

	A	B	C
1			
2		Time	Fact
3	14-Jun	03:09	14/06/2017 03:09:13 Call from Dispatch to Jason Knightley - First Call Operative ("FCO") working night shift in London) to ask him to look at MAPS to determine if any gas supplies into Grenfell Tower, as just seen fire on TV news. Call lasts 9 mins and identifies mains in area around GT.
4		03:22	14/06/2017 03:22:32 Call received via 'Blue Light' Emergency Number - 08009172414
5		03:25	Call handled by call handler Ben Moore ref 698133. Call starts 'London Fire Brigade here - we have a Major Incident at block of flats in London...' Call lasts 3min 6sec as incorrect post code provided initially causes delay locating property. LFB ref 076029; Cadent Job ref 3002840142
6		03:25	Job raised 3002840142
7		03:26	Police classing as large incident - no reported injuries
8		03:27	03:27:30 Job delivered to FCO Jason Knightley
9		03:28	03:28:18 Job accepted by FCO Jason Knightley - en route 03:28:37
10		03:30	Voicemail left by Dispatch for Peter Baynard (on-call Level 6 Emergency engineer), notifying of large fire, whole block, Jason Knightley en route.
11		03:31	Ben Moore (call centre) informs Floor Support of Priority Fire job raised for London
12		03:35	Peter Baynard text to Dispatch - who is on route to fire?
13		03:36	Dispatch text to Peter Baynard - From: Jamie Markham Emergency - Jason Knightley, Police classing as large incident. Its on Sky & BBC news.
14		03:38	Peter Baynard text to Dispatch - CBR (Call back request)
15		03:41	Dispatch call Peter Baynard. PB asking for further information about the fire. Dispatcher advised that they could see from the TV reports that the fire had started at 1:15am. Cadent received the call just before 3:30am. No reported injuries yet. FCO about 10 minutes away.
16		03:48	Jason Knightley arrived on site 03:48:20 and requested Repair team at 03:49:16
17		03:48	Jason Knightley confirmed his arrival with LFB - instructed to stand-by
18		03:49	Job raised 4001509530 (Repair)
19		03:50	Ofgem informed - messages left at 03:48 and 03:50; Department for Business, Energy & Industrial Strategy "BEIS" informed - Mark Kilcullen at 03:51
20		03:52	Details passed to Mark Kilcullen of BEIS - email
21		03:56	Peter Baynard text to Dispatch - text postcode please?
22		03:57	Dispatch text to Peter Baynard - From: Jamie Markham Emergency - W11 1TG
23		03:57	Dispatch call to Peter Hyatt (Repair Team) to call him out
24		03:57	Jason Knightley text to Dispatch - CBR
25		03:58	Dispatch call to Jason Knightley - advised Peter Baynard is on his way to him, JK reports the whole block is on fire, unable to get anywhere near, has put in team request, may need a few teams to attend.
26		03:59	Dispatch call Neale Milam (Repair Level 6 Engineer)- left voicemail
27		04:01	Dispatch text to Neale Milam - Repair - P1 PETER HYATT - 4001509530 FLAT 11,GRENFELL TOWER , GRENFELL ROAD W11 1TG. block of flats on fire FCO Jason Knightley
28		04:02	Peter Hyatt (Repair team leader) informs the Dispatch Centre he is en route
29		04:04	Dispatch call Neale Milam
30		04:10	Dispatch call Neale Milam - left voicemail saying details sent by text
31		04:12	Message left with Sara Wilcox PR
32		04:12	04:12:40 Job 4001509530 delivered to Peter Hyatt (Repair team leader)
33			Peter Baynard called Dave Edwards (on call Level 7 Emergency Engineer) to inform him of the incident
34		04:14	Dispatch called Dave Edwards

	A	B	C
35		04:15	Peter Baynard and Dave Edwards are making their way to site DE will confirm once on site regarding National Gas Incident Site "NGIS"
36		04:18	04:18:45 Job accepted by Peter Hyatt (Repair team leader)
37		04:18	Dispatch call Peter Baynard : PB about 40 minutes away, Dave Edwards also going to site. Dave has asked for Tony Day to be informed
38		04:19	A40 is closed both ways
39		04:20	Voicemail left for Robert Benn (Level 7 Repair engineer on call)
40		04:21	Dispatch text to Robert Benn L7: P1 PETER HYATT - 4001509530 FLAT 11,GRENFELL TOWER , GRENFELL ROAD W11 1TG. block of flats on fire FCO Jason Knightley
41		04:23	Dispatch call Tony Day (Band C Repair Engineer): Call to inform him that Cadent was attending a large tower block fire in W11. Dispatch confirmed that FCO was on site DE and PB were making their way to site. Gas was not thought to be involved. The incident was being reported on media and Sky News.
42			Dave Edwards called Tony Day and informed him that nobody could get anywhere near the building.
43		04:27	Call Centre call Dispatch as Met Police have requested contact details for Cadent personnel on site. The call was transferred to Dispatch and then transferred on to Jason Knightley. The Met Police asked him to confirm presence.
44		04:30	Jason Knightley call to Peter Baynard. Advised he could not get anywhere near the site and that team had been requested to standby.
45		04:30	Dave Edwards arrived on site - established a Cadent muster point. Cordons in place at Silchester Road and Bramley Road. No one was permitted to approach the site.
46		04:37	Dispatch text to Robert Benn and Neale Milam - 40 fire engines onsite, 200 firefighters, evacuations ongoing as per Sky News
47		04:41	Peter Baynard text to Dispatch - CBR
48		04:41	Dispatch called Peter Baynard - PB requested NGIS be raised
49		04:45	Dave Edwards - Instruction from LFB to stand-by
50		04:46	Dispatch called Peter Baynard to confirm NGIS details
51		04:53	Initial NGIS notification raised
52		05:00	Peter Baynard arrived on site
53		05:00	Email sent to BEIS
54		05:01	Peter Hyatt (Repair team leader) arrived onsite 05:01:17
55		05:05	Internal Comms email circulated
56		05:08	Dave Edwards text to Dispatch advising DE and PB on site
57		05:09	Peter Hyatt (Repair team leader) text to Dispatch - CBR
58		05:10	Peter Baynard meets Dave Edwards and Jason Knightley at the Cadent muster point and start looking at MAPS to ascertain where the gas mains are situated. Cadent have been instructed by LFB to standby.
59		05:16	Dispatch call Peter Hyatt (Repair team leader) - Peter requesting number for Jason Knightley
60		05:18	Dispatch text to Peter Hyatt - [REDACTED]
61		05:20	Peter Baynard (L6) text to Dispatch - CBR
62		05:21	Dispatch call Peter Baynard who wants information on which FCOs are working nights
63		05:30	Jason Allday (Level 7 Repair Engineer) called Tony Day and Neale Milam - both are already aware. Tony Day and Jason Allday agree to attend site
64		05:30	Text from Tony Smith (Band B) to James Harrison (Band B) advising of fire on TV News
65		05:30	James Harrison contacted Darren Elsom (on-call Band B) - not aware
66		05:30	James Harrison contacted Tony Day- already aware, and Nicola Wilkinson (Band C Manager for Emergency)- she informed him that a FCO, L6 and L7 were on-site, standing-by for further LFB instruction, and JH discussed with Ed Syson (Director)

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67		05:35	Dave Edwards spoke with LFB and told to standby
68		05:50	Dave Edwards / Neale Milam call. Conversation consists of discussing where mains are located. DE tells NM he has spoken with LFB Command.
69		05:52	Neale Milam text to Dispatch confirming on way and has spoken to Dave Edwards and Peter Hyatt
70		05:57	Neale Milam emails Tony Day and Jason Allday confirming attending site
71		06:00	Jason Allday / Dave Edwards call. JA requests an update and informs that he and TD are ONRT (en route)
72		06:08	Jason Knightley text to Dispatch - CBR
73		06:09	Dispatch call Jason Knightley - Relief required for JK as been on a Night Shift. Flats still on fire
74		06:10	Neale Milam informs Dispatch he is aware of incident and is ONRT Note
75		06:11	Dispatch text to Neale Milam - Thanks Neale
76		06:17	Colin Larkin (Level 7 Engineer for Emergency) text to Dispatch - CBR
77		06:20	Colin Larkin request Dispatch to shed all non-essential work from EOU - A40 closed
78		06:37	Peter Baynard text to Dispatch - CBR
79		06:39	Dispatch call Peter Baynard - Tower block still alight unsure if building is structurally sound - Repair Team ONST - As per LFB instruction stay on standby ONST (on site)
80		07:07	Chris Cuthbert (FCO) text to Dispatch - CBR
81		07:09	07:09:50 Job 3002840142 delivered to FCO Michael Relf (FCO) - accepted at 07:10:04
82		07:11	Dispatch call to Chris Cuthbert - CC asking if another FCO can take escape as he is stuck in traffic, dispatcher advised other 7am starter is Michael Relf going to take over from Jason Knightly on fire in W11.
83		07:11	Peter Hyatt advises he will be staying ONST
84		07:13	07:13:33 Job 3002840142 handed from FCO Michael Relf to different engineer
85		07:16	07:16:46 Job 3002840142 delivered to FCO Chris Cuthbert - accepted at 07:20:25
86		07:20	Tony Day called Dave Edwards for an update.
87		07:20	Jason Allday arrived on site
88		07:30	Tony Day and Jason Allday going through maps between 07:30 and 08:00 so that "when given green light we know where to attack"
89		07:40	Jason Allday briefed by Dave Edwards
90		07:45	Jason Allday went to LFB Command Unit to see if LFB wanted the gas supply isolated. LFB confirmed that they did. Jason Allday established that they were unable to get close to the building to isolate the fire valves, it would therefore be necessary to physically isolate the gas network away from the building.
91		07:45	Neale Milam arrived on site
92		08:00	Incident Teleconference (Bronze)
93		08:00	Tony Day arrived on site
94		08:03	Peter Baynard text to Dispatch - CBR
95		08:04	Peter Baynard informs Dispatch that Tony Day and Jason Allday are ONST
96		08:15	Email forwarded by Neale Milam to Tony Day / Jason Allday with details of gas supplies into building.
97		08:17	Job raised 4001509688 - Vacuum Excavation
98		08:21	Repair Vac Ex Supervisor advised Patryk Glowniak will be attending site with Vac Ex lorry. VAC Ex job No. 4001509688
99		08:23	08:23:15 - Chris Cuthbert on site
100		08:32	Health and Safety Executive ("HSE") (Martin Wayland) informed by Mark Ledingham
101		08:39	3 more teams will be needed to attend incident. Neale Milam is going to speak with Repair Supervisors Kieran Delaney and Luke Milam to get them mobilised to site.

	A	B	C
102		08:50	Jason Allday explains the isolation plan to LFB - estimate gas off 19:00-20:00 Plan was to excavate and isolate the gas mains at three separate locations: The first isolation site was at Testerton Walk (4" gas main); the second was at Grenfell Road (180mm gas main); and the third was at the rear of Blechynden Street (12" / 15" gas main).
103		08:50	Peter Baynard text to Dispatch - CBR
104		08:52	Dispatch call Peter Baynard - advised Chris Cuthbert now on site doing hand-over with Jason Knightley
105		09:10	Job raised 4001509804 (Repair)
106		09:12	09:12:32 Job 4001509804 delivered to Kevin Buckley - accepted at 09:22:34
107		09:14	09:14:53 - Jason Knightley leaving job
108		09:18	Job raised 4001509806 (Repair)
109		09:19	Job raised 4001509807(Repair)
110		09:21	Additional Repair Teams attending site are KB, TH, BS KB=Kevin Buckley TH=Thomas Hyatt BS=Bartlomiej Szostak
111		09:22	09:22:06 Job 4001509807 delivered to Thomas Hyatt - accepted at 09:22:11
112		09:23	Job raised 4001509808 - Vacuum Excavation
113		09:24	09:24:49 Job 4001509806 delivered to Bartlomiej Szostak - accepted at 10:00:02
114		09:24	09:24:17 Job 4001509688 delivered to Maciej Dominiak - accepted 09:24:17
115		09:24	09:24:47 Job 4001509808 delivered to Grzegorz Bisaga - accepted at 09:24:47
116		09:25	Vac Ex drivers MD, GB, now attending instead of PG MD=Maciej Dominiak GB=Grzegorz Bisaga
117		09:25	KMc, MC Keyhole teams attending site McNicholas MC=Mark Corcoran KMc=Kevin
118		09:29	Job raised 4001509811 (Repair)
119		09:29	Job raised 4001509812 (Repair)
120		09:29	We have 4 teams, 1 key hole teams and 2 vac ex drivers attending incident. Geoff Belton advised that they are unable to get to the services so they have gone round the corner to cut off the mains.
121		09:29	Chris Cuthbert has taken over from JK.
122		09:29	Could not locate service valves due to restrictions and debris at the base of the building.
123		09:30	Jason Allday and Peter Baynard walk around the site to locate isolation points. Assisted by LFB
124		09:30	Incident Teleconference (Silver) 1
125		10:00	Request for Network Analysis to assess impact of 3 planned isolations
126		10:00	Equipment for isolations on route
127		10:12	NGIS updated : Cadent operational resources remain ONST to support the emergency services. The cause of the fire remains unknown, further updates will be provided.
128		10:20	10:20:15 Kevin Buckley on site with Suleyman Is (Repair team)
129		10:24	Response from Network Analysis
130		10:30	10:30:51 Thomas Hyatt onsite with Duaine Marney (Repair team)
131		10:30	Unable to access excavation points - LFB assistance to move fire vehicles in Grenfell Road and ambulances in Bramley Road
132		10:47	10:47:14 Maciej Dominiak (Vac Ex) on site
133		10:47	10:47:37 Grzegorz Bisaga (Vac Ex) on site
134		11:00	11:00:48 Job 4001509812 delivered to Kevin McNicholas (Repair team) - accepted 11:01:48
135		11:00	Jaymini Patel (customer liaison officer) arrives on site and takes responsibility for the register of Cadent personnel
136		11:03	11:03:48 Kevin McNicholas on site with Kassey Jaggars (Repair team)

	A	B	C
137		11:04	Catherine Stevens: Update from Neale Milam all welfare checks to go through Neale Milam. Dean Bowen and Jake Millam (Repair team) also ONST with Jason Allday
138		11:16	11:16:47 Bartlomiej Szostak on site with Artur Rek (Repair team)
139		11:21	11:21:53 Job 4001509811 delivered to Mark Corcoran (Keyhole) - accepted at 11:26:46
140		11:27	11:27:53 - Mark Corcoran on site with Pawel Lis (Keyhole)
141		11:30	Jason Allday asks for LFB assistance to access isolation points
142		11:30	Incident Teleconference (Bronze)
143		12:20	Access to the isolation sites agreed and granted by LFB.
144		12:35	Team briefing
145		12:52	12:52:01 Maciej Dominiak (Vac Ex) leaving job 4001509688 complete
146		12:52	12:52:01 Grzegorz Bisaga (Vac Ex) leaving job 4001509808 complete
147		13:10	Dispatch speak with Neale Milam - No further updates welfare check all fine. Wants another welfare check in a few hours.
148		13:30	Excavation started on 12" main adjacent to Sterile Area after agreeing movement of facilities
149		13:50	Request LFB to enable access for equipment to excavation points for 4" main and 180mm main
150		14:00	LFB request to access basement to operate valves to isolate the supply of gas
151		14:30	The excavation start on the 4" and 180mm gas mains
152		15:30	Jason Allday and Pat Kelly enter the basement under the instruction and supervision of LFB after obtaining keys from Latimer office
153		15:30	Colin Larkin (Level 7 Emergency Engineer) and Ryan Hill (Level 6 Emergency Engineer) arrive on site
154		15:50	Jason Allday and Pat Kelly instructed by LFB to retreat from the basement due to concerns about the safety of the building - call over LFB radio "all resources out of building". Basement was flooded and as exiting, saw electricity still on
155		16:00	Excavation of 4" and 180mm gas mains successfully completed. Repair teams working on the 12" main excavation instructed to retreat from the site.
156		16:00	Incident Teleconference (Silver) 2
157		16:30	James Harrison arrived on site
158		17:00	Tony Day/Jason Allday/James Harrison discuss safe system of work with LFB including LFB spotters to enable the excavation work to continue.
159		17:00	Incident Teleconference (Bronze)
160		17:20	Teams return to work on the excavation of the 12" main under safe system of work
161		17:44	NGIS updated: Cadent Operational resources remain ONST to support the Emergency Services. The cause of the fire remains unknown. Further updates will be provided.
162		18:20	LFB declare building unsafe - Repair teams working on the 12" main instructed to retreat again
163		18:20	In view of the restriction of access, timeframe for completion of isolation has been revised to midnight 00:00
164		18:27	Repair still awaiting access to the 12" gas main to complete isolation of supply.
165		18:45	Tony Day/Jason Allday agree with LFB to continue with the excavations
166		18:53	FCO James Johnston to attend to monitor until 2am
167		19:50	All teams and engineers in the area to wear face masks due to the asbestos in the building should it collapse.
168		20:00	Isolation of 4" and 180mm mains confirmed
169		20:00	Peter Baynard left site

	A	B	C
170		20:15	LFB request to access basement to operate valves - Tony Day undertook risk assessment and instructed Jason Allday not to enter building due to safety concerns. Jason Allday offered to advise and direct LFB if they decided to enter building.
171		20:26	List of personnel ONST from DE
172		20:27	Another list of personnel ONST from DE
173		21:00	Incident Teleconference (Bronze)
174		21:20	12" gas main located and discovered to be a 15" gas main. Decision made to use 12" equipment to isolate the 15" main to achieve temporary isolation until the 15" equipment arrived ONST
175		21:32	21:32:40 - Chris Cuthbert leaving job
176		21:34	21:34:25 Job 3002840142 delivered to FCO James Johnston - accepted at 21:35:46 - on site
177		22:30	Pipelines Maintenance Centre ("PMC") requested to attend to undertake permanent isolation of 15" main. Logged by SC at 23:24
178		22:30	22:30:01 Job 4001509812 complete Kevin McNicholas / Kassey Jaggers leaving
179		22:35	Dave Edwards leaves site
180		22:42	22:42:37 Job 4001509804 complete Kevin Buckley and Suleyman Is leaving
181		22:50	Ryan Hill is now point of contact
182		23:30	Temporary Isolation of 15" gas main achieved
183		23:30	Peter Baynard has now left site
184	15-Jun	00:06	NGIS update: Cadent Operational resources remain ONST to support the emergency services - Cause of fire remains unknown, further updates will be required.
185		00:32	2 x 15" caps have been ordered
186		00:48	00:48:11 Peter Hyatt leaving job
187		00:49	00:49:47 Job 4001509530 delivered to Thomas Hyatt Repair team leader - accepted 00:52:37 - on site 00:52:48
188		01:25	Welfare check complete 01:25 - Fire is out. Repair team just finishing up and will be leaving site soon. No more welfare checks required. From NM
189		01:30	James Harrison left site
190		02:07	02:07:55 Mark Corcoran / Pawel Lis leaving job 4001509811 complete
191		03:00	Neale Milam left site
192		03:30	PMC arrive to undertake flowstop and cut & cap of 15" gas main between temporary isolation bag and governor
193		04:07	PH has left site. JA, JM, BS, TH, TD are still ONST they are cutting off the 15" main now.
194		04:47	04:47:39 - James Johnston leaving job
195		05:15	Nicola Wilkinson arrived on site
196		06:15	Permanent cut and cap of 15" gas main confirmed
197		06:15	Tony Day handover to Nicola Wilkinson
198		06:45	Jason Allday handover to Nicola Wilkinson
199		07:00	Dave Edwards arrived on site - day 2
200		07:15	Jason Allday left site
201		07:16	07:16:22 Job 4001509530 complete - Thomas Hyatt / Stuart Hayler leaving
202		07:18	07:18:52 Job 4001509806 complete - Bartlomiej Szostak / Artur Rek leaving
203		07:45	CL ONST FFE ONST and Teams to attend
204		08:19	NGIS update: Cadent Operational resources remain ONST to support the emergency services - Cause of fire remains unknown, further updates will be required.
205		08:30	Nicola Wilkinson attended command meeting with LFB
206		08:58	08:58:39 Job 3002840142 delivered to FCO Gerard Daly - accepted at 09:01:26 - on site at 09:01:37
207		10:30	Final Bronze teleconference - incident closed

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1				14-Jun																
2				3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00	15.00	16.00	17.00	18.00	19.00
3	Jason Knightley	Emergency	First Call Operative "FCO"			03:48 - 09:30														
4	David Edwards	Emergency	Level 7											04:30 - 22:35						
5	Peter Hyatt / Terry Harris	Repair	Team											05:01 - 00:48						
6	Peter Baynard	Emergency	Level 7										04:50 - 20:00							
7	Jason Allday	Repair	Level 7																07:20 - 07:1	
8	Tony Day	Repair	Band C																08:00 - 06:3	
9	Neale Milam	Repair	Level 6															07:45 - 03:00		
10	Chris Cuthbert	Emergency	FCO											08:23 - 21:32						
11	Jake Milam / Charly Wild	Repair	Team											11:00 - 18:45						
12	Bart Szostak / Artur Rek	Repair	Team																	
13	Kevin Buckley / Suleyman Is	Repair	Team														10:20 - 22:42			
14	Kevin McNicholas / Kasey Jagers	Repair	Team														11:03 - 22:30			
15	Pat Kelly	C&P	MOB Spec.														13:00 - 19:00			
16	Colin Larkin	Emergency	Level 7																	15:30
17	Ryan Hill	Emergency	Level 6																	
18	Gerard Daly	Emergency	FCO																	
19	James Harrison		Band B																	
20	Tom Hyatt / Duaine Marney	Repair	Team																	10:30
21	Robert Mrozek		Keyhole														11:00 - 19:45			
22	Stanislaw Dabski		Keyhole														11:00 - 19:45			
23	Jaymini Patel		CLO															11:00 - xxxx		
24	Darnel Albert Joseph	Emergency	FCO											06:00 - 20:54						
25	James Johnston	Emergency	FCO																	
26	Michael Waters*		JCB															xxxx - xxxx		
27	Luke Milam	Repair	Level 6															xxxx - xxxx		
28	Mark Corcoran		Keyhole																11:27 - 02:07	
29	Pawel Lis		Keyhole																11:27 - 02:07	
30	Martin Kelly*		JCB															xxxx - xxxx		
31	Gregorz Bisaga		Vac Ex									10:47 - 12:52								
32	Maciej Dominiak		Vac Ex									10:47 - 12:52								
33	Craig Gibson	Emergency	FCO																18:30 - 21	
34	Nicola Wilkinson	Emergency	Band C																	
35	P M C																			
36																				
37	* Not employed by Cadent																			

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1					15-Jun												
2	20.00	21.00	22.00	23.00	0.00	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00
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