

# Transcript created by DTI

Event: [PI D2 GTIRT17-00666 SECTION 3 999 T FSG 76228 024822 \[REDACTED\] 9R](#)

Date:

Interviewer:

Interviewee:

OPERATOR: Fire brigade.

CALLER: Hello, yeah, we're stuck in Grenfell Tower.

OPERATOR: Grenfell Tower, yeah.

CALLER: We're in Grenfell Tower, we're on the 18<sup>th</sup> floor and we're stuck in the building and just want somebody to help us (inaudible).

OPERATOR: What, you're on the 18<sup>th</sup> floor?

CALLER: Pardon?

OPERATOR: Did you say you're on the 18<sup>th</sup> floor?

CALLER: Yeah, 18<sup>th</sup> floor, 153.

OPERATOR: 153. Okay, and what's going on? Is there a fire in your flat?

CALLER: Pardon?

OPERATOR: Is there the fire in your flat?

CALLER: Yeah.

OPERATOR: Is it coming into your –

CALLER: The fire is in 152, we're in 153 at the moment but could you send someone please?

OPERATOR: Okay. So it's in the flat next door is it? The fire's in the flat next to you?

CALLER: Yes.

OPERATOR: Okay. Listen, so is your mum and dad there I can speak to or are you the best person to speak to you?

CALLER: Yeah, here's my mum.

OPERATOR: Okay. Hello?

CALLER 2: Hello?

OPERATOR: Hello, yeah, your daughter told me that the fire is in the flat next door, is that right?

CALLER 2: Yeah.

OPERATOR: Listen, you –

CALLER 2: I called in and someone said they're (several inaudible words) to let them know that (inaudible) there's four (overspeaking) –

OPERATOR: Okay. Well listen we're – if the fire's in the flat next door you're going to have to leave, okay, you're going to have to make your way –

CALLER: Where? We're on the 18<sup>th</sup> floor --

OPERATOR: Okay.

CALLER 2: -- (inaudible) thick black smoke.

OPERATOR: I know. Listen, we're not going to be able to get up there to you. You need to leave the flat and get out. What – now you need to listen to me very carefully. What you need to do, you need to get some wet towels and towels, put them around your mouth so you won't inhale the smoke and you need to get out, okay? Make your way down, don't use the lift, use the stairwells, okay, but you need to put wet blankets and that around your mouth and the kids as well, okay, and make your way downstairs if the fire's in the flat next door if that's what's going on, okay? Do you understand?