



GC Workplace Modernization Project

191 Laurier Avenue, Ottawa – 5th Floor Project

June 2022



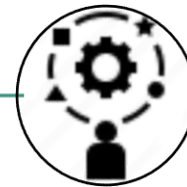
What will we discuss today?



The Team



Success Factors



Key Change Management Activities



Change Management Tools & More



Feedback & Lessons Learned



Our Modernization Project – The Journey

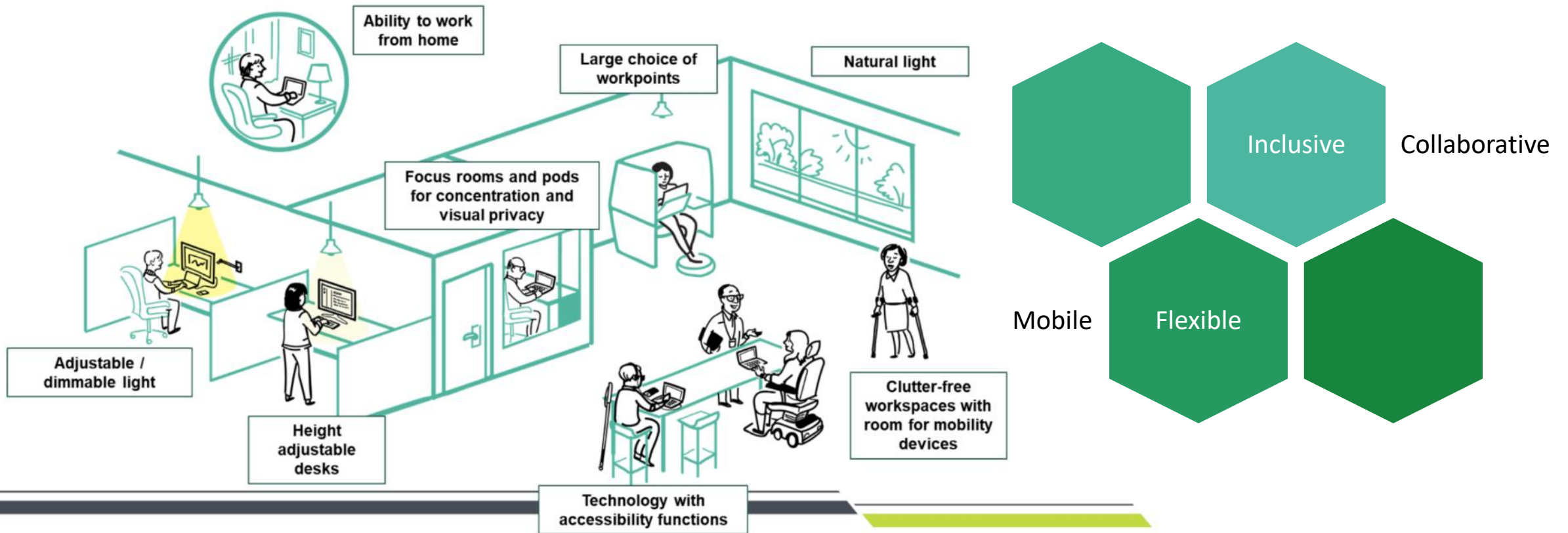
Sir Richard Scott 5th Floor Project - 191 Laurier Avenue West, Ottawa

Canada Border Services Agency



Our Vision

CBSA will be a leader in people management in a renewed high-performing and diverse workforce/workplace that is capable of delivering its complex mandate by being an employer of choice while prioritizing **accessibility, inclusivity and flexibility**.



Meet the Team

Project Team



Change Management Team

Mario
Pambrun

Todd Paul

Cynthia
Leduc

Rebecca
Gunn

Dianne
Eiswald

Martin
Delorme

Michael Foster

Sabrina
Mussai

Saad Anwer

Mélanie
Bourgon

Francesca
Moss-Nafekh

Project governance structure



ANDREW FRANCIS
Champion

JONATHAN MOOR
Sponsor



Workplace Modernization Team
Recommends design, develops change management strategy and communication plan
Change Agents / Accommodations / PSPC

Change management advisors

Project management team

Special Project Team manager
Change management practitioners
Communication advisor
Training specialist

Special Project Team Manager
Project Managers
Design Manager (PSPC)
Property & Facility Manager (PSPC)

Employee Advisory Group
Engaged on artwork selection, room naming

Representative of enabling sectors

Various working/ Advisory groups

Manager network / Employee working groups / Change agents

IT, IM, OHS, HR, SECURITY
Project and Portfolio Lead

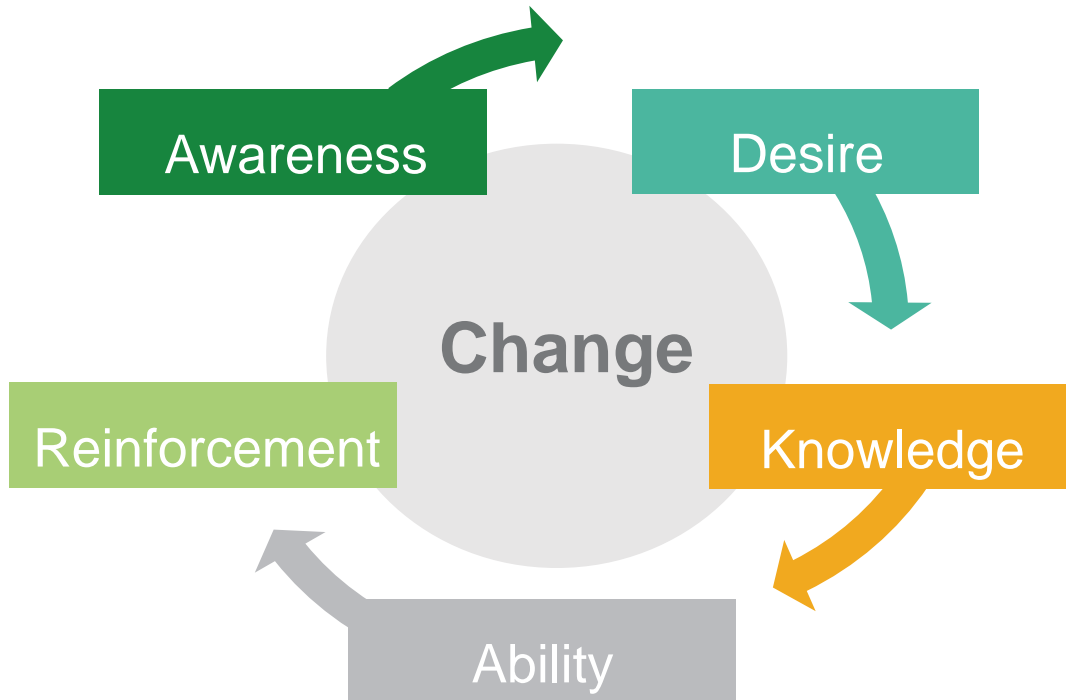
Subject matter expert committees
Stakeholder representative



Success Factors

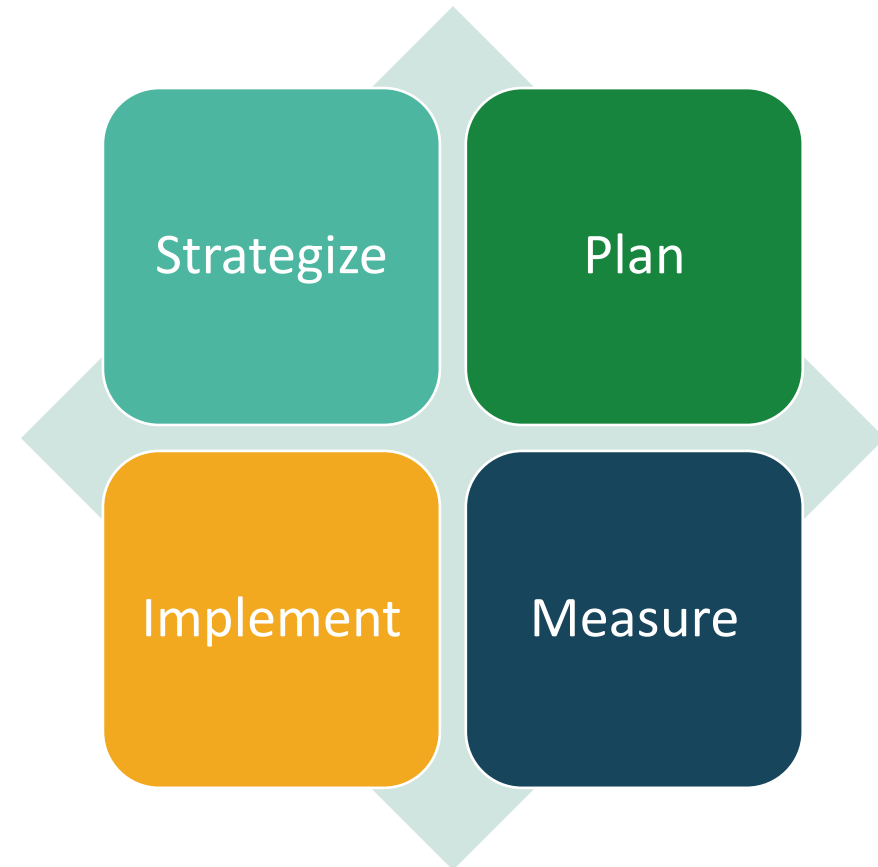
ADKAR model by Prosci:

Successful change is dependant on all five elements



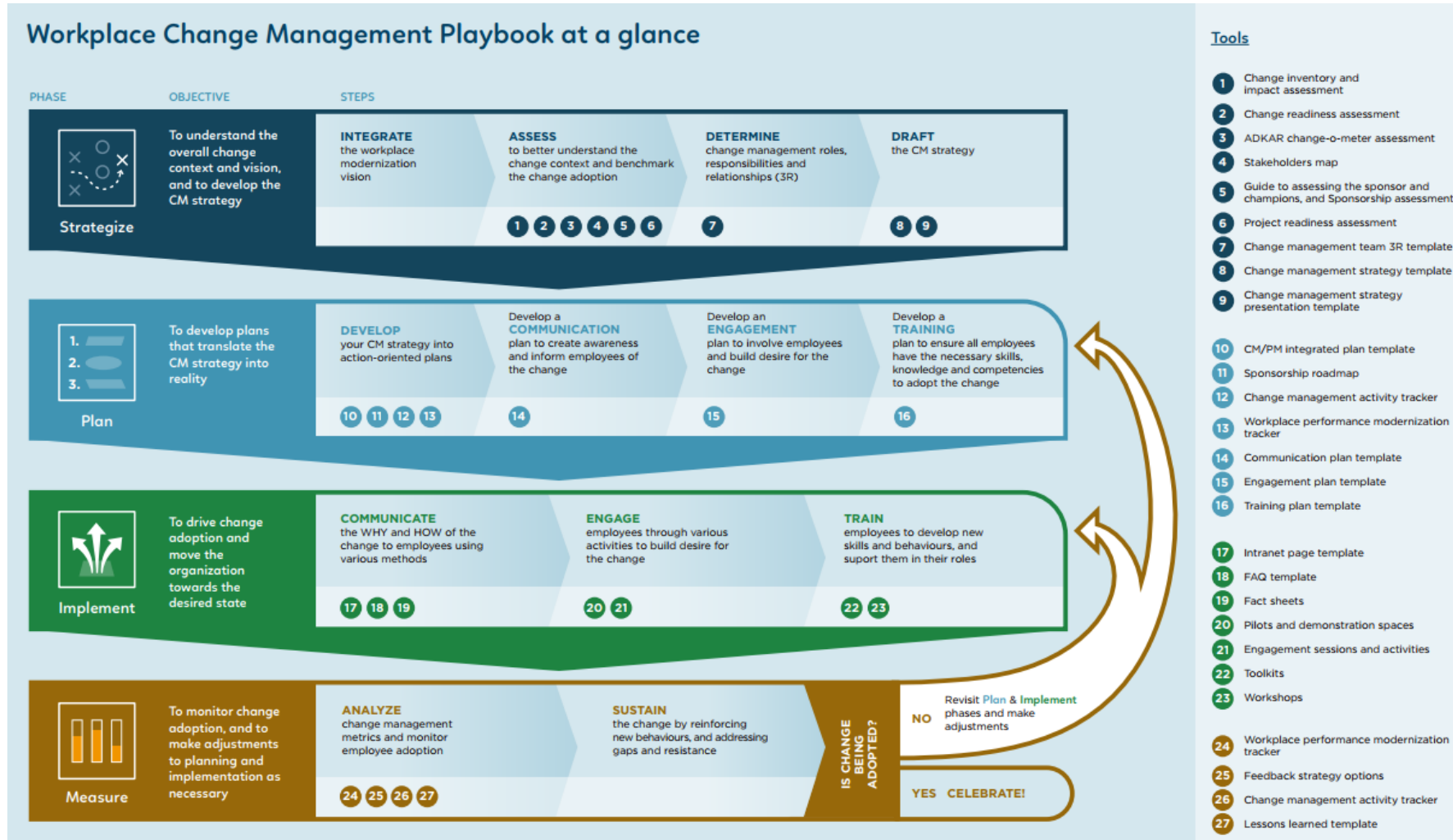
[Workplace Change Management Playbook](#)

Key Success Factors





Workplace Change Management Playbook



Key Change Management Activities

2021 Spring

- Project kick-off
- Pre-occupancy survey
- FAQs, change management and communication plan



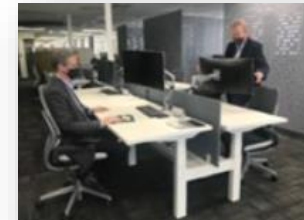
2021 Fall

- Floorplan announcement
- Manager toolkit
- Boardroom naming activity
- Change management training



2022 Spring

- Construction start
- Activity based work training
- Construction updates



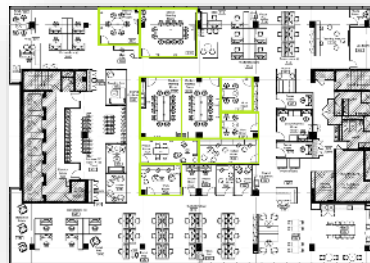
2021 Summer

- Change readiness assessment
- Information management training
- Paper clean-up, color palette activity and contests
- Security pass renewal



2021 Winter

- Pulse check
- All-staff meeting, who we are and what we do
- Security awareness training



2022 Summer

- First aid and CPR
- Ribbon cutting ceremonies
- GC workplace guide
- 5th floor occupancy in September



Change Management Activities

WE HAVE A WINNER!
NOUS AVONS UN GAGNANT!

GCworkplace – 191 Laurier Avenue, 5th Floor
 Milieu de travail GC – 191 avenue Laurier – 5^e étage

Option 2

Milieu de travail GC

GC workplace

Government of Canada / Gouvernement du Canada

Thank you for participating to the colour palette activity!
 Merci d'avoir participé à l'activité palette de couleurs !

Canada

Thank you to everyone who participated in the boardroom naming activity.
 As promised, please see finalized list of boardroom names for our SRS 5th Floor Project!

Merci à tous ceux qui ont participé à l'activité de nommage de salles de conférence. Veuillez consulter la liste finale des noms de salles de conférence pour notre projet au 5^e étage de l'édifice SRS comme nous vous l'avons promis!

The Change Management Advisory Committee has decided on the **Culture and Character Based Leadership** theme. / Le comité consultatif sur la gestion du changement a choisi le thème de **la culture et du leadership fondé sur le caractère.**

- The Collaboration Room / La salle de collaboration
- The Innovation Room / La salle d'innovation
- The Diversity Room / La salle de diversité
- The Inclusion Room / La salle d'inclusion
- The One Team Room / La salle de l'équipe unie
- The Partnership Room / La salle de partenariat
- The Equity Room / La salle d'équité
- The Connection Room / La salle de connexion
- The Wellness Room / La salle de bien-être

Change Management Activities

The winner of the Paper Purge Selfie Contest is :
 La gagnante du concours autophoto avec
 votre plus grande pile de papier est :
Wendy Boisvert!

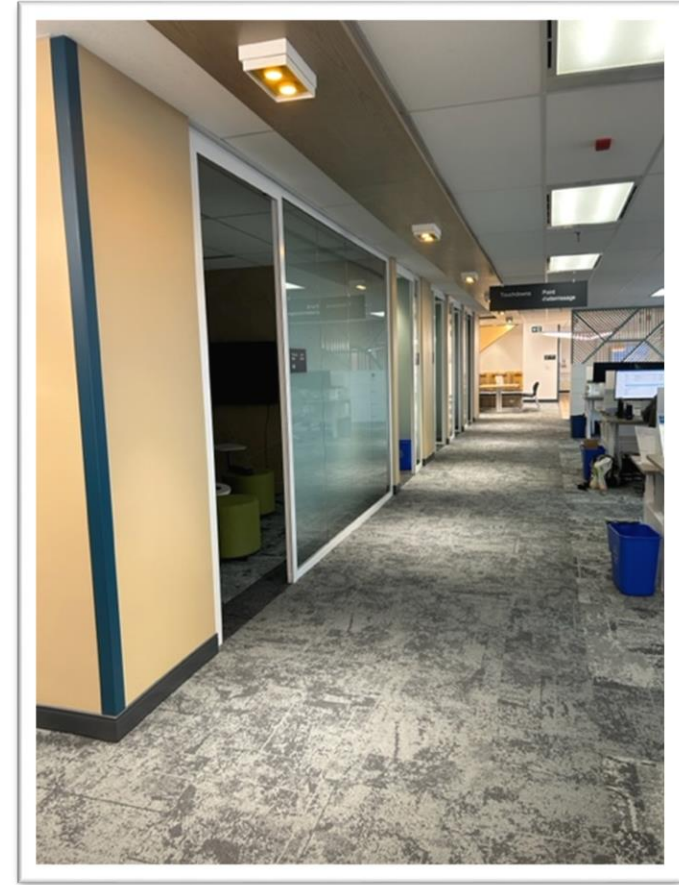


Thank you to everyone who participated in the paper purge
 and tidying the workplace activity!

Merci à tous ceux qui ont participé à l'activité d'élimination du papier et
 du milieu de travail bien rangé!



Accessibility






Inclusivity



Signage & Standing Operating Procedures

WORK STATIONS POSTE DE TRAVAIL



QUIET ZONE / ZONE SILENCIEUSE

Who is this space for?
Workstations are intended to be used by one (1) individual, for mid to long term (anywhere from 1 hour to the majority of your workday).

What's available?
Workstations are equipped with:

- Adjustable monitors (either one large or two standard sized)
- LAN or WIFI connectivity,
- Universal docking stations,
- A height-adjustable desk and adjustable ergonomic chair

Capacité
Les postes de travail sont destinés à être utilisés par une (1) personne, à moyen et long terme (de 1 heure à la majorité de votre journée de travail).

Spécifications
Les postes de travail sont équipés de :



- Moniteurs réglables (un grand ou deux de taille standard)
- Connectivité LAN ou WIFI,
- Stations d'accueil universelles
- Un bureau réglable en hauteur et une chaise ergonomique réglable

Activity-Based Work Examples

- Reading written materials
- Working on written documents
- Working independently, but with access to colleagues around you to ask questions or discuss

Exemples de travail basé sur les activités

- Lire des documents écrits
- Travailler sur des documents écrits
- Travailler de manière indépendante, mais avoir accès à des collègues autour de vous pour poser des questions ou discuter

Calm & Wellness Space Espace Calme et de Bien-être

QUIET ZONE / ZONE SILENCIEUSE

This room is available

This room can be used for individuals who need a quiet or private moment or as a workstation.

There is not a time limit on using this room, please be mindful of others who may also need to use it.

For some, this may include;

- Prayer or meditation
- To pump breastmilk
- To take medications
- Stretching / other

Cette pièce est disponible

Cette pièce peut être utilisée par les personnes qui ont besoin d'un moment de calme ou de privé ou comme poste de travail.

Il n'y a pas de limite de temps pour l'utilisation de cette salle, mais nous vous demandons de tenir compte des autres personnes qui peuvent également avoir besoin de l'utiliser.

Pour certains, cela peut inclure ;

- La prière ou la méditation
- Tirer du lait maternel
- La prise de médicaments
- S'étirer / autre

TEAMING AREA (SMALL) ZONE D'ÉQUIPE (PETIT)



INTERACTIVE ZONE / ZONE INTERACTIVE

Who is this space for?
Informal open work area to accommodate team work

What's available?
Lounge area
Comfortable seating

À qui est destiné cet espace?
Zone de travail informelle ouverte pour permettre le travail en équipe

Spécifications
Salon
Sièges confortables

Activity-Based Work Examples

- Having an informal meeting
- Team-building activities
- Planning meetings
- Meetings which do not require privacy

Exemples de travail basé sur les activités

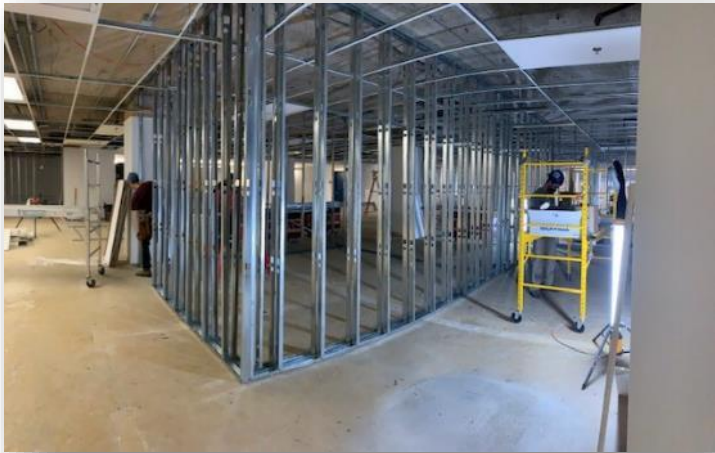
- Réunion informelle
- Activités de consolidation d'équipe
- Planification des réunions
- Réunions qui ne nécessitent pas de confidentialité




Canada Border Services Agency / Agence des services frontaliers du Canada



Construction of the 5th Floor





Our New Workspace



Feedback and Lessons Learned

“I am proud of our modern, supportive and flexible working environment that provides the highest standards of inclusivity and accessibility. This new space helps advance our workplace culture and better support our ‘work from anywhere’ vision for the future.”

Project Champion and Chief Financial Officer (He)

“Good job for the establishment of our new floor! I am excited to leverage it with my division, especially once the outstanding technology components are in place and running!”

Director, Finance Planning Budgeting Reporting (She)

“I love this floor – it reminds me of when I was in university. The spaces are so much more modern and usable than the old floor.”

In-scope employee (They)



🔗 Questions?



Have fun and celebrate the new space!

