



**NEW WAYS  
OF WORK  
CONFERENCE  
2016**  
SINGAPORE

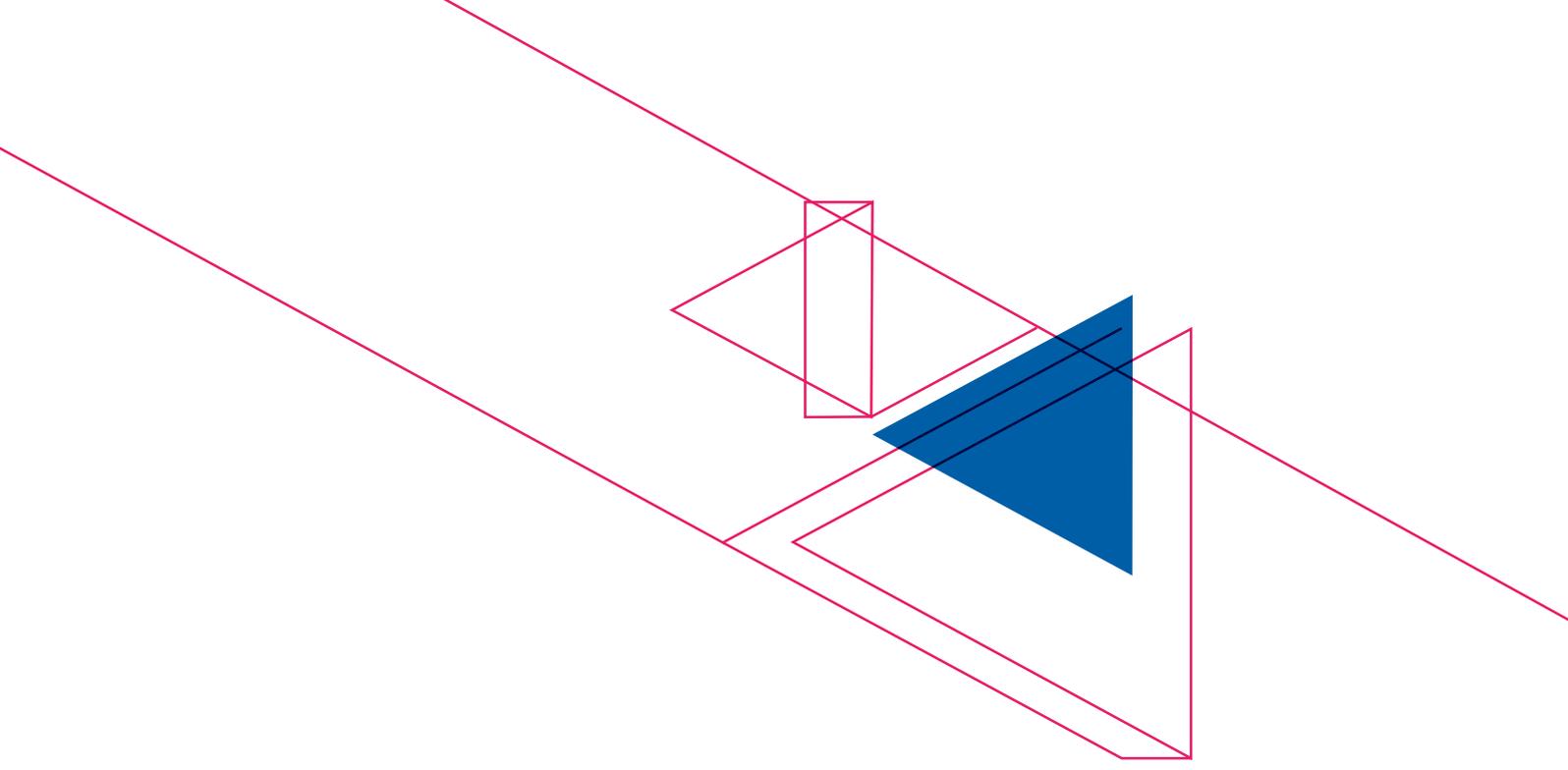
**Synopses &  
Speakers'  
Biographies**

## Agenda

Time	Programme
0800 - 0900	<b>Registration and Breakfast</b>
0900 - 0910	<b>Opening Speech</b> By Dr Yaacob Ibrahim, Minister for Communications and Information
0910 - 0940	<b>Keynote: Future of the Workplace</b> By Diaan-Yi Lin, Senior Partner and Managing Partner, Singapore, McKinsey & Company
0940 - 1010	<b>Keynote: J.P. Morgan's Approach to Flexible Working</b> By Jacqui Brabazon, Managing Director, Head of Marketing for Asia, J.P. Morgan
1010 - 1040	<b>Networking Coffee Break</b>
1040 - 1140	<b>Panel Discussion: World of Work is Changing: Is There an Impending Need to Respond?</b> <b>Moderator</b> Wong Su-Yen, Chief Executive Officer, Human Capital Resource Institute <b>Panellists</b> <ul style="list-style-type: none"> <li>• Teo Ser Luck, Minister of State for Manpower</li> <li>• Max Lee Wen Yong, HR Director and Partner, Lee Wenyong &amp; Co</li> <li>• Eugene Lam, HR Director, Kimberly-Clark Corporation</li> <li>• Koay Saw Lean, Director of Human Resource, Rajah &amp; Tann Singapore LLP</li> <li>• Nancy Shyy, Director, Southeast Asia, Tokyo Fashion</li> </ul>
1140 - 1210	<b>Making It Happen: Technology, Space, People, Culture</b> By Steven Vials, Head of Market Development and Digital Experiences, Cisco Collaboration APJ and Marc Shamma'a, Strategy and Workplace Director, Cushman & Wakefield
1210 - 1330	<b>Networking Lunch Break</b>
1330 - 1450	<b>Breakout Sessions</b> You will be invited to select one of the following sessions during registration <b>Breakout 1 - Powering Change Through Technology</b> Technology can prepare you for the workplace of the future. Hear from industry experts from Accenture, Apvera, Condeco and Singtel as they share about the cutting edge solutions for the modern workplace. Learn about evolving security and collaboration trends and the use of IoT sensors to optimise office space in this track. <b>1330 – 1350 Security Consideration for the Remote Workforce</b> By Eric Meyer, Chief Executive Officer, Apvera <b>1350 – 1410 Innovate. Collaborate. Accelerate. - ICT Solutions to Promote a Collaborative Workforce</b> By Daniel Loh, Director, Business Sales, Singtel <b>1410 – 1430 Powering Change: Workspaces that Power Future Workforce</b> By Chris McPherson, Managing Director, Condeco <b>1430 – 1450 Cutting Edge Workplace</b> By Robert Jessing, Director, Accenture Strategy <b>Breakout 2 - Making Flexible Workspaces Work</b> Be part of an interactive discussion with our panellists as they share why they are taking on flexible workspaces to adapt to the changing demands of employees. What is a flexible workspace? Why is it fast catching on in Singapore and how does it engage your employees better? <b>1330 – 1420 Panel Discussion: The Rise of Flexible Workspace</b> <b>Moderator</b> Melissa Hyak, Head of Communications, ACR Capital Holdings Pte Ltd <b>Panellists</b> <ul style="list-style-type: none"> <li>• Christine Li, Director and Head of Singapore Research, Cushman &amp; Wakefield</li> <li>• Bibiana Neo, Xintesys</li> <li>• Conny Lim, Partner, MitchelLake</li> <li>• Merverick Ng, Co-founder, Workwander</li> </ul> <b>1420 – 1435 Demographics of Flexible Working</b> By Gaurav Joshi, Area Director, Regus <b>1435 – 1450 Rethinking Employee Engagement</b> By John Garrido, Regional Director, Get the World Moving
1450 - 1530	<b>Networking Coffee Break</b>
1530 - 1545	<b>Work-Life Grant for Flexible Work Arrangements</b> By Jerry Seah, Director, Singapore National Employers Federation
1545 - 1625	<b>An Ever-Changing Employee Landscape – and What It Means to Manage the New Workforce</b> By Sher-Li Torrey, Founder and Director, Mums@Work (Singapore) and Debbie Watkins, Managing Director, Fern Software APMEA
1625 – 1710	<b>Closing Keynote: A More Joyful Way to Work!</b> By Neal Cross, Managing Director and Chief Innovation Officer, DBS
1710 - 1800	<b>Networking</b>
1800	<b>End of Conference</b>

Click [here](#) for list of FAQ. For more enquiries, please contact [newwaysofwork@amcasiaevents.com](mailto:newwaysofwork@amcasiaevents.com)

[Click here to register](#)



## KEYNOTE

Time: 0910 - 0940

# Future of the Workplace

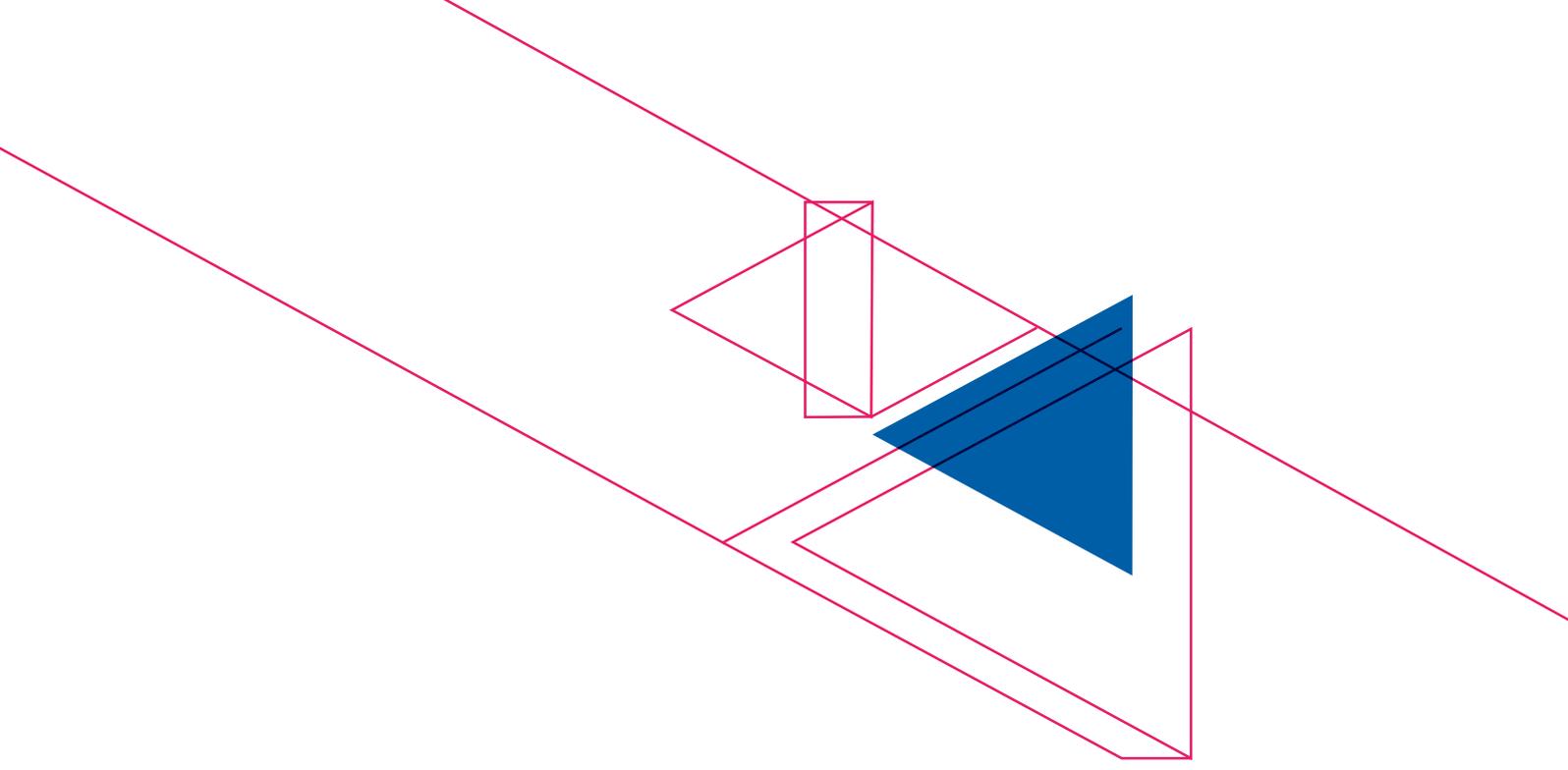
Technology is disrupting not only companies, industries and business models, but also has the potential to fundamentally change the nature of work. Online talent platforms are challenging assumptions around the traditional employer-employee relationship and career development. Social and collaboration technologies are challenging traditional ways of organising work, and even the boundaries of the company itself. And automation technologies are challenging who actually does the work: for various activities, will it be people, or robots and artificial intelligence?



### Diaan-Yi Lin

Senior Partner and Managing Partner,  
Singapore, McKinsey & Company

Diaan-Yi Lin is a Senior Partner at McKinsey & Company and is the Managing Partner for Singapore. She is also a leader in McKinsey's Public Sector, Private Equity, and Infrastructure Practices in Asia. Diaan-Yi works with government entities and government-linked companies across Asia. Diaan-Yi specialises in setting up efficient and effective public-private partnerships and is an expert in building alignment among multiple government entities.



Time: 0940 - 1010

## J.P. Morgan's Approach to Flexible Working

J.P. Morgan will share their approach to providing flexibility for their staff. This will include insights into:

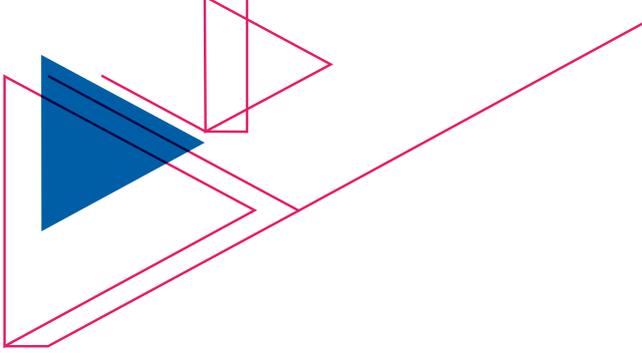
- The Employer Value Proposition and the related tools and policies to support flexibility across the workforce
- The importance of corporate culture in implementing the tools and policies
- The various flexible working options available and their evolution over time



### **Jacqui Brabazon**

**Managing Director, Head of Marketing for Asia, J.P. Morgan**

Jacqui joined J.P. Morgan Private Bank in 2012 as Head of Marketing for Asia and is responsible for creating marketing strategies to deepen both penetration of the wealth management market and client relationships. Jacqui sits on the J.P. Morgan Asia Wealth Management Advisor Advisory Committee, chairs the J.P. Morgan Singapore Philanthropy Committee and is Senior Sponsor for the Flexibility & Wellness stream of the J.P. Morgan Diversity Council in Singapore.



## PANEL DISCUSSION

Time: 1040 - 1140

# World of Work is Changing: Is There an Impending Need to Respond?

Digital disruptions, globalisation and an increasingly multi-generational workforce are impacting businesses from all industries. Singapore, as a globally connected economy, is fast feeling the effect of these emerging trends. Are changes to the way we work inevitable? What does this mean for large corporations, SMEs and start ups here?

Our panellists will be sharing their experience and insights on the way their work has changed and how have they paced themselves to adjust to these changes by implementing new ways of work in a holistic manner – from technology, workplace, to shifting mindset and cultures of companies and employees. Hear from them first hand on how your business can successfully transit to the future workplace to attract, develop and retain talent.



### Moderator

#### **Wong Su-Yen**

**Chief Executive Officer, Human Capital Resource Institute**

Su-Yen Wong is the Chief Executive Officer of Human Capital Leadership Institute.

She is the Non-Executive Chairman of the Board of Nera Telecommunications, and a member of the Board of Directors at Yoma Strategic Holdings, MediaCorp and NTUC First Campus.

She brings over 20 years of experience in business strategy, organisation transformation, human capital and leadership development and has been based in various cities around the world working with organisations across a broad range of industries.

Su-Yen is an active member of the Singapore Institute of Directors, Women Corporate Directors, and the Young Presidents' Organisation. She holds a B.A. (summa cum laude) in music and computer science.



## **Panellists**

### **Teo Ser Luck**

#### **Minister of State for Manpower**

Mr Teo Ser Luck graduated with an Accountancy degree from the Nanyang Technological University (NTU) and began his career as an auditor. Throughout his private sector career, he has taken on management positions as head of sales, marketing, business operations before progressing to lead and oversee companies as Regional Director, General Manager and Managing Director of multi-national operations in the Asia Pacific. He has worked in Hong Kong, China, Thailand, India and has helped to start companies. Prior to politics, Mr Teo was overseeing DHL Express (Singapore) Pte Ltd.

Mr Teo was elected Member of Parliament in May 2006 and has held offices in the Ministry of Community Development, Youth and Sports, the Ministry of Transport, and the Ministry of Trade and Industry. He was appointed Minister of State for Manpower in 2015 and oversees enterprise and industry development and productivity, Lean Enterprise Development implementation in businesses, foreign worker management, and developing progressive workplaces. He is also the coordinating Chairman of the Mayors' Committee.



### **Max Lee Wen Yong**

#### **HR Director and Partner, Lee Wenyong & Co.**

Max is responsible for creating pay structures and reward strategies for SMEs across Asia to attract, motivate, and retain talent. Leading a company of 32 staff, Max reviews compensation philosophies, conducts peer group comparisons, collects salary benchmarking data, and advises HR compensation committees on the reasonableness and appropriateness of the selected compensation and benefits plans, policies and practices. Prior to Lee Wenyong & Co., Max held senior managerial appointments at Procter & Gamble and CapitaLand.



## **Panellists**

### **Eugene Lam**

**HR Director, Kimberly-Clark Corporation**

Eugene is currently the Regional HR Director at Kimberly-Clark where he leads the HR function across all business and global functions in ASEAN. He also oversees the Asia Pacific HR Shared Services Centre. Prior to this, Eugene was the APAC HR Leader at Juniper Networks. He speaks and participates in HR forums both locally and within the Asia region. Eugene has more than 20 years of HR experience, covering a broad spectrum of HR functions. He has led HR teams across various geographies (US, Latin America, CEEMEA and Asia Pacific) working closely with regional business leaders in companies including Applied Materials, Hewlett Packard, IBM and Accenture.



### **Koay Saw Lean**

**Director of Human Resource, Rajah & Tann Singapore LLP**

Saw Lean is the Director of Human Resource in Rajah & Tann Singapore LLP. She has more than 25 years of HR experience in the IT, telecommunications, government and private sector. She joined Rajah & Tann in 2010 and has since implemented several people centric strategies for the firm. Under her leadership, Rajah & Tann Singapore had won several Work-Life Awards organised by TAFEP, Health Awards by HPB and most recently the Champion Award for Travel Smart Challenge by LTA. In her career she has played significant roles in a diverse range of HR change initiatives which includes leading strategic direction, developing partnership with other functional units, talent acquisition & development and driving a performance based initiatives system.



### **Nancy Shyy**

**Director, Southeast Asia, Tokyo Fashion**

Born and raised in Taiwan, Nancy worked in Taiwan, France, United States, and now in Singapore. She joined TokiChoi (東京著衣) in May 2015, set up the pioneer team in Singapore and led the expansion of TokiChoi products into Southeast Asian markets. Nancy recently unveiled ambitious plans to venture into India, Australia, and New Zealand in the years to come. She previously served as the Regional Project Manager at Zalora Group, Southeast Asia's largest fashion commerce retailer.

Time: 1140 - 1210

## Making It Happen: Technology, Space, People, Culture

There are four critical pillars to a new Workplace Strategy: Technology, Space, People and Culture. None of these are optional. Learn about these four pillars, understand why they are important, and how they can collectively bring about a highly engaged workforce, enhance productivity, contain operational cost and optimise real estate use.



### **Steven Vials**

**Head of Market Development & Digital Experiences –  
Cisco Collaboration APJ**

Steve has a long history in the Telecommunications industry spanning over 28 years, with the last 16 years spent working in the Asia Pacific Market.

During this time, Steve has held roles covering such diverse areas as Solutions Marketing, Product management, Sales, Strategy development and Alliance Management. He has launched some of the most exciting and innovative technology platforms in the Collaboration and Contact Centre industry and worked closely with many large organisations across Asia Pacific to bring effective change to their business.

In his current role as Head of Market development for Cisco Collaboration in APJ, Steve drives overall business and segment strategy for the complete Cisco Collaboration Portfolio, with a focus on transforming the workplace and Customer experience.



### **Marc Shamma'a**

**Strategy and Workplace Director, Cushman & Wakefield**

Marc has managed the delivery of strategic consulting services across the property lifecycle where his focus has been portfolio and workplace strategy, as well as change management. He is motivated by identifying the measurable benefits that underpin business cases. Marc has worked across multiple industries (Financial Services, Pharma, Industrial, Oil & Gas, Technology & Telecommunications, Public Sector, and has helped global MNCs such as Shell, ING, Citi, Microsoft, Mars, Nestle, NSN, British Telecom, HSBC, as well as more regional players (Celcom Axiata and Singtel), and UK and Singapore government agencies.

**AFTERNOON SESSION**

## **TRACK 1:**

# **Powering Change Through Technology**

Technology can prepare you for the workplace of the future. Hear from industry experts from Accenture, Apvera, Condeco and Singtel as they share about the cutting edge solutions for the modern workplace. Learn about evolving security and collaboration trends and the use of IoT sensors to optimise office space in this track.

Time: 1330 - 1350

## **Security Consideration for the Remote Workforce**

The convenience of working on a remote device needs, however, to be weighed up against the increased risk of losing the data contained on it due to the very nature of its portability and accessibility. Employees carrying around sensitive company data creates an obvious, immediate and material security risk for their employers if the data is lost or stolen.

The starting point for any security model is to assure that security standards and policies are in place to protect the system from external attacks and unauthorised internal usage. Securing computer resources, applications, and related data is an integral part of securing an enterprise.



### **Eric Meyer**

**Chief Executive Officer, Apvera**

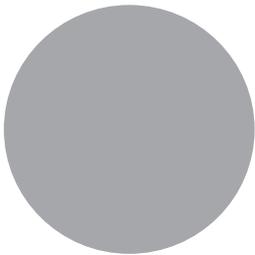
Eric's passion for emerging technologies and innovation has given him over 20 years of global experience in operational strategy, scaling technology businesses, company-wide transformation, serial entrepreneurship, and raising capital. He held senior leadership positions at Microsoft, EMC, and Infosys, as well as founded Nubefy and Optynex Telecom. He currently heads Apvera, which provides a threat intelligence platform that enables organisations to identify anomalies in user context-aware behaviour. He is also currently server of the board of the Open Information Security Foundation.



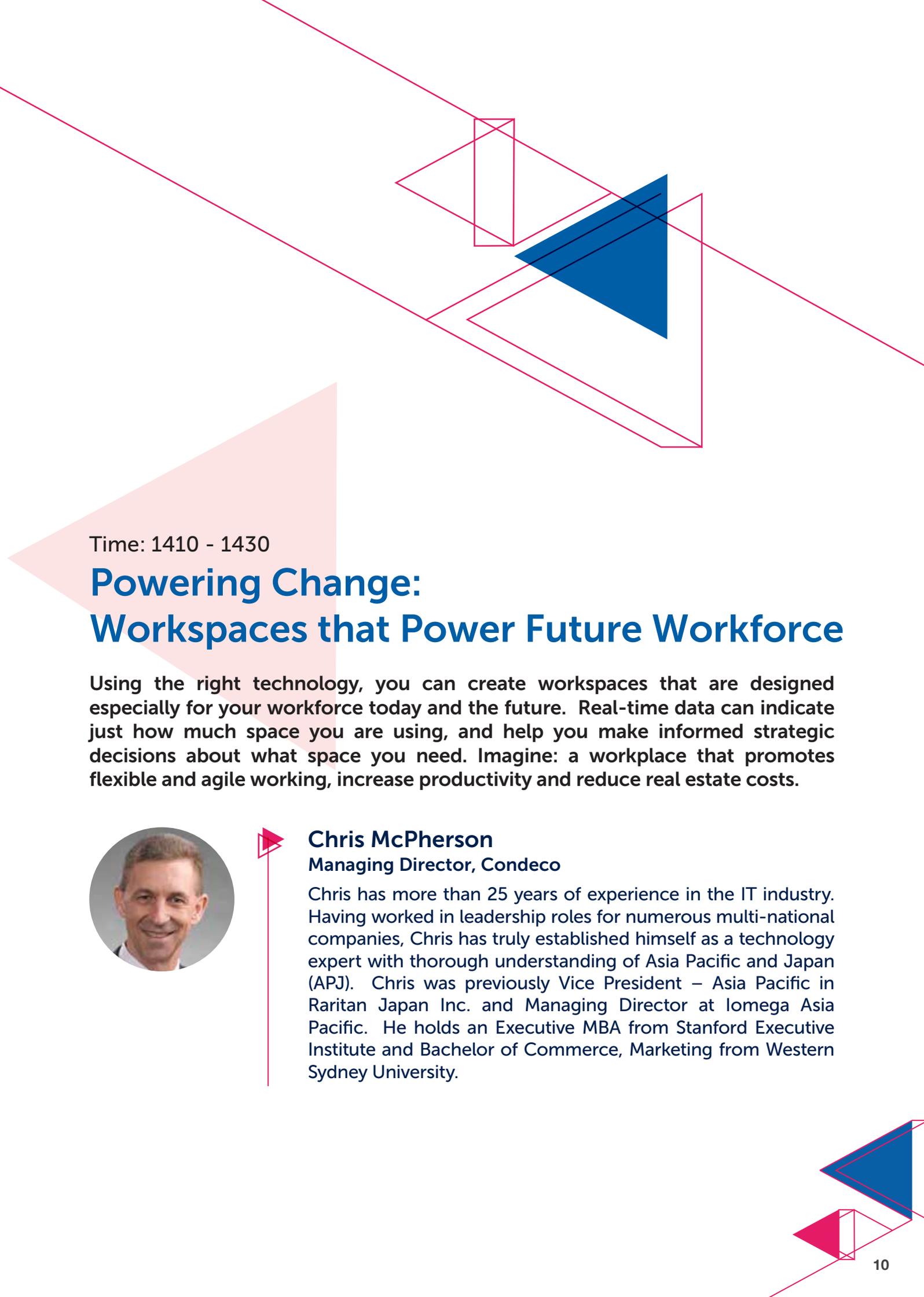
Time: 1350 - 1410

## **Innovate. Collaborate. Accelerate – ICT Solutions to Promote a Collaborative Workforce**

Infrastructure and technology advancements in cloud computing, video conferencing tools enable SMEs to work flexibly, anywhere, anytime. How can SMEs make use of these tools to transform their workplace and create a collaborative environment with their employees, vendors and customers? With the increasing use of technology, how can SMEs prevent their networks and endpoints from falling victim to cyber-attacks? Join the Singtel track to understand how our ICT solutions can help you to create a collaborative working environment, while scaling up and securing your business.



**Daniel Loh**  
Director, Business Sales, Singtel



Time: 1410 - 1430

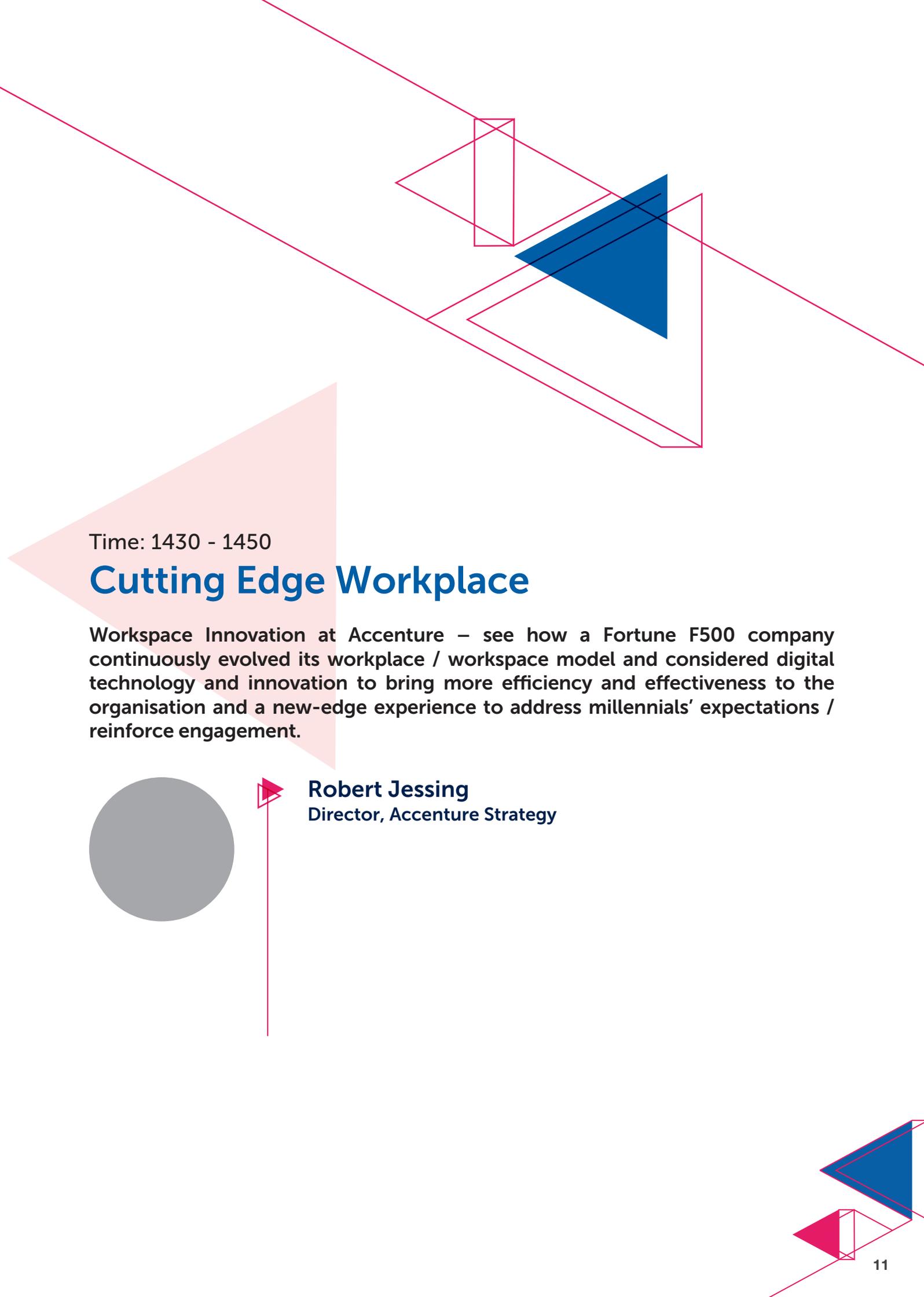
## Powering Change: Workspaces that Power Future Workforce

Using the right technology, you can create workspaces that are designed especially for your workforce today and the future. Real-time data can indicate just how much space you are using, and help you make informed strategic decisions about what space you need. Imagine: a workplace that promotes flexible and agile working, increase productivity and reduce real estate costs.



### Chris McPherson Managing Director, Condeco

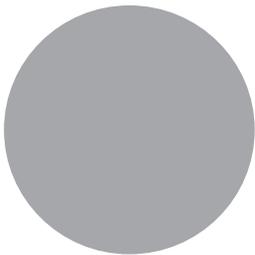
Chris has more than 25 years of experience in the IT industry. Having worked in leadership roles for numerous multi-national companies, Chris has truly established himself as a technology expert with thorough understanding of Asia Pacific and Japan (APJ). Chris was previously Vice President – Asia Pacific in Raritan Japan Inc. and Managing Director at Iomega Asia Pacific. He holds an Executive MBA from Stanford Executive Institute and Bachelor of Commerce, Marketing from Western Sydney University.



Time: 1430 - 1450

## Cutting Edge Workplace

Workspace Innovation at Accenture – see how a Fortune F500 company continuously evolved its workplace / workspace model and considered digital technology and innovation to bring more efficiency and effectiveness to the organisation and a new-edge experience to address millennials' expectations / reinforce engagement.



**Robert Jessing**  
Director, Accenture Strategy

# TRACK 2:

## Making Flexible Workspaces Work

Be part of an interactive discussion with our panellists as they share why they are taking on flexible workspaces to adapt to the changing demands of employees. What is a flexible workspace? Why is it fast catching on in Singapore and how does it engage your employees better?

### PANEL DISCUSSION

Time: 1330 - 1420

## The Rise of Flexible Workspace

A new flexible workspace concept – “co-working” is fast catching on in Singapore, redefining how people work and where they work. What exactly are co-working spaces and who are the users? Why would such flexible workspace make sense to businesses? As co-working spaces in Singapore develop into the next phase of maturity, is now the time for companies to start embarking on this journey of smart working?



### Moderator

#### Melissa Hyak

Head of Communications, ACR Capital Holdings Pte Ltd

Melissa Hyak has more than 20 years of experience in media and communication, largely, broadcast journalism.

Melissa has anchored many of Channel NewsAsia's live programs covering significant Singapore and world news events. Melissa also moderated a series of fora focused on the Singapore General Elections.

Melissa was also the face of Channel NewsAsia's night prime time news belt as well as the resident host of two panel discussion programs, Talking Point and 360, which focused respectively on Singapore concerns and international issues.



## **Panellists**

### **Christine Li**

**Director and Head of Singapore Research,  
Cushman & Wakefield**

Christine is Director and Head of Singapore Research in Cushman & Wakefield. She is responsible for managing and delivering real estate and economic research and strategic analysis, with the view of providing research-based perspectives to leasing and investment processes. She leads the research team in database management, statistical market research, report writing and trend forecasts.

Prior to joining C&W, Christine was Head of Research at OrangeTee where she led the team to provide real estate consultancy services to Singapore government-linked companies, local and overseas developers. Her insight and in-depth knowledge of real estate market is well sought-after by local and international media. Christine has also spoken at a forum at the American Chamber of Commerce, OPP Live Asia and STProperty.



### **Bibiana Neo**

**Xintesys**

Bibiana Neo is a Business Accounts Executive at Xintesys and also a mother of 2 children: an 18-month-old daughter and an 8-year-old son. At Xintesys, a Singapore based software applications and management consulting company, she is responsible for establishing new contacts and sales leads via cold calls and prospective customers. In this panel, Bibiana will be sharing how working in Trehaus, a co-working space with child minding facilities, allows her to work in peace and have a better work-life.



**Conny Lim**  
Partner, MitchellLake

Conny Lim is a Partner with the MitchellLake Group, based in Singapore where she specialises in executive search for innovation, start-up and growth ventures, as well as enterprises organisations undergoing digital transformation. Categories of specialisation include fintech, cyber security, IoT, mobile applications, and online marketplaces.

Conny has sourced leadership talent and built teams across markets including China, Indonesia, Korea, Malaysia, Philippines, Singapore, Thailand, Vietnam and The Middle East. Her innate understanding the diversity and depth of cultures across Asia make Conny an expert partner for companies pursuing innovation and growth in the region.



**Merverick Ng**  
Co-founder, Workwander

Merverick is the Co-founder of Workwander, the realtime workspace and meeting space network that connect nomadic workers and property owners who have underutilised space. He is an experienced serial entrepreneur and one of the new voices in real estate technology, supporting a vision of sustainable, mobile business practices. Merverick has spent 20 years in the technology industry in roles ranging from SAP consultant to startup CEO. For the past six years, Merverick has been focused on developing a solution for a new way of work.

Time: 1420 - 1435

## Demographics of Flexible Working

The world of work is changing. Increasingly, workers no longer want to be tied down to working every day in the same office or to working the same regular business hours each day. The ability to work flexible schedules, is shifting from a luxury to necessity for the modern worker. The presentation looks at data from nearly 40,000 businesses to explore the opinions of employees and business decision makers to consider; what does the ever evolving landscape mean for management and business strategy? How do employers react to these changes and, prepare for the future? What steps should business take to help their employees?



**Gaurav Joshi**  
Area Director, Regus

Gaurav Joshi has been working in the area of workplace strategy and real estate for more than nine years. In this time, he has been based in Singapore and India working on assignments across Asia Pacific. Gaurav has a passion for mobile and flexible working, is a speaker at industry events and is a member of Worktech and Corenet Asia. He is responsible for managing the existing Regus real estate portfolio of 27 centres in Singapore.

Time: 1435 - 1450

## Rethinking Employee Engagement

Discover what employee engagement is, what the causes are, what the solution to disengagement is and why it's so important for the future of businesses.



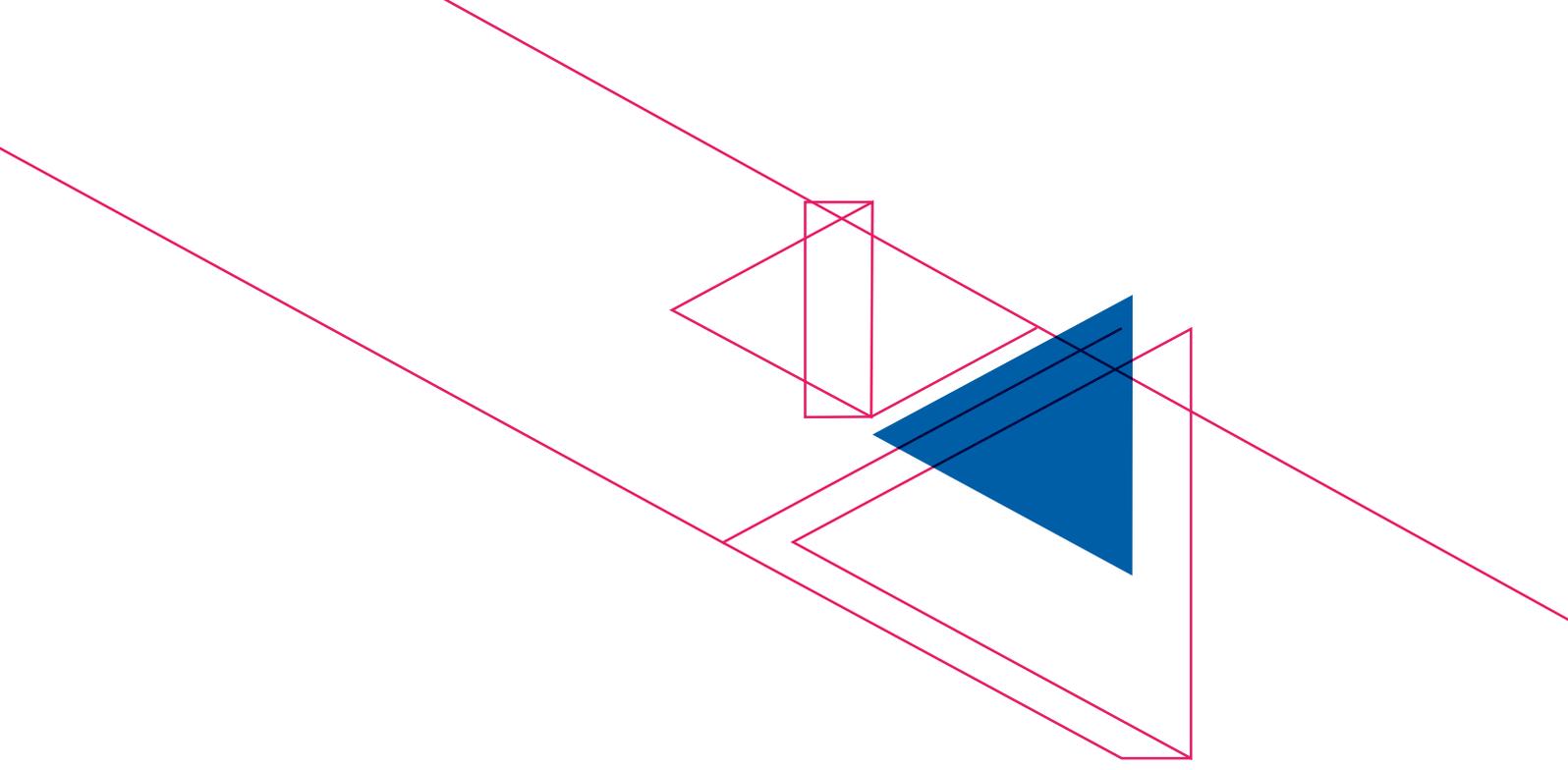
### John Garrido

Regional Director, Get the World Moving

John Garrido is the Regional Director, Asia for the Global Corporate Challenge (GCC).

GCC works with businesses all over the world to improve the health and performance of their employees, driving healthier bottom lines. Proudly part of the Virgin Pulse family, GCC's global program has directly transformed the cultures of thousands of the world's leading organisations across 185 countries.

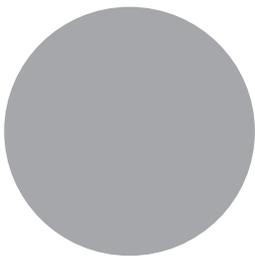
Working with HRD's and CEO's from businesses across Asia, John has first-hand experience in understanding employee engagement issues organisations face and how the GCC has changed employees' relationships with their health and performance so that they show up to work more energised, focused and committed.



Time: 1530 - 1545

## Work-Life Grant for Flexible Work Arrangements

Companies can apply for grants and incentives to implement flexible work arrangements (FWAs) such as flexi-time, flexi-place and part-time work. The Work-Life Grant provides funding and incentives for companies to offer flexible work arrangements (FWAs) for employees. The aim is to help employees better manage work and family responsibilities, and enhance the pro-family environment in Singapore.

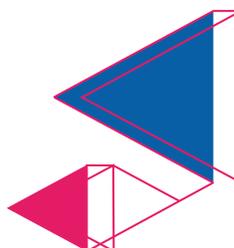


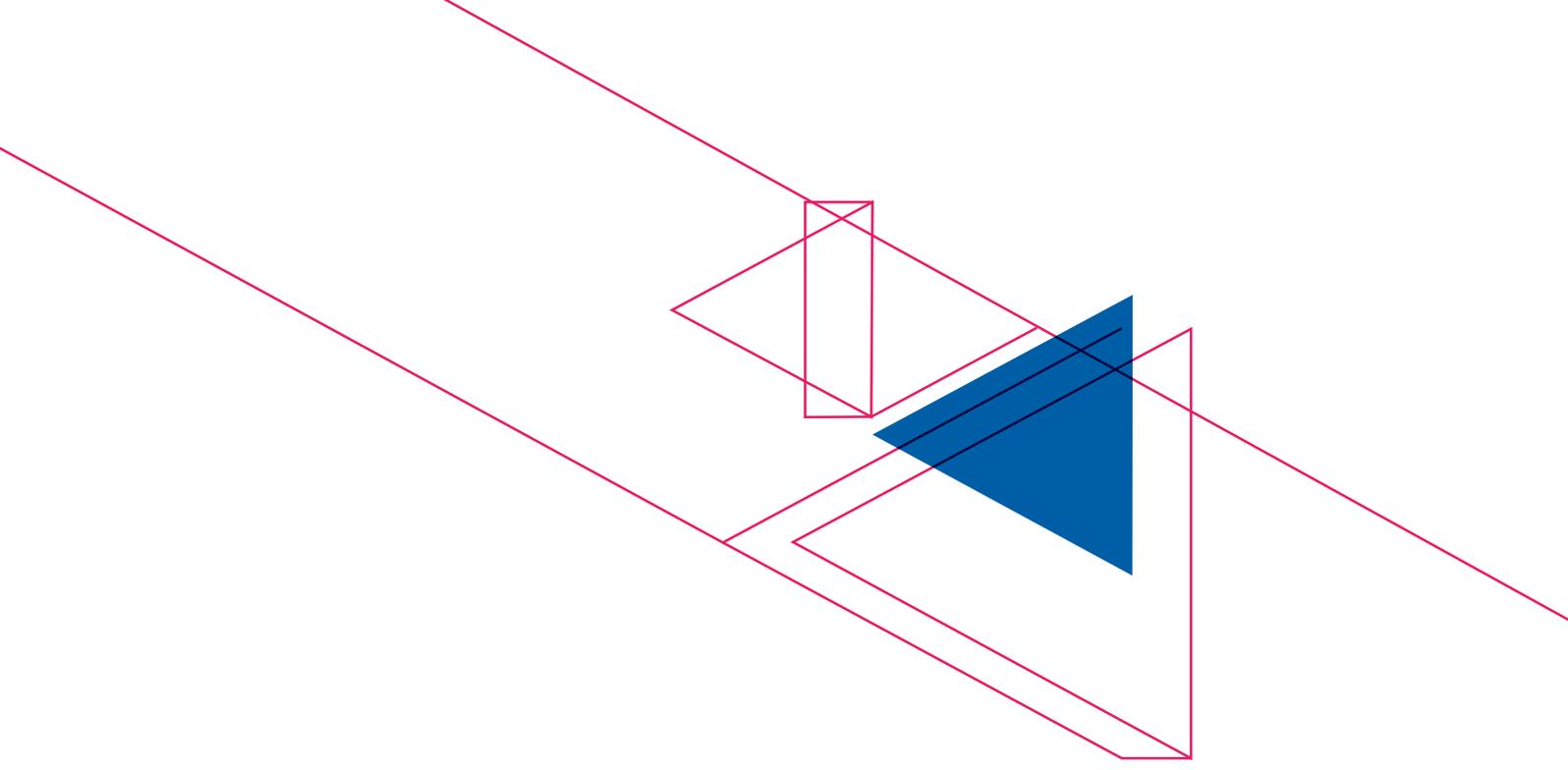
### **Jerry Seah**

**Director, Singapore National Employers Federation**

As the Director for the Centre for Effective Workplaces, Jerry leads his team to drive key government initiatives. The team provides onsite consultations, organises outreach events and administers government funding to help employers create flexible, inclusive, safe and healthy workplaces.

These funding include work-life, age management and job redesign grants. In 2015, the team reached out to almost 7,000 employers and assisted over 1,700 of them to obtain grants.





Time: 1545 - 1625

## An Ever-Changing Employee Landscape – and What It Means to Manage the New Workforce

Virtual. Mobile. Ownership. Quick-adapting. Empowerment.

These are the buzzwords when dealing with a new generation of workers embracing new ways of work. As technology's involvement in changing work-situations is the norm, employees that crave flexibility have been increasing in numbers. Trained to work on virtual platforms and equipped to handle projects on a mobile basis, this group of employees are often quick to adapt to changes. Their desire to take ownership and feel empowered by their managers is the main driver for changes in management styles. The introduction of the gig economy into certain sectors has accelerated this requirement even further.

Come find out how you can potentially redesign performance appraisal structures, counteract team-management challenges and come up with initiatives that empower this new generation of workers. Learn some tips on how to bring out the best in them, allowing them to maximise their commitment to your organisation.



### **Sher-Li Torrey**

**Founder and Director, Mums@Work (Singapore)**

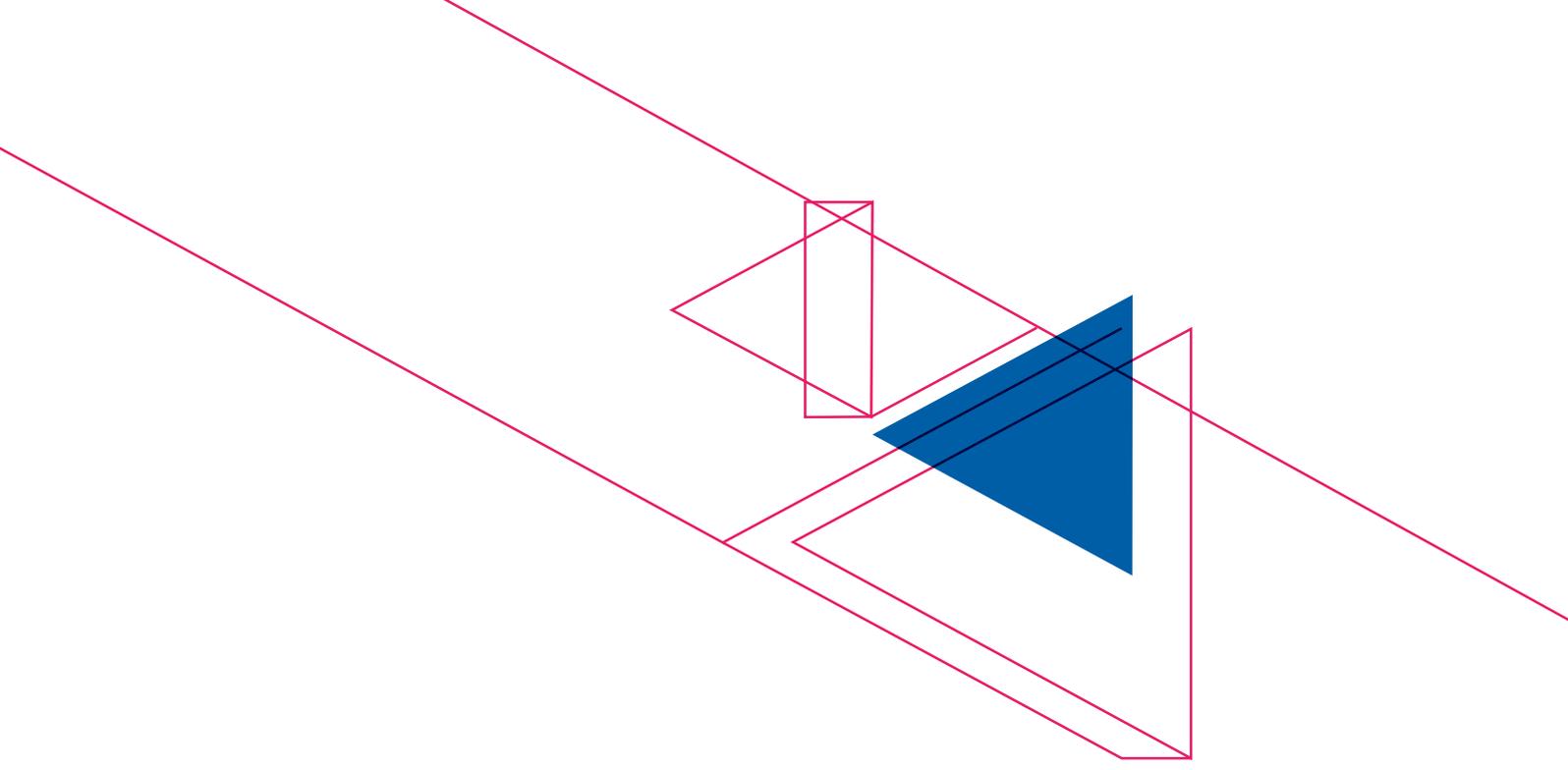
Singapore's first flexible work career portal, Mums@Work is a point of information source for flexi-time work or Mumpreneur business-owners. In 2012, Sher-Li co-authored the book "Successful Work-Life Balance: The Flexi-work Way / The Mumpreneur Way". She is also frequently asked to contribute to articles in various local media, including print, radio and TV.



### **Debbie Watkins**

**Managing Director, Fern Software APMEA**

Debbie Watkins has 30 years of experience in technology for financial inclusion, mobile-enabled products and services, business and strategy consulting and management. She has built multi-disciplinary and multi-cultural teams in a number of countries; and acted as Project Director for numerous long-term multi-million dollar mobile money and financial services solution implementations. She is currently the Managing Director of Fern Software's regional hub office in Singapore, and responsible for Asia Pacific, the Middle East and Africa markets. She leads teams in Australia, India and Singapore.



## CLOSING KEYNOTE

Time: 1625 - 1710

# A More Joyful Way to Work!

Learn how DBS is reinventing the culture and its approach to work style and project delivery.



### Neal Cross

Managing Director and Chief Innovation Officer, DBS

Neal Cross is the Managing Director and Chief Innovation Officer of DBS Bank and is a strong advocate for innovation thinking and culture.

Cross is driving the bank's innovation agenda regionally, as DBS moves to shape the future of banking to enhance customer experience and better engage customers in the digital landscape. Cross has more than 20 years of experience in technology, innovation and financial services.

On the back of our recent "World's Best Digital Bank" accolade, Neal won the "Most Disruptive" CIO global award by impressing judges Steve Wozniak and Sir Richard Branson at the finals of the Talent Unleashed Awards 2016.

