

WORKTECH™ Toronto

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

ONTARIO TEACHERS' PENSION PLAN

THURSDAY OCTOBER 17TH 2024

08:30 - 16:30

HOST PARTNER



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Conference Producer,
WORKTECH Events

A warm welcome to WORKTECH Toronto 2024

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 can join us and we are looking forward to welcoming you to the event on October 17th.

**Warmest regards,
Sophie**

CONTENTS



SPEAKERS



SESSIONS



CONFERENCE AGENDA



VENUE



WHO ATTENDS



KEY INFORMATION



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 the perspectives of people, place and technology. 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 past few years have provoked the re-shaping and rethinking of the 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 they should prioritize in the months ahead.

Data-Driven Workplace Strategies and Transformations

Is your organization 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 organizations deliver best workplace practice in the GTA as well as further afield.

Sustainable Futures: Rethinking Work, Architecture and Design

In the wake of the global pandemic, we have accelerated shifts in our understanding of how we work, where we work, and the impact of our work on the planet. These sessions explore the pivotal challenges and opportunities that lie ahead as we envision a more sustainable, resilient, and purpose-driven future.

KEY THEMES

THE NEW WORLD OF WORK:
CHALLENGES & EMERGING TRENDS

DATA-DRIVEN WORKPLACE
STRATEGIES AND
TRANSFORMATIONS

SUSTAINABLE FUTURES:
RETHINKING WORK, ARCHITECTURE
AND DESIGN

WORKPLACE TOURS

WEDNESDAY 16TH OCTOBER

As a delegate, you will have the opportunity to gain access to exclusive, behind-the-scenes tours of some of Toronto's most cutting-edge workspaces. These will be held the day before the conference on Wednesday 16th October. Please note that spaces for these exclusive tours are extremely limited, subject to availability and available exclusively to registered conference delegates. To secure your conference pass, [book here now](#).

BMO PLACE TOUR:



BMO transformed a former department store in the CF Toronto Eaton Centre into a state-of-the-art workplace, learning hub, and event venue in the core of the city.

This innovative space consolidates over 3,000 employees on expansive floorplates by providing open access throughout the building. BMO repurposed existing escalators to encourage collaboration across all floors, built two 100-foot-high atriums for natural daylight, and incorporated top-tier accessibility measures.

The revitalized environment is already reshaping the work experience for BMO's staff, aligning with the bank's core objective of establishing a digitally enabled, future-ready, collaborative, and inclusive workplace.

We are pleased to announce that BMO's Director of CRE Data & Analytics, Jeff Tso, will be joining the line-up at WORKTECH Toronto on 17th October.

WATCH THIS SPACE

Further tours of exciting new downtown workplaces to be announced shortly. Stay tuned for more information.



OTPP, TORONTO

Please note that timings for each session are subject to change

08:30 | REGISTRATION AND MORNING NETWORKING

09:00 | CHAIRPERSON WELCOME

09:10 | HOST WELCOME

George Konidis, Managing Director, Real Estate & Workplace Transformation, Ontario Teachers' Pension Plan



THE NEW WORLD OF WORK: CHALLENGES & EMERGING TRENDS

The past few years have provoked the re-shaping and re-thinking of the 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?

09:15 | POWERING-UP EMPLOYEES: NAVIGATING ENGAGEMENT, WELLBEING, AND PRODUCTIVITY IN THE MODERN WORKPLACE

Professor John Trougakos, Scarborough Department of Management & Rotman School of Management, University of Toronto



In this cutting-edge session, Professor John Trougakos from the University of Toronto presents strategies to leverage empowerment, enabling employees to transform burnout into sustained productivity. Drawing from new research, this presentation explores the critical challenges facing employees today, including emotional exhaustion, varying job demands, and the impact of hybrid, remote, and reduced-hour work models. Employers will gain practical tools and actionable insights to enhance engagement, productivity, and overall wellbeing. Join us to navigate the complexities of the modern workplace and foster a balanced, productive, and purposeful work environment.

09:40 | ITERATION TO EXCELLENCE: HOW PROTOTYPING, DATA AND AI CAN LEAD TO SUCCESS IN HYBRID DESIGN

Kristopher Banner, Director of Real Estate & Construction, ATB Financial



In this case study of a workplace pilot, Kristopher shares how a flexible approach to hybrid design has created opportunities for optimization and downsizing at ATB Financial. Mapping out human behaviour is challenging. Layer in the complexities of work and it can feel almost impossible. By utilizing smart data sets, AI assistance in analytics and agile prototyping, you can create award winning spaces.

This session will share how:

- AI needs to be added to any space planners toolbelt
- Not all feedback is actionable, you need to weed through the noise
- Human scale design still requires humans

10:05 | KEYNOTE SESSION

There are limited opportunities within the agenda for commercial partners to deliver relevant thought-leadership messages to our global audience of senior workplace professionals. For more information, please contact Sophie Gillespie

10:25 | NETWORKING BREAK

OTPP, TORONTO

Please note that timings for each session are subject to change

THEME: 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 the GTA as well as further afield.

10:55 | TECH HORIZONS: TRENDS AND INSIGHTS IN WORKPLACE TECHNOLOGY

Jeff Tso, [Director, CRE Data & Analytics, BMO](#)
 Rajesh Ray, [Director, CRE Tech, RBC](#)
 Wayne Liko, [Managing Partner, Horizant](#)
 Plus other panellists to be announced

This panel discussion will explore the latest trends in technology innovation, based on the launch of the 2024 WORKTECH Guides to Workplace Technology. We unveil the latest insights and advancements businesses can anticipate, offering a glimpse into how these transformative technologies will revolutionize both work and workplace dynamics across five key industry sectors: visitor management, booking systems, sensors, workplace apps and experience tech.



11:25 | BEYOND BRIBES: BUILDING A SUSTAINABLE HYBRID STRATEGY FOR THE FUTURE OF WORK AT ASANA

Uyum Ulgen, [Global Workplace Design and Project Manager, Asana](#)
 Ali Stewart, [Director of Client Success, OfficeSpace Software](#)

This session explores the role that workplace intelligence plays in re-imagining hybrid work, understanding the employee experience, and making confident real estate decisions. We'll examine how organizations balance presence data with evolving employee needs to optimize their work environments. We'll show how benchmarking and industry trends support presence data as the key to making strategic hybrid decisions. Attendees will gain insights into creating efficient, supportive spaces that align organizational goals with employee satisfaction, ensuring a workplace that is adaptable for the future.



Key takeaways from this session:

- Intentional Hybrid Model: Explore how Asana effectively balances in-office collaboration with remote focus work.
- Aligned Messaging and Goals: Learn how consistent communication and clear objectives drive long-term success.
- Leadership-Driven Culture: Discover how leadership support reinforces a sustainable and cohesive hybrid strategy.

11:45 | DESIGNING AN INCLUSIVE WORKPLACE ECOSYSTEM: A DATA-DRIVEN DEEP DIVE INTO TD BANK'S INTERCONNECTED DIVERSITY, INCLUSION AND EQUITY STRATEGY

Yasmien Fadl, [AVP, Head of Workplace Design & Experience, TD Bank](#)
 Jennifer Amankwa, [Diversity & Inclusion Partner, TD Bank](#)
 Krista Aquilina, [North American Workplace Design and Experience Portfolio Lead](#)

Join Yasmien, Jennifer & Krista as they explore how TD Bank is setting the standard for inclusivity through a data-driven, interconnected DEI strategy. This session offers a comprehensive overview of how DEI is institutionalized across TD Bank's built environments, experience strategies (digital and physical), and talent approaches. Gain valuable insights into the challenges they've faced, the successes they've achieved, and the opportunities that lie ahead.



Key takeaways from this session:

- Institutionalize intentionality in DEI strategies
- Deliver consistent and equitable experiences
- Unify HR, Design, Digital, and Diversity efforts to create a truly inclusive ecosystem

12:10 | INNOVATION PLATFORMS

There are limited opportunities within the agenda for commercial partners to deliver relevant thought-leadership messages to our global audience of senior workplace professionals. For more information, please contact Sophie Gillespie.

Please note that timings for each session are subject to change

12:25 | NETWORKING AND LUNCH BREAK

13:25 | WELCOME BACK

13:25 | THINK TANK SESSIONS

An interactive and collaborative session for delegates to come together to discuss and share insights from the day's presentations, while also providing an opportunity for networking and socializing. Delegates are divided into small, diverse groups to encourage a rich mix of perspectives. Each group is given a specific topic related to the day's themes and/or to local issues here in Toronto, with participants taking turns sharing insights, reflections, and opinions on the topic. Each group has a pre-assigned representative to present a brief summary back to the audience, highlighting viewpoints and insights that emerged.



GETTING TO NET ZERO: THE ESG IMPERATIVE IN REAL ESTATE

With Canada accelerating its efforts toward Net Zero, the impact on real estate and workplaces cannot be overstated. From energy-efficient building designs to green certifications and beyond, how can companies lead the charge in transforming their spaces to meet Net Zero targets? What challenges and opportunities do these shifts present for the workplace of the future?



RESISTANCE TO RTO: THE WHERE AND WHEN OF WORK

As Toronto grapples with the challenges of high construction volumes, transit delays, and insufficient routes, the issue of commuter accessibility has become a critical concern for organizations. Beyond the commuting challenges, we must also explore a broader discussion around the where and when of work, as many are grappling with these questions. The resistance to the RTO is influenced by more than just commuting difficulties. How are businesses and city planners addressing these challenges? Can technology and policy changes ease the burden on commuters and make the daily journey to work more manageable? And how can flexible work arrangements complement efforts to resolve the commuter chaos?



TALENT OF THE FUTURE: THE NEW EMPLOYEE VALUE PROPOSITION

As organizations strive to attract and retain tomorrow's workforce, a new challenge has emerged: the erosion of pre-pandemic workplace culture, exacerbated by the hiring of many employees during the pandemic. How do we rebuild a cohesive culture in a hybrid work model? What strategies are most effective, and who should be involved in this cultural transformation? Moreover, how does the built environment play a role in shaping this new employee value proposition, helping bridge organizational needs with the aspirations of the next generation?

13:55 | THINK TANK KNOWLEDGE EXCHANGE

14:10 | FUTURE-PROOFING THE WORKPLACE WITH BETTER DATA

Peter McLaughlin, *Director of Customer Success, Envoy*



While most employers recognize the power of data to drive problem-solving and better decision-making, more than half (53%) of businesses lack the data they need to make smart decisions about one of their largest investments: the workplace. Accurate, unified data is not only core to the survival of the physical workplace but also to overall business success. With workplace data in hand, employers can prove—or improve—any workplace strategy, measure the success of their in-office policy, stay on top of regulatory requirements, optimize their space, and anticipate real estate needs with confidence.

14:50 | NETWORKING BREAK

15:20 | WELCOME BACK

OTPP, TORONTO

Please note that timings for each session are subject to change

SUSTAINABLE FUTURES: RETHINKING WORK, ARCHITECTURE AND DESIGN

In the wake of the global pandemic, we have accelerated shifts in our understanding of how we work, where we work, and the impact of our work on the planet. These sessions explore the pivotal challenges and opportunities that lie ahead as we envision a more sustainable, resilient, and purpose-driven future.

15:20 | THE GREAT RESET: 3C'S TO FUTURE-PROOF YOUR WORKPLACE

Kristina Koch, *Senior Design Strategist, Perkins Eastman*
 Rupert Breheny, *Founder, Cobalt AI (ex-Google)*



Don't miss this inside look at the secret strategies your competitors are using to navigate the new era of human-AI collaboration. Learn how to transform your corporate real estate into a powerhouse for the three C's: collaboration, consensus building, and conflict resolution. Learn why 'no-frills desking' might be the way of the future, strategies to support neurodiversity, and how workplace design can bring people together and help them thrive in the great reset. Be there, or be left behind.

15:40 | FINANCIAL FUTURES: REAL ESTATE STRATEGIES FOR HYBRID WORK, ESG, AND WORKPLACE TRANSFORMATION

Hilary Green, *Director of Change Management and Program Lead for the Workplace Transformation Centre of Excellence, Scotiabank*
 Natasha Dunham, *National Director Real Estate, Sobeys*
 Kevin Katigbak, *Principal, Strategy Director, Gensler*
 Michael Miceli, *AVP & MD, Corporate Real Estate, Manulife*



With Toronto as the second-largest financial services centre in North America, this panel invites banking giants and other real estate leaders to share how they are transforming their workplaces. Our panellists will discuss strategies for implementing hybrid work models while addressing the economic, environmental, and cultural impacts on commercial real estate. Learn how to balance flexibility with operational needs, leverage under-utilized spaces, and advance ESG goals, including the journey to net zero. Gain practical insights and real-world examples applicable across industries to stay ahead in the rapidly evolving corporate and commercial real estate landscape.

16:10 | CHAIRPERSON CLOSING REMARKS

16:30 | HAPPY HOUR, HOSTED BY ENVOY

WORKTECH delegates are invited to join us at a local bar for our Happy Hour, sponsored by Envoy. Catch up with industry friends and unwind in an informal setting, where you can share insights from the day over drinks and good conversation.



18:30 | CONFERENCES CLOSES

OUR VENUE

ONTARIO TEACHERS' PENSION PLAN, DOWNTOWN TORONTO

Over the years, WORKTECH events have taken place in frontier-shifting buildings, where conference delegates benefit from exclusive behind-the-scenes access to innovative workplaces.

In 2024 WORKTECH Toronto will be held at Ontario Teachers' Pension Plan, 160 Front St, Toronto. 160 Front St. West is a culmination of a multi-year project to create a workspace focused on sustainability, flexibility, inclusivity and well-being.

We are pleased to announce that **George Konidis, OTPP's Managing Director, Real Estate & Workplace Transformation**, will be joining the line-up at WORKTECH Toronto on 17th October:

"We wanted to make sure our offices reflect innovation, inclusivity and insightfulness for both current and future employees. To do so, we took a holistic approach to creating an optimal environment for our employees with the notion of connecting people, space and technology to act synchronously as one.

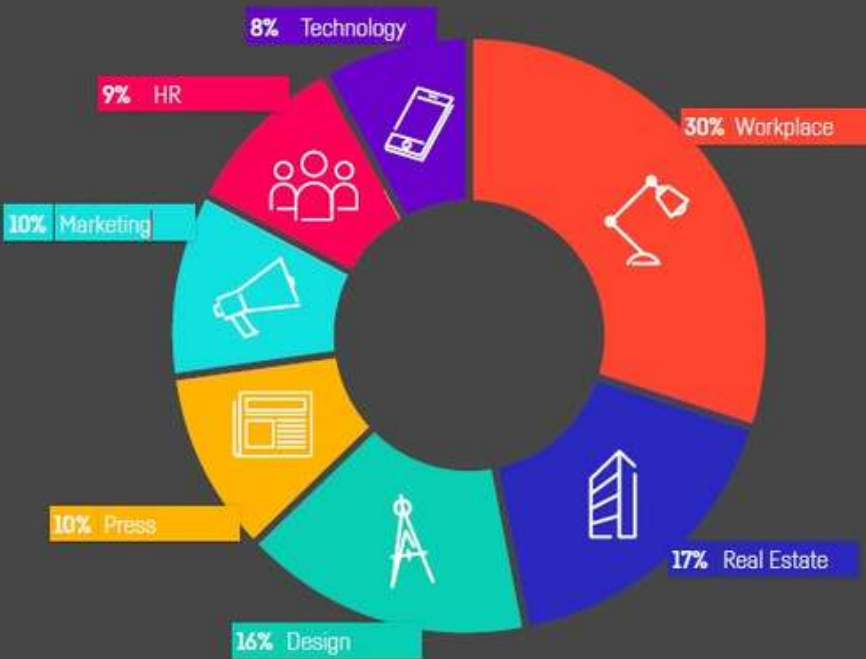
The emphasis on flexibility and choice in work styles stand out as one of the building's key features. The building's design is based on a global workplace strategy with the goal of enhancing the employee experience and attracting top talent. With that in mind, they designed the workspaces at 160 Front St. W. to be highly adaptable, offering options to meet both individual and team needs — and recognizing that those needs may change from person to person and from day to day depending on the tasks at hand."

To learn more about this project, please take a look here:
<https://www.otpp.com/en-ca/about-us/news-and-insights/global-perspectives/ontario-teachers-new-workplace/>



"From early on, we committed to making our new workspace an efficient, environmentally sustainable building."

WHO ATTENDS



It was a brilliant event; there are 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/worktech24-toronto/

KEY INFORMATION

Date

When: Thursday 17th October, 2024

Where: Ontario Teachers' Pension Plan

How to book:

Visit:

www.worktechevents.com/events/worktech24-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:

renee.saunders@worktechevents.co.uk



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