

# HSE LESSONS LEARNED

Health, Safety & Environment



## KEY ACTIONS

- **Projects/ FM Handover:** A robust handover process (including a thorough inspection) will be implemented to ensure that FMs are given the authority to accept or reject completed Projects works
- **Design Changes:** Inductions and Playbooks will be updated to include the importance of seeking the designer's approval before any deviation from a design
- **Design Drawings:** All design drawings to be verified by the CBRE team for accuracy before issuing to a contractor
- **Inspection of Safety-Critical Systems** – The CBRE team are to ensure that a strong focus is placed on safety-critical systems (such as fire) during monthly and quarterly inspections

## Incident Description

### INCIDENT SUMMARY

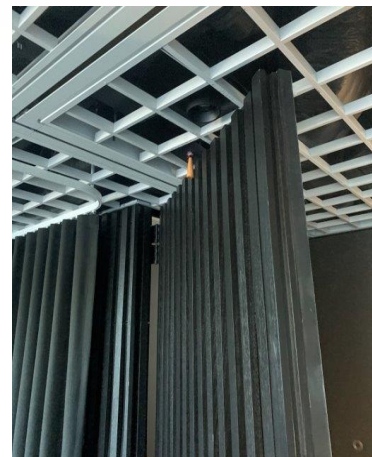
A boardroom attendant opened a ceiling height door to a cupboard within the L8 boardroom to get access to additional tables for the following day's Breakfast Club. When opening the cupboard door, it contacted a ceiling sprinkler, which had been installed too low, triggering the sprinkler system. Three floors were substantially damaged by water and the office was disrupted for almost a month afterwards. The sprinkler had been installed days before by a fire specialist contractor as part of remedial works on the fire system. The remedial works had themselves been triggered by an independent contractor finding a tape-covered sprinkler head.



Sprinkler – Post-damage

### Key Causal Factors

- There was no formal handover between the Projects team and the FM team when the works were complete
- The fire specialist contractor deviated from the design without approval
- The drawing provided to the contractor did not show the door which hit the sprinkler head
- No audit or inspection had found the system defects (including the tape on the sprinkler head) for 3 years



Cupboard door