

# Transcript created by DTI

Event: [PI D2 GTIRT17-00675 SECTION 3 999 T FSG 76237 025109 \[REDACTED\] 0J](#)

Date:

Interviewer:

Interviewee:

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OPERATOR: Hello, Fire Brigade.

CALLER: Hello. It's from Grenfell Tower, we need your advice now.

OPERATOR: Okay. What's going on?

CALLER: We are having fire and -

OPERATOR: Are you in Grenfell Tower, yeah?

CALLER: Yes, we are in 19... 193.

OPERATOR: 193.

CALLER: And we want to know if we need to, if we need to run downstairs or where to go.

OPERATOR: Okay. So tell me what, tell me what's going on. Explain to me what, what the (inaudible) like there.

CALLER: It's, it's fire everywhere in the building.

OPERATOR: Everywhere in the building. So would it be safer for you -

CALLER: And it's very smoky in the room.

OPERATOR: - to make your way out or to stay where you are? I can't see, you need to decide that for yourself.

CALLER: It's very smoky outside. It's very smoky outside.

OPERATOR: Is there any flames?

CALLER: Everywhere is smoke.

OPERATOR: Okay, listen. You can do one of two things. You can either make your way into a room and shut the door, keep the smoke out, and stay low, or you can try and make your way out of the building. You have to decide which is safer. Okay? If you're going to make your way out the building -

CALLER: Yeah, but (overspeaking)

OPERATOR: Listen. Hello?

CALLER: We can't go downstairs.

OPERATOR: Hello? (overspeaking)

CALLER: (overspeaking)

OPERATOR: Hello?

CALLER: Hello, can you tell us, like, what to do.

OPERATOR: Hello. (overspeaking) Listen. If you're going to try and make your way out, you want to cover yourself with wet towels, anything like that, just cover yourself in wet blankets, just make sure it's wet. You need to tell me what you're going to do.

CALLER: (overspeaking) stay in here, please, please. (inaudible)

OPERATOR: Who's that, who's that in there with you? Hello?

CALLER: Can you come in, please, come in, come in, come in, come on, come on. Close the door, please. Quick. Yeah, close the door, close the door. Did you close that door?

OPERATOR: Hello?

CALLER: Hello, hello (inaudible)

OPERATOR: Hello. Did someone try to go outside?

CALLER: Yeah, yeah.

OPERATOR: Okay. And what happened? What's it like?

CALLER: Someone's knocking on the door.

OPERATOR: Sorry?

CALLER: Someone's knocking on the door (inaudible)

OPERATOR: Did you say someone's knocking at the door or it's hot? Hello?

CALLER: (inaudible)

OPERATOR: Hello?

CALLER: Close the door, quick (inaudible)

OPERATOR: Hello?

CALLER: Close the door.

OPERATOR: Hello? Hello? Hello?

CALLER: (inaudible)

OPERATOR: Hello? Are you still there?

CALLER: We need - yeah, we are on the (inaudible) 2<sup>nd</sup> floor (overspeaking)

OPERATOR: Tell me what's going on. Explain to me what's happening.

CALLER: So it's very smoky in the room and everyone is panicking.

OPERATOR: How many people have you got in there with you?

CALLER: About ten.

OPERATOR: Ten of you. So there's ten people and you're in flat 193, did you say?

CALLER: Yeah. So from the 2<sup>nd</sup> floor - from the top, it's the 2<sup>nd</sup> highest floor.

OPERATOR: You're the sec... - you're flat - you're on floor 22?

CALLER: 22, yes.

OPERATOR: 22. Okay. So you've got ten people you said.

CALLER: Yes.

OPERATOR: Okay. So where is everyone at the moment? Are they in a room or in the front room, in the flat?

CALLER: We are in the living room, (inaudible) in the living room, at the corner.

OPERATOR: All in the living room corner.

CALLER: Yes.

OPERATOR: Okay. And you've got ten of you, you said. So are there any flames?

CALLER: Any what?

OPERATOR: Any flames? Fire?

CALLER: No. It's very smoky.

OPERATOR: Just the smoke.

CALLER: (inaudible) don't (inaudible) open the window - open the door, please.

OPERATOR: Okay.

CALLER: Can you tell us what to do, please? Hello? Hello? Are you still there?

OPERATOR: Okay. Hello. You still there?

CALLER: Yes.

OPERATOR: Okay. Listen to me. You said there's ten people in there, can you find blankets or towel in, in the flat?

CALLER: Can you what?

OPERATOR: Can you find blankets or towels inside there?

CALLER: Yes.

OPERATOR: Yeah? Get, get as many as you can, try and get one per person.

CALLER: So what do you mean?

OPERATOR: Get as many towels and blankets as you can, yeah? One per person, and you need to make them wet, get to the tap, a bath, a sink, soak them, wake them all wet.

CALLER: Yeah, and then?

OPERATOR: Okay. And then when you've done that, get everyone, one per person, wrap them, cover themselves up, make sure their head's - they cover themselves, yeah, and try and leave the building, okay? There's a lot of people inside and the firefighters are struggling to get to everyone, okay, so your best bet is to try and make your way out the building.

CALLER: But we are on 22<sup>nd</sup> floor. (overspeaking) down stairs.

OPERATOR: 22<sup>nd</sup> floor, I know, I know. But your best bet is to try and get out there. There's a lot of smoke coming in, and the smoke is very dangerous, okay?

CALLER: So what do you want - you want us to go?

OPERATOR: Okay. Your, your best bet is to try and leave, get outside. Okay?

CALLER: So can you (inaudible)

OPERATOR: Are you going to try and do that now? Can you - the other people in there with you, hello? Hello? Hello? Hello, are you still there? Hello?



OPERATOR 2: Hi (inaudible) can I help?

OPERATOR: Okay. Thanks, thanks, I'll clear the line, thanks. Bye.