

**WITNESS STATEMENT**

Criminal Procedure Rules, r27.2; Criminal Justice Act 1967, s.9; Magistrates' Courts Act 1980, s.5b

Statement of: HAYWARD, MATTHEW

Age if under 18: Over 18 (if over 18 insert 'over 18')

Occupation: FIRE OFFICER

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This statement (consisting of 8 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: M HAYWARD

Date: 21/01/2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

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This statement is about my involvement on the 14th June 2017 in dealing with some of the events around Grenfell Tower fire in London.

I have been in the fire service since 2005 and initially joined with Kent Fire and Rescue Service. I then joined LFB in 2009 in Westminster as a trainee fire fighter. I am now based at Old Kent road fire station on red watch. I am currently a watch manager (WM) in development and have been in this role for eighteen months but have carried out the role as a temporary WM for almost four years.

I have carried out high rise building training on this ground many times. I am aware of en- route and on-arrival tactics for high rise buildings but not for Grenfell Tower. I have carried out back to basics training at Old Kent Road about two years ago and carried out active training in Beckton for compartment fires. In this statement I will be mentioning colleagues that I worked with on that day.

On the 14th June 2017 I was working with FF Kieran LAWS, FF Dennis O'BRIEN, FF Ian ATMORE, FF Roger CUMMINGS, FF Steven NGO. FF Kieran LAWS was the driver of our machine, the pump ladder.

I was on duty on the night of 13th June 2017 at Old Kent Road fire station. I started my shift at 2000hrs. I was in charge of red watch and had operational command over the appliances. On the night I was in charge of the pump ladder call sign E351. It was already a busy night and I had just attended a code 1 fire, where a lady had been burnt. I was there until 2300hrs. When I returned to my station I restocked the ECP (Emergency Care Pack) and went through the routine to get the truck ready again for operational use. My pager went off and read make pumps 40. I looked at the pager screen and first thought it was

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typo. I then walked from my office towards the pole house which is about fifteen metres and my pager went off again and I cancelled it. It then went off every thirty seconds until I reached the pole house. Another crew member then walked out of the office with the call slip which was about four feet long. We then knew something serious was going on.

I have only attended major incidents before on about three occasions. One was a large incident was an earthquake in Folkstone, one was a second fire in the channel tunnel and once was a fire in a large warehouse in Paddock Wood. We left Old Kent Road fire station straight away. I was the front passenger on the appliance. Our MDT took us through the route over Westminster Bridge, through Buckingham palace and towards the A40.

We arrived at the location between 02:30 and 02:40hrs. There were so many appliances and traffic had been stopped. The RVP had gone out of the window. I believe we parked on Dolford Street W11 . We could not get near the tower and made attempts to get to Grenfell Road but were unable to get there due to the traffic.

I said to my crew “don’t go anywhere, just stay with me and we will work out something”. I told the crew to grab the BA sets, hoses, branches, IEC kit and TIC. The appliance was of no use at this point so we just grabbed everything we could of it. We did not lock the vehicle. We knew it would be stripped of kit as we had one of the new appliances at the time called a mark 3 appliance. They are quite common now but the equipment in these are stored slightly differently and unlocks in a different way. The appliance was parked about 250 to 300 metres from the tower.

We made our way from Dolford Street through a close which came out onto Verity Close then onto a concrete bricked paved area. I could now see the Kensington and Academy Leisure Centre. This is when I first saw the tower, on the east side. I said “oh my god, what the fuck are we going to do about that”. It was something like out of a movie with masses of people, some taking pictures and some clearly very distressed. I remember it being extremely calm which was bizarre. I think people were in shock of what was happening. There was a gentleman who was saying “I’ve come out of the tower, I’ve come out of the tower”. I asked him if he had spoken to anyone and he said he had not. I then directed him back to a meeting point and told him to make himself known there.

There were a million things going through my head. From an officer in charge point of view, looking at the tower, I thought how we going to get there, how the hell do we get water up there. I looked at the top four or five floors and thought nobody is getting out of there or they have already gone. I observed from

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the east side of the tower and the top of the tower was well alight. We arrived by the leisure centre and I left my crew at a holding area near the east of the tower.

I then went to the Command Unit which was on Grenfell Road at the south east side of the tower and handed in the nominal role board giving details of our appliance, office in charge, date, the driver and crew. This is in case of an emergency evacuation. I do not know who was in control of the command unit but would possibly be a watch manager who logs in the details on the CSS system. The command unit is the centre point. The incident commander is based there. This is the focal point for outside agencies like the police and ambulance service. This should be the only appliance on the ground with it's lights on. This is how it is identified as the focal point. Normally you would receive a briefing when you get to the command unit but it was all hands on deck. I do not know who the incident commander was at the time. I then went back to my crew. The first noticed a volume of debris under the walkway on the south side of the tower. There were sheets of aluminium and cladding which were burning and floating down. The aluminium was like liquid form when it was hitting the ground. There were entire window frames and glass falling from the tower. It was extremely dangerous.

Under the walkway on the east side of the tower, I could see Paddington's turntable ladder A213 had been placed there. It had been put there as it had been damaged and compromised. There were BA crew also gathered under the walkway but were limited on space.

There was a queue of people waiting to go into the tower. We were told to wait at the front of the tower on the south side. It was about ten metres from the walkway to the front door of the tower. There were hoses connected from an appliance at the south east corner. They were running through a 70mm hose which was plugged into the dry riser and a hydrant on the corner.

It was like a running gauntlet, in and out. How no one got killed I do not know. The debris was coming down at a hell of a pace. I held back our crew back and said just stop and listen so I could put my head out and see what was coming. There were other crews and casualties coming out of the building not protected from the falling debris. There were some motor bikes parked just outside the covered area. The burning debris was falling down onto them. A fire fighter was then put onto the hose reel jet which was connected to a nearby appliance to start putting out the debris that was still burning after falling on the ground. This helped a little with floor safety.

A police officer appeared with a riot shield who then gave the shield to me so that I could use it to look out for falling debris without getting hit by it. I then said we need more riot shields.

I did not want anyone else there as it was extremely congested. The falling debris had started to build up

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on the ground and you could not cross it. It started to pile up and started to cause an obstruction to the front of the building.

I said to the crew this was clearly not working trying to get through only one entrance. The FRU crew then cut out a hole in a floor to ceiling window to make a second entrance into the west side of the building. This entrance was by the ramp near the playground area.

I then started moving crews from the ramp and Grenfell Walk. There were about 50 to 60 BA crew there. My job was to keep everyone safe and look out for falling debris. There were crews from Chelsea and Paddington. The crew were not able to get across on their own due to the volume of falling debris. Radio communications were not working. The hose that was laid out was also getting cut by the falling debris. There was a WM with a riot shield but I do not know his name. I then got a riot shield from a police officer. Me and the WM had a BA crew of two between us and we started escorting them from the south side of the tower (point A on the map) to where the surgery was, covering the crew with the riot shields (point B on the map) marked on exhibit MJH/3.

I continued to look out for debris whilst instructing the crew every 15 to 20 seconds and sending them in from point A to point B on the map (MJH/3). The crew were going on my command and upon go, I said keep heads down and just keep going. We had done this about three or four times already. The hoses going into the building had been cut but the volume of falling debris. We were trying to replace these hoses but at the same time struggling to send anyone out due to the amount of debris coming down. With the next crew, the route was clear. I said go. We took a step forward and there was an almighty wallop. It was like being hit with a sledge hammer. I took half a step back. I was in a daze and did not know what had happened. There were two senior officers next to me. One of them was Andy ROWE who stepped forward and grabbed one of the crew that I was covering and pulled him away. I thought christ something has hit him. He must have taken the brunt of it then the riot shield has hit him then it had hit me. I thought what the hell has just happened. I then went to move forward but I couldn't as something was on my legs at my feet. When I looked down, there was a body of a young man who's leg had been amputated, just below the hip. It was a young black male around mid twenties to thirty years old.

The body came straight down from above. When the casualty landed, I thought to myself, why are you naked and where is your leg. The casualty's head was to my right and his leg was to my left. I then thought, how did you get there and then said to myself, oh my god you jumped. This quickly brought me back to my senses. I then said to the crew that we had to move the casualty but I did not know where. I could not have anything else landing on the casualty and did not want anyone else to see him in this way.

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I wanted to give the casualty some dignity and it was a difficult situation to be in. Two other persons then assisted me in lifting the casualty. As we did, it was obvious he was deceased. I believe every bone in his body was broken. There was not a lot of blood from the severe injury.

I made a decision not to take the casualty to the LAS triage area which was just south east of the tower by Grenfell Road. I could see they were inundated with casualties and other people coming to see them and were really busy. I made the decision straight away to put this casualty in the garage and to preserve his dignity from other people seeing him in that condition. The garage was located under the walkway with a row of garages facing the south side of the tower. We carried the casualty and put him into a garage there and covered him up with salvage sheet. I was very aware that the casualty was missing a leg. We needed to repatriate the leg with the body. I made the other officers aware that the casualty had been placed there and we were looking for a missing leg. I then went and spoke to a paramedic. I told the paramedic that a body had been recovered and required to be bagged up. The first question the paramedic asked me was "are they definitely dead?" and I said yes. It was obvious from the catastrophic injuries that the casualty was dead. I believe I spoke to a male paramedic but do not remember anything else about him. It was now around 03:00hrs to 04:00hrs.

I had no idea what floor the casualty fell from but he fell from a long way. The severity of the casualty's injuries indicated that everything was broken. I later found out that the casualty had hit the concrete wall above us. AC ROWE had seen the casualty falling and if it had not been for the wall, the impact would have killed all four of us. Sometime after the incident, I remember speaking to a FF called Chris about it and found out it was he who took most of the impact from the falling casualty. Chris was from Paddington fire station.

Whilst this was going on, a second entrance was being opened up beneath the surgery near the entrance to the tower. A decision was then made to move all the crew beyond the playground to the west side of the tower. I do not remember who made this decision. There was another BA holding area set up to the west of the tower. This is marked on exhibit MJH/2. About fifty metres adjacent to this area, a temporary morgue was set up. All the casualties that were brought here were being covered up by LAS. There were BA wearers coming from the west side of the tower. At this point, WM Matt GREGORY was with me. I was now acting as the safety officer. Between us, we were now committing the crews into the tower. There was a SM located at access point C within the tower. I believe Matt knows this officer. The SM was communicating to us via radio and telling us how many EDBA's he needed, how many SDBA

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wearers' were required. He also told us of casualties that were coming out of the tower. We were next to the playground, twenty meters from the base of the tower.

At this point I spoke to a police officer who was nearby. He asked if there was anything they could do. I said to him what we need is a hundred of your officers in full riot gear and shields. A short while later, about a hundred police officers showed up with shields. I presume that this was coincidence and had been planned elsewhere but the timing was perfect. We then set up of two lines one each of fire fighters and police officers. This was between Grenfell Walk and the ramp. The fire fighters formed a line at the side of the wall and police officers formed a line on the opposite side along the playground fence. Myself and Matt were then calling them forward as we needed them but far away as possible from the falling debris. This set up was going on from about 03:30hrs.

We initiated the main jet which was a 70ml jet which would have been on a projet 2. This is the largest fire fighting branch the LFB use. The crews were fighting the fire on the west face of the tower and also trying to stop the area above the doorway from catching because that is where we were trying to get crews and casualties through. We moved the hose reel to under the walkway to keep it protected from the falling debris. There was another jet coming from an appliance but I did not actually see where this appliance was. There was another hose going into the building because the dry riser had been completely compromised. We were still struggling with this as the falling debris was cutting the hoses. Some of the debris was just floating down and some was about ten to twelve feet long planks of steel that was sticking straight into the ground.

A couple of FF managed to lay out two lengths of hose into the tower and cover it with the debris that had already fallen on the ground. They were being protected by police officers in riot gear and shields. We managed to secure a water supply to the tower but not a great deal. This was the only water supply we had after the dry riser had been compromised. The crews inside were trying to get water supply as high as possible but were fighting a losing battle.

The BA crews were coming out of the tower soaked. If a fire fighter gets exposed to heat while wet, their tunics begin to overheat. It is essentially like boiling in the bag. As a fire fighter is exposed to more heat and they are wet, that heat then turns to steam. If you are in 2 to 300 hundred degrees' heat at that level, then that heat instantly turns to steam. It then has the potential to burn so body temperature increases massively. This then reduces their ability to work and they use more air which hinders them faster.

There was now a defining silence. The fire was growing more and more intense. There was fire burning down the building on each face of Grenfell tower. There was fire on two columns down the centre of the

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tower which was cladded. I watched the fire move across to the cladding, which was catching fire and I watched the cladding melt and burn down. The intensity of the heat was popping the windows so the tower was burning from outside and going in. The hotter is got, the hotter the concrete and the more radiated heat was produced. We understand fire and how it spreads. but there was nothing we could do about it.

We were extremely aware that there were still a lot of people in the building. People were using the lights on their phones and were standing in the windows waving the lights. I could see up to about the sixteenth to eighteenth floors where the tower did not burn evenly. I could see the fire coming down the columns and was wrapping round the side of the tower. I was about ten to twenty metres away on the west side of the tower.

It is very difficult to describe that we were watching people die and we knew that they were going to. We knew from speaking with the BA crew that were coming out of the tower telling us that those people had no chance of out getting out of the tower. When I was looking up at the tower, I could see the windows going from darkness, to seeing the rooms ignite then just see the people disappear. I felt absolutely useless. This is a testament to all the BA crews. Matt and I said to the other fire fighters, don't look up. There was nothing they could do but they just kept going.

I went into the tower about three to four times to deliver messages with the escort of police shields. We now needed more crew of 2, up to about five. Communication had been lost between the BA wearers, EDBA and SDBA in the tower so we needed to re-establish communication with control.

At some point between my entries into the tower, I carried out a female out of the tower towards the walkway. I do not remember when this was. I was running through a foot of water with debris in it. I fell whilst carrying the female and hit my knee on a curb. I did not seek medical attention at the time. I would describe the female as Hispanic looking, although she was covered in soot. She had dark hair, possibly a white top and around mid thirty to forty in age.

We were now sending in additional fire fighters to help the crews already in the tower. I personally struggled a little as a safety officer, with the height of what was happening, I actually thought we were going to lose some people. The access to the tower was appalling. It was just a cut out window. The visibility above was okay but on the ground it was very poor. If anything had hit a fire fighter, it would have killed them. If I describe the scene, in some places there was debris about eight feet deep. Fire fighters were throwing debris to clear the pathway for access.

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I went as far as the bridgehead in the tower, which I believe was now on the 4th floor in the tower. The BA board being used for entering tallies, required replacing as the battery was going flat. It had been in use for at least eight hours. GM Richard WELSH was now in charge of the bridgehead. Pat GOLDBORNE was on entry control at the time.

There was a DAC, who's name I do not remember, coming to get hose for officers. I saw most officers at entry control. One I can name as Andy ROWE. I also saw the commissioner Danny COTTON who was talking to fire fighters and making sure they were okay. All the DAC's were floating around and just getting stuck in with the jobs.

It was now around 0400hrs to 0500hrs. It was starting to become light and the scene was very surreal. Public involvement had stopped but searches were still going on by fire fighters. I think everyone there was in shock at the sheer scale of what had happened and knew there was an enormous loss of life. I saw several bodies being brought out and felt disgusted with the media there. I believe there was about seven bodies I saw. I remember seeing a Chinese gentleman waving from the window in the tower. A friend of mine Nathan ASH who is a CM at Chelsea was on a monitor underneath below this person and he was guiding crews with the jet to keep the fire away from him.

WM Paul SADDLER was running fire survival guidance from outside the tower. He was with WM DE SALVO from Chelsea. He was telling other crews to get the Chinese gentleman out of the tower. A short while later, the Chinese man came out with a BA crew. There was a massive sense of relief from everyone when they saw him. He was rescued from the 12th floor.

I spoke to the BA crew to make sure they were ok. I could see in their faces they had talked about a lady on the stairs. These guys were making decisions whilst hearing people shouting inside the tower. The BA crew were coming out of the tower, changing their BA sets and going straight back in.

Without the assistance of the police and their riot gear, we would have lost some fire fighters as the falling debris would have killed them. It was a massive team effort and everyone was so very aware of what was happening but there was not much we could do about it. I never went past the bridgehead in the tower. I had separated from most of my crew early on after we arrived but had Kieran with me. Dennis and Steve were tasked elsewhere and had been sent to the playground holding area. I knew that they had been up to the 12th ND 13TH floors with their SDBA sets.

I was at the bridgehead for about ten to fifteen minutes delivering kit. I had a brief chat with GM Richard WELSH about what other equipment was needed. I then went back to the front of the tower with Matt. We were communicating between the holding areas.

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I believe it was now around 0700hrs to 800hrs. People were appearing and giving us tea and chocolate bars. There were crews still going into the tower at this time. I then went and collapsed for a while near the LAS and leisure centre. This was the grass area on the west side of the leisure centre.

I then saw Surrey's ALP A245 arrive. It was a bigger machine with a 46 metre reach. It was a hell of a job to get it near the tower as we had to move various other appliances but this was connected and pumping water. There was also a Soho pump ladder A241 on the east side of the tower. There was also a dock head near the Soho appliance which is our sister fire appliance.

At approximately 12:30hrs we were relieved from our duty. I do not remember who gave the relief but we did not do much up until then. Some crew members just collapsed on the grass area. Some crews were hunting around for kit. Some BA sets were found and a TIC. We spent time talking with the other crews. I could see some were completely destroyed.

We were told to go direct to Paddington fire station but I cannot remember who gave those instructions. We then walked back to our machine. It had been moved from Grenfell Road to Bomore Road. We went to set off, we realised the battery had gone flat. Getting out of the location was a nightmare. My leg was killing me and I was soaked to the skin.

When we got to Paddington, we were given food and a change of clothes. I then sat down with my crew and we wrote our contemporaneous notes. I was offered counselling and I took up the services. I reported back for duty at 12 midnight the same day.

From my observation, floors 15th to 20th were completely engulfed within thirty minutes of our arrival. The fire was as its' height. It was around 0250 hrs to 0430hrs and it then started to get light. This did not help as being the summer, the ground temperature started to rise. This created an updraft from the temperature creating heat. The heat then fuelled the fire. I watched the fire just go up.

I took photos on my phone of the east side of the tower at around 1430hrs and took photos of the west side tower at around 0700hrs.

Doing the job at Grenfell Tower was the only time in my career that I have been properly scared. I said to Matt and most of the crew also thought, that if the tower came down, we are all dead. I knew this as I was committing crew into the tower.

In my opinion, we all felt angry at the situation and overall, we felt we couldn't do enough and felt powerless. At the same time, we could not do any more. This was a tragedy. We are experienced fire fighters and there were a lot questions about how this could have happened.

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Statement of: HAYWARD, MATTHEW

Form MG11(T)

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I made my original notes at Paddington fire station on the 14th June 2017. On 21st January 2018 I exhibited these notes as MJH/1 and two further exhibit of maps as MJH/2 and MJH/3. I then handed these exhibits to PC SANDHU.

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