

# Transcript created by DTI

Event: [PI D2 GTIRT17-00705 SECTION 3 999 T FSG 76267 030856 34059R](#)

Date:

Interviewer:

Interviewee:



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OPERATOR: Hello. Fire brigade.

CALLER 1: The fire brigade, we are burning (Inaudible) from the window (Several inaudible words) Grenfell Tower? Please, we (Overspeaking)

OPERATOR: (Overspeaking) are you able to get some wet towels, put them over your head --

CALLER 1: Yeah, yeah, yeah. Yes, we have from the kitchen, from -- the window is -- we have a wide window. Can we escape to a helicopter to leave? There is (Several inaudible words).

OPERATOR: So, are you able to get some air from where there's no -- the side where there's no fire?

CALLER 1: No, nobody (Several inaudible words).

OPERATOR: Sorry?

CALLER 1: (Several inaudible words) helicopter -- I can see the helicopter. Can we escape from the helicopter, please?

OPERATOR: No, well, we're coming up to you inside. They're sending --

CALLER 1: Yeah?

OPERATOR: -- some further big ladders, okay?

CALLER 1: Sorry, yes, yes, we can (Overspeaking)

OPERATOR: They're sending more ladders. So, what flat number are you in?

CALLER 1: What -- 193, 193. From the window we can escape. Can you send us the helicopter, please?

OPERATOR: Okay. What floor are you on?

CALLER 1: Sorry?

OPERATOR: What floor?

CALLER 1: The 22<sup>nd</sup>, the 22<sup>nd</sup>.

OPERATOR: 22<sup>nd</sup> floor? Okay. I'll let them know --

CALLER 1: Yeah.

OPERATOR: -- that you need that, okay, but if you -- are you sure you can't get out the other way?

CALLER 1: Yeah. Yes.

OPERATOR: You can't -- yeah, you can't try and put the towels over your head and get out that way?

CALLER 1: We can go out from the window if you send helicopter, otherwise all of us 20 people -- we're (Several inaudible words).

OPERATOR: No, but you can't put the wet towels over your head and get out, no? Okay.

CALLER 1: Sorry?

OPERATOR: You can't get the towels over your head, the wet towels, and try and get out that way?

CALLER 1: (Several inaudible words) from the (Overspeaking)

OPERATOR: If you can't try that, I'll let them know you're there, all right?

CALLER 2: Please, please, we're burning! The fire is getting inside!

OPERATOR: Okay.

CALLER 2: Please!

OPERATOR: Hello?

CALLER 2: Yes, yes?

OPERATOR: Yeah.

CALLER 2: Helicopter, helicopter; 20 people are dying! Please!

OPERATOR: So, you're on the -- so, that's --

CALLER 2: (Overspeaking)

OPERATOR: -- 193 on the 22<sup>nd</sup> floor; I'll get the message over to the --

CALLER 2: Yeah.

OPERATOR: Yeah? Are you sure you can't --

CALLER 2: 193.

OPERATOR: Listen, are you sure you can't --

CALLER 2: (Overspeaking)

OPERATOR: Hello? Yes, I know, but are you sure you can't get out, the -- with your towels over your head and go out through the door? You can't -- you don't think you can do that?

CALLER 2: (Several inaudible words) window I can't (Several inaudible words)  
(Overspeaking)

OPERATOR: No, listen -- no, no, I know, but you can't get out -- what I'm saying -- put wet towels over your head -- no?

CALLER 2: (Several inaudible words)

OPERATOR: If you could try that -- start wetting your towels and see if you can try that, okay? That's the best thing.

CALLER 2: How do we come out of -- if you send a ladder, we can (Several inaudible words) (Overspeaking)

OPERATOR: Yeah, they're sending more ladders. So -- we are sending more ladders, but in the meantime --

CALLER 2: Please!

OPERATOR: -- try and soak all your towels.

CALLER 2: Yes, yes, if you send helicopter, we can escape.

OPERATOR: Okay. All right. Well, I'll pass that over --

CALLER 2: Please!

OPERATOR: -- to let them know where you are, okay?

CALLER 2: Yes, yes (Overspeaking)

OPERATOR: All right, then, okay, but try with the wet towels.

CALLER 2: Yes.

OPERATOR:           Okay. Thank you. Bye-bye.