

FINANCIAL WORKPLACE

LONDON

W

**EXPLORE THE FUTURE
OF WORK AND THE
WORKPLACE**

FRIDAY 15TH MARCH 2024

M&G, 10 FENCHURCH AVENUE, LONDON

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Caroline Bell

Managing Director,
WORKTECH Events

A warm welcome to Financial Workplace London

Financial Workplace is the forum for all workplace professionals involved in the future of work and the workplace for the financial sector.

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 business leaders in the financial services sector 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 from some of the world's top financial institutions 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 Friday 15th of March.

Warmest regards,
Caroline

CONTENTS



SPEAKERS



SESSIONS



CONFERENCE AGENDA



VENUE



WHO ATTENDS



KEY INFORMATION

MEET THE SPEAKERS

Financial Workplace London 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

Rachel Ashworth [Barclays](#)
Kelly Bacon [AECOM](#)
James Bursnall [M&G](#)
April Burns [AECOM](#)
Jess Costanzo [Simmtronic](#)
Alicia Duncan [BNY Mellon](#)
Pinar Erdem [HSBC](#)
Jonathan Griffiths [Morgan Stanley](#)
Katherine Harvey [UnWork](#)
Will Jackson [Cisco](#)
Paul Jones [Spica](#)
James King [VTS](#)
Elizabeth Lindemann [Sedus](#)
Eamonn Mcclean [JPMC](#)
Alex Moon [Spica](#)
Sarah O'Reilly [M&G](#)
Eric Parry [Eric Parry Architects](#)
Oliver Poulain [Sedus](#)
Imogen Privett [UnWork](#)
Martin Shaw [M&G](#)
Gregory Shewan [HOK](#)
Claire Tary [M&G](#)
Dave Waterston [M&G](#)



Martin Shaw, M&G



Will Jackson, Cisco



Claire Tary, M&G



Pinar Erdem, HSBC



Katherine Harvey, UnWork



Dave Waterston, M&G



Gregory Shewan, HOK



Eric Parry, Eric Parry Architects



Jonathan Griffiths, Morgan Stanley



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:

Changing Landscape: The Future of Work

What's on the horizon for the future of work? How should business leaders respond? Where and what should they prioritise in the months ahead?

New Ways of Working

How has the sector responded? What active and newly completed financial workplace projects in London tell us about key considerations for attracting top talent, crafting hospitality-driven workplace experiences and aligning workplace developments with sustainable and responsible business practices.

New Paradigms and Digital Transformation

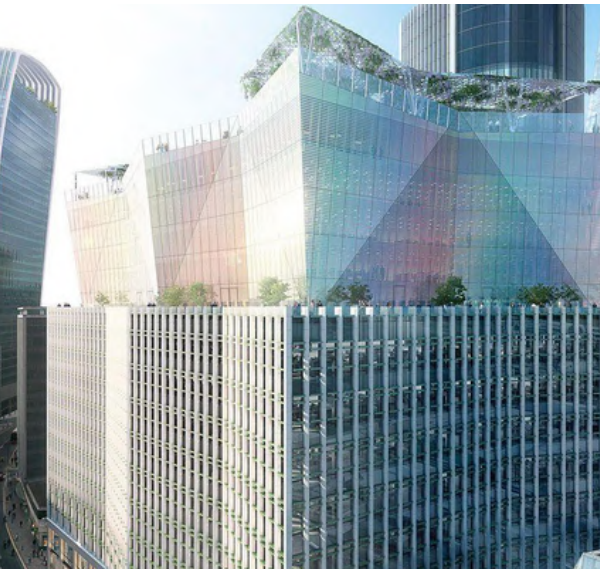
The post-pandemic era has given rise to new paradigms of work, including decentralized teams and flexible schedules. Also as the pace of technological advancements accelerates, we explore the challenges, opportunities, and strategies organisations must embrace to thrive in the digital era.

KEY THEMES

CHANGING LANDSCAPE: THE
FUTURE OF WORK

NEW WAYS OF WORKING

NEW PARADIGMS AND DIGITAL
TRANSFORMATION



M&G CASE STUDY

Hear this exciting case study of how 10 Fenchurch Avenue, a revolutionary retrofitted building was optimised for sustainability security, change and employee experience. Sarah and her team will outline their journey, the challenges of refits for new ways of working and retrofitting IOT to buildings that were built without it; how they've used security and technology through smart spaces, sensors and workspace apps to shape an experience and approach for a very different footprint for a future financial workplace environment.

EXPERT PANEL DISCUSSION: FINANCIAL WORKPLACE INNOVATIONS IN THE UK/EUROPEAN REAL ESTATE LANDSCAPE

In this dynamic panel discussion, industry experts spotlight learnings from projects at key stages of development exploring key considerations for attracting top talent, crafting hospitality-driven workplace experiences and aligning workplace developments with sustainable and responsible business practices.



THE DIGITAL JOURNEY - NAVIGATING NEW METRICS AND MEASUREMENTS OF SUCCESS

This expert panel shares how some of the largest and most innovative global companies revolutionise how they use technology to attract and retain talent. We explore innovative approaches of companies that enabled the 10 Fenchurch Avenue project to create and measure workspaces and smart environments that enhance employee well-being, productivity, and engagement.



09:00 | CONFERENCE OPENS

09:00 | CHAIRPERSON'S OPENING REMARKS

Katherine Harvey, [Global Consultancy Director, Unwork](#)



09:10 | HOST WELCOME ADDRESS

Martin Shaw, [Head of Infrastructure & Resilience, Workplace Solutions, M&G](#)



THEME: THE FUTURE OF WORK | A CHANGING LANDSCAPE

What's on the horizon for the future of work? How should business leaders respond? Where and what should they prioritise in the months ahead?

9:15 | LONDON'S URBAN EVOLUTION: EMBRACING TALL BUILDINGS AND FUTURE CITIES

Eric Owen Parry, [British Architect, Designer, Writer and Founder and Principal, Eric Parry Architects](#)

Eric Parry Architects

Eric has spearheaded the development of a significant portion of London's most iconic projects. In this piece, we delve into his initial vision for 10 Fenchurch Ave, analysing its successful realisation and its implications for the evolving urban landscape of London. We scrutinize the transformative changes in architectural trends over the past decade while contemplating strategies for future-proofing new developments.

9:50 | MAGNET OR MANDATE: THE GREAT DEBATE

Kelly Bacon, [Global Practice Lead - People + Places and April Burns, Senior Consultant, People + Place Advisory, AECOM](#)



In the wake of the pandemic, organizations worldwide are grappling with the dilemma of underutilized real estate portfolios. Some are mandating return but at what cost? Drawing upon internal insights, alongside global client challenges, this session underscores the significance of integrating human-centric design principles into real estate strategies. By prioritizing employee well-being and engagement, organizations can cultivate a workplace culture that thrives in both physical and virtual settings. We advocate for a holistic approach that empowers organizations to harness the full potential of their real estate assets while nurturing their most valuable resource: human capital.

10:15 | INNOVATION PLATFORM: SEDUS

Oliver Poulain, [Global Account Manager, Sedus](#)
Elizabeth Lindemann, [Global Account Manager, Sedus](#)



10:20 | NETWORKING & COFFEE BREAK

10:45 | WELCOME BACK

THEME: NEW WAYS OF WORKING

How has the sector responded? What active and newly completed financial workplace projects in London tell us about key considerations for attracting top talent, crafting hospitality-driven workplace experiences and aligning workplace developments with sustainable and responsible business practices.

M&G, 10 FENCHURCH AVENUE, LONDON

10:50 | REAL EMPLOYEE EXPERIENCES IN THE PHYGITAL WORKPLACE

Paul Jones, [Managing Director, Spica Technologies](#) and Alex Moon, [Head of Customer Services & Account Management, Spica Technologies](#)



Join Spica as they explore the reality of how their workplace experience app and platform has been implemented at M&G's London HQ 10 Fenchurch Avenue. Explore the real-world outcomes of using tech to enhance physical and digital workspaces and the positive impact on employee practices, productivity and creating a community from forming a cohesive process with M&G for continual improvement.

11:05 | M&G CASE STUDY: 10 FENCHURCH AVENUE

Sarah O'Reilly, [Global Head of CRE Workplace Solutions, M&G](#) and Claire Tary, [Senior Sustainability Manager, M&G](#)



Hear this exciting case study of how 10 Fenchurch Avenue, a revolutionary retrofitted building was optimised for new ways of working during the COVID pandemic. Sarah will outline their journey, the challenges of refits for new ways of working and retrofitting sensor technology to buildings that were built without it; how they've used technology and the data it provides to continually shape the workplace; providing the footprint for a future financial workplace, matching the needs of the business, the end user requirements and keeping sustainability, and social aspects of the ESG agenda a core part of the measure of success

11:30 | A MAGNET, NOT A MANDATE – THE OFFICE AS AN EXTENSION OF COMPANY CULTURE

Will Jackson, [Hybrid Work & Smart Buildings Leader, EMEA, Cisco](#)



Cisco is regularly voted as one of the top organisations to work for by its employees, but has always embraced a remote working culture. In this session, Cisco discusses their ongoing project to retrofit their own offices globally to create spaces which reflect the company's core values. We share the learnings from implementing these workplace strategies and the success achieved in "retrofitting smart" to older buildings, the outcomes in workplace experience, operational efficiency and energy savings – and how organisations need to avoid siloed thinking amongst real estate, workplace and IT departments in order to deliver similar outcomes.

11:55 | EXPERT PANEL DISCUSSION: FINANCIAL WORKPLACE INNOVATIONS IN THE UK/EUROPEAN REAL ESTATE LANDSCAPE

Moderated by: Katherine Harvey, [Global Consultancy Director, Unwork](#), Jonathan Griffiths, [Executive Director Head of International Workplace, Morgan Stanley](#), Sarah O'Reilly, [Global Head of CRE Workplace Solutions, M&G](#), Eamonn Mcclean, [Product Manager Workplace Collaboration, JPMC](#), Pinar Erdem, [Head of Workspace and Colleague Experience, Global Corporate Services, HSBC](#), Alicia Duncan, [Global Head of Workspace Transformation for Technology Services, BNY Mellon](#)

In this dynamic panel discussion, industry experts spotlight learnings from projects at key stages of development exploring key considerations for attracting top talent, crafting hospitality-driven workplace experiences and aligning workplace developments with sustainable and responsible business practices.



Morgan Stanley



JPMORGAN CHASE & CO.



12:30 | AUDIENCE INTERACTION SEGMENT – DISCUSSION & POLLS



12:45 | LUNCH

13:45 | WELCOME BACK

THEME: NEW PARADIGMS AND DIGITAL TRANSFORMATION:

The post-pandemic era has given rise to new paradigms of work, including decentralized teams and flexible schedules. Also, as the pace of technological advancements accelerates, we explore the challenges, opportunities, and strategies organisations must embrace to thrive in the digital era.

13:45 | DIGITAL ENABLERS | SUPERCHARGING THE WORKPLACE EXPERIENCE

Rachel Ashworth, [Global Workplace Experience & Engagement Lead, Barclays](#)



We know that being in the office is not just about getting a desk or meeting room - what's important is being with your team. We all know the feeling of reserving space on a train journey, only to discover someone sitting in your seat. Or you want to sit with your friends on a flight, but you can't get seats together, these experiences create detractors. Imagine a workplace where you turn up and you are in the right space typology, at the right time, with the right people to drive business outcomes. Whether by choice, or by random collision...

14:15 | 40 LEADENHALL: CASE STUDY

James King, [Senior Director, VTS](#)



Hear the latest thinking behind the revolutionary 40 Leadenhall development in one of the most prominent City positions and home of the ever-diversifying global hub for the insurance, financial and professional services. We outline the vision and journey of the striking, iconic 900,000 sq ft development; its integration of new technologies to build a sustainable community focused workplace and vibrant, cosmopolitan environment in which to work and relax.

14:45 | THE DIGITAL JOURNEY - NAVIGATING NEW METRICS AND MEASUREMENTS OF SUCCESS

Moderated by Imogen Privett, [Associate Director, Workplace Innovation, Unwork](#), Dave Waterston, [Global Manager, Health Safety & Security Assurance, M&G](#), Jess Costanzo, [Commercial Director, Simmtronic](#), Paul Jones, [Managing Director, Spica Technologies](#), James Bursnall, [Alliance Director Workplace Solutions, M&G/CBRE](#)

In this enlightening and dynamic discussion, we examine the pilots, the wins, surprises, and learnings of global projects including 10 Fenchurch Avenue. We explore how to create and measure flexible and adaptable workspaces and smart environments that enhance employee well-being, productivity, and engagement.



15:15 | THE NEW FINANCIAL WORKPLACE: AN INVESTIGATION OF THE FORCES RESHAPING THE FINANCIAL INDUSTRY AND HOW WORKPLACE DESIGN CAN POSITION COMPANIES FOR SUCCESS

Gregory Shewan, [Interior Design & Project Management, HOK](#)



This session provides information on the unique challenges and threats facing the industry, with a focus on how new technologies like cryptocurrency, biometrics and blockchain are disrupting the sector. It explores the "talent imperative"—the need for these financial companies to use their space to attract the best people and transform their cultures to support the needs of tomorrow's workers.

15:40 | CHAIRPERSON'S CLOSING REMARKS

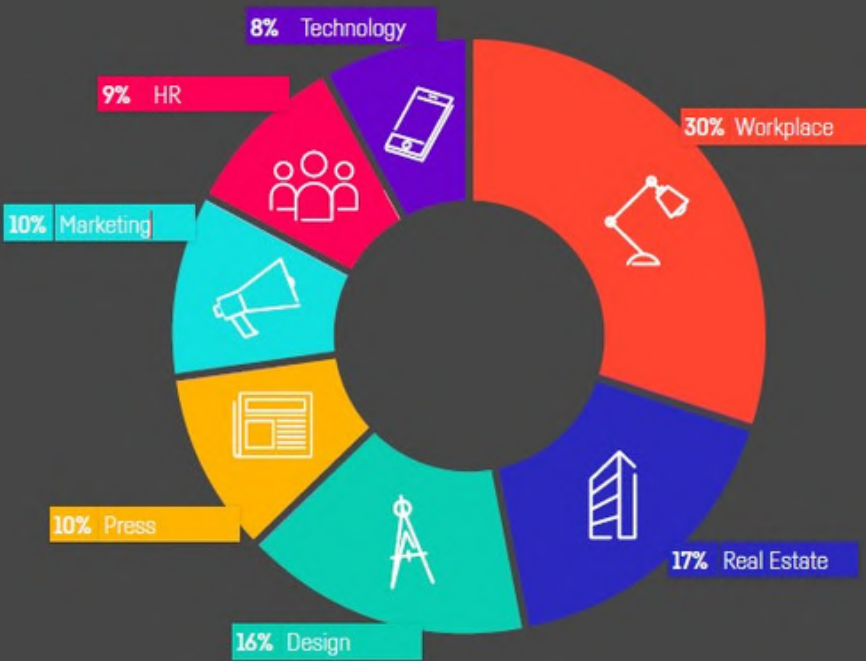
Katherine Harvey, [Global Consultancy Director, Unwork](#)



15:50 | NETWORKING DRINKS

16:30 | CONFERENCE CLOSES

WHO ATTENDS



A well-spoken and experienced group of presenters providing leading edge subjects current topics and statistics. A great place to learn about new ideas.

WORKTECH DELEGATE, DELOITTE



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

WORKTECH DELEGATE, BANK OF MONTREAL



BOOK NOW

[HTTPS://WORKTECHEVENTS.COM/EVENTS/WORKTECH24-FINANCIAL-WORKPLACE-LONDON/](https://worktechevents.com/events/worktech24-financial-workplace-london/)

KEY INFORMATION

When: Friday March 15th 2024

Where: M&G, 10 Fenchurch Avenue, London, EC3M 5AG

How to book:

Visit: <https://worktechevents.com/events/worktech24-financial-workplace-london/>

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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.adamson@worktechevents.co.uk



**7 St. John's Mews
13 St. John's Road, Hampton Wick
Kingston upon Thames, KT1 4AN, UK**

**+44 (0)20 89 77 89 20
info@unwired.eu.com**

www.worktechevents.com