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Event: [PI D2 GTIRT17-00560 SECTION 3 999 T FSG 76126 014618 \[REDACTED\] 0J](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Hello, Fire Brigade.

CALLER 1: Hi, the Fire Brigade. It's the Met Police here, regarding your fire that you've got on the Grenfell Tower at the moment. I've got someone stuck on the kitchen floor, we've got nothing on your camp(?) as to what advice to give people. Is there anything that you're giving because (inaudible) stressing out like mad (inaudible).

OPERATOR: Are you still on the phone to him?

CALLER 1: I -- would you mind if I mediate a conference call with him (inaudible) to us?

OPERATOR: Yeah, no problem.

CALLER 1: Is that all right?

OPERATOR: Yeah, no problem.

CALLER 1: All right. Lovely, bear with me two seconds. I'm just going to pop (inaudible) now. I know your phone's probably crazy (inaudible).

OPERATOR: Oh, it's manic. There's so many people stuck in their flats.

CALLER 1: Oh, sorry. I was thinking (inaudible). Hello, LFB, I've got him on the line.

OPERATOR: Okay, great. Hello?

CALLER 2: Hello.

OPERATOR: Yeah. Hello, what floor are you on?

CALLER 2: I'm (inaudible).

OPERATOR: Okay then. Where's the smoke coming from? Under the door, the front door?

CALLER 2: Under the door. The, the front door (inaudible) the fire brigade (inaudible).

OPERATOR: Okay. You're probably best to stay in your flat. Can you put something against the door? Some blankets, some cushions, anything to stop the smoke coming in, put it underneath the door. Shut your windows, close your windows, make sure the smoke don't come in your windows.

CALLER 2: Okay.

OPERATOR: And what flat number are you?

CALLER 2: 133.

OPERATOR: 133?

CALLER 2: Yeah.

OPERATOR: Okay. If it gets worse, ring us back. But just try and stop the smoke coming in and just stay where you are for now, but we are dealing with a fire on the 4th floor.

CALLER 2: On the 4th floor. Okay.

OPERATOR: Yeah. On the 4th floor. So, just try and keep your windows closed and put something against the bottom of the door to stop the smoke coming in. And then if it gets worse, dial 999 and ask for the Fire Brigade.

CALLER 2: Okay. I'm just going to tell my wife that.

OPERATOR: Okay.

CALLER 2: (inaudible)

OPERATOR: Yeah, you just stay where you are.

CALLER 2: (inaudible)

OPERATOR: All right?

CALLER 1: Okay.

OPERATOR: Okay. You put the phone down now, and ring us back if it gets worse.

CALLER 2: (inaudible)

CALLER 1: LFB, if you want, you can put the phone down, I'll stay on the phone to them.

OPERATOR: Brilliant. Thank you, thanks very much. Thank you bye.

CALLER 1: All right. Bye.