

RESTRICTED
DOCUMENT RECORD PRINT

Call Eighteen (1) C R 0 4 8

Duration: 4 Minutes 18 Seconds

| Person Speaking | Dialogue |
|-----------------|---|
| LAS Operator | Emergency Ambulance. Is the patient breathing? |
| Male | No, no. I'm in the block. I can't get out. |
| LAS Operator | You're in the block of flats, sir? |
| Male | Yes. |
| LAS Operator | Okay, sir. |
| Male | Yes. |
| LAS Operator | I understand, okay. I want you to stay nice and calm for me. We have multiple resources on scene. And we are trying to get to you currently. What floor are you on? |
| Male | I'm on the Fifteenth Floor, 143. |
| | <i>Sound of Alarm in background</i> |
| LAS Operator | 143 that's the flat, yeah. |
| Male | Yeah. |
| LAS Operator | And what floor are you on? |
| Male | The Fifteenth. |
| LAS Operator | The Fifteenth. Is there smoke your floor, sir? |
| Male | I don't... Yeah. |
| LAS Operator | Okay, sir. Can you see any flames? |
| Male | Yeah..no. Just a lot of umm..umm.. |
| LAS Operator | Smoke. |
| Male | Yeah. |
| LAS Operator | How many people are in the flat with you? |
| Male | No. Just me. |
| LAS Operator | Just you? |
| Male | Yeah. |
| LAS Operator | Okay, sir. Alright. Alright. We are trying to get people to you, okay. |
| Male | Just give me some hope. The buildings on fire. |
| LAS Operator | I understand, sir. |
| Male | I can't breath. |
| LAS Operator | I understand that, sir. Are you near a window at all? Is there a window near you? |
| Male | Say...say again? |

RESTRICTED

RESTRICTED
DOCUMENT RECORD PRINT

| | |
|--------------|--|
| LAS Operator | Is there a window near you? |
| Male | Yeah, but... Yeah. |
| LAS Operator | Are you able to get any air? |
| | <i>Sound of Alarm.</i> |
| Male | (inaudible) |
| LAS Operator | Stay calm for me, sir. We're gonna get people to you, okay. |
| Male | I can't do it. |
| LAS Operator | Nice slow deep breaths. I need you... I know... I know it's distressing. I need you to stay calm for me, okay. How old are you, sir? |
| Male | Forty. |
| LAS Operator | You're forty. Okay. I'm gonna stay on the line with you, okay. |
| Male | Hello? |
| LAS Operator | I'm still here, sir. I'm staying with you, okay. We've got people trying to get to you, alright. Just stay... stay on the line with me, okay. |
| Male | I can't breath. |
| LAS Operator | Can get to.... |
| Male | I thought there was no fire. |
| LAS Operator | Listen. Listen to me, sir. Concentrate on my voice. I don't want you to worry about that. Concentrate on my and the fact that we're getting people to you, okay. Are you able to get any air at all? Are you able... |
| Male | A little bit. |
| LAS Operator | A little bit. Are you near a window? |
| Male | Yeah. |
| LAS Operator | Okay. Is there smoke in your flat? Can you see any flames? |
| Male | What's that noise? |
| LAS Operator | That's the... it's the alarm, sir. Just stay with me, okay. |
| Male | What's that noise in the background? |
| LAS Operator | In the background.... it's just... it just people in the Control Room, sir, okay. Don't be alarmed. We're coming to you, okay. Bear with me. Are you near a window now? |
| Male | Yeah. |
| LAS Operator | Okay. Is there any fire near you? |
| Male | Any what? |
| LAS Operator | Fire. |
| Male | Yeah. There's fire coming (Inaudible) on top. |
| LAS Operator | Above you? |
| Male | Yeah. |
| LAS Operator | Okay. Sir, I'm staying on the line with you, alright. Stay on the line with me. |

RESTRICTED

RESTRICTED
DOCUMENT RECORD PRINT

| | |
|--------------|--|
| Male | Please. Hello? |
| LAS Operator | I'm still, I'm still here, sir. I'm still here, we're trying to get to, okay. |
| Male | That noise (inaudible). |
| LAS Operator | I'm trying to get an update now, alright, sir. I need you to stay nice and calm. I'm gonna stay with you, okay. Are you by the window? |
| Male | (Silence) |
| | Alarm stops. |
| LAS Operator | Sir? Hello? |
| | CALL TERMINATES |

Call Nineteen (19)

Duration: 55 Seconds

| Person Speaking | Dialogue |
|-----------------|--|
| LAS Operator | Ambulance Service. What's the address of the emergency? |
| Male | Listen. You guys know the building that's burning, right. |
| LAS Operator | Sorry? |
| Male | You know about the building that's burning on fire right now? |
| LAS Operator | About the...? |
| Male | (inaudible). About the block that's burning on fire. |
| LAS Operator | Yeah. |
| Male | Okay. There's people on the other side and I can see them from the window. Everyone's looking at them. And the fire hasn't really reached them yet. What are you guys doing? Why don't you guys just get a rope. |
| LAS Operator | I can't....I mean, there are Ambulance, Police and Fire Brigade on scene. |
| Male | What's (inaudible) for. She cut ten pound of them. |
| LAS Operator | Okay. Listen, you're tying-up an Emergency Line, okay. |
| Male | Alright. Okay. So you guys won't... |
| LAS Operator | Okay. Listen... |

RESTRICTED