

FINANCIAL WORKPLACE

LONDON

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EXPLORE THE FUTURE FINANCIAL WORKPLACE

M&G, LONDON

WEDNESDAY 11TH JUNE 2025

08:30 - 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 for organisations. As we make the great return to the office, how can business leaders in the financial services sector 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 from some of the world's top financial institutions 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 will be able to join us and we are looking forward to welcoming you to the event on 11th June.

Warmest regards,
Caroline

CONTENTS



MEET THE SPEAKERS



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

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 that places scientific research at the heart of key business problems. www.worktechacademy.com

Full list of speakers

Kirsty Angerer, [HLW International Ltd.](#)
Dan Drogman, [SmartSpaces](#)
Susan Dixon, [Royal Bank of Canada](#)
Esra Fanoscu, [EBRD](#)
Alex Grossick, [Deutsche Bank](#)
Erin Mulligan Helgren, [Office Space Software](#)
Geraldine Jardeleza, [Wise Ltd.](#)
Sarah Kilmartin, [Eptura](#)
Malte Koeditz, [Spaciv](#)
Kasia Maynard, [WORKTECH Academy](#)
Sarah O'Reilly, [M&G](#)
Imogen Privett, [Unwork](#)
Wilco Poppelier, [Miro](#)
Matthew Potter, [HSBC](#)
Martin Shaw, [M&G](#)
Dan Strobe, [Daniel Strobe Consulting Group](#)
Andy Targell, [JLL Technologies](#)
Jane Watson, [XY Sense](#)
Graylin Wakefield, [Visa Europe](#)
Catherine Yates, [NatWest](#)
Ibrahim Yate, [JLL Technologies](#)



Dan Strode, Daniel Strode Consulting Group



Susan Dixon, Royal Bank of Canada



Geraldine Jardeleza, Wise Ltd.



Catherine Yates, NatWest



Matthew Potter, HSBC



Martin Shaw, M&G



Esra Fanoscu, EBRD



Graylin Wakefield, Visa Europe



Wilco Poppelier, Miro

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 Next-Gen Financial Workplace: Innovation, Sustainability and Experience

We explore how cutting-edge office design, smart technologies and sustainability initiatives are shaping the next generation of workplaces. Sessions highlight how leading organisations are re-thinking workplace to foster collaboration, enhance employee experience and future-proof their work environments.

Building Purposeful Workplaces: Culture, Collaboration and Human-Centric Design

Beyond office attendance policies, financial workplaces must create environments that attract talent, foster collaboration and strengthen company culture. This theme delves into experience-driven workplace design, hybrid work strategies and AI-powered solutions that enhance employee experience. Examine how leading firms are shaping the future of work through innovation and human-centric design.

Data-Driven Decision Making: From Insights to Impact

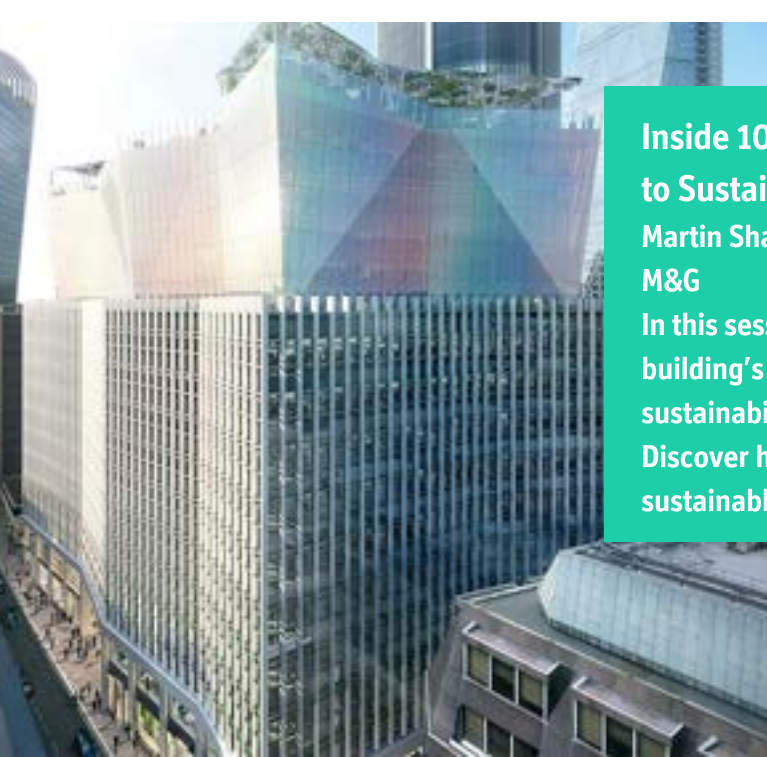
With workplace data more accessible than ever, this theme explores how financial leaders can transform data into actionable strategies. Sessions cover emerging workplace metrics, the role of AI and how organisations can optimise real estate, enhance employee experience and maximise the ROI of digital investment.

KEY THEMES

THE NEXT-GEN FINANCIAL
WORKPLACE: INNOVATION,
SUSTAINABILITY AND EXPERIENCE

BUILDING PURPOSEFUL
WORKPLACES: CULTURE,
COLLABORATION AND HUMAN-
CENTRIC DESIGN

DATA-DRIVEN DECISION MAKING:
FROM INSIGHTS TO IMPACT



Inside 10 Fenchurch Avenue Vision: A Collaborative Approach to Sustainable, Smart and Engaging Workplaces

Martin Shaw, Head of Infrastructure & Resilience, Workplace Solutions, M&G

In this session, M&G share the collaborative approach behind the building's cutting-edge design and workplace strategy, highlighting its sustainability, smart technologies, and experience-driven innovations. Discover how these elements come together to create a modern, sustainable workspace that supports M&G's vision for the future of work.

Culture as the Antidote to Hyperchange

Dan Strobe, Founder, Daniel Strobe Consulting Group and ex Group Director of Culture & Strategy within Global Human Resources, Grupo Santander

In a world of hyperchange, where technology accelerates, uncertainty rises, and traditional models fall short, organisational culture becomes your greatest asset. This session explores how cultivating a strong culture can be your survival plan, not just a buzzword. Drawing on real-world examples, we'll uncover how a growth mindset, embracing technology, and rethinking your business model are essential behaviours for navigating the future. Walk away with tangible strategies to activate culture as your strategic multiplier.



Expert panel: Reimagining the Financial Workplace in the Hybrid Era

Catherine Yates, Lead Strategic Workplace Change Manager, NatWest, Matthew Potter, Head of Workplace Experience Technology, HSBC, Suzan Dixon, Senior Director, Corporate Real Estate, EMEA & APAC Royal Bank of Canada, Esra Fanoscu, Managing Director, Corporate Services, EBRD, Graylin Wakefield, Corporate Services Strategy & Operations Lead, Visa Europe, Erin Mulligan Helgren, CEO OfficeSpace Software.

As hybrid work becomes the norm, financial institutions must ask: how do we make the office matter? We explore how senior workplace leaders are redesigning offices to attract employees back—not by mandate, but by meaning. With insights from flagship London projects, discover how culture, collaboration, and experience are reshaping the role of the office to support high-performing hybrid teams

CONFERENCE OPENS

09:00 CHAIRPERSON'S OPENING REMARKS & WELCOME ADDRESS

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



09:15 OPENING KEYNOTE: THE FUTURE OF WORK: GLOBAL INNOVATIONS AND TRENDS

Imogen Privett, [Director Workplace Innovation, Unwork](#)



Join us for a deep dive into international workplace innovation, featuring ground-breaking examples from leading global organisations like Booking.com in Amsterdam and Lego in Billund that have created innovative new HQs, as well as emerging technologies and trends transforming work. Artificial intelligence, data analytics, and emerging technologies are reshaping organisations. Focusing on next-generation collaboration tools to digital platforms that drive real-time engagement, this session explores practical strategies and best practices for digital solutions and physical workplaces.

09:50 LEVERAGING AI AND INTEGRATED TECHNOLOGIES TO NAVIGATE THE FUTURE FINANCIAL WORKPLACE

Sarah Kilmartin, [Director of Customer Insights, Eptura](#)



This session will explore key insights from the newly released findings from the 2025 Workplace Index, highlighting how financial institutions can address current workplace challenges. With 34% of businesses planning to increase in-office attendance, the focus will be on integrating AI and unified technology platforms to optimise space utilisation and enhance employee experiences. Discussions will cover overcoming disconnected systems, implementing AI for operational efficiency, and the emerging role of digital workplace leaders in shaping the future financial workplace

10:20 INNOVATION PLATFORM: XY SENSE | THE 3-2-1 RULE

Jane Watson, [General Manager, EMEA, XY Sense](#)



10:25 NETWORKING & COFFEE BREAK

10:55 INSIDE 10 FENCHURCH AVENUE VISION: A COLLABORATIVE APPROACH TO SUSTAINABLE, SMART AND ENGAGING WORKPLACES

Martin Shaw, [Head of Infrastructure & Resilience, Workplace Solutions, M&G](#)



In this session, M&G share the collaborative approach behind the building's cutting-edge design and workplace strategy, highlighting its sustainability, smart technologies, and experience-driven innovations. Discover how these elements come together to create a modern, sustainable workspace that supports M&G's vision for the future of work.

11:25 CUT DOWN ON CRE TECH DEBT USING ENTERPRISE AGILITY

Andy Targell, **Global Head of Real Estate Technology Advisory** and Ibrahim Yate, **Smart Building Market Analyst, JLL Technologies**



As financial institutions modernise real estate portfolios, legacy systems and siloed data create mounting CRE tech debt. In this session, JLLT's Ibrahim Yate and Andy Targell will reveal how enterprise agility can break down those barriers—streamlining technology stacks, accelerating time-to-value, and aligning digital investments with evolving workplace strategies. Learn how to apply agile principles to CRE tech transformation and build a more responsive, data-driven real estate function fit for the future.

11:55 SHAPING THE FUTURE OF FINANCIAL WORKPLACES WITH AGENTIC AI

Dan Drogman, **CEO, Smart Spaces**



In this forward-looking session, Dan explores the transformative impact of Agentic AI on the financial workplace. As AI evolves from a passive tool into an active, goal-driven collaborator, financial institutions are reimagining how work is structured, decisions are made, and environments adapt to human needs. Drawing on real-world insights and emerging use cases, Dan will illustrate how Agentic AI enables intelligent automation, proactive space optimisation, and predictive decision support—empowering employees, enhancing productivity, and reshaping office design. Attendees will gain a practical understanding of how to harness this next wave of AI to create agile, responsive, and human-centric financial workplaces.

12:25 AUDIENCE INTERACTION SEGMENT – DISCUSSION & POLLS

12:35 NETWORKING & LUNCH BREAK

13:30 FINTECH CASE STUDY: DESIGNING TRUST - HOW WORKPLACE EXPERIENCE IS BECOMING FINANCIAL SERVICES' SECRET ADVANTAGE

Kirsty Angerer, **Associate, Director HLW International Ltd.** and Geraldine Jardeleza, **Global Workplace Lead, Wise Ltd.**



In a sector built on precision and trust, how we design our workplaces is becoming just as critical as what we do in them. In this session, we share exclusive data on employee experience before and after workplace redesigns — revealing what really moves the needle. Drawing on insights from Wise and beyond, we unpack how financial services can use space as a strategic asset to drive culture, trust, and performance. For workplace leaders navigating hybrid, this is your playbook for creating environments that earn the commute — and reflect your company's mission.

14:00 CULTURE AS THE ANTIDOTE TO HYPERCHANGE

Dan Strode, **Founder, Daniel Strode Consulting Group** and ex Group Director of Culture & Strategy within Global Human Resources, Grupo Santander

In a world of hyperchange, where technology accelerates, uncertainty rises, and traditional models fall short, organisational culture becomes your greatest asset. This session explores how cultivating a strong culture can be your survival plan, not just a buzzword. Drawing on real-world examples, we'll uncover how a growth mindset, embracing technology, and rethinking your business model are essential behaviours for navigating the future. Walk away with tangible strategies to activate culture as your strategic multiplier.

14:35 EXPERT PANEL: REIMAGINING THE FINANCIAL WORKPLACE IN THE HYBRID ERA

Catherine Yates, **Lead Strategic Workplace Change Manager, NatWest**, Matthew Potter, **Head of Workplace Experience Technology, HSBC**, Susan Dixon, **Senior Director, Corporate Real Estate, EMEA & APAC Royal Bank of Canada**, Esra Fanoscu, **Managing Director, Corporate Services, EBRD**, Graylin Wakefield, **Corporate Services Strategy & Operations Lead, Visa Europe**, Erin Mulligan Helgren, **CEO OfficeSpace Software**

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15:05 NETWORKING & COFFEE BREAK

15:30 EXPERT PANEL: DESIGNING THE FUTURE FINANCIAL WORKPLACE – HOW DATA, DESIGN, AND SCALE SHAPE WHAT'S NEXT

Malte Koeditz, **Founder, Spaciv**, Wilco Poppelier, **Global Head of Workplace Strategy, Miro**, Alex Grossick, **UK&I & Americas Real Estate Lead, Deutsche Bank**.

As financial institutions grapple with new expectations for flexibility, performance, and experience, a new challenge emerges: how to deliver highly tailored workplace environments at enterprise scale. How do data-driven design, adaptable work models, and human-centred strategy converge to shape future financial workplace? Bringing together diverse perspectives—a tech scale-up to a global powerhouse—to explore how different organisations are using data and design to build workplaces that are not only efficient, but also engaging and future-ready.



16:00 KNOWLEDGE EXCHANGE – INSIGHTS, REFLECTIONS, AND FORWARD THINKING

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.

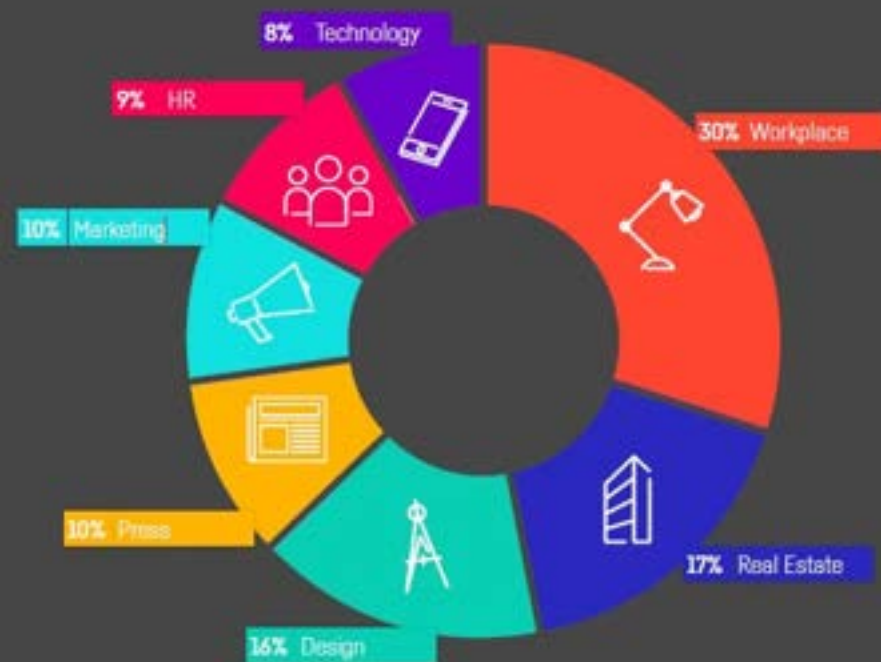
16:30 CHAIRPERSON'S CLOSING REMARKS

Kasia Maynard, **Head of Research and Editorial, WORKTECH Academy**



16:45 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



BOOK NOW

www.worktechevents.com/events/financial-workplace25-london/

KEY INFORMATION

Date

When: Wednesday, 11th June 2025

Where: M&G, 10 Fenchurch Avenue, London

How to Book

Visit: www.worktechevents.com/events/financial-workplace25-london/

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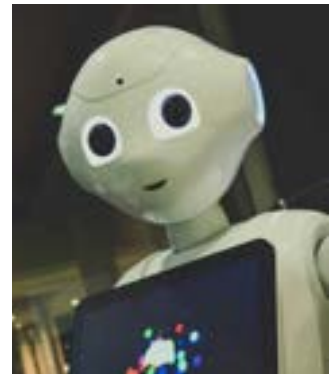
If you are part of a group that would like to attend and are looking for a joint group rate please get in touch to arrange a bespoke ticket price.

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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