



PROJECT LOCATION : 405 TERMINAL AVENUE, FLOORS 6-9, OTTAWA, ONTARIO  
 DEPARTMENT : EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)  
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 CHANGE AMBASSADOR : CFOB CMCI TEAM – CHANGE MANAGEMENT:  
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This modernized facility is part of the ESDC Workplace initiative. It is one of several coworking spaces located in the National Capital Region (NCR), which are designed using GoC workplace standards including Activity based working (ABW) principles, an accessible and inclusive design with furniture and features such as ergonomic chairs, adjustable height desks, dimmable lighting, and broader passageways. The spaces encourage the physical and mental well-being of employees; and promote collaboration and social connection with colleagues. These spaces are retooled work environments to encourage collaboration, using technology in smarter ways, and fostering a culture of flexibility and well-being.

This site, located directly off Terminal Avenue in Ottawa, ON is intended to be a workspace in which employees can work while taking advantage of a fully modernized ESDC Workplace environment within the National Capital Region.

## PROJECT SCOPE



Site built for 450 employees  
 Current capacity of 247 employees



Section of building occupied by ESDC  
 6th, 7th, 8th & 9th floors



Project Start Date

April 2017



Project completion date

August 15th, 2022

## 3 MAJOR TURNING POINTS OF THE PROJECT

1

### Modernizing during the Pandemic

The majority of the construction for this project took place during COVID, which allowed unfiltered access and focus on modernizing the space for employees. Also, due to the protocols put forth by the Government of Canada, the project was able to be completed with no major delays or shutdowns.

2

### Readying the Space for Employees

The ESDC Modernized Workspace at 405 Terminal is the figurehead of modernized workspaces in the National Capital Region. Designed in an Activity-Based working floorplan, it is open to all ESDC employees who live in the NCR; and is equipped with GC Wi-Fi, which allows employees to connect automatically to a secure network without having to connect to a VPN.

3

### Media Coverage

As 405 Terminal is the figurehead of ESDC Modernized Workspaces in the NCR, there was a lot of media coverage and spotlights on the initiative and the building. In Summer 2022 a promoted virtual tour was given of the building with Karen Robertson. The purpose was to share information about the initiative, promote the modernized building and explain its benefits. Visit the lobby in the ESDC Workplace & You Platform to view the video that highlights this space.

## ESDC BUSINESS PRIORITIES AND THE EMPLOYEE EXPERIENCE



Real Property's initiatives when designing and constructing 405 Terminal was influenced by ESDC's core corporate priorities including the following:

- Accessibility in the built environment
- Inclusion
- Greening & Sustainability

These initiatives interconnect with employee's use, comfort, and accessibility of the space through numerous means.

### Accessibility In the built environment

Accessibility and inclusion initiatives included in the design of 405 Terminal includes adjustable height desks, dimmable lighting, barrier free kitchenettes, selected carpet pattern to accommodate individuals with visual impairments, and broader passageways for individuals requiring wheelchairs.

The 6th, 7th, and 9th floors were used as a pilot to book-to-floor/floor booking, which has proven to be a success. This initiative supports the full

### Inclusion

There is a braille wallpaper that includes inspirational words embossed on it, located on each modernized floor. These words include, "Independence, honesty, equality, kindness, compassion, devotion, love, honour, sincerity, integrity, virtue, goodness, warmth, grace, generosity, care, friendship, tenderness, joy, humanity, fairness, happiness, hope, trust, truth, courage, empathy, decency, freedom, respect", delivers positive messages to the blind and people with low vision. It represents qualities of the human spirit we all possess and strive to implement in

### Greening & Sustainability

Each floor also includes a unique green moss wall in its lobby areas directly coming off the elevators. These feature walls were procured locally to make this space unique. These walls also aid with air quality and ambiance while staying hypoallergenic, which aligns with the Government's Greening and Sustainability initiative.

## PEOPLE SIDE OF CHANGE



### Change management support and activities

405 Terminal, located in the Ottawa Trainyards, is close to public transit, but on the Ottawa side of the National Capital Region, giving the NCR-based employees a modernized option for an office. It is a newly modernized ESDC Workspace with Wi-Fi and state of the art AV equipment including universal docking stations and flat screen lightweight monitors and video conferencing equipment.



### Information sessions and regular communication

The modernized office offers a bright and open workplace in which provides employees with a sense of well-being and an enjoyable work environment. Compared to the previous office this new ESDC Workplace is equipped with collaboration work points for employees to interact and complete their day-to-day tasks as a team.



### Information Management Digitization

The Onsite Work Coordinator (OWC) Team was assembled in August 2022 through the HRSB branch and was first established at the 6th floor of 405 Terminal before the team was moved to CFOB in April 2023. The team was set up to aid the employee transition to the modernized workspaces. They aided employees with minor technology issues while they got used to the space, site bookings, and other administrative tasks. They also currently take over as First Aid Attendants and Health and Safety Representatives.

## PHOTOS OF THE 405 TERMINAL ESDC WORKPLACE

