****

**Workplace Transformation Program**

PRE-OPENING COMMUNICATIONS

**VERSION 1**

**Date:** FEBRUARY 2023

Pre-opening communications to employees - Workplace Transformation Program

***To be removed before sending***

**Objectives:** This document is a source of inspiration for communications prior to opening day. You should use these communications at the recommended times to make sure the information they contain is well understood by employees

**Whom should this be sent to:** All employees who are impacted by the project

**When to make the announcement** : As noted above, recommended times have been added to this document. Refer to the Communication framework for additional information on timing of these announcements and how they fit in with other communication and engagement activities in the CM program in-a-box.

**Who should do the announcement**: Various sponsors and teams, each communication contains a mention of who should send it

The proposed messages must be adapted to ensure the message follows internal cultural attributes, organizational vision, name of the project, and any specifics details.

The **French version** of this document is available here: [FR version](https://wiki.gccollab.ca/images/7/71/WTP_-_Guide_to_pre-opening_communications_FR.docx)

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# 6 weeks before opening date

## Opening announcement and introduction of the Employee Toolkit

**TO:** All impacted employees

**FROM:** [PROJECT SPONSOR]

Subject/title : We have BIG news to share! Our new workplace is almost ready! Are YOU ready?

Our new and modern workplace at *[name of building, street address and floor of work location]* will be opening on *[date and time frame].* This means the space will be available to use for *[include who will have access to the space, EX: all employees of branch X].* This new workplace will support our new ways of hybrid working. It will help sustain wellbeing, inclusivity, collaboration, productivity, flexibility and mobility – a workplace that is truly ours.

To prepare for the opening, we encourage you to review the Employee Toolkit(link). This comprehensive document contains information on everything you need to know about our new workplace including booking a workpoint for the opening week, finding the location of parking, connecting to a videoconferencing unit in a meeting room, adjusting a task chair, etc.

Over the next few weeks, we will be sending out more information on upcoming events to prepare you for the opening. Stay tuned for invitations for a Pre-Opening Q&A, guided workplace tours and an opening ceremony.

If you have any questions or concerns about the upcoming opening, please reach out to (contact person).

We look forward to finally revealing our new modernized workplace!

Thank you,

[Executive Signature]

# 5 weeks before opening date

## Opening ceremony (Outlook invitation)

**TO:** All impacted employees

**FROM:** [PROJECT SPONSOR]

I am happy to invite you and all our colleagues to an opening ceremony to mark the opening of our new workplace at *[name of building, street address and floor of work location]* on *[date and time frame].*

[First-name, Last Name , Official Title] will join us and open the celebrations with words of welcome and good wishes and cheers.

[Add additional details based on the type of ceremony you plan on hosting: guided tours of the new workspace, small reception, hybrid/virtual option, etc.]

Save the date. You don’t want to miss the moment we formally inaugurate the new workplace that will support our new ways of working. Join your colleagues to celebrate the high standards of our new shared workplace!

# 4 weeks before opening date

**\*This session will be a reminder to book your guided tour, attend the opening ceremony and book your workpoint for the opening. The guided tours will take place after this session. The invitation will be sent out 2 weeks prior to the session taking place.**

## Virtual Pre-Opening Q&A session (Outlook invitation)

**TO:** All impacted employees

**FROM:** [PROJECT SPONSOR]

To discuss some of the exciting new features of our new workplace and answer any questions you may have about our opening, we are pleased to invite you to attend a Virtual Pre-Opening Q&A.

When: [date/ time to time - 2 weeks prior to the opening]

Where : MS Teams (link)

Speaking person 1 & title and speaking person 2 & title are going to be sharing with you everything you need to know about the opening. They will offer a first look at our new modernized workplace and provide an overview of the features and amenities available.

Join us as we answer any burning questions you may have and share our favourite design features of our new workplace!

## Invitation to book your personal guided tour

**TO:** Managers of all impacted employees

**FROM:** [EXECUTIVE SPONSOR]

**\*This email is to be sent to managers only so they can coordinate date/time that works best for their team and advise their team of the guided tour. Attach the ‘Invitation to tour our new workplace’ included below that People Managers can use to invite their teams on the tour.**

From Date to Date (2 week duration prior to opening), several guided tours of our new workspace will be hosted at [ADDRESS/city or cities]. The guided tours will allow employees to view the new workspace facilities and will provide an overview of the features and amenities available [ADD IF AVAILABLE IN YOUR ORGANIZATION] by various teams representatives (IT, IM, etc.).

You are highly encouraged to book a guided tour for you and your team. The change to Activity-based working can feel overwhelming for some employees. A big part of that is the unknown factor; this is why we are providing an opportunity for employees to *see* and *try* the new space before the official opening. Employees will be able to test out their commute, locate and become familiar with parking, confirm their access card is working, try out various workpoints and furniture, learn about IT/AV equipment in meeting rooms, orient themselves and get a general sense of how they feel in the space. Visiting the workplace will help your employees start to see themselves working in the space, an important step to start living the change! And when you visit as a team, you will have the opportunity to identify and discuss any remaining concerns your employees may have.

Your role as a People Manager will be pivotal in the next few weeks as we transition to our new workplace and this new way of working. Ensure to keep communication channels open with your employees have discussions as a group and in your one-on-one conversations with your employees. Your support is critical to their adoption, competency and satisfaction with the new workplace.

Note that you will also be able tour the new workplace virtually if you are unable to attend in person however, the link to view the tour video/pictures will be shared in the coming weeks, after the opening.

To book your guided tour and learn more about the exciting new features of our new workplace, click on the link below. You will find attached an invitation template you can use to invite your teams once you’ve reserved a time for your tour.

[INCLUDE LINK TO REGISTER]

## Invitation to tour our new workplace

TO: All impacted employees

FROM: [PEOPLE MANAGERS]

I am happy to invite you on a tour of our new workplace on DATE from TIME to TIME.

I know a change like this can be stressful, that is why I want to provide you with the most tools possible to be ready to work in a new way in our modernized workplace.

This tour day will also be an opportunity to do many things : test out your commute, locate and become familiar with parking, confirm your access card is working, try out various workpoints and furniture, learn about IT/AV equipment in meeting rooms, orient yourself and get a general sense of how you feel in the space. We will be able to identify and discuss any concerns you may have about returning to our workplace/entering this new workplace.

Note that you will also be able tour the new workplace virtually if you are unable to attend in person however, the link to view the tour video/pictures will be shared in the coming weeks, after the opening.

I can’t wait to visit our workplace with all of you!

# 1 week before opening date (optional)

## Opening reminder

**TO:** All impacted employees

**FROM:** [PROJECT SPONSOR]

Let the countdown begin!

Our new workplace at *[name of building, street address and floor of work location]* will be opening next week on *[date and time frame].*

We hope you have been enjoying the guided tours of the new workspace so far. [If applicable: You will also have the chance to attend a guided tour at our opening ceremony next week! (link to invite)]

Have you booked your workpoint to join us during opening week? If not, please use the online booking system(link) to do so!

If you have any questions or concerns about the upcoming opening, please reach out to (contact person).

We look forward to seeing you all in our new workplace!

Thank you,

[Executive Signature]

# 1 day before opening date

## Opening reminder

**TO:** All impacted employees

**FROM:** [PROJECT SPONSOR]

Our new and modern workplace at *[name of building, street address and floor of work location]* will be opening **tomorrow**!

If you haven’t already done so, please review the Employee Toolkit(link) to help you prepare for the new workplace. Here you can find information on items such as booking a workpoint for tomorrow’s opening and for any day in the office going forward.

If you have any questions or concerns about the upcoming opening, please reach out to (contact person).

We look forward to welcoming you all at our opening ceremony tomorrow! (link to invite)

Thank you,

[Executive Signature]