

WORKTECH™ Toronto

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

THURSDAY 17TH SEPTEMBER 2026

TD TERRACE, TORONTO

09:00 - 16:30

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Managing Director,
WORKTECH Events

A warm welcome to WORKTECH26 Toronto!

Welcome to WORKTECH26 Toronto, hosted this year at TD Terrace.

As organisations continue to navigate hybrid work, AI, changing employee expectations and pressure to prove the value of the office, this year's programme brings together senior voices from across real estate, workplace, HR, technology, design and business leadership to explore what the next chapter of work looks like in practice.

Designed for leaders responsible for shaping work, workplace, technology and employee experience, WORKTECH26 Toronto will offer fresh insight, practical examples and meaningful discussion throughout the day. From flagship workplace projects and trusted data to personalised experience, intentional time together and future-ready leadership, the programme will explore how leading organisations are creating workplaces that perform; for people, teams, culture and the wider business. We hope the event gives you the space to connect with peers, challenge assumptions and take away ideas that help shape more intelligent, human-centred and resilient workplaces.

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KEY INFORMATION

MEET THE SPEAKERS



WORKTECH26 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 speakers, including leading international thinkers from industry and academia.

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, WORKTECH Academy places scientific research at the heart of key business problems. www.worktechacademy.com

Speakers

Additional speakers to be announced

Sabrina Ash, **B+H Architects**

Krista Aquilina, **TD Bank Group**

Dominic Bruning, **HID**

Maggie Dempster, **Deloitte**

Matthew O'Halloran, **Smart Spaces**

Natashia Dunham, **Sobeys**

David Geisler, **EF Education First**

Alexix Hur, **Alexis Hur Consulting**

Drew Jones, **Drew Jones Studio**

Curtis Kjinserdahl, **JLL**

Tomás Mac Eoin, **Hereworks**

Melissa Marsh, **Plastarc**

Ashalee Mohamed, **Xero**

Holly O'Rourke, **TD Bank Group**

Kathy Paul, **Manulife**

Rajesh Ray, **RBC**

Ian Rolston, **Decanthropy Inc.**

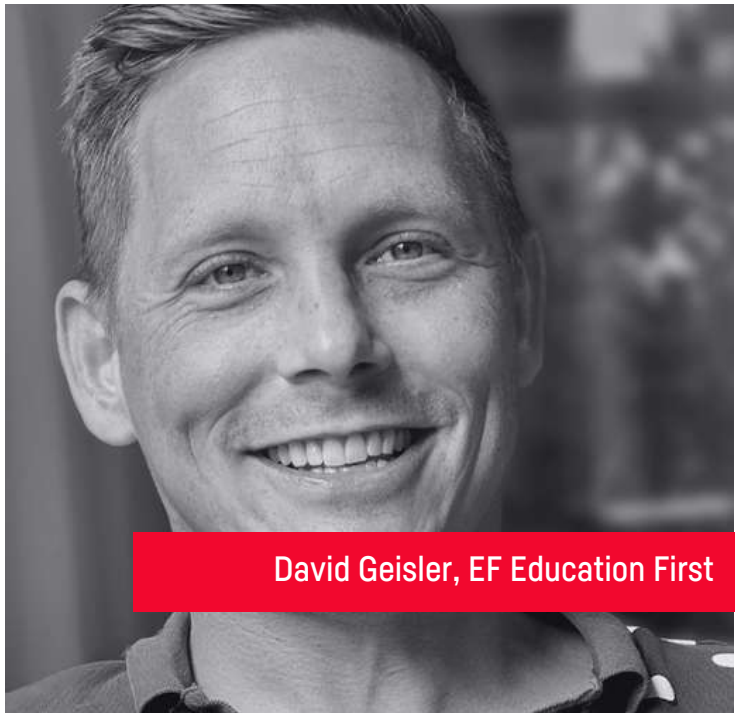
Philip Ross, **UnGroup & Cordless Group**

Alex Sills, **Elia**

Mike Thornback, **AVI-SPL**



Kathy Paul, Manulife



David Geisler, EF Education First



Rajesh Ray, RBC



Ashalee Mohamed, Xero



Sabrina Ash, B+H Architects



Krista Aquilina, TD Bank Group



SESSION HIGHLIGHTS

Key themes we will be discussing at this event include:

The Performance Imperative: What the Workplace Must Prove Now

As Toronto's office market evolves, the workplace is being asked to demonstrate clearer value. This theme explores how the office can earn its place in a hybrid, cost-conscious and competitive market. What makes a workplace worth the commute? How should occupiers and landlords define value? And how can design, leasing strategy, governance and workplace experience come together to create places that perform for people, organisations and the wider city?

Intelligent Workplaces and Trusted Data

Toronto's workplaces are becoming more connected, instrumented and responsive. Sensors, digital twins, occupancy analytics, environmental data, AI-enabled systems and experience technologies are giving leaders new ways to understand how space is used and how it supports work. But the challenge is no longer simply collecting more data. It is turning fragmented information into trusted insight, responsible decision-making and better outcomes. This theme examines how Real Estate, HR, IT, FM and People teams can work together to use workplace intelligence in ways that improve experience, agility, sustainability and performance – while maintaining employee trust.

Canadian Values Shaping Intentional Workplace Design

The most effective workplaces are not designed around a single, average employee. They recognise that people experience work differently, shaped by role, team rhythm, sensory needs, wellbeing, culture, personal preference and the type of work being done. This theme explores how organisations can use data, behavioural insight and human-centred design to create more personalised, inclusive and responsive workplace experiences. It asks how the office can support focus, collaboration, learning, mentoring, belonging and culture – and how personalisation can help people choose the workplace because it genuinely helps them do better work.

Future-Ready Work: Leadership, Culture and the AI Era

Work is changing faster than many organisational systems can adapt. AI, automation, distributed teams, demographic shifts and changing employee expectations are reshaping not only where people work, but how work is designed, managed and measured. This theme looks beyond the physical workplace to the leadership behaviours, cultural practices and operating models needed for the next era of work. How can organisations move from proximity-based management to outcomes-based performance? How can they use foresight to prepare for uncertainty? And what role should the office play as a community, learning and collaboration platform in an AI-enabled world?

KEY THEMES

THE PERFORMANCE IMPERATIVE: WHAT
THE WORKPLACE MUST PROVE NOW

INTELLIGENT WORKPLACES AND
TRUSTED DATA

CANADIAN VALUES SHAPING
INTENTIONAL WORKPLACE DESIGN

FUTURE-READY WORK: LEADERSHIP,
CULTURE AND THE AI ERA

Please note that timings for each session are subject to change

8:30 | REGISTRATION OPENS

9:00 | CHAIRPERSON'S WELCOME

Alexis Hur, **Alexis Hur Consulting**



9:10 | VENUE HOST'S WELCOME



9:20 | BUILDING A VERTICAL CAMPUS FOR PERFORMANCE, EXPERIENCE AND CONNECTION

Krista Aquilina, **Portfolio Lead, Enterprise Real Estate Strategy - TD Bank Group**
Holly O'Rourke, **Head of North American Experience Strategy - TD Bank Group**



TD Terrace represents a new model for workplace design: a high-rise vertical campus that integrates amenities, shared destinations and connected environments throughout a single tower. Located in Toronto's financial district and completed in 2024, the building was conceived to create neighbourhoods in the sky, with spaces that support collaboration, focus and social interaction across floors. This session explores how these environments are being activated through experience-led strategies and how insights from one flagship location can inform workplace experience across the wider portfolio.

9:50 | THE WORLD'S SMARTEST WORKPLACE: INSIDE JP MORGAN'S 270 PARK AVENUE

Philip Ross, **Author and Futurist, and Founder & CEO - UnGroup and Cordless Group**



JPMorgan Chase's new HQ at 270 Park Avenue is being positioned as the world's smartest building—a bold statement in an era of hybrid work. In this talk, Philip explores how AI, sensors and intelligent systems are reshaping the corporate workplace, using this landmark project as a case study. Beyond the technology, he challenges whether flagship headquarters still make sense, what truly drives performance and experience, and what lessons organisations can take, without billion-dollar budgets. A fast-paced, provocative look at what the future workplace really demands.

10:20 | TUNING THE PORTFOLIO: OPERATIONALISING SOCIAL-SPATIAL DESIGN AT SCALE

Curtis Kjinserdahl, **VP Studio Director - JLL**



Social-Spatial Design shows why space and behaviour must align for teams to perform but knowing why it is not the same as knowing how. This session moves from single-building theory to portfolio-scale practice, introducing a four-phase operating model, Diagnose, Pilot, Measure, Scale, that lets workplace leaders test conditions before committing capital, prove impact with baseline data, and roll out consistently across many buildings. Attendees leave with a maturity self-assessment they can apply to their own portfolio the next day.

10:35 | COFFEE & NETWORKING BREAK

Please note that timings for each session are subject to change

11:10 | BEYOND THE DOOR: WHAT HAPPENS NEXT IN THE MODERN WORKPLACE?

Matthew O'Halloran, **Director - Smart Spaces**
Dominic Bruning, **Director Strategic Alliances,**
EMEA - HID Global



What should happen after someone enters the workplace? In this opening fireside chat, Smart Spaces and HID explore how digital access, workplace amenities and operational data can work as one connected experience. The discussion will examine how organisations can remove friction, respond to changing employee needs and make better decisions from the interactions happening across the workplace.

11:30 | EVERY SEAT IS THE BEST SEAT: DATA, AI AGENTS, AND THE WORKPLACE OF 2035

Mike Thornback, **Director, Unified**
Communications & Digital Workplace
Experience – Canada & LATAM - AVI-SPL



The office has never been more instrumented – or more misunderstood. Utilisation has surged, occupancy planning runs past 100%, and yet one in three remote participants still feels like a second-class attendee in hybrid meetings. Drawing on patterns from thousands of real-world workplace deployments, this session maps the next leap: from dashboards that describe the workplace to AI agents that orchestrate it. Attendees leave with a practical blueprint for uniting building data, agentic AI, and collaboration design around one measurable goal – making every seat, physical or virtual, the best seat in the house.

11:50 | FROM SMART BUILDINGS TO TRUSTED INTELLIGENCE: EXPERT PANEL

Natashia Dunham, **National Director Real**
Estate - Sobeys
Rajesh Ray, **Director, Workplace**
Technology - RBC



Workplace leaders face growing pressure to turn fragmented data into confident decisions about space, service quality and portfolio performance. As sensors, meeting room tools and building systems generate increasing volumes of information, the challenge is making that data actionable, trusted and responsibly governed.

This session explores interoperable sensing infrastructure, real-time occupancy and environmental insights, and the integration required across CRE, IT, HR and FM to elevate workplace strategy, employee experience and portfolio agility.

12:15 | INNOVATION PLATFORM WITH HEReworks

Tomás Mac Eoin, **CEO - Hereworks**



Workplace leaders invest heavily in technology and services and employee programmes, yet many of the issues affecting experience remain largely invisible. This session explores the gap between what organisations measure and what employees actually experience. Through real-world examples and workforce insight data, Tomás demonstrates how uncovering hidden frustrations can improve engagement, operational performance and workplace outcomes, while giving a practical framework for identifying and resolving issues before they become bigger, costly organisational challenges.

12:20 | ANOTHER SERIES OF UNFORTUNATE WORKPLACE EVENTS

Alex Sills, **Vice President, Business**
Development - elia



Meet Jane Doe: workplace manager, reluctant firefighter, and today's star of one very bad day. Between the tactical fires only she can put out and the strategic decisions everyone expects her to have answers for, something's got to give. Join us for a series of unfortunate office events and see what changes when the right technology finally has her back.

12:25 | NETWORKING LUNCH

Please note that timings for each session are subject to change

13:30 | THE PERFORMATIVE IMPREATIVE: WHAT TORONTO'S OFFICE MARKET MUST PROVE

Kathy Paul, **Head of Workplace Design & Delivery** - Manulife



As Toronto's office market stabilizes in 2026, a sharp flight to quality is reshaping demand, with Class A and AAA assets capturing leasing activity while older buildings face growing pressure to prove their relevance. As organisations increasingly require employees to return to the office, the focus is shifting from attendance to outcomes. Bringing people into the workplace is only valuable if the office helps them collaborate better, perform at their best, build connections, and strengthen culture.

This session explores how Toronto's office market can meet these expectations, and how workplace design, governance, and leasing strategies must evolve to create value for both employees and organizations in an increasingly competitive, experience-driven market.

13:55 | FROM DATA TO PERSONALISATION: PREPARING FOR THE AI ENABLED BUILT ENVIRONMENT

Melissa Marsh, **Founder and Executive Director** - Plastarc



As AI transforms the built environment, organisations must move beyond fragmented data and one-size-fits-all experiences. This session explores how integrated workplace, behavioural, and environmental data can enable AI-powered personas that continuously adapt to changing employee needs. Learn practical approaches for building the data foundation, governance, and technology required to deliver personalised experiences while improving organisational performance.

14:20 | THE OFFICE, CULTURE AND SCALE: DESIGNING INTENTIONAL TIME TOGETHER

Ashalee Mohamed, **Country Manager, Canada** - Xero
David Geisler, **Director of People & Culture, North America** - EF Education First



This session explores how organisations can be more intentional about when, why and how teams come together. It will examine what is gained through regular co-location, what flexibility enables, and how leaders can design rituals, rhythms and working practices that strengthen culture, belonging and shared purpose.

14:45 | NETWORKING & COFFEE BREAK

15:20 | ANTICIPATING THE FUTURE OF WORK THROUGH STRATEGIC FORESIGHT

Sabrina Ash, **Advanced Strategy Lead, Sr. Associate** - B + H Architects
Maggie Dempster, **Workplace Strategy & Design Lead** - Deloitte
Ian Rolston, **Principal & Founder** - Decanthropy Inc.



an **SA** company



Workplace strategy is being shaped by a growing set of complex and overlapping forces, from global workforce shifts to rapid technological advances. This session explores how horizon scanning and strategic foresight can help organisations move beyond reacting to change and instead engage with what is emerging on the horizon. It draws on ongoing research and industry conversations around distributed teams, changing demographics, AI and automation and their impact on how and where work happens. The discussion will also consider how ideas can be tested and challenged in practice, using collaborative, cross-industry dialogue to reduce bias and surface real insight. It looks at how organisations can design more adaptive workplace strategies by drawing on research, experimentation and diverse perspectives, with a focus on connecting long-term trends to practical decisions about space, culture and performance.

CONFERENCE AGENDA

THURSDAY 17TH SEPTEMBER

09:00 - 16:25

TD TERRACE, TORONTO

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15:50 | HOW WORK WORKS NOW: REDESIGNING WORK FOR THE AI ERA

Drew Jones, Author & Founder - Drew Jones Studio



Work has changed dramatically in the past decade, but leadership systems largely have not. Drew Jones explores why many organisations remain stuck in personality-driven and proximity-based management models that rely on visibility, office presence and informal power. He introduces an alternative: system-driven organisations built on a clear Digital Culture Playbook, with decision frameworks, accountability systems, results-based performance and coaching-oriented leadership. With work coordinated digitally, the office can evolve into the Community Office: a place for connection, learning, mentoring, collaboration and shared culture.

16:15 | CHAIRPERSON'S CLOSING COMMENTS

16:30 | CONFERENCE CLOSES

WORKPLACE TOURS



Delegates can register their interest to join us on the following workplace tours.
Please note that spaces are limited to 15 guests.

TD TERRACE | WEDNESDAY 16TH SEPTEMBER 10:00AM & 2:00PM



160 Front Street West, commonly referred to as TD Terrace, is TD's flagship corporate campus in downtown Toronto. It is designed as a modern, multi-purpose workplace that brings together office space, collaboration areas, and destination amenities in one integrated building. The building operates as a corporate campus, not just a traditional office tower. Its operating model is built around flexible work, collaboration, inclusion, and colleague experience. The intent is to support different ways of working (focused, collaborative, social, and wellness-oriented) within a single location.

The building has been publicly recognised for its design and sustainability:

- Awarded 2025 CTBUH Awards of Excellence, including Best Tall Building, Americas and the Façade Award
- Recognition highlights sustainable urban design and vertical density

[Sign up to join here.](#)

CONFERENCE VENUE

TD TERRACE, TORONTO, CANADA



TD TERRACE

TD Terrace, located at 160 Front Street West in Toronto's Financial District, is one of the city's newest premium workplace destinations. Home to WORKTECH, the venue offers a forward-thinking environment designed to support connection, collaboration, and innovation at scale.

TD Terrace in Toronto is designed as a highly amenitised workplace environment that prioritises employee experience, wellbeing, and flexibility. Inside, the building offers a wide range of shared amenities including tenant lounges, collaboration zones, and informal meeting spaces that support both focused work and social interaction. A standout feature is its multi-level amenity hub, which includes a state-of-the-art fitness centre, wellness spaces, and access to outdoor terraces that provide breakout areas with city views. The building also integrates food and beverage options, retail, and hospitality-style services to create a seamless daily experience for occupants. With smart building technology, high-quality air systems, and thoughtfully designed interiors, TD Terrace reflects a shift toward workplaces that function as destinations, supporting productivity, connection, and overall wellbeing.

GETTING HERE

VENUE ADDRESS

TD Terrace,
160 Front Street West,
Toronto, Ontario,
M5J 2L6, Canada

PUBLIC TRANSPORT

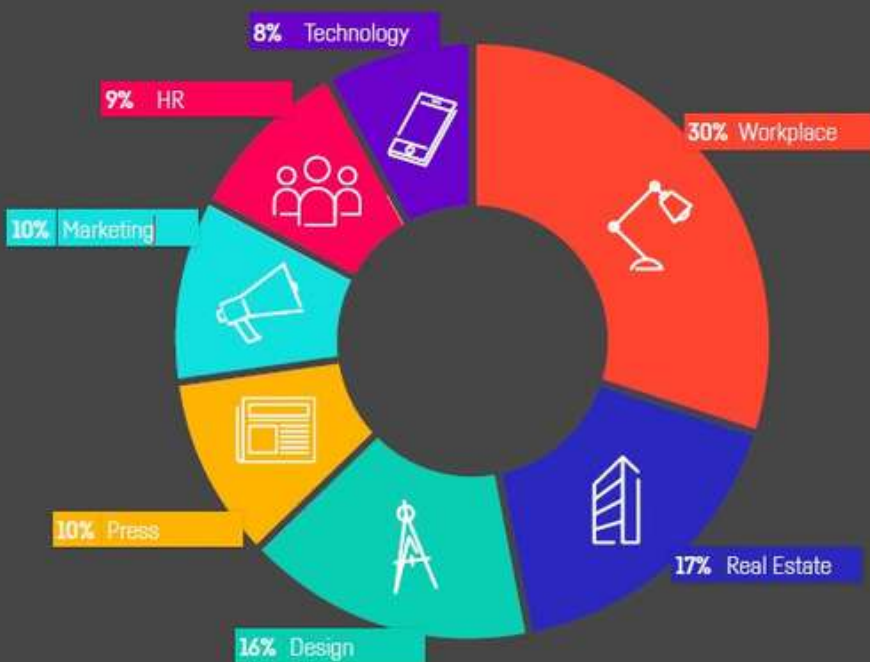
A 5-minute walk from Union Station, served by subway, GO Transit, and VIA Rail. Streetcars run nearby on King Street West. From the airport, take the UP Express to Union Station followed by a short walk.

Bike lanes run along surrounding streets, with bike racks and secure cycle parking available nearby.

BY CAR

Accessible via the Gardiner Expressway (York or Spadina exits). Several public parking garages are available within walking distance, with EV charging points located at nearby parking facilities.

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

[WORKTECHEVENTS.COM/EVENTS/WORKTECH26-TORONTO](https://worktechevents.com/events/worktech26-toronto)

KEY INFORMATION

Date:

When: Thursday 17th September, 2026

Where: TD Terrace, Toronto

How to book:

Visit: worktechevents.com/events/worktech26-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:

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