Province of British Columbia

Facilities Services Guide

Document Information

For any questions or assistance with this document, please contact:

CBRE Limited | Global Workplace Solutions
Province of British Columbia, Real Property Division Account
4000 Seymour Place
Victoria, BC V8X 4S8

pobcinfo@cbre.com

This document has been prepared pursuant to the Real Property Master Services Agreement dated July 5, 2019 (the “MSA”) between CBRE Limited (“CBRE”) and Her Majesty the Queen in right of the Province of British Columbia (the “Province”). CBRE does not warrant the accuracy, timeliness and/or applicability of any data, analysis, conclusions or other information contained herein to any person that obtains this document by a means other than as permitted or contemplated in the MSA. For greater certainty, nothing herein will be construed to derogate from the obligations of CBRE or the rights of the Province pursuant to the MSA.

Contents

Introduction

CBRE provides facilities, project management and other related services as a service provider for the Province of British Columbia.

>> BACK TO TABLE OF CONTENTS

About CBRE

We are the global leader in commercial real estate services and investments. With services, insights and data that span every dimension of the industry, we create solutions for clients of every size, in every sector and across every geography.

500	100+	105k	90+
Offices	Countries	People*	of Fortune 100 Clients

*Excluding Turner & Townsend employees.

Our RISE Values

We believe enduring success can only be built on a foundation of responsible business practices, and that everyone gains an advantage by adopting the values of RISE (Respect, Integrity, Service and Excellence).

Respect

We act with consideration for others' ideas and share information openly to inspire trust and encourage collaboration.

Integrity

No one individual, no one deal, no one client, is bigger than our commitment to our company and what we stand for.

Service

We approach our clients' challenges with enthusiasm and diligence, building long-term relationships by connecting the right people, capital and opportunities.

Excellence

We focus relentlessly on creating winning outcomes for our clients, employees and shareholders.

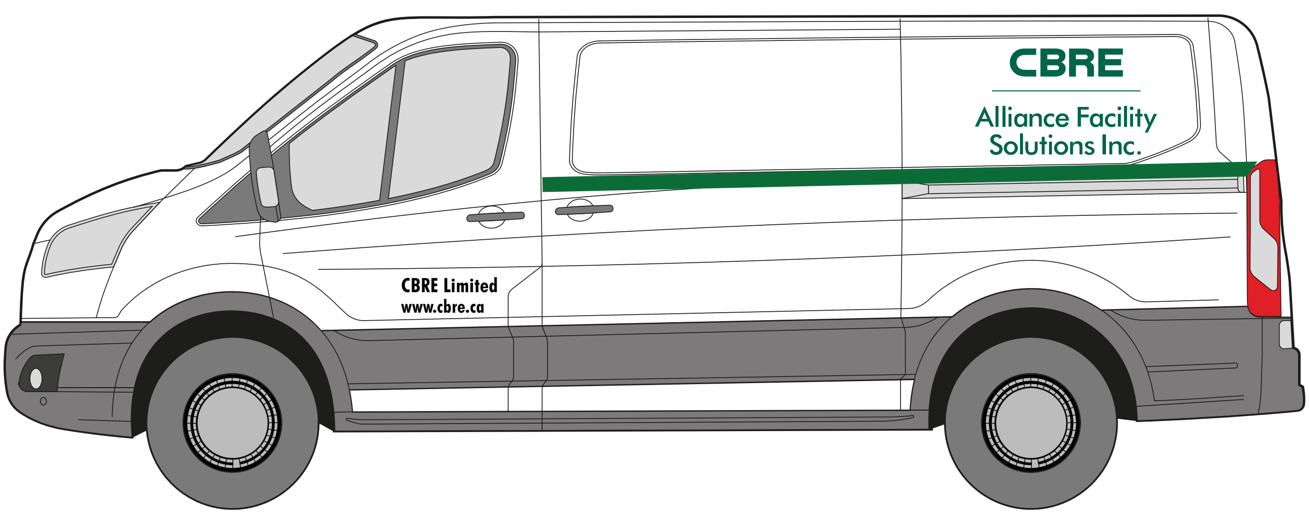
Province of British Columbia

Together with the Ministry of Citizens' Services, Real Property Division, we maintain more than 17 million square feet of property across 1,800 owned, leased and managed assets in communities throughout British Columbia.

CBRE | Alliance Facility Solutions Inc.

CBRE | Alliance Facility Solutions Inc. is a CBRE Limited entity that employs all non-managerial, union employees on the CBRE account for the Province of British Columbia.

Our vehicles, uniforms and signage across the province are branded for ease of recognition and a professional display of our people and organization.



CBRE Ambassador Program

Our Ambassador Program was designed to ensure the operational behaviours that drive decision-making in CBRE staff and suppliers align with Province of British Columbia values.

One Team, One Voice Concept

We maintain an integrated, solution-driven and collaborative working environment to ensure end users can discern no organizational separation between service management (Real Property Division) and service delivery (CBRE).

Owner of the House Mentality

We make decisions and treat province properties with the same due diligence and standard of care we would display if we owned the property and processes personally.

Go-Direct Approach

We interact directly with building occupants and on-site contacts to speed up service delivery for the end user without involving unnecessary bureaucracy.

Find-it-First Proactive Behaviour

We identify any problems, needed repairs or hazards and create work orders to resolve these issues before the end user has to.

Accessing Services

We manage all service requests through a centralized system and a dedicated operations centre for the province. You can access services 24 hours a day, seven days a week, through our convenient web portal and mobile application, or by phone.

>> BACK TO TABLE OF CONTENTS

Guidance for Service Requests

Find examples below to help you determine the most efficient method to submit your service request.

SIRequest web portal & mobile app

Routine service requests:

- Cleaning - General Janitorial
- Doors - Interior Repair
- Lighting - Interior Maintenance
- Plumbing - Repairs
- Too Hot/Too Cold

Call the CBRE Operations Centre (1-877-222-3112)

Emergency and urgent requests:

- Alarm Sounding
- Cleaning - Biohazard
- Elevator - Stuck/Entrapped

General assistance:

- SIRequest Application Issue
- Speak with a customer service representative
- Site not listed in SIRequest for privacy reasons (i.e., residence, sensitive site)

Call 9-1-1

Emergencies:

In the event of an emergency concerning a life, health or safety matter, dial 9-1-1 first.

- Flooding - Natural Disaster
- Fire - Natural Disaster
- Gas Leak

After dialling 9-1-1, and only when safe to do so, please report any property-related issues or building impacts to the CBRE Operations Centre.

SIRequest Web Portal

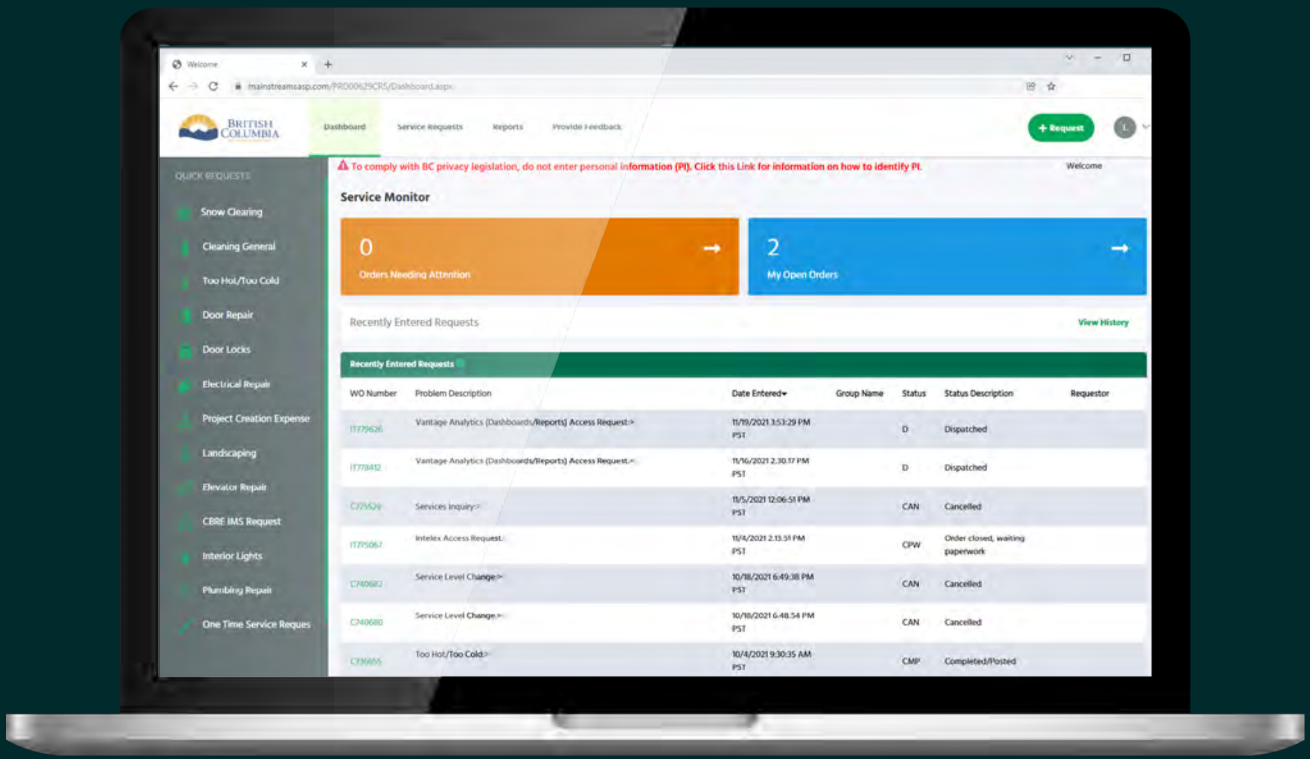
The SIRequest web portal makes it easy to request and track your service requests, search your request history and provide feedback on completed requests.

Browser compatibility

SIRequest works best with Microsoft Edge, Chrome, or Firefox. You may experience problems using Internet Explorer 11 to access the SIRequest online web portal.

Administrator

In the event you experience an issue or error that prompts you to contact the administrator, please call the CBRE Operations Centre at 1-877-222-3112 for assistance.

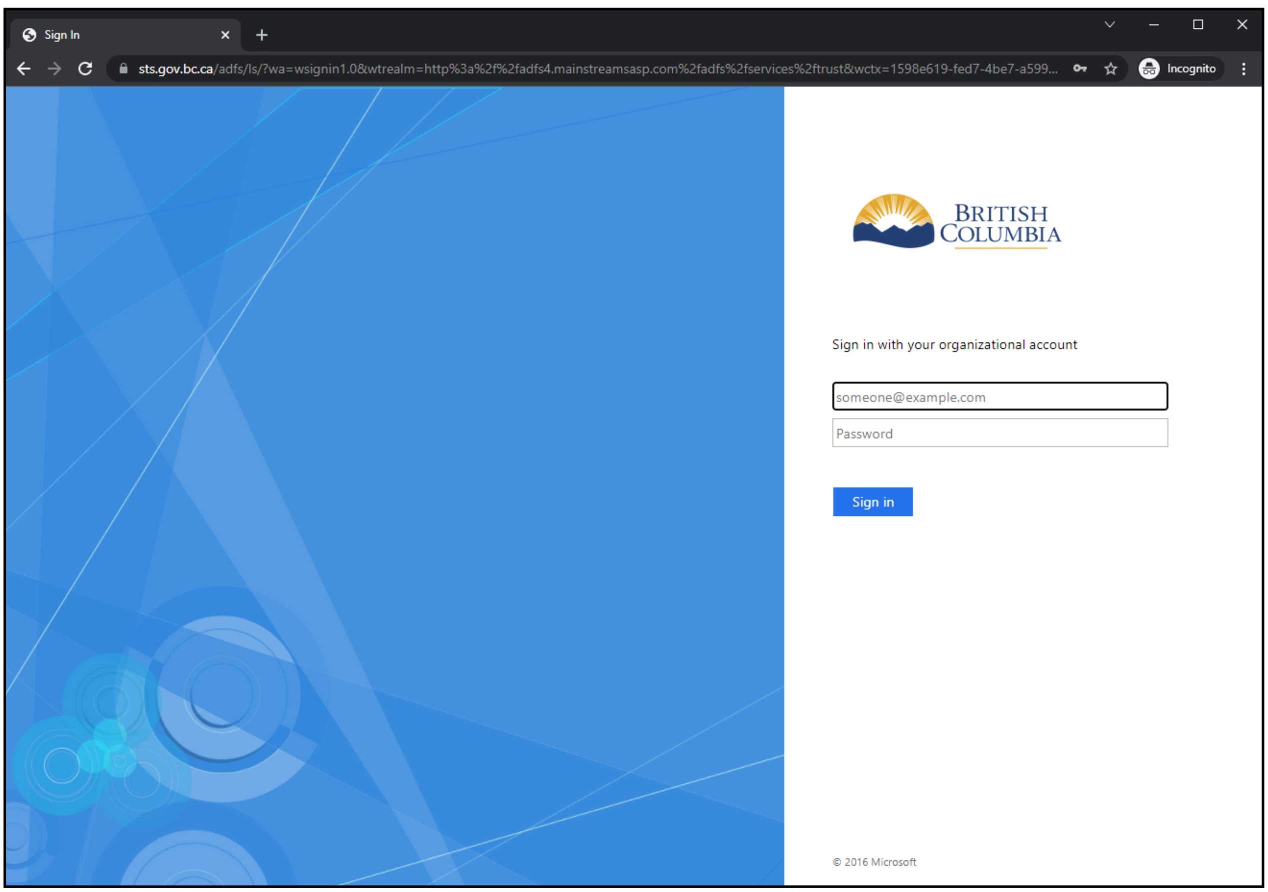


Single-Sign-On (IDIR users)

If you have an IDIR account, you will have direct single-sign-on (SSO) access to the online web portal for the Province of British Columbia. No registration is required. When visiting the SSO link, you will be redirected to the IDIR login screen.

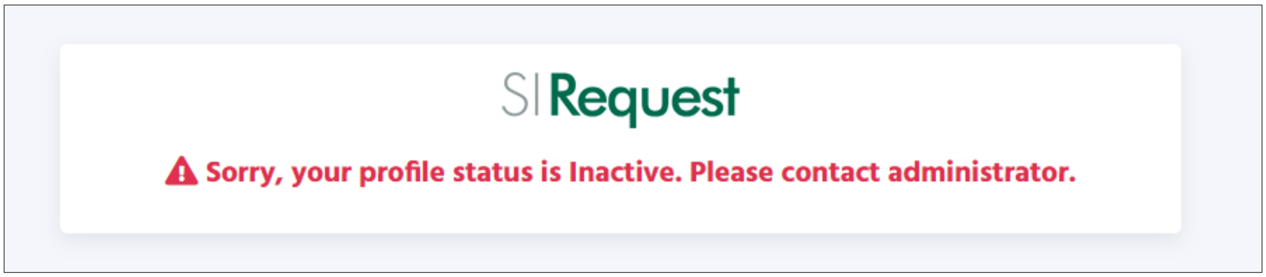
Login Instructions

1. Visit the SIRequest SSO access link: https://sso.mainstreamsasp.com/PRD00629CRS
2. Enter your IDIR credentials.
3. Select "Sign In."



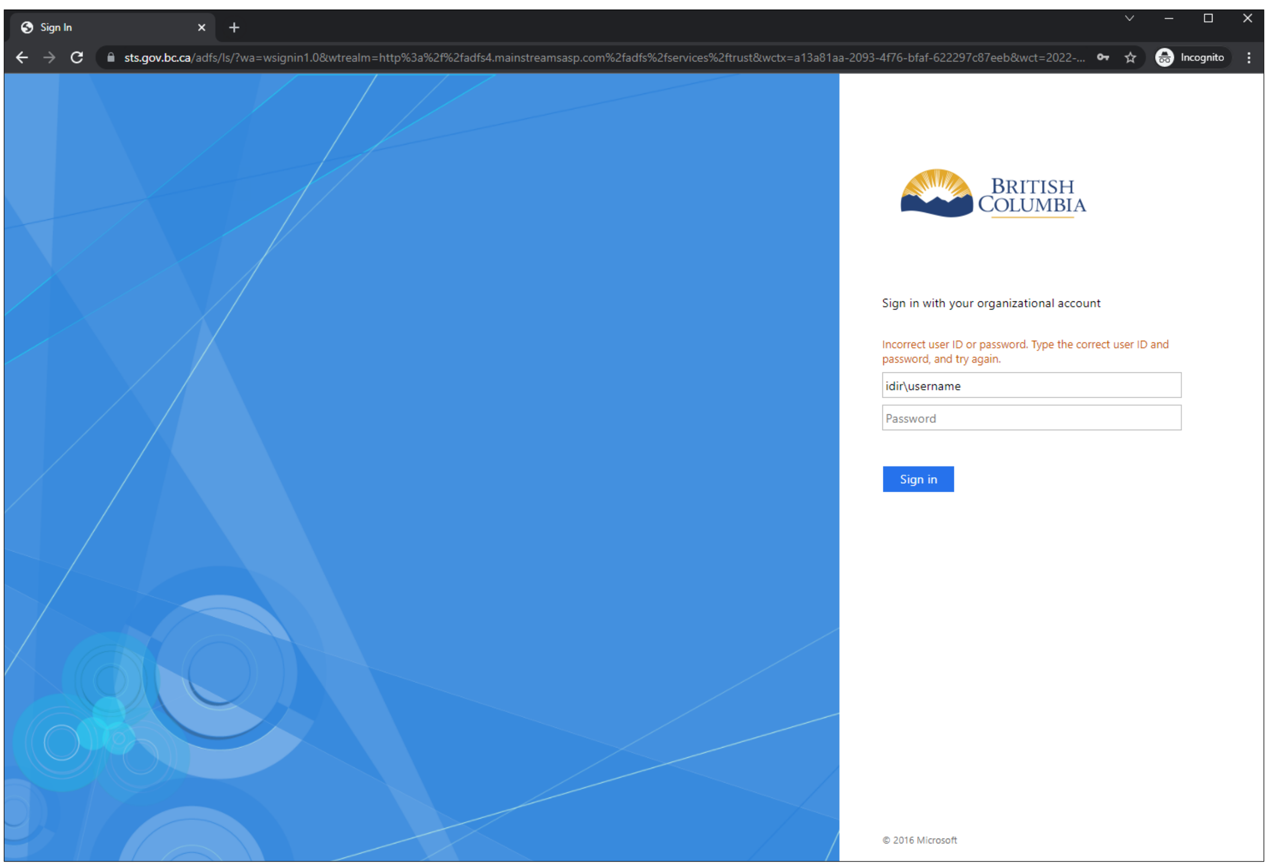
Application Error Message — Inactive Profile

If you login through single-sign-on and encounter the error message below, please contact the CBRE Operations Centre at 1-877-222-3112 for assistance.



Error Message — IDIR

If you login through single-sign-on and encounter an issue with your IDIR, contact your IDIR security administrator or the 7-7000 Service Desk at 250-387-7000 or 77000@gov.bc.ca.



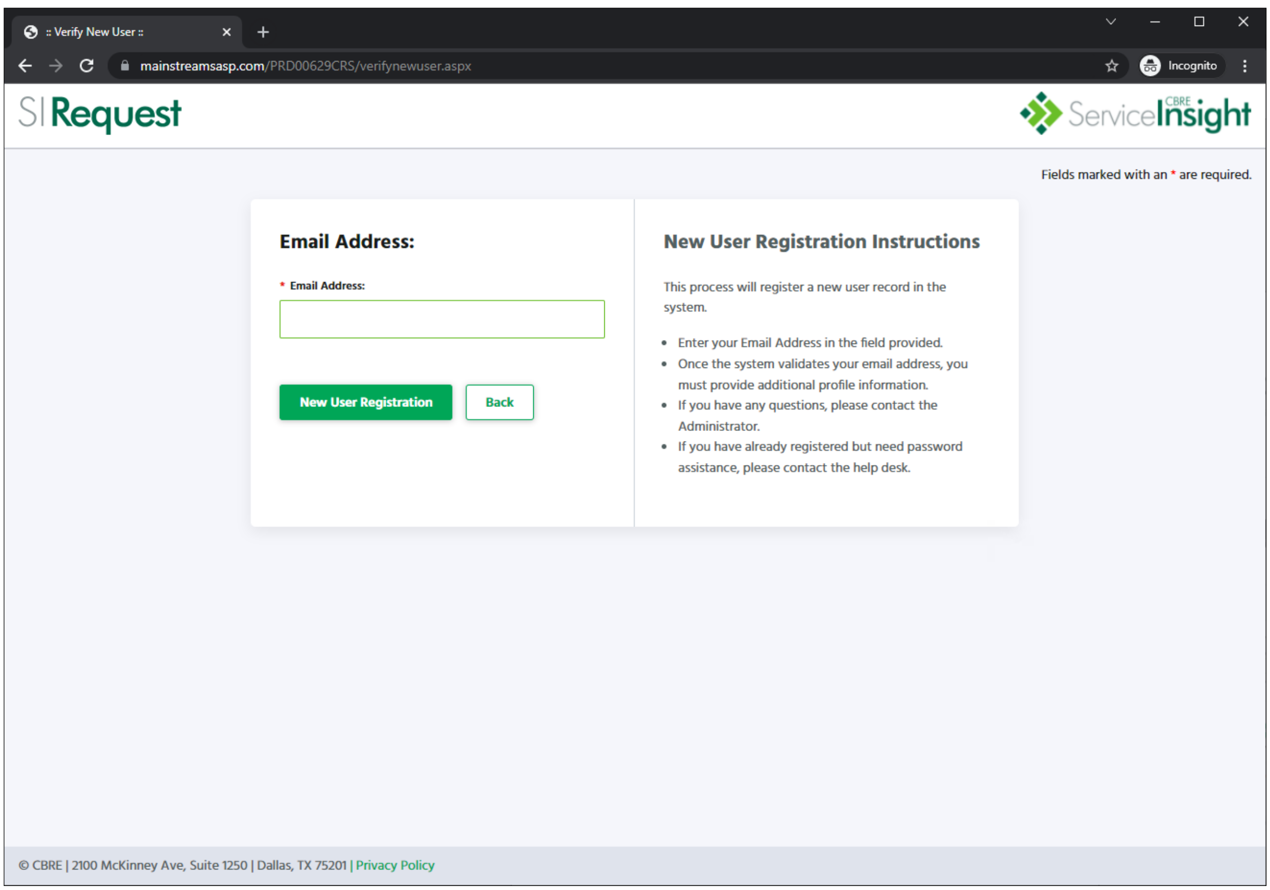
Registered User Access (non-IDIR users)

If you do not have an IDIR account (your organization is not on the gov.bc.ca domain), you will first have to register with a username and password. This process will establish a new registration for you in the system.

Registration

NOTE: It may take one to two days to validate your registration request. If your facilities request requires immediate attention, please call the CBRE Operations Centre at 1-877-222-3112.

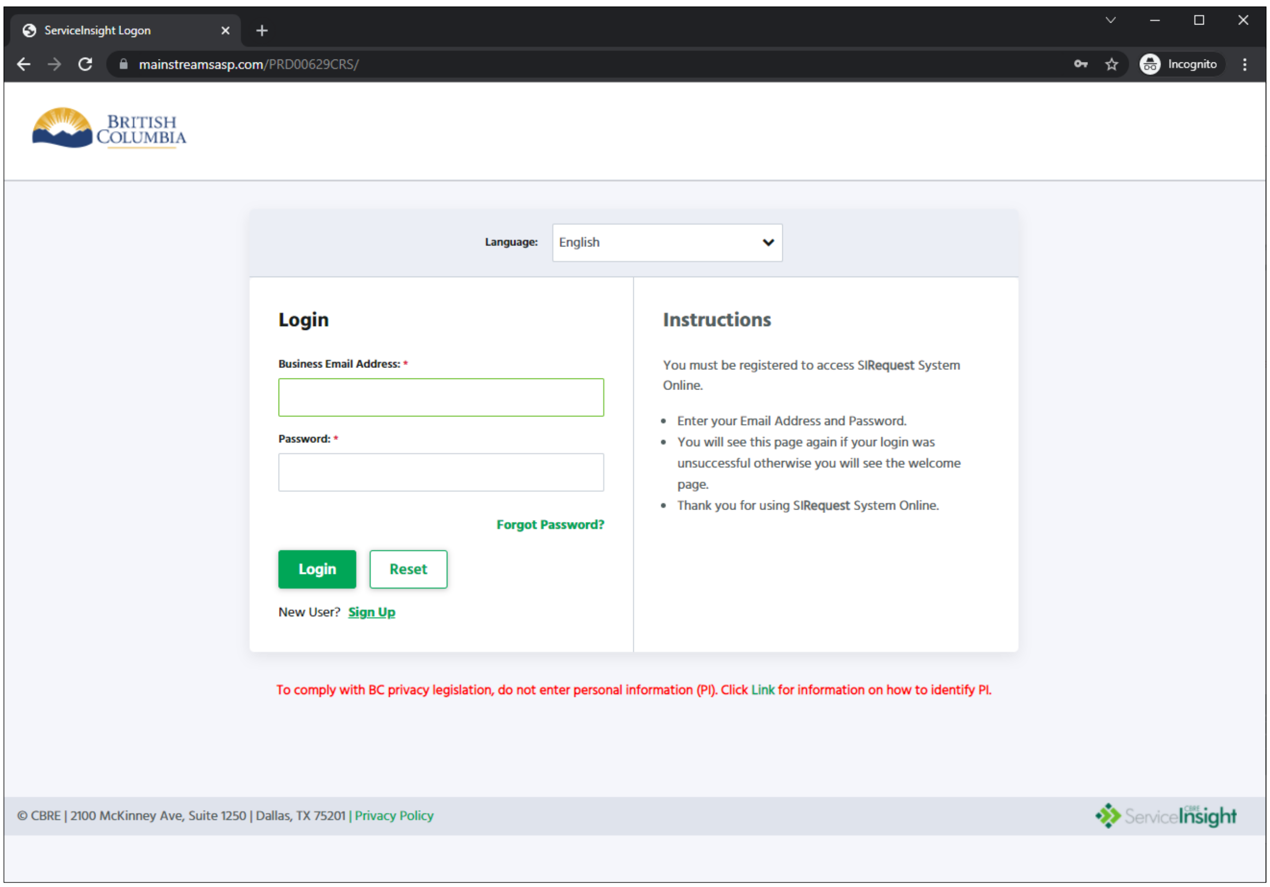
1. Visit the SIRequest sign-in link: https://www.mainstreamsasp.com/PRD00629CRS/
2. Select "Sign Up."
3. Enter your email address and select New User Registration.
4. Enter the correct information in each of the fields on the New User Registration form. All fields marked with an asterisk (*) are required.
5. Select "Save" once you have entered all information.



Login Instructions

Once you have received your username and temporary password, you will be able to login. You will be prompted to change your password the first time you login and every 90 days.

1. Visit the SIRequest sign-in link: https://www.mainstreamsasp.com/PRD00629CRS/
2. Enter your username and password.
3. Select “Login.”
4. If it is your first time logging in, you will be prompted to change your password.



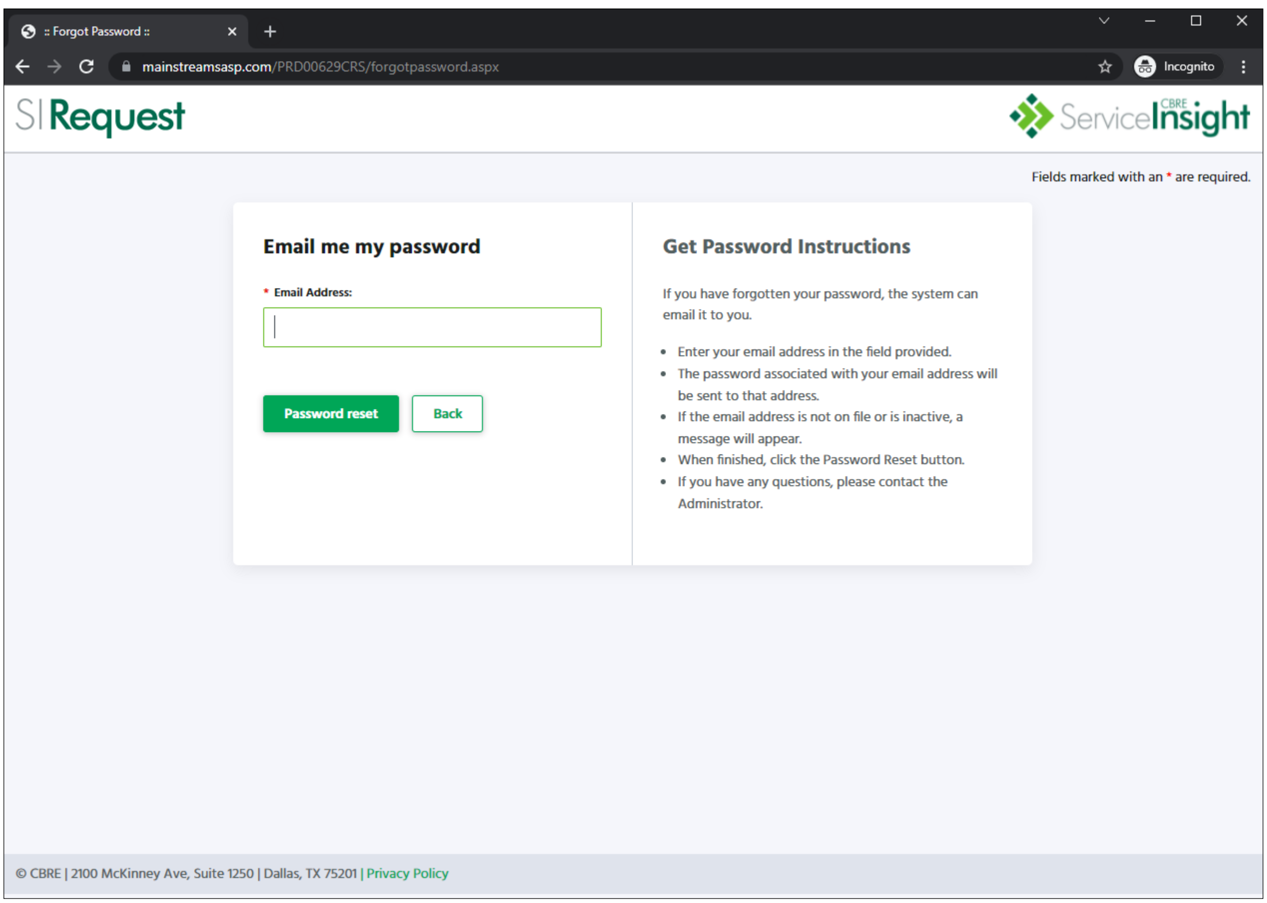
Forgot Password Instructions

If you have forgotten your password, you will need to reset it. The system will send you an email with the proper steps to reset your password.

NOTE: Forgot password is not applicable to anyone with single-sign-on (SSO) access. If you are an SSO user, double check that you have followed SSO login instructions.

1. Select “Forgot Password” on the login screen.
2. Enter your email address.
3. Select “Password Reset.”

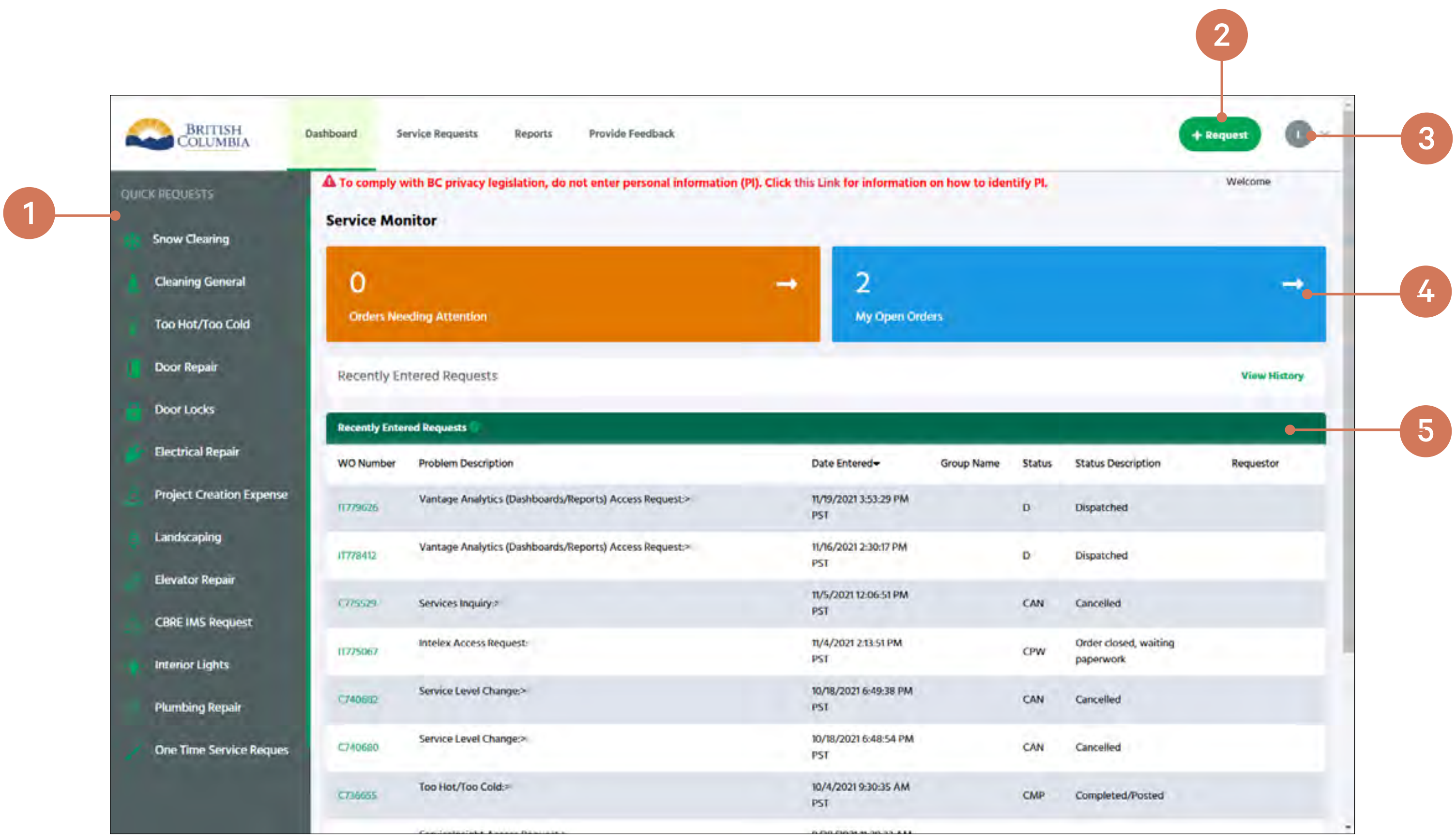
If you do not receive the system email, or experience an issue with resetting your password, please call the CBRE Operations Centre at 1-877-222-3112 for assistance.



Navigating the SIRequest Dashboard

Your SIRequest dashboard, also referred to as your homepage, will display your most recent service requests and acts as a gateway to placing new requests and reviewing your service request history.

1. **Quick Requests —** select from one of the available Quick Request options. These are the most frequently used service requests.
2. **+Request —** create a new request for a service not listed in the Quick Requests.
3. **Settings and Options —** select to update your profile, settings, change your password (if applicable), or logout of the portal.
4. **Service Monitor —** count of Orders Needing Attention and My Open Orders at a glance.
5. **Recently Entered Requests —** the most recent requests at the building in your profile. Columns can be sorted in ascending or descending order by clicking on the column name. You will not be able to view more detail on any request you have not entered.



Creating a Service Request

There are two methods for submitting requests, selecting one of the options from the quick requests menu or filling out the regular request form.

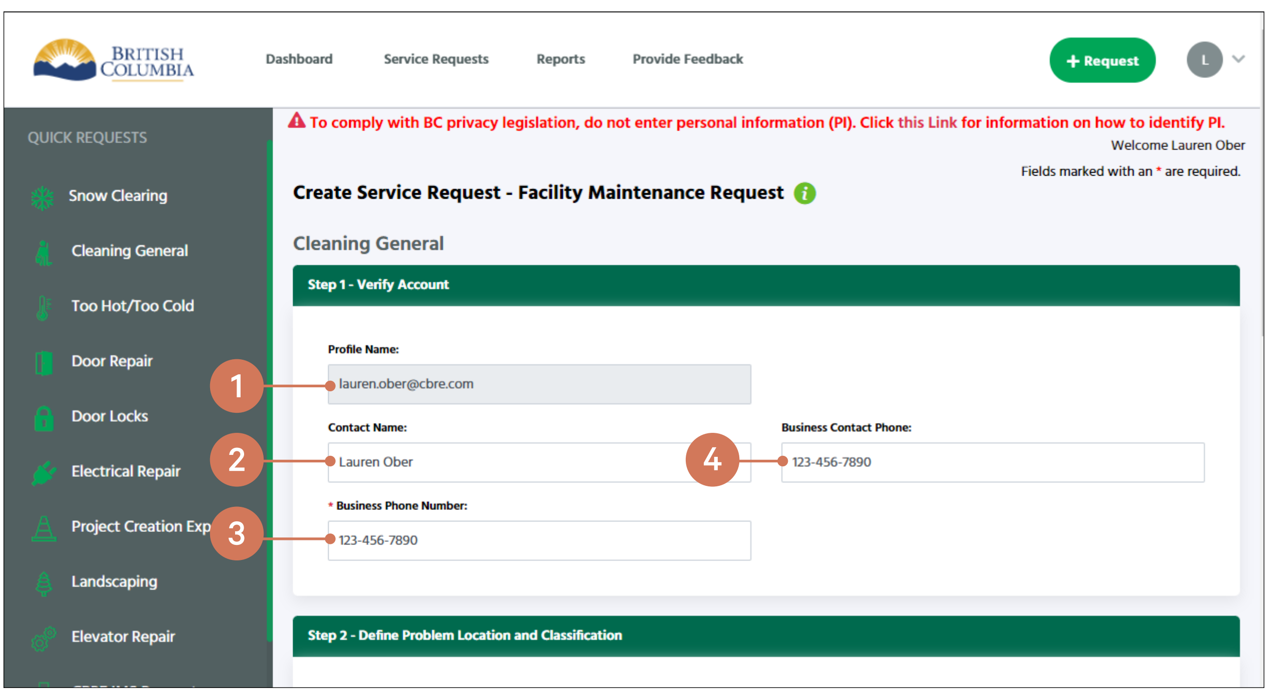
Quick Requests

Quick request options are listed on the left side of the dashboard. These are the most frequently used service requests. When selecting an option from the quick request menu, you will be redirected to the request form with some information already filled out.

STEP 1 - VERIFY ACCOUNT

Your profile email, name and business phone number will be pre-populated based on your caller profile the first time you submit a request. On future requests, it will auto-populate this same information. Take a moment to verify these details are correct, this information may be used to contact you.

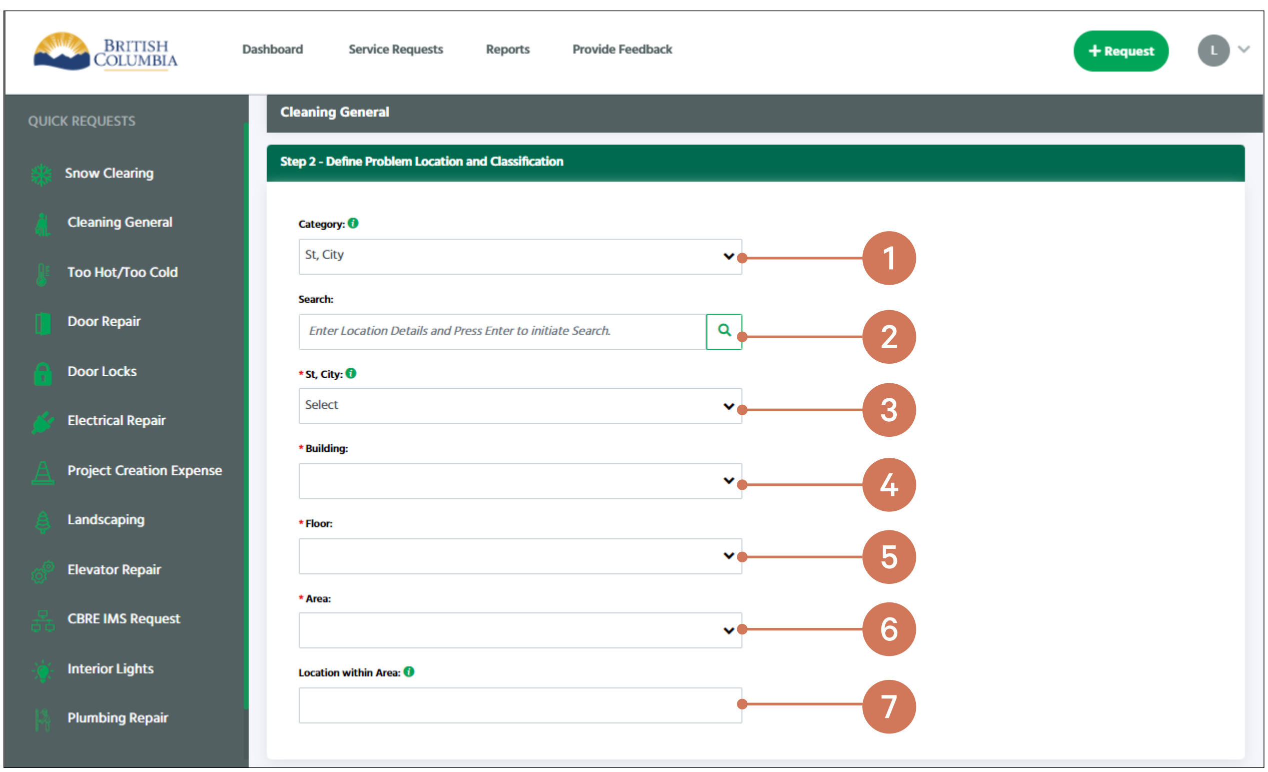
1. **Profile Name —** your email address. This field cannot be modified.
2. **Contact Name —** your name or an alternate contact name for the request.
3. **Business Phone Number —** your phone number or the best number to reach you during business hours. This field is required.
4. **Business Contact Phone —** an alternate phone number for the request, if any.



STEP 2 - DEFINE PROBLEM LOCATION AND CLASSIFICATION

For quick requests, the problem code (service) information has already been selected so you will only need to confirm the location information. The first time you submit a request will define your caller profile default address. On future requests, it will auto-populate this same information.

1. **Category —** use this drop-down menu to use the search function. Select the category (St, City, Building, Floor or Area) you would like to search.
2. **Search —** the search function for location. Type at least three characters and press Enter to initiate a search. The first drop-down menu will auto-populate with the city and the following drop-downs will be pre-filtered to match your search criteria.
3. **St, City —** if you are not using the search function, select the appropriate St, City from the available drop-down (i.e., Vancouver). This field is required.
4. **Building —** displays available addresses based on the St, City chosen above. Select the corresponding Building for your request. This field is required.
5. **Floor —** displays available floors for the selected Building. Select the corresponding Floor for your request. This field is required.
6. **Area —** displays available rooms and spaces for the selected Floor. Select the corresponding Area for your request. This field is required.
7. **Location within Area —** enter any location-specific details (e.g., “Large conference room” or “NW side”) to assist the assignment in finding the issue.



STEP 3 - PROVIDE REQUEST DESCRIPTION

The request description field is where you will provide the “what” and “where” of the issue being reported. The more detail provided will help the assignment to assess the scope of your request.

1. **Description of request —** enter the description for your request. This field is required.

STEP 4 - PROVIDE ADDITIONAL INFORMATION

This section is used only if you have additional detail to provide. Use of this part of the form is limited.

2. **CostCenter —** this field will auto-populate based on your location selection.

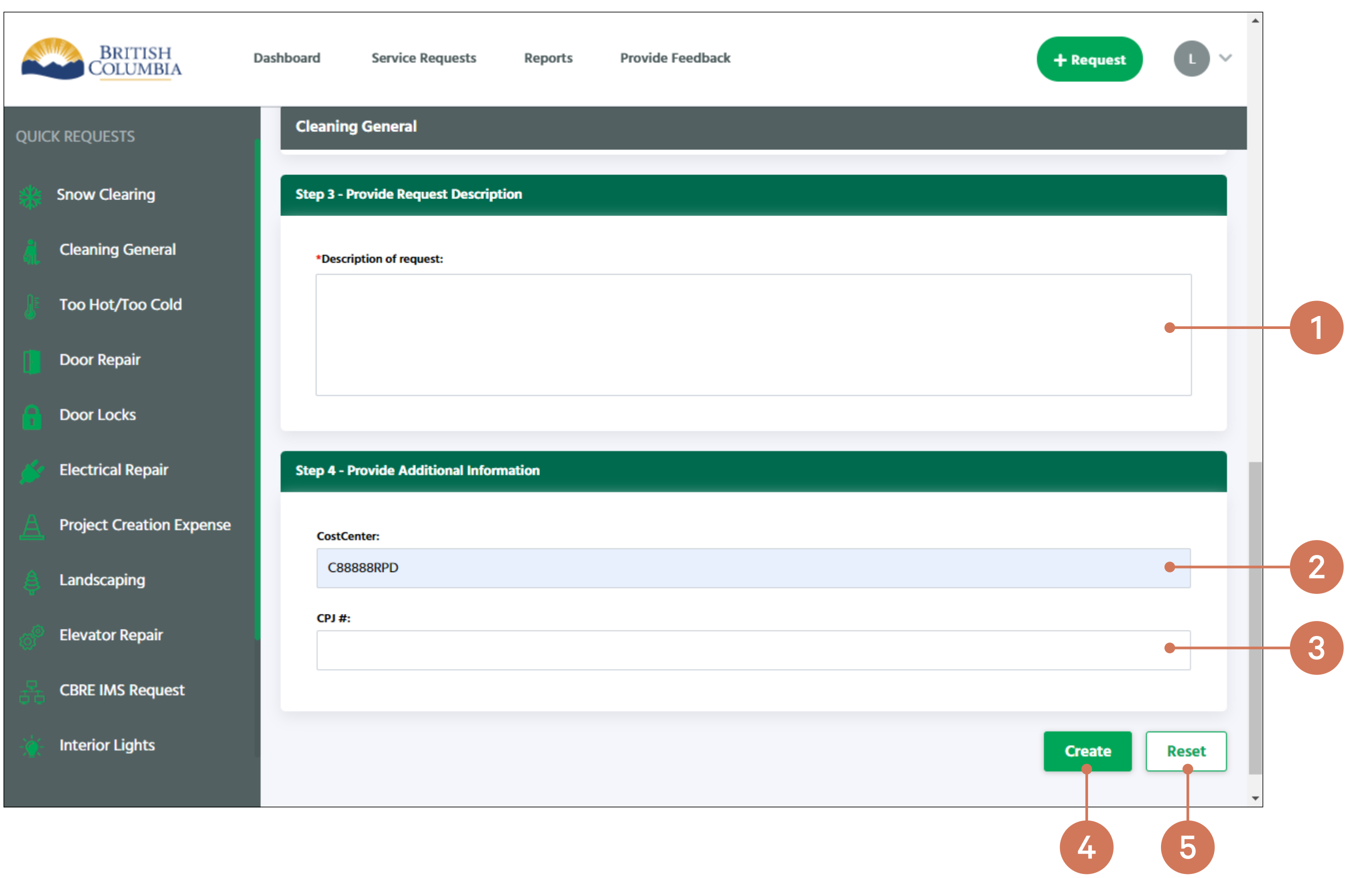
3. **CPJ # —** used to provide a CPJ # if required. Very limited use.

STEP 5 - CREATE YOUR REQUEST OR RESET THE FORM

At the bottom of the form, you will find the option to create your request or reset the form.

4. **Create —** once you are satisfied with the entries you've made on the form, select to create your request.

5. **Reset —** if you are experiencing an issue with the form, or wish to clear out your entries on the form, select the reset button.



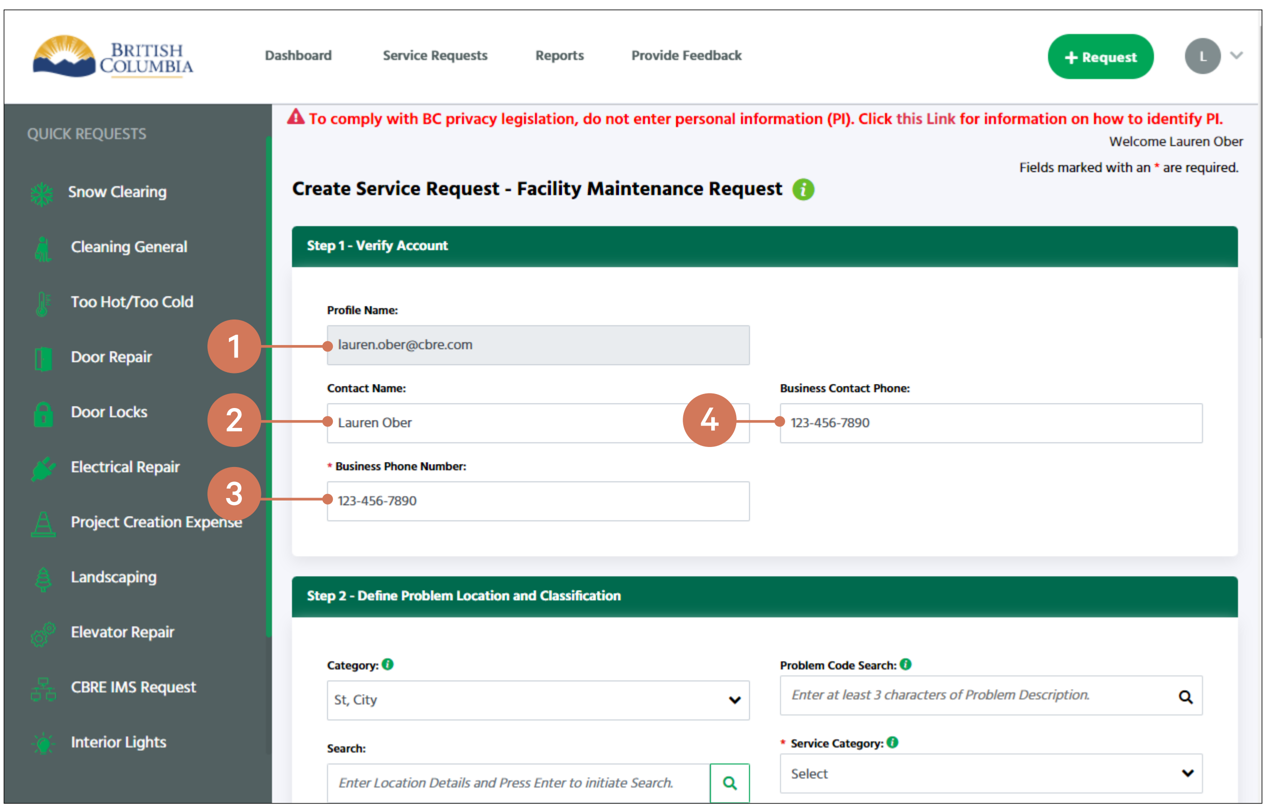
Regular Requests

When your request does not match one of the quick request options, select the green +Request button near the top right corner of your dashboard. You will be redirected to the request form. The process is the same as entering a quick request, except that you must provide the problem code (service) required in Step 2.

STEP 1 - VERIFY ACCOUNT

Your profile email, name and business phone number will be pre-populated based on your caller profile the first time you submit a request. On future requests, it will auto-populate this same information. Take a moment to verify these details are correct, this information may be used to contact you.

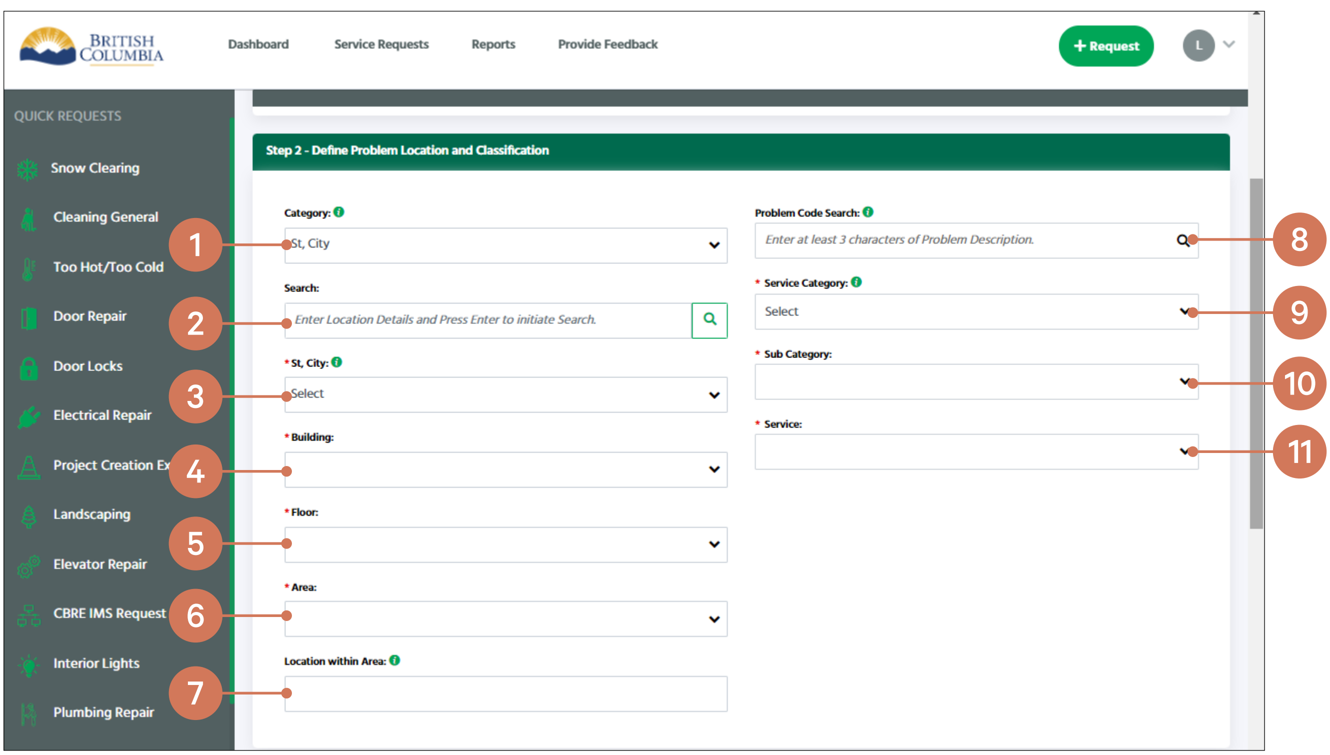
1. **Profile Name —** your email address. This field cannot be modified.
2. **Contact Name —** your name or an alternate contact name for the request.
3. **Business Phone Number —** your phone number or the best number to reach you during business hours. This field is required.
4. **Business Contact Phone —** an alternate phone number for the request, if any.



STEP 2 - DEFINE PROBLEM LOCATION AND CLASSIFICATION

For this step, you will need to confirm the location information and problem code (service). The first time you submit a request will define your default address for the location. On future requests, it will auto-populate this same information. You will always be required to select the problem code.

1. **Category —** use this drop-down menu to use the search function. Select the category (St, City, Building, Floor or Area) you would like to search.
2. **Search —** the search function for location. Type at least three characters and press Enter to initiate a search. The first drop-down menu will auto-populate with the city and the following drop-downs will be pre-filtered to match your search criteria.
3. **St, City —** if you are not using the search function, select the appropriate St, City from the available drop-down (i.e., Vancouver). This field is required.
4. **Building —** displays available addresses based on the St, City chosen above. Select the corresponding Building for your request. This field is required.
5. **Floor —** displays available floors for the selected Building. Select the corresponding Floor for your request. This field is required.
6. **Area —** displays available rooms and spaces for the selected Floor. Select the corresponding Area for your request. This field is required.
7. **Location within Area —** enter any location-specific details (e.g., “Large conference room” or “NW side”) to assist the assignment in finding the issue.

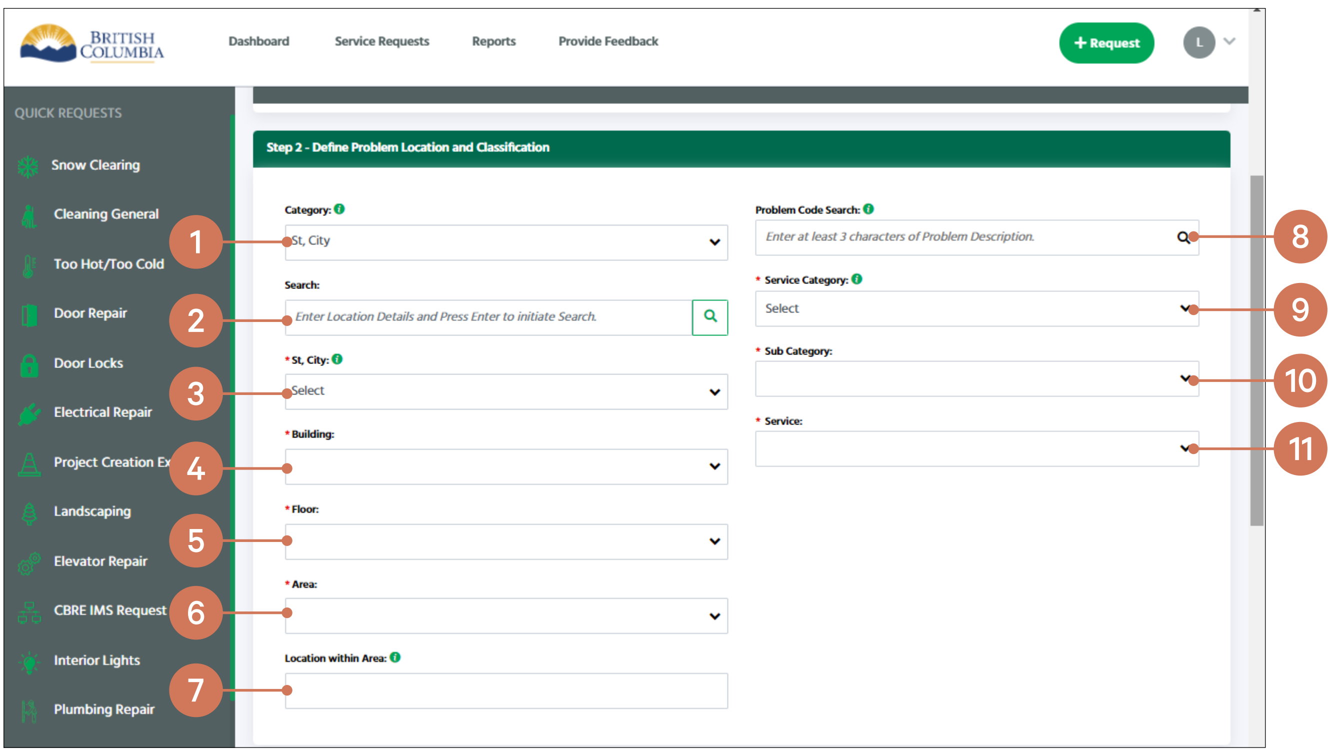


8. **Problem Code Search —** use the search function if you know the problem code you are looking for. Enter at least three characters and pause, the system will provide a list of problem codes to choose from directly underneath the search field. The dropdown menus will auto-populate based on your selection.

9. **Service Request Group —** if you are not using the search function, select the main category of the problem code type. This field is required.

10. **Service Request Type —** displays the available sub-groups for the selected group. This field is required.

11. **Service —** displays the available requests for the selected sub-group. This field is required.



Refer to the Problem Code Index for information on each service.

STEP 3 - PROVIDE REQUEST DESCRIPTION

The request description field is where you will provide the "what" and "where" of the issue being reported. The more detail provided will help the assignment to assess the scope of your request.

1. **Description of request —** enter the description for your request. This field is required.

STEP 4 - PROVIDE ADDITIONAL INFORMATION

This section is used only if you have additional detail to provide. Use of this part of the form is limited.

2. **CostCenter —** this field will auto-populate based on your location selection.

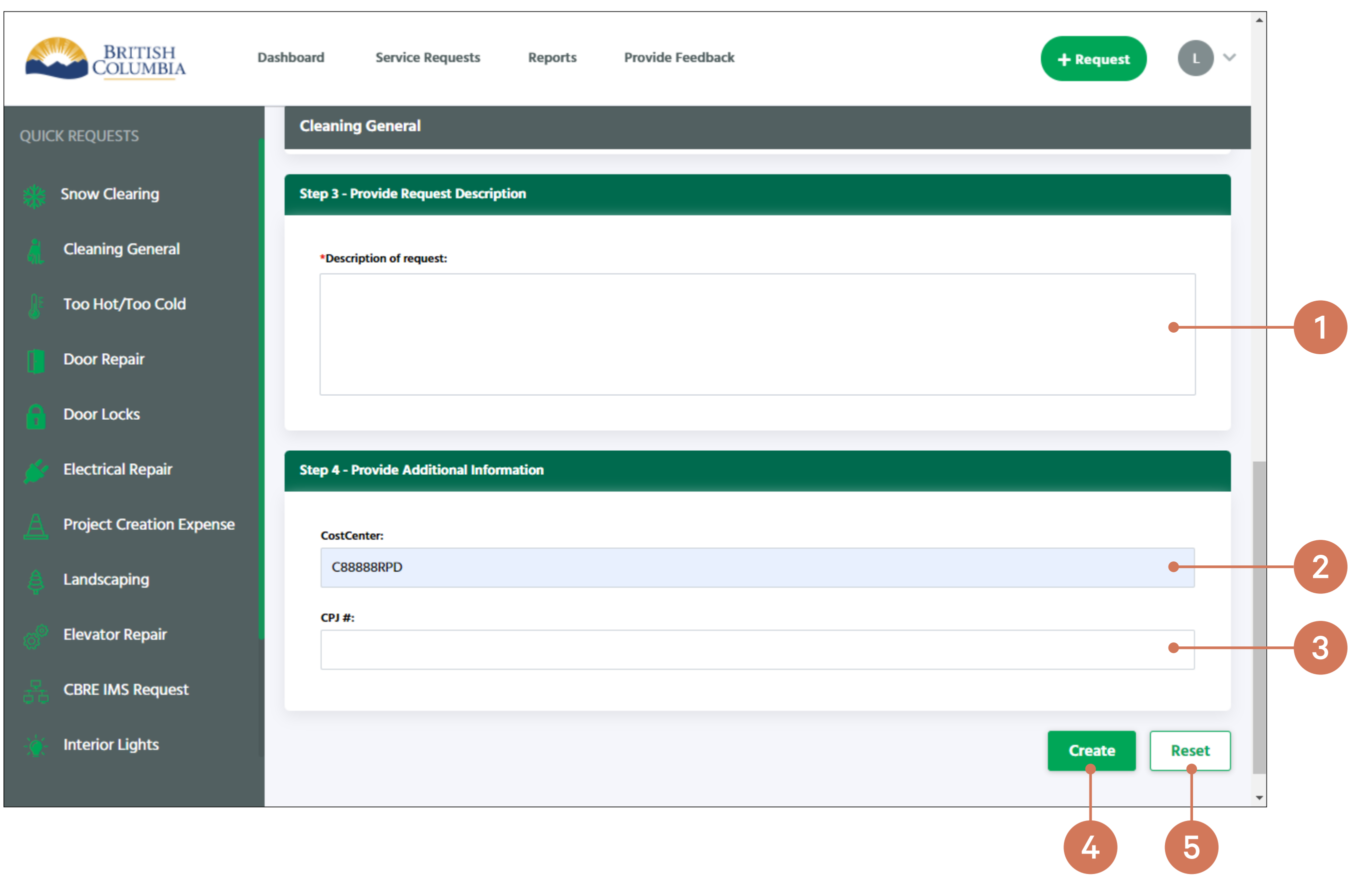
3. **CPJ # —** used to provide a CPJ # if required. Very limited use.

STEP 5 - CREATE YOUR REQUEST OR RESET THE FORM

At the bottom of the form, you will find the option to create your request or reset the form.

4. **Create —** once you are satisfied with the entries you've made on the form, select to create your request.

5. **Reset —** if you are experiencing an issue with the form, or wish to clear out your entries on the form, select the reset button.

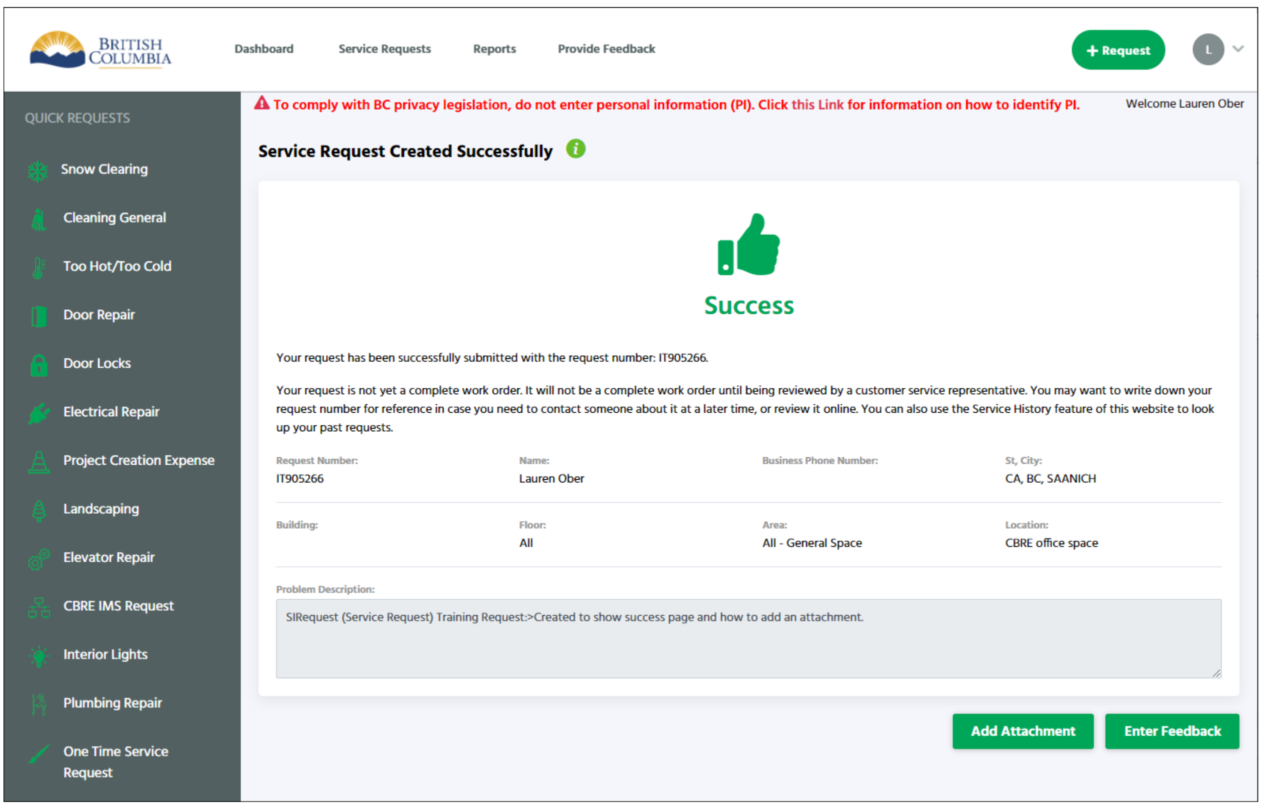


Service Request Confirmation

Whether you place a Quick Request or Regular Request, you will see the same confirmation page. You should also receive an email confirmation from the system with the request number.

Once you have submitted a request, you can add an attachment. The request will also show on your dashboard in the Service Monitor, where you can see items under My Open Orders and view the work order details.

When the work has been completed, you can provide feedback. If you wish to look up past requests, you can also search your service request history.

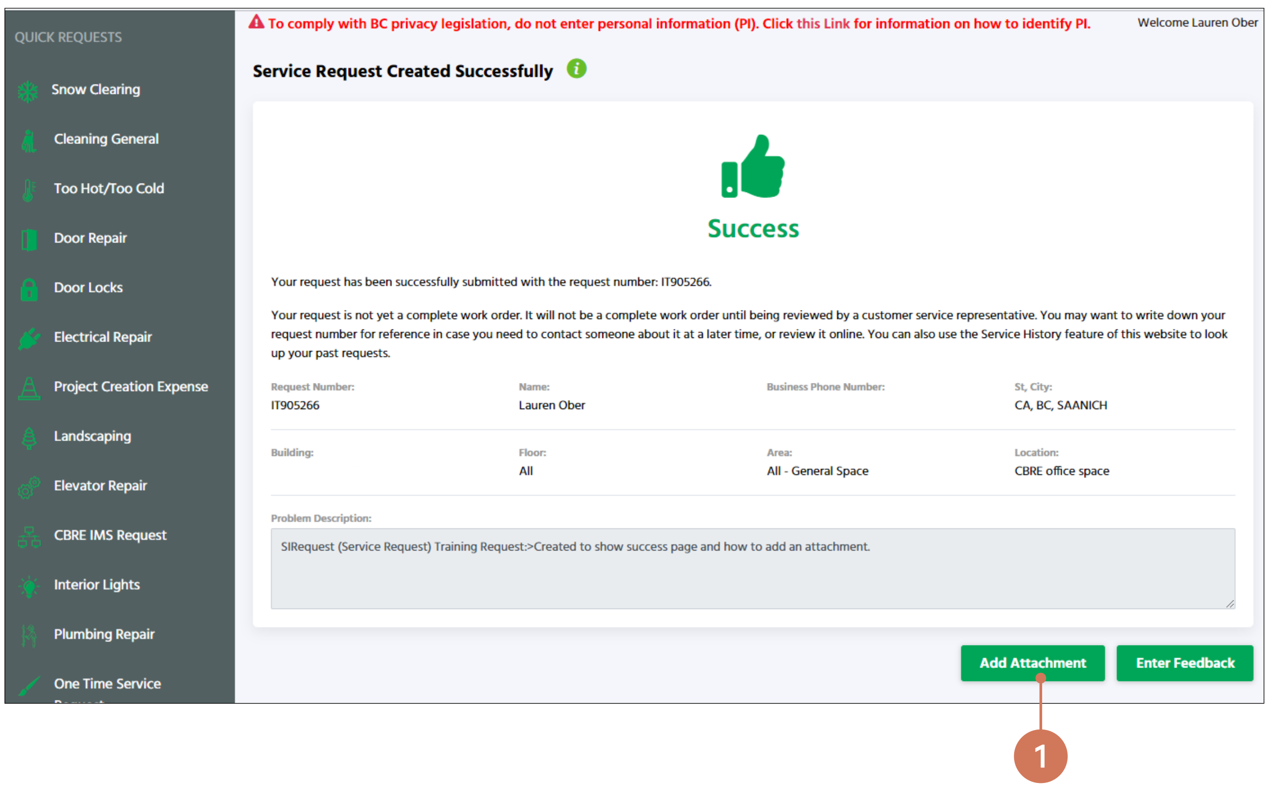


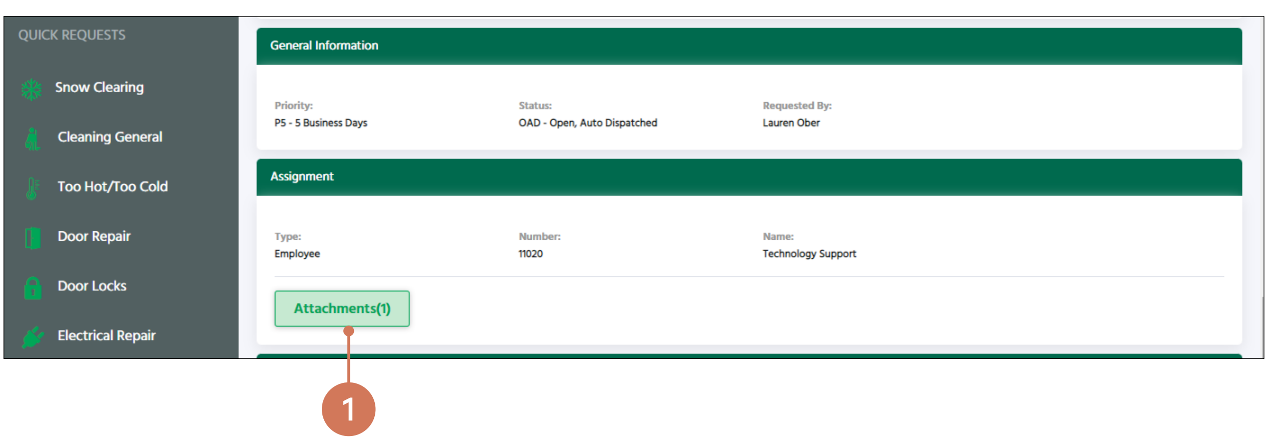
Adding Attachments

You have the option to add an attachment to your request, such as a picture or a document with additional information.

STEP 1 - NAVIGATING TO THE ATTACHMENT PAGE

1. **Add Attachment —** when adding an attachment from the confirmation page, select the "Add Attachment" button. You will be redirected to the attachment page.
2. **Attachments —** if you are on the work order details page, select the "Attachments" button. You will be redirected to the attachment page.



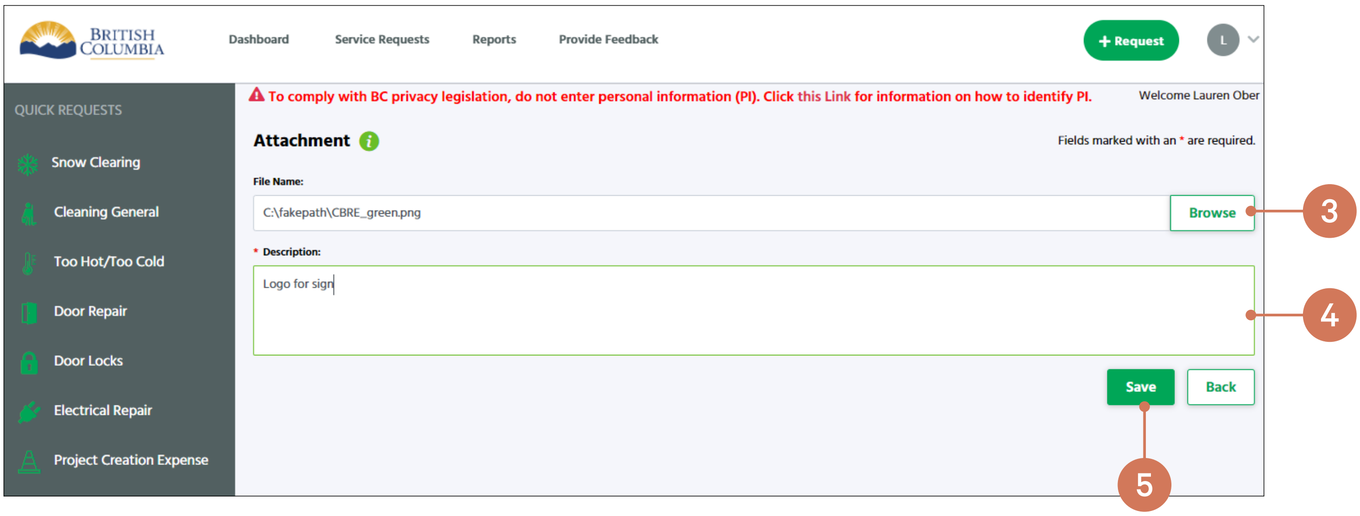


STEP 2 - ADDING AN ATTACHMENT

3. **Browse —** click on the “Browse” button beside “File Name” and select the attachment from your documents. NOTE: Although the filepath says “fakepath” this is a default setting and the attachment will save.

4. **Description —** provide a brief description of your document. This field is required.

5. **Save —** click the “Save” button when you have added the description.

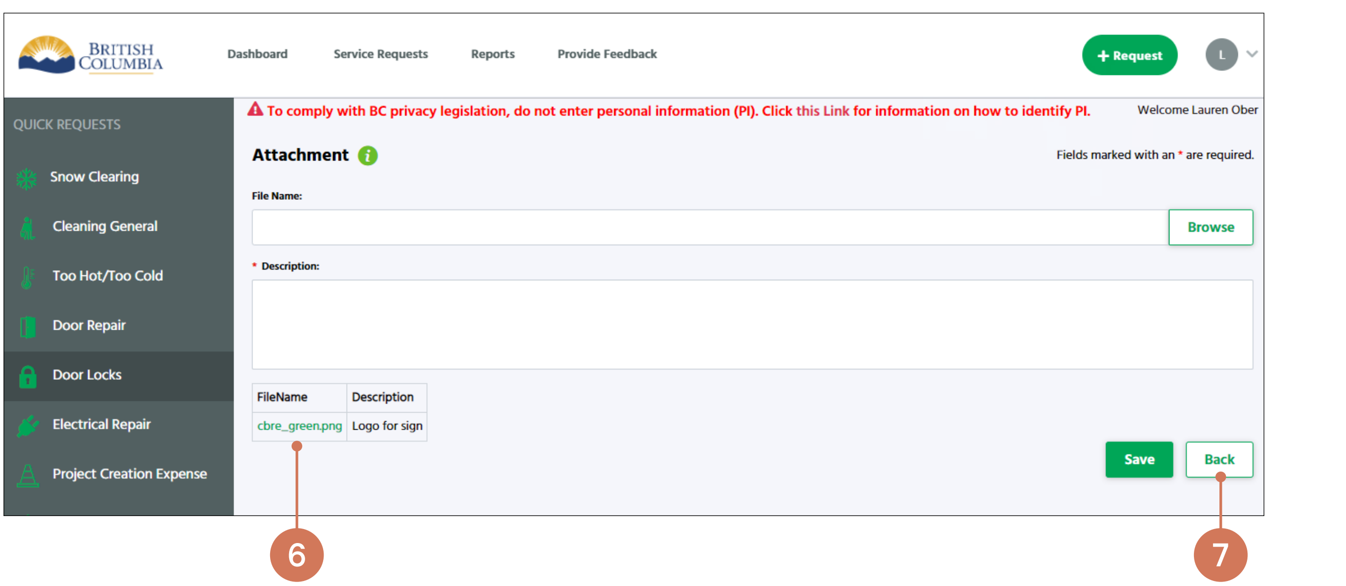


STEP 3 - ADDING ADDITIONAL ATTACHMENTS

Once you select “Save” you will be able to add additional attachments repeating Step 2.

6. **Attached Files —** the file name and description of any attached files. Selecting the file will download a copy.

7. **Back —** use the “Back” button to navigate back to the confirmation screen.

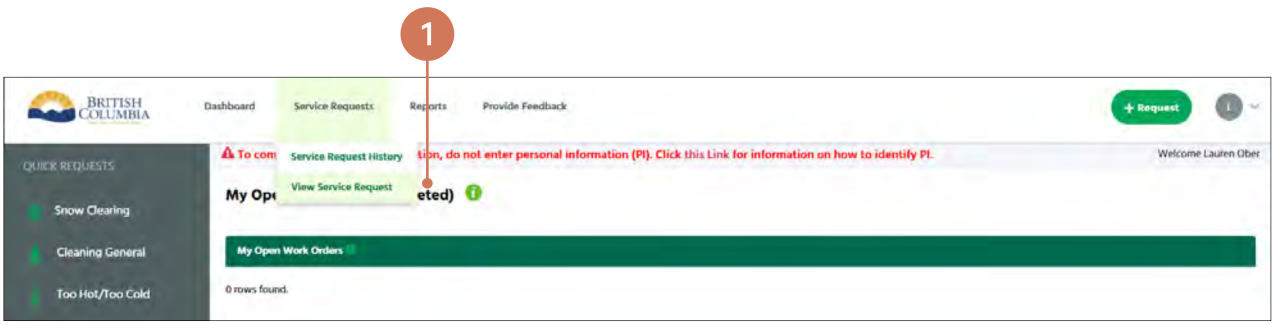


View Work Order Details

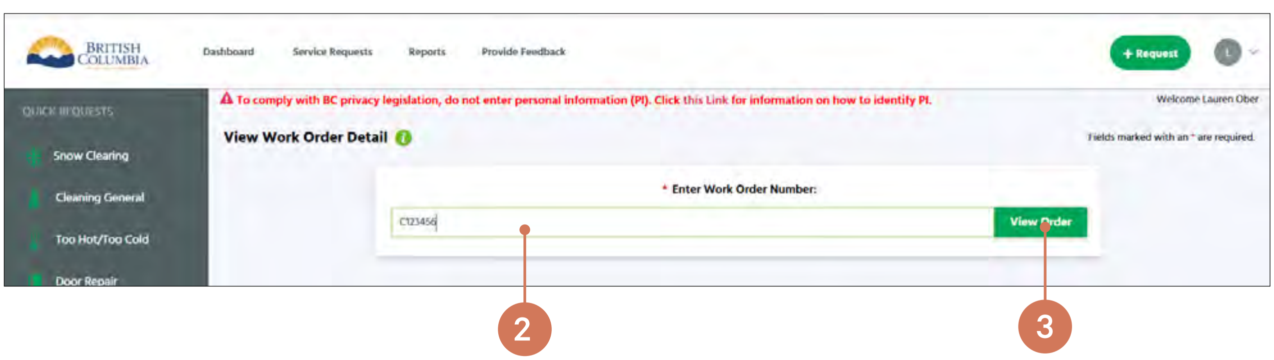
Whether you placed your request using the web portal, mobile application or by phoning the CBRE Operations Centre, you can use the web portal or mobile application to view and track the details of your service request. This will provide you with useful information on important dates, who has been assigned to respond to your request and the current status.

Search for a Work Order

To view the details of a work order, you can either select the work order number link from any list (e.g., My Open Orders) or you can search for a request.



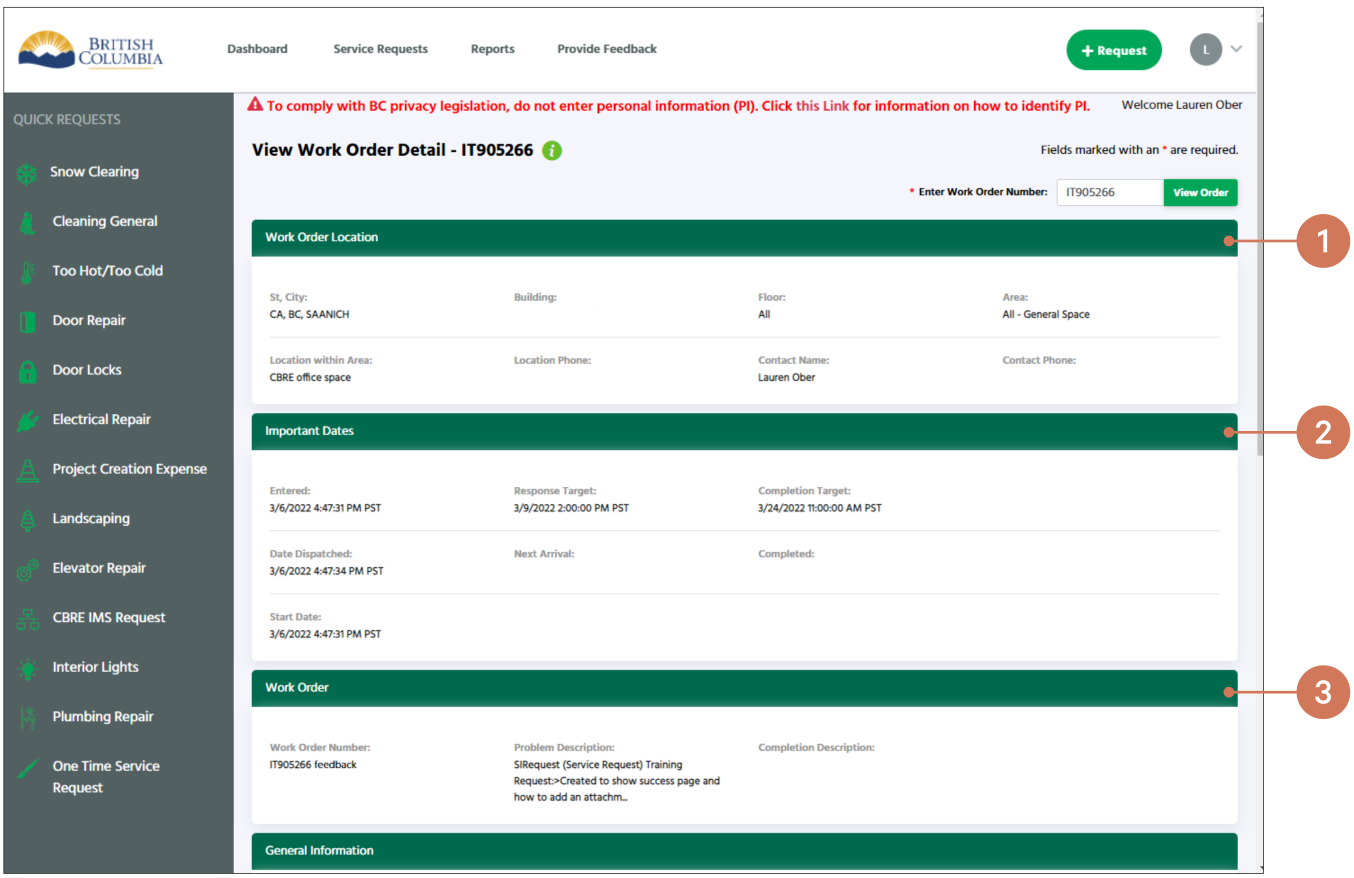
1. Select "View Service Request" from the "Service Requests" menu.
2. Enter the Work Order number.
3. Click "View Order." If you enter a Work Order number that is not one you placed, you will see an error message. You can only view and track service requests you have placed using your profile.



Work Order Detail View

The work order detail page will display all information related to your request, updated in real time.

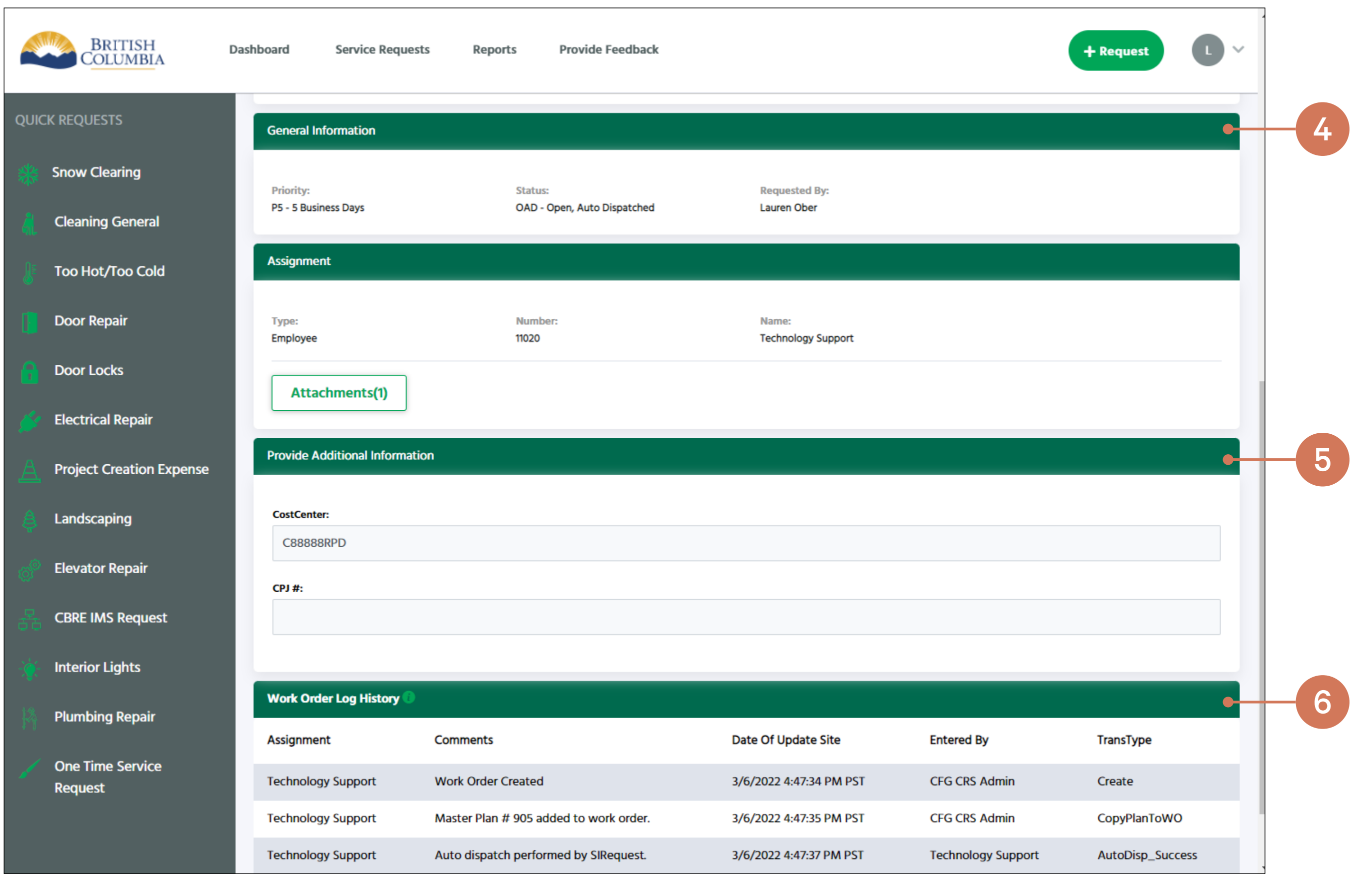
1. **Work Order Location —** the location details you submitted for your request.
2. **Important Dates —** detail on when you entered your request, the response time and completion target. Once completed, it will also include the completion date.
3. **Work Order —** the details of your request. Also where the feedback link will become available on a completed request.



4. **General Information —** general details for your request, including the priority, status and your name.

5. **Assignment —** information on who is assigned to complete your request. Also another place where you can add an attachment.

6. **Work Order Log History —** list of all the activity that has taken place on your request, including any reassignments, comments or log notes, and status update changes. To sort the list by data in a specific column, click the column name.



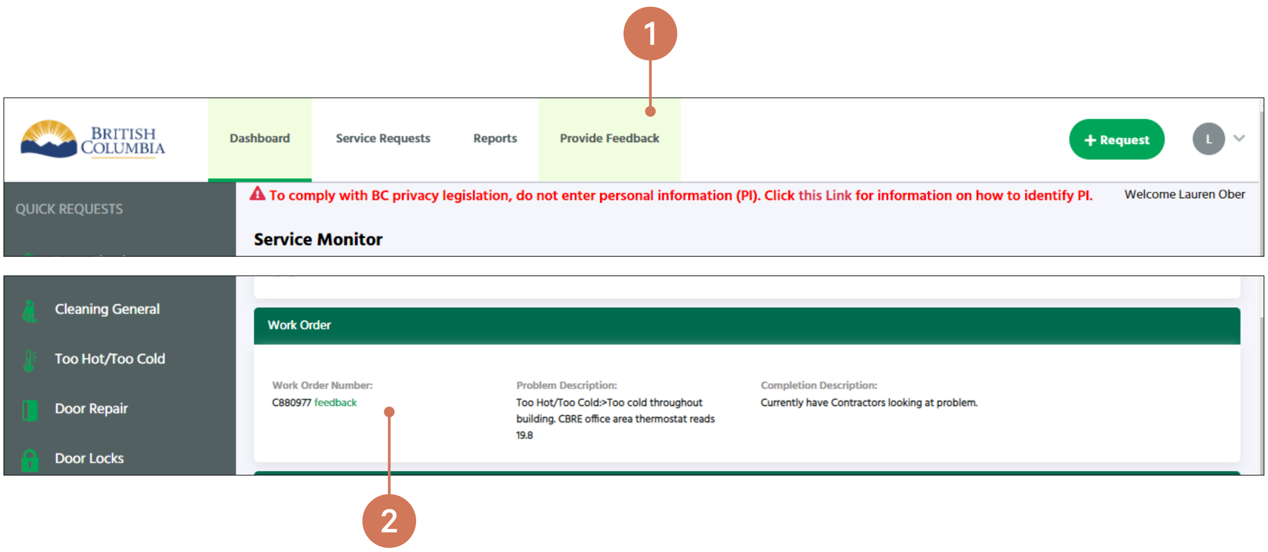
Providing Feedback

Feedback is important to how we deliver services, so we encourage you to take some time to let us know how we did. The survey has three questions and a comment field, it should only take a few minutes to complete.

How to Provide Feedback

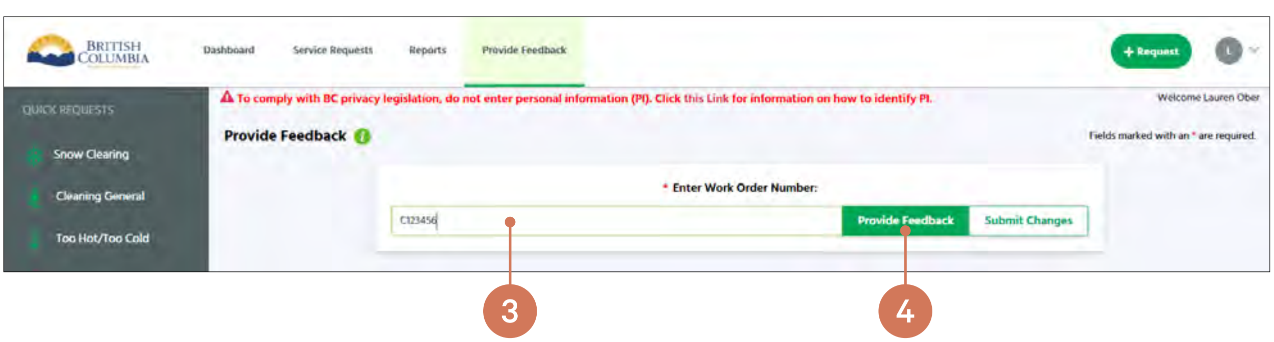
STEP 1 - NAVIGATING TO THE FEEDBACK PAGE

1. **Provide Feedback —** select “Provide Feedback” from the top menu.
2. **Feedback —** if you are on the work order details page, select the “feedback” link. The link will only become active once your request has been completed.



STEP 2 - SUBMIT WORK ORDER NUMBER

3. **Enter Work Order Number —** enter the work order number you wish to provide feedback for. If you have reached this page by selecting the link from the Work Order Details page, the work order number will be pre-populated for you.
4. **Provide Feedback —** select the “Provide Feedback” button. You will be redirected to the feedback form.



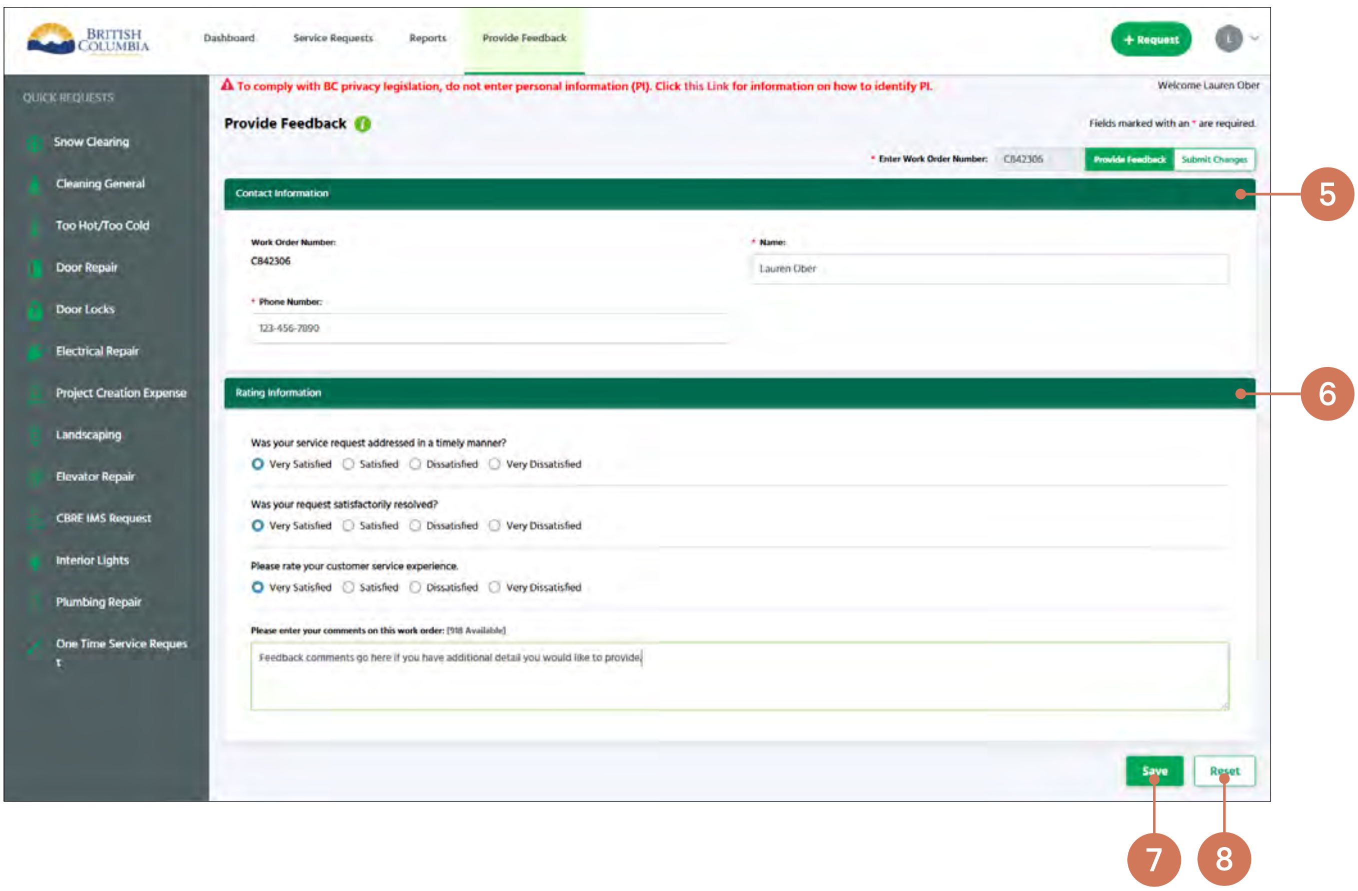
STEP 3 - PROVIDE YOUR FEEDBACK

5. **Contact Information —** pre-populated with your name and phone number. If you would like us to contact someone else with regard to the feedback provided, you can update these fields. Both name and phone number fields are required.

6. **Rating Information —** three questions where you can rate your satisfaction and a comment field for any additional detail you wish to provide.

7. **Save —** select to save your feedback. A confirmation of successful feedback entry will be displayed.

8. **Reset —** select to reset the form.



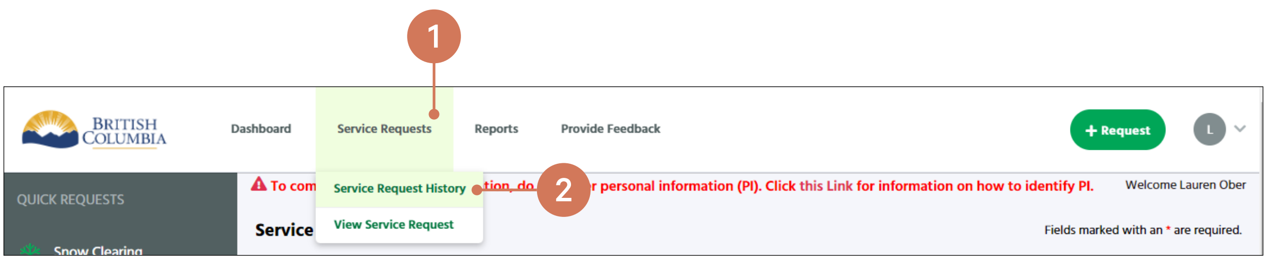
Search Service Request History

You can review your service request history at any time, using several criteria including date range and status.

How to Search Service Request History

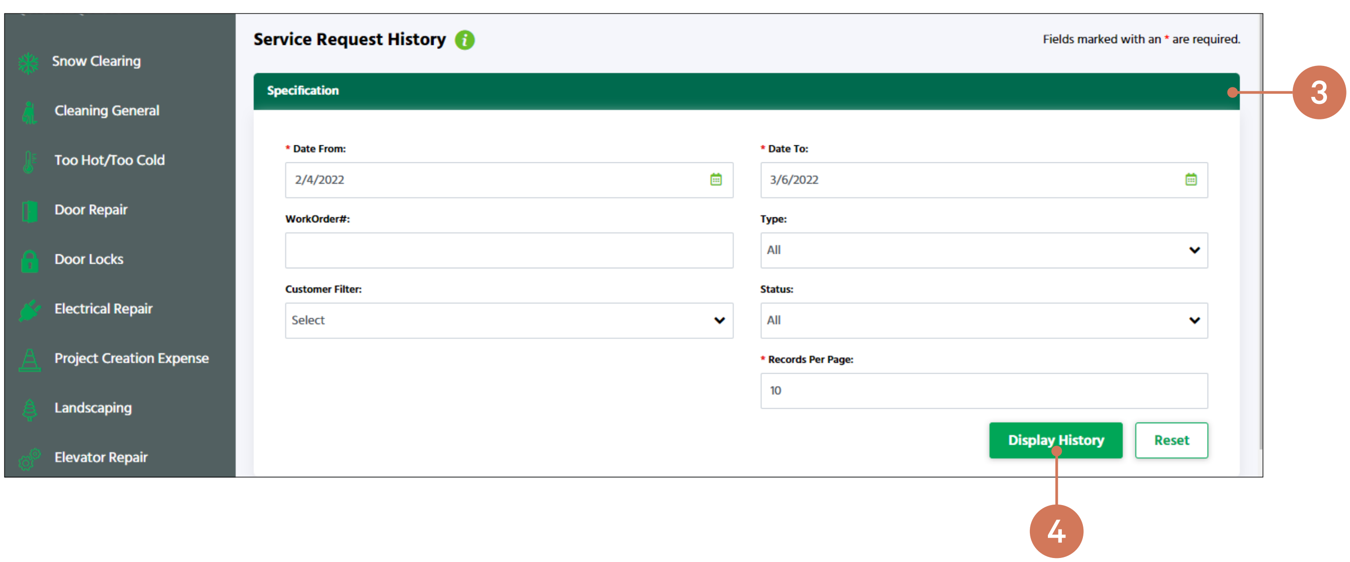
STEP 1 - NAVIGATING TO THE SERVICE REQUEST HISTORY PAGE

1. **Service Requests —** select "Service Requests" from the top menu.
2. **Service Request History —** select "Service Request History" from the dropdown.



STEP 2 - ENTER SEARCH CRITERIA

3. **Specification —** select the criteria for your search. The "Date From" and "Date To" fields are required. You can also select status (Open, Cancelled, Dispatched). You can also specify how many records to see per page, if you want to see more than the default setting. This field is also required.
4. **Display History —** select the "Display History" button to update the request history list.

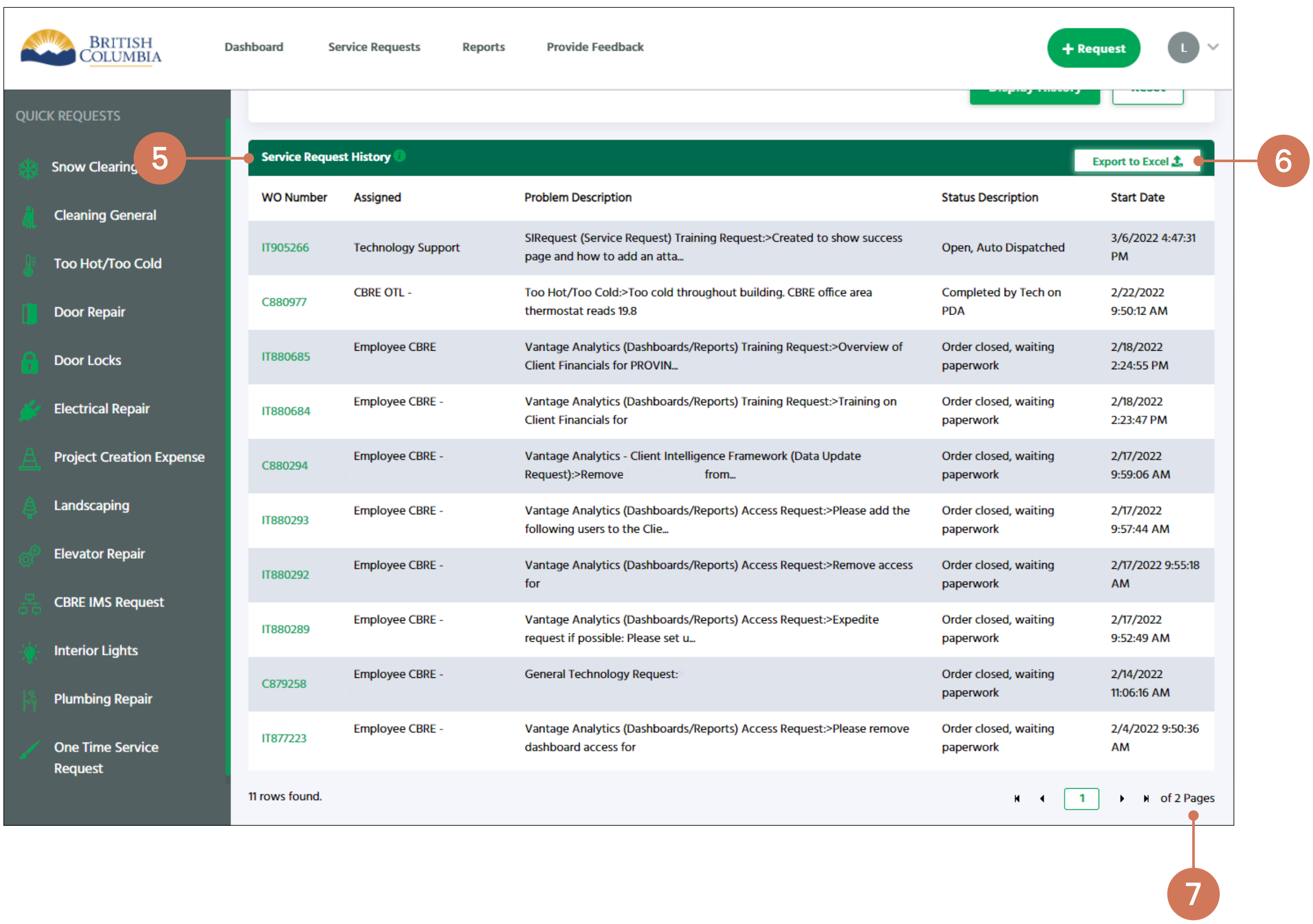


STEP 3 - REVIEW YOUR SERVICE REQUEST HISTORY

5. **Service Request History —** list of all requests based on your most recent requests or your search criteria. Select any work order number to view all details for the request.

6. **Export to Excel —** download a copy of your search.

7. **Page Count —** if your search returned more rows than you specified in “Records Per Page” a page count will be displayed.



SIRequest Mobile Application

SIRequest is also accessible through a convenient mobile application, available for both Apple and Android devices.

Downloading the app

The free SIRequest mobile app for iPhones is available on the Apple App Store. For Android phones, the mobile app is available on Google Play.

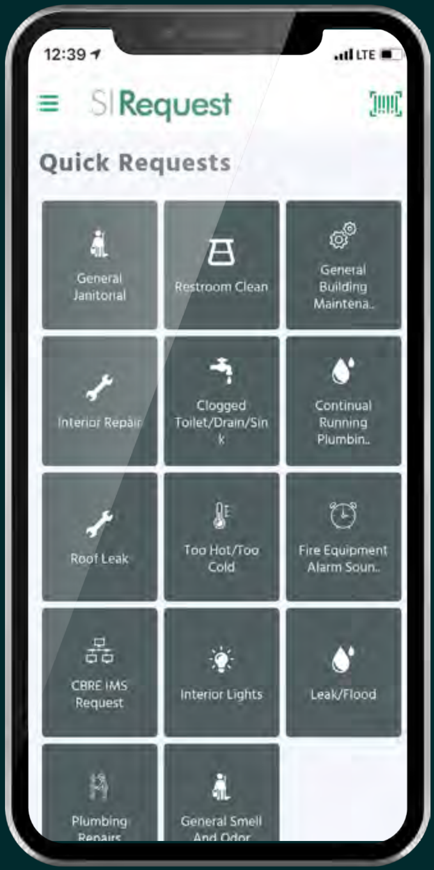
Android
Requires Android 5.1 and up.

iPhone
Requires iOS 10.0 or later

iPad
Requires iPadOS 10.0 or later.

iPod touch
Requires iOS 10.0 or later.

Mac
Requires macOS 11.0 or later and a Mac with Apple M1 chip.



Administrator

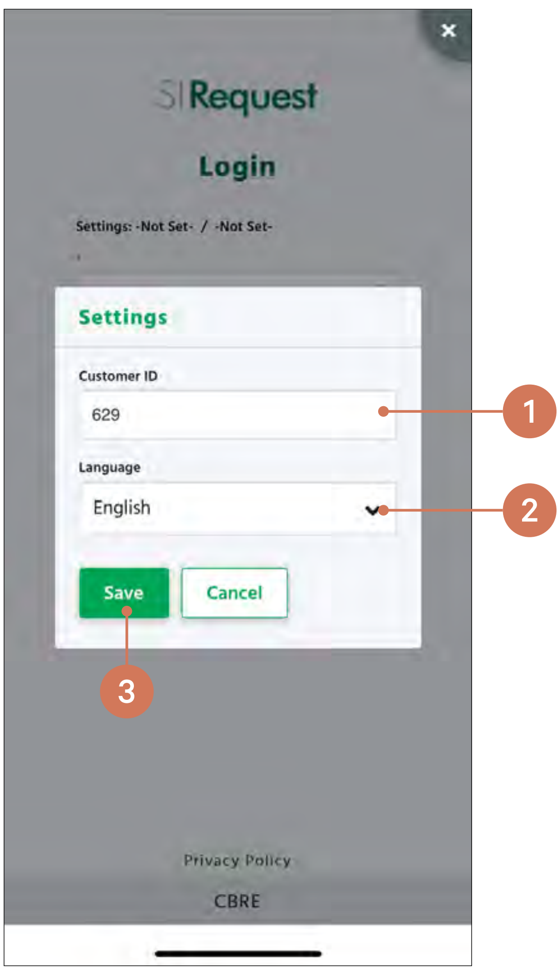
In the event you experience an issue or error that prompts you to contact the administrator, please call us at 1-877-222-3112 for assistance.

Application Settings

When first downloading the SIRequest application, you will be prompted to enter setting information for the Province of British Columbia.

Customer ID and Language Settings

1. Enter “629” as the Customer ID.
2. Select “English” from the dropdown for Language.
3. Select “Save.”
4. The application will automatically redirect to the single-sign-on (SSO) login screen. If you do not have SSO access, skip to Registered User Access for login instructions.



Single-Sign-On (IDIR users)

If you have an IDIR account, you will have direct single-sign-on (SSO) access to the mobile application for the Province of British Columbia. No registration is required. After filling out the required information in the settings, you will be automatically redirected to the IDIR login screen.

Login Instructions

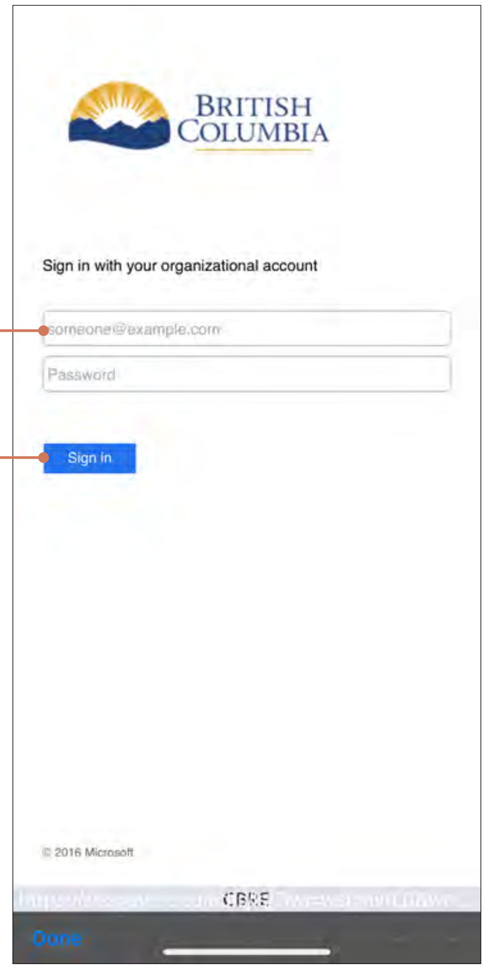
1. Enter your IDIR credentials.
2. Select "Sign In."

Application Error Message — Inactive Profile

If you login through single-sign-on and encounter an error message indicating your profile status is inactive, please contact the CBRE Operations Centre at 1-877-222-3112 for assistance.

Error Message — IDIR

If you login through single-sign-on and encounter an issue with your IDIR, contact your IDIR security administrator or the 7-7000 Service Desk at 250-387-7000 or 77000@gov.bc.ca.



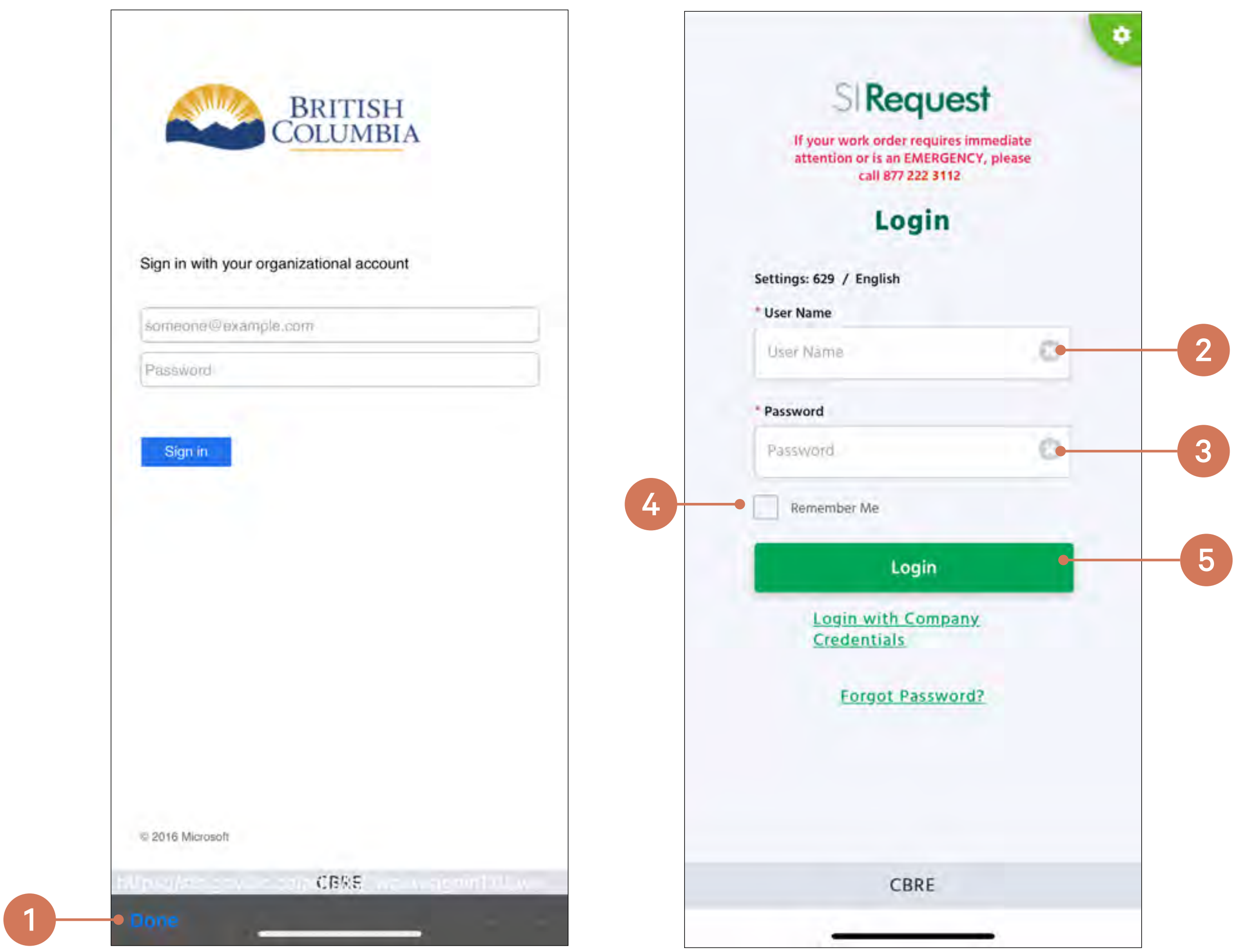
Registered User Access (non-IDIR users)

If you do not have an IDIR account (your organization is not on the gov.bc.ca domain), you will sign in with a username and password. You must be registered via the web portal to access the mobile application.

Login Instructions

NOTE: The application defaults to the single-sign-on screen.

1. Click “Done” on the bottom left of the Province of BC single-sign-on screen. You will be redirected to the regular login screen.
2. Enter your username (the email address associated with your caller profile).
3. Enter your password.
4. Select “Remember Me” if you want the application to remember your login information.
5. Select “Login” once you have entered all information.



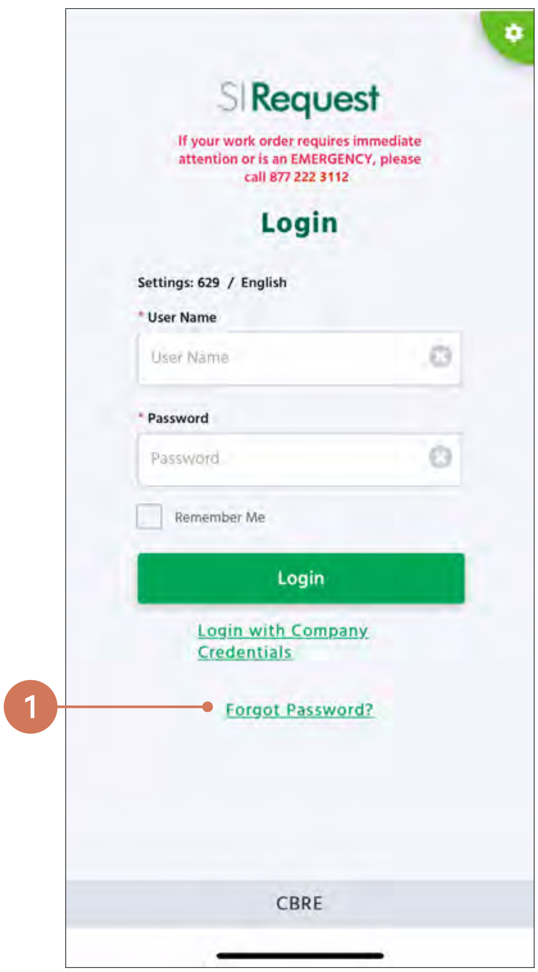
Forgot Password Instructions

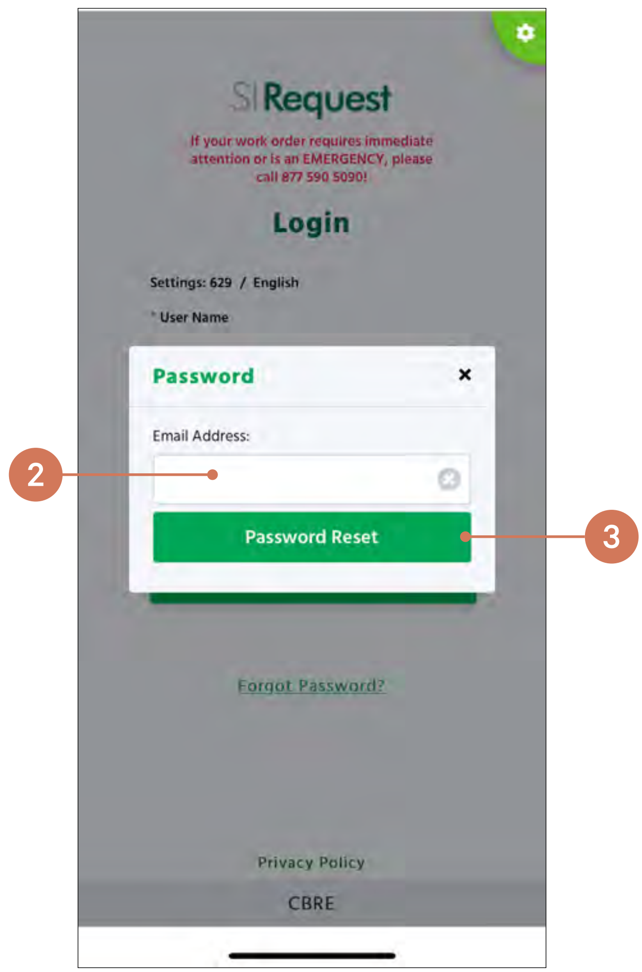
If you have forgotten your password, you will need to reset it. The system will send you an email with the proper steps to reset your password.

NOTE: Forgot password is not applicable to anyone with single-sign-on (SSO) access. If you are an SSO user, double check that you have followed SSO Login Instructions.

1. Select “Forgot Password” on the login screen.
2. Enter your email address.
3. Select “Password Reset.”

If you do not receive the system email, or experience an issue with resetting your password, please call the CBRE Operations Centre at 1-877-222-3112 for assistance.





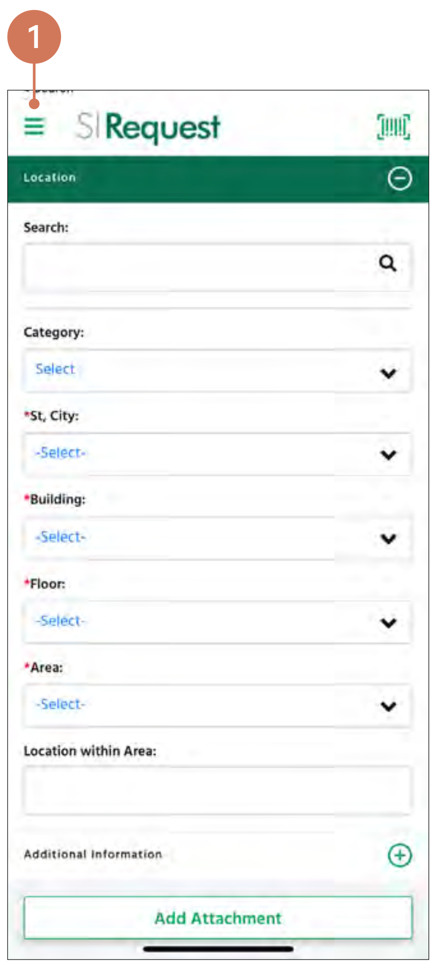
Navigating the SIRequest Mobile Application

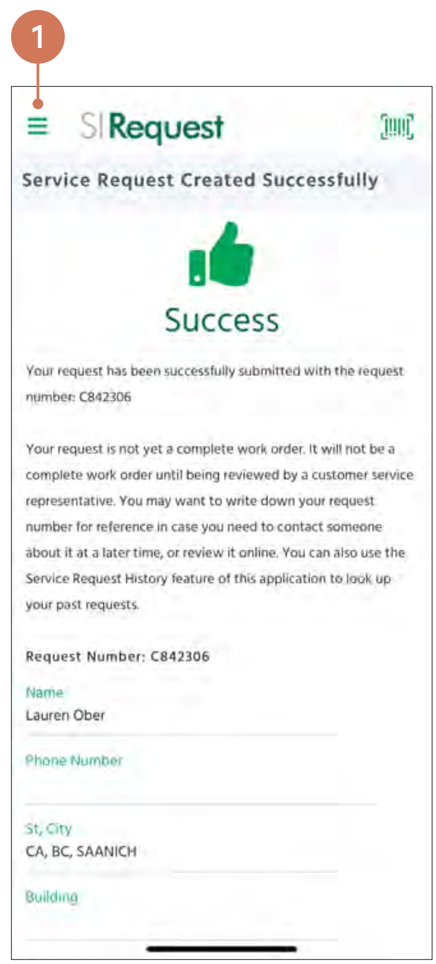
On the mobile application, the Quick Requests screen is the default screen you will see when opening the app.

Accessing the Main Menu

NAVIGATING TO THE MENU SCREEN

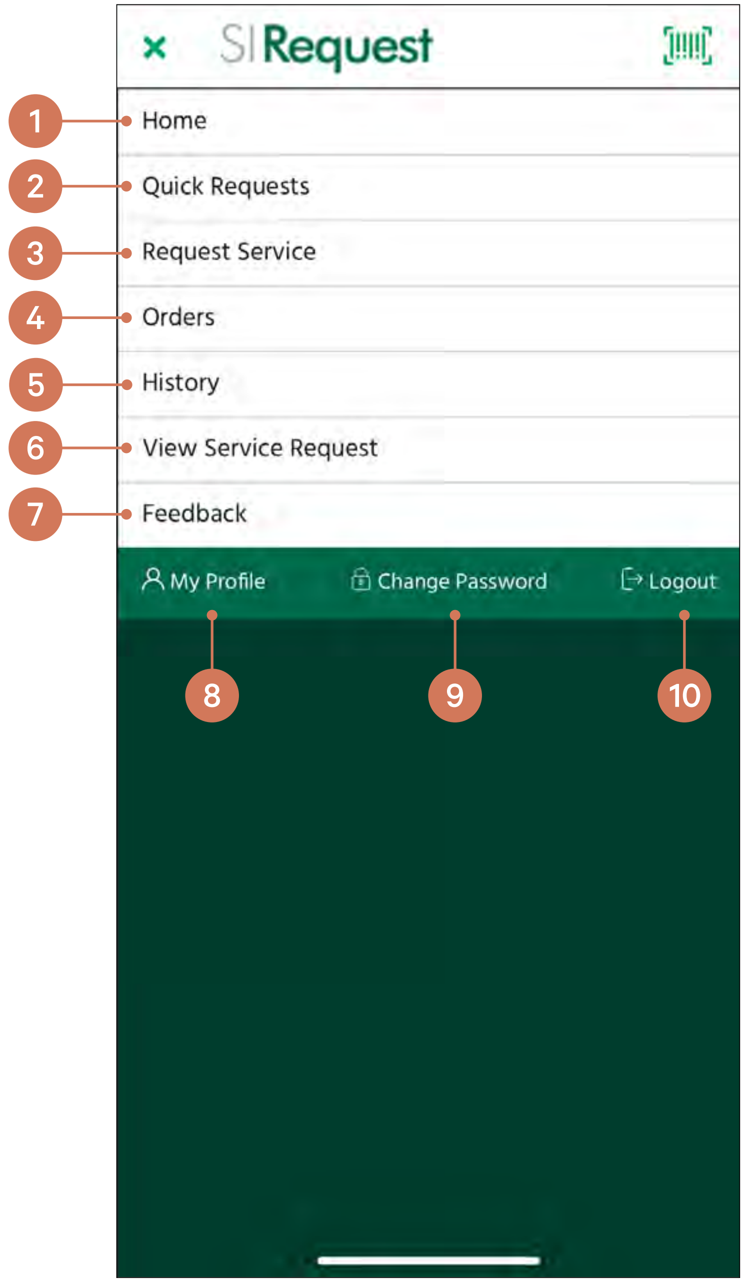
1. **Hamburger Menu —** select the hamburger menu in the top left corner to access more options from any screen in the application.





MENU OPTIONS

1. **Home —** return to the home screen. By default, this is the Quick Requests screen.
2. **Quick Requests —** navigate to the Quick Requests screen. These are the most frequently used service requests.
3. **Request Service —** navigate to the Service Request form screen to create a new request for service.
4. **Orders —** navigate to the Orders screen to review your recent requests that have not yet been completed (status is "Open").
5. **History —** navigate to the History screen to review your service request history.
6. **View Service Request —** look up work order details for a specific request.
7. **Feedback —** navigate to the feedback form to provide feedbackon a completed request.
8. **My Profile —** navigate to your caller profile to edit your information. (Does not apply for single-sign-on users. Only available to registered access users.)
9. **Change Password —** navigate to the change password form. (Does not apply for single-sign-on users. Only available to registered access users.)
10. **Logout —** logout of the application.



Creating a Service Request

There are two methods for submitting requests, selecting one of the options from the quick requests screen or filling out the regular request form.

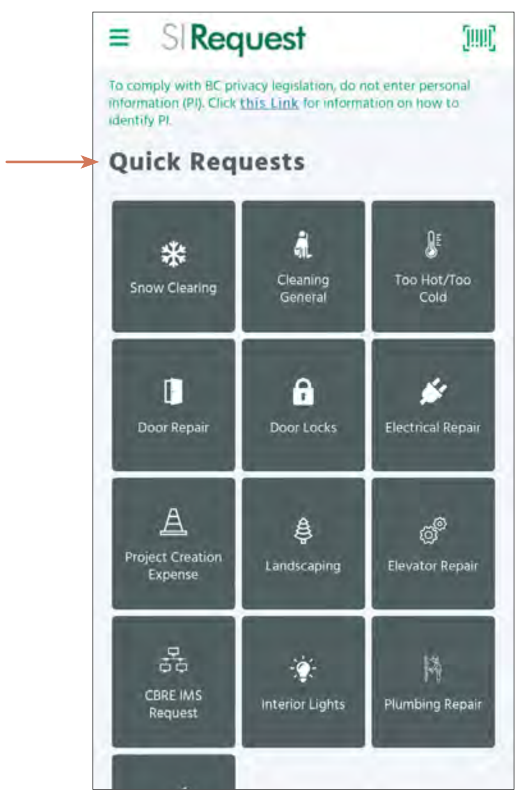
Quick Requests

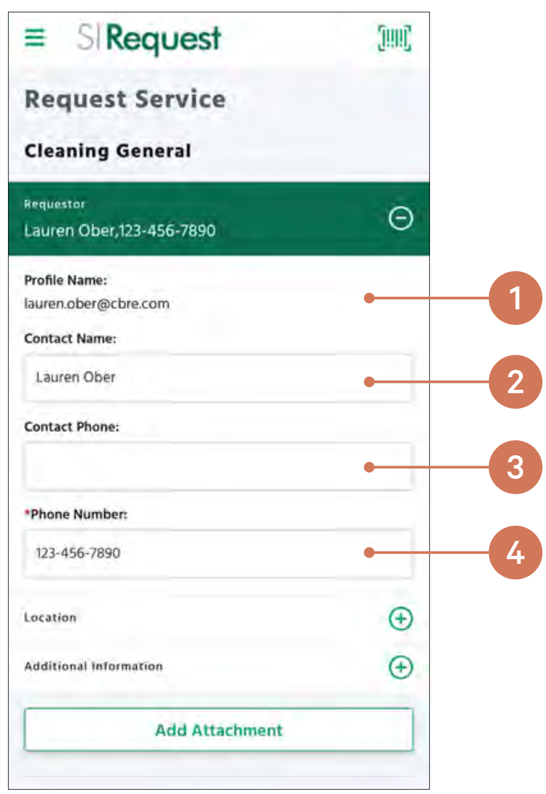
Quick request options are clickable tiles on the Quick Request screen. When selecting a quick request option, you will be redirected to the request form with the problem code (service) information already filled out.

STEP 1 - VERIFY ACCOUNT

Your profile email, name and business phone number will be pre-populated based on your caller profile the first time you submit a request. On future requests, it will auto-populate this same information. Take a moment to verify these details are correct, this information may be used to contact you.

1. **Profile Name —** your email address. This field cannot be modified.
2. **Contact Name —** your name or an alternate contact name for the request.
3. **Contact Phone —** an alternate phone number for the request, if any.
4. **Phone Number —** your phone number or the best number to reach you during business hours. This field is required.

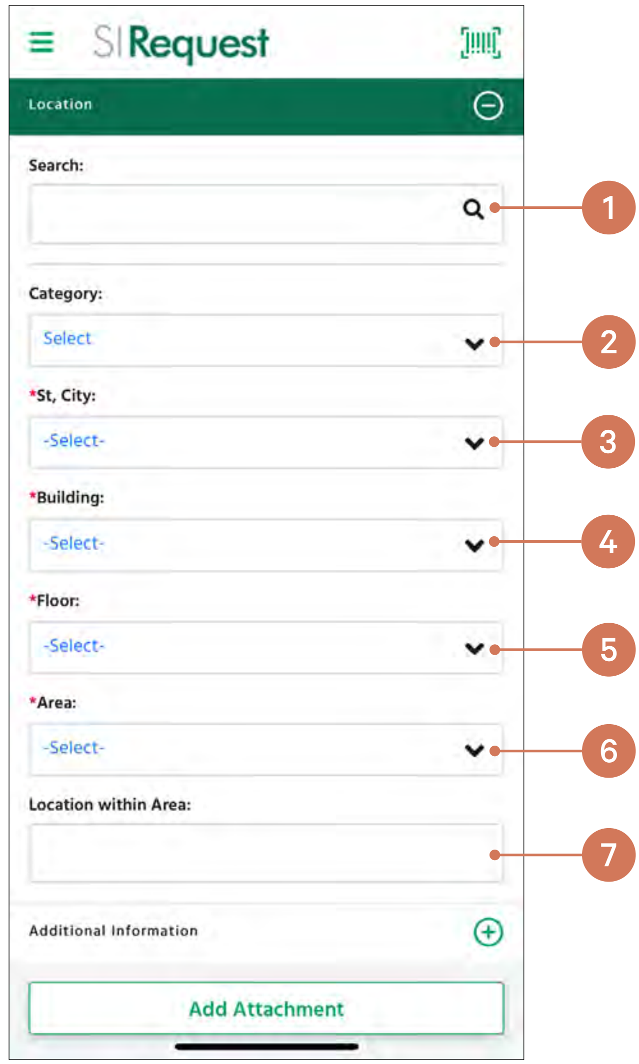




STEP 2 - DEFINE PROBLEM LOCATION AND CLASSIFICATION

For quick requests, the problem code information has already been selected so you will only need to confirm the location information. The first time you submit a request will define your caller profile default address. On future requests, it will auto-populate this same information.

1. **Search —** the search function for location. You can initiate a search in order only (St, City first, then Building, then Floor etc.) The first drop-down menu will filter to show options that match your search.
2. **Category —** use this drop-down menu to use the search function. Select the category (St, City, Building, Floor or Area) you would like to search.
3. **St, City —** if you are not using the search function, select the appropriate St, City from the available drop-down (i.e., Vancouver). This field is required.
4. **Building —** displays available addresses based on the St, City chosen above. Select the corresponding Building for your request. This field is required.
5. **Floor —** displays available floors for the selected Building. Select the corresponding Floor for your request. This field is required.
6. **Area —** displays available rooms and spaces for the selected Floor. Select the corresponding Area for your request. This field is required.
7. **Location within Area —** enter any location-specific details (e.g., “Large conference room” or “NW side”) to assist the assignment in finding the issue.



STEP 3 - PROVIDE ADDITIONAL INFORMATION

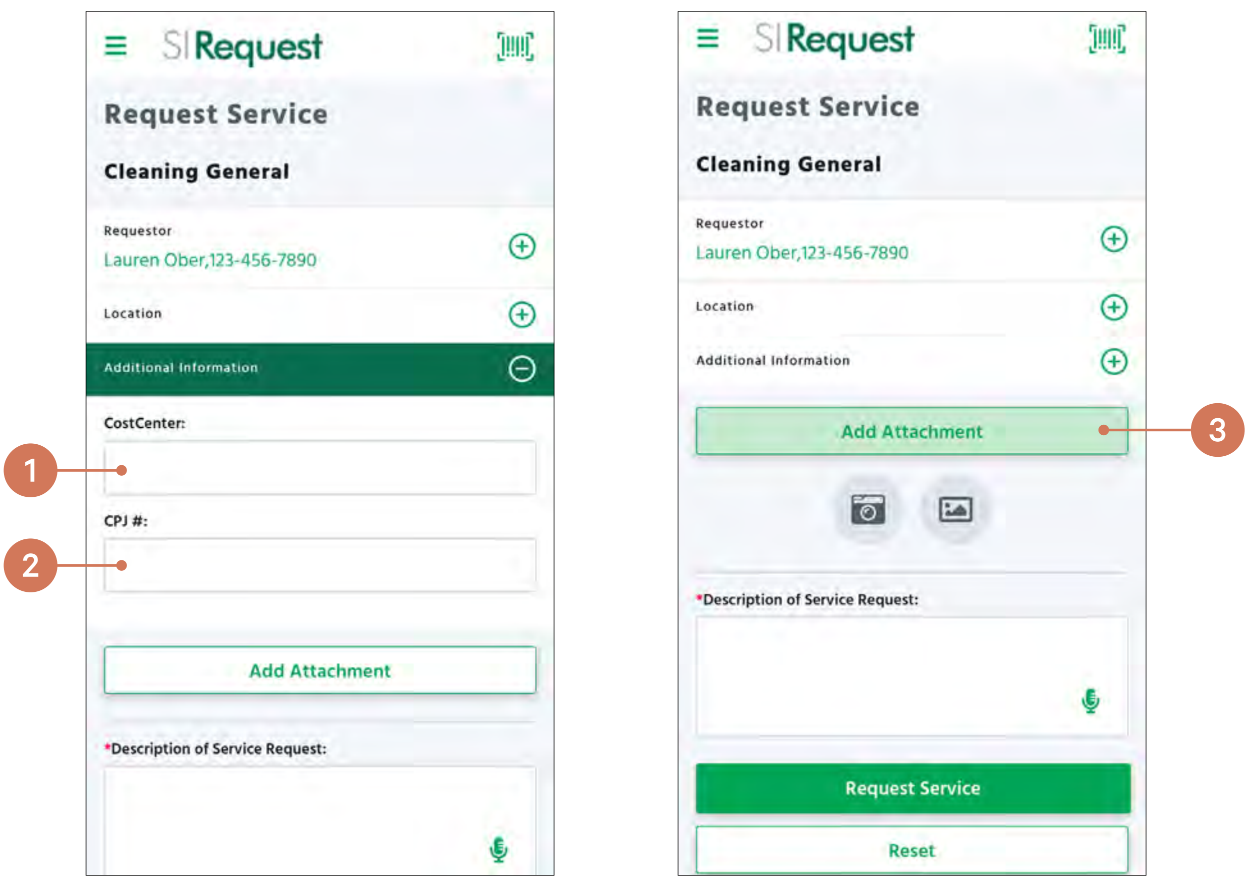
This section is used only If you have additional detail to provide. Use of this part of the form is limited.

1. **CostCenter —** this field will auto-populate based on your location selection.
2. **CPJ # —** used to provide a CPJ # if required. Very limited use.

STEP 4 - ADD AN ATTACHMENT

This section is optional. Pictures can help the person assigned to complete the work assess the scope of your request.

3. **Add Attachment —** add a picture from your photo library or take a new picture. You may have to provide permissions for the application to access your camera or photo library.



STEP 5 - PROVIDE REQUEST DESCRIPTION

The request description field is where you will provide the “what” and “where” of the issue being reported. The more detail provided will help the assignment to assess the scope of your request.

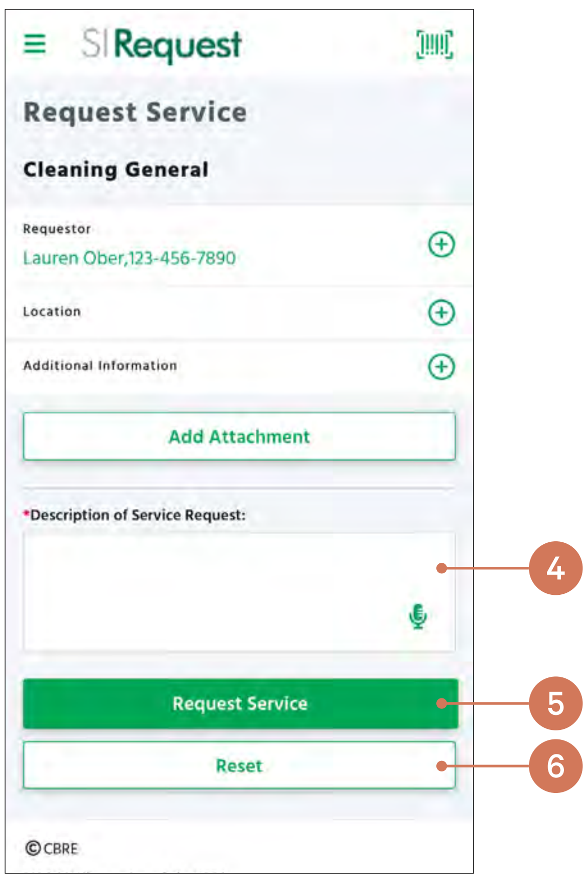
4. **Description of request —** enter the description for your request. This field is required. You can use speech recognition to fill out this field. You may have to provide permissions for the application to access your microphone to use this feature.

STEP 6 - CREATE YOUR REQUEST OR RESET THE FORM

At the bottom of the form, you will find the option to create your request or reset the form.

5. **Request Service —** once you are satisfied with the entries you’ve made on the form, select to create your request.

6. **Reset —** if you are experiencing an issue with the form, or wish to clear out your entries on the form, select the reset button.



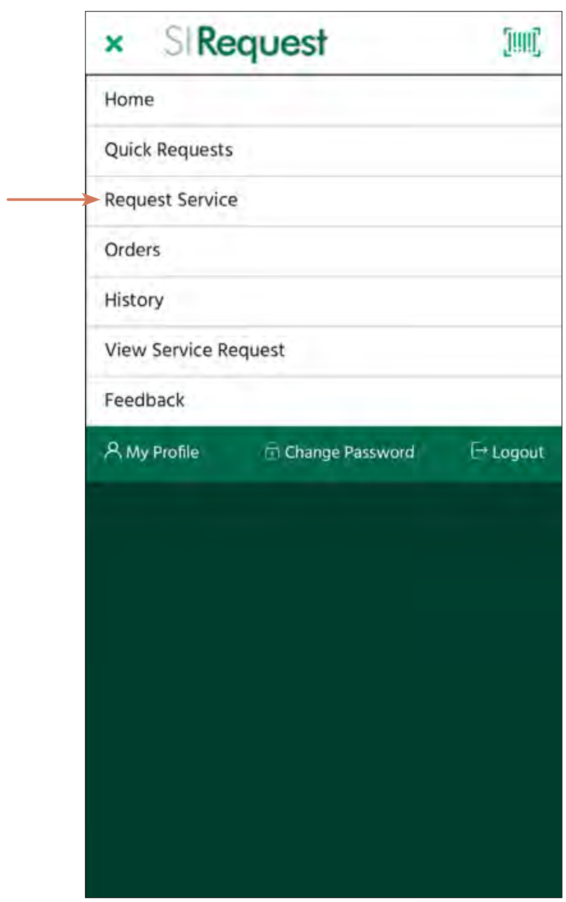
Regular Requests

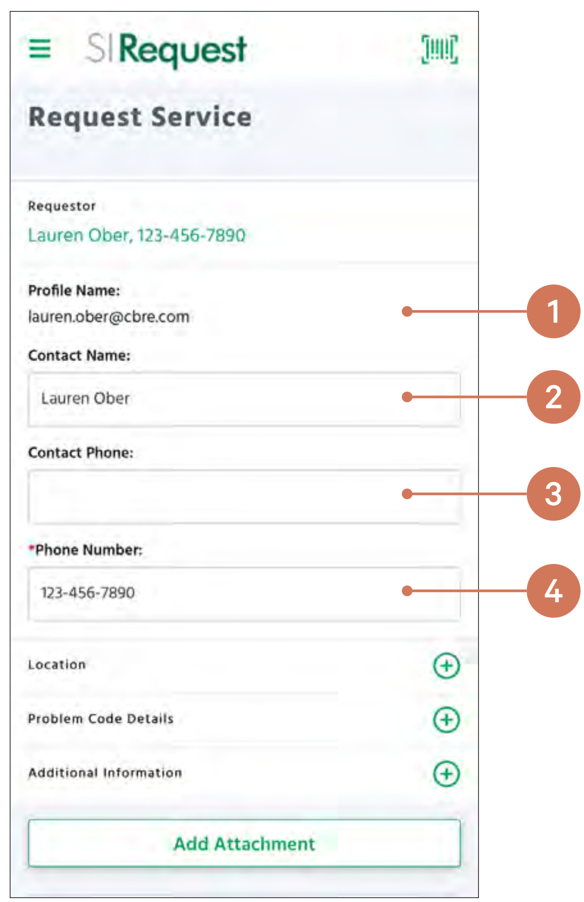
When your request does not match one of the quick request options, select the Service Request option from the main menu. You will be redirected to the request form. The process is the same as entering a quick request, except you must provide the problem code (service) required in Step 2.

STEP 1 - VERIFY ACCOUNT

Your profile email, name and business phone number will be pre-populated based on your caller profile the first time you submit a request. On future requests, it will auto-populate this same information. Take a moment to verify these details are correct, this information may be used to contact you.

1. **Profile Name —** your email address. This field cannot be modified.
2. **Contact Name —** your name or an alternate contact name for the request.
3. **Contact Phone —** an alternate phone number for the request, if any.
4. **Phone Number —** your phone number or the best number to reach you during business hours. This field is required.

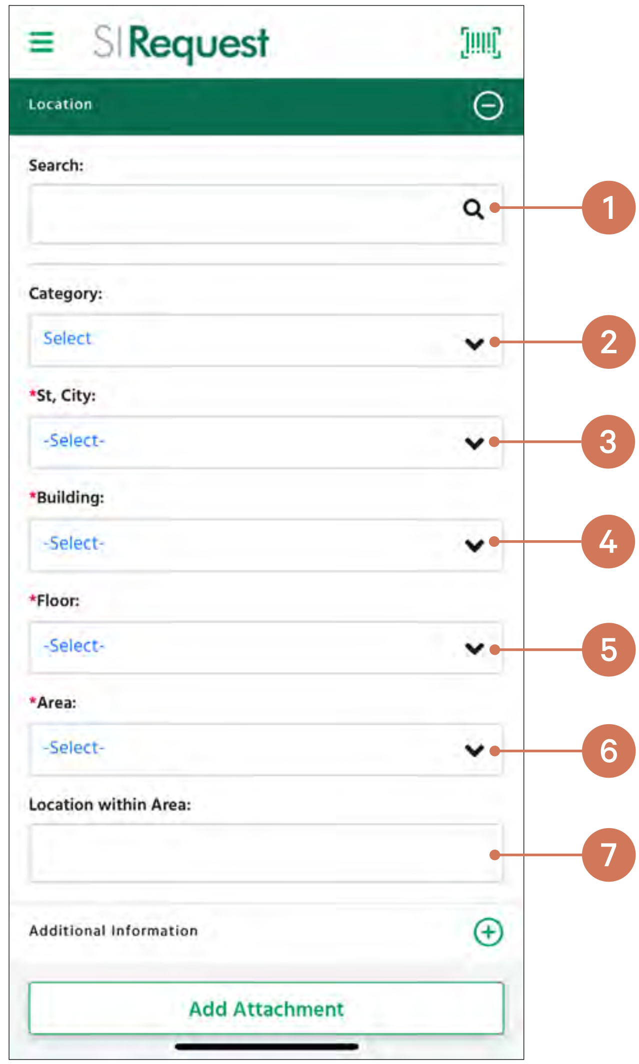




STEP 2 - DEFINE PROBLEM LOCATION AND CLASSIFICATION

For this step, you will need to confirm the location information and problem code. The first time you submit a request will define your default address for the location. On future requests, it will auto-populate this same information. You will always be required to select the problem code.

1. **Search** — the search function for location. You can initiate a search in order only (St, City first, then Building, then Floor etc.) The first drop-down menu will filter to show options that match your search.
2. **Category** — use this drop-down menu to use the search function. Select the category (St, City, Building, Floor or Area) you would like to search.
3. **St, City** — if you are not using the search function, select the appropriate St, City from the available drop-down (i.e., Vancouver). This field is required.
4. **Building** — displays available addresses based on the St, City chosen above. Select the corresponding Building for your request. This field is required.
5. **Floor** — displays available floors for the selected Building. Select the corresponding Floor for your request. This field is required.
6. **Area** — displays available rooms and spaces for the selected Floor. Select the corresponding Area for your request. This field is required.
7. **Location within Area** — enter any location-specific details (e.g., "Large conference room" or "NW side") to assist the assignment in finding the issue.

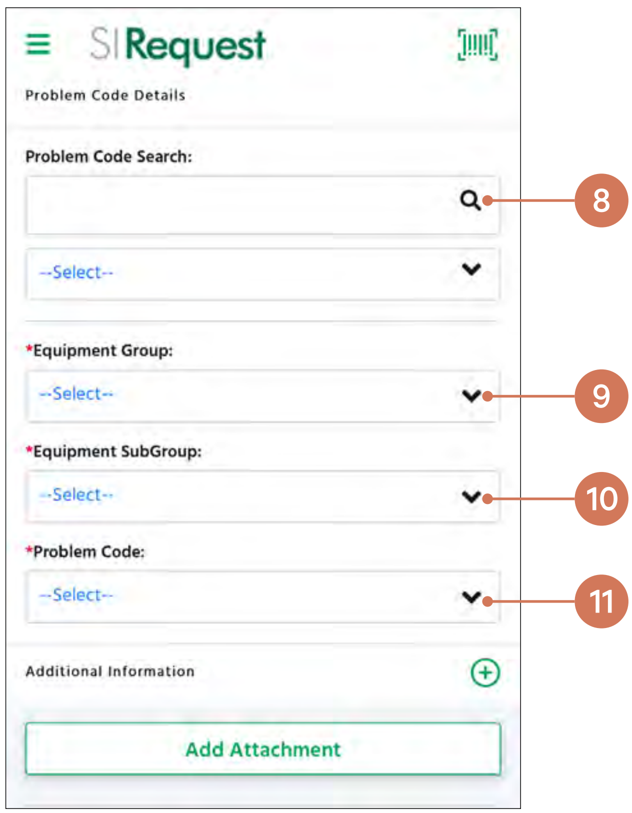


8. **Problem Code Search —** use the search function if you know the problem code you are looking for. Enter at least three characters, the system will provide a list of problem codes to choose from directly underneath the search field. The dropdown menus will auto-populate based on your selection.

9. **Equipment Group —** if you are not using the search function, select the main category of the problem code type. This field is required.

10. **Equipment SubGroup —** displays the available sub-groups for the selected equipment group. This field is required.

11. **Problem Code —** displays the available requests for the selected sub-group. This field is required.



Refer to the Problem Code Index for information on each service.

STEP 3 - PROVIDE ADDITIONAL INFORMATION

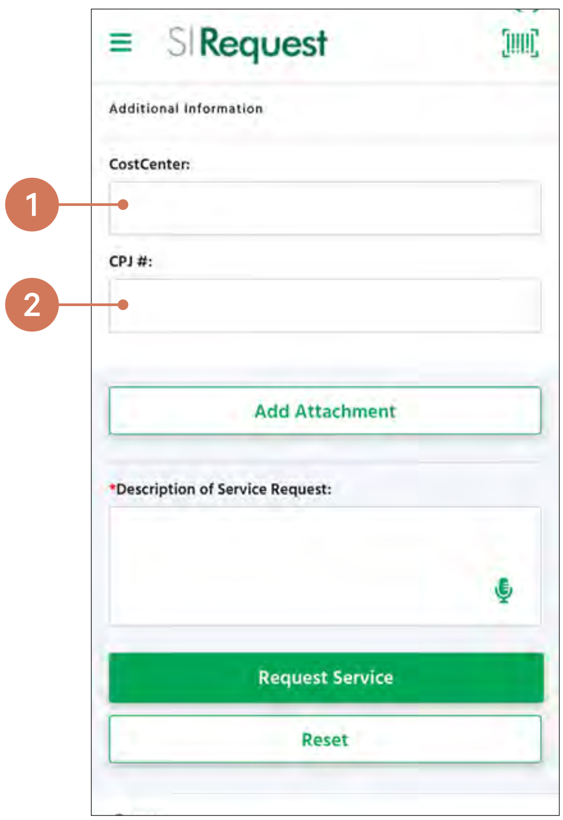
This section is used only if you have additional detail to provide. Use of this part of the form is limited.

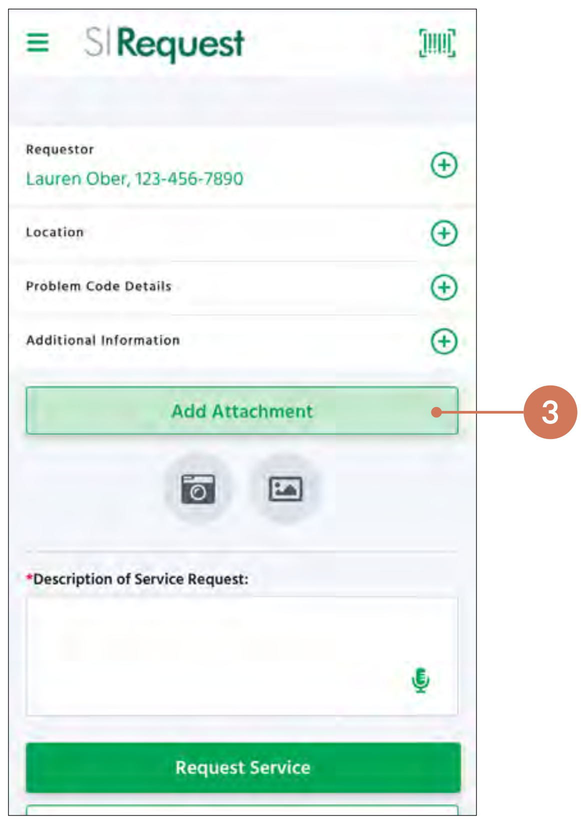
1. **CostCenter —** this field will auto-populate based on your location selection.
2. **CPJ # —** used to provide a CPJ # if required. Very limited use.

STEP 4 - ADD AN ATTACHMENT

This section is optional. Pictures can help the person assigned to complete the work to assess the scope of your request.

3. **Add Attachment —** add a picture from your photo library or take a new picture. You may have to provide permissions for the application to access your camera or photo library.





STEP 5 - PROVIDE REQUEST DESCRIPTION

The request description field is where you will provide the "what" and "where" of the issue being reported. The more detail provided will help the assignment to assess the scope of your request.

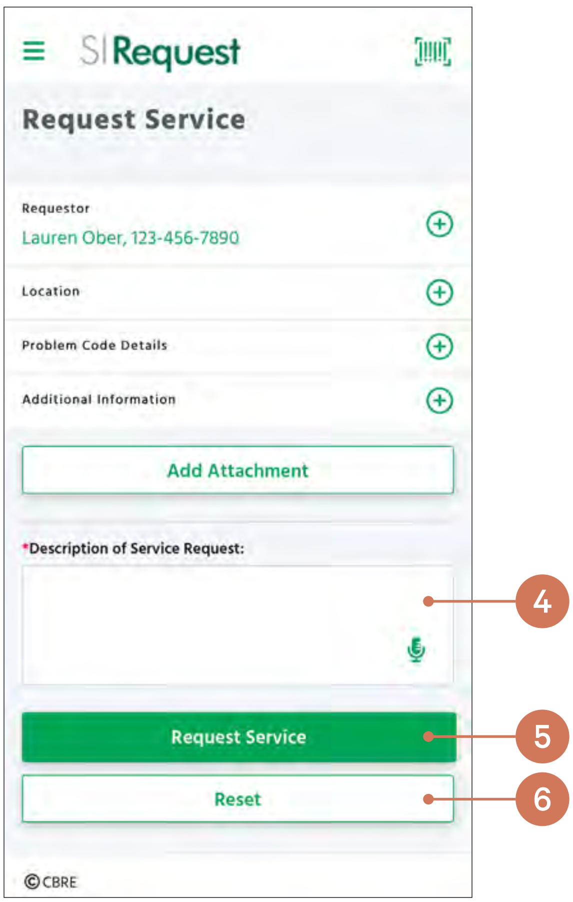
4. **Description of request —** enter the description for your request. This field is required. You can use speech recognition to fill out this field. You may have to provide permissions for the application to access your microphone to use this feature.

STEP 6 - CREATE YOUR REQUEST OR RESET THE FORM

At the bottom of the form, you will find the option to create your request or reset the form.

5. **Request Service —** once you are satisfied with the entries you've made on the form, select to create your request.

6. **Reset —** if you are experiencing an issue with the form, or wish to clear out your entries on the form, select the reset button.

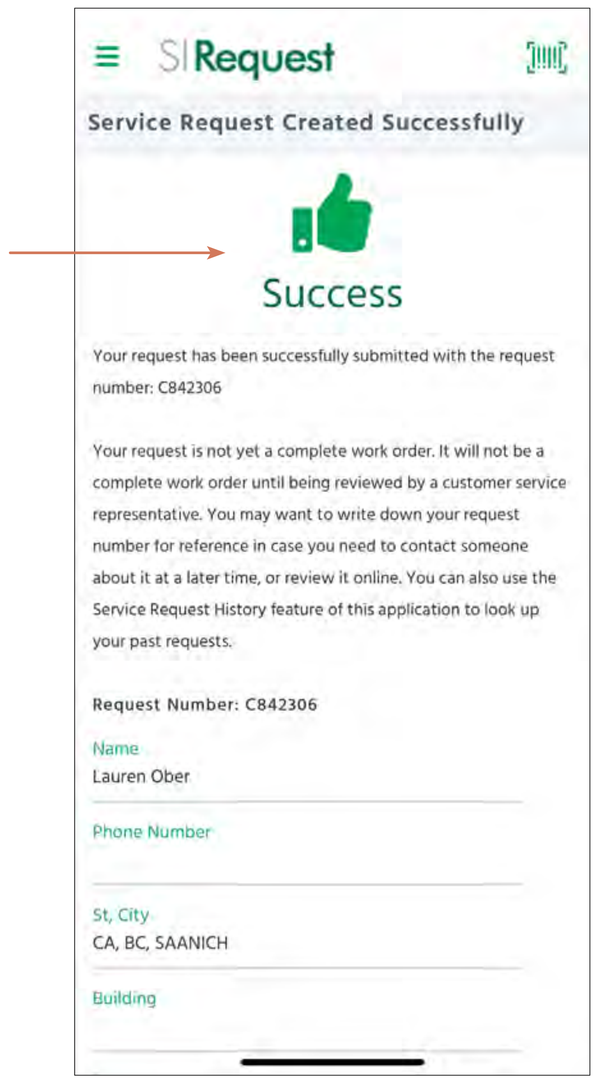


Service Request Confirmation

Whether you place a Quick Request or Regular Request, you will see the same confirmation screen. You should also receive an email confirmation from the system with the request number.

Once you have submitted a request, the request will also show in your open work orders.

When the work has been completed, you can provide feedback. If you wish to look up past requests, you can also search your service request history.



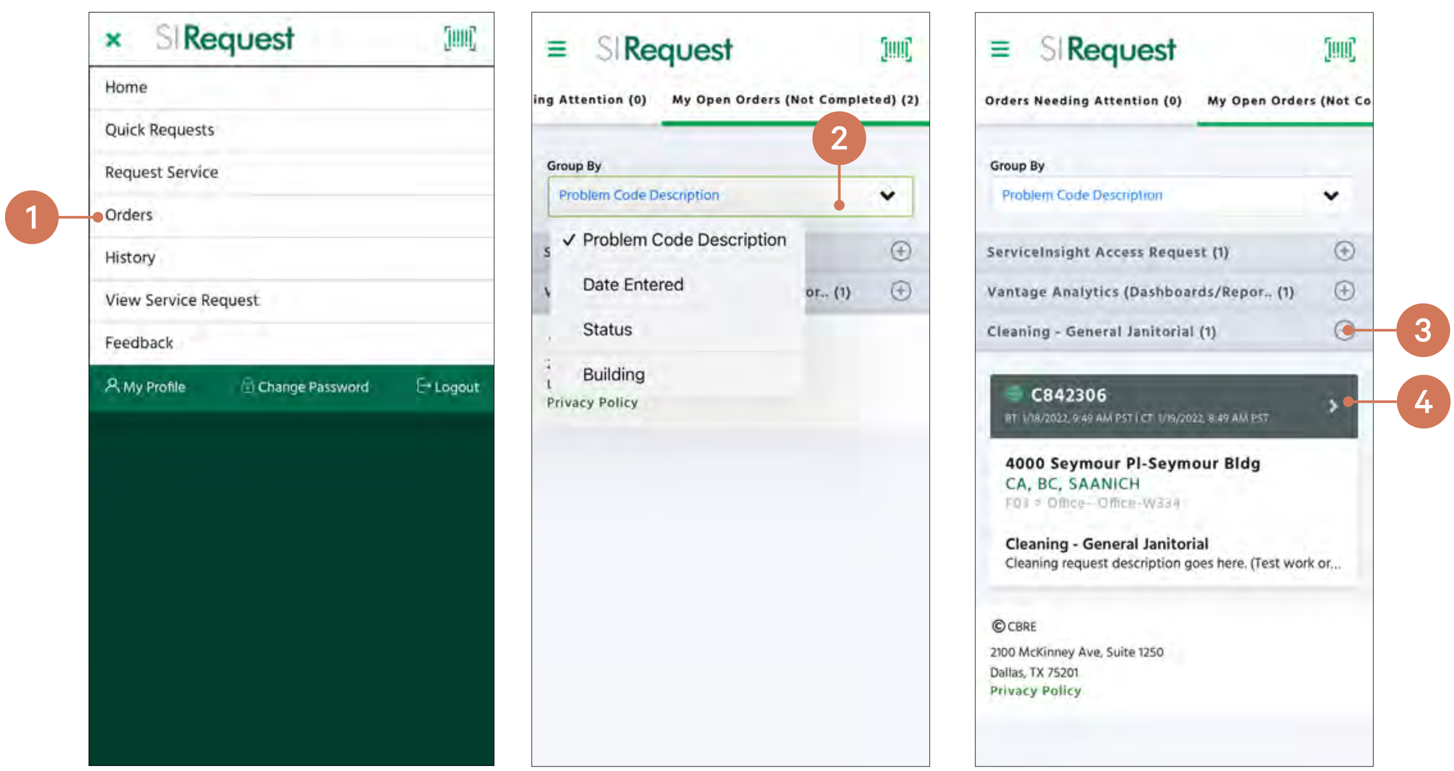
View Open Work Orders

Whether you placed your request using the web portal, mobile application or by phoning the CBRE Operations Centre, you can use the web portal or mobile application to view and track the details of your service request. The Orders screen will show your recent requests that have not yet been completed.

View Open Work Orders

To view your open work orders, select "Orders" from the main menu. You can then browse and filter your open requests the details of a work order, you can either select the work order number link from any list (e.g., My Open Orders) or you can search for a request.

1. Select "Orders" from the main menu.
2. Select how you want the list grouped (by Problem Code, Date Entered, Status, Building).
3. Expand the list by selecting the "+" sign.
4. Select the work order to view the work order details.



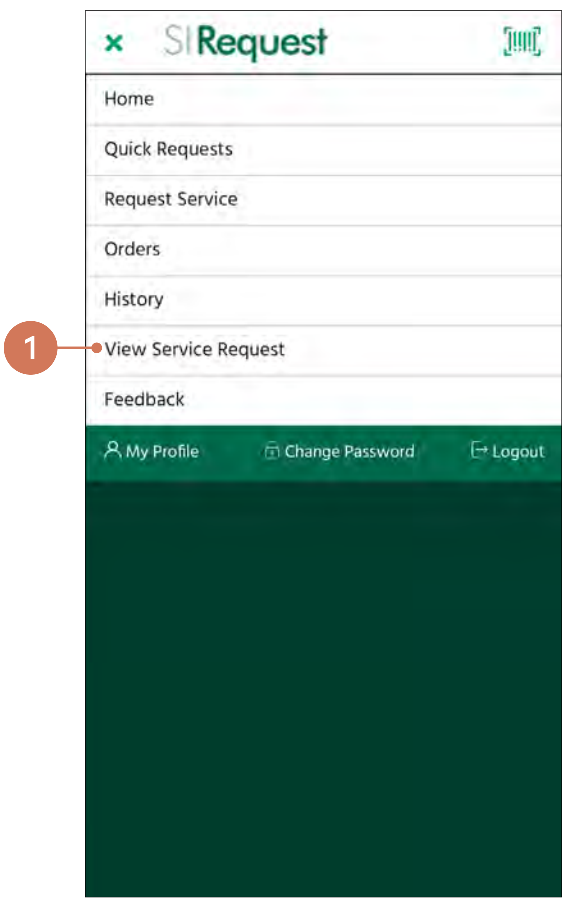
View Work Order Details

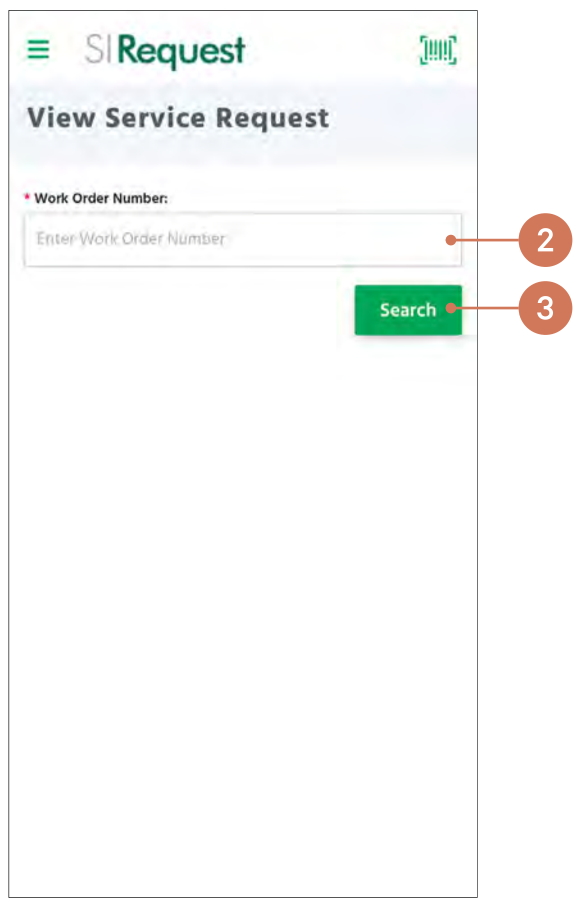
If you know the work order number, you can search for a recent request to view and track the details. The work order detail view provides useful information on important dates, who has been assigned to respond to your request, and the current status.

Search for a Work Order

To view the details of a work order, you can either select the work order number link from any list (e.g., Orders) or you can search for a request.

1. Select "View Service Request" from the main menu.
2. Enter the Work Order number.
3. Click "Search." If you enter a Work Order number that is not one you placed, you will see an error message. You can only view and track service requests you have placed using your profile.

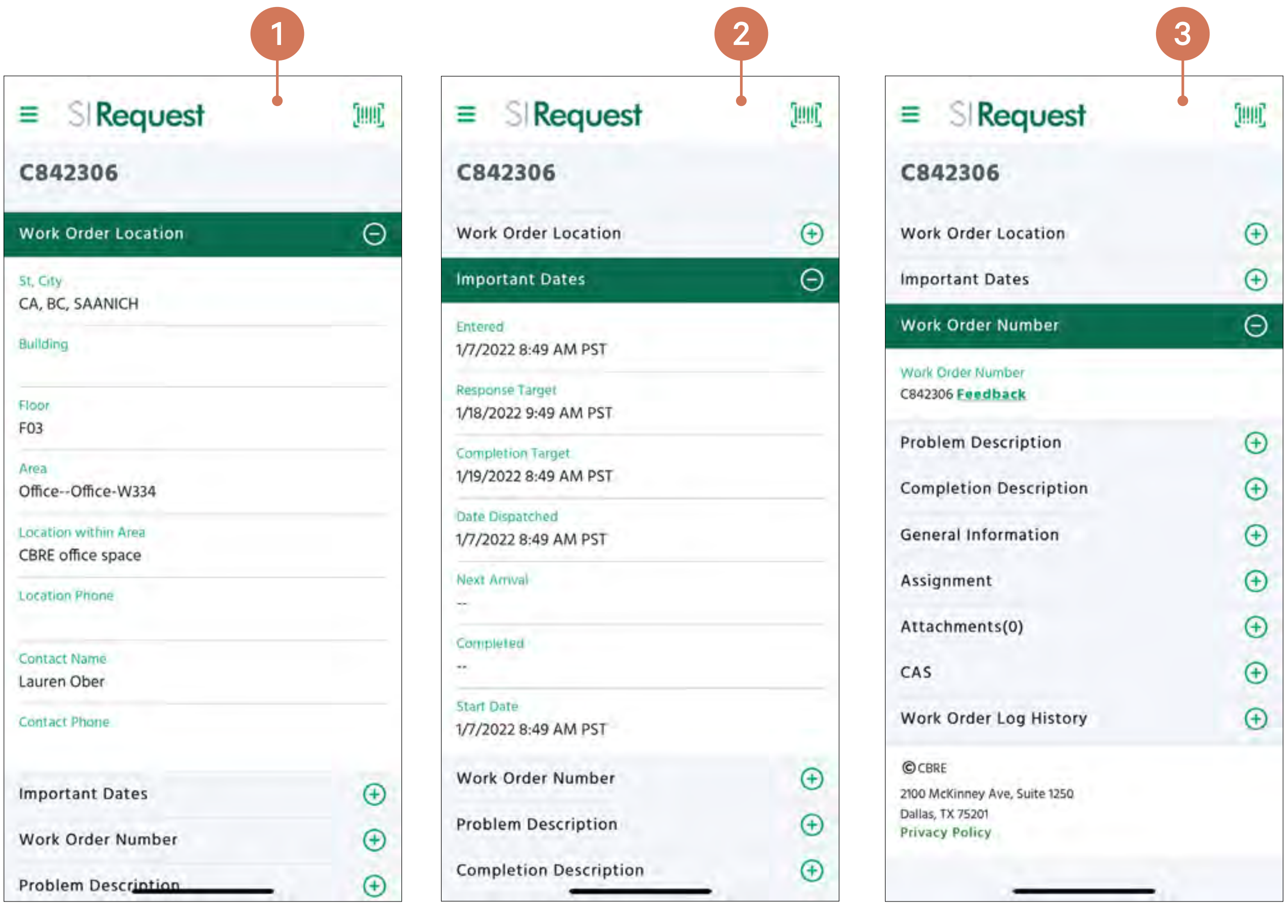




Work Order Detail View

The work order detail page will display all information related to your request, updated in real time.

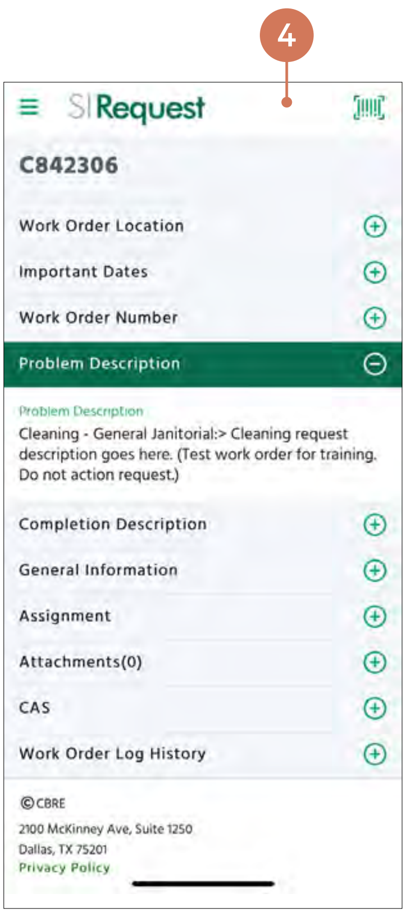
1. **Work Order Location —** the location details you submitted for your request.
2. **Important Dates —** detail on when you entered your request, the response time and completion target. Once completed, it will also include the completion date.
3. **Work Order Number —** the details of your request. Also where the feedback link will become available on a completed request.

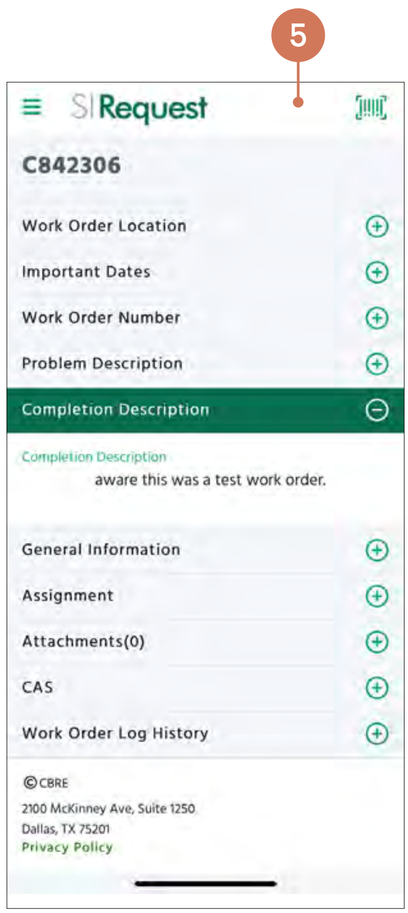


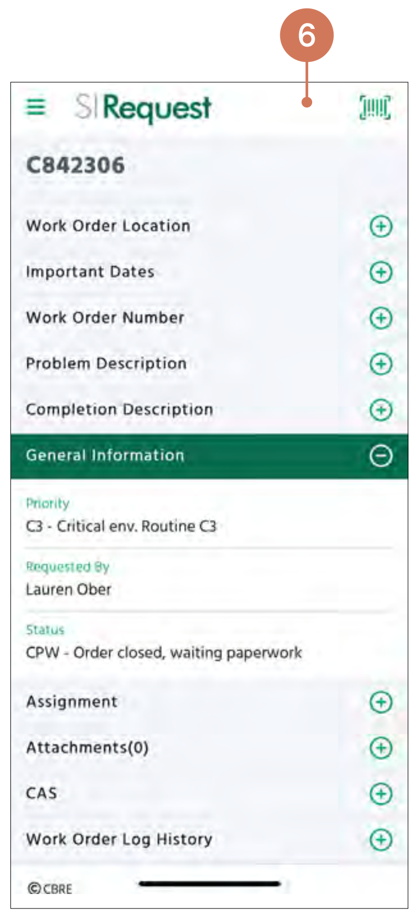
4. **Problem Description —** the request description as submitted.

5. **Completion Description —** once complete, where the completion note will be displayed.

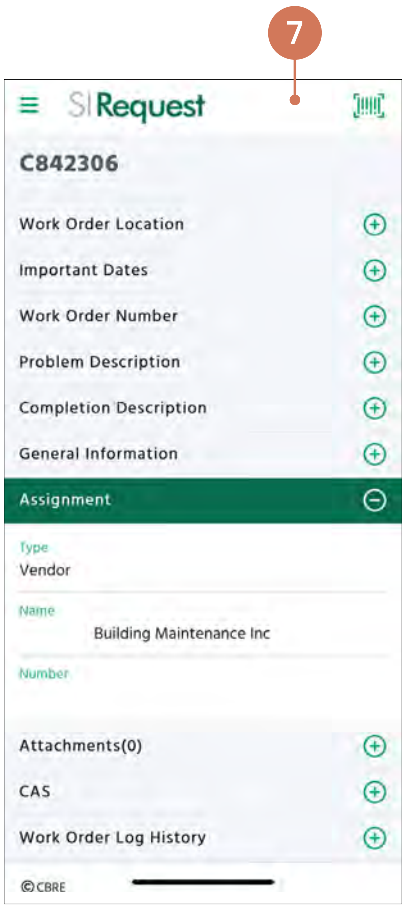
6. **General Information —** general details for your request, including the priority, status and your name.

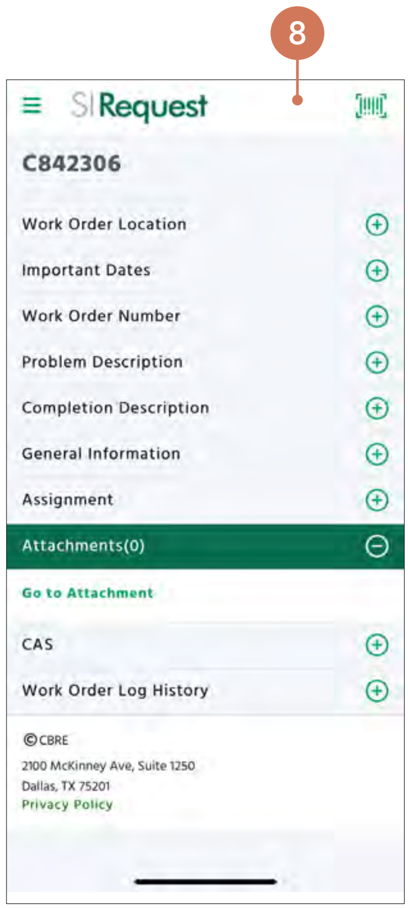


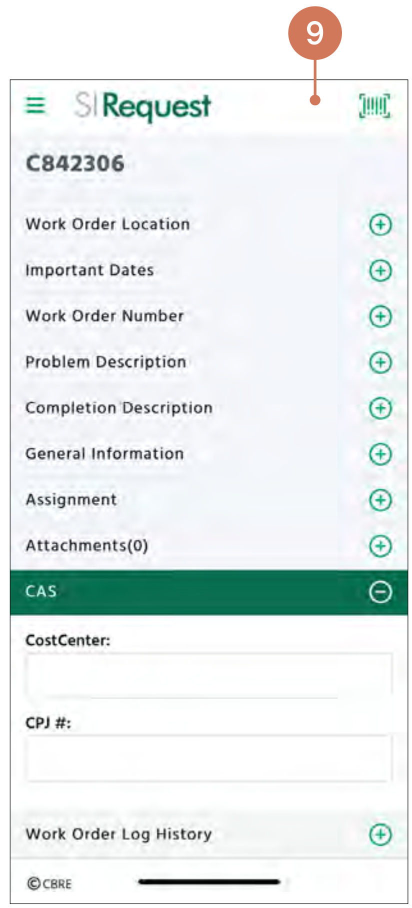




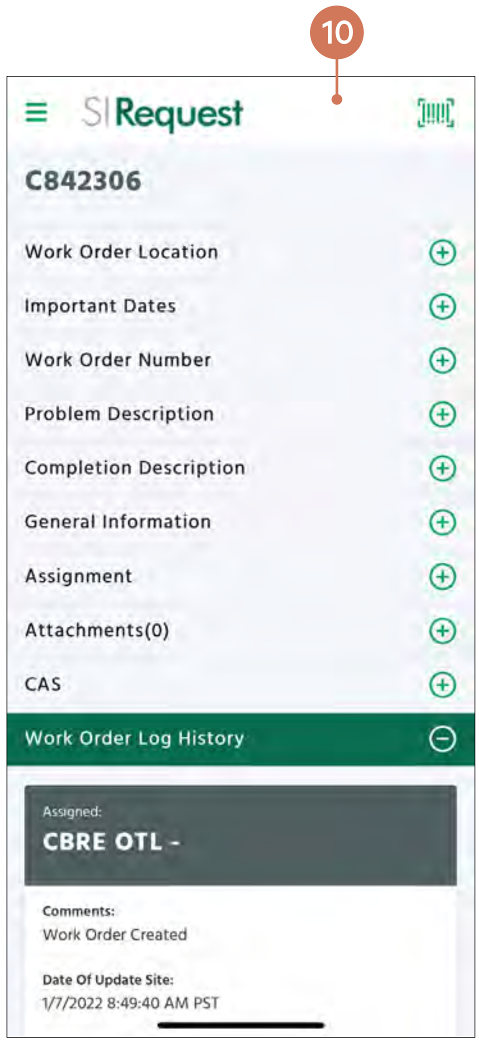
7. **Assignment —** information on who is assigned to complete your request.
8. **Attachments —** access attachments or add an attachment.
9. **CAS —** cost centre information.







10. **Work Order Log History —** list of all the activity that has taken place on your request, including any reassignments, comments or log notes, and status update changes.



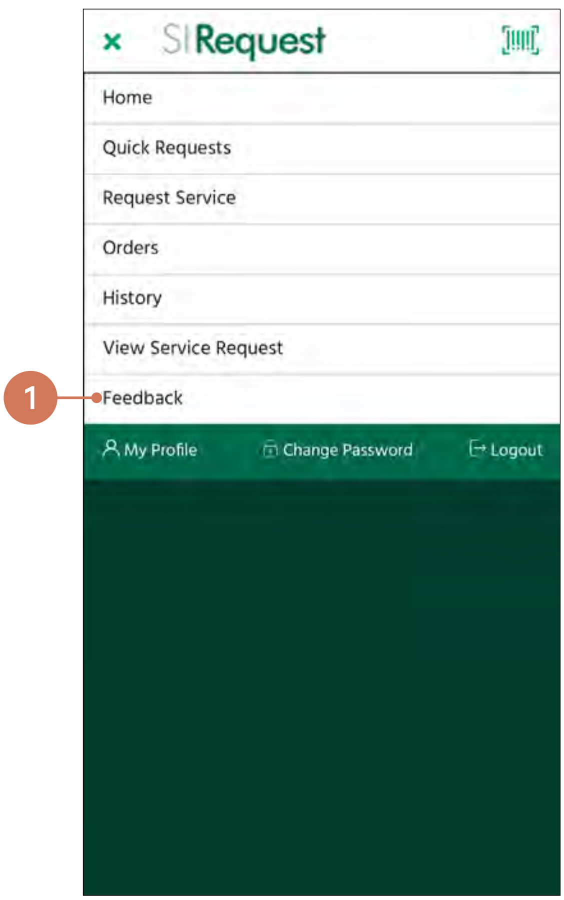
Providing Feedback

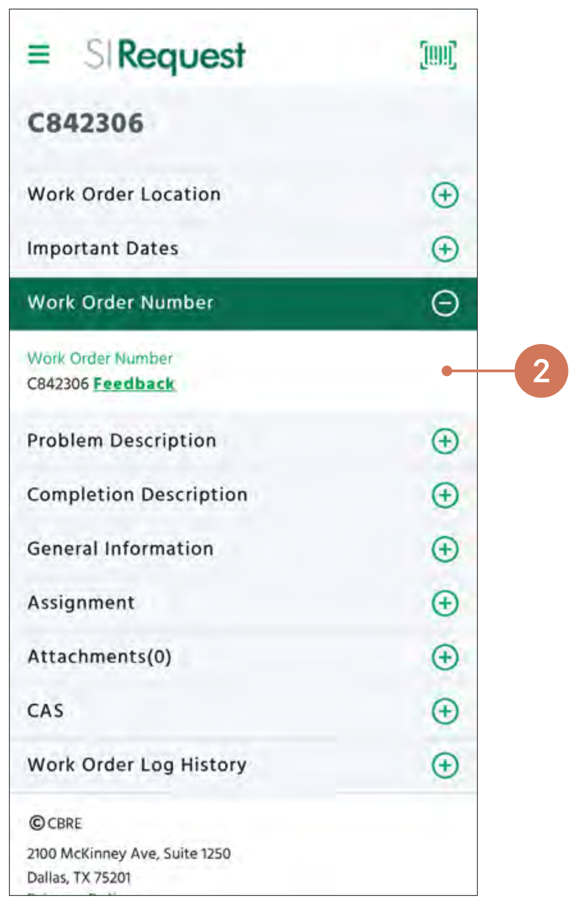
Feedback is important to how we deliver services, so we encourage you to take some time to let us know how we did. The survey has three questions and a comment field, it should only take a few minutes to complete.

How to Provide Feedback

STEP 1 - NAVIGATING TO THE FEEDBACK PAGE

1. **Provide Feedback —** select "Provide Feedback" from the main menu.
2. **Feedback —** if you are on the work order details screen, select the "feedback" link. The link will only become active once your request has been completed. If accessing the feedback form this way, skip to Step 3.

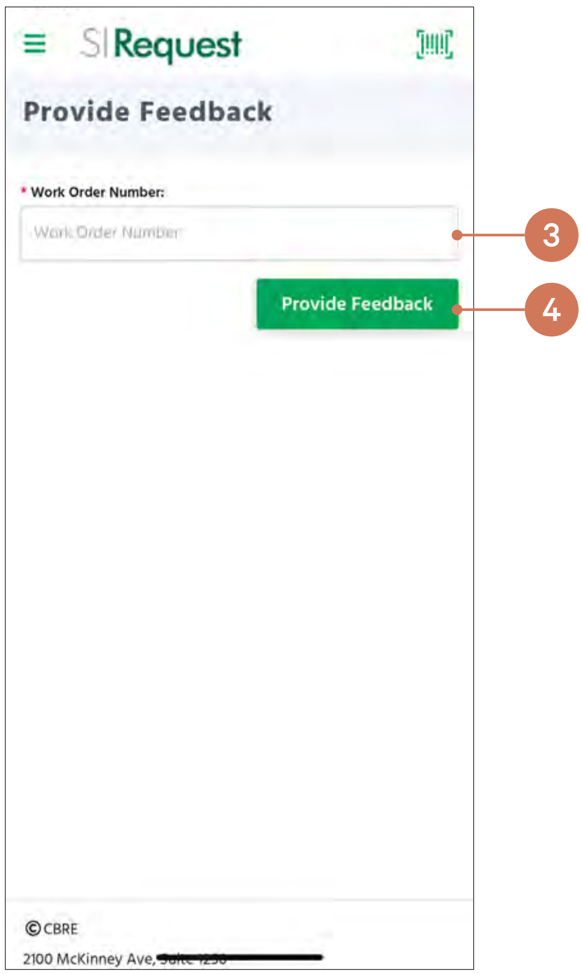




STEP 2 - SUBMIT WORK ORDER NUMBER

3. **Enter Work Order Number —** enter the work order number you wish to provide feedback for. If you have reached this page by selecting the link from the Work Order Details page, the work order number will be pre-populated for you.

4. **Provide Feedback —** select the “Provide Feedback” button. You will be redirected to the feedback form.



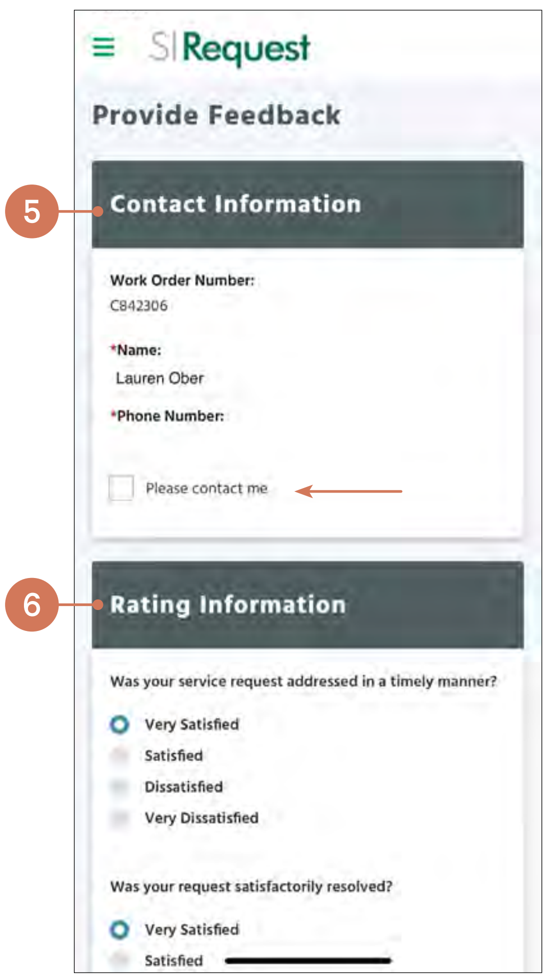
STEP 3 - PROVIDE YOUR FEEDBACK

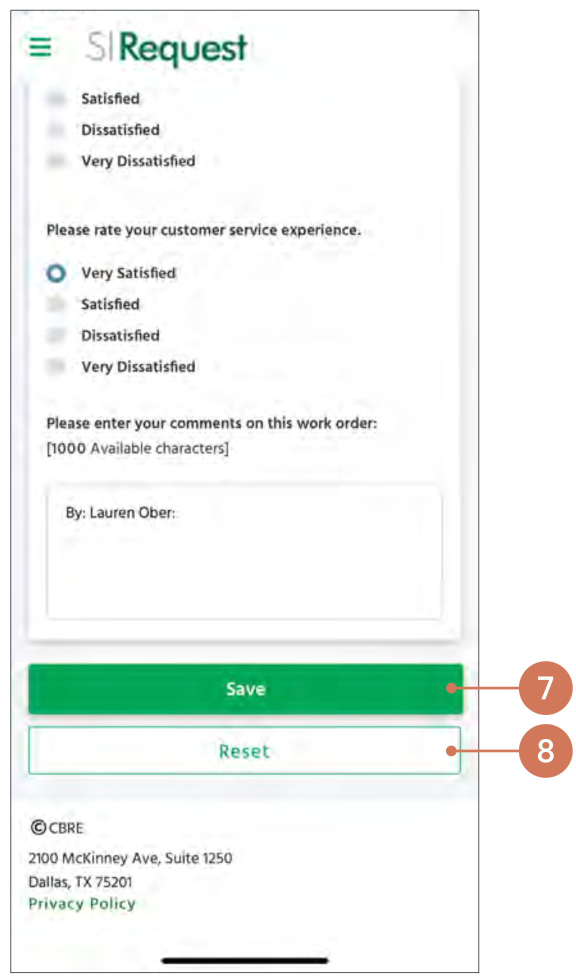
5. **Contact Information —** pre-populated with your name and phone number. If you would like us to contact someone else with regard to the feedback provided, you can update these fields. Both name and phone number fields are required. You can request to be contacted by checking the "Please contact me" box.

6. **Rating Information —** three questions where you can rate your satisfaction and a comment field for any additional detail you wish to provide.

7. **Save —** select to save your feedback. A confirmation of successful feedback entry will be displayed.

8. **Reset —** select to reset the form.





Search Service Request History

You can review your service request history at any time, using several criteria including date range and status.

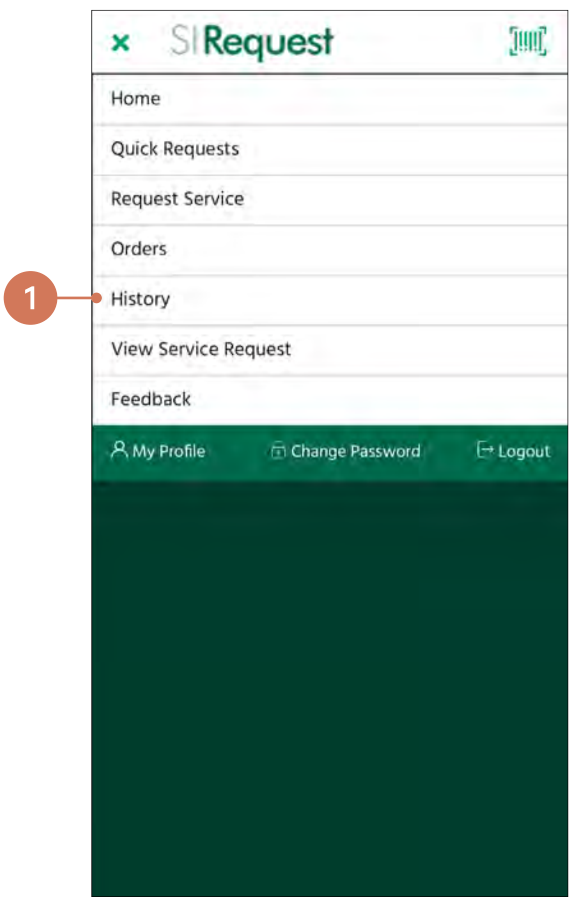
How to Search Service Request History

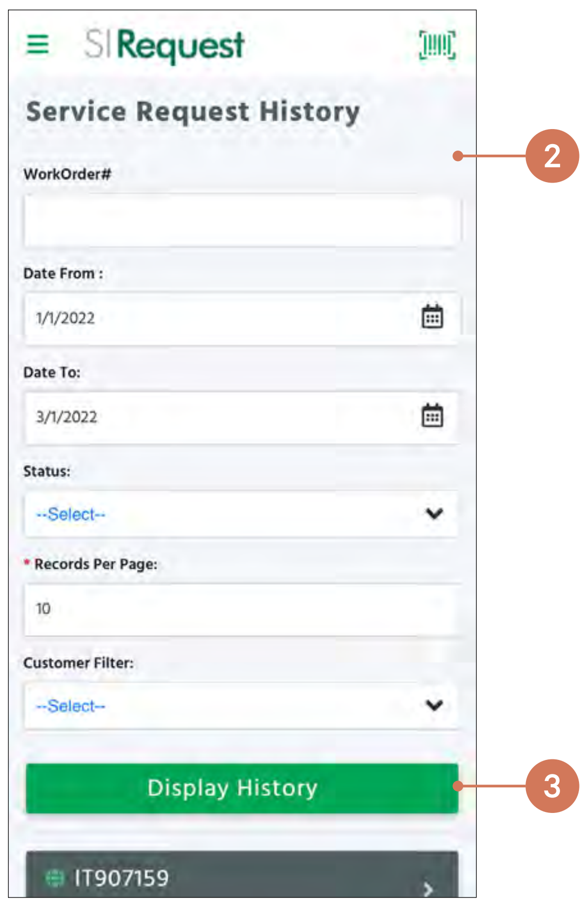
STEP 1 - NAVIGATING TO THE SERVICE REQUEST HISTORY PAGE

1. **Service Requests —** select “History” from the main menu.

STEP 2 - ENTER SEARCH CRITERIA

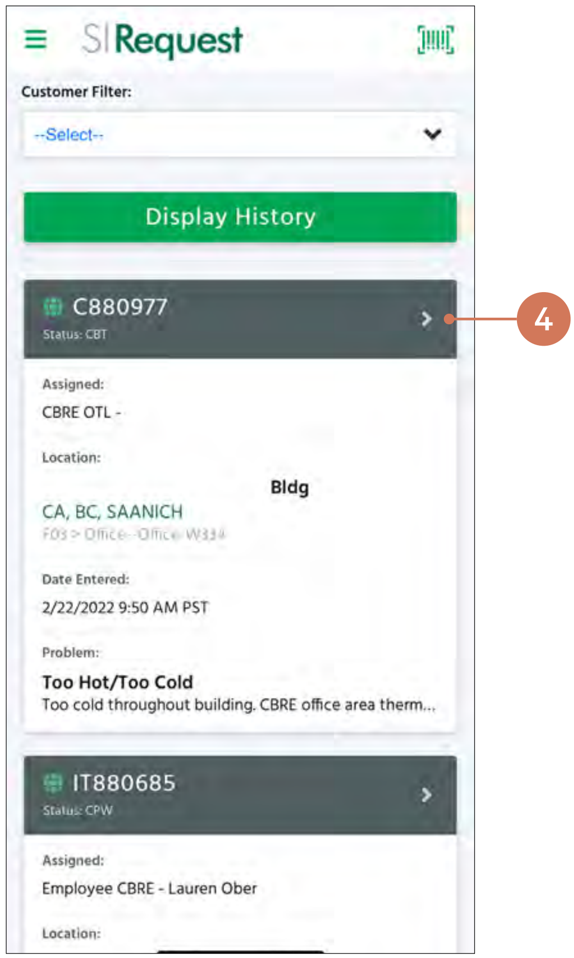
2. **Specification —** select the criteria for your search. The “Date From” and “Date To” fields are required. You can also select status (Open, Cancelled, Dispatched). You can also specify how many records to see per page, if you want to see more than the default setting. This field is also required.
3. **Display History —** select the “Display History” button to update the request history list.





STEP 3 - REVIEW YOUR SERVICE REQUEST HISTORY

4. **Service Request History —** list of all requests based on your most recent requests or your search criteria. Select any work order number to [view work order details](#) for the request.



CBRE Operations Centre

Our dedicated operations centre for the Province of British Columbia, can be reached at 1-877-222-3112. We are available to assist you 24 hours a day, seven (7) days a week.

If you are having an issue accessing SIRequest, if you are located at a property that is not listed in SIRequest for privacy reasons, or you have an emergency or urgent request, our customer service representatives are available to assist you.

Speak with a Customer Service Representative

Our dedicated operations centre is staffed with a team of customer service representatives equipped to assist you. You can expect high-quality and caring customer service.

What to Expect

When your call is placed to the operations centre, you will be connected with a Customer Service Representative who will:

- Assist you with your service request
- Collect your contact information*
- Understand and help define the specific details of your request
- Provide you with your service request number (also known as a work order number) so you can track the progress of your request

In the event your call is considered an emergency or urgent service request, the Customer Service Representative will also:

- Connect with and obtain verbal confirmation from the supplier or technician that will be assigned to respond to your request
- Notify the CBRE Facility Manager

Required information

When placing a call to the operations centre, please be prepared to provide the following information:

- City
- Address
- Floor and Area
- Nature of the request
- Ministry or Organization name
- Contact information*

**Contact information will not be collected if the location is listed as a sensitive site (i.e., a residence). Sensitive sites are not listed in the SIRequest web portal or mobile application.*

Service Standards

As the province's service provider, we are responsible for delivering day-to-day facilities management services. These services are delivered through an outcome-based services model, which provides the province with affordable services, timely and responsive service delivery, and optimized results.

>> BACK TO TABLE OF CONTENTS

Routine Maintenance and Property Services

Province properties are valuable assets that require ongoing operations and maintenance services to ensure those assets remain in a state of good repair.

Our facilities management staff and suppliers provide landscaping, security, cleaning, elevator maintenance, snow removal, pest control, waste and recycling services, as well as regular maintenance of plumbing, electrical, mechanical and fire life safety systems.

Outcome-Based Services

We deliver services based on the province's specifications, under an outcome-based model that measures desired results rather than tasks performed. Service levels will vary based on program requirements, property type (owned, leased, managed), and space type.

CBRE Building Condition Inspections

CBRE staff perform regular physical and space condition inspections to evaluate both building conditions and services. These inspections are used to identify potential issues and address findings promptly. They are also used by our assessor team to create detailed proejct plans for capital planning decisions.

Contract Performance Officer Site Visits

Contract Performance Officers from Real Property Division perform regular visual inspections to determine whether service outcomes are being met. These inspections are done in collaboration between CBRE and Real Property Division to better meet client needs, proactively identify any issues in a building, and look for trends across the province portfolio.

Service Level Changes

Requests can be made to increase, decrease, or change the scope of services at a property. Typical service level change requests include changes to services such as cleaning, landscaping, security, and waste and recycling management.

Requests to Change Service Levels

To change service levels, you can raise a Service Level Change request. You will need to identify the scope of services to be added, reduced or modified, along with additional information about which client program is requesting the change.

Changes to service levels have a financial impact and must be approved by your facilities department. We recommend initiating a conversation with your facilities department about your program needs, otherwise your request may be cancelled.

Cancelling Services

When cancelling services, there is a minimum 30-day notice period once the request has been approved.

Requesting Information About Services

Uncertainty about when services are provided or what's included can lead to frustration and an increase in complaints, even when desired outcomes are acheived. We encourage building occupants to raise a services inquiry for information on service frequency, start dates, or to ask about particular services for a space.

Raising a Services Inquiry

If you require information about a service provided at your facility, you can raise a Services Inquiry request. This request can be used to ask for more information on facilities management services, incuding:

- Service frequency (i.e., when the recycling bins are emptied)
- Service start dates (i.e., seasonal services such as landscaping)
- What spaces/areas are included for a particular service

Services Inquiry requests are first dispatched to our operations centre administration team. Depending on the nature of your inquiry, your request will be routed to our facilities management operations team or our procurement team.

Service Complaints

For instances where you experience issues with service quality, there are several steps you can take to request assistance.

Start with a Service Request

The first step when experiencing a service issue (i.e., garbage was not picked up, the space is too hot or too cold) is to submit a request for service. The Problem Code Index lists all available problem codes (service requests).

Provide Feedback

If you submitted a request, we encourage you to provide feedback. We appreciate your feedback and want to know if you were satisfied or dissatisfied with the service outcome. Feedback is monitored by our Operations Centre Manager, who may reach out to you for additional information.

Initiate a Complaint Escalation

For issues not related to a service request, or to escalate a complaint, you can submit a Complaint Escalation Process request through the SIRequest web portal or mobile application. You can also call the CBRE Operations Centre at 1-877-222-3112 to speak with a customer service representative. Please be prepared to provide relevant detail, including any recent requests.

Complaints are first dispatched to the CBRE Facility Manager for the property, who will determine if the issue is related to operations, a project, or landlord-provided services. They will work with you and your facilities department to understand your concerns and find an appropriate resolution.

Additional Services

Some services are not included in routine maintenance and require additional funding and expense approval.

>> BACK TO TABLE OF CONTENTS

Repair Decision Matrix

The repair decision matrix is used to confirm if the requested repair is included in Routine Maintenance and Property Services (O&M) or if it is considered a One Time Service Request or Project Request.

	Owned - Tenant Space	Owned - Common Space	Leased - Tenant Space	Leased - Common Space (One Tenant)	Leased Common Space (Multi-tenant)
Carpet / Floorings	O&M	O&M	O&M	CBRE Leasing FM to confirm	Landlord
Window Coverings	O&M	O&M	O&M	CBRE Leasing FM to confirm	Landlord
Security Camera	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Not applicable
Security Alarm*	Project / OTSR	Project / OTSR	Project / OTSR	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm
Panic Alarm	Project / OTSR	Project / OTSR	Project / OTSR	Not applicable	Not applicable
Card Access*	Project / OTSR	Project / OTSR	Project / OTSR	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm
Kitchen Equipment	Project / OTSR	Not applicable	Project / OTSR	Not applicable	Not applicable
Client Equipment*	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR
Lighting Changes*	OTSR	OTSR	OTSR	OTSR	OTSR
Signage*	OTSR	OTSR	OTSR	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm
Countertops / Cabinets	Project / OTSR	Not applicable	Project / OTSR	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm
Hot Water Tank	O&M	O&M	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm

***Security Alarm** This includes software updates and upgrades needed for GSM/wireless.
***Card Access** This includes new cards, changes to access, training, software updates, etc.
***Client Equipment** This includes furniture, gun lockers, kitchen equipment, program equipment, chemical fume hoods, PA/sound systems, client key/lock boxes, laboratory equipment, etc.
***Lighting Changes** This includes de-lamping lights per client preferences or changes in lighting colour. Replacement of light bulbs that are out (like for like), is included in O&M or landlord responsibility.

***Signage** Exception is parking signage, which will be covered in O&M or by the landlord.

Replace/Upgrade Decision Matrix

The replace/upgrade decision matrix is used to confirm if the replacement or upgrade is included in Routine Maintenance and Property Services (O&M) or if it is considered a One Time Service Request or Project Request.

	Owned - Tenant Space	Owned - Common Space	Leased - Tenant Space	Leased - Common Space (One Tenant)	Leased Common Space (Multi-tenant)
Carpet / Floorings	Project / OTSR	RPD Real Estate Manager to confirm	Project / OTSR	CBRE Leasing FM to confirm	Landlord
Window Coverings	Project / OTSR	RPD Real Estate Manager to confirm	Project / OTSR	CBRE Leasing FM to confirm	Landlord
Security Camera	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Not applicable
Security Alarm	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	CBRE Leasing FM to confirm
Panic Alarm	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Not applicable
Card Access	Project / OTSR	Project / OTSR	Project / OTSR	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm
Kitchen Equipment	Project / OTSR	Not applicable	Project / OTSR	Not applicable	Not applicable
Client Equipment**	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR
Lighting Upgrade**	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR
Signage	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR
Countertops / Cabinets	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR	Project / OTSR
Hot Water Tank**	RPD cost	RPD cost	CBRE Leasing FM to confirm	CBRE Leasing FM to confirm	Landlord

****Client Equipment** This includes furniture, gun lockers, kitchen equipment, program equipment, chemical fume hoods, PA/sound systems, client key/lock boxes, laboratory equipment, etc.
****Lighting Upgrade** This includes de-lamping lights or changes to lighting colour per client preference, or upgrade (i.e. T8 to LED)
****Hot Water Tank** Exception is if the tenant installed the hot water tank, replacement is a tenant cost.

One Time Service Requests

A One Time Service Request (OTSR) is a request for work that is not included in routine maintenance and property services, such as extra cleaning or card access changes.

One Time Service Requests are low complexity requests that do not require permits, oversight or scope development. These requests require expense approval, and only those pre-authorized from each ministry or organization can request this type of work.

OTSR Categories

When you submit a One Time Service Request (OTSR), it will be categorized to a more detailed code in the background. The following are the most common examples:

Category*	Description
Card Access - System Repair	Requesting repairs or changes to card access systems (i.e., change schedule, card reader not working).
Card Access - Request/Change Access	Requesting to update card access (i.e., add or remove user, update codes).
Alarm - Service or Repair	Requests for service or repairs for alarm systems (i.e., low battery, alarm sounds, panic buttons).
Security - Static Guard (Patrol)	Requests for ad hoc security guard services.
Cleaning - Extra Service Request	Requests for additional cleaning services (i.e., event cleanup, ad hoc day porter service).
Door Lock - Rekey	Requests to rekey door locks or to have new keys cut.
Cabling - Repair	Requests to repair cabling (i.e., data drops, repair data ports, phone lines).
Paint Interior - Repairs	Requests for interior painting (i.e., touchups, sanding, patching and painting).
Move - Furniture Moves	Requests to move furniture (i.e., filing cabinets, shelving, office furniture, panels).
Electrical	Requests to update electrical (i.e., de-lamping).
Minor Installs	Requests for minor installations (i.e., keyboard trays, whiteboards).
HVAC Repairs	Requests to change temperature outside business hours (i.e., evenings or weekends), modification to existing systems.
Plumbing/Appliance Repair	Requests to fix appliances (i.e., fridge, dishwasher).
Camera Repairs	Requests to service surveillance cameras (i.e. monitoring display not working).
Snow Removal/Landscaping	Requests to shovel snow when not covered under O&M (i.e., snow of roof, awning, driveway).
Natural Disaster (Non-Emergency)	Requests for non-emergency services (i.e. air scrubbers during wildfire season, flood and freshet preparation).

OTSR Approvals

A One Time Service Request (OTSR) requires expense approval. CBRE maintains a centralized Approved Caller List that has information—supplied by each ministry and organization's facilities department—on who is authorized to place an OTSR.

How does the Approved Caller List work?
Each ministry and organization has supplied a list of approved callers to CBRE. Approved callers are pre-approved to place a One Time Service Request up to a $1,000 threshold. Requests that exceed $1,000 are routed to an identified approver within the ministry or organization program with expense authority above the threshold.

What if I'm not on the list?
If you are not on the list, and your request is not considered an emergency, your request will be cancelled.

Who can make changes to the Approved Caller List?
If you are on the list and need to update your contact information, please submit an Approved Callers List Updates request. If you are not on the list and would like to inquire about being added, please contact your facilities department.

Emergency OTSR

There may be instances where a request is considered to be an Emergency One Time Service Request. An emergency is defined as a situation where, if action is not taken immediately, a health and safety situation is created or the building or equipment is at risk of sustaining additional damage.

How does expense approval work for Emergency OTSR?
If we are unable to contact your facilities department for approval, or the request comes in after hours, the CBRE Facility Manager may decide to dispatch the request without approval on the client's behalf. Only action(s) required to eliminate the emergency situation will take place and we will seek after-the-fact approval for all associated costs.

What are some examples of an Emergency OTSR?
Examples of Emergency OTSR include repairs to security systems (to ensure safety of people), as well as repairs to building control systems (to ensure building security). The CBRE Facility Manager may also proceed with a request at the direction of the local client to address an emergency.

Project Requests

We also provide project management services for both expense and capital projects.

Expense projects less than $50,000 can be initiated with a request using the CBRE SIRequest web portal. Requests for capital projects should always be intiated through Real Property Division. All projects require expense approval.

OTSR vs Project Checklist

If you answer no to all of the following questions, the request would be considered a One Time Service Request.

If you answer yes to any of these questions, the work is considered a project. Please consult with your facilities department prior to intiating any project requests.

- Is more than one trade/vendor required?
- Is a permit required?
- Are there hazardous material considerations?
- Is oversight required? (client liaison, program impact/business interruption, etc.)
- Is scope development required?
- Is major equipment being replaced or installed?
- Is the work over $10,000?

Procurement Policy

It is a requirement of the Master Services Agreement between CBRE and the Province of British Columbia that CBRE must align with the province's procurement policy.

The following applies to vendor procurement for CBRE project delivery:

- Work under $25,000 may be single-sourced, over $10,000 will be competitively procured
- Minimum three (3) vendors invited for work between $25,000 and $100,000
- Minimum five (5) vendors invited for work between $100,000 and $1 million
- Minimum seven (7) vendors invited for work greater than $1 million

How Requests are Managed

All service requests and the work performed are logged in our centralized work order management system. This ensures that all requests can be tracked, emerging issues are quickly brought to the attention of our facilities management team and suppliers, and complaints are addressed in a timely manner.

>> BACK TO TABLE OF CONTENTS

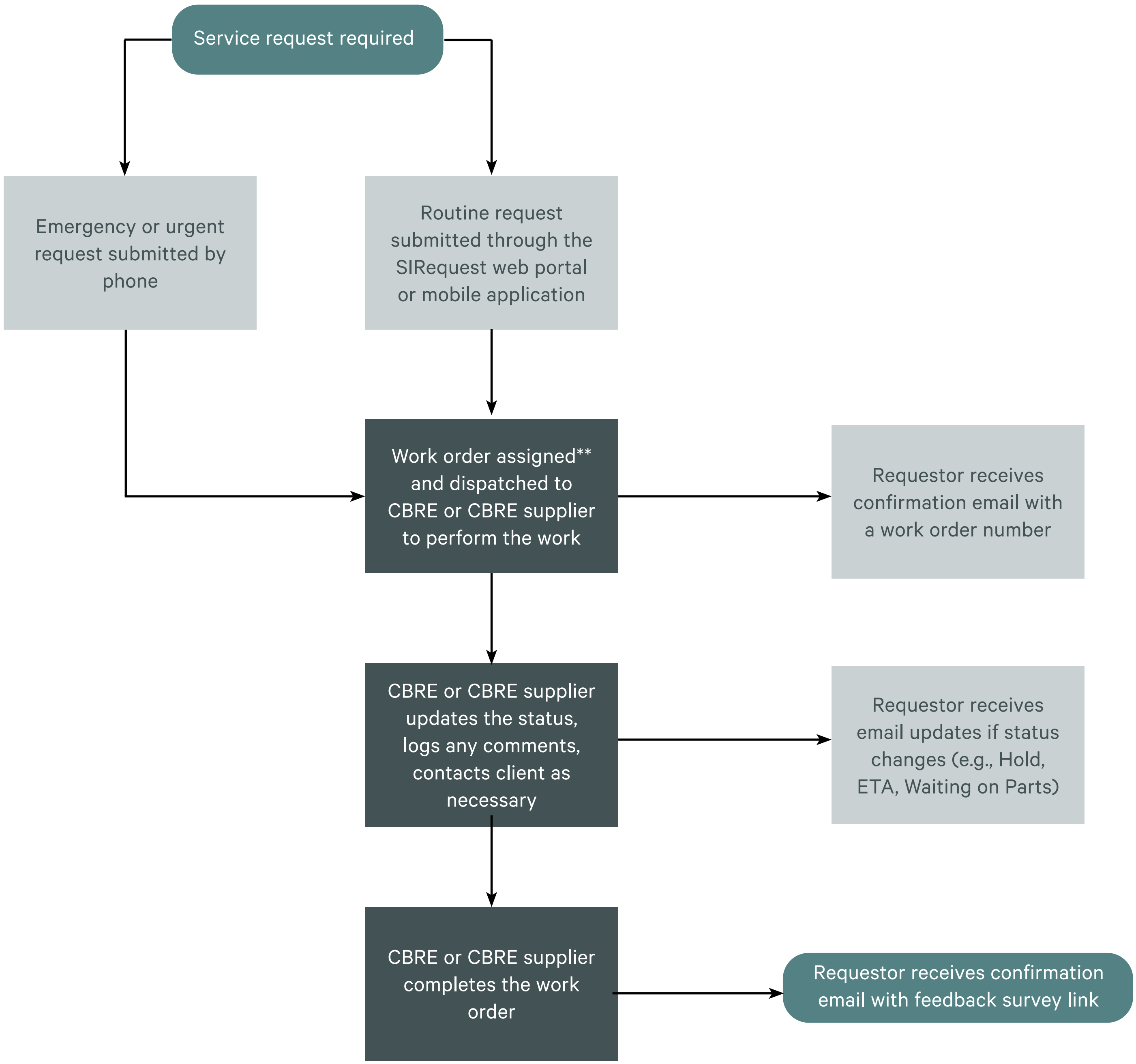
Service Request Processes

When a service request is raised, standard processes are used to assess, perform and complete the required work.

We use standard processes, as well as response times established by the province, to prioritize and manage corrective maintenance requests. We use our centralized work order management system to dispatch your request to the right resource, as well as provide updates to you through your SIRequest profile.

Service Request Lifecycle

The following diagram depicts the lifecycle of a service request, and what communications will be sent to you from the automated system. Additional information for any request you've placed—including those that were phoned in—is available to you through the SIRequest web portal and mobile application.



***Requests submitted via the SIRequest web portal or mobile application are auto-assigned and dispatched to CBRE or a CBRE supplier. Requests submitted by phone are manually verified by the Customer Service Representative and then dispatched.*

Request Priority

Work orders are prioritized based on the nature of your request and property type. Emergency and urgent requests have higher priority and will be responded to more quickly than a routine request. Refer to the Problem Code Index to see the priority code associated with your request.

Emergency Requests

Emergency requests include situations that have an immediate impact affecting people, property or program delivery and need quick response. This would include elevator entrapments, equipment or building failures, security issues or alarm sounds.

Emergency requests must be called in to the CBRE Operations Centre at 1-877-222-3112.

Urgent Requests

Urgent requests include situations that require immediate attention but are not likely to cause harm or have an impact to people, property or program delivery. This would include requests for biohazard or disinfection cleaning, snow clearing, or for reporting utility outages.

Urgent requests must be called in to the CBRE Operations Centre at 1-877-222-3112.

Routine Requests

Routine requests are related to day-to-day property management, such as maintenance and repair for a leaky faucet, broken door, or burnt out light, or for litter pickup and general cleaning services.

Routine requests should be submitted via the CBRE SIRequest web portal or mobile application.

Standard Response and Restoration Times

Response and restoration times are standardized across the province, for uninterruptable services environments and for all other province properties. Refer to the Problem Code Index to see the priority code associated with each request.

Uninterruptable Services Property

Designated by the province as a property requiring uninterruptible services, such as correctional centres, labs or health centres.

Request Priority	Response Time*	Restore Time**	Priority Code
Emergency	1 hour	2 hours	C1
Urgent	4 hours	4 hours	C2
Routine	1 business day	3 business days	C3
Routine Other	Duration agreed upon by the Province	Duration agreed upon by the Province	P5, P7, P9, P21, P45

All other Province Properties

All other province properties, such as back offices, front counter offices, courthouses, warehouses and other storage sites. Most province properties are designated into this category.

Request Priority	Response Time*	Restore Time**	Priority Code
Emergency	1 hour	4 hours	P1
Urgent	4 hours	2 days	P2
Routine	3 business days	5 business days	P3
Routine Other	Duration agreed upon by the Province	Duration agreed upon by the Province	P5, P7, P9, P21, P45

**Response means taking measures, including attending the property if necessary, to assess or address the issue, request or event.*

***Restore means to restore functionality, including through temporary repairs or providing alternate means to address the request. This is also shown as the completion target date on the SIRequest web portal and mobile application.*

Problem Code Index

In our centralized system, work orders are routed using a matrix that ensures each service request is dispatched to the appropriate CBRE technician or supplier. This index lists the available problem codes (service requests) that can be found using the Problem Code Search field or selected from the picklist menus.

>> BACK TO TABLE OF CONTENTS

Find the Right Problem Code

Every problem code (service request) is grouped within a service category and sub-category on the request form.

Environmental/Health/Safety

Fire Suppression

General Facilities Services

General Facilities Services
Utilities

Grounds and Parking

Landscaping
Parking Lot
Snow Removal

IMS Technology Support

Access Request
Application Issue
Client Intelligence Framework
General Technology Request
Interfaces
Training Request

Janitorial

Cleaning
Recycling and Waste

Maintenance and Repair

Cafeteria/Breakroom
Doors
Electrical
Elevators
General
Grounds Maintenance

Maintenance and Repair

HVAC
Interior Repair
Lighting
Pest Control
Plumbing
Roofing
Signs
Windows

Office Services

Interior Plants

One Time Service Request

Mandatory Operating Equipment Minor
OTSR Client Recoverable - Tenant Improvement
OTSR Natural Disaster

Portfolio and Occupancy

Moves and Occupancy
Space Measurements and Verification

Project Management

Project Management

Security

Alarm
Camera
Card Reader
Security

Priority Code Key

The priority code can be used to identify when a request is considered an emergency, urgent or routine. Refer to the Standard Response and Restoration Times for the standards associated with each priority code.

Priority Code	Description	Response Time*	Restore Time**
C1	Emergency	1 hour	2 hours
P1	Emergency	1 hour	4 hours
C2	Urgent	4 hours	4 hours
P2	Urgent	4 hours	2 days
C3	Routine	1 business day	3 business days
P3	Routine	3 business days	5 business days
P5	Routine Other	3 business days	5 business days
P7	Routine Other	3 business days	7 business days
P9	Routine Other	3 business days	9 business days
P21	Routine Other	3 business days	21 business days
P45	Routine Other	3 business days	45 business days

**Response means taking measures, including attending the property if necessary, to assess or address the issue, request or event.*

***Restore means to restore functionality, including through temporary repairs or providing alternate means to address the request. This is also shown as the completion target date on the SIRequest web portal and mobile application.*

Legend

The following symbols can be used to quickly identify problem codes that are considered an emergency or urgent request, or requires expense approval (One Time Service Request, Project, Service Level Change).

Emergency/Urgent Request **Requires Expense Approval**

Environmental/Health/Safety

FIRE SUPPRESSION

Fire Equipment - Alarm Panel Repair ⚠
Use: For repairs to fire panel systems.
Priority: C1/P1

Fire Equipment - Repair
Use: For repairs to Fire Life Safety equipment.
Priority: C3/P3

General Facilities Services

GENERAL FACILITIES SERVICES

Building Occupancy Change
Use: Advise CBRE of changes related to building inventory (e.g., onboarding/offboarding buildings).
Priority: P21

Complaint Escalation Process
Use: Log a complaint related to services or systemic issues. See Service Complaints for additional detail.
Priority: C3/P3

General Facilities Services

GENERAL FACILITIES SERVICES

CPO Reinspection
Use: CBRE/RPD use only.
Priority: N/A

Service Level Change $
Use: Request an increase or decrease in service levels. Requires facilities department approval. See Service Level Changes for additional detail.
Priority: P45

ServiceInsight Data Request
Use: CBRE/RPD use only.
Priority: N/A

Services Inquiry
Use: Inquire about services, service levels, or frequency of services at a property. See Requesting Information About Services for additional detail.
Priority: P7

Water Delivery Service $
Use: Request water delivery. Should be submitted as a One Time Service Request.
Priority: C3/P3

General Facilities Services

UTILITIES

Electrical Outage !
Use: Advise CBRE of an electrical outage.
Priority: C2/P2

Natural Gas/Propane Outage !
Use: Advise CBRE of a natural gas or propane utility outage.
Priority: C2/P2

Utility - Fuel Delivery
Use: For refuel of fuel tanks.
Priority: P5

Grounds and Parking

LANDSCAPING

Irrigation - Repairs
Use: For repairs to irrigation systems.
Priority: C3/P3

Landscaping - General
Use: For landscape maintenance requests.
Priority: C3/P3

Grounds and Parking

PARKING LOT

Parking - Equipment Maintenance
Use: For maintenance of parking lot related equipment (i.e., parking gate).
Priority: P7

Parking - Lot Painting/Sweeping $
Use: For line painting or parking lot sweeping. Should be submitted as a One Time Service Request.
Priority: P21

Parking - Lot/Walkways/Drive - Repairs
Use: For repairs to parking areas and sidewalks.
Priority: P7

Grounds and Parking

SNOW REMOVAL

Snow - Clearing !
Use: For snow clearing service within the parking area.
Priority: C2/P2

Snow - Provide Salt/Sand
Use: For delivery of salt/sand for client use (on site sand/salt bucket).
Priority: C3/P3

Snow - Remove Snow Off-Site
Use: For removal of stockpiled snow. Requires CBRE Facility Manager approval.
Priority: C3/P3

Snow - Shovel/Salt Sidewalks !
Definition: For snow clearing and/or salting of sidewalks.
Priority: C2/P2

IMS Technology Support

ACCESS REQUEST

Adaptive Planning (Budget & Forecasting) Access Request
Use: CBRE/RPD use only.
Priority: N/A

Capturis Access Request
Use: CBRE/RPD use only.
Priority: N/A

Client Intelligence Framework Access Request
Use: CBRE/RPD use only.
Priority: N/A

CostLab Access Request
Use: CBRE/RPD use only.
Priority: N/A

Envizi Access Request
Use: CBRE/RPD use only.
Priority: N/A

Insight Portal (Account Management) Access Request
Use: CBRE/RPD use only.
Priority: N/A

Intelex Access Request
Use: CBRE/RPD use only.
Priority: N/A

JD Edwards Access Request
Use: CBRE/RPD use only.
Priority: N/A

Kahua (Project Management) Access Request
Use: CBRE/RPD use only.
Priority: N/A

Master Facilities Folio Access Request
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

ACCESS REQUEST

Microsoft Teams CBRE & POBC Collaboration Access Request
Use: CBRE/RPD use only.
Priority: N/A

Service Insight Access Request
Use: User access request for Service Insight (SI7) work order management system. Limited access.
Priority: P7

ValueTrack Access Request
Use: CBRE/RPD use only.
Priority: N/A

Vantage Analytics (Dashboards/Reports) Access Request
Use: User access request for dashboards and reports. Limited access.
Priority: P7

VFA Access Request
Use: CBRE/RPD use only.
Priority: N/A

Zycus Access Request
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

APPLICATION ISSUE

Adaptive Planning (Budget & Forecasting) Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Capturis Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Client Intelligence Framework Application Issue
Use: CBRE/RPD use only.
Priority: PX

CostLab Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Envizi Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Insight Portal (Account Management) Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Intelex Application Issue
Use: CBRE/RPD use only.
Priority: N/A

JD Edwards Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Kahua (Project Management) Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Master Facilities Folio Application Issue
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

APPLICATION ISSUE

Service Insight Application Issue
Use: Report an issue with the Service Insight (SI7) work order management system. Limited access.
Priority: P3

SIRequest (Service Request) Application Issue
Use: Report an issue with the SIRequest web portal or mobile application.
Priority: P3

ValueTrack Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Vantage Analytics (Dashboards/Reports) Application Issue
Use: Report an issue with Vantage Analytics dashboards and reports. Limited access.
Priority: P3

VFA Application Issue
Use: CBRE/RPD use only.
Priority: N/A

Zycus Application Issue
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

CLIENT INTELLIGENCE FRAMEWORK

Approved Callers List Updates
Use: Request to add, remove, or update contacts on the One Time Service Request Approved Caller List.
Priority: P7

IMS Technology Support

GENERAL TECHNOLOGY REQUEST

General Technology Request
Use: General technology requests.
Priority: P5

IMS Technology Support

INTERFACES

OM & Utilities H1.5
Use: CBRE/RPD use only.
Priority: N/A

OTSR H1.3
Use: CBRE/RPD use only.
Priority: N/A

OTSR H1.6
Use: CBRE/RPD use only.
Priority: N/A

PJM H1.3
Use: CBRE/RPD use only.
Priority: N/A

PJM H1.6
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

TRAINING REQUEST

Adaptive Planning (Budget & Forecasting) Training Request
Use: CBRE/RPD use only.
Priority: N/A

Capturis Training Request
Use: CBRE/RPD use only.
Priority: N/A

Client Intelligence Framework Training Request
Definition: CBRE/RPD use only.
Priority: N/A

CostLab Training Request
Use: CBRE/RPD use only.
Priority: N/A

Envizi Training Request
Use: CBRE/RPD use only.
Priority: N/A

IMS Training Request
Use: Request training on CBRE IMS.
Priority: P3

Insight Portal (Account Management) Training Request
Use: CBRE/RPD use only.
Priority: N/A

Intelex Training Request
Use: CBRE/RPD use only.
Priority: N/A

JD Edwards Training Request
Use: CBRE/RPD use only.
Priority: N/A

Kahua (Project Management) Training Request
Use: CBRE/RPD use only.
Priority: N/A

IMS Technology Support

TRAINING REQUEST

Service Insight Training Request
Use: For Service Insight (SI7) work order management system training. User must have established access to system.
Priority: P5

SIRequest (Service Request) Training Request
Use: Training on how to use the SIRequest web portal and mobile application.
Priority: P5

ValueTrack Training Request
Use: CBRE/RPD use only.
Priority: N/A

Vantage Analytics (Dashboards/Reports) Training Request
Use: Training on dashboards and reports. User must have established access.
Priority: P5

VFA Training Request
Use: CBRE/RPD use only.
Priority: N/A

Zycus Training Request
Use: CBRE/RPD use only.
Priority: N/A

Janitorial

CLEANING

Cleaning - Biohazard
Use: Cleanup of needles or other human biohazards.
Priority: C2/P2

Cleaning - Extra Service Request
Use: For extra janitorial service after a non-routine client program event that created additional cleaning needs. Should be submitted as a One Time Service Request.
Priority: P7

Cleaning - General Janitorial
Use: Report a deficiency in regular cleaning service or place a request related to janitorial services.
Priority: C3/P3

Cleaning - Windows (Exterior)
Use: For additional exterior window cleaning. Should be submitted as a One Time Service Request.
Priority: P21

Cleaning - Windows (Interior)
Use: For additional interior window cleaning. Should be submitted as a One Time Service Request.
Priority: P21

COVID-19: Building Support
Use: For ordering supplies related to Covid. Limited use.
Priority: P21

Floor Mats - Replacement
Use: For the replacement of entryway floor mats. To be approved by CBRE.
Priority: P7

Graffiti Removal
Use: For graffiti removal.
Priority: C3/P3

Grounds - Litter Pickup
Use: For cleanup of exterior garbage.
Priority: C3/P3

Upholstery - Clean
Definition: For cleaning furniture and upholstery. Should be submitted as a One Time Service Request.
Priority: P7

Janitorial

RECYCLING & WASTE

Hazardous Waste Services
Use: Report a deficiency in standard hazardous waste services.
Priority: C2/P2

Recycling Bin/Dumpster Service
Use: Report a deficiency in standard recycling service.
Priority: C3/P3

Waste Bin/Dumpster Service
Use: Report a deficiency in standard garbage service.
Priority: C3/P3

Maintenance & Repair

CAFETERIA/BREAKROOM

Appliance - Repair or Replace
Use: For repairs to appliances (i.e., dishwasher, stove, fridge). Should be submitted as a One Time Service Request.
Priority: P21

Maintenance & Repair

DOORS

Door - Exterior Repair (Glass/Frame/Closer)
Use: Repairs to exterior doors.
Priority: C3/P3

Door - Interior Repair (Glass/Frame/Closer)
Use: Repairs to interior doors.
Priority: C3/P3

Door Lock - Rekey
Use: For rekeying of locks. Should be submitted as a One Time Service Request.
Priority: C3/P3

Door Lock - Repair
Use: Repairs to locking mechanisms.
Priority: C3/P3

Overhead Door - Repair
Use: Repairs to overhead doors.
Priority: C2/P2

Maintenance & Repair

ELECTRICAL

Cabling - Repair
Use: For repairs or to add cabling. Should be submitted as a One Time Service Request.
Priority: P21

Electrical - Breakers
Use: Reset electrical breakers.
Priority: C3/P3

Electrical - Repair or Replace
Use: Repairs to electrical systems, excluding ballast and breaker reset issues.
Priority: C3/P3

EV Charging Station Repair
Use: Repairs to EV charging stations.
Priority: P5

General - Intercom/PA Systems
Use: Repairs to intercom/PA systems. Should be submitted as a One Time Service Request.
Priority: P7

Generator - Repair
Use: Repairs of electrical generating equipment.
Priority: C3/P3

UPS - Repair
Use: Repairs to building UPS systems (does not include desk side UPS).
Priority: C3/P3

Maintenance & Repair

ELEVATORS

Elevator - Emergency - Entrapped
Use: Report elevator entrapment.
Priority: C1/P1

Elevator - Repairs
Use: Repairs to elevator equipment.
Priority: C3/P3

Escalator/Moving Sidewalks Repairs
Use: Repairs to escalators.
Priority: C3/P3

Maintenance & Repair

GENERAL

Additional O&M (Z13)
Use: For CBRE/RPD use only.
Priority: N/A

General Building Maintenance
Use: Non-specific building envelope related requests.
Priority: P7

QAF or New Lease Estimate Request
Use: For CBRE/RPD use only.
Priority: N/A

Maintenance & Repair

GROUNDS MAINTENANCE

Fence Repair
Use: Repair of exterior fences.
Priority: C3/P3

Flag Repair/Replace
Use: Repairs to exterior flag poles (excluding adjustments) and purchase of flags.
Priority: C3/P3

Ponds/Fountains/Water Features
Use: Repairs to water features (does not include drinking fountains.)
Priority: C3/P3

Power Wash Exterior $
Use: Power washing walkways or buildings. Should be submitted as a One Time Service Request.
Priority: P21

Maintenance & Repair

HVAC

HVAC - Repairs
Use: Repairs to building heating, ventilation or air conditioning (HVAC) equipment.
Priority: C3/P3

Too Hot/Too Cold
Use: Indoor air temperature adjustments.
Priority: C3/P3

Maintenance & Repair

INTERIOR REPAIR

Paint Interior - Repairs $

Use: Interior painting. Should be submitted as a One Time Service Request.

Priority: P21

Maintenance & Repair

LIGHTING

Lights - Exterior Maintenance

Use: Repairs to exterior lighting.

Priority: C3/P3

Lights - Interior Maintenance

Use: Repairs to interior lighting.

Priority: C3/P3

Maintenance & Repair

PEST CONTROL

Pest Control

Use: One time request to address issues related to rodents or insects.

Priority: C3/P3

Maintenance & Repair

PLUMBING

Flooding - Emergency
Use: To report a flood (burst pipe, major leak, overflowing toilet).
Priority: C1/P1

Plumbing Repairs
Use: Repair of plumbing equipment (i.e., leaking faucet, clogged toilet).
Priority: C3/P3

Septic System Repair
Use: Repair of septic system.
Priority: C3/P3

Well/Potable Water Systems Repair
Use: Repair of potable water systems.
Priority: C2/P2

Maintenance & Repair

ROOFING

Roof - Repairs
Use: Repairs to roof and gutters.
Priority: C3/P3

Maintenance & Repair

SIGNS

Sign - Exterior Repair
Use: For new exterior signage or repairs to existing exterior signage. Should be submitted as a One Time Service Request.
Priority: C3/P3

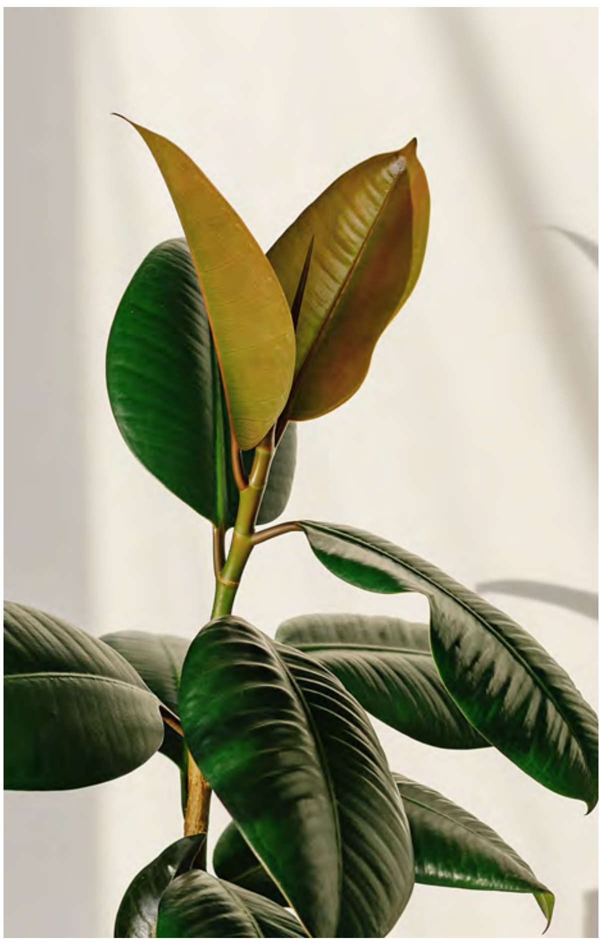
Sign - Interior Repair
Use: For new interior signage or repairs to existing interior signage. Should be submitted as a One Time Service Request.
Priority: P9

Maintenance & Repair

WINDOWS

Window - Repair or Replace
Use: For repairs to windows.
Priority: C3/P3

Window Covering - Repair $
Use: Repairs to window coverings (blinds, drapes). Should be submitted as a One Time Service Request.
Priority: P21



Office Services

INTERIOR PLANTS

Interior Plants
Use: For work related to existing interior plant maintenance contracts.
Priority: P7

One Time Service Request

MANDATORY OPERATING EQUIPMENT - MINOR

Mandatory Operating Equipment - Minor $
Use: For requests related to Mandatory Operating Equipment (MOE).
Priority: P21

One Time Service Request

OTSR CLIENT RECOVERABLE - TENANT IMPROVEMENT

OTSR (One Time Service Request) $
Use: A one time request for out-of-scope services, including door rekey, extra janitorial cleaning. Requires expense approval.
Priority: P21

OTSR - RPD (RPD Use Only)
Use: For CBRE/RPD use only.
Priority: N/A

OTSR - WDS Escorting (RPD Use Only)
Use: For CBRE/RPD use only.
Priority: N/A

OTSR - COVID ! $
Use: For one-time disinfection cleaning related to Covid. Client program to confirm area to be cleaned.
Priority: C2/P2

One Time Service Request

OTSR NATURAL DISASTER

OTSR Natural Disaster - Freshet (Non-State of Emergency) $
Use: For non-emergency flood and freshet building support (sandbagging, moving furniture or office equipment). Requires expense approval.
Priority: P21

OTSR Natural Disaster - Wildfire (Non-State of Emergency) $
Use: For non-emergency wildfire building support (air scrubbers). Requires expense approval.
Priority: P21

Portfolio and Occupancy

MOVES AND OCCUPANCY

Move Confirmation
Use: For CBRE/RPD use only.
Priority: N/A

Onboard/Offboard Communication
Use: For CBRE/RPD use only.
Priority: N/A

Portfolio and Occupancy

SPACE MEASUREMENTS AND VERIFICATION

CBRE Drawing/Floor Plan Verification Request
Use: For CBRE/RPD use only.
Priority: N/A

Project Management

PROJECT MANAGEMENT

Project Creation - Capital $
Use: Initiate a request for a CBRE-delivered project with capital funding. Requires expense approval on project charter.
Priority: P7

Project Creation - Expense $
Use: Initiate a request for a CBRE-delivered project with expense funding. Requires expense approval on project charter.
Priority: P7

Security

ALARM

Alarm - Service or Repair $

Use: For repairs/changes to alarm system. Should be submitted as a [One Time Service Request].

Priority: C3/P3

Alarm - Security Sounding !

Use: To advise of an activated alarm. For beeping alarm panel see Alarm - Service or Repair.

Priority: C1/P1

Security

CAMERA

Surveillance Camera Repair $

Use: For repairs to camera systems. Should be submitted as a [One Time Service Request].

Priority: C3/P3

Security

CARD READER

Card Access - Request/Change Access $

Use: For changes to card access systems (request new codes, remove users). Should be submitted as a [One Time Service Request].

Priority: P21

Card Access - System Repair $

Use: For repairs to card access systems. Should be submitted as a [One Time Service Request].

Priority: P21

Security

SECURITY

Security - Static Guard ! $

Use: For additional guard services (ad hoc). Should be submitted as a [One Time Service Request].

Priority: P1

For More Information

To speak with a Customer Service Representative or to call in an emergency or urgent building request, contact us at +1 877 222 3112

For general inquiries about CBRE Province of BC facilities services, email us at pobcinfo@cbre.com

04-2022