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RISK - RESILIENCE - READINESS



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# CRISIS MANAGEMENT IN TALL BUILDINGS CONFERENCE

On-Line | Wednesday 30 September 2020

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## HORIZONSCAN

RISK - RESILIENCE - READINESS

Horizonscan are a team of Business Continuity, Resilience and Crisis Management experts and practitioners. Unlike other consultancy firms we focus only on partnering with businesses to increase their ability to deal with disruptive events. Our consultants and associates bring real world experience from careers in the emergency services, law enforcement, counter terrorism, cyber security, crisis press and media and corporate security management. We are an employee-owned business which gives us the freedom to direct our business 'from the front' and allows us the flexibility to adapt our services to the needs of our customers. It also ensures our consultants bring with them the pride and motivation of business ownership. Our team are committed to making sure every engagement is successful and mutually beneficial.

Our mission is to help make organisations more resilient and all our client work is set up to be sustainable with a focus on developing long term relationships with our clients. We partner with all sizes and types of organisations who need help and support to enhance their resilience. We supply consultants with experience and expertise in performing all elements of Business Continuity Management. We work to international best practices including various ISO standards and frameworks. Our consultants have experience across all business sectors and bring these learnings to our service offerings. Our size allows us to quickly adapt our resources to serve our clients any time of day anywhere in the world. We are transparent and commit to fixed-cost contracts, without the overheads of the larger consultancy firms.

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





# Welcome

## Conference will be chaired by

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**ANDY BAKER QPM, LLB (HONS), AKC**

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I am delighted to be chairing the first global 'Crisis Management in Tall Buildings' conference here in London. Of course there have been previous conferences held - whether closed to law enforcement, closed to corporate groups or held as part of a wider conference or exhibition

- but this is the first, as far as we can ascertain, that is dedicated to the discrete requirements of tall buildings.

I was a career detective in the Metropolitan Police Service, rising to the rank of Commander. I was also fortunate to be trained by both the UK authorities at Hendon and US authorities at Quantico to be a hostage negotiator and crisis manager. Whenever deployed here or abroad as a negotiator, or attending COBRA, rank didn't matter. We were a team.

I thought that I had done my bit having served 30 years in the Met and then a further 10 years as a deputy director in the Serious Organised Crime Agency and the National Crime Agency - early retirement beckoned. However, a year after that early release, my former Commissioner, Lord Stevens of Kirkwhelpington, called to say he had "a job for me". Within 10 days of a first interview I was appointed Head of Security at The Shard.

Each day of the three years at The Shard was different: it was like being a Borough Commander in the police. It was a 24/7, 365 (366 this year!) job; and you didn't know what the next phone call or the next 'excuse me...' would bring. My extensive training in the police and SOCA/NCA held me in good stead, but there was a whole new language and culture to learn! Any small issue could easily expand to be a crisis and we built on and devised processes to respond as a team: any issue could prove to be too big for one or two people. There were always others that could be affected, a knock-on impact, or need for a communiqué.

This conference brings together experts and professionals to consider and discuss the challenges presented in and by tall buildings - some unique and restricted to high-rise buildings alone. We want to ensure that you are able to identify potential crises and prevent or better deal with them. Please take time in the margins to discuss issues with colleagues, many from across the UK and further afield. Introduce yourself to others - they could be owners, facilities managers, service providers, occupiers or others from the emergency services.

Thank you to our speakers, sponsors and supporters.

A warm welcome to one and all - enjoy your day.







# TALL BUILDING FIRE SAFETY MANAGEMENT COURSE

## Ideal for Building Safety Managers (BSM's)

*“BSM's are now being appointed by my Housing Association. This course has equipped me with the understanding of the requirements for BSM's. It will allow me to advise and assist my line manager in the appointment of competent persons to carry out the role.”*

The need for Fire Safety in Tall Buildings to be managed has never been greater. Several high-profile Tall Building fires in recent years have highlighted the need for those tasked with the management of fire safety to have training and competency. Residents and occupants of Tall Buildings expect their buildings to be managed and maintained to a high Fire Safety standard.

Since 2013, the Tall Building Fire Safety Network (TBFSN) has been delivering the Tall Building Fire Safety Management Courses, which is recognised by the Institution of Fire Engineers (IFE). Over 400 delegates have undertaken the 5-day intensive programme. Courses have been delivered in the UK, Australia and Malta.

Proposed changes to fire and building safety legislation within the UK will mean that new management roles will be created for Higher Risk Buildings (HRB). In order to provide training for these new roles and responding to customer requests, TBFSN will be launching some new training titles for 2021. These are:

All three courses will be delivered over 5 days and are assessable with a test and assignments to be completed. Unless Covid restrictions ease, all courses will be delivered remotely via Microsoft teams.

All three on-line courses are priced at £1850 + vat, for 5 days of expert tuition from a range of subject experts, study material, course notes, examination and certification. Bookings for 2021 made in 2020 will be held at the current price.

### Tall Building Fire Safety Management (Business and Mixed Use)

Ideal for high rise business buildings and those with a variety of occupants and business uses, i.e. residential, office, retail, hotel.

19-23 October 2020  
7-11 December 2020  
22-26 February 2021  
24-28 May 2021  
11-15 October 2021  
6-11 December 2021

### Tall Building Fire Safety Management (Residential and Social Housing)

Designed for those managers that are tasked with managing fire safety in social housing and residential high-rise.

22-26 March 2021  
21-25 June 2021

### Tall Building Construction Fire Safety Management

Aimed at anyone within the construction process of high-rise buildings that manages the risk of fire.

11-15 January 2021  
19-23 April 2021  
6-10 September 2021  
8-12 November 2021

**Tall Building Fire Safety Network Ltd**  
**Unit 10, Maple Leaf Business Park, Ramsgate, Kent, UK. CT12 5GD**  
**Contact email: [russ.timpson@tallbuildingfiresafety.com](mailto:russ.timpson@tallbuildingfiresafety.com)**

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

# HORIZONSCAN

RISK - RESILIENCE - READINESS

## IS YOUR BUSINESS OR ORGANISATION CRISIS FIT?

Horizonscan have completed over 300 crisis simulations around the world in the last 3 years. Scenario include:

✓ **FIRES AND FLOODS**

Long term denial of access

✓ **PRODUCT RECALL**

Tracking of product and evidence gathering

✓ **CYBER-ATTACKS**

Loss of control of data

✓ **PANDEMIC**

Working with reduced workforce

✓ **MEDIA STORM**

Brand reputation and damage mitigation

✓ **ACTIVE SHOOTER**

Terrorist action and crime response

✓ **SUPPLY CHAIN INTERRUPTION**

Denial of manufacture/service delivery

Contact the Horizonscan team to discuss how we can coach your business to become more resilient

**T: (+44) 1304 806873 E: [enquiries@horizonscanbcp.com](mailto:enquiries@horizonscanbcp.com)**

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## Crisisboardroom® Kit

### - the 'Go To' Kit for Crisis Events

In use and deployed around the World, Crisisboardroom® has proven itself during real crisis events to be an invaluable tool for taking command of a crisis. The Crisisboardroom® Kit has been developed by industry experts to answer the simple questions when a crisis event occurs.

- ✓ What has happened?
- ✓ Who is taking Command?
- ✓ What is the Crisis Command Structure?
- ✓ What are the priorities?
- ✓ What are the risks?
- ✓ How are we managing safety?
- ✓ How are we managing our reputation?



“ I carry the CrisisBoardroom kit in the back of my vehicle, the case is easy to move around on its wheels.

I utilised the crib sheet for an emergency where we had a ground floor water flood to our main office, this was a small emergency and involved a small limited response team.

I also used the crib sheets in advance of running a full emergency response team meeting to deal with the current pandemic at a meeting at our head office, the information supplied in the kit allowed me to be fully prepared in advance of the meeting, not being an expert myself at dealing with disasters, it was a great help in making sure that I covered all aspects that I needed to cover within the meeting. ”

**Rowland Waddington**  
(large international law firm)

Contact the Crisisboardroom® team to discuss how we equip your business or organisation to become more resilient:

**Crisisboardroom Ltd**

**Unit 10, Maple Leaf Business Park,  
Ramsgate, Kent, UK. CT12 5GD**

Contact email:

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

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## INTELLIGENCE LED SECURITY SOLUTIONS

TRANSPARENCY - ETHICAL PRINCIPLES - PROPORTIONALITY

### GLOBAL OUTLOOK

TRAVEL ALERTS & UPDATES  
THEMATIC ASSESSMENT & ANALYSIS

### INSIGHT

SUBJECT PROFILES  
DIGEST & DAILY REPORTS

THREAT ASSESSMENTS  
SOCIAL NETWORK ANALYSIS

### INVESTIGATIONS

DUE DILIGENCE  
BESPOKE INVESTIGATIONS

ONLINE VULNERABILITY ASSESSMENTS  
PRODUCT SECURITY

### SECURITY

RISK REGISTERS  
ADVISORY VISITS & AUDITS

STRATEGIES & POLICIES  
SECURITY DESIGN ADVICE

### SECURITY SCREENING

BASIC & ENHANCED  
OPEN SOURCE  
COUNTER-ACTIVISM REPORTING

BS7858  
CRIMINAL RECORDS CHECKS



For more information visit: [www.horus-security.co.uk](http://www.horus-security.co.uk)  
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## CRISIS MANAGEMENT IN TALL BUILDINGS

Eminent speakers, case studies, threat assessments

# Question Time...

13:00 - 14:00 The Panel to answer questions...

Panellists:

Adrian Moore

Chris Philips

Andy Baker

Neill Catton





# Conference Agenda

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## WEDNESDAY 30TH SEPTEMBER 2020

### CRISIS MANAGEMENT IN TALL BUILDINGS – EMINENT SPEAKERS, CASE STUDIES, THREAT ASSESSMENTS

**Chairperson:** Andy Baker, QPM

- 09:45** Conference on line portal/platform open for delegates to 'arrive'
- 10:00** Welcome and Opening Comments – Conference Chair
- 10:20** Security and Crisis Mindedness – Stuart Osborne QPM, Former Deputy Assistant commissioner, counter terrorist lead
- 10:40** Protective Security Update – UK Government Security Advisor
- 11:10** Crisis Command in a Tall Building – Chris Phillips and Richard Stephenson
- 11:40** Crisisboardroom® Toolkit – Russ Timpson
- 12:10** Prof. Ed Galea, FSEG University of Greenwich
- 12:40** Q&A with morning speakers
- 13:00** Question Time – Panellists: Chris Phillips, Shane McMahon, Andy Baker, Adrian Moore, Neill Catton
- 14:00** Crisis Management in Tall Buildings – Be Ready – Andy Baker
- 14:30** Crisis Management in a High Profile High Rise – Magda Popescu, Facebook Dublin
- 15:00** Risks from Drones to High Rise Buildings – Patrick Rickerby, Terra Drone
- 15:30** Scenario Case Study: Major water release/flood within a Tall Building – Belfor UK
- 16:00** Practical Pandemic Planning – Shane McMahon, Horizonscan
- 16:30** Q&A with afternoon speakers
- 17:00** Close



### ANDY BAKER

Andy Baker was a career detective who served 30 years in the Metropolitan Police Service attaining the rank of Commander. He then served 10 years as a deputy director in the UK's Serious Organised Crime Agency / National Crime Agency. He has undertaken the role of 'Gold' over 750 times in the MPS and around 100 times in his various senior roles in SOCA/NCA.

On retirement, he was head hunted into the Corporate World as Head of Security and was employed by Real Estate Management Limited – a company managing sites across London including The Shard.

During his three year stint at REM he realigned their Emergency Response Plan into a more flexible Incident Response Plan; provided training to Executives and senior managers in the Company. He continues to advise REM and other companies on their crisis management processes and response to incidents.





## **STUART OSBORNE** QPM

Stuart Osborne has an extensive career in the public and private sector. He is a former Chief Police Officer retiring from The Metropolitan Police as a Deputy Assistant Commissioner where he held several national and international policing portfolios. More recently he has worked as a senior executive in a FTSE top 50 defence organisation with global responsibility for risk and security; and leading FTSE facilities management and consulting organisation as group head of risk and Managing Director for Risk and Resilience Consulting.

As Senior National Coordinator for UK Counter Terrorism, Stuart was the lead for all Counter Terrorism Investigations and Intelligence within the UK and for British interests overseas. He specialises in holistic security, resilience and risk management, security and business development, specialist protection and investigations and strategic leadership. Stuart has worked extensively in partnership with international business, government, military, worldwide law enforcement agencies and British security and intelligence services. He has held various International portfolios covering counter terrorism, risk assessment to prevent financial loss and personal injury, espionage investigations, insider threat prevention and anti-corruption practices.

As Director of Global Security for BA Systems between 2013-17, Stuart designed and led a Group-wide Risk, Security and Operations Business Transformation Programme that reduced organisational cost; enhanced client and employee confidence; and delivered increased shareholder value.

Whilst Head of Group Risk for Mitie, Stuart created and implemented new risk governance structures for all group businesses and 56,000 staff and contractors. This included the development of unique threat assessment and risk management tools and processes. These resulted in the design of risk and vulnerability resolutions that have reduced costs and improved business confidence. Additionally, he created and managed a Risk and Resilience consultancy business with an annual revenue of £2 Million.

Stuart was made a life member of the UK Association of Chief Police Officers in 2013 and he is a full member of the FBI chaired International Association Chief Police committee on terrorism. He is an Advisor to the UK government protection of the national infrastructure chaired Register of Security Experts and Specialists. Stuart was awarded the Queens Police Medal for leading organizational change and Counter Terrorism in 2011.

He has a Master of Science Degree in Security Management, Post graduate Diploma in Advanced Criminology and has written extensively on the motivation and methodology of those who commit 'Tiger Kidnaps'.



**SAM DAWSON** has worked in the Disaster Recovery Industry for over 15 years and is now responsible for developing and promoting BELFOR UK's Commercial Major & Complex Loss service offering in the UK and Internationally, and overseeing the BELFOR corporate emergency response programme - RED ALERT®. Sam has

worked extensively within the insurance property claims sector and with a wide range of global companies to develop and deliver market leading restoration, recovery and resilience programmes.





**CHRIS PHILLIPS** is CEO and Founder of IPPSO Ltd (The International Protect and Prepare Security Office) and has over 39 years experience in policing, Counter Terrorism security advising corporate, government and private clients across the world. Leading the UK's National Counter Terrorism Security Office he developed and delivered the

Counter Terrorism Crowded places strategy.

He has delivered training, run projects and operations across the world. A regular commentator for the international press, television and radio on terrorism, policing, risk, security and espionage matters, he has written numerous 'good practice guides, made film based training courses and is frequently invited as keynote speaker at international conferences and summits.

Chris is a fellow of the Security Institute and of the Chartered International Institute of Risk and Security Management.



### **NEILL CATTON** MANAGING DIRECTOR CIS SECURITY

Neill Catton has been serving as CIS Managing Director since 2016. His 30+ years of experience at all levels of the security industry makes him a grounded, experienced and knowledgeable leader and mentor. A strategic, methodical thinker who

thrives on new challenges, Neill has been instrumental in the development of high-quality standards that have led CIS to be ranked within the Top 1% of NSI Gold Security Companies in the UK.



**@SHANE MCMAHON** is a Resilience Consultant with Horizonscan, a small consultancy specialising in Resilience. Shane has a wealth of experience from his work in the public and private sector. Shane has a particular interest in developing resilience in Small and Medium-Sized (SME's) enterprises, start-ups, and critical national infrastructure providers. Shane has been helping a range of clients respond to Covid-19 since January and at the conference, Shane will be discussing the importance of detecting a crisis early, the learning from Covid-19 so far and what you can do to improve your Pandemic plan and adapt.



### **RICHARD STEPHENSON**

Owner and founder of YUDU Sentinel, the fast growing crisis communication platform for looking after staff and keeping operations running during major disruptive incidents. Richard has held CEO roles in private equity investments and tech start-ups in the UK, USA, France and Asia and is an

experienced conference speaker.



### **MAGDA POPESCU** GLOBAL SECURITY COORDINATOR - EMEA -FACEBOOK

In my current role I am part of the Global Security team at Facebook, focused on the technical aspect of security, providing guidance and assistance to all security personnel throughout EMEA. Leadership, management and guidance to the regional Security

Team leaders, Receptionists and Officers. Oversee the consistency of client security programs region-wide.



### **RUSS TIMPSON**

Russ is the founder and CEO of Crisisboardroom. He is the secretary of the Tall Building Fire Safety Network. RT began his fire career with Kent Fire Brigade. During this time RT completed the Fire Engineering Degree Course at South Bank University.

On leaving the Fire Service, RT took up the position of Head of Safety for Virgin Atlantic Airways, leading a multi-disciplinary team of safety, health and environmental specialists. Highlights included opening new airline routes to South Africa and the Caribbean.

In 1999, RT was headhunted by BAA (UK airport operator) to lead the response to the major fire at Terminal 1, Heathrow Airport. In the following five years, RT contributed to several major airport construction projects; including the skyway at Gatwick Airport and T5 at Heathrow Airport.

RT was awarded the HSE's award for European Safety and Health at Work achievement 1998 and European Strategic Risk Management Award 2004, International Fire professional of the Year 2015. CIR International Risk Management Award 2017. RT is the originator of the Firemark Initiative.







**AMIT SAMANI** is Vice President of Enterprise Sales — Americas & UK. Amit Samani leads enterprise sales for Dedrone, the market leader in airspace security, in the US and UK, and has over 20 years of experience covering a range of technologies from computer networking to complex security solutions.





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# IS YOUR BUILDING SAFE & COMPLIANT?

**Barbour** is a simplified, all-in-one solution, bringing you *Tall Buildings information* from a wide range of trusted industry sources. This includes up-to-date reports, standards, legislation and guidance – all in one place.

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|--|--|
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| ▶ Fire Precautions and Fire Protection | ▶ Vacant Property Management           |
| ▶ Fire Strategy                        | ▶ Fire Risk Management                 |
| ▶ Fire Hazards                         | ▶ Safety Signs and Signals             |
| ▶ Sprinklers                           | ▶ Grenfell Reports                     |

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