



ESDC Workplace

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Support Personnel in ESDC Workplace & Coworking Locations

Support personnel have been assigned with certain roles and responsibilities to support employees working at ESDC Workplace and modernized ESDC coworking locations to support you.

NATIONAL CAPITAL REGION (NCR)

In the National Capital Region (NCR), Onsite Workplace Coordinators (OWCs) support employees onsite and are there to:

- Act as the Floor Representative and first aid attendant.
- Act as a Health and Safety Representative for their site as a member of the Building Emergency and Evacuation Team.
- Provide guidance and support of best practices to employees on workplace etiquette and use of enclosed offices.
- Assist with administrative requests. For example, OWCs will note no-shows and contact the employee to confirm if they intend to work from the office that day; and if not, cancel the booking on the employee's behalf to free up a workstation for others.
- Provide minor technical support with meeting rooms, ergonomic equipment, and internet connections.

Employees may be asked to sign in with the OWCs or on the sign-up sheet found near the entrances of the ESDC Workplace coworking locations. Rest assured that this is only to ensure employee comfort and safety in the event of an emergency. Signing in is **not** used to monitor employees as a form of attendance.



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ATLANTIC REGION

REGIONAL ADMINISTRATIVE HUB (RAH)



The Regional Administrative Hub (RAH) is responsible for the planning and executing of a comprehensive range of administrative services to sites and business lines within the Atlantic Region. The team consists of 20 Business Support Assistants (BSA) assigned to various locations across the Atlantic provinces. BSA's support includes but is not limited to:

- Identification Card and Building Access requests
- Health and Safety inquiries
- Boardroom or Training Room inquiries, information and bookings
- Supply and equipment requests
- Building information and parking assistance

The RAH SharePoint site is your first point of contact for information, requests or inquiries for Atlantic Region buildings.

[Regional Management Services - Atlantic Region - Regional Administrative Hub \(RAH\)](#)

If you do not have access, you can send an email to RAH via its general mailbox: [RAH GD Mailbox / Boîte aux lettres électronique du CAR.](#)



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In the Québec Region, at least one concierge is responsible for each ESDC Workspace across the region. Their role is to provide administrative support to employees who use the ESDC Workspace Management System (WMS). Concierges' tasks include managing workspace availability and extracting reports (e.g., number of bookings reports). Their role is to assist you should there be any issues with using the WMS such as an inaccurate floor plan, issues during booking, and so on.

Find and contact your building's concierge using the [concierge list](#).

Find more information about the support available at your individual buildings, including First Aid Attendants, building security, and the contact information for the site management team at the [Québec Atrium SPO](#).