

# International Women's Day

## A Webinar Celebrating CRE Women



**Susan Chang**  
HOK



**Yasmien Fadl**  
TD Bank Group



**Anne Gowan**  
POI Business Interiors



**Alexis Hur**  
AHC



**Caroline Tose**  
HSBC Bank Canada

TUESDAY, MARCH 8, 2022  
12:00 - 1:00 P.M. EASTERN TIME



**Susan Chang** - Principal and Director of Consulting at HOK, has over 25 years as a strong and visionary leader in the interior architecture, planning, and design sectors spanning Workplace and Healthcare projects. Susan guides diverse teams of stakeholders, facilitating visioning and strategy sessions for complex projects while inspiring project success. Her background on delivery of large, multi-use, complex assignments provides her with the ideal understanding of a cross disciplinary and multi-generational population most often found in today's environments.

**Yasmien Fadl** - AVP, Head of Workplace Design & Experience | Enterprise Real Estate Strategy | TD Bank Group. Yasmien is originally from Sudan, grew up in the UAE & Canada. She is a creative strategist with 18 years of multi-disciplinary interior design, thought leadership, workplace strategy, change management and project delivery experience on the consulting and client side and has worked overseas and in Canada in multiple design sectors (retail, hospitality and primarily workplace). Yasmien is currently the Head of Workplace Design, Experience & Change management for TD Enterprise Real Estate with a core focus on crafting human-centric workplace experiences that are resonant, inclusive, responsive and meaningful.

**Anne Gowan**, Director Client Engagement, POI Business Interiors is a seasoned industry leader with over 30 years experience of working collaboratively with the design community, real estate organizations, and clients. As Director of Client Engagement, and as a member of the POI Leadership Team, she brings unparalleled passion to her role and sports many hats. Having experienced many workplace evolutions throughout her career, Anne excels at bringing clients and partners together while delivering upon POI's vision of **Inspired Work. Inspired Life**. As a thought leader, Anne works closely with key decision makers in executing many

large, complex projects. Anne's success can be attributed to her ability to bridge the designer's vision with solutions that address client business challenges.

**Alexis Hur** - For over 15 years, Alexis has been leading real estate projects ranging from new build developments to interior fit ups for start-ups, corporate and institutional clients across Canada. In 2016 she established her own boutique firm that provides expert resources on a project basis. Prior to starting AHC, Alexis led projects at CBRE and Cadillac Fairview in Toronto. Before moving to Toronto in 2009, Alexis worked with the Chartier family group of companies, developing new build and infill projects in downtown Winnipeg. Alexis graduated from the Asper School of Business at the University of Manitoba specializing in Finance and Marketing. She holds the Project Management Professional (PMP) and LEED Green Associate designations.

**Caroline Tose** is the Chief Operating Officer (COO) for HSBC Bank Canada. She started her career with HSBC in Commercial Banking over 15 years ago, and has since worked in Payments and Cash Management, Trade Finance and Operations. Previous to joining HSBC she worked in the retail banking sector in the UK. Caroline has a unique perspective on banking, having held local, regional and global roles, as well leading major transformation programs and strategic planning initiatives. Prior to taking on the role of COO in Canada, Caroline was Head of Global Wholesale Operations for HSBC, providing oversight of customer operations for both the Commercial Banking and Global Banking and Markets businesses, as well as the wholesale elements of Client Account Servicing, Credit Services, Collateral, Global Liquidity and Cash Management Digital and Global Trade and Receivables Finance services in HSBC's Global Service Centres. In addition to the UK and Canada, Caroline has worked in the Middle East, where she led the operations and change management teams in that region. As a leader, Caroline believes supporting career development is extremely important, promoting the need to break down barriers and create dialogue with colleagues. She feels strongly about HSBC's commitment to diversity and inclusion, and helping employees to make the most of the opportunities available in the organization.