

Transcript created by DTI

Event: [PI D2 GTIRT17-00656 SECTION 3 999 T FSG 76220 024522 \[REDACTED\] 2M](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade. Hello? Fire brigade.

CALLER: We are on the 22nd floor, we are dying (inaudible).

OPERATOR: 22nd? Yeah, what floor are you on?

CALLER: 22nd floor.

OPERATOR: What flat number?

CALLER: 192.

OPERATOR: 192. On the 22nd floor. And how many people are there?

CALLER: Five. Five, we are dying, what are you waiting for/

OPERATOR: Five what? Adults? Children?

CALLER: Three children (several inaudible words).

OPERATOR: Times three children?

CALLER: Yeah.

OPERATOR: Okay. Now, listen to me, are you able to get yourself out of your property safely?

CALLER: No we can't, we opened it and (inaudible), we can't.

OPERATOR: You can't.

CALLER: I tried but we can't, we are trapped in the bedroom.

OPERATOR: They're in the bedroom?

CALLER: Yeah. What are you waiting for? We are dying.

(Off call conversation)

OPERATOR: Yeah, I've been telling them.

CALLER: (inaudible).

OPERATOR: Right, hello?

CALLER: Yeah?

OPERATOR: Yeah, what you need to do is you need to get out of the property now, you need to get out.

CALLER: We can't!

OPERATOR: You have to try and get out, you have to try and you need to get some towels around your head and faces and your body and you need to try and leave the property because the firemen are there, okay. So you need to try and leave –

CALLER: Where are they?

OPERATOR: They're on different floors so you need to try and make out safely.

CALLER: Okay.

OPERATOR: Hello?

CALLER: Yes.

OPERATOR: Yeah, you need to get some towels and sheets and you need to try and get outside of the property.

CALLER: How?

OPERATOR: Well I've just told you how.

CALLER: Where? We're back inside already (inaudible), I tried to get out but I am afraid to.

OPERATOR: Yeah, but can you not get onto the corridor area or the balcony or somewhere? Hello?

CALLER: Yeah, yeah, the balcony, it was – you know, I managed to get out but (several inaudible words).

OPERATOR: Can you get to where there is no – where there's some fresh air?
Can you get to where there's some fresh air?

CALLER: Yeah, the only place I go our window because the corridor is already
full of smoke (inaudible).

OPERATOR: Right, can you – listen, can you move to somewhere where there is a
bit more fresh air? I know there's smoke everywhere, okay, and get
yourself –

CALLER: Sorry?

OPERATOR: Can you get yourself out of the property?

CALLER: I don't think so.

OPERATOR: You need to try and get out. You need to try and move away from the
property.

CALLER: Sorry? That's the only solution?

OPERATOR: Hello?

CALLER: Yes, hello.

OPERATOR: You need to listen to what I'm saying to you.

CALLER: Yeah, that we should –

OPERATOR: Okay, you need to try and do that, all right?

CALLER: Okay.

OPERATOR: Okay. Thank you. Bye-bye.