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DOCUMENT RECORD PRINT

LFB Operator	Emergency has been declared. We're taking multiple for survival calls.
LAS Operator	Hmm, hmm.
LFB Operator	Yeah. So...
LAS Operator	That's alright. No worries at all. Thank you very much.
LFB Operator	Cheers. Bye.
LAS Operator	Cheers. Bye.
LFB Operator	Bye.
	CALL CONCLUDED

Call Thirteen (13) 392

Duration: 3 Minutes 13 Seconds

Person Speaking	Dialogue
LAS Operator	Emergency Ambulance. Is the patient breathing?
Mobile Operator	Multiple...
Female	My house is on fire.
Mobile Operator	Multiple request for ambulance and fire.
LAS Operator	Okay. Hello?
Female	I'm stuck...my house is on fire!!!
LAS Operator	All right, my love. What's the address?
Male in Background	"Come. Come."
LAS Operator	Right. What's the address, my love.
Female	I'm stuck in my house and there's fire!!
LAS Operator	Alright. What's the address?
Female	182 Grenfell Tower. Just speaking to someone.
LAS Operator	Right, okay. We're aware of this. We have got help on the way. What's the address?
Female	182 Grenfell Tower. I've already spoken to someone.
LAS Operator	182?
Female	Yeah.

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Male in Background	"We're burning."
LAS Operator	Right, listen. We've got, we've got many, many resources there trying to help you.
Female	Yeah. But get to my fucking house!
LAS Operator	Right, okay. But listen, we are coming to help.
Background	"Help! Help!"
LAS Operator	You just try and stay calm for me. So you're Number 182 are you?
Female	Yes.
Male in Background	"We're dying. We're dying."
LAS Operator	Alright. Listen. Listen to me. We've got many...
Male	We're dying. We're dying.
LAS Operator	Alright. Listen, sir. We've got many resources on the way, okay.
Female	There's the smoke. Can someone please come to us! <i>(crying)</i>
LAS Operator	Alright, listen. Listen. Listen. Calm down. We're already on the way and we're helping you. We've got many Fire Brigade there; they're helping you, okay.
	Right, how many people there that are stuck?
Female	(inaudible) I've already spoken to someone. There's five of us. Alright.
LAS Operator	Okay. Stay with me a minute.
Male in Background shouting	"Help! Help!"
LAS Operator	Alright. Just bear with me a minute. Hold the line for me...
Male in Background shouting	"Help!"
LAS Operator	Just be reassured, we've got help coming, alright.
Female	But I've already spoken to someone.
LAS Operator	I know. I know. Listen, we are coming. Help is coming, alright. We've got lots of Fire Brigade there. And lots of Ambulances.
Female	Why don't you come up quick? I can't....
LAS Operator	Alright, okay. Stay with me a minute. Hold the line for me, alright.
LAS Operator 2	Hello
LAS Operator	Alright, mate. 392..

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LAS Operator 2	Yeah.
LAS Operator	Do I give instructions?
LAS Operator 2	Umm...
LAS Operator	Obviously, we're already aware. They say they're stuck in the tower.
LAS Operator 2	How many have you got? How many are in there?
LAS Operator	Five.
LAS Operator 2	Five of them.
LAS Operator	They're screaming and everything.
LAS Operator 2	Umm... I don't know whether we should stay on the phone to them, or not.
LAS Operator	I know, that's what I mean. They're all screaming. You know..do I say, they're all panicking and screaming. I don't know what to do.
LAS Operator 2	Just stay on the phone a minute...'cause..we wanna find out if it...I'm sure there's some of like what we tell people to do...
LAS Operator	Well, I...
LAS Operator 2	..in a fire, or something.
LAS Operator	Well yeah, I mean, I go through the questions. Umm..
LAS Operator 2	I don't even know if it's...
LAS Operator	It's horrible.
LAS Operator 2	It can (inaudible) even more. Umm.
LAS Operator	I know. That's what I mean. I mean, he's coming on. He's screaming in the background. She's like 'I can't breath. We're dying.'
LAS Operator 2	Just tell them...Ohh, I don't know what to do.
LAS Operator	It's alright I've, I've told them the same (inaudible) 'Just tell them to come quick, we're here' But I mean, you know, what else can we tell them. They are there and they're getting to them as quick as can.
LAS Operator 2	I know. But I don't know if there's advice like, telling them to get in one...
LAS Operator	Alright, then.
LAS Operator 2	..and stuff like that.
LAS Operator	Umm... Alright.
LAS Operator 2	Do you know what I mean?
LAS Operator	Errr...
LAS Operator 2	Come over.
LAS Operator	Yeah, alright.
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