

# Transcript created by Epiq

Event: ON\_D21\_GTIRT18-  
00506\_Call\_015049\_Control\_FSG\_Information\_Flat\_133\_and\_Flat\_182  
\_CU8.wma

OPERATOR: I'm ringing the command unit. 182? Do you know what floor's that on?

CU8: Charlie Uniform 8?

OPERATOR: Hi. It's Control again.

CU8: Hello.

OPERATOR: Okay, we've got a couple more.

CU8: Go again.

OPERATOR: It's Flat 133.

CU8: Flat 133.

OPERATOR: On the 16th Floor.

CU8: On the 16th Floor?

OPERATOR: Yeah, and 182 on the 21st.

CU8: On the 21st?

OPERATOR: Yeah. My caller, there's just smoke coming in.

CU8: 182.

OPERATOR: Yeah. He wasn't too panicked.

CU8: What sort of --

OPERATOR: I just told him to block the door off and that. What's your one --

CU8: If you can, just for an idea, with these callers, give me an idea of priority. Is it light smoke or heavy smoke, yeah?

OPERATOR: Sorry, I'm just listening to my colleague. The one on the 21st Floor, they can't stop the smoke coming in the front door so they've gone into the living room now.

CU8: Is that the 21st or 23rd?

OPERATOR: The 21<sup>st</sup> Floor.

CU8: Right, so is that your priority at the moment, 21st? The smoke --

OPERATOR: To be honest, my caller wasn't too bad in 133 but I think the one in 182 sounds a bit panicked. She's still on the phone to them.

CU8: Right, but the smoke seems heaviest on Flat -- on Floor 21?

OPERATOR: That's the caller we've got at the moment.

CU8: Okay, all right, thank you very much.

OPERATOR: They're just coming on every floor, so what's she saying? What do you need us to do?

CU8: We need to know the area or priority so -- because we've got so many, it'd be nice to have an idea of priority.

OPERATOR: Maybe prioritise it a little bit?

CU8: Yeah.

OPERATOR: Yeah.

CU8: So ask them what smoke logging is like, how heavy the smoke is.

OPERATOR: Yeah, yeah, we are tr... --

CU8: (inaudible) anything like that?

OPERATOR: Yeah, okay, we will do. Thanks very much, bye.

CU8: Thank you, bye-bye.