




**PROJECT LOCATION :** Complexe Guy-Favreau, Montréal, Qc  
**DEPARTMENT :** EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)  
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## PROJECT SCOPE

 <p><b>Number of employees impacted</b> 1,100 employees</p>	 <p><b>Cost of Project</b> \$20,000,000's worth of construction costs</p>		
 <p><b>Project Start Date</b> Summer 2017</p>	 <p><b>Move in Date</b> Phase 1 : Winter 2020</p>	 <p><b>Move in Date</b> Phase 2 : Fall 2021</p>	 <p><b>Date de livraison</b> Phase 3 : Projected for Fall 2022</p>

## 3 MAJOR TURNING POINTS OF THE PROJECT

<p><b>1</b></p> <p><b>Innovative project in the Quebec Region</b></p> <p>Complexe Guy-Favreau is the first site of the new ESDC Workplace for the Quebec region</p>	<p><b>2</b></p> <p><b>Centralization of project information</b></p> <p>Information on procedures and updates on ESDC Workplace projects in the Quebec Region has been consolidated on a single platform.</p>	<p><b>3</b></p> <p><b>Return to Workplace Pilot Project</b></p> <p>ESDC employees at Complexe Guy-Favreau are part of the Return to Workplace pilot project.</p>
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## 1 UNIQUE ASPECT ABOUT THE PROJECT


**First major ESDC Workplace project in the Quebec region**  
 As the first ESDC Workplace project in Quebec, Complexe Guy-Favreau is the one that the regions are building on to learn lessons about the new ESDC Workplace

## PEOPLE SIDE OF CHANGE

 <p><b>Moving Guide</b></p> <p>A moving guide was developed and shared with employees to outline the pre- and post-move steps in the new workplace.</p>	 <p><b>Change Committees</b></p> <p>The Chief Financial Officer Branch's Change Management Team supported the various regional committees to ensure a transition that meets the well-being of the employees affected by the change.</p>	 <p><b>Visit of the modernized PSPC offices in Montreal (pre-pandemic)</b></p> <p>Several tours of the modernized PSPC offices were conducted to familiarize employees and managers with the Activity-Based Workplace (ABW) concept of the future workspaces.</p>
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## LESSONS LEARNED

<p><b>LESSON 1</b></p>	<p><b>Connection is key</b></p> <p>Organize regular meetings with the Change Management Committee throughout the project to ensure better integration with the areas and facilitate eventual return to the modernized spaces.</p>
<p><b>LESSON 2</b></p>	<p><b>Engage stakeholders</b></p> <p>Consult stakeholders during the strategic phases of the modernization. Examples of surveys issued to ESDC employees at Complexe Guy-Favreau:</p> <ul style="list-style-type: none"> <li>• Comfort Index Survey: To assess staff satisfaction throughout the workspace modernization process.</li> <li>• Furniture and Thematic Survey: To allow employees to comment on the type of furniture possible for the common areas and to choose the theme of the decorative panels.</li> </ul>
<p><b>LESSON 3</b></p>	<p><b>Communicate, communicate, communicate!</b></p> <p>Establish diversified and modern means of communication to transmit information. Examples of communication methods used for this project:</p> <ul style="list-style-type: none"> <li>• Monthly newsletters: Distribution to employees at key moments of the modernization project</li> <li>• Centralized digital location of information: Sharing announcements, photos and updates on the new ESDC Workplaces for the Quebec region.</li> </ul>

## PICTURES OF THE ESDC WORKPLACE AT COMPLEXE GUY-FAVREAU

