

# INCIDENT REPORT

# CBRE

Incident Title 2154-Building Incident\_Equipment

Incident ID 2154 Status Completed

## 1. PROPERTY INFORMATION

City	SAANICH	Facility Manager	Tara.White@cbre.com
Address	4216 Wilkinson Rd	Building Status	Owned
Building #	B0011809	Floor:	n/a
Building Area	exterior	Property Name	VIRCC

## 2. INCIDENT DETAILS

Date and Time Incident Occurred	Sunday, June 27, 2021 5:26 PM		
Date and Time Incident Discovered	Sunday, June 27, 2021 7:00 PM		
Date and Time Incident Reported	Sunday, June 27, 2021 7:50 PM		
Incident Description:	<p>What appeared to be a power outage has now been determined to be a significant issue with the site transformer. There is low voltage in two phases which will put building equipment at risk. The BSCS is on generator, which is running, with a full fuel tank. At this point some of the kitchen equipment is not functional. BC Hydro has been called and an emergency reported. There is no ETA from BC Hydro at this point but CBRE technicians are continuing to follow up. Corrections ADW has been briefed on the magnitude of the situation.</p>		
Incident Classification:	Non-Employee	Incident Severity Level	Level 1 (Emergency)
Primary Incident Type	Building Incident Equipment		
Secondary Incident Type	NA		
Personal Injury?	No	Equipment Involved?	Yes
		Authorities Contacted?	Yes

## INJURED PARTY DETAILS (CBRE - CONTRACTOR - GENERAL PUBLIC - CLIENT/GOVT. EMPLOYEE)

Any personal Information Collected?	
Injured/Affected Party: (Insert the Personal Information like <b>Name, Occupation, Email address, Phone number</b> etc. directly on province SharePoint)	NA
Please Select what best describes the Incident Type	
Other observations: (Do not include Personal Information)	

## EQUIPMENT INVOLVED (Mandatory for Equipment Incidents)

Equipment Involved?	Yes	Equipment Number	N/A
Equipment Type	BC Hydro Transformer	Material Released/Spilled	NA
Equipment Make	N/A	Units	NA
Equipment Model #	N/A	Quantity Released / Spill	NA
Equipment Serial #	N/A	Material Released to?	NA
Equipment Location	BC Hydro pole on Wilkinson Road		

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Status

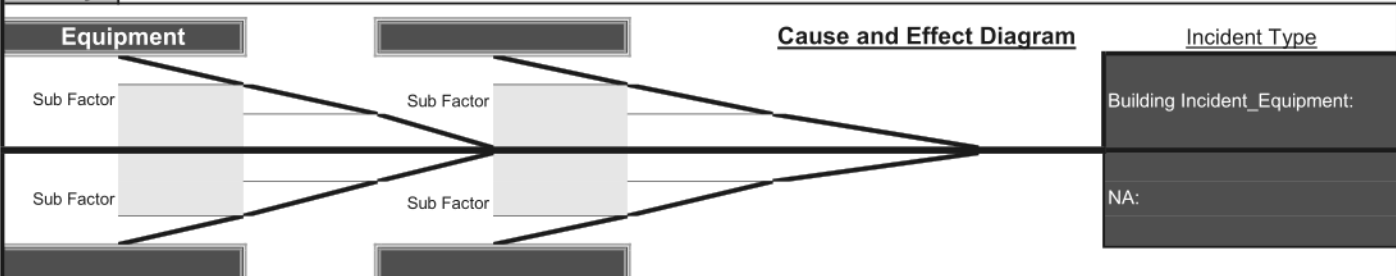
Completed

## AUTHORITIES CONTACTED

Authority Notified	BC Hydro
Date and Time contacted	27/Jun/2021 8:00 PM
Second Authority	
Date and Time contacted	
Media Attention	No

## DESCRIPTION & ROOT CAUSE OF INCIDENT

Was there any damage to property or equipment as a result of this incident?				Yes	
Business Interruption	Yes	Total Time Interrupted	12 hour	Estimated Costs to restore	\$10,000.00
Determine the contributing factors which lead to the incident					
Contributing Factor 1	Equipment	Contributing Factor 2			
Contributing Factor 3		Contributing Factor 4			
Determine the overall Root Cause of the Incident			Equipment: Other		
Please insert further description below (Use 5 Why):					
Why 1	Why did the BC Hydro transformer fail? It is suspected to be heat related. Temperature at the time was high 30's.				
Why 2	Why did the transformer fail interrupt program? Low voltage damaged supply and return air fan motors and there was no air				
Why 3					
Why 4					
Why 5					



## CORRECTION & CORRECTIVE ACTION TAKEN

What steps are required to prevent a reoccurrence (e.g. control measures)	
1	All steps CBRE could take were taken given this was a BC Hydro issue, not a building related equipment failure.
2	Equipment was manually shut down by CBRE electricians as quickly as possible to avoid as much damage as they
3	Houle Electric was brought in on an emergency work order to restore the fans for supply and return air.
4	
Work Order Number	37
Project Number	

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Completed

## WITNESSES TO THE INCIDENT

Were there any witnesses to the incident **No**

Insert the Personal Information like **Name**, **Occupation**, **Email address**, **Phone number** etc. directly on province SharePoint

## Witness Statement

## Incident Investigation Summary

Due to extreme heat, it is suspected that the BC Hydro transformer blew. This resulted in some fan motor damage due to low voltage conditions on 2 of the 3 phases. There were no fans circulating air in the living units creating an emergency situation. BC Hydro responded within 2 hours to address the emergency with the transformer and CBRE technicians and Houle Electric worked from then until later the next day restoring functionality. No further incidents were reported.

# INCIDENT REPORT

**CBRE**

Incident Title 2166-Building Incident\_Equipment

Incident ID 2166 Status Completed

## 1. PROPERTY INFORMATION

City	KELOWNA	Facility Manager	Shawn.Riches@cbre.com
Address	478 Bernard Ave	Building Status	Leased
Building #	B0092547	Floor:	3rd floor - #305
Building Area		Property Name	

## 2. INCIDENT DETAILS

Date and Time Incident Occurred	Monday, June 28, 2021 2:14 PM		
Date and Time Incident Discovered	Monday, June 28, 2021 2:14 PM		
Date and Time Incident Reported	Tuesday, June 29, 2021 8:41 AM		
Incident Description:	It was reported that the A/C unit had failed. Client advised that they were shutting down the office since this is client has front counter service and employees can not work from home. Hac contractor went to site but this is simply a matter of the HVAC systems not being able to keep up with the extreme heats brought on by the heat wave.		
Incident Classification:		Incident Severity Level	Level 1 (Emergency)
Primary Incident Type	Building Incident Equipment		
Secondary Incident Type	NA		
Personal Injury?	No	Equipment Involved?	Yes
		Authorities Contacted?	No

## INJURED PARTY DETAILS (CBRE - CONTRACTOR - GENERAL PUBLIC - CLIENT/GOVT. EMPLOYEE)

Any personal Information Collected?		No
Injured/Affected Party: (Insert the Personal Information like <b>Name, Occupation, Email address, Phone number</b> etc. directly on province SharePoint)	NA	
Please Select what best describes the Incident Type	Other	
Other observations: (Do not include Personal Information)	N/A	

## EQUIPMENT INVOLVED (Mandatory for Equipment Incidents)

Equipment Involved?	Yes	Equipment Number	N/A
Equipment Type	HVAC	Material Released/Spilled	NA
Equipment Make	Unknown	Units	NA
Equipment Model #	Unknown	Quantity Released / Spilt	NA
Equipment Serial #	Unknown	Material Released to?	NA
Equipment Location	Unknown		

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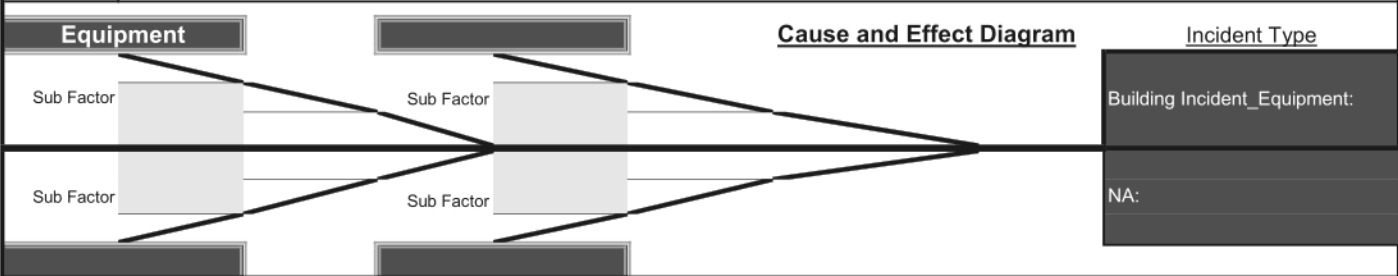
Completed

## AUTHORITIES CONTACTED

Authority Notified	
Date and Time contacted	
Second Authority	
Date and Time contacted	
Media Attention	No

## DESCRIPTION & ROOT CAUSE OF INCIDENT

Was there any damage to property or equipment as a result of this incident?				No
Business Interruption	Yes	Total Time Interrupted	2 days	Estimated Costs to restore
Determine the contributing factors which lead to the incident				
Contributing Factor 1	Equipment	Contributing Factor 2		
Contributing Factor 3		Contributing Factor 4		
Determine the overall Root Cause of the Incident		External: Weather or ambient condition		
Please insert further description below (Use 5 Why):				
Why 1	Unprecent Heat temperatures 45 plus			
Why 2				
Why 3				
Why 4				
Why 5				



## CORRECTION & CORRECTIVE ACTION TAKEN

What steps are required to prevent a reoccurrence (e.g. control measures)	
1	Landlord to provide update.
2	
3	
4	
Work Order Number	
Project Number	

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Completed

### WITNESSES TO THE INCIDENT

Were there any witnesses to the incident **No**

Insert the Personal Information like **Name**, **Occupation**, **Email address**, **Phone number** etc. directly on province SharePoint

### Witness Statement

### Incident Investigation Summary

Clients informed CBRE of unacceptable temperatures in the space. Landlord notified and is currently working on the repairs.

**From:** MacLennan, Alex CITZ:EX  
**To:** Hume, David CITZ:EX  
**Subject:** RE: Heatwave: Wild Fire and protocols  
**Date:** June 28, 2021 10:31:00 AM

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Thanks

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**From:** Hume, David CITZ:EX <David.Hume@gov.bc.ca>  
**Sent:** June 28, 2021 9:31 AM  
**To:** MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Lansdell, Hayden CITZ:EX <Hayden.Lansdell@gov.bc.ca>; Shypitka, James M CITZ:EX <James.Shypitka@gov.bc.ca>  
**Subject:** RE: Heatwave: Wild Fire and protocols

Thanks, Alex. Will do. Have shared with my team as well.

Best,

D.

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**From:** MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>  
**Sent:** June 28, 2021 9:06 AM  
**To:** Hume, David CITZ:EX <David.Hume@gov.bc.ca>; Lansdell, Hayden CITZ:EX <Hayden.Lansdell@gov.bc.ca>; Shypitka, James M CITZ:EX <James.Shypitka@gov.bc.ca>  
**Subject:** Heatwave: Wild Fire and protocols

Good morning.

With the hotter weather, the ES teams are proactively preparing for a possible increase in IT requests surrounding wildfire and associated responses (24/7).

OCIO Enterprise Services IT Operations Centre will monitor and track all emerging issues, requests for ES services and IT. (Usual frequent users of this support are EMBC, Wildfire, TRAN, Health and we have specific protocol with each).

When ES are in this mode – it is imperative that all asks are funneled through the 77000 Service Desk (250 387 7000) where our 24/7 protocol is invoked, which includes call out of resources and awareness/oversight of ES Directors, ED's and executive communications.

Could I please ask that should you receive any direct contacts from Ministries requesting urgent IT (including net new solutions) or advising of impact to ES IT services, that we point them to the 77000 Service Desk and code word WILDFIRE or of course myself or Natalie Branch – we will then ensure this is expediently managed.

Thank you  
Alex

Chief Technology Officer and Assistant Deputy Minister, Enterprise Services  
Office of the Chief Information Officer, Citizens' Services  
s.17

E-mail: [alex.maclennan@gov.bc.ca](mailto:alex.maclennan@gov.bc.ca)



**From:** [MacLennan, Alex CITZ:EX](#)  
**To:** [Shypitka, James M CITZ:EX](#)  
**Subject:** RE: Heatwave: Wild Fire and protocols  
**Date:** June 28, 2021 10:31:00 AM

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Thanks

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**From:** Shypitka, James M CITZ:EX <[James.Shypitka@gov.bc.ca](mailto:James.Shypitka@gov.bc.ca)>  
**Sent:** June 28, 2021 9:40 AM  
**To:** MacLennan, Alex CITZ:EX <[Alex.MacLennan@gov.bc.ca](mailto:Alex.MacLennan@gov.bc.ca)>; Hume, David CITZ:EX <[David.Hume@gov.bc.ca](mailto:David.Hume@gov.bc.ca)>; Lansdell, Hayden CITZ:EX <[Hayden.Lansdell@gov.bc.ca](mailto:Hayden.Lansdell@gov.bc.ca)>  
**Subject:** RE: Heatwave: Wild Fire and protocols

Thanks Alex – understood and confirmed from ICT.

**James Shypitka**

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**From:** MacLennan, Alex CITZ:EX <[Alex.MacLennan@gov.bc.ca](mailto:Alex.MacLennan@gov.bc.ca)>  
**Sent:** June 28, 2021 9:06 AM  
**To:** Hume, David CITZ:EX <[David.Hume@gov.bc.ca](mailto:David.Hume@gov.bc.ca)>; Lansdell, Hayden CITZ:EX <[Hayden.Lansdell@gov.bc.ca](mailto:Hayden.Lansdell@gov.bc.ca)>; Shypitka, James M CITZ:EX <[James.Shypitka@gov.bc.ca](mailto:James.Shypitka@gov.bc.ca)>  
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Thank you  
Alex

Chief Technology Officer and Assistant Deputy Minister, Enterprise Services  
Office of the Chief Information Officer, Citizens' Services  
s.17

E-mail: [alex.maclennan@gov.bc.ca](mailto:alex.maclennan@gov.bc.ca)