

Crisisboardroom®

10<sup>th</sup> International  
Tall Building Fire  
Safety Conference

---

May 21<sup>st</sup> 2026

One Canada Square London

# Insights from HRB Crisis Simulations



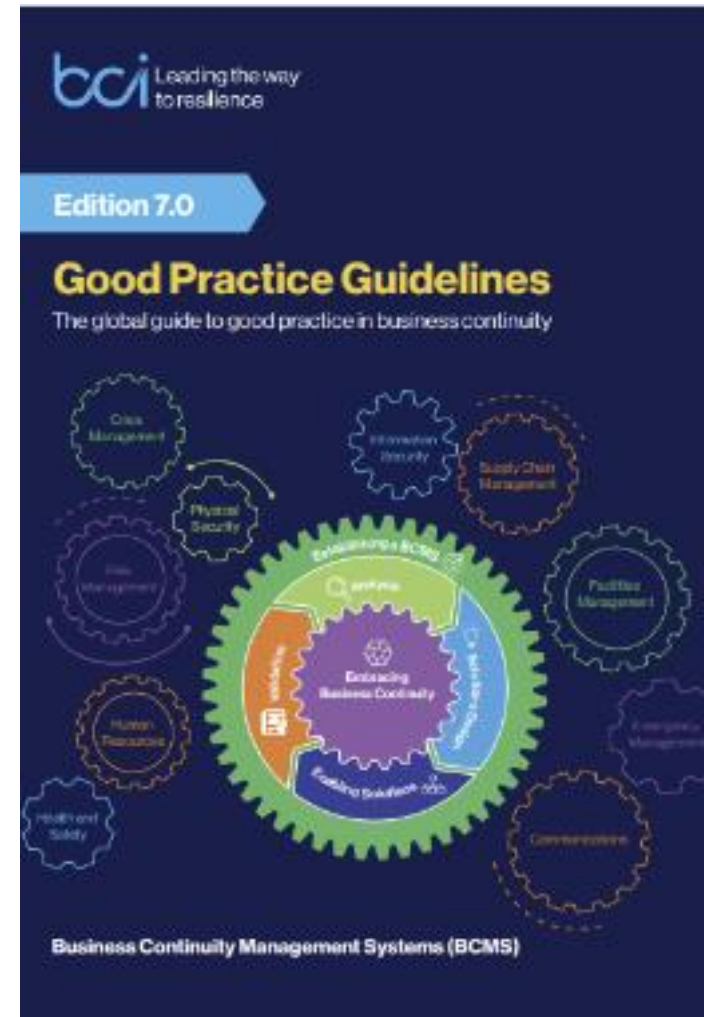
# Drivers for Change – *Demonstrate Resilience*

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

# 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'*

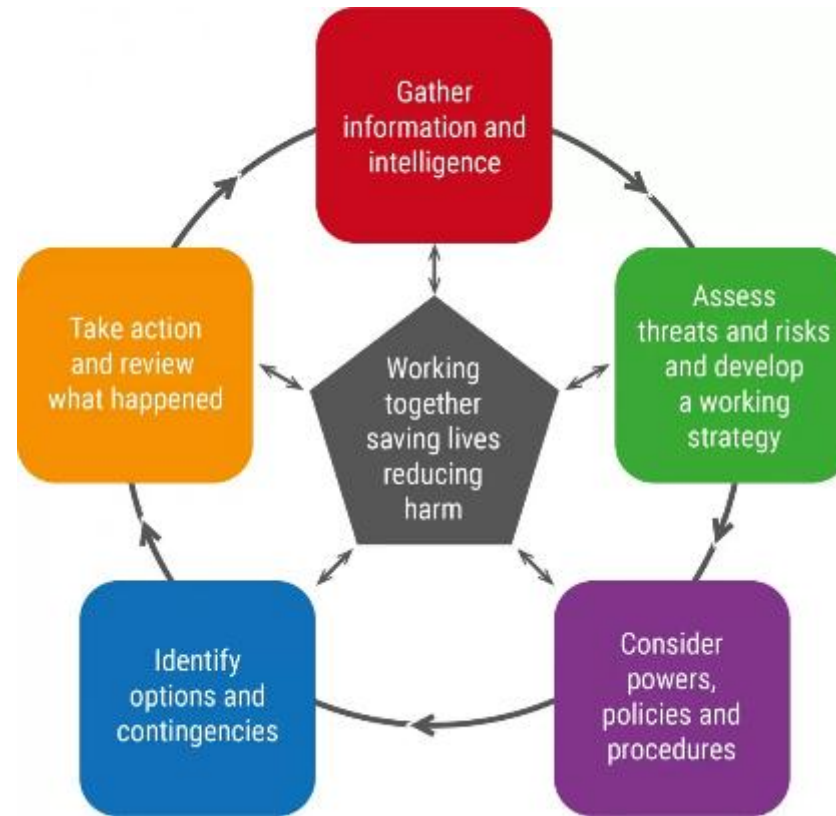
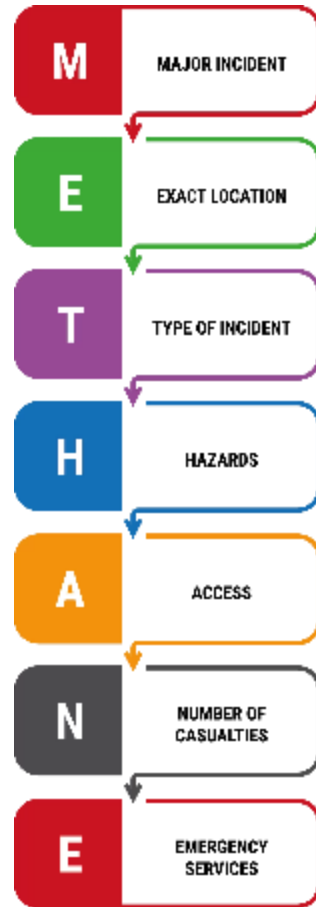
# ISO 22361 & BCI GPG version 7





# 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'.*

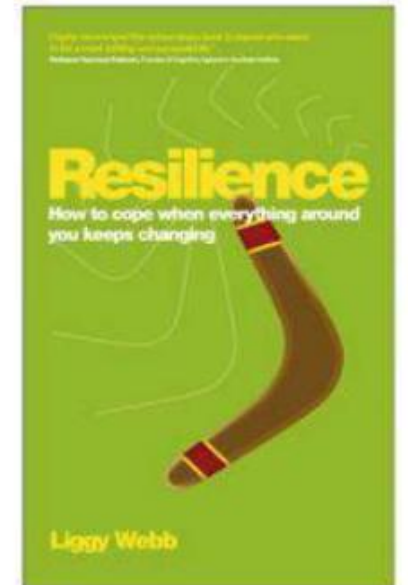
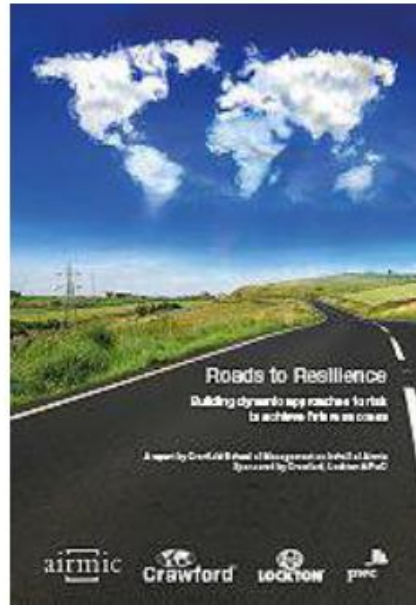
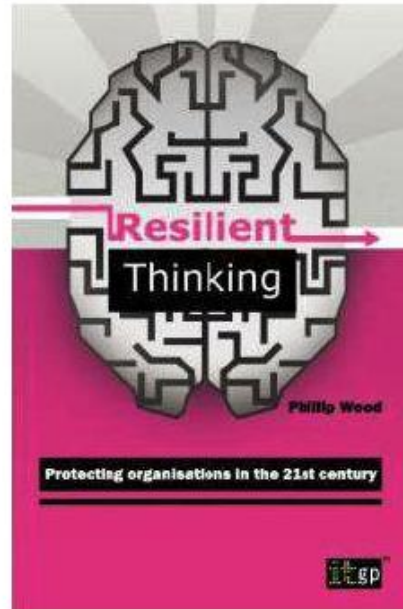
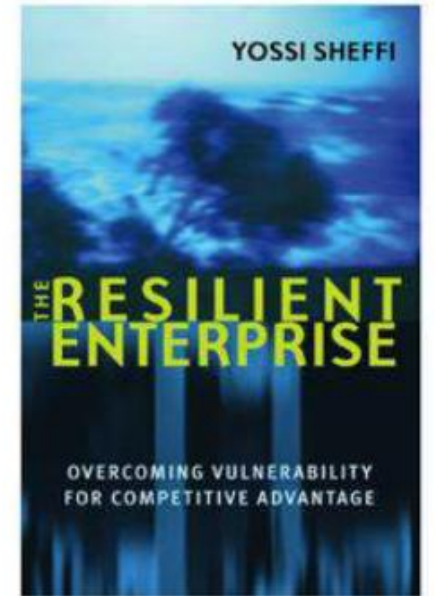
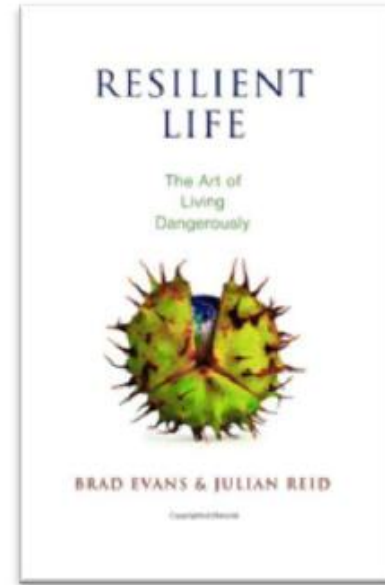
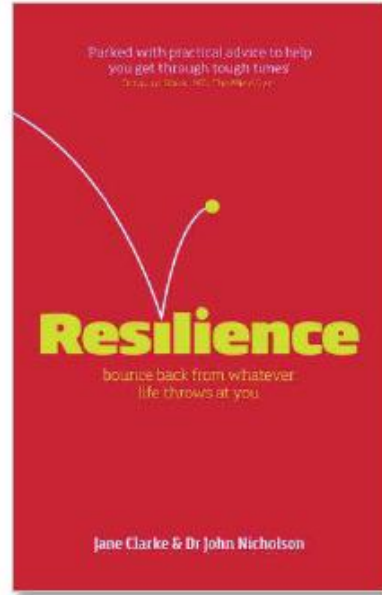
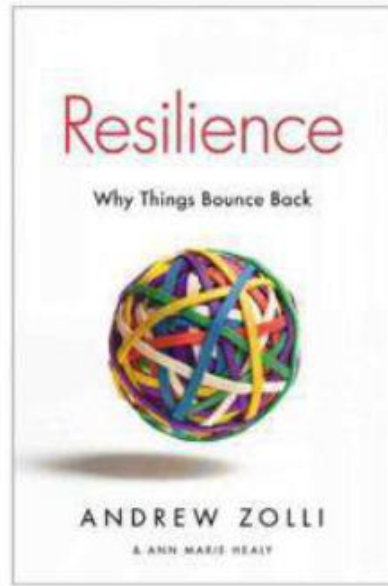
# Resilience

What does it mean to You?

Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com



# Very Topical



# Resilience - DRI

## 'The Adaptative Capacity of an Organisation in a Complex and Challenging Environment'

Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com



# Resilience - BSI

**'Capability of an Organization to Anticipate, and Respond and Adapt to, Incremental Change and Sudden Disruptions in order to Survive and Prosper'**

# Big 8 Scenarios to Plan For:

1. Denial of Access – *Extreme weather*
2. Loss of key service/supply chain - *Insolvency*
3. Loss of key staff member/skill - *Headhunted*
4. Loss of IT hardware/software – *Cyber attack*
5. Serious industrial accident – *Human error*
6. Loss of key asset - *Fire*
7. Pandemic – *Enough said . . . . .*
8. Product recall or service reputation issue – *Negative social media*













# What we have learnt . . . . .

- Need to define what a crisis is
- Need to work out the 'foreseeable' crisis events that may occur
- Decide how you are going to 'declare' a crisis and invoke
- Adopt a pre-arranged crisis management structure
- Equip and prepare a crisis management room . . . . .

# HRB Crisis Issues

- Falling Debris - MOE
- Assembly Points?
- Rally Point
- Welfare needs - Immediate
- Press and media
- Welfare needs – Tomorrow
- Welfare needs – Going forward







REWARD

# Crisis Simulation Training 'Experience'

## What you Know . . . Golden Hour

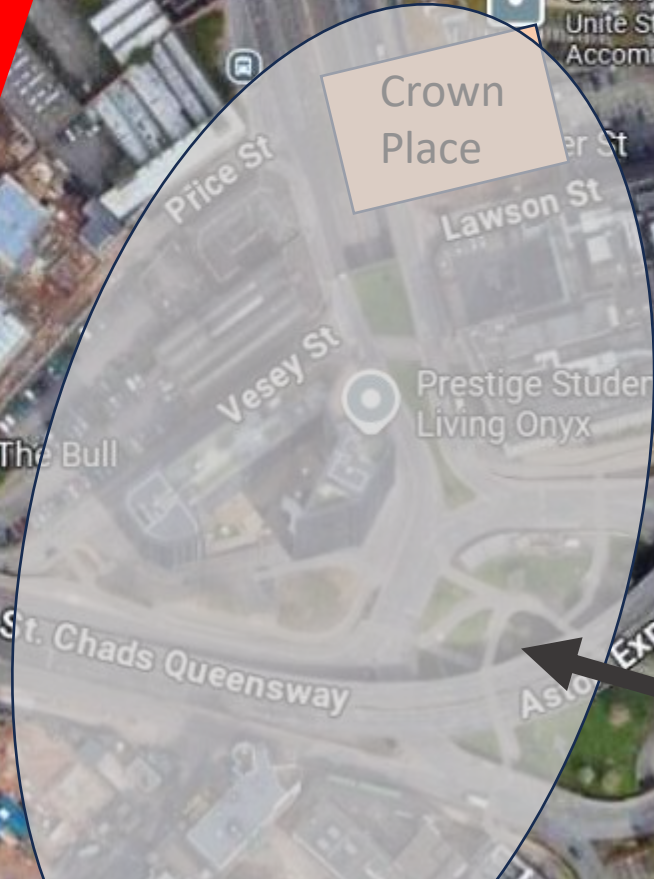
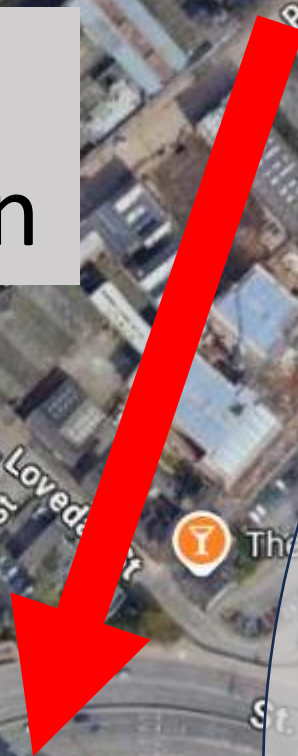
- **A severe Fire has broken out at the Timpson Tower HRB**
- **Fire Service and Police are in attendance and have cordoned off the area**
- **Significant disruption in local area as smoke is covering main road and heavy traffic build up**
- **Two members of your staff are reported as unaccounted for/ missing**
- **Video footage from scene being used on social media**
- **Multiple calls being received at head office from the press**

Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com



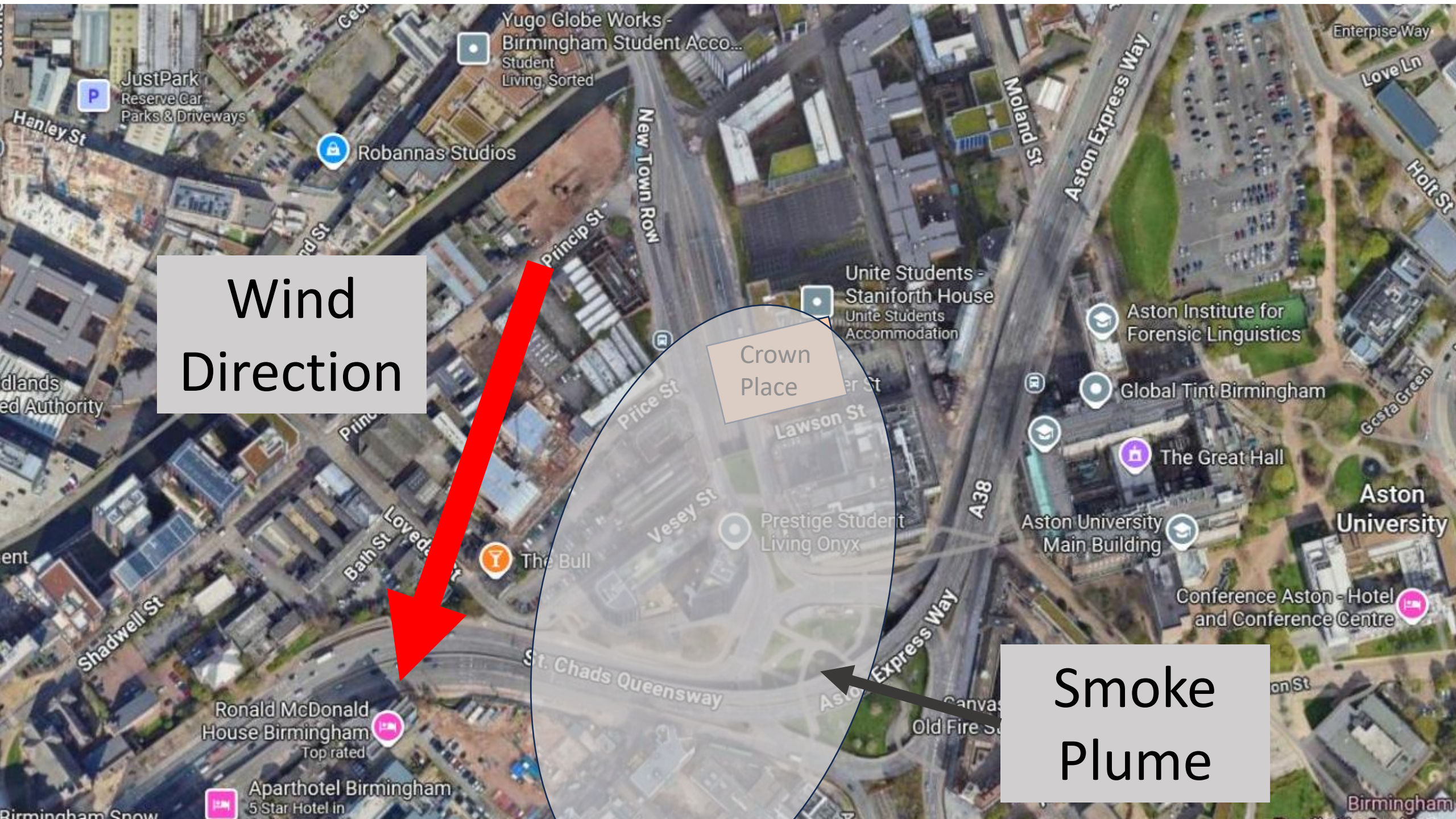


Wind  
Direction



Crown  
Place

Smoke  
Plume

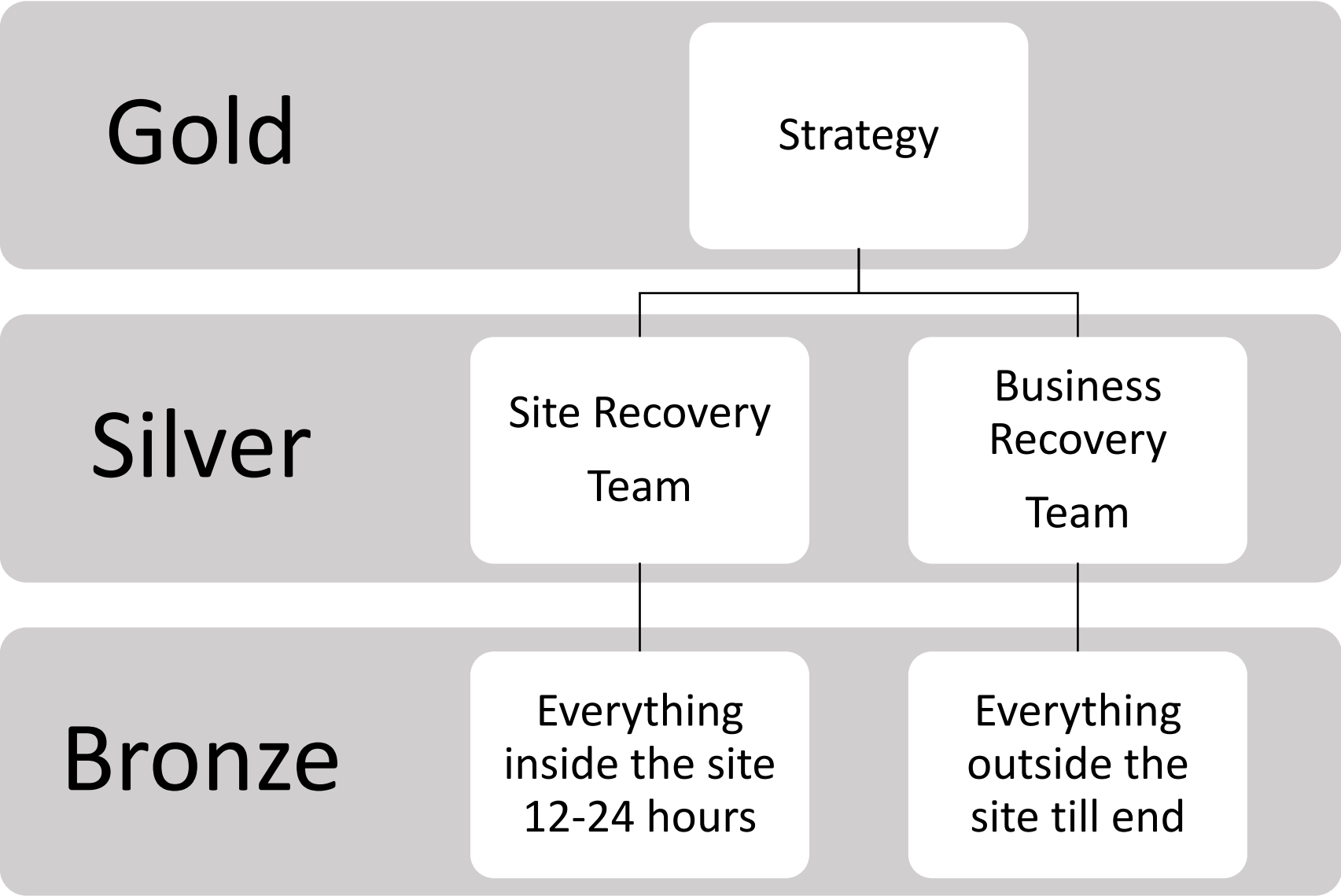


# Why Command and not Management?



Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com

**CRISIS**  
BOARDROOM®



Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com



# Two key Command areas during CRISIS

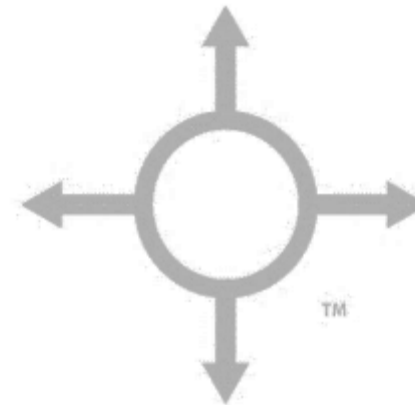
## **Site Recovery**

Safety &  
Security



## **Business Recovery**

Reputation



Russ Timpson +44 07951 190576  
russ.timpson@crisisboardroom.com  
www.crisisboardroom.com



# Key Crisis Command Skills

- Prompt decision making
- Delegation
- 'Meeting' skills (discipline)
- Ability to make decisions in an information vacuum
- Actions driven (outcomes and timelines)
- **Mitigate the crisis**
- **Situational awareness**

# Situational Awareness

The ability to identify, process, and comprehend the **critical elements** of information about **what is** happening.

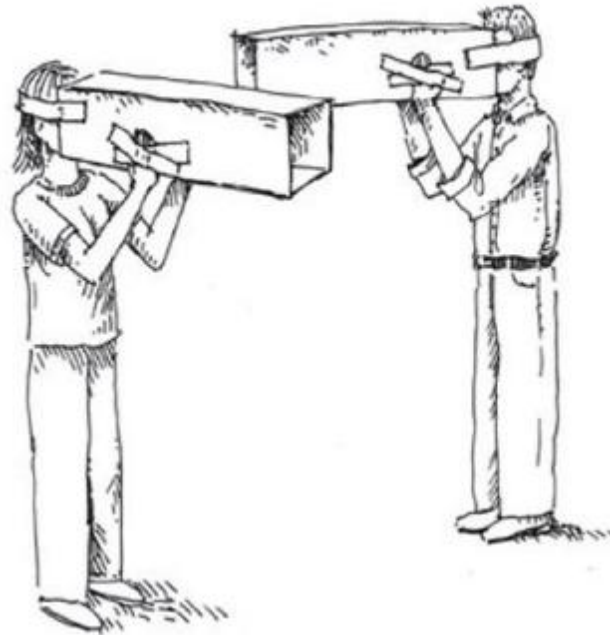
What is happening?

What has changed?

What is changing?

So what?

What might happen?



Tunnel Vision ??









[ CRISIS  
BOARDROOM ]  
www.crisisboardroom.com



# Crisisboardroom® Boards :

- Quick Start Boards

**QUICK START**  
**GOLD COMMANDER**  
 Name: \_\_\_\_\_

**SILVER COMMANDER SITE RECOVERY**

NAME \_\_\_\_\_ TIME IN \_\_\_\_\_

ROLE/BOARDS	NAME	TIME IN
People 2, 2a, 2b		
Site Information 5, 5a, 5b, 5c		
Crisis Response 6, 6a, 6b		

**SILVER COMMANDER BUSINESS RECOVERY**

NAME \_\_\_\_\_ TIME IN \_\_\_\_\_

ROLE/BOARDS	NAME	TIME IN
Reputation 3, 3a, 3b, 3c		
Finance 4, 4a, 4b		
HR 7, 7a		
Recovery 8, 8a, 8b, 8c, 8d, 8e		

Start Time

Finish Time

www.crisisboardroom.com

+44 07951 190576  
 crisisboardroom.com  
 boardroom.com

**EVENT/CRISIS**

Date:

Time:

Room Manager:

Version No.	
Time/Date	
By Whom	


www.crisisboardroom.com



# Crisisboardroom® Boards :

- Command Boards

**Board No. 1A** PRIOR TO ANY CHANGE TAKE PHOTOGRAPHIC EVIDENCE - UPDATE VERSION CONTROL

**ACTION PLAN OVERVIEW** 

Priorities	Delegate	Time Issued	Report Time

Notes: Version No:  
Time/Date  
By Whom

www.crisisboardroom.com

**Board No. 1** PRIOR TO ANY CHANGE TAKE PHOTOGRAPHIC EVIDENCE - UPDATE VERSION CONTROL

**KEY PRIORITIES** 

Gold Commander Name: \_\_\_\_\_  
 Silver Commander Site Recovery Name: \_\_\_\_\_  
 Silver Commander Business Recovery Name: \_\_\_\_\_

Sets	Specific Area	Liaison	Colour Code	Ranking
	Health & Safety	+		
	Business Reputation		+	
	Finance		+	
	Site Damage	+		
	Crisis Response	+		
	Human Resources	+	+	
	Recovery	+	+	
	Legal Considerations			

**Further Considerations**

Media (3d) \_\_\_\_\_  
 IT (8E) \_\_\_\_\_  
 Corporate \_\_\_\_\_  
 Stakeholders \_\_\_\_\_

Notes: Version No:  
Time/Date  
By Whom

www.crisisboardroom.com



Russ Timpson +44 07951 190576  
 russ.timpson@crisisboardroom.com  
 www.crisisboardroom.com



# Crisisboardroom® Boards :

- Business Recovery Boards (19)



PRIOR TO ANY CHANGE TAKE PHOTOGRAPHIC EVIDENCE - UPDATE VERSION CONTROL

Board No. 1 - BR **CRISIS BOARDROOM®** **BUSINESS RECOVERY**

Board No.	Specific Area	Liaison	Bronze Name	Time In
<b>REPUTATION</b>				
3	Customers			
3	Supply Chain			
3	Communities			
	Media Messages			
<b>FINANCE</b>				
4	Finance - Impacts			
4	Insurance	+		
4	Funding	+		
	HR Staffing	+		
	HR Notes			
<b>RECOVERY</b>				
8	Input (Deliveries)	+		
8	Quality Assurance			
8	Output (Shipping)	+		
	Recovery Plan Options	+		
	Recovery Plan			
	IT Situation	+		

**Notes:**

Version No.	
Time/Date	
By Whom	

www.crisisboardroom.com

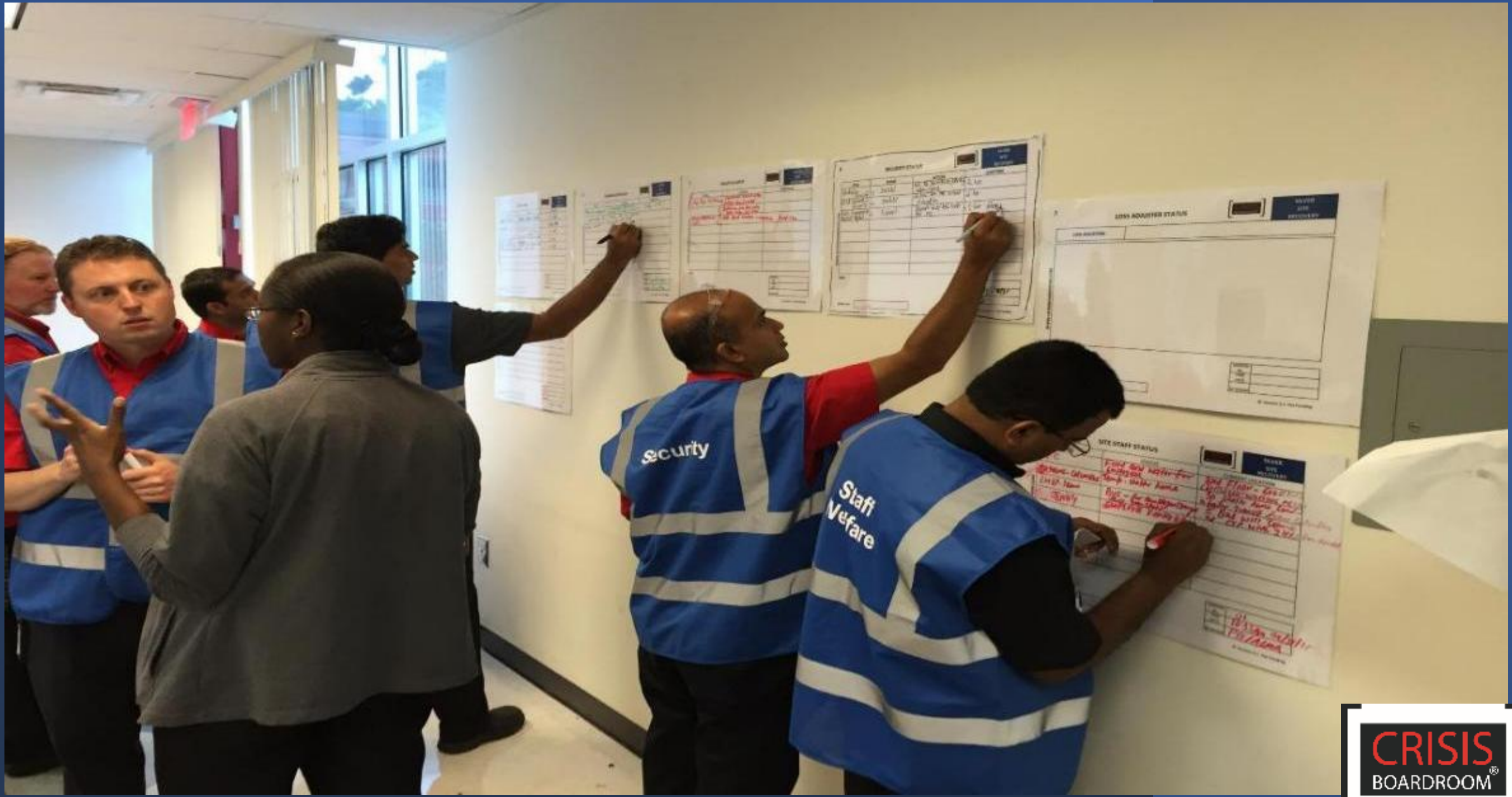
Russ  
russ.ti

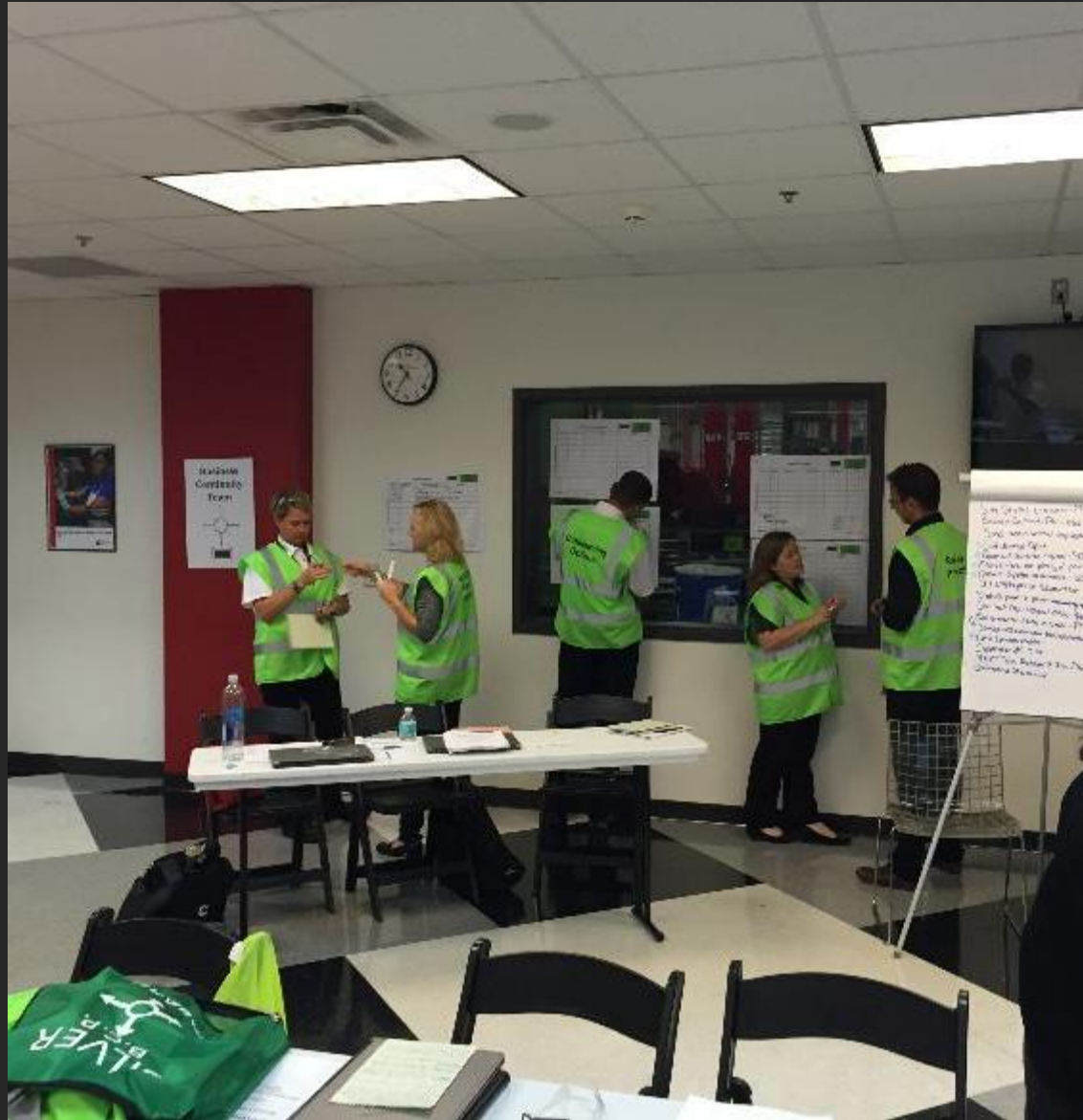
www.crisisboardroom.com













# Questions?

[russ.timpson@crisisboardroom.com](mailto:russ.timpson@crisisboardroom.com)

07951 190576

[www.crisisboardroom.com](http://www.crisisboardroom.com)

