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Event: [PI D2 GTIRT17-00657 SECTION 3 999 T FSG 76221 024642](#)  [0J](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Hello? Fire brigade. Hello? Fire brigade.

CALLER: I'm stuck in my house.

OPERATOR: Okay. Are you in Grenfell Tower?

CALLER: Yeah, flat 182.

OPERATOR: Okay. Is it just smoke or is it fire?

CALLER: There are five of us.

OPERATOR: What floor are you on?

CALLER: 21<sup>st</sup>.

OPERATOR: 21<sup>st</sup>. Right, what you need to do now is get yourself out of the building.

CALLER: I can't!

OPERATOR: So you need to cover yourself up.

CALLER: I can't, I can't.

OPERATOR: Okay, are you flat 182?

CALLER: Yes.

OPERATOR: Okay. How many of you are there?

CALLER: Five.

OPERATOR: Five of you. Right, cover – all we can suggest is to cover yourself, get yourself some wet towels –

CALLER: (inaudible) too much smoke, I can't breathe.

OPERATOR: Okay. You need to get out, okay. You need –

CALLER: We can't, we can't. (inaudible).

OPERATOR: Okay. We're advising people now to try and leave the building, okay?

CALLER: How am I supposed to leave?

OPERATOR: So do you know where your staircase is when you leave the flat, whether you go left or right?

CALLER: (inaudible).

OPERATOR: You're going to have to make your way along the smoky corridor to the staircase, okay? Don't go in the lift, just the stairs, okay? Cover yourself, get some wet towels, wet sheets, anything, cover yourself and try and get out.

CALLER: I can't (inaudible).

OPERATOR: I know you can't but it's – we're not going to get to you, get yourself out of the building as best you can, okay? Do you hear me? Try and get yourself out.

CALLER: Pardon?

OPERATOR: Try and get yourself out the building. Get wet towels, wet sheets, anything, try and get out of the building. As you leave your flat think where the nearest staircase is and head for it and run, all right? Okay, I'm going to have to leave you. Sorry, we've got so many calls coming in. Just try and get out of the building.

CALLER: You can't leave (inaudible).

OPERATOR: Hello? I'm going to go now. Try and get out of the building, okay? Just try and get out. I've got to leave you. I'm sorry, I've got to go.