

# FINANCIAL WORKPLACE

## LONDON W

# EXPLORE THE FUTURE FINANCIAL WORKPLACE

M&G, LONDON

TUESDAY 24<sup>TH</sup> MARCH 2026

09:00 - 17:00

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## 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.

You are invited to join 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 practices and expertise.

The conference will be run in one stream, which means you will get to attend every speaker presentation. We will also stage a curated innovation exhibition in the breakout areas for attendees to meet 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 24th March.

Warmest regards,  
Caroline

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**SPEAKERS**



**SESSIONS**



**CONFERENCE AGENDA**



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# MEET THE SPEAKERS



Financial Workplace London 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 features leading international thinkers from industry and academia, who represent the world's biggest brands, alongside radical visionaries from new innovative organisations.

Through interdisciplinary speakers and learning experiences, we bring cutting-edge ideas and inspiration to the workplace community that enhance creativity and moves 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. Their leading commentary, research and publications place scientific research at the heart of key business problems. [www.worktechacademy.com](http://www.worktechacademy.com)

## Full list of speakers

Sarah Audsley, [Audsley Project + Place](#)  
James Davies, [Lloyds Banking Group](#)  
Suzan Dixon, [Royal Bank of Canada](#)  
Aitor Elorza, [Ojmar](#)  
Pinar Erdem, [AIG](#)  
Cameron Gagne, [Embrava](#)  
Tomás G. Mac Eoin, [Hereworks](#)  
Kate Hart, [Eastern City BID](#)  
Dan Honour, [Vecos](#)  
Richard Jamison, [Grant Thornton](#)  
Fiona Jervis, [Goldman Sachs](#)  
Surasen Naidu, [Standard Chartered Bank](#)  
Katrina Norman, [Tétris JLL](#)  
Hardy Matharu, [UnWork](#)  
Kasia Maynard, [WORKTECH Academy](#)  
Jonathan Mills, [Osborne Clarke](#)  
Matthew Myerson, [WORKTECH Academy](#)  
Arthur Olney, [M&G](#)  
Sarah O'Reilly, [M&G](#)  
Claire Odgers, [Squarepoint Capital](#)  
Alastair Philips, [Fidelity International](#)  
Michael Porter, [Skyfold](#)  
Matthew Potter, [HSBC](#)  
Stephen Pyatt, [Johnson Controls](#)  
Shelley Quinn, [HLW](#)  
Philip Ross, [Ungroup & Cordless Group](#)  
Natalie Sanders-Todd, [M Moser Associates](#)  
Martin Shaw, [M&G](#)  
Lee Walker, [Ojmar](#)  
Jane Watson, [XY Sense](#)  
Ben Wheeler, [Sedus](#)



**Fiona Jervis, Goldman Sachs**



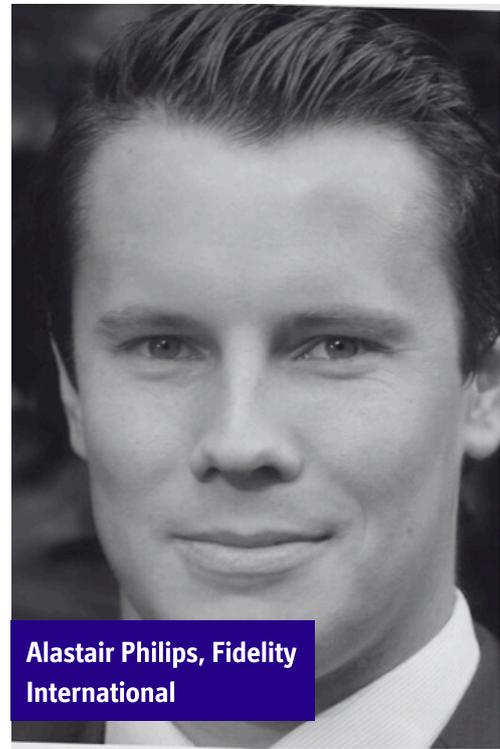
**Richard Jamison, Grant Thornton**



**Sarah O'Reilly, M&G**



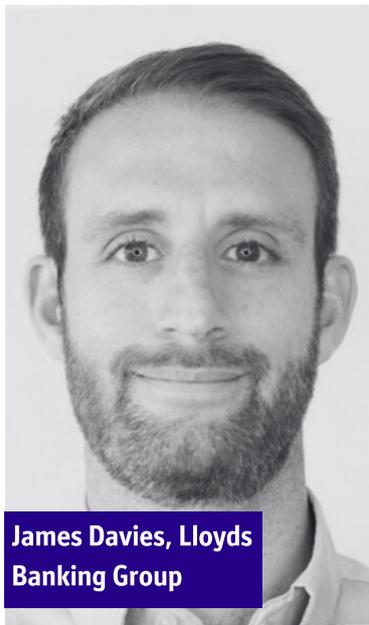
**Claire Odgers, Squarepoint Capital**



**Alastair Phillips, Fidelity International**



**Martin Shaw, M&G**



**James Davies, Lloyds Banking Group**



**Arthur Olney, M&G**



**Pinar Erdem, AIG**

# 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 Future Financial Workplace: Purpose, Performance, and Planet

London's financial leaders are under pressure to deliver workplaces that embody corporate purpose while driving measurable performance. This theme explores how organisations are aligning workplace strategy with ESG goals, regulatory expectations, and investor demands – creating spaces that serve people, profit, and planet in equal measure. Learn how the financial sector is reimagining its real estate portfolios to reflect values, sustainability commitments, and long-term resilience.

## Workplace Intelligence 2.0: From Metrics to Meaning

Data is abundant – but insight is scarce. This theme looks at how financial institutions are evolving from static reporting to predictive intelligence. How are AI, IoT, and advanced analytics shaping smarter workplace decisions – from carbon impact to human performance? Explore how firms are turning workplace data into actionable foresight to inform investment, talent, and operational strategies.

## Human Capital, Hybrid Realities: Redefining the Employee Value Proposition

Workplace strategy has become a talent strategy. In a high-cost, competitive market, this theme explores how financial institutions are reshaping their environments to strengthen culture, equity, and belonging. From flexible work policies to inclusive design and leadership transparency, discover how the most progressive organizations are creating workplaces that attract and retain the next generation of financial talent.

## Tech-Enabled Transformation: The Workplace as a Digital Platform

Hybrid work and digital ecosystems are now the infrastructure of performance. This theme examines how workplace platforms, automation, and AI are driving operational efficiency and employee empowerment. Explore how financial institutions are moving toward 'frictionless work' – integrating physical, digital, and human systems into a single, intelligent experience.

## Resilient Real Estate: Flexibility, Value, and the Future of the Portfolio

As financial institutions rethink their global footprints, London stands at the intersection of consolidation and expansion. This theme explores portfolio transformation – from flexible leasing and space optimisation to workplace-as-a-service models. How are organisations balancing cost, culture, and carbon in a volatile market?

### KEY THEMES

THE FUTURE FINANCIAL WORKPLACE: PURPOSE, PERFORMANCE, AND PLANET

WORKPLACE INTELLIGENCE 2.0: FROM METRICS TO MEANING

HUMAN CAPITAL, HYBRID REALITIES: REDEFINING THE EMPLOYEE VALUE PROPOSITION

TECH-ENABLED TRANSFORMATION: THE WORKPLACE AS A DIGITAL PLATFORM

RESILIENT REAL ESTATE: FLEXIBILITY, VALUE, AND THE FUTURE OF THE PORTFOLIO



## Global Signals: How Financial Institutions Are Reinventing Work, Space and Performance

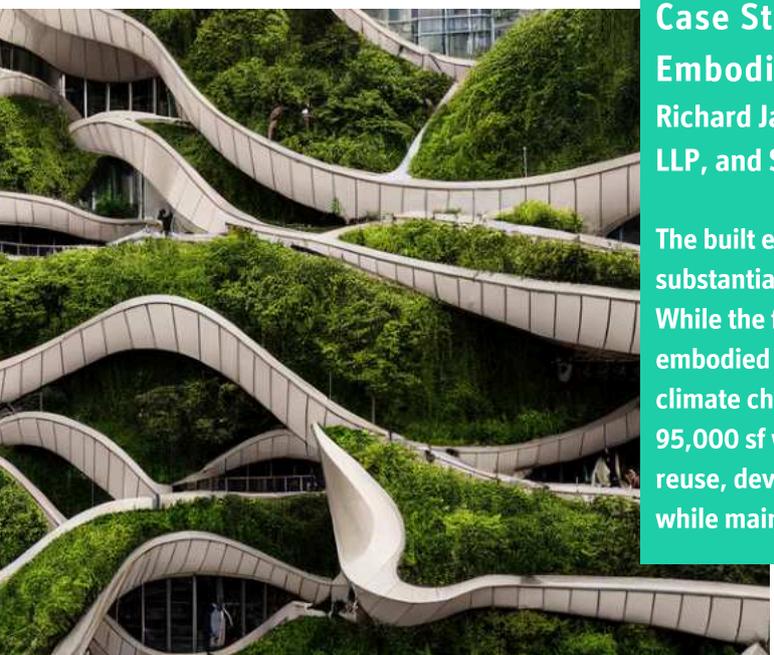
Philip Ross, Futurist, Author, CEO & Founder, Ungroup & Cordless Group

Financial services is at an inflection point – facing regulation, AI acceleration, talent pressure and hybrid complexity. In this sharp opening session, Philip Ross shares global examples of institutions redefining how work drives performance. Featuring insights from landmark headquarters including Macquarie Group in Sydney and JPMorgan Chase in New York, he explores what these buildings signal about leadership, culture and competitive advantage. From AI-enabled environments to data-led design, this session cuts through hype to reveal what's working, what's failing and what's scaling in the next-generation financial workplace.

## Women Shaping the Future Financial Workplace: Real Estate & Workplace Leadership

Pinar Erdem, Head of Corporate Real Estate, EMEA and APAC, American International Group, Fiona Jervis, Corporate and Workplace Solutions, Goldman Sachs, Suzan Dixon, Senior Director, Corporate Real Estate, EMEA & APAC, Royal Bank of Canada, Sarah O'Reilly, Global Head of CRE Workplace Solutions, M&G, Moderated by Claire Odgers, CRE Aquisition and Development, Squarepoint Capital

This panel brings together senior women driving the real estate and workplace transformation agenda within financial services and professional institutions. From redefining workplace portfolios and real-estate strategies to embedding culture, sustainability and talent in the built environment, our panellists share how they are turning property from a cost centre into a strategic enabler of business performance and employee experience. Expect insights on real-estate decisions, hybrid & flexible workplace models, portfolio rationalisation, talent attraction & retention in a high-cost market, and how women in property leadership are shaping change in traditionally male-dominated functions.



## Case Study: Grant Thornton Deep Decarb, Cutting Embodied Carbon in Action

Richard Jamison, Head of Procurement & Property, Grant Thornton UK LLP, and Shelley Quinn, Senior Associate, Senior Designer HLW

The built environment generates nearly 50% of annual CO2 emissions, putting a substantial pressure on building owners to address their carbon footprint. While the focus has been on carbon reduction building materials (with embodied carbon) have been overlooked. Grant Thornton's commitment to climate change mitigation with reduction of embodied carbon for their new 95,000 sf workplace achieved a 79% reduction. Hear how to redefine material reuse, develop new cost-effective ideas for deep decarbonisation strategies while maintaining design intent.

## CONFERENCE OPENS

### 09:00 CHAIRPERSON'S OPENING REMARKS & WELCOME ADDRESS

Kasia Maynard, [Head of Research and Editorial, WORKTECH Academy](#)  
 Martin Shaw, [Head of Infrastructure & Resilience, Workplace Solutions, M&G](#)

**WORKTECH ACADEMY**



#### THEME: THE FUTURE FINANCIAL WORKPLACE: PURPOSE, PERFORMANCE, AND PLANET

London's financial leaders are under pressure to deliver workplaces that embody corporate purpose while driving measurable performance. This theme explores how organizations are aligning workplace strategy with ESG goals, regulatory expectations, and investor demands — creating spaces that serve people, profit, and planet in equal measure. Learn how the financial sector is reimagining its real estate portfolios to reflect values, sustainability commitments, and long-term resilience.

### 09:15 OPENING KEYNOTE: GLOBAL SIGNALS: HOW FINANCIAL INSTITUTIONS ARE REINVENTING WORK, SPACE AND PERFORMANCE

Philip Ross, [Futurist, Author, CEO & Founder, UnGroup and Cordless Group](#)



Financial services is at an inflection point — facing regulation, AI acceleration, talent pressure and hybrid complexity. In this sharp opening session, Philip Ross shares global examples of institutions redefining how work drives performance. Featuring insights from landmark headquarters including Macquarie Group in Sydney and JPMorgan Chase in New York, he explores what these buildings signal about leadership, culture and competitive advantage. From AI-enabled environments to data-led design, this session cuts through hype to reveal what's working, what's failing and what's scaling in the next-generation financial workplace.

### 09:40 BEYOND THE OFFICE: RE-ENGINEERING THE CITY FOR THE FUTURE OF FINANCIAL WORK

Kate Hart, [CEO, EC Bid](#)



The future of financial work will not be shaped by office design alone — it will be defined by the city ecosystems that surround it. As shifting expectations, hybrid working and global competition continue to reshape financial services, the City of London is moving beyond its identity as a purely 9-to-5 office district. This session explores why place reputation, experience and urban design now matter as much as talent and tax in attracting firms, investment and people. Focusing on the realities of new ways of working, we examine how density, transport, planning and public space must adapt to support human, high-value and intentional presence, and why the traditional commute bargain no longer holds. The message is clear: cities that fail to evolve beyond office monocultures will struggle to retain relevance, talent and capital in the decade ahead.

### 10:00 CASE STUDY: GRANT THORNTON DEEP DECARB, CUTTING EMBODIED CARBON IN ACTION

Richard Jamison, [Head of Procurement & Property, Grant Thornton UK LLP](#) and Shelley Quinn, [Senior Associate, Senior Designer, HLW](#)



The built environment generates nearly 50% of annual CO2 emissions, putting a substantial pressure on building owners to address their carbon footprint. While the focus has been on carbon reduction building materials (with embodied carbon) have been overlooked. Grant Thornton's commitment to climate change mitigation with reduction of embodied carbon for their new 95,000 sf workplace achieved a 79% reduction. Hear how to redefine material reuse, develop new cost-effective ideas for deep decarbonisation strategies while maintaining design intent.

## 10:25 INNOVATION PLATFORM

Jane Watson, **EMEA Lead, XY Sense**

Innovation platform from XY Sense.



## 10:30 NETWORKING & COFFEE BREAK

### THEME: TECH-ENABLED TRANSFORMATION: THE WORKPLACE AS A DIGITAL PLATFORM

Hybrid work and digital ecosystems are now the infrastructure of performance. This theme examines how workplace platforms, automation, and AI are driving operational efficiency and employee empowerment. Explore how financial institutions are moving toward 'frictionless work' — integrating physical, digital, and human systems into a single, intelligent experience.

## 10:55 FROM WORKPLACE DATA TO INTELLIGENT EXPERIENCE: M&G'S JOURNEY

Arthur Olney, **Head of Workplace Data Analytics & Insight, M&G**, Martin Shaw, **Head of CRE Operations, M&G**



By connecting a large volume of workplace data across functions, they are creating a clearer picture of how people, place and services interact – and how that drives day-to-day operational decisions across corporate offices. Through practical examples, the session explores how these insights are already shaping operational decisions – from improving workplace efficiency and capacity management to strengthening operational performance, financial transparency and governance. Looking ahead, we consider how, building on these data foundations, assisted and artificial intelligence could further transform workplace management, enabling organisations to move beyond insight and towards more proactive, intelligent workplace environments.

## 11:20 FIRESIDE CHAT: REFRAMING WORKPLACE IN A REGULATED, HIGH-PERFORMANCE ENVIRONMENT

James Davies, **Workplace Strategy Director, Lloyds Banking Group**



In a sector shaped by regulatory pressure, executive scrutiny and complex operating demands, workplace strategy cannot be cosmetic – it must be commercially and operationally sound. In this candid conversation, James reflects on Lloyds' transformation journey and evolving the organisations real estate model to support a more agile approach. From navigating hybrid working at scale to balancing efficiency with experience, we explore the tensions leaders face when aligning space, technology and workforce expectations.

## 11:35 EXPERT PANEL: POWERING THE INTELLIGENT WORKPLACE

Moderator: Jonathan Mills, **Partner, Osborne Clarke LLP**, Cameron Gagne, **Director of Marketing and Communication, Embrava**.

Matthew Potter, **Head of Workplace Engineering, HSBC**. James Davies, **Workplace Strategy Director, Lloyds Banking Group**. Alastair Philips, **Associate Director - Workplace Strategy, Fidelity International** and Michael Porter, **Skyfold**.

What does an intelligent workplace look like when both digital platforms and physical space are designed to flex around people, not policies? We explore how integrated software, smart workplace hardware and adaptable environments are redefining the modern office. How are financial services organisations responding to evolving work patterns by combining real-time data, flexible work and space strategies to improve utilisation, operations and elevate employee experience. From space planning and collaboration to wellbeing, choice and performance, we share how workplaces are shifting from static layouts to dynamic adaptable environments and why this level of flex is critical for employees' changing expectations.



HSBC

embrava



SKYFOLD



## 12:05 2026 GLOBAL WORKPLACE ADAPTIVITY INDEX, PRE-LAUNCH INSIGHTS

Dan Honour, **Workplace Consultant,**  
**Vecos**



A pre-launch highlight of the 2026 Global Workplace Adaptivity Index, an upcoming Vecos report developed in partnership with WORKTECH Academy, on how people really use the workplace. Using billions of online locker data points and expert insight, this session shows how Financial Services organisations can design adaptive, people-centred workplaces that lift human performance while improving space and facilities efficiency.

## 12:25 INNOVATION PLATFORM

Ben Wheeler, **MD, Sedus**

Innovation platform from Sedus.



## 12:30 WHAT'S REALLY PI\*\*ING THEM OFF? A STORY ABOUT WHAT MATTERS TO HUMANS

Tomás G. Mac Eoin, **CEO, Innovator & Thought Leader, Hereworks**



Tomás specialises in designing intelligent, human-centric workplaces that seamlessly integrate data, automation, and user experience. As CEO of Hereworks Tomás will share his passion for leveraging technology to bridge the gap between built environments and the people who use them, driving efficiency and well-being in modern workspaces.

## 12:35 NETWORKING & LUNCH BREAK

### THEME: HUMAN CAPITAL, HYBRID REALITIES: REDEFINING THE EMPLOYEE VALUE PROPOSITION

Workplace strategy has become a talent strategy. In a high-cost, competitive market, this theme explores how financial institutions are reshaping their environments to strengthen culture, equity, and belonging. From flexible work policies to inclusive design and leadership transparency, discover how the most progressive organizations are creating workplaces that attract and retain the next generation of financial talent.

## 13:30 CASE STUDY: STANDARD CHARTERED BANK

Surasen Naidu, **MD and Head of CRES EMEA, Standard Chartered Bank,**  
Natalie Sanders-Todd, **M Moser Associates**



This case study explores how Standard Chartered partnered with M Moser Associates to adapt its London HQ. In this session, Surasen Naidu (MD, Head of Corporate Real Estate & Services, Europe & Americas, Middle East, Pakistan & Africa, Standard Chartered) and Natalie Sanders-Todd will share how close engagement with executive, trading and functional teams supported the evolution of this headquarters from a legacy desk-led model to a collaborative workplace that actively supports the delivery of Standard Chartered's strategy of combining differentiated cross-border banking capabilities with leading wealth management expertise.

Bringing workplace strategy, design and construction together under single-point leadership, the programme was phased over 3 years while live trading and other business functions continued on site. The discussion will explore the realities of change at scale within financial services — balancing hybrid ratios, unlocking greater efficiency and managing risk across a live environment.

## 13:55 AGENTIC AI AND THE FINANCIAL SERVICES SECTOR

Stephen Pyatt, **Director of Product Management, Open Blue and Agentic AI: Workplace Experience**



Agentic AI is set to transform the financial profession – shifting how financial services companies work, how their workplaces function, and how offices are designed. This session explores the impact of autonomous systems on workplaces, decision-making, and space planning, and asks how organisations must adapt their culture, technology, and built environment to stay competitive in an increasingly intelligent, AI-driven world.

## 14:20 NETWORKING & COFFEE BREAK

### THEME: RESILIENT REAL ESTATE: FLEXIBILITY, VALUE, AND THE FUTURE OF THE PORTFOLIO

As financial institutions rethink their global footprints, London stands at the intersection of consolidation and expansion. This theme explores portfolio transformation - from flexible leasing and space optimisation to workplace-as-a-service models. How are organisations balancing cost, culture, and carbon in a volatile market?

## 14:50 GREEN TECH IN ACTION: THE FUTURE OF SUSTAINABLE LOCKING

Aitor Elorza, **CCO, Ojmar**, Lee Walker, **Head of UK & Ireland, Ojmar**, Katrina Norman, **Senior Account Manager Tétris, JLL**



In today's hybrid working era, Corporate Leaders, Facility Managers, and Workplace Strategists face mounting pressure to balance efficiency, employee experience, and sustainability. This session explores how even the smallest details (like smart locks) can make a significant impact.

Discover how technology is redefining access management and security by combining innovation with environmental responsibility.

Learn how smart, energy-efficient solutions can contribute to greener operations, reduce maintenance costs, and support the transition toward truly sustainable workspaces.

## 15:15 WOMEN SHAPING THE FUTURE FINANCIAL WORKPLACE: REAL ESTATE & WORKPLACE LEADERSHIP

Pinar Erdem, **Head of Corporate Real Estate, EMEA and APAC, American International Group**, Fiona Jervis, **Corporate and Workplace Solutions, Goldman Sachs**, Suzan Dixon, **Senior Director, Corporate Real Estate, EMEA & APAC, Royal Bank of Canada**, Sarah O'Reilly, **Global Head of CRE Workplace Solutions, M&G**. Moderated by Claire Odgers, **CRE Aquisition and Development, Squarepoint Capital**

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M&G, 10 FENCHURCH AVENUE, LONDON

## 15:55 KNOWLEDGE EXCHANGE – INSIGHTS, REFLECTIONS, AND FORWARD THINKING

Moderators: Sarah Audsley, [Principal Project Lead, Audsley Project + Place](#), Matthew Myerson, [Director, WORKTECH Academy](#), Hardy Matharu, [Business Development Manager, UnWork](#)

As the day concludes, join us to reflect on key themes, insights, and takeaways from the conference. This interactive session will distil key learnings, spark discussion, and explore how the ideas presented can drive future action. Share your thoughts, gain fresh perspectives, and leave inspired to turn insights into impact.



## 16:25 CHAIRPERSON'S CLOSING REMARKS

Kasia Maynard, [Head of Research and Editorial, WORKTECH Academy](#)



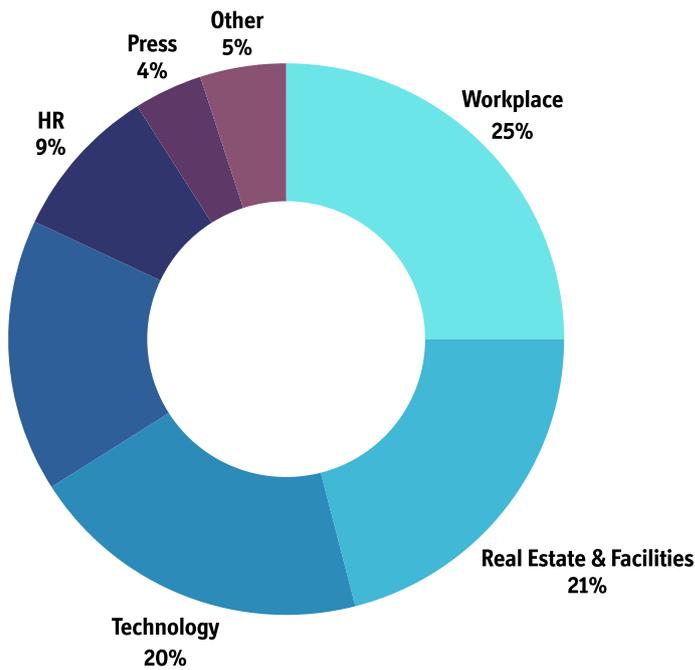
## 16:30 CONFERENCE CLOSES & NETWORKING DRINKS

# 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



# PAST ATTENDEES INCLUDE



Vice President, Global Real Estate & Workplace Experience  
American Express



Director, Workplace Behaviourist  
Barclays



Head of Workplace Operations  
Blackstone



Managing Director, Head of Corporate Services UK & Europe  
HSBC



Partner Total Workplace  
Cushman & Wakefield Ltd



Property Manager  
Goldman Sachs & Co



Global Head of Workspace Transformation for Technology Services  
BNY Mellon



Product Manager Workplace Collaboration  
JP Morgan Chase & Co



Global Digital Workplace Strategy Senior Director  
The Boston Consulting Group



Real Estate Technology and Innovation - Strategy and Execution Leader - EMEA  
Ernst & Young

# KEY INFORMATION

## Date

When: Tuesday, 24<sup>th</sup> March 2025

Where: M&G, 10 Fenchurch Avenue, London

## How to Book

Visit: [www.worktechevents.com/events/financial-workplace26-london/](http://www.worktechevents.com/events/financial-workplace26-london/)

## 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!

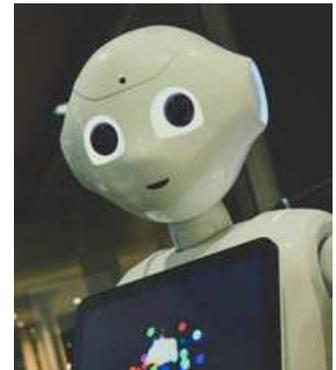
If you are part of a group that would like to attend and are looking for a joint group rate please get in touch to arrange a bespoke ticket price.

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



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