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Event: PI\_D2\_GTIRT17-  
01770\_SECTION\_3\_999\_T\_FSG\_030600\_SURREY

Date:

Interviewer:

Interviewee:

OPERATOR 1: He needs to move as far away from the fire as possible. Is he still on the phone to them? He wants to keep low to the floor.

OPERATOR 2: Hi, Surrey.

OPERATOR 1: Hi London. We've just had a further call on your reference 76029.

OPERATOR 2: Yeah, (inaudible), we know which one it is, yeah.

OPERATOR 1: Yeah. So, flat 194, we're getting a further call saying that the gentleman says there's fire in his flat now.

OPERATOR 2: Right. Now, we're doing now, we've changed our advice, were going to ring you. So, you need to just tell them, whatever they can, get something damp, cover it over them and leave the building.

OPERATOR 1: Right, okay. So, we're telling them to self rescue -- like, just get out as quickly as they can?

OPERATOR 2: Yeah, yeah. Do it now. Put something over your body, put something over your mouth and leave.

OPERATOR 1: And just go. Okay. Brilliant, okay. Thank you very much.

OPERATOR 2: Surrey, I don't know how busy you are, if you can help us out at all. That's the advice we want, but, obviously, other surrounding brigades -- so, we've got Essex and Kent taking our calls, but we haven't managed to tell their advice.

OPERATOR 1: Okay. Brilliant. Okay. Well, we'll go through to them.

OPERATOR 2: Would you mind ringing them and telling them that as well?

OPERATOR 1: Yeah, okay.

OPERATOR 2: Thank you very much.

OPERATOR 1: Okay. No worries.

OPERATOR 2: Bye, bye.

OPERATOR 1: Cheers, bye.

OPERATOR 2: Bye.