

# WORKTECH™ Toronto

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

# EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

CIBC, CIBC SQUARE, TORONTO

FRIDAY OCTOBER 31ST 2025

HOST PARTNER



GOLD PLUS SPONSORS



GOLD SPONSOR



SILVER SPONSOR



SUPPORTED BY





Conference Producer,  
WORKTECH Events

## **A warm welcome to WORKTECH Toronto 2025**

**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,  
Peter**

# CONTENTS



**SPEAKERS**



**SESSIONS**



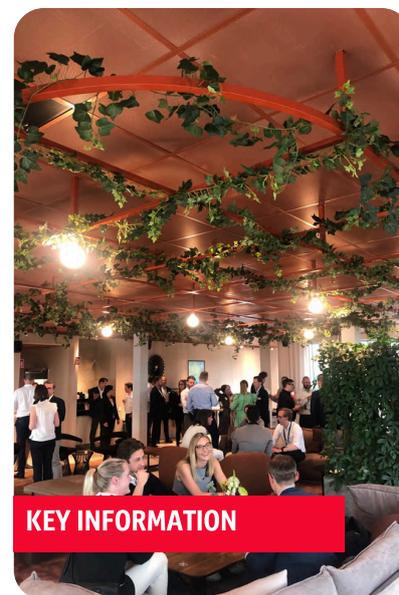
**CONFERENCE AGENDA**



**VENUE**



**WHO ATTENDS**



**KEY INFORMATION**

# MEET THE SPEAKERS

WORKTECH25 Toronto attracts 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 programme features leading international thinkers from industry and academia.

Through interdisciplinary speakers and learning experiences, 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](http://www.worktechacademy.com)

---

**Bart Black, Logitech**  
**Susan Chang, JLL Canada**  
**Zoe Chen, Veldhoen + Company**  
**Yasmien Fadl, TD Bank**  
**Jay Goldman, Sensei Labs**  
**Hilary Green, Scotiabank**  
**Alexis Hur, Alexis Hur Consulting**  
**Mette Johansen Keating, MetteSpace**  
**Alan Morrison, PwC Canada**  
**Dennis Ng, CIBC**  
**Joe O'Connor, Work Time Revolution**  
**Mara Payne, Steelcase**  
**Sarah Prest, TD Bank**  
**Kendra Robinson, Lemay**  
**Katie Rogers, Gay Lea Foods**  
**Tamara Rooks, Figure3**  
**Samantha Sannella, Cushman & Wakefield**  
**Nathalia Santana, CIBC**  
**Alex Sills, elia**  
**Monika Szponar, CIBC**  
**Mike Thornback, AVI-SPL Canada**  
**Michael Tamblyn, Rakuten Kobo**  
**Sarah Taylor, Gensler**  
**Astrid Tran, Sun Life**



**Zoe Chen, Veldhoen + Company**



**Yasmien Fadl, TD Bank**



**Hilary Green, Scotiabank**



**Mette Johansen Keating, MetteSpace**



**Kevin Katigbak, Gensler**



**Alan Morrison, PwC Canada**



**Kendra Robinson, Lemay**



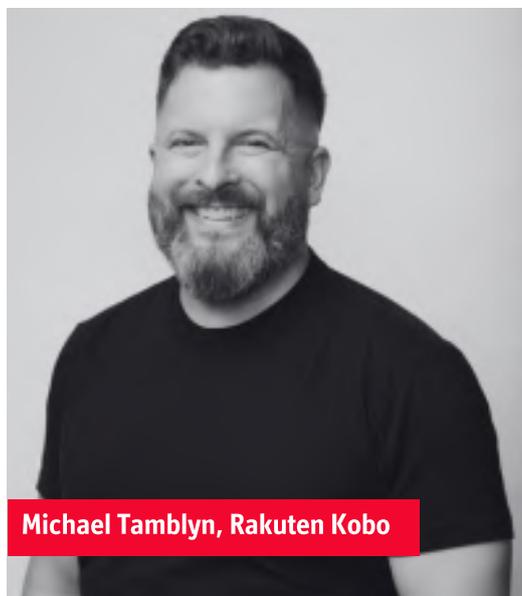
**Sarah Prest, TD Bank**



**Samantha Sannella, Cushman & Wakefield**



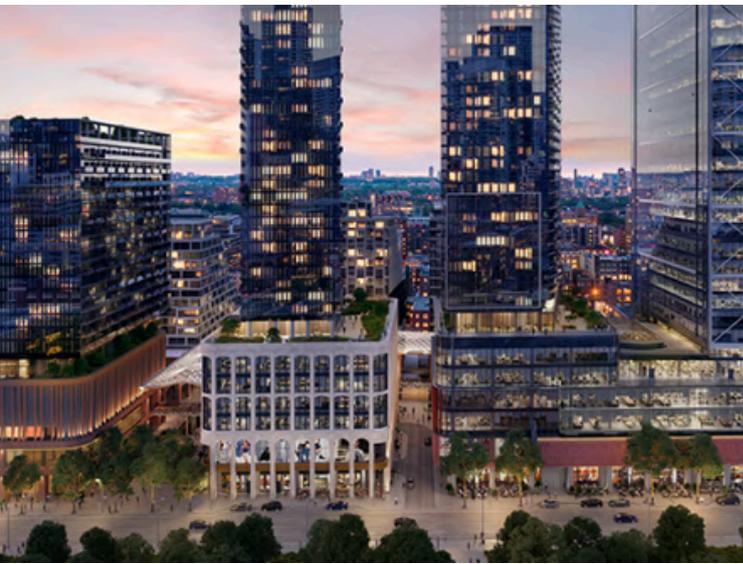
**Monika Szponar, CIBC**



**Michael Tamblyn, Rakuten Kobo**



**Astrid Tran, Sun Life**



## Case Study: Ahead of the curve: The 24-hour office

**Kevin Katigbak, Strategy Director, Principal, Gensler & Annie Bergeron, Design Director, Principal, Gensler**

As organizations mandate a return to work, employees face offices that often lag behind changing needs. The workplace must now align with organizational purpose, talent attraction, and community connection. Every organization is different, requiring a tailored approach. Gensler's Kevin Katigbak and Annie Bergeron will showcase the Warner Music project in Toronto—a 24-hour beacon of the entertainment industry designed for both work and play—while exploring how employee expectations have evolved and what the future holds.

## Case Study: Competing with Home: Rethinking the Physical Workplace in the Hybrid World

**Michael Tamblyn, CEO at Rakuten Kobo**

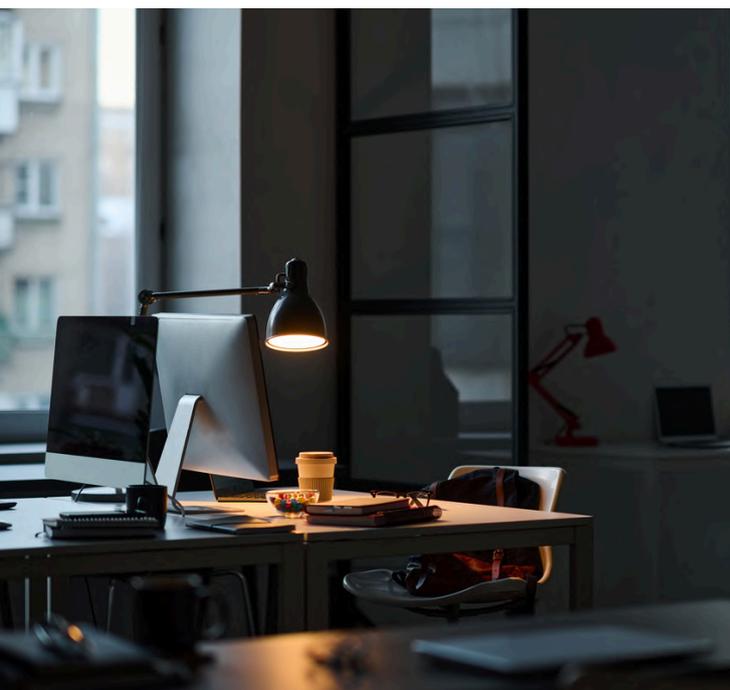
If we are bringing people back to the office, what do we want that physical space to be? How do we encourage the moments that make in-person work so valuable, while moving beyond the entrenched positions of 'always remote' vs. 'back-to-office'? For Rakuten Kobo, this meant reimagining its headquarters to balance the comfort of home with the connections that foster collaboration and cross-pollination of ideas. CEO Michael Tamblyn will share the processes, choices, lessons and solutions that shaped this transformation.



## Panel Discussion: Why People Don't Work Where You Think They Will

**Astrid Tran, Workplace Change Program Manager, Sun Life, Alan Morrison, Director, Chief of Staff at PwC Canada & Zoe Chen, Director of Consulting Practices NA, Global Practice Development Lead at Veldhoen + Company**

People love beautiful new workspaces—but that doesn't mean they'll use them as intended. Two change leaders from Sun Life and PwC have spent years solving this puzzle: why do employees gravitate toward certain spaces while avoiding others, even in environments they genuinely enjoy? They'll share real stories from recent pilot launches and post-move insights, revealing what they discovered when design intent met human reality. Hear practical insights about what actually drives workplace behavior change—and what support people truly need to embrace new ways of working.



---

# WORKPLACE TOURS

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

---

## RAKUTEN KOBO HQ



Rakuten Kobo's Toronto HQ is a modern, accessible, and productive workspace designed with employee wellbeing in mind.

It features electric sit-or-stand desks, advanced meeting room technology to connect remote and in-office staff, and designated quiet spaces. The office prioritizes inclusivity, offering features like full wheelchair accessibility, a QR code-based beverage dispenser, and Braille signage.

This headquarters serves as the central hub for Kobo, a digital bookseller owned by Rakuten, which provides e-readers, e-books, and audiobooks to readers worldwide.

---

## WATCH THIS SPACE

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



Please note that timings for each session are subject to change

## 08:30 | REGISTRATION AND MORNING NETWORKING

## 09:00 | CHAIRPERSON WELCOME

Alexis Hur, *President at Alexis Hur Consulting*

## 09:05 | VENUE HOST WELCOME

Dennis Ng, *VP Workplace Design and Experience at CIBC*

## 09:10 | MEASURING WORKPLACE EFFECTIVENESS: THE IMPORTANCE OF ROBUST DATA AND INSIGHTS

Nathalia Santana, *Senior Director Workplace Strategy & Enablement at CIBC*  
 Monika Szponar, *Senior Director, Enterprise Real Estate Planning, Transformation, Governance at CIBC*



CIBC's journey in redefining the workplace experience will be explored, focusing on how employee consultation, data-driven insights and continuous evolution inform strategic decisions. Key topics include measuring workplace effectiveness, the impact of co-creation with employees and the vital role of the workplace as a key enabler in shaping and sustaining organizational culture. Insights will be shared on the integrated scorecard methodology, the strategic value of enterprise real estate and continuing to iterate for the future needs of a diverse and evolving workforce. The session will offer practical examples and key learnings for organizations aiming to create agile, inclusive and high-performing workplaces.

## 09:30 | NAVIGATING RETURN-TO-OFFICE THROUGH GOVERNANCE AND DESIGN

Susan Chang, *Senior Vice President at JLL Canada*, Hilary Green, *Head Global Change Management and Workplace Transformation at Scotiabank*, Samantha Sannella, *Senior Managing Director Total Workplace at Cushman & Wakefield*

The latest return-to-office mandates in Toronto are challenging organizations to rethink hybrid work, policies and the use of physical space. This opening panel will examine the impact on workplace strategy and governance, the maturity of workplace models and the role of well-designed frameworks in aligning real estate, technology, operational and people strategies to guide complex decision-making in today's hybrid and decentralized environments. Have we reached a level of consistency across organizations, or are we still debating and testing new models?



## 10:10 | GAY LEA FOODS - ALIGNING PEOPLE, PLACE AND PURPOSE TO THRIVE IN THE MODERN WORK ERA

Katie Rogers, *Chief People Officer at Gay Lea Foods*, Tamara Rooks, *Creative Director at Figure3* & Alexis Hur, *President at Alexis Hur Consulting*

Gay Lea Foods Co-operative is reimagining the suburban office as a vibrant destination designed for flexibility, connection and productivity, through a people-first lens. Anchored by their commitment to community and collaboration, Gay Lea Foods has embraced a forward-thinking approach to workplace design—one that reflects their co-operative values and positions them as a leader in workplace innovation.



ALEXIS HUR CONSULTING

## 10:30 | COFFEE & NETWORKING BREAK

## 11:00 | WARNER MUSIC - AHEAD OF THE CURVE: THE 24-HOUR OFFICE

Sarah Taylor, *Work Studio Director, Associate, Gensler*



As organizations mandate a return to work, employees face offices that often lag behind changing needs. The workplace must now align with organizational purpose, talent attraction, and community connection. Every organization is different, requiring a tailored approach. Gensler's Kevin Katigbak and Annie Bergeron will showcase the Warner Music project in Toronto—a 24-hour beacon of the entertainment industry designed for both work and play—while exploring how employee expectations have evolved and what the future holds.

Please note that timings for each session are subject to change

## 11:30 | BUILDING THE DIGITAL WORKPLACE YOUR EMPLOYEES DESERVE

Mike Thornback, *Director Unified Communications Practice at AVI-SPL Canada*



Discover how to create a digital workplace that empowers your employees and boosts productivity. This presentation covers the evolution of digital workplaces, the adoption of collaboration tools and the challenges faced in building an effective digital environment. Learn about the latest trends, popular platforms and their impact on employee engagement. Gain actionable insights on prioritizing user-friendly tools, investing in continuous training and fostering a culture of open communication and flexibility. Don't miss out on transforming your workplace for the future!

## 11:50 | RAKUTEN KOBO - COMPETING WITH HOME: RETHINKING THE PHYSICAL WORKPLACE IN THE HYBRID WORLD

Michael Tamblyn, *CEO at Rakuten Kobo*



If we are bringing people back to the office, what do we want that physical space to be? How do we encourage the moments that make in-person work so valuable, while moving beyond the entrenched positions of “I always remote” vs. ‘back-to-office’? For Rakuten Kobo, this meant reimagining its headquarters to balance the comfort of home with the connections that foster collaboration and cross-pollination of ideas. CEO Michael Tamblyn will share the processes, choices, lessons and solutions that shaped this transformation.

## 12:25 | JOHN DOE'S WORST DAY AT THE OFFICE

Alex Sills, *Vice President Business Development at elia*



One man. One office. Infinite small disasters. Until the right tech decides to give him a break.

## 12:30 | LUNCH & NETWORKING BREAK

## 13:30 | WHAT IS YOUR SPACE SAYING?

Mette Johansen Keating, *Founder of MetteSpace*



In the heated debate over WFH, hybrid and office mandates, one truth stands out: dragging people back to lifeless workplaces won't rebuild trust, culture or performance. In this talk, Mette Johansen Keating challenges the idea that physical presence alone drives results—and shows why, for some, the ‘mandate’ approach alone fails to meet its objective. Drawing on research, case studies, and her iThrive® methodology, she reveals how aligning space with organizational strategy creates measurable ROI in health, engagement, and productivity.

## 13:50 | AI'S ROLE IN TOMORROW'S WORKPLACE

Sahara Muradi, *VP of Product Management at OfficeSpace*



Workplace leaders will play a key role in preparing their data, teams, and systems for AI. This fast-paced session will outline how to identify the right workplace use cases for AI and how you can better prepare your teams and broader organization to infuse AI throughout your workplace strategies. Explore how top teams are using AI to save time, increase utilization, boost productivity, and optimize real estate portfolios at scale and learn why human-centered leaders will be key in the AI-powered built environment of the future.

## CIBC, CIBC SQUARE, TORONTO

### 14:10 | PANEL: ADAPTING TO NEW WAYS OF WORKING FOR THE AGE OF AI

Joe O'Connor, Co-founder and CEO at Work Time Revolution & Jay Goldman, CEO at Sensei Labs



As the fourth industrial revolution dawns, many organizations are still struggling to move beyond how we defined and measured productivity in the second industrial revolution. This session will explore key questions for leaders keen to rethink what sustainable human performance looks like in an AI-augmented workplace. How can we accelerate ambitious AI strategies when the workforce is drowning in 'busy work' and burnout? Will technological advancements enable a more effective, balanced future of work, where work fuels life rather than consumes it?

### 14:40 | TD TERRACE - REDEFINING THE TORONTO SKYLINE AND WORKPLACE EXPERIENCE

Yasmien Fadl, Head of North American Design & Experience at TD Bank, Sarah Prest, Senior Manager Design & Experience, Enterprise Real Estate at TD Bank, Kendra Robinson, Design Lead, Interior Designer at Lemay



As hybrid work reshapes the corporate landscape, organizations face a critical question: how do you create workplaces that not only accommodate distributed teams but actively draw people back to the office? TD Terrace provides a compelling answer through its distinctive vertical campus approach, transforming 35 floors into interconnected neighbourhoods that prioritize human connection over traditional efficiency models. This session examines how strategic real estate consolidation became the catalyst for reimagining workplace culture itself. We'll explore the design decisions that enabled TD to create a workplace ecosystem where equity, connectivity and cultural renewal translate into lived daily experiences for their employees.

### 15:30 | COFFEE & NETWORKING BREAK

### 15:50 | THE WORKPLACE BLUEPRINT: DESIGNING CONNECTION THROUGH TECHNOLOGY

Bart Black, Business Development Manager, Workspace and Services at Logitech & Mara Payne, National Applications Consultant, Canada at Steelcase



In an era where technology defines how we connect, design defines how we feel. This conversation between Logitech's Bart Black and Steelcase's Mara Payne explores how intentional design and workplace technology together create environments that foster true collaboration and belonging. Drawing on decades of combined expertise, they'll share how organizations can craft spaces that not only enable productivity but also elevate the human experience—turning every interaction into an opportunity to connect, engage, and perform at their best.

### 16:20 | WHY PEOPLE DON'T WORK WHERE YOU THINK THEY WILL

Astrid Tran, Workplace Change Program Manager, Sun Life, Alan Morrison, Director, Chief of Staff at PwC Canada & Zoe Chen, Director of Consulting Practices NA, Global Practice Development Lead at Veldhoen + Company

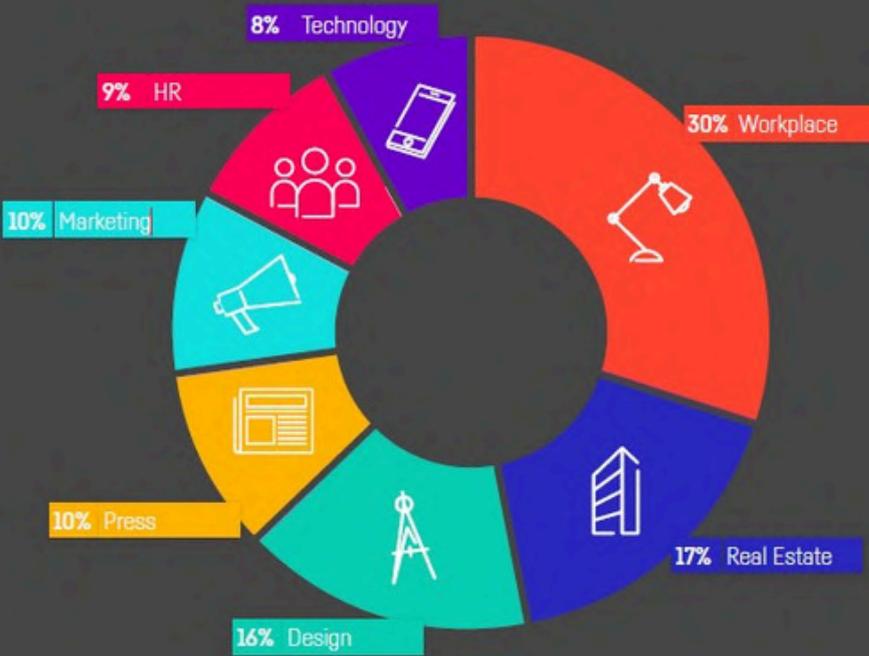


People love beautiful new workspaces—but that doesn't mean they'll use them as intended. Two change leaders from Sun Life and PwC have spent years solving this puzzle: why do employees gravitate toward certain spaces while avoiding others, even in environments they genuinely enjoy? They'll share real stories from recent pilot launches and post-move insights, revealing what they discovered when design intent met human reality. Hear practical insights about what actually drives workplace behavior change—and what support people truly need to embrace new ways of working.

### 16:50 | CHAIRPERSON'S CLOSING REMARKS

### 17:00 | CONFERENCES CLOSES

# 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/worktech25-toronto/](http://www.worktechevents.com/events/worktech25-toronto/)

# KEY INFORMATION

## Date

When: Friday, October 31<sup>st</sup> 2025

Where: CIBC, CIBC Square, 81 Bay Street, Toronto, ON, M5J 0E7

## How to book:

Visit:

[www.worktechevents.com/events/worktech25-toronto/](http://www.worktechevents.com/events/worktech25-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. If you have a strong professional social network, enjoy being at the forefront of sharing ideas and opportunities, join us to help spread the word about WORKTECH. There are benefits available to Ambassadors, including a free ticket to attend a conference, plus discounts for your network.

For more information on the above initiatives, please contact:

[sally.adamson@worktechevents.co.uk](mailto:sally.adamson@worktechevents.co.uk)



**WORKTECH™**

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

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](mailto:info@unwired.eu.com)

[www.worktechevents.com](http://www.worktechevents.com)