLACE TOURS

Hines



Join us for the official WORKTECH Toronto Closing Party hosted by Hines at TABLE Fare + Social in the stunning CIBC SQUARE! Experience exclusive future of workspace tours and celebrate the Toronto community in this innovative setting that spans 3 million square feet.

CIBC SQUARE embodies health, wellness, and smart technology, connecting the Waterfront and Financial District.

TABLE Fare + Social offers a unique dining experience and a place to unwind, all while celebrating Toronto's diverse food and cultural scene. Don't miss out on this exceptional opportunity to network and enjoy the culinary highlights of Toronto at the heart of CIBC SQUARE.

Please note that spaces for these exclusive tours are extremely limited, subject to availability and available exclusively to registered conference delegates.

18:30 CONFERENCE CLOSES

OUR VENUE



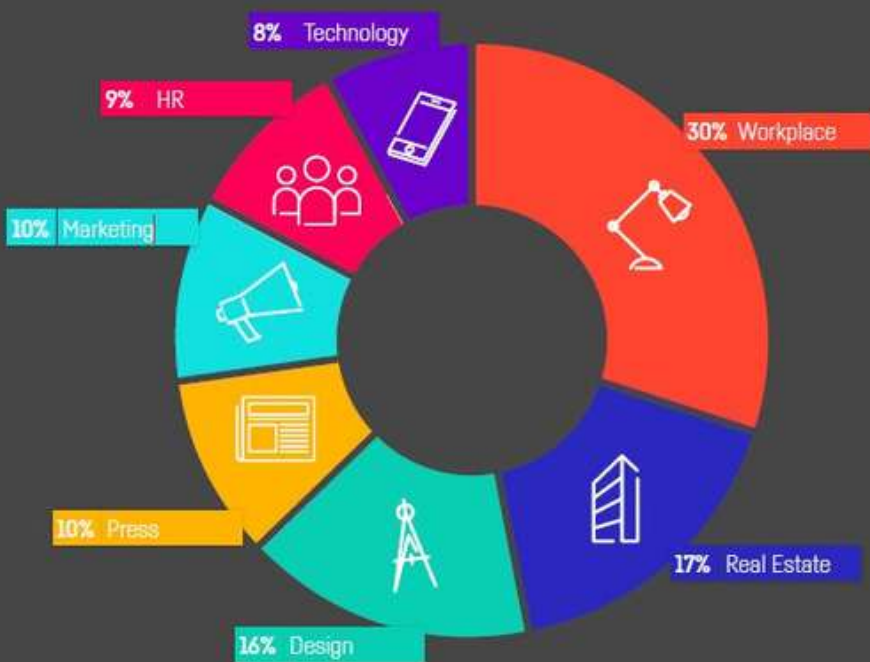
Sun Life, Toronto

Sun Life Financial's new headquarters reinforces the company's startup-inspired culture with spaces designed to spur ideation, creativity and teamwork. Occupying 14 floors of the One York Street Tower in Toronto's financial district, the headquarters brings together more than 2,000 employees from two locations and offers them choices about how and where they work.

Learn more about the venue and how to get there:

www.worktechevents.com/events/worktech23-toronto/venue/

WHO ATTENDS



It was a brilliant event; there is not often sessions with like-minded people all discussing the diverse aspects of work from all angles, from such a broad/diverse range of people.

WORKTECH DELEGATE, UNICEF

”



Informative, interesting views on workplace design, planning technology and workers

WORKTECH DELEGATE, BANK OF MONTREAL

”



BOOK NOW

www.worktechevents.com/events/worktech23-toronto/

KEY INFORMATION

Date

When: Tuesday 24th October, 2023

Where: Sun Life, Toronto

How to book:

Visit:

www.worktechevents.com/events/worktech23-toronto/

Offer a Special Rate to Your Network!

Become a marketing partner for this event and qualify for a special rate for your colleagues, complimentary passes for yourself, logo exposure for your organisation, and more!

If you are part of a group that would like to attend and are looking for a joint group rate please get in touch to arrange a bespoke ticket price.

Become a WORKTECH Ambassador

We're looking for people that love the future of work and the workplace and social media. People who are willing to become part of our team and help spread the word to the masses. There will be a free event ticket available to successful applicants.

For more information on the above initiatives, please contact:

sally.rafferty@worktechevents.co.uk



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