

8th International
Tall Building Fire
Safety Conference

4th December 2024

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Dealing with the
'After Fire' Crisis





Key Messages

- Bad Things Happen
- Why? Drivers for Improved responses to Crisis Events
- Timeline for a HRB Post Fire Crisis
- Crisisboardroom
- Questions



City Building 1911, June 21 1911
A fire broke out at
Glassworks (Arizona) Phoenix
The Phoenix Glassworks, Phoenix,



alamy stock photo

alamy stock photo

Scenario to Consider

- *Fire has caused 27 Tenant families to be evacuated*
- *February, 3am, very cold and raining*
- *50% of evacuees are vulnerable (elderly, very young, etc)*
- *Most are in shock and distressed*
- *10% have immediate health needs*
- *17 dogs, 29 cats*
- *90% have no personal items (phones and credit cards or cash)*
- *Building has been declared as a Hazchem site – no access*

Why?

Crisis – Inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organisation

**“The decade of strategy is over,
the future will be;**

Volatile

Uncertain

Complex

Ambiguous”

- Chairman, Saatchi & Saatchi, May 2012

What Difference Does it Make?



Drivers for Change – *Demonstrate Resilience*

- Martyn's Law
- Grenfell recommendations
- ISO 22316
- BCI GPG version 7
- JESSIP (Joint Emergency Services Interoperability Process)

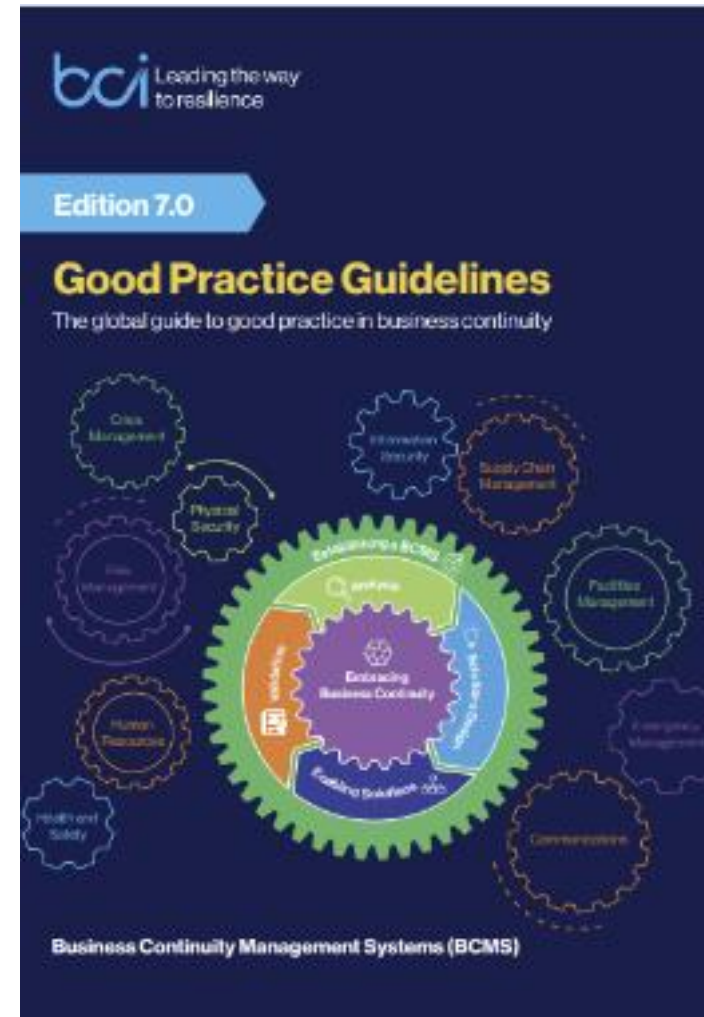
Martyn's Law – Visitor Attractions

- Two Tier System (800+)
- Risk Assessment
- Person Responsible & Designated Senior Officer
- Training
- Preparation

Grenfell Recommendations

- *'RBKC's systems and leadership were wholly inadequate to the task of handling an incident of such magnitude and gravity'*
- *'Response to the disaster was inadequate principally because RBKC did not have an effective plan'*
- *'Exercises had not been held regularly and staff had not been required to attend the training sessions'*
- *'RBKC had allowed the capacity of its staff to respond to major emergencies to decline'*

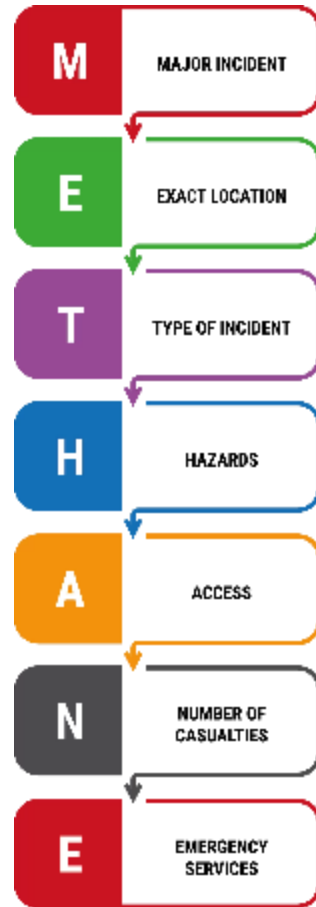
ISO 22361 & BCI GPG version 7





JESIP

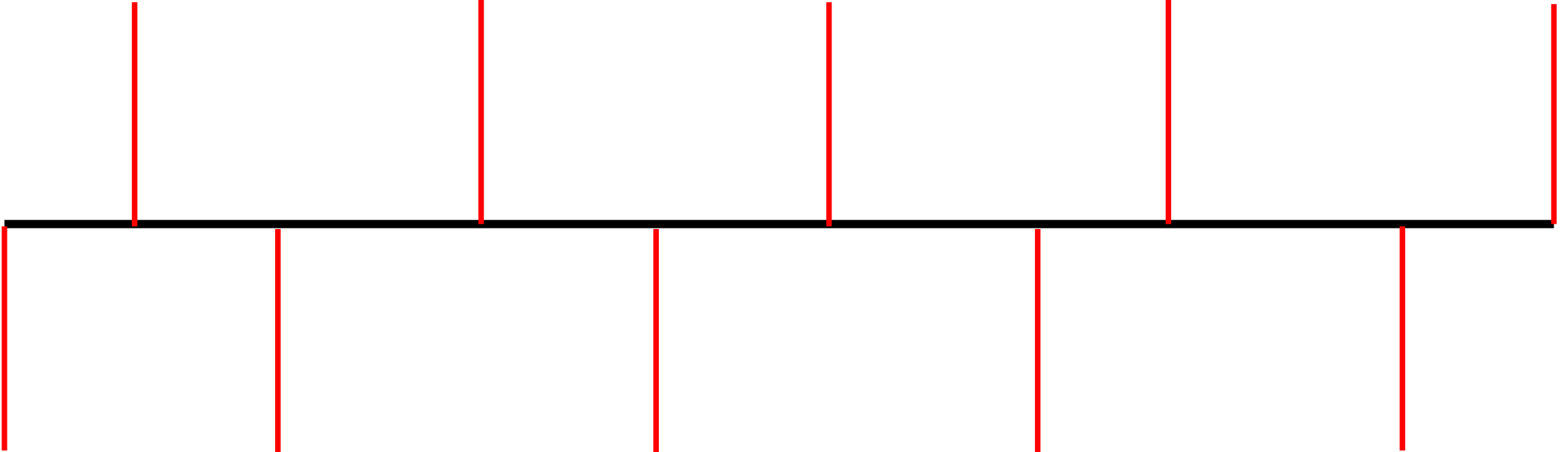
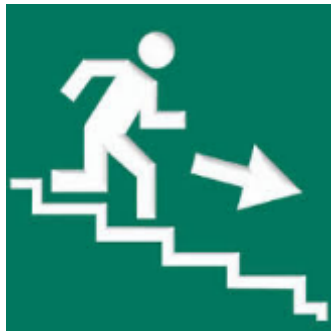
Working Together – Saving Lives



Organisational Resilience Cycle



- *'The ability of an organisation to absorb and adapt in a changing environment'.*
- *'More resilient organisations can anticipate and respond to threats and opportunities, arising from sudden or gradual changes in the internal and external context'.*



Things to Consider

- Encourage and foster personal, family and tenant resilience
- Develop a 'seek and search' evacuation process
- DO NOT develop Assembly points
- DO create 'Rally points' with corresponding MOU's
- Using Tenant Engagement and data in SIB to know scale of issues that might present
- Identify and liaise with stakeholders and test assumptions
- Workshop, prepare, train, test, revise – build 'muscle memory'

Why Command and not Management?



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COMMAND

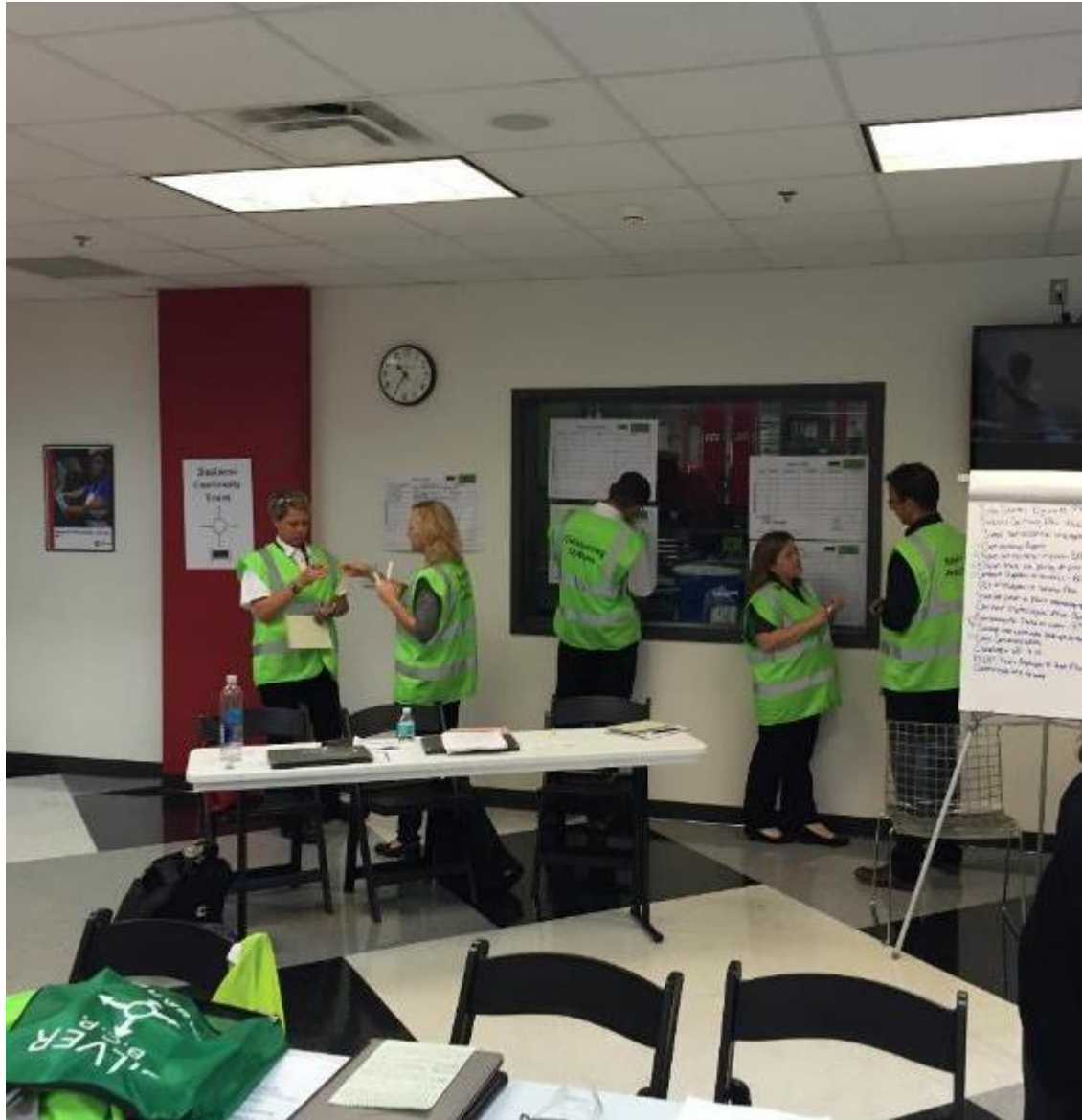
TOOLKIT

**BUSINESS
RECOVERY**

**SITE
RECOVERY**

**CRISISBOARDROOM
BOARDS**





Summary – To play your part in a crisis

- Define a Crisis for your Business
- Respond and invoke quickly
- Adopt a structure based on roles not people
- Competency not Plans
- You MUST practice
- Reputation is everything
- Equip a crisis room - Crisisboardroom™



Questions?

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