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**WITNESS STATEMENT OF MICHAEL CRAMER**  
**Pursuant to Request for Evidence Inquiry Rules 2006 rule 9**  
**And Phase 2 of the Grenfell Tower Inquiry**

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I, Michael Cramer of Phoenix Fire Safety Training Ltd make this statement in response to the Section 9 Request for evidence from the Inquiry as follows:

I originally sent an email reply to the inquiry (ATTC) and by letter dated 13<sup>th</sup> September 2019 the inquiry has asked me for my evidence generally and also in regards to 12 specific questions (referred to by the numbers in the original request as *1-12* respectively.)

In so far as I identify people and companies in this statement and I am aware that this statement may be circulated and otherwise published I rely on the Inquiry to redact any information that is protected under GDPR or similar regulations.

**Phoenix Fire Safety Training Ltd (Phoenix) (4,5,12)**

1. Phoenix was set up by [REDACTED] (Trevor Cramer) after he [REDACTED] the Kent Fire and Rescue Service.
2. My [REDACTED] in approximately 2000 after 28 years in the fire service. At the time of [REDACTED] he was a Senior Officer and a specialist Fire Safety Advisor responsible in the pre-2005 regime for Fire Safety Inspection and Certification.
3. Immediately after [REDACTED] he began to work as a subcontractor for a company called Pyrotec Fire Protection Ltd (**Pyrotec**) who manufactured and sold fire extinguishers.
4. He offered a training service both on the Company's products (effectively fire extinguisher training) but also Fire Warden Training.
5. From the beginning I accompanied him on these training courses to assist and also to learn from him how to deliver appropriate training. (I should mention that at this time, and to today, I am also a member of Kent Fire and Rescue Service).

Michael Cramer

6. At the time these courses were delivered using largely slides or similar and lectures. I became familiar with how the courses were structured and delivered and also the types of questions and concerns that people raised during them. I also, from approximately 2001 onwards, delivered the practical, live fire training, on the extinguisher use myself.
7. Kensington and Chelsea Tenant Management Organisation (**KCTMO**) were initially a customer of Pyrotec and this is how they first came to have a fire safety course delivered initially by [REDACTED] in or around 2000. His original contact was Adrian Bowman who was a Health and Safety Officer. I have always dealt with Adrian.
8. By 2002 [REDACTED] had set up Phoenix to carry out training including certification. The only employees of Phoenix at any time were [REDACTED] and I, and since 2006 [REDACTED] [REDACTED] I became the sole employee.
9. In reality Phoenix itself is a purely administrative vehicle and one that other than for KCTMO I really haven't used for many years, since probably when [REDACTED] became [REDACTED] I have found that it is much simpler to carry on, as [REDACTED] initially did, working as a subcontractor for other companies as they are then responsible for bookings, administration (invoicing etc.) and the preparation of certificates. KCTMO were the exception for historical reasons and accordingly not only did I carry out their training (as I do with all my subcontracts), I provided Phoenix the actual certificate, whereas usually the companies that subcontract me produce the physical certificate. Accordingly, I do still do Fire Warden training myself just not through Phoenix.
10. In terms of third party accreditation neither Phoenix nor I have any accreditation. I am however a trained and extremely experienced member of Kent Fire and Rescue Services as described below.

### **My Training and Experience (3)**

11. I have been a member of Kent Fire and Rescue Service for 25 years. Training in the service has been continuous. I have attained and continue to renew all the usual courses, online and otherwise provided by the service.
12. Specifically in 2007 I attended the assessment centre and attained the necessary qualification to be a Watch Manager. That qualification is subject to annual updating

Michael Cramer

and review and requires amongst other courses that I regularly renew my Institute of Safety and Health Managing Safely and my Incident Command Structure training on a regular basis.

13. Since about 2006/2007, I have acted as temporary Crew Manager from time to time. Since 2018 my position with the Service has been Crew Manager. My position of a Crew Manager means that I am qualified to take charge of a team on a response vehicle. There used to be a Watch Manager for every shift who was present in the station, but the Watch Manager role is now a more administrative one and in effect I fulfil the traditional position of a watch manager on a regular basis.
14. Further in 2013 I attended a 5-day course of about 10 people, at the Maidstone training centre which was specifically instructed by a specialist fire safety officer and covering the scope and ambit of the Regulatory Reform (Fire Safety) Order 2005.
15. Specific issues covered included detailed discussion of contraventions of fire safety measures and their prevention. I was of course already familiar with this Order and the Regulations but I am confident that my training and information remained, and remains, current and up to date.
16. I have also completed a coaching course which covered how to assess your participants' level of knowledge retention year on year and how to teach that, reinforcing the necessary knowledge.

**My Involvement with KCTMO 2006-2019 (6,7,8,9,10,11)**

17. As I say above I started personally delivering training to KCTMO on my own in about 2006.
18. I ran 2 days of courses annually usually 4 or 5 actual courses with approximately 15 participants each. I charged the same for these courses all the time I ran them. I have the invoice for the last one in October 2014 and I charged £1300 for 4 courses. A copy of the invoice is attached and annexed herewith as MC/1.
19. The structure of the training remained broadly similar but from about 2007 onwards I started using a multi-media format on my laptop projected onto a screen.

Michael Cramer

20. The Course covered the following core objectives;

- a. Basic understanding of fire safety
- b. Knowledge of fire procedures in the workplace
- c. Fire Survival Techniques
- d. Legislation
- e. The Role and Responsibilities of Fire Marshalls/Evacuation Marshalls
- f. Practical Fire Extinguisher Use

21. It was taught in 2 parts. The first part was a series of lecture slides and videos which by 2013 included the following;

- a. 2 Videos dealing with Flashover
- b. 2 Videos dealing with Backdraughts
- c. 1 Video dealing with aerosol cans as a fire risk
- d. 1 Video dealing with human behaviour fire risk
- e. 1 Video dealing with choice and use of fire extinguishers
- f. 1 Video dealing with the role and responsibility of Fire Wardens.

22. The videos and slides are used to set a series of questions, generally as a group rather than an individual exercise, but that allows me to make sure the participants are being coached effectively and understand the material.

23. The second part was the live fire training in the use of fire extinguishers. This is carried out by me setting 3 (obviously small and controlled) fires of different types so that the participants can put into effect their training as to:

- a. the correct identification of a the type of fire extinguisher (by understanding the information on each extinguisher);
- b. what type of extinguisher to use; CO2, Dry Powder, Water, Foam;
- c. how to extinguish different types of fire; electrical (which is simulated using a computer case and a firelighter), paper (using a waste bin) and petrol (a small quantity in a Fire proof tray).

Michael Cramer

24. I also added a block walk around to the course in about 2010, generally at the closest block to where the course was being held, to help the participants to identify the types of risks that existed, blocked or damaged fire doors etc.
25. The Participants on the course initially were generally block care takers. By the time I was teaching the course in 2013/2014 the participants were more what I would call office types, housing officers generally as well as a few caretakers.
26. I understood that, although I carried out fire extinguisher training, fire extinguishers were not provided in the blocks themselves. If they had been then the block residents would also have had to have some training in their use.

### **Lakanal House Mini Presentation**

27. In about 2013 I decided that I would ask KCTMO if they would like me to add a presentation about the Lakanal House fire (Southwark CC) and the safety report that arose thereafter. I was aware of it specifically because of my ongoing professional training with the Kent Fire and Rescue Services, a part of which deals with the fundamental requirement of social housing and high rise blocks, 60 minute compartmentation and the Stay Put Policy.
28. KCTMO were at that time my only client who was a provider of social housing but obviously in my role of fire fighter I was extremely familiar with this. As far as I can recall there is no time during my entire career with Kent Fire and Rescue Services that it had not been a basic Policy of which we were all aware.
29. On being told that they would require this training, I prepared a mini presentation dealing specifically with the Stay Put Policy and the importance of ensuring that the building complied with the 60 minute compartmentation design requirements and that these were not compromised in any way.
30. In the Lakanal House fire, a fire started on the 11<sup>th</sup> floor and burnt through the plastic boarding of a window in 4.5 minutes because the correct FP60 fireboard had not been used and the building had not had a sufficient risk assessment after a refurbishment. It

Michael Cramer

was a fire where the London Fire Brigade utilised the Stay Put Policy but the 60 minute compartmentation failed because of the use of incorrect materials.

31. I was asked to do a mini presentation focusing on the importance of compartmentation and the strict enforcement of its preservation in buildings where the Policy was applicable. My presentation was centred around 2 points:
- a. Sufficient risk assessment; and
  - b. The importance of maintaining 60 minute compartmentation.
32. From memory I think that I only gave the presentation the last time I taught the course in October 2014 but I may be wrong about that. I may also have given it in 2013. My memory of the course is that because it was so relevant to the participants they were all particularly interested in it.
33. I should say that I was never specifically asked (at least as far as I remember and I think I would remember) about building cladding or training for buildings with cladding nor would it have occurred to me to address that, other than obviously, as above, that any treatment of the building must maintain the 60 minute compartmentation.

#### **Course Materials (7)**

34. In or around 2015 and after I had become aware that KCTMO did not appear to be intending to ask me to continue training for them I had an accident with my then laptop. At the time I thought nothing of it. I replaced the laptop and recreated those materials that I needed for the courses I was then providing. As KCTMO had not asked me to return I did not bother to recreate the Lakanal House presentation because they were (and remain) the only client for whom it was relevant. I knew that if I needed to re - create it I could easily do so. Accordingly, I am not able to provide the actual course materials. I do attach the course I currently teach which is the same as or otherwise very similar (I am not sure how to attach the videos, my solicitor has copies and can arrange this with you). Nonetheless, please find attached and annexed herewith a copy of the lecture slides as MC/2.
35. KCTMO did not ask me to provide training in 2015. In October 2014 I had provided the usual annual certification (I did look to see if I had retained a copy of this but I have not, I must assume however that KCTMO will have copies).

Michael Cramer

36. At the time I thought very little about it. The subcontracting part of my business is very busy. I arrange 10 to 15 courses a month for a number of large and reputable clients further details of which I am prepared to provide to the Inquiry should you need me to, but include or have included, government agencies, shopping centres, factories, offices and extremely high net worth individuals. I arrange these around my employment as a fire fighter with Kent Fire and Rescue Services which is my main occupation and the one I prioritise.

37. Clients do come and go, sometimes they find a cheaper provider or they just want to have a change. KCTMO did not give me any information at the time as to any particular reason for not re-engaging me nor did I ask. I certainly never had any complaint from them.

**2016 and on (9,10,11,)**

38. In late 2016 KCTMO contacted me and asked me if I would be prepared to do just the hands on live fire extinguisher training. I was told that I did not need to do the lecture part of that training because they had "done that online" but literally just to light the fires and let the participants put them out. I gathered from this, but don't really know, that I had been replaced by an online provider.

39. I told KCTMO that I was not prepared to carry out training on that basis. I did not consider it sensible. The minimum that I would do was a training session which covered the lecture part of the use and selection of fire extinguisher (comprising the video and accompanying talk) and the practical. This was agreed and that training was carried out on the 10<sup>th</sup> and 11<sup>th</sup> January 2017 . A copy of the invoice for 4 courses charged at £120 per course is attached and annexed herewith as MC/3.

40. Obviously on 14<sup>th</sup> June 2017 the fire happened. Like me, I am sure everyone else who had any connection to it however remote, was appalled and incredibly disturbed. I had personally never been in that building and as far as I am aware it was refurbished after I ceased to be used by KCTMO for general training but that doesn't alter the fact that it was terrible and I continue to be affected by it.

41. I again returned to KCTMO in January 2018 and did the same training as the previous year and later, I think early this year, I was called by a lady I hadn't previously dealt

Michael Cramer

with and asked if I would go back to doing the full training but with an LPG gas rig rather than live fire. I don't actually have an LPG gas rig as it's not how I prefer to do the training and so I refused and I can only assume they went to another provider.

**STATEMENT OF TRUTH**

I believe that the contents of this witness statement are true to the best of my knowledge.

I am willing for my statement to form part of the evidence before the Inquiry and published on the Inquiry's website.

**SIGNED**

A handwritten signature in black ink, appearing to read 'Michael Cramer', written over a dotted line.

**DATED**     3<sup>rd</sup> day of October 2019

Michael Cramer