


IFMA
**World Workplace
Asia-Pacific**



Bridging the Resilience Gap: When Crisis Becomes Business as Usual

Moderated by **Stephen Ballesty**, IFMA Fellow, FRICS, FAIQS, CFM
In-Touch Advisory & RICS Governing Council




Bridging the Resilience Gap: When Crisis Becomes Business as Usual

Today's Agenda

1. Welcome, Introductions & Scene setting
2. Discussing Resilience & Challenges for FM
3. Questions: From the audience
4. Final thoughts from our Panel on Building Resilience

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Information for attendees

This document has been prepared for the IFMA's World Workplace Asia Pacific 2026 (WWAP'26) event on 7 May 2026 in Hong Kong

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Bridging the Resilience Gap Panel







Stephen Ballesty IFMA Fellow, FRICS, FAIQS, CFM	Nicky Chan CEM, LEED AP	Peter Chan	Joanne Cheung CFM	Ivan Mak LEED AP, WELL AP, LFA
The Moderator	The Optimiser	The Solver	The FM'er	The Adaptor
In-Touch Advisory; RICS Gov. Council Asia-Pacific seat; IFMA's FMCC APAC Regional Director; EuroFM Ambassador	JEC, Assistant Technical Manager - Energy Services	Yaham, Group Chief Marketing Officer; Nitxeon, Chief Executive Officer	Cushman & Wakefield, Executive Account Director for North Asia	M Moser Associates, Associate – Architecture

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HONG KONG 2026
...and our world in crisis?

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 **WORLD F M DAY**
Resilience in action:
thriving in a world of change
14 MAY 2025
A Global FM initiative

 **WORLD F M DAY**
FM: Cultivating Belonging
Through Built Environments
13 MAY 2026
A Global FM initiative

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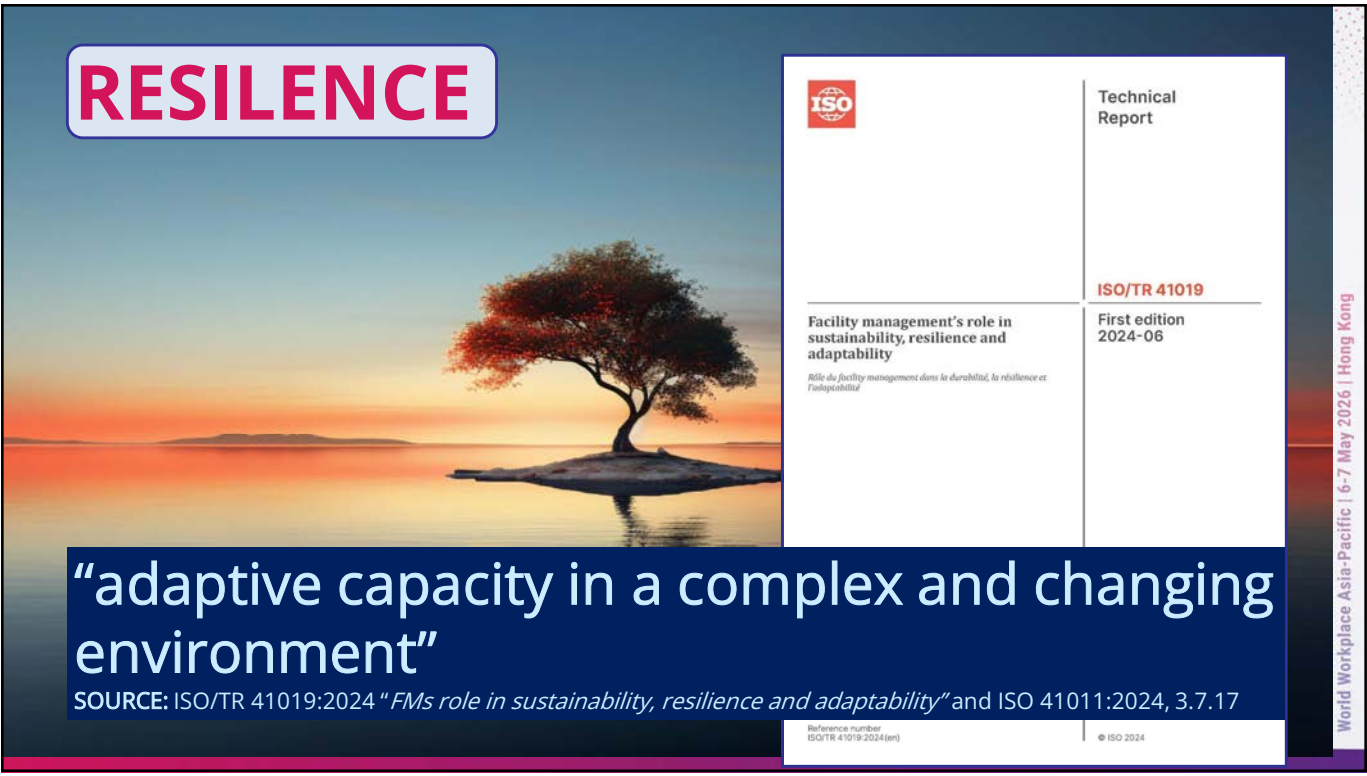
RESILIENCE

United Nations Office for Disaster Risk Reduction (UNDRR, 1999) defines RESILIENCE: "The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management"



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RESILIENCE



	Technical Report
Facility management's role in sustainability, resilience and adaptability <i>Rôle du facility management dans la durabilité, la résilience et l'adaptabilité</i>	ISO/TR 41019
	First edition 2024-06

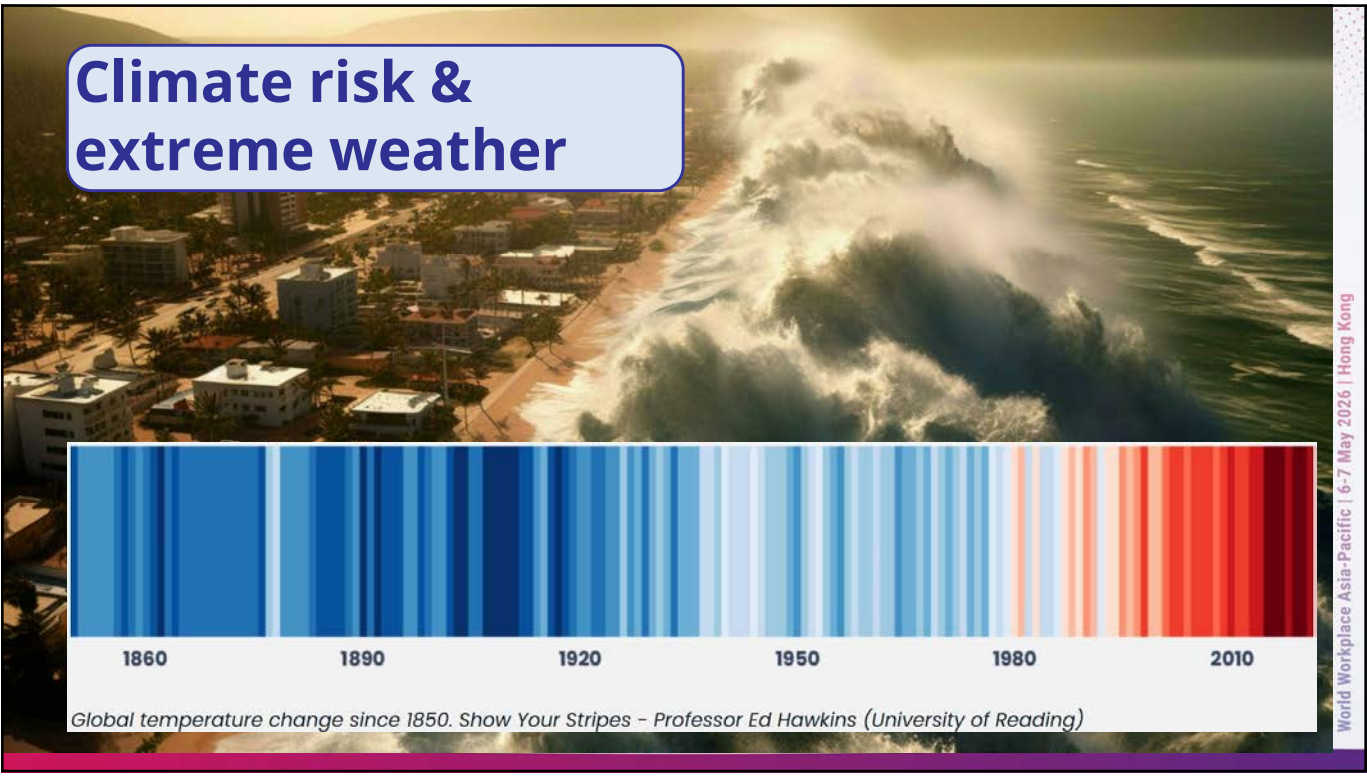
"adaptive capacity in a complex and changing environment"

SOURCE: ISO/TR 41019:2024 "FMs role in sustainability, resilience and adaptability" and ISO 41011:2024, 3.7.17

Reference number: ISO/TR 41019:2024(en) © ISO 2024

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Climate risk & extreme weather



Emergency preparedness & business continuity





**Designing facilities for
resilience & adaptability**



SUSTAINABLE DEVELOPMENT GOALS
17 GOALS TO TRANSFORM OUR WORLD

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Questions

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