

WORKTECH™ 21 London

WORK / WORKPLACE / TECHNOLOGY / INNOVATION

EXPLORE THE FUTURE OF WORK AND THE WORKPLACE

TUESDAY 16TH - WEDNESDAY 17TH NOVEMBER

REPUBLIC

#WORKTECH

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KEY SPEAKERS



DR Daniel Susskind, Fellow in Economics at Oxford University, Co-author of Future of the Professions & author of A World Without Work



Sir John Sorrell Co-founder and President of London Design Biennale, and Co-founder and Chairman of London Design Festival



Peter Scott, Managing Partner, EMEA Norton Rose Fulbright LLP



Michelle Marwood MRICS, EMEA Real Estate Director, Norton Rose Fulbright



Suzan Dixon, Regional Head of Workplace for Europe & America, Standard Chartered Bank



Simon French, Workplace and Design Director, Worldwide Real Estate and Facilities, GlaxoSmithKline



Annie Auerbach, author and the founder of trends and cultural insight agency Starling



Dr Abigail Gilbert, Head of Research, Institute for the Future of Work



Krupa Solanki, Head of Innovation, UnGroup and Cordless Group

DAY ONE

9:00-9:10 WELCOME FROM THE CHAIRMAN

Torin Douglas, [Writer, Speaker and Conference Chair](#)

After 24 years as the BBC's media correspondent -and 40 years reporting and analysing media issues for the press and broadcasters -Torin now speaks, writes and chairs events for a range of media, arts and academic bodies, including Voice of the Listener and Viewer, BBC Alumni, Worktech.

FUTURE OF LIVING & WORKING IN WORLD CITIES

Unique perspectives on people, space and culture in the context of a fragile and uncertain world still struggling with the effects of living and working in the shadow of a global pandemic. We explore the challenge of inequality and discuss new ideas & opportunities for the future of work

9:10-9:50 THE FUTURE OF WORK IN THE AGE OF COVID-19

DR Daniel Susskind, [Fellow in Economics at Oxford University, Co-author of Future of the Professions & author of A World Without Work](#)

This talk explores the future of work, drawing on Daniel Susskind's best-selling books, The Future of the Professions (2015; 2017) and A World Without Work (2020; 2021). Traditionally, many people have imagined that only blue-collar workers are challenged by automation; yet white collar-workers are now within reach as well. In the future, we will neither need nor want professionals -- lawyers, doctors, accountants, teachers, architects, financial advisers, the clergy, consultants, and many others -- to work as they did in the 20th century. In this pragmatic and optimistic talk, Daniel Susskind explains why, and sets out how we can all prepare to flourish in the decades to come.

09:55-10:20 THE STATE OF THE WORKPLACE

Philip Ross, [CEO & Founder, Unwork](#)

WORKTECH is founded on the principle that a harmony of people, place and, above all, technology should form the basis for how organisations plan the future of work. Amid the global pandemic, this vision has swum into focus as companies have pivoted to a new model with remote working and a hybrid model at its core. In this session, Philip Ross will share how marginal ideas have become mainstream and by sharing an overview of emerging trends and latest innovations shaping the world of work, he will paint a portrait of the transforming landscape and share tools on how companies can embrace the New World of Work to create new paradigms for workplace

10:25-11:00 EXPERT PANEL DEBATE: INNOVATION IN REAL ESTATE

David Marks, [Co-Managing Partner, Brockton Everlast](#), Robert Wolstenholme, [Founder, Trilogy Real Estate](#), Ronen Journo, [Head of European Management Services and Operations, Hines](#), Dan Drogman, [CEO, Smart Spaces](#), Dhanishtha Patel, [Novartis Workplace Programme Manager & Workplace Consultant CBRE](#) moderated by Philip Ross [CEO & Founder, Unwork](#) and others tbc
WE examine the future of the office and explore implications from the Investor, Developer, Property and Technology perspectives. What are the key issues facing the future of the office in a post pandemic world. What are the reasons and ways to innovate? What role does technology play?

11:00-11:30 **NETWORKING BREAK**

11:30 Welcome back

THE FUTURE OF WORK & INNOVATION

The pandemic has been a catalyst re-shaping and re-thinking a new world of work. We examine what's on the horizon for the future, how should business leaders respond and what should they prioritise to prepare for the future.

11:30-11:35 INNOVATION PLATFORM

Ola Bradford - [Head of Property at YouGov Plc](#) and Richard Smith, [Founder, Office Freedom](#)

11:40-12:10 FAIR WORK IN THE AMAZONIAN ERA

Abby Gilbert, [Head of Research, Institute of Future of Work](#)

How do we create change in the workplace (new technology, regulation, basic standards). How do we think about work and the rewards of work, and how do we respond to inevitable inequality? We explore how algorithmic systems are eroding good work' and examine new initiatives in the context of the emerging future of work in London post the pandemic.

12:15-12:45 DELIGHT: THE MISSING INGREDIENT IN THE FUTURE OF WORK

Sir John Sorrell [Co-founder and President of London Design Biennale](#), and [Co-founder and Chairman of London Design Festival](#)

In this session, Sir John Sorrell will explain how the design industries have galvanised London as a world city, why organisations need to pay close attention to creative leadership, and how delight can be a transformative factor in the new workplace. Interview with Jeremy Myerson of Worktech Academy.

12:45-12:50 INNOVATION PLATFORM

[Wx Solutions](#) | Yannick Villar, [Business Development Director, Founder & CEO, Sodexo](#)

12:50-13:50 **NETWORKING LUNCH**

13:50 Welcome back

POST PANDEMIC NEW WAYS OF WORKING

We examine different industries and learn from how they have reacted to and adapted to the new world of work

13:55-14:00 INNOVATION PLATFORM

[Skyfold](#)

14:00 - 14:25 CASE STUDY: LEARNING FROM LIFE SCIENCES

Simon French, [Workplace and Design Director, Worldwide Real Estate and Facilities, GlaxoSmithKline TBC](#), and Jeremy Myerson, [Director, WORKTECH Academy](#)

As the industry looks towards leading workplaces to help forge a strategy back to the office, this session explores the pioneering journey GSK has undertaken to achieve its global Smart Working programme. Working closely with its technology partner Sony Nimway, GSK piloted a series of Innovation Hubs and smart workplaces across its global portfolio. Simon French will share how GSK, alongside Sony Nimway, created and implemented its vision for smart working through a world-class case study

14:30-14:55 CASE STUDY: RETHINKING THE FUTURE OF WORK

Peter Scott, [Managing Partner, EMEA](#) and Michelle Marwood [MRICS, EMEA Real Estate Director, Norton Rose Fulbright LLP](#) and Moderator: Philip Ross, [Futurologist & CEO, Cordless Group & UnGroup](#)

As the world weighs up its real-estate options, we will hear from leading law firm Norton Rose Fulbright about their thinking for future proofing their workplace strategy and real estate footprint, while fostering creativity, new ideas and top talent. Michelle and Peter share the firm's vision, roadmap, policy on hybrid, leadership and innovation through all elements including technology.

15:00-15:30 NEW WAYS OF WORKING EXPERT PANEL

Sabine Ehm, [Thought Leadership Manager, Locatee](#), Siobhan Brynes, [Regional Director EMEA MovePlan](#), Suzan Dixon, [Regional Head of Workplace for Europe & America, Standard Chartered Bank](#), Richard Morris, [UK CEO, IWG Chaired by Krupa Solanki, Innovation Director, Unwork](#)

The purpose of the office has changed. Hybrid Working is the term on everyone's lips but for many, big questions remain unanswered; How do you bring the workforce back into the office? and What should that office look like? Creating a truly effective workplace has always required a perfect balance between people, place and technology. Given this most recent and dramatic global shift in the way we work, how do we now best drive communication, motivation, engagement with the right facilities, tech, tools to work, think and collaborate.

15:30-15:55 NETWORKING BREAK

HYBRID WORKING WITH TECHNOLOGICAL INNOVATION AND LEADERSHIP

How can we create districts and environments for communities to thrive? How will innovation hubs support economic recovery, drive social change and create inclusive meaningful workplaces? Workplaces that help connect, empower and attract/retain talent in an era when people have more choice

15:55 Welcome back

16:00-16:25 UNLOCKING IoT POTENTIAL TO SHAPE NEW HUMAN EXPERIENCES

Niko Kavakiotis, [Head of Enlighted, Europe, Siemens](#)

How can we ensure that today's technology investments can address the future needs and challenges that have yet to emerge? And how can we create smart environments that help to attract and retain talent in an era when people have more choice. This session examines how we can harvest the power of IoT and turn it into an enabler for human success. Imagine what we could achieve if we turned buildings into active members of our teams. A team member that was intuitive - that could sense, understand, and subtly address our needs without us even realising.

16:30-16:50 PLANNING, BUILDING, OPERATING AND MONETISING YOUR HYBRID WORKPLACE

Mark Needham, [EMEAR Hybrid Workplace Lead and Workplace Transformation, Cisco](#)

The office is not a destination for solo work, but a destination for unique collaborative experiences. Intelligent workspace experiences are now a must have, not a nice to have, to earn the right to host our employees in our offices and motivate workplace return. A successful modern hybrid workplace needs intelligent adoptions, accommodations, and an increased focus on collaboration for a successful transformation. For tenants new experiences are essential for employee engagement and meeting their needs for Hybrid Work, for building owners we need to accelerate workplace as a service models to fuel increased growth while also supporting tenants more flexible Hybrid Work needs

16:55-17:25 GREEN LEADERSHIP, THE PURPOSE PROXY AND THE RACE TO NET ZERO

Dan Hanmer, [Executive Director, CBRE Advisory & Transaction Services](#), Cees van der Spek, [Public Affairs & Global Corporate Relations Director, Edge Technologies](#), May Molteno, [Ethics, Sustainability and Stakeholder Lead at Trilogy Property](#), Sam Wood, [Head of Smart and Sustainable Environments, Cisco](#) more TBC.

This session explores how we Build back business better. In a VUCA world, how can we make a risk multiplier a change intensifier. How can we swerve the great resignation? Climate and Covid (and the accompanying social injustice), has led to the great resignation and recalibration of the employer - employee social contract. Hybrid working articulates this societal change and whether it increases or decreases carbon emissions, what does it mean for the environment? What is the sustainability of hybrid working? What role does real estate play as a venue of social change ascending the value network? The office isn't dead. If anything, whilst carving its epitaph, the reasons for it became clearer and more important as club-houses for humanity.

17:25 Closing Remarks

17:35 NETWORKING DRINKS

18:30 Conference Closes

DAY TWO

9:00-9:10 Welcome from the chairman
Torin Douglas, [Writer, Speaker and Conference Chair](#)

9:10-9:15 Poetry

THE GREAT RETURN TO THE OFFICE & THE CHANGING THE WORLD OF WORK

How we engage with technology, space and each other is changing. Companies are accelerating plans to invest in new technology and environments. We examine what the post pandemic workplace experience will look like in 2021 and beyond.

9:15-9:50 KEYNOTE: CONSUMERISATION OF THE WORKPLACE
Tim Greenhalgh, [Chief Creative Officer at LANDOR & FITCH](#)
Consumerisation of the Workplace what can companies expect in the new hybrid world where people have more choice

9:50-10:10 WORKPLACE EXPERIENCE: EMPLOYEE VS EMPLOYER
Ken Dooley, [Chief Strategy Officer, Empathic Building at Haltian and Postdoctoral Researcher in Smart Buildings at Aalto University.](#)
Workplace experience is critical. We know being in the workplace builds productivity, teamwork, compassion, enables collaboration across silos and supports new employees. It overcomes many of the key challenges of isolation, problems with IT support and connectivity and balances home and work life. This session examines the digital tools that support and encourage better physical meetings and explores how we can offer high end-user experience while also delivering key data for employers seeking operational excellence.

10:15-10:45 EXPERT PANEL: TECHNOLOGY TOOLS - REDEFINING THE FUTURE OF HYBRID WORK
Doron Shachar, [CEO, Pointgrab](#), Dinesh Malkani, [CEO, Smarten Spaces](#), Sander Schutte, [CEO, Mapiq](#), Jason McAloon, [VP, Smarten Spaces](#), Moderated by Dr Imogen Privett, [Associate Director, Workplace Innovation & Senior Research Associate, Unwork and WORKTECH Academy.](#)
In the age of the “anywhere office”, technology will play a more vital role than ever. It is now crucial for businesses to understand how people are using workspaces and implement technologies that will keep teams connected, organized, safe and ultimately enhance their experience and productivity. Our experts will shed light on some of the key technology innovations that are transforming how people work and explore critical questions around digital equality and collaboration for hybrid teams.

10:45-11:10 NETWORKING BREAK

11:10 Welcome back

HYBRID WORKPLACE EXPERIENCE: A NEW REALITY

How we engage with technology, space and each other is changing. Companies are accelerating plans to invest in new technology and environments. We examine what the post pandemic workplace experience will look like in 2021 and beyond.

11:10-11:15 INNOVATION PLATFORM
Ajay Suglani, [Account Executive, Envoy](#)

11:20-11:40 CASE STUDY: BDO - RETHINKING THE OFFICE
Jon Randall [Head of Integration & Transformation, BDO](#)
In this talk, Jon tackles key issues to consider in reevaluating property and workspace such as the impact of mass home-working on culture, training and employee wellbeing; the pressure being put on boards and leadership teams to consider assets and to be smarter with their real estate usage; the always-on culture, where rising client demands and ambitious growth targets have led to a blurring of home and office working; and is hot-desking a thing of the past and collaborative environments the way forward?

11:45-12:05 HYBRID WORK: THE NEW NORMAL
Imre Csur, [Strategic Alliance Manager for UK and Ireland, EPOS](#) and Kasia Maynard, [Content Editor, WORKTECH Academy](#)
The Covid-19 pandemic has accelerated the shift in our work culture in ways that was unimaginable 2 years ago. Now that hybrid work is a reality to many, organizations are facing new challenges in establishing new work culture for their global workforce. The return to office process has brought many underlying issues to the surface, highlighting discrepancies in working styles employees and employers are looking for, and putting organization’s willingness to invest in their employee to the test. This session will discuss the global state of hybrid work and how organizations are looking to invest in IT to create an effective workforce.

12:10-12:35 **NAVIGATING CHANGE: STORIES FROM THE FRONTLINES OF WORKPLACE STRATEGY**
Andrew O'Donnell, [Workplace and Real Estate Director, JLL](#), James Saunders, [Director, Arcadis](#), Cesar Jeri, [Global Head of Workplace Technology - Real Estate, Verizon](#), Nick Giraudeau, [Global Head of Financial Services, WeWork](#). Moderated by Youri Wildeman, [Head of Business Development EMEA & APAC VergeSense](#)

How are some of the world's largest companies navigating change and adapting their workplace strategy? Learn how CRE leaders and workplace strategists are leaning on data-driven insights to create meaningful spaces where people can thrive. We'll explore the technology and data they are leveraging to employ a successful return to office, enhance employee experience and deploy hybrid work initiatives.

12:45-13:10 **ROUTES TO REVIVAL: NEW RESEARCH AND EVIDENCE ON THE RETURN TO THE OFFICE**
Kasia Maynard, [WORKTECH Academy](#), Poonam Bharj, [National Team Director, Condeco](#), Sophie Bollier, [Property Asset Manager, Global Estates, British Council](#), Brian Marchal [Workplace Strategy Director, Real Estate and Workplace Solutions, Willis Towers Watson & Ali Khan, CEO SHAPE Global Ltd](#)

In this panel we will be examining some of the most prominent challenges facing corporate real estate identified in the latest research from Condeco and WORKTECH Academy. It will explore the different 'routes to revival' approaches real estate leaders are taking to return to the office. The research, entitled Condeco Conversations, found that learning and innovation, experience and collaboration, and culture and wellbeing are among the biggest casualties of COVID-19. Organizations now have to rethink and recalibrate their strategies and workplace environments to facilitate new ways of working. How are organisations approaching this and what solutions and tools are available to support an optimum workplace experience in a truly flexible workplace?

13:10-14:10 **NETWORKING LUNCH**

14:10 Welcome back

LOOK TO THE FUTURE

14:10-14:35 **DIGITAL WORKPLACE**
Kasia Maynard, [WORKTECH Academy](#) and Saskia Ordelman, [CCO, Vecos](#)

New Research from the WORKTECH Academy. More than 18 months on from the outbreak of the pandemic, employee expectations of work and workplace have significantly shifted and organisations are left with a blank canvas to redefine their workplace experience. A new report by Vecos in partnership with WORKTECH Academy explores what those new expectations are and how the experience is likely to change for employees and building managers alike in the future

14:40-15:15 **CLOSING KEYNOTE: FLEX: REINVENTING WORK FOR A SMARTER, HAPPIER LIFE**
Annie Auerbach, [expert on the future of work, author and the founder of trends and cultural insight agency Starling](#)

Coronavirus has proven what many have long championed: working 9-5 in an office doesn't work for most of us. Annie examines how now we have a plastic moment: we are reassessing and reinventing the way with live and work and need to think innovatively about the challenges we face. With increasing self-knowledge of our bodies and minds, flexing our creativity and our performance is more achievable than ever. Annie explores how we can link flex to creativity and navigate away from inequality. How we can innovate away from constraint.

15:15 Closing Remarks

15:25 **NETWORKING DRINKS**

16:30 Conference Closes