

<p>1 Thursday, 11 October 2018</p> <p>2 (10.00 am)</p> <p>3 (Proceedings delayed)</p> <p>4 (10.39 am)</p> <p>5 SIR MARTIN MOORE-BICK: Good morning, everyone. Welcome to</p> <p>6 today's hearing.</p> <p>7 We are going to hear from two further witnesses who</p> <p>8 were present in the tower at the time of the fire.</p> <p>9 Yes, Mr Rawat.</p> <p>10 MR RAWAT: Good morning, Mr Chairman.</p> <p>11 Our first witness, Ms Mariko Toyoshima-Lewis, is</p> <p>12 already in place.</p> <p>13 MARIKO TOYOSHIMA-LEWIS (affirmed)</p> <p>14 Questions by MR RAWAT</p> <p>15 SIR MARTIN MOORE-BICK: Thank you.</p> <p>16 Now, Mr Rawat.</p> <p>17 MR RAWAT: Good morning.</p> <p>18 Can you give the inquiry your full name, please.</p> <p>19 A. Yes, my name is Mariko Toyoshima-Lewis.</p> <p>20 Q. Thank you.</p> <p>21 Ms Toyoshima-Lewis, the first thing I need to say is</p> <p>22 to thank you for coming here to give evidence. We're</p> <p>23 very grateful for your being willing to come and help us</p> <p>24 further.</p> <p>25 A. My pleasure.</p> <p>Page 1</p>	<p>1 but if you look in front of you, if you're helped, in</p> <p>2 the bundle that is in front of you, you should have the</p> <p>3 statement there.</p> <p>4 What I want us to do, if we can, is just turn to the</p> <p>5 last page in that tab, please, which is page 10.</p> <p>6 MR HARWOOD: It has a different number.</p> <p>7 MR RAWAT: Can we try and do it with the screen. Is it</p> <p>8 possible for us to make the screen as large as possible,</p> <p>9 please.</p> <p>10 Can you see at the bottom there, Ms Toyoshima-Lewis,</p> <p>11 that there is a date of 11 May 2018.</p> <p>12 A. Yes.</p> <p>13 Q. Above your typed name is a signature. Can you confirm</p> <p>14 that that is your signature?</p> <p>15 A. Yes.</p> <p>16 Q. There are six exhibits to your statement, and I need to</p> <p>17 put those into the record. We don't need to bring any</p> <p>18 of them up, but they're made up of four photographs and</p> <p>19 two videos.</p> <p>20 The photographs are, for the record: MTL1, reference</p> <p>21 IWS00000907; MTL2/1, reference IWS00000905; MTL2/2,</p> <p>22 IWS00000909; MTL2/3, IWS00000910.</p> <p>23 The videos have been labelled as MTL3(a), reference</p> <p>24 IWS00000906, and MTL3(b), reference IWS00000908.</p> <p>25 You've also made a supplementary witness statement.</p> <p>Page 3</p>
<p>1 Q. We all know that it isn't going to be easy to have to</p> <p>2 give evidence about such a heartbreaking event.</p> <p>3 If at any time as we go along you need a break,</p> <p>4 please let me know and we'll stop.</p> <p>5 A. Yes.</p> <p>6 Q. Everyone here has seen your statements, and so I won't</p> <p>7 ask you questions about every part of your statement.</p> <p>8 A. Yes.</p> <p>9 Q. What I am going to try and do is to keep my questions</p> <p>10 short and straightforward, but if at any time I ask you</p> <p>11 a question that you don't understand, please tell me --</p> <p>12 A. Yes.</p> <p>13 Q. -- and I'll ask it in a different way.</p> <p>14 A. Thank you, sir.</p> <p>15 Q. What my questions today will focus on is the night of</p> <p>16 the fire itself. So as you may know, there are two</p> <p>17 phases to the inquiry, but today I won't be asking you</p> <p>18 questions about Phase 2.</p> <p>19 A. Yes.</p> <p>20 Q. What we need to do first is to put your statements into</p> <p>21 the record.</p> <p>22 I want to start, then, by looking at the first</p> <p>23 statement that you've made. If we can bring the first</p> <p>24 page up, it's IWS00000304 please.</p> <p>25 Ms Toyoshima-Lewis, you'll see it's on the screens,</p> <p>Page 2</p>	<p>1 That should be in the bundle, it's IWS00001092.</p> <p>2 The last page of that is up on the screen now, but,</p> <p>3 again, it's dated 26 September 2018.</p> <p>4 Can you confirm that that's your signature?</p> <p>5 A. Yes.</p> <p>6 Q. Have you had an opportunity --</p> <p>7 A. Yes.</p> <p>8 Q. -- to go over your statements recently?</p> <p>9 A. Yes, I did.</p> <p>10 Q. Are the contents of those two statements true?</p> <p>11 A. (Conferring with Mr Harwood).</p> <p>12 SIR MARTIN MOORE-BICK: No, I'm sorry, if you don't</p> <p>13 understand what Mr Rawat is asking you, you mustn't ask</p> <p>14 Mr Harwood, you must ask Mr Rawat. All right?</p> <p>15 A. I'm sorry.</p> <p>16 SIR MARTIN MOORE-BICK: No, that's all right.</p> <p>17 A. I made a new statement with a new solicitor recently.</p> <p>18 MR RAWAT: What I'm asking you is whether, taking the</p> <p>19 contents of the two statements --</p> <p>20 A. Yes.</p> <p>21 Q. -- are those contents true?</p> <p>22 A. Yes.</p> <p>23 Q. Could I start by asking you some questions of</p> <p>24 background.</p> <p>25 A. Yes.</p> <p>Page 4</p>

<p>1 Q. In June 2017, is it right that you were living with your 2 three children in flat 9 in Grenfell Tower? 3 A. Yes, that's correct. 4 Q. That flat was on the 3rd floor, wasn't it? 5 A. Yes. 6 Q. As you confirmed, you were living there with your three 7 children. You had a daughter who was aged 9 at that 8 time. 9 A. At that time, yes, sir. 10 Q. Then you had two sons who were aged 7 and 5. 11 A. Yes, that's right. 12 Q. Is it also right that you moved into that flat 13 in July 2016? 14 A. Yes, correct. 15 Q. And at the time, in June 2017, were you registered as 16 disabled? 17 A. Yes, I was. 18 Q. Is it the nature of your disability that you have to use 19 a wheelchair on a daily basis? 20 A. Yes. 21 Q. At the time of the fire, in June 2017, you had 22 a mobility scooter, didn't you? 23 A. Yes, I had a mobility scooter. 24 Q. You also had an electric wheelchair; is that right? 25 A. Yes, yes.</p> <p style="text-align: center;">Page 5</p>	<p>1 door? 2 A. Yes, just the front door, I have to transport for the 3 manual wheelchair, every day. 4 Q. Then once you were in the flat, you would move around in 5 the manual wheelchair, would you? 6 A. Yes. 7 Q. So if, on a normal day, you had to leave the flat, how 8 would you get out of the building? 9 A. Just transport, you know, the manual wheelchair to power 10 wheelchair from front of my entrance door, then I will 11 go out. 12 Q. Would you have to use the lift? 13 A. Yes, I have to use all the time. 14 Q. So you would have to take the lift from the 3rd floor to 15 the ground floor? 16 A. Yes. 17 Q. What would you do if the lift wasn't working? 18 A. If lift wasn't working, just call the TMO, or the TMO, 19 the office, and sometimes, you know, I couldn't take my 20 children to school. Just call my children's school to 21 explain. 22 Q. So before the fire, were there times when the lift 23 wasn't working? 24 A. Yes. 25 Q. Did that mean that on those days you couldn't leave your</p> <p style="text-align: center;">Page 7</p>
<p>1 Q. Is it also right that you couldn't store either the 2 mobility scooter or the electric wheelchair in your 3 flat, could you? 4 A. No. 5 Q. Did you have to leave them outside the flat? 6 A. Yes, mobility scooter and the power wheelchair is too 7 wide, I can't bring inside the flat. 8 Q. Was that because the front door of the flat was too 9 narrow? 10 A. Yes. 11 Q. So did you have to leave them parked in the lobby area 12 outside your door? 13 A. Just the front door, I park there. 14 Q. You dropped your voice a little bit, could you tell us 15 again? 16 A. Yes, I parked in front of my door. 17 Q. So because you couldn't get, for example, the power 18 wheelchair into your flat, did that mean that you had to 19 have a manual wheelchair inside the flat? 20 A. Yes. 21 Q. Did you use your manual wheelchair all the time? 22 A. Yes. 23 Q. So did that mean that when you were coming home, for 24 example, you would have to transfer from the power 25 wheelchair into the manual wheelchair outside the front</p> <p style="text-align: center;">Page 6</p>	<p>1 flat? 2 A. Yes. We had a few times and I couldn't take to school. 3 Q. I now want to ask you a few questions about various 4 parts of your flat. 5 A. Yes. 6 Q. The first question is about your front door. 7 A. Yes. 8 Q. Did the front door to the flat have an automatic 9 door-closer on it? 10 A. Yes, they have. 11 Q. Did that mean that if you came out of the flat, the door 12 would shut? 13 A. Yes, and automatically shut and lock with a key as well. 14 Q. Was that door-closer working on the night of the fire? 15 A. Yes. 16 Q. Again, just moving on slightly to a different topic, and 17 this is about what you knew about what to do if there 18 was a fire. 19 Before the fire, did you know what you should do if 20 there was a fire in Grenfell Tower? 21 A. Yes. 22 Q. What was that? 23 A. I can see the signs say the policy. If not my flat is 24 fire, I have to stay inside; if my flat start fire, 25 I have to go downstairs, but not using for -- without</p> <p style="text-align: center;">Page 8</p>

<p>1 the lift.</p> <p>2 Q. Did you know that that was called the stay-put policy?</p> <p>3 A. Yes.</p> <p>4 Q. Were you happy with that policy?</p> <p>5 A. No.</p> <p>6 Q. Why were you unhappy?</p> <p>7 A. I was a fire today -- at the time, my children easily</p> <p>8 escape downstairs to safe, you know. Necessary to stay</p> <p>9 inside the, you know, flat, I can feel the heat for the</p> <p>10 bedroom as well.</p> <p>11 Q. Can I stop you there.</p> <p>12 A. Yes.</p> <p>13 Q. I'll ask you in a moment about the night itself.</p> <p>14 A. Yes.</p> <p>15 Q. But generally I think you said you weren't happy with</p> <p>16 the idea of staying in the flat.</p> <p>17 A. No.</p> <p>18 Q. So what was it that made you unhappy?</p> <p>19 A. Because I was expecting, when I called 999, they going</p> <p>20 to rescue me, you know, maybe 10, 15 minutes. You know,</p> <p>21 I expected 10/15 minutes, but I was stay quite a while,</p> <p>22 you know.</p> <p>23 Q. Again, taking you back to before June 2017.</p> <p>24 A. Yes.</p> <p>25 Q. So before the fire happened.</p> <p style="text-align: center;">Page 9</p>	<p>1 Q. -- and go to, for example, the leisure centre to get</p> <p>2 help?</p> <p>3 A. Yes.</p> <p>4 Q. And for you, if the lift wasn't working and you needed</p> <p>5 to get out of the building, would the only way be that</p> <p>6 you would have to go down the stairs on your bottom?</p> <p>7 A. I don't have no choice, you know, maybe just end of the</p> <p>8 step, and I'm fell downstairs or lowering down --</p> <p>9 I don't know, what can I do? But, you know, only I can</p> <p>10 think of like that. Or I have to wait for someone</p> <p>11 helping me out. This is for -- I have all the time when</p> <p>12 I visiting children, the school, people carry me up and</p> <p>13 they carry me down, or, you know -- my children's</p> <p>14 school, they don't have any lift as well.</p> <p>15 And after the club as well, so many people</p> <p>16 voluntarily, you know -- supposed to be health and</p> <p>17 safety, but they carry me up and carry me down, you</p> <p>18 know, quite often.</p> <p>19 Q. So yourself, is it the position that because of your</p> <p>20 disabilities, can you actually move distances on your</p> <p>21 bottom at all?</p> <p>22 A. I did lot of time, you know, maybe one and a half years</p> <p>23 ago something, quite a while ago, you know, I have</p> <p>24 a really strong pain, if someone hold my arm, really</p> <p>25 pain, my arm will stretch and the pain. That's why end</p> <p style="text-align: center;">Page 11</p>
<p>1 A. Yes.</p> <p>2 Q. In a situation where there was a fire, how would you be</p> <p>3 able to get out of the building?</p> <p>4 A. I wasn't expected for go down stair on my own,</p> <p>5 impossible, that's why we are, you know, training --</p> <p>6 I was explain to my children, if fire come, just, you</p> <p>7 know, go downstair, and if daytime, go to the, you know,</p> <p>8 Kensington Leisure Centre and tell some staff your</p> <p>9 mother is up the stair. You know, I thought I might go</p> <p>10 downstairs by bottom, you know, crawling, but my</p> <p>11 situation is quite difficult to do, that's why only</p> <p>12 I will tell children just to stay together, go</p> <p>13 downstairs, ask someone to help, you know.</p> <p>14 Q. So was that a plan in your mind about what to do?</p> <p>15 A. Yes, we plan, and we have been training a few times, you</p> <p>16 know. They go downstairs, and I pretend I'm not</p> <p>17 downstairs, but they walk to the point I made it and</p> <p>18 meet up position, everything. But that fire there was,</p> <p>19 it wasn't work that way.</p> <p>20 Q. So before the fire, you'd actually taught your children</p> <p>21 and trained them about what to do?</p> <p>22 A. Yes.</p> <p>23 Q. What you taught them was that they should go out down</p> <p>24 the stairs --</p> <p>25 A. Yes.</p> <p style="text-align: center;">Page 10</p>	<p>1 up I drop on the floor and I slowly, slowly go</p> <p>2 downstairs, but take a while.</p> <p>3 But this is -- every time I did, you know, since my</p> <p>4 children starting for school, because I don't have no</p> <p>5 chance, you know, they don't have no lift, I have to</p> <p>6 visit for the parents' evening or I have to visit for</p> <p>7 the something, for the, you know, school event, you</p> <p>8 know, so many volunteer people helping me carry to</p> <p>9 upstairs.</p> <p>10 Q. I understand.</p> <p>11 So if you go into a building where there isn't</p> <p>12 a working lift, are you dependent on people carrying you</p> <p>13 up and down?</p> <p>14 A. Yes.</p> <p>15 Q. Before the fire and whilst you were living at</p> <p>16 Grenfell Tower, did anyone come to you with any advice</p> <p>17 about what you should do in a fire?</p> <p>18 A. Yes. I was requested, and maybe his (inaudible), and he</p> <p>19 come from the TMO office and he explain me stay put, the</p> <p>20 policy.</p> <p>21 Q. The stay-put policy was explained to you, but did anyone</p> <p>22 also give you any advice about what you yourself should</p> <p>23 do as a disabled person if you needed to get out of the</p> <p>24 building in a fire?</p> <p>25 A. At that time he told me, "If call 999, maybe 8, 10,</p> <p style="text-align: center;">Page 12</p>

<p>1 15 minutes and someone come to rescue you, don't worry</p> <p>2 about it."</p> <p>3 Q. So what you knew beforehand was that you should stay</p> <p>4 put --</p> <p>5 A. Mm.</p> <p>6 Q. -- call 999 --</p> <p>7 A. Yes.</p> <p>8 Q. -- and wait for someone to come?</p> <p>9 A. Yes.</p> <p>10 Q. Thank you.</p> <p>11 A. Should be not long, he say.</p> <p>12 Q. All right.</p> <p>13 If I may, can I ask you questions about the night</p> <p>14 itself.</p> <p>15 A. Yes.</p> <p>16 Q. Let's just look at your first statement, and just again</p> <p>17 so that we can understand what was going on, could we go</p> <p>18 to page 3, please, paragraphs 12 to 13.</p> <p>19 Ms Toyoshima-Lewis, I'm not going to read it all out</p> <p>20 to you.</p> <p>21 A. Yes.</p> <p>22 Q. I am just going to summarise it, but in these paragraphs</p> <p>23 and the ones on the next page, you explain that on the</p> <p>24 evening of 13 June --</p> <p>25 A. Yes.</p> <p style="text-align: center;">Page 13</p>	<p>1 Q. -- which are marked "B" for bedroom.</p> <p>2 A. Yes.</p> <p>3 Q. In the middle one there we can see two squares; are</p> <p>4 those supposed to be the beds?</p> <p>5 A. Yes, that's right.</p> <p>6 Q. Was that the bedroom that you were all sleeping in that</p> <p>7 night?</p> <p>8 A. Yes.</p> <p>9 Q. How many windows did that bedroom have?</p> <p>10 A. Two and -- how can you call it? -- longer, quite</p> <p>11 a longer window, two of them. How could you call it?</p> <p>12 Small panel as well. Added up quite small panel, but</p> <p>13 quite long windows there.</p> <p>14 Q. So the frames of the windows were long?</p> <p>15 A. Yes, how could you call it? And window is one, two,</p> <p>16 three, four, four each panel for one side, and like</p> <p>17 other side is same four panel.</p> <p>18 Q. So they had glass panels in them?</p> <p>19 A. Yes.</p> <p>20 Q. Thank you.</p> <p>21 If we go back, please, to your statement,</p> <p>22 IWS00000304, page 4, please.</p> <p>23 SIR MARTIN MOORE-BICK: Are you all right?</p> <p>24 A. Yes.</p> <p>25 MR RAWAT: Again, if we expand as much as possible</p> <p style="text-align: center;">Page 15</p>
<p>1 Q. -- one of your children was feeling unwell.</p> <p>2 A. Yes, that's right.</p> <p>3 Q. And your ex-husband, David Lewis --</p> <p>4 A. Yes.</p> <p>5 Q. -- had been visiting that night; is that right?</p> <p>6 A. Yes, correct.</p> <p>7 Q. He stayed on to help look after your -- it was your son,</p> <p>8 wasn't it? He stayed on to help look after your son.</p> <p>9 A. Yes.</p> <p>10 Q. If we turn to the next page and look at paragraph 15,</p> <p>11 page 4, please.</p> <p>12 What you say there is that on that night, yourself,</p> <p>13 David and your three children all slept in the same</p> <p>14 room; is that right?</p> <p>15 A. Yes.</p> <p>16 Q. If we look at where that room was -- there's</p> <p>17 an exhibited plan, which is at IWS00000907, page 1,</p> <p>18 please.</p> <p>19 Thank you very much, could we just expand the image</p> <p>20 as much as possible.</p> <p>21 A. Thank you.</p> <p>22 Q. That's a plan of the layout of your flat.</p> <p>23 A. Yes.</p> <p>24 Q. At the top, you have three rooms --</p> <p>25 A. Yes.</p> <p style="text-align: center;">Page 14</p>	<p>1 paragraph 16.</p> <p>2 SIR MARTIN MOORE-BICK: Sorry? Do you have a difficulty?</p> <p>3 MR HARWOOD: Just seeing.</p> <p>4 SIR MARTIN MOORE-BICK: Probably better to use the small</p> <p>5 screen. Let's see if we can get it enlarged even more.</p> <p>6 Can we try that?</p> <p>7 MR RAWAT: Thank you, Ms Toyoshima-Lewis.</p> <p>8 SIR MARTIN MOORE-BICK: If you find it easier to work from</p> <p>9 the printed version, of course do.</p> <p>10 MR HARWOOD: It's a different numbering, so we'll go by the</p> <p>11 paragraphs.</p> <p>12 MR RAWAT: Okay.</p> <p>13 A. Yes, yes.</p> <p>14 Q. What you tell us is that David woke you up at about</p> <p>15 01.15 am.</p> <p>16 A. Yes, and --</p> <p>17 Q. How did you know that it was at about 01.15 am when</p> <p>18 David woke you up?</p> <p>19 A. Because I took a video outside, and immediately he woke</p> <p>20 me up, I can see something falling down and I hear</p> <p>21 something, explosion somewhere as well, and I was --</p> <p>22 David did help me transport to the wheelchair, then</p> <p>23 I went to nearby the window. I can see the trees</p> <p>24 starting for, you know, heat, the fire. Then I take the</p> <p>25 video. Then that video is this time, that's why.</p> <p style="text-align: center;">Page 16</p>

<p>1 Q. So 01.15 was the time that you took the video?</p> <p>2 A. Yes.</p> <p>3 Q. You say you looked out and you videoed from a window;</p> <p>4 was it the bedroom window that you were in?</p> <p>5 A. Yes, yes.</p> <p>6 Q. I think from that window, from that bedroom, if you're</p> <p>7 looking out of the window you can see the academy; is</p> <p>8 that right?</p> <p>9 A. Yes.</p> <p>10 Q. I think in your statement what you say is that you could</p> <p>11 see the windows of the academy reflecting fire.</p> <p>12 A. Yes.</p> <p>13 Q. When you were looking out -- and you're looking out on</p> <p>14 the windows of the academy, aren't you? -- was it the</p> <p>15 windows on your left or on your right that were</p> <p>16 reflecting fire?</p> <p>17 If you just imagine yourself back at your bedroom</p> <p>18 window, looking out, and you've told us that you can see</p> <p>19 windows of the academy reflecting fire --</p> <p>20 A. Yes.</p> <p>21 Q. -- were you looking out towards your left or towards</p> <p>22 your right?</p> <p>23 A. Right.</p> <p>24 Q. You've just told us about seeing trees catch fire.</p> <p>25 A. Mm.</p> <p style="text-align: right;">Page 17</p>	<p>1 A. No, at that time, I saw a couple of floors. I saw they</p> <p>2 were -- not like -- just a small fire, just one, two,</p> <p>3 couple of floors.</p> <p>4 Q. So a couple of floors?</p> <p>5 A. Mm.</p> <p>6 Q. Did you get a sense that it was above you?</p> <p>7 A. Mm.</p> <p>8 Q. You said that you saw small pieces of fire and flaming</p> <p>9 orange objects falling down past the window.</p> <p>10 A. Yes.</p> <p>11 Q. How big were the objects that you saw?</p> <p>12 A. I saw quite a large one, like maybe 1 metre square, or</p> <p>13 some of them was quite small, I guess, but floated like</p> <p>14 this (Indicates).</p> <p>15 My eyesight was quite poor, that's why everything --</p> <p>16 some of the time, you know, reflected and more, you</p> <p>17 know, light was get bigger looking, but that day I feel</p> <p>18 danger, I thought, because every reflection feel heat,</p> <p>19 like, orangey reflection come onto my face as well.</p> <p>20 And --</p> <p>21 Q. So when you were looking out --</p> <p>22 A. Looking out the window.</p> <p>23 Q. -- did you feel heat on you?</p> <p>24 A. And I felt, I felt.</p> <p>25 Q. Paragraph 18 of the statement. What I'll do,</p> <p style="text-align: right;">Page 19</p>
<p>1 Q. Was it just one tree that you saw?</p> <p>2 A. My eyesight is not too clear, but I can see orange stuff</p> <p>3 starting for burning, and I knew it there, it's trees</p> <p>4 there, that's why I saw it catch the tree. And also</p> <p>5 just already I can see -- I sit down to low position,</p> <p>6 that's why I can easy to see the reflected for the</p> <p>7 Grenfell Tower, and already fire going to a few floor,</p> <p>8 I can see.</p> <p>9 Q. From the reflection?</p> <p>10 A. Yes, reflection.</p> <p>11 Q. Whereabouts were the trees that you saw with flames?</p> <p>12 A. Just bit to side, bottom of the pass, they had a few</p> <p>13 planted there. That place starting for burn.</p> <p>14 Q. What you saw when you looked out was at the bottom?</p> <p>15 A. Yes, orange reflection I can see.</p> <p>16 Q. So you saw trees planted down at the bottom that were</p> <p>17 beginning to burn?</p> <p>18 A. Yes.</p> <p>19 Q. Then you saw the reflection of a fire --</p> <p>20 A. Yes.</p> <p>21 Q. -- in the windows of the academy?</p> <p>22 A. Yes.</p> <p>23 Q. You just said that it was going up the tower, but from</p> <p>24 that reflection, were you able to say how far above you</p> <p>25 the fire was?</p> <p style="text-align: right;">Page 18</p>	<p>1 Ms Toyoshima-Lewis, is I'll just read the bit that</p> <p>2 I want to draw your attention to. That may help you.</p> <p>3 A. Thank you.</p> <p>4 Q. What you say is that:</p> <p>5 "18. I could also feel heat coming through the</p> <p>6 right hand corner of bedroom ceiling by the window.</p> <p>7 This was the conger next to the window and between the</p> <p>8 external wall and the dividing wall to the bedroom next</p> <p>9 door."</p> <p>10 A. Yes.</p> <p>11 Q. "I could feel the heat coming through the floor above</p> <p>12 and onto my head."</p> <p>13 A. Yes.</p> <p>14 Q. Let's look back at your plan please, IWS00000907,</p> <p>15 page 1. Again, expand as much as we can.</p> <p>16 You, your children and David would have been in that</p> <p>17 middle room.</p> <p>18 A. Yes.</p> <p>19 Q. Where the beds are.</p> <p>20 If I've understood your evidence correctly, do you</p> <p>21 see, looking at the image, there's a bedroom on the left</p> <p>22 as we look at it.</p> <p>23 A. Yes.</p> <p>24 Q. Do you see that?</p> <p>25 A. (Nodded assent).</p> <p style="text-align: right;">Page 20</p>

<p>1 Q. Was it in that dividing wall between those two bedrooms 2 that you could feel the heat? 3 A. Yes, and like on the side of the -- next to the window, 4 top of the ceiling, I felt starting for little bit, you 5 know, heat. Immediately I felt when I woke up. 6 Q. So that was heat in the ceiling? 7 A. Yes. 8 Q. Did you see anything happening to the ceiling? 9 A. No, ceiling looks like normal, but I can feel definitely 10 something heat, you know, little bit corner of room was 11 starting for heat, heat up. And actually that window 12 I took a video. 13 Q. What you've also said already is that you could hear 14 explosions. 15 A. Yes. 16 Q. Did you hear explosions when you first got up and looked 17 out of the window? 18 A. I think before call 999, I can hear five or six quite 19 large noise, you know, unusual for the living here, some 20 object I think going down and starting hit in the 21 ground, or I can feel fireworks, something. 22 Q. Can I try and break that down. 23 A. Sorry. 24 Q. What you've told us is that before you called 999 -- 25 A. Mm.</p> <p style="text-align: right;">Page 21</p>	<p>1 well, and something this way, something going on to drop 2 down (Indicates). 3 Q. So when you were looking out of the window, you heard 4 the sound of explosions outside. 5 A. Mm. 6 Q. What did you hear from the right-hand side of the 7 building? 8 A. It's something and explosion sound, like -- yes, 9 something like firework sound, something going on and 10 drop down like that. 11 Q. So did you hear firework sounds above you? 12 A. Above as well, and drop down. 13 Q. Thank you. 14 A. Yes. 15 Q. Let's go now to your 999 call. 16 A. Yes. 17 Q. You've put it down in your statement at 01.27. 18 A. Yes. 19 Q. What makes you sure it was that time that you first 20 called? 21 A. I took a photo or videos and just to track out, you 22 know, should be around like that. 23 Q. So you can time your call -- 24 A. Yes. 25 Q. -- based on the fact that you were doing other things</p> <p style="text-align: right;">Page 23</p>
<p>1 Q. -- you could hear five or six unusual noises; is that 2 right? 3 A. Yes, yes. 4 Q. Did you actually see anything hitting the ground? 5 A. I was just to look at the window, yes, big object, and 6 falling down, I saw it. Quite large object just slip 7 down. 8 Q. Did you link that object hitting the ground with the 9 sound of the explosion? 10 A. Maybe, but, you know, sound like more pop for the 11 firework noise, I heard. 12 Q. So the sound of the explosion was like a firework noise, 13 was it? 14 A. Yes, like someone has firework like the -- 15 Q. So was it like a firework bang? 16 A. Yes. 17 Q. Just so that we can be clear, were those sounds coming 18 from outside the tower? 19 A. Outside. 20 Q. Or inside? 21 A. Outside, outside. 22 Q. Outside, thank you. 23 You've told us that you called 999 and we'll look at 24 that in a minute? 25 A. Sorry, outside and light on the side of the building as</p> <p style="text-align: right;">Page 22</p>	<p>1 like taking photos and videos? 2 A. Yes. 3 Q. I'd like to show you, please, the transcript of that 4 call. It's at LFB00000506, please. 5 Ms Toyoshima-Lewis, if I explain, this is 6 a transcript that's been prepared of the recording of 7 the call that you made -- 8 A. Yes. 9 Q. -- when you dialled 999. 10 I'll just explain it. You can see, I hope, if we 11 expand it as much as possible, it's dated 14 June 2017, 12 which is when you made the call. It tells us how long 13 the call lasted for, which was 30 minutes and 20 14 seconds. That's the bit that's headed "Call Duration". 15 If you can see at the top there, next to the word 16 "Event", there's a very long reference. Again, just to 17 explain to you, the last four letters of that reference 18 is headed "NWFC". 19 Now, that stands for North West Fire Control, which 20 is a fire and rescue service. It's not the London Fire 21 Brigade, but what it means is that your call was put 22 through to another fire and rescue service. But just to 23 be clear, when you rang up, were you asking to speak to 24 the Fire Brigade? 25 A. Yes.</p> <p style="text-align: right;">Page 24</p>

<p>1 Q. Next to that is the time of the call, which is put as 2 01.36.23. That isn't the time you rang, it is the time 3 that it was answered. 4 So with that background, if we look, please, at the 5 next page, page 2 of this document, could you expand the 6 top half, please. 7 The caller speaking at this time is not you, it's 8 somebody connecting your call to North West Fire 9 Control. Can you see that they say there they make 10 a reference to "it's seven minutes". 11 Do you remember having to wait for some time before 12 they put you through to the fire and rescue service? 13 A. Yes, and asked operator to change for the second person. 14 Q. Can you remember now, were you waiting for a few minutes 15 before you got to speak to somebody? 16 A. You know, I think I didn't wait much, I guess. 17 Q. Sorry, I didn't catch your answer. 18 A. I don't think -- I didn't wait much, just quite soon 19 really, you know, connected the operator, yes. 20 Q. Thank you. 21 If we could just go to the next page. 22 So that you can sort of understand just how the 23 document works, if we expand the bottom part of it, the 24 operator, who is from the fire and rescue service, gets 25 put through to you, and we see that in the bottom,</p> <p style="text-align: center;">Page 25</p>	<p>1 bedroom? 2 A. Yes. 3 Q. If we go to page 16 in the same document, please, and 4 I'll read out some of what the questions and answers 5 are. Second response from the operator down, the 6 operator says: 7 "OPERATOR: Yeah, I'll stay on the phone as long as 8 you need me to. 9 "CALLER: All right. 10 "OPERATOR: Where, where is everybody now, are you 11 still all in the same room? 12 "CALLER: What, I cannot, I cannot see the, okay, and 13 the children are in the living room, they sit down in 14 the, there." 15 So as you're doing this call, and it was a call for 16 half an hour, did you, in the course of it, move your 17 children into the living room? 18 A. Already children know fire coming, and stay put -- they 19 sit down and quiet, you know. You know, just follow 20 the, you know, that we did, you know -- how could you 21 call it? -- we training before, just smoothly they go 22 down sit down and just close together, they listening 23 really well. 24 Q. If I break that down with you, please. 25 So when you began the call to 999, you were in the</p> <p style="text-align: center;">Page 27</p>
<p>1 although your name has been typed wrong, you say, "my 2 name is Mariko". It's been typed wrong, but you give 3 your name and your flat, and then you start talking to 4 the operator. Do you follow? 5 A. Yes. 6 Q. What I want to do -- and we'll jump around this document 7 a bit, but it's a helpful document because it's 8 a recording you made at the time, so it tells us what 9 you saw and heard at the time. So I just want to ask 10 you some questions about the document. All right? 11 A. Yes. 12 Q. If we go, please, to LFB00000506, page 8, please. 13 Could we just expand the second answer from the 14 operator down, and just expand it down to "my son is not 15 feeling well". The bit above it, please. 16 What the control room officer says to you is: 17 "OPERATOR: Right, so you're in one room, and what 18 part, are you at the back of the flat or? 19 "CALLER: And this is, yeah, corner of the house flat 20 and, er, (Inaudible). 21 "OPERATOR: Right, so you're in one of the corners of 22 the flat? 23 "CALLER: Flat, my son is really not feeling 24 well ..." 25 At the time when you rang 999, were you still in the</p> <p style="text-align: center;">Page 26</p>	<p>1 bedroom. 2 A. Yes. 3 Q. But as part of what you taught your children before, you 4 asked them to go and sit in the living room quietly? 5 A. Yes, I didn't say sit down, but they can remember for 6 the, you know, training before that immediately just to 7 sit down in a circle. Yes. 8 Q. So your children knew what to do? 9 A. Yes. 10 Q. If we stay with that page, what the operator then asked 11 you is: 12 "OPERATOR: Right, is there still smoke coming into 13 your flat? 14 "CALLER: Yeah, I can smell it, I can smell it in 15 the, white steam coming, you know, but I tried to block 16 the way to the, went to (Inaudible) it with the towel, 17 and the just in case we, I'm now in the toilet and 18 (Inaudible) the duvet cover put my face(?) in the 19 (Inaudible)." 20 I'll ask you questions about the smoke in a moment, 21 but what you mentioned there is being in the toilet and 22 a duvet cover over your face. So what were you doing at 23 that time? 24 A. I was just preparing for the -- inside the room was all 25 right, but I was worry for outside community area. Then</p> <p style="text-align: center;">Page 28</p>

7 (Pages 25 to 28)

<p>1 I was just to block the way to underneath the door to no 2 smoke coming. I can smell it a bit, that's why just in 3 case put down because gap there, I just -- 4 Q. Was this on the front door to the flat? 5 A. Front door. 6 Q. So were you soaking -- 7 A. Soaking the duvet cover and then just to put it down. 8 Q. In front of the gap? 9 A. Yes. 10 Q. And was there a gap in the front door, at the bottom? 11 A. Yes. 12 Q. As I said, in that page you're referring to being able 13 to smell it and the white steam coming. 14 If we look at one of the things that you said 15 earlier in the call, and that's at page 3, right at the 16 bottom, please. If we just expand the very last 17 response from Ms Toyoshima-Lewis. 18 This was just after you'd introduced yourself, and 19 you say: 20 "CALLER: Yeah, I can feel the heat in my room and 21 the fire, smoke coming inside my room." 22 So first question is -- 23 A. Yes. 24 Q. -- which room are you referring to there? 25 A. This is for the first bedroom.</p> <p style="text-align: right;">Page 29</p>	<p>1 Q. -- a smell was coming in? 2 A. Yes. 3 Q. Can you describe that smell? 4 A. Burning, burning plastic, candle, like, you know, a lot 5 of -- just burning smell. But I can smell the plastic 6 kind of thing. I felt sick as well, you know. 7 Q. So how quickly did it make you feel sick? 8 A. Quickly opened the window and the smoke was, you know -- 9 wind is blow my side then, more quickly, you know. 10 I think bedroom window is really short time, really 11 short time. 12 Q. But even after the window was closed, the smell was 13 coming in? 14 A. Mm. 15 Q. Was any smoke coming in even after the window was 16 closed? 17 A. Not smoke, any like clear air as well, but I can smell 18 it for the burning, you know, stuff, starting for little 19 bit stronger. 20 Q. Just so that we can be clear, when you speak to the 21 operator, you make reference to fire. Was there any 22 flames at all coming into your bedroom? 23 A. No. Only for I can see outside. 24 Q. Can I take you, please, in this transcript again, to 25 page 27.</p> <p style="text-align: right;">Page 31</p>
<p>1 Q. Is that the bedroom where you had all been sleeping? 2 A. Yes, I was there and the window was closed but draught 3 come in and then smell like burning object smell. 4 Q. Was that happening before you called 999? 5 A. At the time I wasn't, you know -- I wasn't -- I don't 6 know, I'm sorry, but I opened the window, I guess, and 7 my ex-husband helped me open the window as well. That 8 time was smell like quite strong burning smell, I can 9 tell, and quickly I shut the window. 10 Q. So, again, if we just look at what you said, you said 11 "I can feel the heat in my room", so that's the heat in 12 the bedroom. Are you referring there to the heat in the 13 ceiling? 14 A. Yes, one corner definitely something happen. I was 15 really worried because one corner feel heat. 16 Q. Then you say "smoke coming inside my room". 17 Is that smoke coming through the window? 18 A. Yes. 19 Q. Could it have been that the smoke had come in because 20 you'd opened the window? 21 A. Yes, I was -- and few time open and David help me, 22 but -- and actually -- and window was not fit well, that 23 a draught coming, then smell keep coming. 24 Q. So even with the window closed -- 25 A. Yes.</p> <p style="text-align: right;">Page 30</p>	<p>1 If we again, please, just expand the last third of 2 that. 3 So you're talking with the operator, and the 4 operator says: 5 "OPERATOR: So you can, is it like sort of ash, ash 6 and stuff you can see coming out of the windows? 7 "CALLER: Yeah, I can see that, you know, fire 8 things, you know ..." 9 Then there's a couple of words which the transcriber 10 has put a question mark next to, but you finish by 11 saying: 12 "... basically I can see all the smoke and the 13 orange colour." 14 The operator in the last part of this page says: 15 "... is there any smoke inside your flat?" 16 On the next page, you say: 17 "CALLER: Yeah, I have smoke. 18 "OPERATOR: You've got some smoke in the flat. 19 "CALLER: And the smoke, yeah, and now(?) I have one 20 side of the window I try to open and get the fresh air 21 now, otherwise I can feel it inside, the smell quite bad 22 it come through the entrance. 23 "OPERATOR: It will smell quite bad. Are you able, 24 have you blocked up the doorways, the gaps under the 25 bottom of the door?"</p> <p style="text-align: right;">Page 32</p>

<p>1 "CALLER: Yeah ..."</p> <p>2 You've told us about smoke coming in through the</p> <p>3 bedroom window when you opened it.</p> <p>4 A. Yes, mm-hm.</p> <p>5 Q. But not when you closed it.</p> <p>6 A. Mm.</p> <p>7 Q. But that you could smell afterwards.</p> <p>8 A. Yes, just the draught come.</p> <p>9 Q. As the call was going on --</p> <p>10 A. Mm-hm.</p> <p>11 Q. -- did that change? Did smoke start coming into the</p> <p>12 flat?</p> <p>13 A. To be honest, I can smell it stronger, but, you know,</p> <p>14 air was clear.</p> <p>15 Q. So although you could smell something, did it have any</p> <p>16 effect on your breathing at all?</p> <p>17 A. When I opened the window, I can taste the, you know,</p> <p>18 burning thing, I had -- but when I -- inside flat was</p> <p>19 quite clear and, you know, just something burning smell,</p> <p>20 that's it.</p> <p>21 Q. But what you've referred to is the entrance. Which</p> <p>22 entrance were you referring to?</p> <p>23 A. Main entrance.</p> <p>24 Q. Is that the entrance to your flat?</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 33</p>	<p>1 THE WITNESS: Yes.</p> <p>2 SIR MARTIN MOORE-BICK: I think everyone would probably</p> <p>3 quite like to have a little break anyway.</p> <p>4 Would it be more convenient for you to leave the</p> <p>5 room or to stay in the room?</p> <p>6 THE WITNESS: May I leave, please?</p> <p>7 SIR MARTIN MOORE-BICK: You would rather stay where you are?</p> <p>8 THE WITNESS: May I leave one time?</p> <p>9 SIR MARTIN MOORE-BICK: Yes, of course you can, that's what</p> <p>10 normally happens, but I wasn't sure, because I know you</p> <p>11 were here when I came in, if you might prefer to stay</p> <p>12 where you are. But do.</p> <p>13 Right. We'll have a break until 11.45, is that</p> <p>14 going to be all right?</p> <p>15 MR RAWAT: Yes, that's fine.</p> <p>16 SIR MARTIN MOORE-BICK: That gives you just over 10 minutes.</p> <p>17 I have to ask you not to talk to anyone about your</p> <p>18 evidence while you're out of the room.</p> <p>19 If you can make your own way, the usher will help</p> <p>20 you out.</p> <p>21 THE WITNESS: Thank you.</p> <p>22 SIR MARTIN MOORE-BICK: If you want Mr Harwood to help you,</p> <p>23 I'm sure he will. Take your time, we'll just wait for</p> <p>24 you.</p> <p>25 (Pause)</p> <p style="text-align: right;">Page 35</p>
<p>1 Q. The front door?</p> <p>2 A. Mm.</p> <p>3 Q. So was there smoke coming in through your front door?</p> <p>4 A. Yes. I can smell it. It started something come</p> <p>5 outside. That's why, you know, I was really worried,</p> <p>6 might outside something happen. This is -- you know,</p> <p>7 I was, you know, worry.</p> <p>8 Q. You've told us about soaking the duvet?</p> <p>9 A. Yes.</p> <p>10 Q. Once you'd done that and put it across the gap, did it</p> <p>11 stop anything coming in?</p> <p>12 A. Yes, but still draught coming, like, you know -- not --</p> <p>13 how could you call it? -- not sealed well, so many gap</p> <p>14 there, that's why just the smell come, you know, some</p> <p>15 gap place and just --</p> <p>16 Q. But what was coming through was a smell rather than</p> <p>17 actual smoke; is that right?</p> <p>18 A. No, I can't see any colour with the smoke, just to smell</p> <p>19 it.</p> <p>20 MR RAWAT: Sir, I think I've been asking questions for</p> <p>21 45 minutes, and I wonder if we could just have a short</p> <p>22 break at this point.</p> <p>23 SIR MARTIN MOORE-BICK: Yes.</p> <p>24 Ms Toyoshima-Lewis, would you like to have a break</p> <p>25 now?</p> <p style="text-align: right;">Page 34</p>	<p>1 Right, 11.45, then.</p> <p>2 (11.30 am)</p> <p>3 (A short break)</p> <p>4 (11.50 am)</p> <p>5 SIR MARTIN MOORE-BICK: All right?</p> <p>6 THE WITNESS: Yes.</p> <p>7 SIR MARTIN MOORE-BICK: Are you ready to carry on?</p> <p>8 THE WITNESS: Yes, please, sir.</p> <p>9 SIR MARTIN MOORE-BICK: Yes, Mr Rawat.</p> <p>10 MR RAWAT: Thank you, sir.</p> <p>11 Ms Toyoshima-Lewis, before we had the break, we were</p> <p>12 looking at the transcript of your 999 call.</p> <p>13 A. Yes.</p> <p>14 Q. I'd like to go back to that, please. It's LFB00000506</p> <p>15 and it's at page 11.</p> <p>16 If we could just take it from where the operator</p> <p>17 says "Hello?" for the second time and then expand just</p> <p>18 a bit down, please. That's great, thank you.</p> <p>19 I'll read out the part that I'd like to ask you</p> <p>20 a question about.</p> <p>21 We can see at the top there where you're identified</p> <p>22 as the caller, so you're the first caller, and you say:</p> <p>23 "CALLER: (Inaudible) And the fire upstairs, the fire</p> <p>24 upstairs about (Inaudible).</p> <p>25 "OPERATOR: Right, so the, the fire is upstairs?"</p> <p style="text-align: right;">Page 36</p>

<p>1 At that time, what did you mean to say to the 2 operator when you were referring to a fire upstairs? 3 A. Because so many -- some object falling down past my 4 flat. 5 Q. So because from your window you were seeing objects 6 falling down -- 7 A. Mm. 8 Q. -- and coming from above -- 9 A. Yes. 10 Q. -- that's what led you to believe that there was a fire 11 above you? 12 A. Yes, yes. 13 Q. You mentioned earlier -- and you also mentioned when you 14 were making the 999 call -- about the heat in your 15 ceiling. 16 A. Yes, I felt the heat there. 17 Q. Did that spread at all? 18 A. No, just in one corner of that bedroom, I can felt heat. 19 Q. You've told us about the explosions you could hear. 20 A. Yes. 21 Q. You also mentioned this in this call. I just want to 22 show you the pages where you refer to explosions. 23 A. Yes. 24 Q. Could we go to page 5, please, and just expand the top 25 half.</p> <p style="text-align: center;">Page 37</p>	<p>1 hearing explosions? 2 A. Still some firework sound like this, and object falling 3 down. You know, if I'm going to by the window, yes, 4 I can hear that. 5 Q. So what sounded like fireworks from outside? 6 A. Yes. 7 Q. When you use the word "big", what were you trying to say 8 to the operator? 9 A. Because at the time I didn't know why so many things 10 falling down. Now I know what kind of things falling 11 down at the time, but at the time I have no idea. But 12 so many piece was -- and object, quite large piece and 13 quite small piece, falling like a leaf is falling down 14 stair, and a lot of things started falling down. 15 I never see, you know, fire like that. 16 Q. Other than saying that they were big objects, did you 17 have any idea of what it was that was falling down? 18 A. I have no idea at the time, but very big object. 19 Q. Sticking with the transcript, but just to ask you 20 a different question. Could we go to page 12 in that 21 transcript, and just expand, please, from the operator's 22 second response which reads: 23 "OPERATOR: Right, you, can you safely leave the 24 flat?" 25 Expand from that down to where the operator says:</p> <p style="text-align: center;">Page 39</p>
<p>1 What you say in the course of the conversation -- 2 and this is the first time that you mention it -- you 3 say to the operator: 4 "CALLER: Yeah, and I can hear explosion twice now. 5 "OPERATOR: Right, there's been an explosion actually 6 in the building that you're in?" 7 Your answer is partly inaudible, but you go on to 8 refer to fire in the tree outside. 9 If we go to page 9, again, the bottom half of the 10 page -- so if we shrink it back, please, to the whole 11 page, please. 12 If we take the last four responses, so where caller 13 says "There's been an explosion right now", if we could 14 expand that. 15 So this is another part of the transcript, and, 16 again, this is the second time where you now say: 17 "CALLER: There's been an explosion right now, 18 an explosion." 19 Then I'll show you the last reference that you make 20 to explosions, and that's at page 21. 21 Just right at the bottom, if we just expand that 22 last answer, you say: 23 "CALLER: I heard six times big explosion, six times 24 and big, er, you know (Inaudible)." 25 So while you were making the call, were you still</p> <p style="text-align: center;">Page 38</p>	<p>1 "OPERATOR: Right, no, no, no, listen to me, listen 2 to me, what floor are you on?" 3 Thank you very much. 4 What you are asked by the operator, 5 Ms Toyoshima-Lewis, is "can you safely leave the flat?", 6 and you then say: 7 "Yeah, I just need(?) ..." 8 There's a question mark next to that, which means 9 that the transcriber wasn't clear about the word, but 10 you then say: 11 "... the fire officer talk to me on the megaphone. 12 "OPERATOR: What floor are you on? 13 "CALLER: This is not (Inaudible) I have to get out. 14 "OPERATOR: Right, no listen to me, listen to me, 15 I need you to listen, what floor are you on? 16 "CALLER: Yeah, fire officer told(?) me to get out." 17 So do you have a recollection of someone outside the 18 building using a megaphone? 19 A. Yes. Not megaphone, but -- I don't know megaphone he 20 had or not, I can't see, but I can hear "Get out", and 21 actually a few people definitely point at me, like both 22 arms raised up, and someone there, someone there, you 23 know, "Come out, get out, get out", I can hear clearly, 24 you know. And one person, it is a gentleman, I can see 25 silhouette, but I can't figure out who is he, but</p> <p style="text-align: center;">Page 40</p>

<p>1 definitely he was keep telling me -- maybe he can see</p> <p>2 only my half face, "Someone there, someone there,</p> <p>3 3rd floor, she's shouting there", and police officer as</p> <p>4 well.</p> <p>5 Q. But just this person who was shouting, "Get out" -- what</p> <p>6 you remember was a few people shouting, "Get out"?</p> <p>7 A. Yes, quite lot of people still at that time, and --</p> <p>8 Q. And there was one man in particular that you remember?</p> <p>9 A. Particular, yes, "Get out, get out, just get out", you</p> <p>10 know --</p> <p>11 Q. But is it the case now you can't remember anybody having</p> <p>12 a megaphone?</p> <p>13 A. No, I have -- I don't know.</p> <p>14 Q. Do you remember anybody having any kind of system that</p> <p>15 was an amplification system?</p> <p>16 A. I don't know.</p> <p>17 Q. Although you said that one of them was a gentleman, how</p> <p>18 sure are you that -- or were any of them wearing</p> <p>19 a uniform?</p> <p>20 A. I don't think he's -- not police officer, but next to</p> <p>21 him, one police officer is there. Then he stop him and,</p> <p>22 "Back off, back off", like that.</p> <p>23 Q. So next to the gentleman shouting "Get out" was a police</p> <p>24 officer who stopped him?</p> <p>25 A. Mm.</p> <p style="text-align: right;">Page 41</p>	<p>1 Q. Your phone as a torch.</p> <p>2 A. Yes.</p> <p>3 Q. But just --</p> <p>4 A. We can communicate as well downstairs people.</p> <p>5 Q. You could shout down to people?</p> <p>6 A. Yes.</p> <p>7 Q. So you saw a police officer pushing people back?</p> <p>8 A. Mm.</p> <p>9 Q. And one of those people was a man shouting, "Get out"?</p> <p>10 A. Yes.</p> <p>11 Q. Just to focus on him, on that man shouting, "Get out".</p> <p>12 A. Yes.</p> <p>13 Q. Did you see him wearing a uniform?</p> <p>14 A. Yes, I think black kind of thing, not clearly, but</p> <p>15 definitely I can identified for the police officer.</p> <p>16 I can.</p> <p>17 Q. So you were clear in your mind there was a police</p> <p>18 officer pushing somebody back.</p> <p>19 A. Yes.</p> <p>20 Q. And then in the crowd, people were shouting, "Get out"?</p> <p>21 A. Yes, but not many people, but he tried to push away the</p> <p>22 people.</p> <p>23 Q. Could we just go, then, to page 18 in the transcript.</p> <p>24 I just want to ask your help for something.</p> <p>25 It's just at the top there. There's a reference at</p> <p style="text-align: right;">Page 43</p>
<p>1 Q. But the gentleman shouting "Get out", was he wearing</p> <p>2 a uniform of any sort?</p> <p>3 A. Definitely he's a police officer, because as the crowd</p> <p>4 is everything face on the -- and the -- and facing the</p> <p>5 coming, but he's the one to go, like, push back --</p> <p>6 Q. So he was facing away from you and pushing people back.</p> <p>7 But the person shouting, "Get out" --</p> <p>8 A. The people complain him as well, you know, people --</p> <p>9 I can -- and also I was raise my arm because I can't</p> <p>10 stand up, that's why I raise my arm, and my phone, put</p> <p>11 on the torch, "I'm here, I'm here, please help me", you</p> <p>12 know, I was -- because at that time, I was already</p> <p>13 scary, supposed to be someone rescue me this time, but</p> <p>14 no one coming, you know? Fire officer have to rescue so</p> <p>15 many people, maybe they don't coming. This is my mind</p> <p>16 started.</p> <p>17 Then at that time a little bit I was -- you know,</p> <p>18 "Please help, please, I'm here, please help", but I gave</p> <p>19 up after this because the police officer push the people</p> <p>20 away, then I gave up. I don't know the -- in front of</p> <p>21 entrance, you know, better I have to stay here waiting</p> <p>22 for the fire officer.</p> <p>23 Q. So you tried to signal from your window using your</p> <p>24 torch; is that right?</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 42</p>	<p>1 the top -- can you see? -- and it's to I think</p> <p>2 a different person rather than yourself, so somebody</p> <p>3 else in the flat, but the fire officer says:</p> <p>4 "CALLER 1: (Inaudible) The fire officer say you</p> <p>5 should go, you should go but (Inaudible) difficult to go</p> <p>6 downstairs, that's why I'm (Inaudible) cos I will stay</p> <p>7 here, everyone go, follow the neighbour, okay, go out</p> <p>8 outside."</p> <p>9 Were you aware of your neighbours leaving the</p> <p>10 building?</p> <p>11 A. I don't know.</p> <p>12 Q. Do you know what the reference to "follow the neighbour"</p> <p>13 is?</p> <p>14 A. I don't know. I'm not sure.</p> <p>15 Q. Can we just go back to your statement, then, and back to</p> <p>16 IWS00000304, page 6, please. Just expand paragraph 25.</p> <p>17 At the top there -- I'll just read it out for you.</p> <p>18 A. Thank you.</p> <p>19 Q. You say:</p> <p>20 "25. At one point I waved to a police officer out</p> <p>21 of the living room window. The officer saw me."</p> <p>22 Is that a reference to the same police officer that</p> <p>23 we were just talking about?</p> <p>24 A. Yes, yes.</p> <p>25 Q. Did that happen whilst you were on the phone, that you</p> <p style="text-align: right;">Page 44</p>

<p>1 were doing that?</p> <p>2 A. Yes. I was keep asking him to help, "I'm here", I was</p> <p>3 shouted, "I have children here and I'm a wheelchair</p> <p>4 user, I am trapped, please, we have five people in</p> <p>5 here", I think I shout. And downstairs, the people</p> <p>6 understand, and they tell the police officer to, you</p> <p>7 know -- why can no one go like that?</p> <p>8 Q. If you think about it, you have to have your phone to</p> <p>9 make the 999 call.</p> <p>10 A. I think I was speakerphone and left it, and I think</p> <p>11 I was -- people, "Get out, get out", that's why I went</p> <p>12 to that side. And the phone wasn't keep next to me,</p> <p>13 I think on the table or something at that time.</p> <p>14 Q. So you used the phone as a speakerphone?</p> <p>15 A. Yes.</p> <p>16 Q. And you were moving around?</p> <p>17 A. Yes.</p> <p>18 Q. But to use the phone as a torch, would you have to keep</p> <p>19 it with you?</p> <p>20 A. Yes, and put it back, and, like -- window, next one, and</p> <p>21 desk there, like a dining table, really nearby, that's</p> <p>22 why just to put it down and everyone can hear the</p> <p>23 conversation, you know.</p> <p>24 Q. So what's clear in your recollection was at the same</p> <p>25 time as you're on the call to 999 --</p> <p style="text-align: right;">Page 45</p>	<p>1 "CALLER: I am okay, I am okay, in the door.</p> <p>2 "OPERATOR: Are they knocking?</p> <p>3 "CALLER: Hold on, hold on, someone knocking, someone</p> <p>4 knocking.</p> <p>5 "OPERATOR: Someone knocking, right, okay, that'll be</p> <p>6 the fire crews.</p> <p>7 "CALLER: Mummy going, mummy going, hold on. Fireman</p> <p>8 came, sorry.</p> <p>9 "OPERATOR: Okay, all right, go on. I'm glad you're</p> <p>10 safe, bye bye."</p> <p>11 So on that transcript, it would seem that at the end</p> <p>12 of the half-hour that you'd spent on the phone, that's</p> <p>13 when the firefighters arrived. Do you remember that</p> <p>14 happening?</p> <p>15 A. Yes.</p> <p>16 Q. So the reference to 45 minutes after the call was made,</p> <p>17 was that a reference to how long you thought the call</p> <p>18 had lasted, or that after you'd ended the call, another</p> <p>19 45 minutes passed before the firefighters arrived?</p> <p>20 A. And after the -- just hung up the phone, and after this,</p> <p>21 they came, I guess, just ... I thought someone knocked,</p> <p>22 but I was holding the door handle as well, I was worry</p> <p>23 at the time, like -- outside is fire, that's why</p> <p>24 I grabbed my -- how could you call it? -- like this</p> <p>25 handle is hot, but I could slowly touch, and then I fine</p> <p style="text-align: right;">Page 47</p>
<p>1 A. Mm.</p> <p>2 Q. -- you're signalling to people outside using your phone</p> <p>3 as a torch?</p> <p>4 A. Mm, yes.</p> <p>5 Q. Could we look at paragraph 29 on page 7, please.</p> <p>6 Again, I just want to ask for your help just to</p> <p>7 clear something up.</p> <p>8 A. Yes.</p> <p>9 Q. Because paragraph 29 begins:</p> <p>10 "29. Then, about forty-five minutes after I had</p> <p>11 made the call, three firefighters came to my flat -- two</p> <p>12 firemen and one firewoman."</p> <p>13 You deal in more detail in your second statement</p> <p>14 with the firefighters that arrived.</p> <p>15 A. Yes.</p> <p>16 Q. But I just want to be clear, I want to link that bit of</p> <p>17 your recollection in your statement with what you said</p> <p>18 on the call itself.</p> <p>19 If we go back to LFB00000506 and the last page,</p> <p>20 page 32, please.</p> <p>21 Do you remember that I showed you a page of this</p> <p>22 transcript earlier where the operator had said that</p> <p>23 "I'll stay on the phone as long as you need me to"?</p> <p>24 If we look at this last page, what you're saying</p> <p>25 there is -- it begins:</p> <p style="text-align: right;">Page 46</p>	<p>1 and I opened the door and let them in.</p> <p>2 Q. So just to break it down, whilst you're still on the</p> <p>3 phone to 999, you were by your front door, were you?</p> <p>4 A. I think already hung up, then they came.</p> <p>5 Q. All right. So your memory is that you had finished the</p> <p>6 call and that's when the firefighters came?</p> <p>7 A. Mm. And I think, you know, after I hung up and fireman</p> <p>8 came.</p> <p>9 Q. In your mind, Ms Toyoshima-Lewis, is it very soon after</p> <p>10 you hung up --</p> <p>11 A. Yes.</p> <p>12 Q. -- that the firefighters were there?</p> <p>13 A. Yes.</p> <p>14 Q. You just told us that when you were by that door, you</p> <p>15 pulled your sleeve over your hand because --</p> <p>16 A. I thought (inaudible) might something going on. This</p> <p>17 was I wonder because so many reflecting the heat, and</p> <p>18 the bedroom was all orange because wall was white,</p> <p>19 everything reflected from the school window, and the</p> <p>20 thing was falling down. Sometimes I can see smoke</p> <p>21 blowing, and that smoke become orange, more graduated as</p> <p>22 the fire get bigger. That's why I'm not sure for the --</p> <p>23 I'm safe in the room, but I have no idea for the outside</p> <p>24 community area.</p> <p>25 Q. When you touched the handle of your front door, was it</p> <p style="text-align: right;">Page 48</p>

<p>1 hot?</p> <p>2 A. No.</p> <p>3 Q. At that time, did you have any sense of any smoke coming</p> <p>4 in through the door?</p> <p>5 A. Because I can't reach the spyhole, I can't see outside,</p> <p>6 so I just slowly touch, and yeah, definitely okay, and</p> <p>7 then I slowly opened. But I told the children, might</p> <p>8 flash back, or never know, could you back off, you know,</p> <p>9 the entrance, move away, and I slowly open.</p> <p>10 Q. Although you couldn't look out of the spyhole --</p> <p>11 A. Mm.</p> <p>12 Q. -- was there any smoke coming around the gaps of the</p> <p>13 door?</p> <p>14 A. I can't see the smoke but I can smell it.</p> <p>15 Q. So the smell was still there, was it?</p> <p>16 A. Yes.</p> <p>17 Q. You've given a great deal of detail in both of your</p> <p>18 statements about your interactions with the</p> <p>19 firefighters. I don't want to go into that detail.</p> <p>20 A. Yes.</p> <p>21 Q. But what I would like to do is just clarify with you</p> <p>22 some bits of it.</p> <p>23 A. Yes.</p> <p>24 Q. Just so that we can get your recollection in sequence.</p> <p>25 A. Yes, sir.</p> <p style="text-align: right;">Page 49</p>	<p>1 Q. When you looked out through the door, what could you</p> <p>2 see?</p> <p>3 A. The fireman difficult to get into the front of door.</p> <p>4 They struggling.</p> <p>5 Q. Can I come back to that.</p> <p>6 A. Yes, that's why I guess one firefighter outside, and two</p> <p>7 firefighter come inside.</p> <p>8 Q. I follow. But the door is opened. What could you</p> <p>9 smell?</p> <p>10 A. Bit strong smell, and --</p> <p>11 Q. Was it the same as the smell that you could smell in</p> <p>12 your flat?</p> <p>13 A. I think community air hole is open, that's why maybe</p> <p>14 upstairs air come to downstairs, I guess.</p> <p>15 Q. Did you see any smoke in the lobby area outside your</p> <p>16 front door?</p> <p>17 A. To be honest, it was quite -- not dark -- light as my</p> <p>18 flat in the corridor, that's why feel a little bit dark,</p> <p>19 that's why feel little bit maybe, you know, smoke there,</p> <p>20 but no problem that I can see, you know, in the</p> <p>21 corridor.</p> <p>22 Q. When the firefighters came in, were you still in your</p> <p>23 manual wheelchair?</p> <p>24 A. Yes, I am manual wheelchair.</p> <p>25 Q. Outside was the electric chair, the power chair, and the</p> <p style="text-align: right;">Page 51</p>
<p>1 Q. We've discussed that the firefighters came. Can you</p> <p>2 remember how many firefighters came into your flat</p> <p>3 initially?</p> <p>4 A. Possible I think they came three firefighter, but</p> <p>5 I couldn't identify the one person because behind the</p> <p>6 wall, but two firefighter came front of me.</p> <p>7 Q. Two of them came into the flat?</p> <p>8 A. Yes.</p> <p>9 Q. You think that there was one outside?</p> <p>10 A. Yes, they communicate some guy for behind the door.</p> <p>11 Q. By the time the firefighters arrived in the flat, how</p> <p>12 much smoke was there in your flat?</p> <p>13 A. Sorry?</p> <p>14 Q. How much smoke was there in your flat by the time they</p> <p>15 arrived?</p> <p>16 A. At that time, very clear, but I can smell it, but I can</p> <p>17 say if open the door, it's much more strong smell than</p> <p>18 inside.</p> <p>19 Q. So had things really changed in your flat at all? Was</p> <p>20 it just still that there was this smell but not much</p> <p>21 else?</p> <p>22 A. Yes, no, you know, air was clear.</p> <p>23 Q. Obviously for them to come in, you would have to open</p> <p>24 the door.</p> <p>25 A. Mm.</p> <p style="text-align: right;">Page 50</p>	<p>1 mobility scooter?</p> <p>2 A. I had the mobility scooter and the power wheelchair</p> <p>3 outside.</p> <p>4 Q. They are quite big objects, aren't they?</p> <p>5 A. Yes.</p> <p>6 Q. So for you to be able to come out of your flat easily,</p> <p>7 would the firefighters have had to try to move those out</p> <p>8 of the way?</p> <p>9 A. Yes, they have to move.</p> <p>10 Q. There was some difficulty finding the key; is that</p> <p>11 right?</p> <p>12 A. Yes.</p> <p>13 Q. So did they have to try and use force to try and push it</p> <p>14 out of the way?</p> <p>15 A. Yes, I think, you know, at that time, the fire officer</p> <p>16 was really urgent, that's why, and, you know, key is</p> <p>17 right on the side of, you know, the panel. But, you</p> <p>18 know, they don't know where the key is, and they ask me</p> <p>19 key, but actually no key, you know, just to press the</p> <p>20 button here.</p> <p>21 Q. So although they were asking for a key, it could be</p> <p>22 operated by pressing a button?</p> <p>23 A. Pressing the button, and then as -- and the mobility</p> <p>24 scooter as well, press the side and manually easily to</p> <p>25 move.</p> <p style="text-align: right;">Page 52</p>

<p>1 Q. But I think, as you fairly said, they would have to know 2 how those things worked.</p> <p>3 A. They didn't know how because, you know, they don't know 4 wheelchair, how could you use, they didn't know, no 5 knowledge, that's why, you know, it happen, you know.</p> <p>6 Q. You've explained again in your statements that you and 7 your family were then evacuated. Can you just help us 8 with the sequence of evacuations. 9 In the flat now are your three children --</p> <p>10 A. Yes.</p> <p>11 Q. -- David and yourself. 12 Who went first?</p> <p>13 A. Sorry, I think ... the fire officer first, and my 14 children and David went together, but at that time, fire 15 officer ask me, "Hurry up, get up, you know, stand up", 16 basically. But I was just --</p> <p>17 Q. That's just not something you can do because of your 18 disability; is that right?</p> <p>19 A. That's it, and two fire officer look at each other, you 20 know, just to decided, I guess, you know, leave me, that 21 I felt at that time.</p> <p>22 But, you know, I like to save -- like to send my 23 children, and that's why my daughter, she doesn't want 24 to go, she was quite holding my arm. "But if you didn't 25 go downstair, they can't come back and rescue me.</p> <p style="text-align: center;">Page 53</p>	<p>1 know, that much fire going, I don't have much, you know, 2 choice even not to or not. Someone not rescue me, 3 basically, I can't go downstair, you know.</p> <p>4 Q. Although your children and your ex-husband went ahead, 5 did firefighters come back for you?</p> <p>6 A. But I was felt a little bit health and safety, might one 7 of the fire officer stay with me, you know. I sort of 8 worry they -- you know, I need assist for two people, 9 otherwise I can't go downstairs, I knew it, or three 10 people to carry me, always, you know, they help me down 11 like that, that's why. But one firefighter still 12 outside I think -- I was call, you know, "Hello, hello", 13 you know? "Hello?" But he doesn't answer.</p> <p>14 Then, "Excuse me, I'm still here", and, "Please", 15 and, "When is people coming back?" And I shouted. And 16 post -- how can you call it? -- I can't see the spyhole, 17 but postbox, "I'm here, I'm here".</p> <p>18 But I shouted, but I recognise all left, all left. 19 That's why I going back to the bedroom and opened, you 20 know, that bedroom. Immediately I felt red, orangey 21 light was reflecting. Room was starting for hot. Warm 22 was now hot started, and come from the one corner the 23 ceiling, and then I was starting for pray. I don't 24 think might this ceiling falling down. If no one come 25 down, can't make it, can't make it, just to pray for my</p> <p style="text-align: center;">Page 55</p>
<p>1 Please go downstair", and I ask -- I gave to her 2 rucksack, because they have a bit health issue, 3 everything inside, I explain, but my daughter was really 4 listening well, she's really follow the procedure, very 5 innocent girl. That's why I told her, if you are 6 dangerous or some situation happen, don't worry about 7 this rucksack, you know, you don't have to carry all the 8 time if something happen, leave it some way, like --</p> <p>9 Q. So just to get the sequence right, you've told us your 10 daughter didn't want to go but you told her that if she 11 went then the firefighters could come back for you; is 12 that right?</p> <p>13 A. Mm, and my son was, you know, how can she go downstair? 14 You know, how can she go downstair? He was a bit 15 wondering.</p> <p>16 Q. When he was referring to "she", was that referring to 17 how you could go down the stairs?</p> <p>18 A. Yes, wondering, ask for the fire officer, but just -- 19 just I can felt, you know, they leave me. I really 20 felt, you know, I felt that just to say goodbye to my 21 children.</p> <p>22 I was smiling, I really smiling, and tell my 23 ex-husband, "Please look after Japanese language", 24 I say. But I'm smiling, "Don't worry, they're going to 25 coming back, don't worry", like that, but I felt, you</p> <p style="text-align: center;">Page 54</p>	<p>1 children's future. Just the safety stay ...</p> <p>2 Q. Ms Toyoshima-Lewis, could I just pause there for 3 a moment.</p> <p>4 A. Thank you.</p> <p>5 Yes, and, you know, I just pray, you know, just 6 pray, you know, please someone coming back for me, 7 please. Please, you know, just beg.</p> <p>8 Q. Are you okay for me to ask you a few more questions?</p> <p>9 A. Yes, yes.</p> <p>10 Q. Thank you. I'll just try and move it forward a little 11 bit, because I think firefighters did come back for you, 12 didn't they, and can you remember how many firefighters 13 carried you out?</p> <p>14 A. And possible one lady, and first firefighter I ask to 15 help, but they didn't, then second firefighter came, 16 then lady came. She's -- you know, first time she touch 17 my arm, and said let's go downstairs like that, "Stand 18 up, please", like stand up. But I can't stand up. 19 I can't. Then she was really tiny lady, really tiny, 20 you know, young lady. And I really don't think you can 21 carry me, because I'm really tall and I'm really heavy, 22 I don't think you can. And as the firefighter tried to 23 go out, I don't think, you know -- I need help, you 24 know, I can't stand up. Then other firefighter and 25 gentlemen came and hold my arm like -- but my back was</p> <p style="text-align: center;">Page 56</p>

<p>1 really bad, I can't raise my arm, and they recognise</p> <p>2 I can't stand up, then they just drag me out, like, just</p> <p>3 I'm at door -- they just -- yeah, like a -- door drag --</p> <p>4 like that -- you know, step everything, drag me down,</p> <p>5 and maybe twice drop me as well.</p> <p>6 You know, they say -- "Stand up", they say, but my</p> <p>7 body's like this, I cannot move leg. That's why just</p> <p>8 they -- just my step like this, my body (Indicates),</p> <p>9 drag out, you know, but very quick. Very quick.</p> <p>10 Q. So is your recollection that from leaving the flat to</p> <p>11 getting to the outside of the tower, it was very quick?</p> <p>12 A. Unbelievable, they just quick, really quick. I just</p> <p>13 scream, scream, scream for the pain, pain, scream,</p> <p>14 scream, scream, downstairs, you know, just to tap me</p> <p>15 shoulder and they put on the wheelchair. Luckily one</p> <p>16 firefighter brought me my manual wheelchair for me.</p> <p>17 Q. So they brought that out as well, did they?</p> <p>18 A. Yes, then I sat down.</p> <p>19 Then, yes, one firefighter was tried to push</p> <p>20 outside, but I recognise big object already falling down</p> <p>21 on the ground. And some of them object, you know,</p> <p>22 still, you know, looks like hot, you know, not fire, but</p> <p>23 like hot, and smoke coming. But really big object.</p> <p>24 Then he push me through the, you know, entrance.</p> <p>25 I was just wonder, if hit this object, I'm die, you</p> <p style="text-align: right;">Page 57</p>	<p>1 Do you remember if that police officer or anyone at</p> <p>2 the medical centre --</p> <p>3 A. At that time, he asked me, but beginning, no one ask.</p> <p>4 That time he ask.</p> <p>5 Q. What information did he ask you to give?</p> <p>6 A. Then he ask for the -- and the police officer -- but no</p> <p>7 one know where resident to go or, like, where is the</p> <p>8 shelter, or -- I was basically, you know -- at that time</p> <p>9 as well, you have injury, ankle a bit twisted, and maybe</p> <p>10 my body shape was funny and posture was funny, that's</p> <p>11 why, you know, where should I take the ambulance? You</p> <p>12 know, they don't know. They really don't know. Where</p> <p>13 is the point to rescue the people? Where is injured</p> <p>14 person taking? I'm sorry, no one don't know. Just</p> <p>15 a long time they left me.</p> <p>16 Grenfell Tower, as example, that wall, I was this</p> <p>17 distance, I was stay I think over, you know, 30 minutes.</p> <p>18 Left me. Because of slope, I can't go up. I can't go</p> <p>19 up. I saw, you know, so many stuff falling down -- on</p> <p>20 me as well, smaller parts -- but I can see the people</p> <p>21 something, maybe waving for the sheets or something,</p> <p>22 I can see. But, you know, who is that, I can't see, but</p> <p>23 some big object like, and -- waving --</p> <p>24 Q. Can I take you back -- my last question, I hope -- just</p> <p>25 to the police officer.</p> <p style="text-align: right;">Page 59</p>
<p>1 know. And honestly, just he push and push, just I was,</p> <p>2 "Ahh", that's it. He pushed through, large object</p> <p>3 luckily drop down my right-hand side, really huge one,</p> <p>4 like this desk, size like desk (Indicates), and small</p> <p>5 part falling down.</p> <p>6 But I was through there, then I saw the two fire</p> <p>7 engine, a bunch of firefighter, and he push me I think</p> <p>8 20 metre, just the corner of Grenfell Tower, he left me</p> <p>9 there. But I ask, "Where should I go? Where is my</p> <p>10 children? Where is my children? Please tell me where</p> <p>11 is my children?" But it seems as if he doesn't know.</p> <p>12 "Where should I go?" He doesn't know. Just left it,</p> <p>13 you know, in front of the fire.</p> <p>14 Q. Can I ask you two questions about being outside of the</p> <p>15 tower then.</p> <p>16 You've been brought out. The firefighters brought</p> <p>17 out your wheelchair.</p> <p>18 When you first got out of the tower, did anyone ask</p> <p>19 you for a flat number or floor number?</p> <p>20 A. (Indicated dissent).</p> <p>21 Q. My second question is -- and I don't need you to bring</p> <p>22 it up, it's in paragraph 35 of your first statement --</p> <p>23 what you say is that you had a conversation with</p> <p>24 a police officer which resulted in him taking you to the</p> <p>25 medical centre.</p> <p style="text-align: right;">Page 58</p>	<p>1 Did he ask you for your flat number and your floor</p> <p>2 number and your name, details like that?</p> <p>3 A. Yes, the police officer -- no, firefighter was</p> <p>4 I starting for explain, he ask me. "I was flat 9, I'm,</p> <p>5 you know, just come out of Grenfell Tower, I'm looking</p> <p>6 for my children." And, "Oh, what is your name?", like</p> <p>7 that, a little bit conversation. But everyone, really</p> <p>8 short conversation, they don't know, they left, and they</p> <p>9 have place to stay. They can't go -- how could you call</p> <p>10 it? -- like everyone bunch of group in there, I asked to</p> <p>11 help, but they didn't. You know, some of them -- can</p> <p>12 I say? I can say or ...? Like I saw the stuff.</p> <p>13 Q. I'm not quite sure what you want to say,</p> <p>14 Ms Toyoshima-Lewis.</p> <p>15 A. Like firefighter is selfies himself, and they sit down</p> <p>16 or lay down the grass. I was shout at them, "Why are</p> <p>17 you doing? You supposed to be rescue there." I keep</p> <p>18 telling them, "What are you doing? Took a photo and</p> <p>19 selfie yourself. Oh my gosh, shame yourself." I was</p> <p>20 quite angry at that point.</p> <p>21 But, you know, they say, you know, "Still my</p> <p>22 supervisor", someone, you know, "still I have to put</p> <p>23 here, we can't go inside."</p> <p>24 Q. What they explained to you was they were waiting for</p> <p>25 their supervisor to tell them what to do?</p> <p style="text-align: right;">Page 60</p>

<p>1 A. Yes, 40 -- more than 40 people, but -- and two bunch of 2 people nearby, you know, the fire officer, and green 3 grass, they sit down, they lay down, and I was really 4 disappointed at the time. 5 Q. All right, but to be fair to the firefighters -- 6 A. Sorry for the -- nice firefighter as well, but I was 7 really disappointed, I was really -- and what's going 8 on? You know, people there. Can you see? 9 SIR MARTIN MOORE-BICK: Don't worry, I think we have that, 10 don't worry. Yes. 11 MR RAWAT: I just want to check my notes, but I think, 12 Ms Toyoshima-Lewis, I don't have any further questions 13 for you. 14 Sir, I think I need the usual break just to check if 15 anybody else has any further questions. 16 SIR MARTIN MOORE-BICK: Well, it's usually convenient that 17 we have a short break. Mr Rawat has got to the end of 18 his questions, but sometimes, on reflection, there are 19 further things that he needs to ask you, so we'll have 20 a 10-minute break. 21 THE WITNESS: Yes, sir. 22 SIR MARTIN MOORE-BICK: And same as before, don't talk to 23 anyone about your evidence while you're out of the room, 24 and you can presumably get out without too much 25 difficulty, I hope. All right?</p> <p style="text-align: center;">Page 61</p>	<p>1 going to try and keep the questions very short so we 2 don't detain you any further. 3 I've been asked to just deal with two matters with 4 you. The first is in relation to the windows in your 5 flat. 6 A. Yes. 7 Q. You've mentioned that you could smell smoke on that 8 night? 9 A. Yes. 10 Q. Before the fire, did you have problems with draughts 11 from the windows? 12 A. Yes, all the time, and one of the -- that picture in the 13 left-hand side room, they have a big window, a lot, like 14 a -- all panel of the window. In winter time, 15 impossible to sleep, if you still put on the central 16 heating, impossible, because of the draught come in 17 non-stop. I was raise up the issue for the TMO. 18 Q. Well -- 19 A. And the Latimer Road office. 20 Q. I am sorry to interrupt you, I just want to try and 21 focus on what the windows were like in June 2017. 22 A. Mm. 23 Q. I'll go back to that picture. I think it's your plan, 24 IWS00000907, page 1, please. 25 A. Yes, I'm ready.</p> <p style="text-align: center;">Page 63</p>
<p>1 THE WITNESS: Yes, sir. 2 SIR MARTIN MOORE-BICK: You go with the usher now then, and 3 we'll come back at 12.40. 4 All right, Mr Rawat, 12.40. 5 MR RAWAT: Yes, Mr Chairman. 6 SIR MARTIN MOORE-BICK: 12.40, then. 7 (12.30 pm) 8 (A short break) 9 (12.40 pm) 10 THE WITNESS: Thank you for waiting. 11 SIR MARTIN MOORE-BICK: All right? 12 THE WITNESS: Yes. 13 SIR MARTIN MOORE-BICK: Are you ready to answer a couple 14 more questions, I think? 15 THE WITNESS: Yes. 16 SIR MARTIN MOORE-BICK: We'll just wait. 17 (Pause) 18 THE WITNESS: Thank you. Sorry. 19 SIR MARTIN MOORE-BICK: No, no, there's no rush. Don't 20 worry. Are you all right now? 21 THE WITNESS: Yes. 22 SIR MARTIN MOORE-BICK: All right, thank you very much. 23 Yes, Mr Rawat. 24 MR RAWAT: Thank you, Mr Chairman. 25 Ms Toyoshima-Lewis, thank you for coming back. I'm</p> <p style="text-align: center;">Page 62</p>	<p>1 Q. It will come up on the screen, I hope. 2 You had three bedrooms in the flat. 3 A. Yes. 4 Q. You made specific reference to a left-hand room. Is 5 that the bedroom that's on the left-hand side of that 6 picture? 7 A. Yes. 8 Q. Was that the one that had particular difficulties? 9 A. Particular difficulty because massive window they have, 10 and maybe one, two, three, four -- 12 panel of the 11 window. 12 Q. Where did the draughts come in? 13 A. Oh, every single corner of a window, like a draught, 14 sound come, "shhh", was non-stop. If not windy day, 15 still I can hear the sound. If windy day, more coming, 16 you know, directly. 17 Then I was complaining about it, you know, raise up 18 the issue, because, you know, draught coming, little bit 19 fine, but a lot. Totally not fit the window. I was 20 keep tell the -- you know, Latimer office manager. 21 Q. Can I take you now to the next topic. 22 A. Yes. 23 Q. I just want to show you, please, the first page of the 24 transcript of your 999 call, which is LFB00000506, 25 page 1.</p> <p style="text-align: center;">Page 64</p>

<p>1 We looked at this a while ago. It's the first page 2 of the transcript of your call. It tells us the time 3 that the call was answered, which is 01.36.23 in the 4 morning, and it tells us that it lasted 30 minutes and 5 20 seconds.</p> <p>6 I'm sure there will be others here to correct my 7 maths, but that means the call ended about half an hour 8 later, so at 02.06.20, do you understand?</p> <p>9 A. Yes.</p> <p>10 Q. I showed you the page of that transcript, and I can do 11 it again, if you want it, but what that last page 12 suggests was at the end of the call was when the 13 firefighters were knocking on your door. Do you 14 remember that?</p> <p>15 A. Yes.</p> <p>16 Q. I think you told us that your recollection was it was 17 very shortly after the call ended that the firefighters 18 arrived. So we have that time of 02.06.20.</p> <p>19 We know from cameras in the building that you were 20 taken out and left the tower at 02.10.50, so about 21 4.5 minutes later.</p> <p>22 A. Ah.</p> <p>23 Q. But in your mind, how much time passed between the first 24 arrival of firefighters at your door and your 25 evacuation, when you left the building?</p> <p style="text-align: right;">Page 65</p>	<p>1 coming along to give your evidence. I think it's 2 probably been quite a big challenge for you and I think 3 you've made a big effort to come and do it.</p> <p>4 Your evidence about what went on in your flat and in 5 your part of the building is very helpful to us, so 6 we're very grateful to you for coming along.</p> <p>7 Anyway, it's all over now as far as giving evidence 8 is concerned. You're free to go, and if you would like 9 to go with the usher, she'll look after you.</p> <p>10 THE WITNESS: Thank you so much.</p> <p>11 SIR MARTIN MOORE-BICK: All right?</p> <p>12 Thank you very much.</p> <p>13 (The witness withdrew)</p> <p>14 SIR MARTIN MOORE-BICK: Well, Mr Rawat, it's 12.50. What 15 shall we do now?</p> <p>16 MR RAWAT: I would ask for a slightly early lunch, but our 17 next witness is scheduled to start at 2 o'clock.</p> <p>18 SIR MARTIN MOORE-BICK: It wouldn't make sense to start 19 a fresh witness at this point, so we'll break now and 20 resume at 2 o'clock and look forward to hearing from the 21 next witness then.</p> <p>22 MR RAWAT: Thank you.</p> <p>23 SIR MARTIN MOORE-BICK: All right, thank you all very much. 24 2 o'clock, please. 25 (12.50 pm)</p> <p style="text-align: right;">Page 67</p>
<p>1 A. This is for the, you know -- I was -- I thought 15 or 2 10 minutes, or might -- 10 or 5 minutes, I felt very 3 long, because I shouted, go back bedroom, then I saw 4 the -- you know, my life, you know, maybe, you know, 5 ceiling falling, maybe I was really panic, little bit 6 panic, that's why I felt very long.</p> <p>7 Q. So thinking about it, it felt a very long time?</p> <p>8 A. Very long time.</p> <p>9 Q. Thank you.</p> <p>10 A. But, you know, I thought might, I don't know, 15, 11 10 minutes, or 5 minutes, like -- you know, I was 12 nervous, that's why I thought 15 minutes, but statement 13 said might only 10 minutes or 5 minutes, you know, I was 14 written, because at the time very stressful.</p> <p>15 Q. Yes.</p> <p>16 A. I didn't thought why the firefighter left me alone.</p> <p>17 MR RAWAT: Well, thank you very much for that, that's 18 enormously helpful.</p> <p>19 Mr Chairman, I have no further questions.</p> <p>20 SIR MARTIN MOORE-BICK: Right.</p> <p>21 MR RAWAT: So what I would like to do is just to thank 22 Ms Toyoshima-Lewis for coming today and giving her 23 evidence.</p> <p>24 SIR MARTIN MOORE-BICK: Yes.</p> <p>25 Well, so would I. We're very grateful to you for</p> <p style="text-align: right;">Page 66</p>	<p>1 (The short adjournment)</p> <p>2 (2.00 pm)</p> <p>3 SIR MARTIN MOORE-BICK: Yes, Mr Rawat.</p> <p>4 MR RAWAT: Good afternoon, Mr Chairman.</p> <p>5 May I call now Richard Fletcher, please.</p> <p>6 SIR MARTIN MOORE-BICK: Yes, thank you.</p> <p>7 RICHARD FLETCHER (sworn)</p> <p>8 Questions by MR RAWAT</p> <p>9 SIR MARTIN MOORE-BICK: Thank you very much, Mr Fletcher.</p> <p>10 Sit down and make yourself comfortable. All right?</p> <p>11 Yes, Mr Rawat.</p> <p>12 MR RAWAT: Good afternoon, Mr Fletcher.</p> <p>13 A. Good afternoon.</p> <p>14 Q. Can I start by asking you to give the inquiry your full 15 name, please.</p> <p>16 A. Richard Clayton Fletcher.</p> <p>17 Q. Can I move on by first of all thanking you for coming to 18 give evidence to us today.</p> <p>19 We're very grateful, first, for the witness 20 statement that you've provided to us, but also, 21 secondly, for your willingness to come and continue to 22 assist the inquiry with its work.</p> <p>23 Just some preliminary matters, please.</p> <p>24 Firstly, everyone here will recognise that it is 25 difficult asking residents of the tower to go back and</p> <p style="text-align: right;">Page 68</p>

<p>1 think and answer questions about 14 June. It is</p> <p>2 important that you take your time.</p> <p>3 If you need a break at any time, please just say so</p> <p>4 and we'll stop.</p> <p>5 The last thing is that hopefully my questions will</p> <p>6 be short and straightforward, but if at any time I ask</p> <p>7 something that you don't follow or don't understand,</p> <p>8 just tell me and I'll put the question in a different</p> <p>9 way.</p> <p>10 A. Okay.</p> <p>11 Q. The focus of what I'm going to ask you about today is on</p> <p>12 what the inquiry describes as Phase 1, which is what</p> <p>13 happened on the night.</p> <p>14 Before we go on, what we next need to do as</p> <p>15 a formality is to put your statement into the record.</p> <p>16 Could we have, please, IWS00000913, page 1.</p> <p>17 Mr Fletcher, if I explain to you, that's the first</p> <p>18 page of the witness statement that you've provided</p> <p>19 specifically to the inquiry, and obviously you can see</p> <p>20 it on the screen in front of you. If you prefer paper,</p> <p>21 there is a bundle in front of you --</p> <p>22 A. That's fine.</p> <p>23 Q. -- and you'll find a copy of the statement there.</p> <p>24 Could we go to page 24 in that statement, please.</p> <p>25 You can see under the heading "Statement of truth"</p> <p style="text-align: center;">Page 69</p>	<p>1 A. TMO.</p> <p>2 Q. In your statement, you describe converting the flat from</p> <p>3 a one-bedroom flat to a two-bedroom flat to include</p> <p>4 a second bedroom for your daughter.</p> <p>5 A. Mm-hm.</p> <p>6 Q. Could we have, please, MET00012593 and page 12 of that</p> <p>7 document.</p> <p>8 If I just explain, Mr Fletcher, what we're looking</p> <p>9 at is an outline plan of the layout of the 4th floor,</p> <p>10 but it's the same layout for all the floors as one goes</p> <p>11 up, so it matches what your floor would be.</p> <p>12 On this plan, if we can expand it, flat 131 would be</p> <p>13 what's identified there as flat 1. Do you have it?</p> <p>14 It's just in the middle there behind the stairwell,</p> <p>15 isn't it?</p> <p>16 A. Yes, yes.</p> <p>17 Q. That is the conventional layout where you've got</p> <p>18 a one-bedroom flat, so you've got bedroom next to</p> <p>19 kitchen next to lounge.</p> <p>20 A. Mm-hm.</p> <p>21 Q. Can you indicate where you created the second bedroom</p> <p>22 for your daughter?</p> <p>23 A. Where would you like me to indicate, here or up there?</p> <p>24 Q. Whichever you prefer.</p> <p>25 SIR MARTIN MOORE-BICK: Whichever you prefer. You do it up</p> <p style="text-align: center;">Page 71</p>
<p>1 there is the date of 20 May 2018, and a signature.</p> <p>2 Can you confirm that that's your signature, please?</p> <p>3 A. That's my signature, yes.</p> <p>4 Q. Have you had an opportunity to go over your statement</p> <p>5 recently?</p> <p>6 A. Last night, yes.</p> <p>7 Q. Can you confirm that the contents of the statement are</p> <p>8 true?</p> <p>9 A. Yes.</p> <p>10 MR RAWAT: Mr Chairman, for the record, there are no</p> <p>11 exhibits to put into the record.</p> <p>12 SIR MARTIN MOORE-BICK: Right, thank you.</p> <p>13 MR RAWAT: Let's go back, then, to page 1 of the statement,</p> <p>14 paragraph 5, please.</p> <p>15 If we pick it up with paragraph 5, Mr Fletcher.</p> <p>16 By June 2017, you'd lived in Grenfell Tower for</p> <p>17 approximately 16 years; is that right?</p> <p>18 A. Yes.</p> <p>19 Q. At that time, June 2017, you were living there with your</p> <p>20 wife, Haymanot Gashaw, and your daughter, who was age 6</p> <p>21 at the time; is that right?</p> <p>22 A. That's right, yes.</p> <p>23 Q. Were you a tenant?</p> <p>24 A. Yes.</p> <p>25 Q. Who did you have the tenancy with?</p> <p style="text-align: center;">Page 70</p>	<p>1 there, that's fine.</p> <p>2 A. This space right there, right there (Indicates).</p> <p>3 SIR MARTIN MOORE-BICK: Oh, I see.</p> <p>4 MR RAWAT: So you took a portion of the living room off and</p> <p>5 made a bedroom?</p> <p>6 A. Yes.</p> <p>7 SIR MARTIN MOORE-BICK: It's marked up on the drawing now,</p> <p>8 is that correct?</p> <p>9 A. Yes.</p> <p>10 SIR MARTIN MOORE-BICK: Thank you.</p> <p>11 MR RAWAT: If we stick to that plan, did you make any other</p> <p>12 modifications to the flat which would make it different</p> <p>13 from what we see?</p> <p>14 A. That was the only modification, but actually, at the</p> <p>15 time of the fire, it wasn't being used as a bedroom. My</p> <p>16 daughter didn't sleep there. So we tried it, but it</p> <p>17 didn't actually work.</p> <p>18 Q. Right.</p> <p>19 Again, using the plan, can you just describe the</p> <p>20 route that you would have to take to get to the</p> <p>21 stairwell?</p> <p>22 A. So our front door was here. The front door is here.</p> <p>23 Come out, you turn right, turn right, and go to the</p> <p>24 stairwell (Indicates).</p> <p>25 SIR MARTIN MOORE-BICK: Thank you.</p> <p style="text-align: center;">Page 72</p>

<p>1 MR RAWAT: We know Grenfell Tower had lifts, but did you 2 ever have occasions to use the stairwell? 3 A. Many occasions. 4 Q. On those occasions when you would have to use the 5 stairwell, how long would it take for you to get from 6 your front door to the door leading into the stairwell? 7 A. Seconds. 8 Q. Do you remember the door to that stairwell opening out 9 into the stairwell or opening into the -- 10 A. Inwards. 11 Q. Inwards into the stairwell? 12 A. No, towards us, towards me. 13 Q. So you would have to pull it towards you? 14 A. Yes. 15 Q. Before we leave the plan, we can see there that nearby 16 were flats 2 and 3, so that would be flat 132 and 133. 17 We can see on there -- I think we don't need you to 18 point it out -- their front doors would open out into 19 the same area that your front door would, wouldn't it? 20 A. Yes, pretty much. 21 Q. We are going to jump around a little bit in your 22 statement, so I'm going to now take you to page 21 of 23 it, IWS00000913, page 21, please. Just expand 24 paragraph 113. 25 We know that there was a refurbishment of the tower.</p> <p style="text-align: center;">Page 73</p>	<p>1 Q. I just need to ask you, if you can, to clarify one 2 detail in paragraph 113, because there you've referred 3 to RBKC coming and doing works on the door. 4 Would it be more accurate to say that it would've 5 been the TMO that would've done that? 6 A. Yes. 7 Q. Let's look, please, at paragraph 115, which starts at 8 the bottom of the page. 9 What you mention there is the experience of having 10 a power surge, and that was in 2016. 11 In June 2017, were you experiencing power surges in 12 your flat? 13 A. No. We had a problem with the electricity, but not 14 a problem with the power surges. We couldn't find the 15 correct company that was dealing with the power, and my 16 wife had made a number of complaints because in our flat 17 at the time was a key meter system, it wasn't working 18 properly. 19 Q. What kind of system? 20 A. A key meter system, and they wasn't charging us. It 21 wasn't working correctly. So my wife had gone to 22 I think it was E.ON at the time and said, "You're not 23 charging us and we don't want to get a bill in 24 12 months' time for 5 grand, so can you sort it out for 25 us", and we never got to the bottom of it, basically.</p> <p style="text-align: center;">Page 75</p>
<p>1 Did you get a new flat door as part of that 2 refurbishment? 3 A. We did, yes. 4 Q. Taking you back to June 2017, were there any gaps around 5 the door? 6 A. No. 7 Q. So there were, for example, no gaps between the base of 8 the door and the floor? 9 A. No. 10 Q. Did the door have a letterbox? 11 A. Yes. 12 Q. Did it have an automatic closer? 13 A. It was broken. It originally had and then it was 14 replaced -- it broke and then it was actually never 15 replaced. So, no, it didn't have. At the time of the 16 fire, no, it didn't have. But originally it did have 17 when they fitted it. 18 Q. So taking you back to June 2017, you had a door without 19 a working closer. 20 A. Yes. 21 Q. What did you have to do to shut the door? 22 A. Physically shut the door. 23 Q. Did you have to pull it to hard or was it something that 24 closed quite easily? 25 A. It was something you closed pretty easily.</p> <p style="text-align: center;">Page 74</p>	<p>1 SIR MARTIN MOORE-BICK: At least you weren't cut off. 2 A. No. 3 SIR MARTIN MOORE-BICK: No. 4 MR RAWAT: Let's look now, please, at the next page, 5 page 22, and let's look at paragraph 117. 6 There you mention you had an extractor fan in both 7 the bathroom and the kitchen, and you say due to the 8 extractor fan not being installed correctly, there used 9 to be a draught which came through it. 10 Just so that we can be clear, which extractor fan 11 are you referring to there? 12 A. The kitchen. 13 Q. How did the draught come through that extractor fan? 14 A. As far as I understand it, the air was supposed to blow 15 out from our kitchen outside, but the air came in both 16 directions. So if the extractor wasn't physically on, 17 the air would come the other way. So it didn't block 18 the air in. So if the extractor wasn't on, there was 19 constantly a breeze coming in. 20 Q. When did you feel that breeze? 21 A. Whenever there was a wind. 22 Q. Did you need to have a wind for that to happen? I mean, 23 did it vary at different times? 24 A. Not particularly, no. 25 Q. Did you have the kind of kitchen window where you had</p> <p style="text-align: center;">Page 76</p>

<p>1 the extractor fan fitted into the window itself?</p> <p>2 A. I think it was fitted into the wall as opposed to the</p> <p>3 window.</p> <p>4 Q. Could I take you back now, please, to paragraph 112.</p> <p>5 You say there:</p> <p>6 "112. It was only when we were leaving the flat and</p> <p>7 opened the door that I believe the fire alarm went off</p> <p>8 in our flat. I do not remember the smoke alarm going</p> <p>9 off in our flat."</p> <p>10 Does that mean that you had both a fire alarm in</p> <p>11 your flat and a smoke alarm?</p> <p>12 A. We had a smoke alarm.</p> <p>13 Q. Right.</p> <p>14 A. As far as I was concerned, it was a smoke alarm.</p> <p>15 Q. Right. So how many smoke alarms did you have in the</p> <p>16 flat?</p> <p>17 A. That I remember, one in the hallway. Not in the kitchen</p> <p>18 itself, one in the hallway.</p> <p>19 Q. So there was just one in the flat?</p> <p>20 A. As I remember it, yes.</p> <p>21 Q. We'll go onto the night in a moment, but you didn't hear</p> <p>22 any smoke alarm from your flat that night; is that</p> <p>23 right?</p> <p>24 A. No, when we left the flat, because we left the door</p> <p>25 open, and when the smoke all rushed into our flat, then</p> <p style="text-align: right;">Page 77</p>	<p>1 to make a quick correction. You say whilst watching TV</p> <p>2 you heard a fire engine arrive, followed by a second</p> <p>3 fire engine arriving, and this was at some time</p> <p>4 approaching 1.00 pm.</p> <p>5 Do you think that should be 01.00 am rather than</p> <p>6 1.00 pm?</p> <p>7 A. Yes.</p> <p>8 Q. Accepting that it is 01.00 am, can you just help us with</p> <p>9 how you knew what time it was when you saw these fire</p> <p>10 engines?</p> <p>11 A. Because of the time that my wife went to bed, and</p> <p>12 I briefly flipped up the TV remote and it came up with</p> <p>13 the time. I think the time I checked it was about</p> <p>14 12.50, so I sort of added 5/10 minutes onto it, that's</p> <p>15 how I got to 01.00 am.</p> <p>16 Q. Thank you.</p> <p>17 Can we expand that now to on the same page look at</p> <p>18 paragraphs 12 and 13, please.</p> <p>19 What you say in these paragraphs, Mr Fletcher, is</p> <p>20 that you opened up the window in the living room, looked</p> <p>21 out and you could see three fire engines, and then you</p> <p>22 saw a fourth fire engine arrive soon afterwards.</p> <p>23 You estimate that after looking out -- and we pick</p> <p>24 it up at paragraph 13 -- of the window, you then went to</p> <p>25 bed, and this was around 01.00 to 01.15 am?</p> <p style="text-align: right;">Page 79</p>
<p>1 that set off the alarm in our flat. But prior to that,</p> <p>2 there was no alarm, it was silent.</p> <p>3 MR RAWAT: I'll come back to that when I ask you questions</p> <p>4 about the events of the night.</p> <p>5 Could I ask you to be shown a photograph and,</p> <p>6 Mr Chairman, I give the usual warning. It's</p> <p>7 a photograph we've seen before. It's not distressing</p> <p>8 but it was of the interior of the tower --</p> <p>9 SIR MARTIN MOORE-BICK: Yes, all right, thank you.</p> <p>10 MR RAWAT: -- after the fire.</p> <p>11 Can we have, please, BLA00002513.</p> <p>12 Mr Fletcher, if I could explain to you, this is</p> <p>13 a photograph that was taken on floor 6, but what you can</p> <p>14 see in the ceiling is a white detector.</p> <p>15 Can you remember if there were similar detectors in</p> <p>16 the communal area on your floor?</p> <p>17 A. I can't remember, but it was more than likely.</p> <p>18 Q. Could we go back, please, to page 3 in the statement and</p> <p>19 paragraph 11.</p> <p>20 Just to give you some background, Mr Fletcher, this</p> <p>21 is the part of the statement where you deal with the</p> <p>22 events of the night. You say that on 13 June you were</p> <p>23 at home watching television, and that night your wife</p> <p>24 had gone to bed, your daughter was already asleep, and</p> <p>25 if we pick it up at paragraph 11, I think you might want</p> <p style="text-align: right;">Page 78</p>	<p>1 A. Mm-hm.</p> <p>2 Q. Again, just help us with how you're working out the time</p> <p>3 at this point.</p> <p>4 A. Okay, so the first fire engine in my estimation was</p> <p>5 about 1 o'clock.</p> <p>6 Q. Well, if you look:</p> <p>7 "I am not sure what time I went to bed but I would</p> <p>8 estimate it was around 1 to 1.15 am."</p> <p>9 A. Okay.</p> <p>10 Q. So you've got the arrival of the first fire engines at</p> <p>11 01.00 am. You then see, when you look out of the</p> <p>12 window, more vehicles. Then you give an estimate you</p> <p>13 went to bed at that point. I'm just asking for your</p> <p>14 assistance with just how you are timing things.</p> <p>15 A. Okay. Initially I believe I heard the first fire engine</p> <p>16 about 01.00 am. Second, third. I shut the window</p> <p>17 because it was a very warm night that night, so I shut</p> <p>18 the window because it was very noisy, closed the blinds,</p> <p>19 went back to the movie and I watched maybe 5/10 minutes</p> <p>20 of the movie.</p> <p>21 Once the window was closed, it drowned out most of</p> <p>22 the sound of the fire engines, but I'd already seen the</p> <p>23 movie already, so I thought let me go off to bed. So</p> <p>24 I watched about another 10 minutes of the movie,</p> <p>25 10/15 minutes of the movie, brushed by teeth, went to</p> <p style="text-align: right;">Page 80</p>

<p>1 bed. That's how I get to about 01.15.</p> <p>2 Q. Thank you.</p> <p>3 If we go back to MET00012593 and page 12 again,</p> <p>4 please, and just expand on flat 1.</p> <p>5 You have your lounge there, and in your flat all the</p> <p>6 windows face the same direction.</p> <p>7 A. Mm-hm.</p> <p>8 Q. Can you indicate which window you would've been looking</p> <p>9 out from?</p> <p>10 A. Up here?</p> <p>11 Q. Yes, please.</p> <p>12 A. To the right.</p> <p>13 Q. So you moved from your living room to your kitchen.</p> <p>14 A. What are we talking about, initially when I saw the</p> <p>15 fire?</p> <p>16 Q. Yes.</p> <p>17 A. No, initially when I saw the fire -- sorry, when I heard</p> <p>18 the fire engines.</p> <p>19 Q. Saw the first engines, yes.</p> <p>20 A. This window here (Indicates).</p> <p>21 Q. Then from there, you then moved into --</p> <p>22 A. Then from there I gave the movie another 10 minutes,</p> <p>23 then I went to bed.</p> <p>24 Q. Thank you.</p> <p>25 We know that those windows face east, so what can</p> <p style="text-align: right;">Page 81</p>	<p>1 A. Yes, yes.</p> <p>2 Q. Let's take you back to your statement, please, and let's</p> <p>3 look at paragraph 14.</p> <p>4 If I pick it up at the second sentence, you explain</p> <p>5 that it took you about 15 minutes to fall asleep.</p> <p>6 And then you continue:</p> <p>7 "But very shortly after, at about 1.30 am I was</p> <p>8 woken up not by the sound of a smoke alarm but by a</p> <p>9 popping sound. In the background I thought I could hear</p> <p>10 something going 'pop, pop, pop'. I did not know if the</p> <p>11 sound was part of a dream I had just[sic] or if it was</p> <p>12 real. Naturally I was very drowsy having just fallen</p> <p>13 into sleep."</p> <p>14 Obviously the sound was loud enough to wake you up</p> <p>15 out of your sleep.</p> <p>16 A. Mm-hm.</p> <p>17 Q. Once you were fully awake, how loud was this pop sound?</p> <p>18 A. It sounded like a firework was outside the window, but</p> <p>19 maybe on the ground. It didn't sound as if it was</p> <p>20 directly outside my window, it just sounded like</p> <p>21 a firework being let off on the ground.</p> <p>22 Q. Could you tell where it was coming from?</p> <p>23 A. Not initially, no, but it was continuous, so that was</p> <p>24 what was the concern, was it kept going. It wasn't one</p> <p>25 or two pops, it was a continuous thing.</p> <p style="text-align: right;">Page 83</p>
<p>1 you see from the windows of your home, or what could you</p> <p>2 see?</p> <p>3 A. That was the nice thing. We had a really nice view. We</p> <p>4 had a view looking back towards central London. So you</p> <p>5 could see the London Eye, you could see the Millennium</p> <p>6 Wheel, you could see all that stuff from our window</p> <p>7 because we were also pretty high up. So the view was</p> <p>8 a nice view.</p> <p>9 Q. In terms of buildings that were closer to you, what sort</p> <p>10 of buildings did you look out on?</p> <p>11 A. We were looking down on the academy, and slightly to the</p> <p>12 right you could see the sports centre.</p> <p>13 Q. One of the points you make in your statement is that at</p> <p>14 the time you assumed that the fire engines had arrived</p> <p>15 because someone had got stuck in the lift?</p> <p>16 A. Mm-hm.</p> <p>17 Q. Was that a common occurrence?</p> <p>18 A. Not common, but it had happened before.</p> <p>19 Q. When it had happened, you'd seen fire engines turn up?</p> <p>20 A. Yes.</p> <p>21 Q. When you went to bed that night, were the windows in the</p> <p>22 flat opened or closed?</p> <p>23 A. No, I closed them because of the sound of the fire</p> <p>24 engines.</p> <p>25 Q. So you shut every window in the flat?</p> <p style="text-align: right;">Page 82</p>	<p>1 Q. So you're woken up by the noise, you get out of bed and</p> <p>2 all you can hear is a continuous sound?</p> <p>3 A. That's right.</p> <p>4 Q. Did it appear to be coming from outside your windows but</p> <p>5 further down, close to the ground?</p> <p>6 A. A distance away.</p> <p>7 Q. At that time, when you woke up, could you smell any</p> <p>8 smoke in the flat?</p> <p>9 A. No.</p> <p>10 Q. Aside from the popping sound, was there anything else</p> <p>11 unusual?</p> <p>12 A. No.</p> <p>13 Q. Can we go to page 4 of your statement, please,</p> <p>14 paragraph 16.</p> <p>15 What you've described in this paragraph is looking</p> <p>16 out of your bedroom window and seeing an orange streak</p> <p>17 on the side of the building.</p> <p>18 When you're looking out of that window, was that</p> <p>19 streak to the left or to the right?</p> <p>20 A. Left.</p> <p>21 Q. Could you see how high up it was going?</p> <p>22 A. It looked like the length of the building.</p> <p>23 Q. I'm sorry, I didn't quite catch the answer.</p> <p>24 A. It looked like the length of the building.</p> <p>25 Q. When you say that, did it look as if it was above your</p> <p style="text-align: right;">Page 84</p>

<p>1 level?</p> <p>2 A. It was to the left and above me.</p> <p>3 Q. Could you feel any heat at this time?</p> <p>4 A. No.</p> <p>5 Q. You don't remember at this point smelling any smoke or</p> <p>6 anything like that?</p> <p>7 A. There was no smoke. There was no burning, there was no</p> <p>8 smoke.</p> <p>9 Q. So all there was was just this streak?</p> <p>10 A. Yes. All it was was a popping sound. When I woke up,</p> <p>11 I opened the blinds, I looked up and I saw this orange</p> <p>12 streak going down the side of the building, and that's</p> <p>13 the reason why I woke up my wife, because I didn't know</p> <p>14 what it was.</p> <p>15 Q. If we look on the same page at paragraph 18, please.</p> <p>16 You've described in the preceding paragraph waking</p> <p>17 up your wife, and then you continue:</p> <p>18 "18. We moved to the kitchen to look out the</p> <p>19 kitchen window to see if we could get a better view as</p> <p>20 this was closer to where the light was, but we still</p> <p>21 couldn't see what it was. So we moved to the living</p> <p>22 room which was right next to the orange light. I opened</p> <p>23 the main blind in the living room and saw fire along the</p> <p>24 whole length of the building from the 19th floor down to</p> <p>25 the bottom of the Tower."</p> <p style="text-align: center;">Page 85</p>	<p>1 A. No, that's -- I said that in the statement, but I can't</p> <p>2 be as specific as that, I can't say it was the 19th</p> <p>3 floor. It could've been the 20th floor, it could've</p> <p>4 been the 22nd floor. It was above us to the left, but</p> <p>5 for me to say exactly what floor it was on, I cannot</p> <p>6 tell that.</p> <p>7 Q. It wasn't a case you opened up your window and looked</p> <p>8 out?</p> <p>9 A. No.</p> <p>10 Q. So it's obviously there at your floor level.</p> <p>11 A. Yes.</p> <p>12 Q. How close was it to the window that you were looking out</p> <p>13 of?</p> <p>14 A. The distance from where I'm sitting now to pretty much</p> <p>15 where you are.</p> <p>16 Q. So from you to me?</p> <p>17 A. Yes, pretty much.</p> <p>18 Q. Could you at that time, then, feel any heat?</p> <p>19 A. I didn't feel anything. I was trying to figure out what</p> <p>20 it was, so, no, I couldn't feel the heat at that stage,</p> <p>21 no.</p> <p>22 Q. You've told us how, with your wife, you moved from</p> <p>23 window to window.</p> <p>24 A. Mm-hm.</p> <p>25 Q. Did you notice any smell inside your flat or any smoke</p> <p style="text-align: center;">Page 87</p>
<p>1 So is it the case that you had blinds on your</p> <p>2 windows, so it was at this point that you lifted the</p> <p>3 blind and were able to properly see what was outside?</p> <p>4 A. That's right, yes. So initially we saw it in the</p> <p>5 bedroom, but we were a distance away from it, so we</p> <p>6 couldn't tell what it was. We moved to the kitchen, so</p> <p>7 we were a little closer, opened those blinds, it was</p> <p>8 a little clearer, and then we moved again to the living</p> <p>9 room. Now we were maybe 10/12 metres away from it, and</p> <p>10 we could see it more clearly. It took maybe</p> <p>11 5/10 seconds of looking at it before the penny dropped</p> <p>12 as to what it was, or what we thought it was, at least.</p> <p>13 Q. What did you think it was?</p> <p>14 A. Initially I thought it was a firework. I thought</p> <p>15 someone had let off a firework in their flat and it was</p> <p>16 going down the side of the building. Then I thought</p> <p>17 that it's petrol and that someone has lit some petrol</p> <p>18 going down the side of the building, because it wasn't</p> <p>19 burning, it was just alight. After we looked at it for</p> <p>20 10 seconds or so, we both looked at each other and we</p> <p>21 realised it was more than likely a fire.</p> <p>22 Q. What you've said is that it's along the length of the</p> <p>23 building from the 19th floor down.</p> <p>24 A. Mm.</p> <p>25 Q. How could you tell that it had reached the 19th floor?</p> <p style="text-align: center;">Page 86</p>	<p>1 inside your flat?</p> <p>2 A. No smoke in my flat, no, not at that stage.</p> <p>3 Q. It's on the same page, but let's look at paragraph 20.</p> <p>4 In this paragraph you've explained, Mr Fletcher,</p> <p>5 that your wife went to the front door and opened the</p> <p>6 front door, which would obviously access the communal</p> <p>7 hallway.</p> <p>8 A. Mm-hm.</p> <p>9 Q. You say you were behind her.</p> <p>10 A. Mm-hm.</p> <p>11 Q. Before she opened the door, was there any smoke coming</p> <p>12 through the front door into your flat?</p> <p>13 A. No.</p> <p>14 Q. Any smoke coming through the letterbox?</p> <p>15 A. No.</p> <p>16 Q. What you then say is:</p> <p>17 "As she opened the front door thick black smoke</p> <p>18 rushed in from the hallway ..."</p> <p>19 A. Mm-hm.</p> <p>20 Q. Obviously your wife's at the door; where were you?</p> <p>21 A. Directly behind her.</p> <p>22 Q. How long did she open the front door for?</p> <p>23 A. A split second, maybe two seconds at the most.</p> <p>24 Q. Other than its colour and thickness, can you tell us</p> <p>25 anything else about that smoke?</p> <p style="text-align: center;">Page 88</p>

<p>1 A. What I can tell you is it's not like in the movies where 2 you see smoke and you can see above the top of it and 3 you can see the person. This is pitch black. You can't 4 see anything. It's as if I closed my eyes. And when 5 she opened the door, then we could feel the heat from 6 whatever it was, from the fire. 7 So she opened the door -- I didn't even know she was 8 running to the door. We were standing in the living 9 room, looking at this flame, and before I knew it, she 10 was running to the door, she was at the door. I was 11 just following her, and before I knew it, she'd opened 12 the door. I would've myself, with the back of my hand, 13 for heat on the door and all the rest of it, but my wife 14 didn't do that, she just opened the door. 15 As I said, it's not like you see in the movies, 16 where you can see anything. You can't see anything. We 17 couldn't see a thing. So she quickly slammed the door 18 and then we realised that we were in big, big, big 19 trouble. 20 Q. Obviously I think that night, before you were woken up 21 or disturbed from watching television by the sound of 22 fire engines arriving, were there any problems with the 23 lights on the landing, in the communal hallway, at all? 24 A. No, not as far as I'm concerned, no. 25 Q. So they were on?</p> <p style="text-align: center;">Page 89</p>	<p>1 flat anyway because I had closed the windows because of 2 the noise of the fire engines. When she opened the 3 door, if the flat was 22/23 degrees, it was maybe 4 30/35 degrees when she opened the door. But you felt it 5 as she opened the door, as if there's heat coming 6 from -- there's a fire just outside the door. 7 Q. Even though your wife slammed the door shut, did some of 8 that smoke come into the flat? 9 A. A lot of the smoke came into the flat. 10 Q. And into the hallway? 11 A. Into the hallway of our flat, you mean? 12 Q. Of your flat. 13 A. Yes. 14 Q. Did the smoke have any effect on you? 15 A. No. 16 Q. What about your wife? 17 A. No. 18 Q. If we look at the next page, page 5, please, and just 19 expand paragraphs 21 through to 24, please. 20 What you say is: 21 "21. I did not hear the sound of any smoke alarms." 22 I want to clarify which alarms you're thinking of. 23 Is that the alarm in your own property? 24 A. There were no smoke alarms, period. In the hallway, the 25 smoke alarm coming from the hallway, or from our flat.</p> <p style="text-align: center;">Page 91</p>
<p>1 A. On the night of the fire or prior to that? 2 Q. On the night of the fire, were there any problems with 3 the landing lights? 4 A. On the night of the fire, you couldn't see a thing. So 5 whether they were on or not, it didn't make no 6 difference. You couldn't see. 7 Q. Sorry, it's the way I phrased the question. 8 Before you noticed anything amiss, at an earlier 9 point in the evening, as far as you were aware, were the 10 lights in the communal hallway working? 11 A. The majority of them at least, yes. 12 Q. But then even for that split second when the door 13 opened, you could see nothing but thick black smoke? 14 A. Yes. 15 Q. If you take it from the ceiling down to the floor, did 16 the smoke stop at any point or -- 17 A. It was the height of the ceiling. 18 Q. You mentioned that your wife just opened the door but 19 didn't touch the door or feel if it was hot or anything. 20 Did you feel any heat coming from the hallway? 21 A. When she opened the door, yes. 22 Q. Can you tell us a little bit more about that, please? 23 A. It was not burning hot, but it was 10 degrees hotter 24 than it was in the flat. It was a hot night, that night 25 particularly was a warm night, so it was stuffy in the</p> <p style="text-align: center;">Page 90</p>	<p>1 So when the smoke rushed into our flat, it didn't set 2 off the fire alarm that was in the hallway of our flat, 3 or the one in the communal area. It was silent. 4 Q. Did you expect there to be an audible smoke alarm in the 5 communal area? 6 A. Yes. 7 Q. What was it that gave you the view that there should be 8 that alarm? 9 A. I'd had a conversation maybe a month before the fire 10 with one of my neighbours on my floor, and we were 11 laughing about the work that Rydon had done, the 12 contractors. We had mentioned the fact that they had 13 spent so much money on the refurb of the building, and 14 he said to me he didn't think they had done a good job, 15 and I said to him, "You're being ridiculous, they spent 16 upwards of £10 million refurbing the building, surely 17 everything is working, smoke alarms" -- I assumed there 18 were sprinklers in the building. I didn't know until 19 after the fact that there were no sprinklers. I didn't 20 know that the fire alarm weren't working in our building 21 until after the fact. 22 So I was saying to him, my neighbour, that I thought 23 if they've invested so much money in the building, 24 everything's working. That's what I assumed. 25 Q. So your expectation was that if there was smoke in that</p> <p style="text-align: center;">Page 92</p>

<p>1 communal hallway, an alarm would sound?</p> <p>2 A. Yes.</p> <p>3 Q. Did you know anything about how the communal hallway was</p> <p>4 ventilated?</p> <p>5 A. I had noticed a large vent, a couple of large vents, in</p> <p>6 the corner, yes.</p> <p>7 Q. Did you ever hear any noises from those large vents?</p> <p>8 A. Yes, loud gusts of air coming through sporadically, yes.</p> <p>9 Q. So when you were using the hallway to get to and from</p> <p>10 your home, did you feel the movement of air?</p> <p>11 A. Not every time, but occasionally you would feel it, yes.</p> <p>12 Q. When would those occasions arise? When would you hear</p> <p>13 or feel those large gusts of air?</p> <p>14 A. That I can't say.</p> <p>15 Q. So it wasn't as if it was a particular season of the</p> <p>16 year --</p> <p>17 A. No.</p> <p>18 Q. -- or a particular time of day?</p> <p>19 A. No.</p> <p>20 Q. If we look at paragraph 22, you say:</p> <p>21 "22. My wife and I walked back into the living</p> <p>22 room. We did not turn the lights on. It was dark and</p> <p>23 the room was now smoke filled but the flame from outside</p> <p>24 was illuminating the flat, so we could see each other."</p> <p>25 The smoke that you're referring to, was that just</p> <p style="text-align: center;">Page 93</p>	<p>1 are you meaning there? Is it still a reference to the</p> <p>2 streak that you'd seen?</p> <p>3 A. That's right, yes.</p> <p>4 Q. Did you see any flames closer to the windows of your</p> <p>5 property?</p> <p>6 A. So what I'd noticed -- this all happened in a quick</p> <p>7 space of time, but it looked like this orange streak,</p> <p>8 these flames, were coming towards us, so it was going</p> <p>9 from left to right, so it was coming towards us.</p> <p>10 Q. Can I just jump forward, please, to the next page,</p> <p>11 page 6, and if we could have paragraphs 28 to 31, up on</p> <p>12 the screen.</p> <p>13 You've set out in your statement in detail,</p> <p>14 Mr Fletcher, the various thought processes you went</p> <p>15 through about what to do next.</p> <p>16 A. Mm-hm.</p> <p>17 Q. And you and your wife had a discussion and you came to</p> <p>18 a decision that you would need to leave.</p> <p>19 A. Right.</p> <p>20 Q. What you say -- it's just the last sentence of</p> <p>21 paragraph 29, if you look at it:</p> <p>22 "We knew that nobody was coming and realised we had</p> <p>23 to figure this out for ourselves."</p> <p>24 How did you know that nobody was coming?</p> <p>25 A. Because we were on the 16th floor. We realised that it</p> <p style="text-align: center;">Page 95</p>
<p>1 the smoke that had come in from the front door?</p> <p>2 A. Yes. The way it's written there is not correct. The</p> <p>3 room wasn't smoke-filled.</p> <p>4 Q. Can you tell us what the conditions were like in the</p> <p>5 living room?</p> <p>6 A. There was smoke that had come in the living room from my</p> <p>7 wife initially opening the front door, but it wasn't</p> <p>8 smoke-filled. There was smoke, but I could see my wife</p> <p>9 clear enough.</p> <p>10 Q. Obviously you had the windows as well where you'd looked</p> <p>11 out and seen this streak.</p> <p>12 A. Mm.</p> <p>13 Q. Was any smoke coming through into the flat from anywhere</p> <p>14 else other than the front door?</p> <p>15 A. No.</p> <p>16 Q. What was the temperature like in your living room at</p> <p>17 that time?</p> <p>18 A. At that stage, we'd noticed or I noticed it was getting</p> <p>19 slightly warmer, but it wasn't ridiculously hot.</p> <p>20 Q. And it was cooler than the heat that you'd noticed on</p> <p>21 the communal hallway?</p> <p>22 A. Yes, because the flames were still a distance away from</p> <p>23 us.</p> <p>24 Q. If we pick up on that, in paragraph 22 you refer to the</p> <p>25 flame from outside. Can you just clarify for us, what</p> <p style="text-align: center;">Page 94</p>	<p>1 was going to take them a period of time to get through</p> <p>2 the smoke because we had seen how thick the smoke was,</p> <p>3 and because the streak, the flames, were coming towards</p> <p>4 us, it felt like we didn't have a lot of time. If we</p> <p>5 had sat there -- we didn't call anyone. If we had</p> <p>6 called the Fire Brigade or called anyone -- we felt like</p> <p>7 we had minutes as opposed to hours to stay in the flat,</p> <p>8 so we didn't think anyone was going to come to us in</p> <p>9 time, basically.</p> <p>10 Q. You've said in your statement that you were aware of the</p> <p>11 notices by the lifts, weren't you?</p> <p>12 A. Right, yes.</p> <p>13 Q. You were aware of the policy that you should stay in</p> <p>14 your property.</p> <p>15 A. We'd made a joke about it maybe a month before the fire,</p> <p>16 yes.</p> <p>17 Q. What was your position in relation to that policy?</p> <p>18 A. My wife and I were taking my daughter to school one</p> <p>19 morning and we noticed the notices. We read it and</p> <p>20 I said to my wife, "Well, if there's a fire, I'm the</p> <p>21 last person to sit here and wait for the fire and come</p> <p>22 and catch me".</p> <p>23 So I always thought that had there been a fire,</p> <p>24 regardless of it was in our flat, on our floor, on our</p> <p>25 side of the building, wherever there was a fire, we were</p> <p style="text-align: center;">Page 96</p>

<p>1 going to leave.</p> <p>2 So it was never a position that we were going to</p> <p>3 stay in the flat. That was never a thing.</p> <p>4 Q. What you say at the start of paragraph 30:</p> <p>5 "I have had lots of fire training through work ..."</p> <p>6 Did that training influence what you decided to do</p> <p>7 next?</p> <p>8 A. Yes.</p> <p>9 Q. In what way?</p> <p>10 A. Well, I was able to think a little clearer than maybe my</p> <p>11 wife and maybe some others because I had worked a few</p> <p>12 incidents, a few unpleasant incidents. I'd worked the</p> <p>13 day of the bombing in London. I'd worked that day.</p> <p>14 I work in the transport industry, so I'd end up working</p> <p>15 at 7/7. I was supposed to be in Russell Square that</p> <p>16 day. I ended up not being in Russell Square that day.</p> <p>17 So I had been close to a few incidents before. I'd seen</p> <p>18 serious RTCs, I'd seen fatalities, I'd seen a few</p> <p>19 things, so I was able to think a little bit clearer than</p> <p>20 maybe someone who hadn't seen something like that</p> <p>21 before.</p> <p>22 Q. If we just keep the context, what you explain then is --</p> <p>23 you conclude paragraph 30 by saying you were trying to</p> <p>24 figure out the safest way to get out and down from the</p> <p>25 tower. Your wife was walking around the living room and</p> <p style="text-align: center;">Page 97</p>	<p>1 you notice if any smoke was coming into the flat from</p> <p>2 the front door?</p> <p>3 A. No smoke was coming in the flat.</p> <p>4 Q. What about from any other area of the property, was</p> <p>5 there any smoke coming in?</p> <p>6 A. No.</p> <p>7 Q. So would it be fair to say that at that time there were</p> <p>8 no signs of fire inside the flat?</p> <p>9 A. There were no signs. What we did notice was the flames</p> <p>10 were coming closer. The flame from the outside of the</p> <p>11 building that we'd initially seen, as opposed to it</p> <p>12 being where you are, it was where the judge's computer</p> <p>13 is now. So it had moved maybe 2/3 feet within a couple</p> <p>14 of minutes. So we knew the time was running out,</p> <p>15 basically.</p> <p>16 Q. Could we look, please, at paragraph 37.</p> <p>17 You've set out there what happened next, that you</p> <p>18 told your wife to keep her head as low as possible where</p> <p>19 the air was clearer. You say:</p> <p>20 "We left and crouched down low and took about three</p> <p>21 steps. We were immediately in thick black smoke and</p> <p>22 apart from what seemed to be a phone light ahead of us</p> <p>23 we could not see anything. We then heard our neighbour</p> <p>24 (a Turkish man) who was holding the phone with the light</p> <p>25 and told him there was a fire and he should get out. He</p> <p style="text-align: center;">Page 99</p>
<p>1 you collected the things you needed to take with you.</p> <p>2 If we go, then, to page 7, please, and look at</p> <p>3 paragraphs 33 to 36, please.</p> <p>4 Although you'd collected some things, you make the</p> <p>5 point in paragraph 33 that you had no shoes on and were</p> <p>6 just wearing pyjamas and shorts.</p> <p>7 A. Right.</p> <p>8 Q. Then you went back to your front door with your wife</p> <p>9 collecting your daughter.</p> <p>10 You say:</p> <p>11 "34. We did not know if the fire was at the front</p> <p>12 door. When we had opened the front door before we had</p> <p>13 seen lots of thick black smoke but no flames.</p> <p>14 Therefore, we thought there was a chance of getting out</p> <p>15 and down the stairs. Irrespective of whether there was</p> <p>16 fire there or not, we knew that down the stairs was our</p> <p>17 only chance."</p> <p>18 What your decision was was that you and your family</p> <p>19 had to go back out into that communal hallway, wasn't</p> <p>20 it?</p> <p>21 A. Right, that's right, yes.</p> <p>22 Q. So you would have to open that front door for a second</p> <p>23 time, wouldn't you?</p> <p>24 A. That's correct, yes.</p> <p>25 Q. Before doing that, and as you're in your hallway, did</p> <p style="text-align: center;">Page 98</p>	<p>1 had opened the door to his flat and I shouted at him</p> <p>2 'fire, fire, fire. Get out'. He went back in to his</p> <p>3 flat and slammed shut the door. He lived in flat 133.</p> <p>4 I could not believe that he went back in."</p> <p>5 We saw on the map that the door to flat 133 would be</p> <p>6 along the line from your front door, wouldn't it?</p> <p>7 A. Mm-hm.</p> <p>8 Q. Just taking that paragraph in stages, when you say you</p> <p>9 crouched down low, how low did you have to go?</p> <p>10 A. Hands and knees, pretty much.</p> <p>11 Q. Even doing that, what was the visibility like for you?</p> <p>12 A. Zero. Well, zero -- 5 per cent. Because you couldn't</p> <p>13 physically see anything, but the light from my</p> <p>14 neighbour's flat and phone, you could see that, but you</p> <p>15 couldn't see the shape of him. You couldn't see</p> <p>16 anything like that, no.</p> <p>17 Q. So the only light source you could make out as you</p> <p>18 opened your front door was any light coming from his</p> <p>19 front door and his mobile phone light?</p> <p>20 A. That's right, yes.</p> <p>21 Q. Did you protect yourself in any way? Did you have</p> <p>22 anything covering your mouths at all?</p> <p>23 A. No.</p> <p>24 Q. So, again, it's thick black smoke. Did that smoke have</p> <p>25 any physical effect on you?</p> <p style="text-align: center;">Page 100</p>

<p>1 A. No.</p> <p>2 Q. This time, what was the temperature like in the lobby?</p> <p>3 I've called it a lobby; communal hall area.</p> <p>4 A. Okay. Again, probably the same temperature as we went</p> <p>5 in earlier, maybe mid-30s as far as centigrade.</p> <p>6 Q. This sight of thick black smoke and hot environment, did</p> <p>7 you encounter that immediately on opening your front</p> <p>8 door?</p> <p>9 A. Yes.</p> <p>10 Q. Could you hear any noises or sounds in the communal</p> <p>11 hallway?</p> <p>12 A. It was silent.</p> <p>13 Q. So how did you then find your way to the stairs?</p> <p>14 A. I don't know.</p> <p>15 Q. Was it a case of just holding on to your wife's hand and</p> <p>16 just feeling your way through?</p> <p>17 A. All I can tell you is -- I don't want to sound dramatic,</p> <p>18 but I didn't find my way, we just made our way. I don't</p> <p>19 know how we made our way, because it was a stab in the</p> <p>20 dark, we couldn't see where we were going. It was</p> <p>21 guesstimation. We knew approximately where the door</p> <p>22 was, but I don't know if I took three steps, five steps,</p> <p>23 went too far, came back -- I kind of blacked out at that</p> <p>24 bit.</p> <p>25 So I don't remember making my way to the door.</p> <p style="text-align: center;">Page 101</p>	<p>1 Q. I'll come back to that, if I may.</p> <p>2 A. Okay.</p> <p>3 Q. You've told us what you encountered in the communal</p> <p>4 hallway. What were the conditions in the stairwell</p> <p>5 like?</p> <p>6 A. It was clear. You could see. The lights were on and</p> <p>7 the air was fresh and you could see what was happening.</p> <p>8 Q. Was any of that smoke that was in the communal hallway</p> <p>9 coming into the stairwell?</p> <p>10 A. So what happened was when we got onto the stairwell,</p> <p>11 I looked up and I looked down, because we weren't sure</p> <p>12 if we were walking down the stairs into the fire. So</p> <p>13 before we started walking down the stairs, I looked down</p> <p>14 and I looked up, and people that were coming from their</p> <p>15 hallway onto the stairwell, they were opening the doors,</p> <p>16 the fire doors, and smoke was coming in as they opened</p> <p>17 their doors. But there wasn't a source of fire in the</p> <p>18 stairwell.</p> <p>19 MR RAWAT: Mr Chairman, I've just noticed the time.</p> <p>20 SIR MARTIN MOORE-BICK: Yes. How are you getting on?</p> <p>21 MR RAWAT: I'm a good way through. I probably would be</p> <p>22 a little bit more than an additional 10 minutes, but</p> <p>23 perhaps what we could do is if we could have a break</p> <p>24 now, I'll also use that break to see if there's any</p> <p>25 other questions that others might want me to ask.</p> <p style="text-align: center;">Page 103</p>
<p>1 I remember getting into the stairwell, but I don't</p> <p>2 remember the few seconds it took for us to get from our</p> <p>3 flat to the stairwell. Actually, my memory is --</p> <p>4 I don't remember that bit. Not clearly, anyway.</p> <p>5 Q. Do you remember whether, when you got to the door that</p> <p>6 leads into the stairwell, that door was open or closed?</p> <p>7 A. It was closed.</p> <p>8 Q. So was it you who had to open the door?</p> <p>9 A. Yes.</p> <p>10 Q. Once you'd got into the stairwell, did the door</p> <p>11 automatically close behind you?</p> <p>12 A. Yes, it did.</p> <p>13 Q. Did you see anyone else in the stairwell in the area of</p> <p>14 the door?</p> <p>15 A. At that stage, as we initially went through the door?</p> <p>16 Q. Yes.</p> <p>17 A. We saw someone maybe a flight of stairs below us.</p> <p>18 Q. I didn't catch your --</p> <p>19 A. Just below us. There was a person on the flight of</p> <p>20 stairs below us.</p> <p>21 Q. But there wasn't anybody on that floor of the stairwell?</p> <p>22 A. No.</p> <p>23 Q. And the person the flight of stairs below, was that the</p> <p>24 only person you saw on the stairwell at that time?</p> <p>25 A. He was with someone else.</p> <p style="text-align: center;">Page 102</p>	<p>1 SIR MARTIN MOORE-BICK: We're not short of time, so we don't</p> <p>2 need to rush that aspect.</p> <p>3 Mr Fletcher, we usually have a break after we've</p> <p>4 been running 45 minutes to an hour. Would you like</p> <p>5 a break now?</p> <p>6 THE WITNESS: No problem.</p> <p>7 SIR MARTIN MOORE-BICK: Well, would you rather carry on?</p> <p>8 THE WITNESS: Whatever suits.</p> <p>9 SIR MARTIN MOORE-BICK: All right.</p> <p>10 Why don't you go on for another 10 or 15 minutes,</p> <p>11 and if you haven't finished by 3.15, we'll definitely</p> <p>12 have a break.</p> <p>13 Is that all right by you?</p> <p>14 THE WITNESS: That's fine.</p> <p>15 SIR MARTIN MOORE-BICK: Thank you.</p> <p>16 MR RAWAT: Let's just look at page 8 of your statement, and</p> <p>17 expand paragraphs 38 to 39, please.</p> <p>18 So in paragraph 38 it deals with your making it to</p> <p>19 the stairwell, and you say:</p> <p>20 "39. I would estimate that we entered the stairwell</p> <p>21 sometime between 1:20 and 1:25 am."</p> <p>22 Again, if you can just help us with how you're</p> <p>23 estimating time at this point.</p> <p>24 A. From the time I went to bed to the time that I woke up</p> <p>25 to the time that we made the decision to come out the</p> <p style="text-align: center;">Page 104</p>

<p>1 flat. I mean, from the time that we woke up to the time</p> <p>2 to actually get out the flat, that was minutes, that was</p> <p>3 2/3 minutes tops. So that's where I come to the</p> <p>4 estimate. But as far as 5 to 10 minutes to get down the</p> <p>5 stairs, closer to 5 than 10, pretty sure of that.</p> <p>6 Q. You told us that when you got into the stairwell, it was</p> <p>7 clear.</p> <p>8 A. Mm-hm.</p> <p>9 Q. Could you hear any fans at all?</p> <p>10 A. Not that I noticed, no.</p> <p>11 Q. Could you feel any movement of air in the stairwell?</p> <p>12 A. Just the heat as people opened the emergency exits, the</p> <p>13 exit to the stairwell. So the warm air would rush in as</p> <p>14 they opened the emergency exits and the smoke would rush</p> <p>15 in as well.</p> <p>16 Q. Did you feel any movement of cool air?</p> <p>17 A. No, not particularly, no.</p> <p>18 Q. On the same page, let's go to the bottom paragraph,</p> <p>19 paragraph 45.</p> <p>20 Just to summarise that paragraph for you,</p> <p>21 Mr Fletcher, you explain here that you took your</p> <p>22 daughter from your wife, who had been carrying her up</p> <p>23 until that point, and you then continue:</p> <p>24 "There was smoke coming downwards from the higher</p> <p>25 floors and coming up from the lower floors due to people</p> <p style="text-align: center;">Page 105</p>	<p>1 you?</p> <p>2 A. Yes.</p> <p>3 Q. Was it your sense that people were coming down towards</p> <p>4 you or moving away from you?</p> <p>5 A. Coming down.</p> <p>6 Q. What about below you?</p> <p>7 A. Coming down also.</p> <p>8 Q. Were you aware of people?</p> <p>9 A. No one was coming up, that we saw.</p> <p>10 Q. So you then began going down the stairwell.</p> <p>11 As you went down the stairs, did you see any doors</p> <p>12 that would exit into communal hallways that were propped</p> <p>13 open in any way?</p> <p>14 A. No.</p> <p>15 Q. If we go to paragraph 54, which is on page 10, please,</p> <p>16 what you've said there is that when you reached the 6th</p> <p>17 floor:</p> <p>18 "... there was smoke below us and I thought this was</p> <p>19 where we were going to have to stop heading down using</p> <p>20 the stairs and jump from a window. This was a terrible</p> <p>21 thought to have to contemplate when you realise it</p> <p>22 involves your young child. However, after the 6th floor</p> <p>23 the smoke started to fade slightly, and we were able to</p> <p>24 continue."</p> <p>25 Just so that I can understand it, you've come down</p> <p style="text-align: center;">Page 107</p>
<p>1 opening the fire doors, which was letting the smoke</p> <p>2 through. However, the smoke was not so thick that it</p> <p>3 was not possible to see. As we came out of our flat,</p> <p>4 the communal landing directly outside our flat was</p> <p>5 engulfed in smoke and you could not see anything."</p> <p>6 So from where you were, what was it that made you</p> <p>7 conclude that people at floors higher to you were</p> <p>8 opening the doors?</p> <p>9 A. How else would the smoke come out?</p> <p>10 Q. So did you -- was it --</p> <p>11 A. You could hear the doors closing. You could hear the</p> <p>12 doors opening and closing, the fire doors opening and</p> <p>13 closing, slamming closed.</p> <p>14 Q. That was above you as well as below?</p> <p>15 A. That was both above and below.</p> <p>16 Q. Were you then aware of smoke filtering down from above</p> <p>17 you and also from below?</p> <p>18 A. Yes. But we weren't focusing on that.</p> <p>19 Q. Was it any different from the smoke that you'd</p> <p>20 encountered in the communal hallway?</p> <p>21 A. I couldn't say. We weren't examining it, so I couldn't</p> <p>22 say that.</p> <p>23 Q. You've told us you could hear doors opening and closing.</p> <p>24 A. Right.</p> <p>25 Q. Were you aware of people moving on the stairwell above</p> <p style="text-align: center;">Page 106</p>	<p>1 from the 16th floor.</p> <p>2 A. Mm-hm.</p> <p>3 Q. You noticed by the 6th floor that there's smoke below</p> <p>4 you. Did you have a sense that the smoke below you was</p> <p>5 denser than that which you'd come from?</p> <p>6 A. On the statement, I said the 6th floor, but that's</p> <p>7 a guesstimate. One thing is that the numbering of the</p> <p>8 floors wasn't clear, so I was trying to count backwards,</p> <p>9 but at the same time there were a few people on the</p> <p>10 stairs and I was carrying my daughter.</p> <p>11 So it said the 6th floor, but it may not be the 6th</p> <p>12 floor. It may be the 8th floor, the 5th floor. I don't</p> <p>13 know 100 per cent that it was the 6th floor, but it was</p> <p>14 a lower floor, it was approximately the 6th floor, and</p> <p>15 it looked like someone had opened the fire door, but as</p> <p>16 opposed to the smoke dispersing quickly, it had lingered</p> <p>17 for a bit.</p> <p>18 So my thinking was maybe the fire was there and we</p> <p>19 were going to get trapped, we won't be able to go any</p> <p>20 further, so we would have to hop off at the floor above</p> <p>21 and then contemplate jumping.</p> <p>22 So I was trying to count backwards to see how far</p> <p>23 down we were to see how feasible it was to jump,</p> <p>24 basically.</p> <p>25 Q. What you do say is that when you were going down the</p> <p style="text-align: center;">Page 108</p>

27 (Pages 105 to 108)

<p>1 stairs, you came across someone called Mr Shah and</p> <p>2 another person.</p> <p>3 A. Yes.</p> <p>4 Q. Did you see anyone on the stairs from your floor?</p> <p>5 A. No one from my floor, no.</p> <p>6 Q. Did any firefighters pass you in the stairwell?</p> <p>7 A. We passed the firefighters when we got to I think it's</p> <p>8 called -- I think it's the 2nd floor, where it's all</p> <p>9 glass, that's where we saw the firefighters, not in the</p> <p>10 main stairwell, no.</p> <p>11 Q. If we look in the same page but at paragraph 52, please,</p> <p>12 you say:</p> <p>13 "52. I think one man passed us on his way up the</p> <p>14 tower, saying that he was going to go upwards in the</p> <p>15 Tower; presumably he felt that this was the best course</p> <p>16 of action to avoid the fire. I did not recognise this</p> <p>17 man heading upstairs. I cannot remember if he said</p> <p>18 anything to me, but I assume that he was heading upwards</p> <p>19 to try and escape from the fire below."</p> <p>20 But you decided to just keep going down.</p> <p>21 A. Mm-hm.</p> <p>22 Q. Although you didn't recognise him, was he a resident of</p> <p>23 the tower?</p> <p>24 A. I couldn't say.</p> <p>25 Q. Or someone who had been in the tower that night?</p> <p style="text-align: center;">Page 109</p>	<p>1 which floor or flat you'd come from by the time you left</p> <p>2 the area?</p> <p>3 A. No one spoke to us. The only person we spoke to were</p> <p>4 residents that were coming out from the local area who</p> <p>5 were asking if we were okay, but no official, no</p> <p>6 policeman, no fireman, no one on the scene spoke to us,</p> <p>7 no.</p> <p>8 Q. Did you hear anyone directing people coming out of the</p> <p>9 tower to a point where they could give details?</p> <p>10 A. There was no one directing anything. When we left,</p> <p>11 there was no one directing anything. It was very</p> <p>12 haphazard at that time.</p> <p>13 The thing that upset me, annoyed me at the time was</p> <p>14 when we left the actual building, the front door of the</p> <p>15 building, as described by the earlier witness, there</p> <p>16 were bits of debris falling from the building, large</p> <p>17 chunks of burning plastic, and they were dropping close</p> <p>18 to us, they were dropping 10 metres away from us, maybe,</p> <p>19 and because obviously they're dropping from a height,</p> <p>20 they're dropping and they're exploding when they hit the</p> <p>21 ground, and there was no one ushering us to be on the</p> <p>22 right-hand side, away from the building that this</p> <p>23 falling debris was happening.</p> <p>24 So I don't know if it's in my statement, but I had</p> <p>25 made a joke -- a joke -- a bad joke to my wife that we'd</p> <p style="text-align: center;">Page 111</p>
<p>1 A. That I couldn't say, I don't know.</p> <p>2 Q. Did you see where he went after he passed you?</p> <p>3 A. We weren't watching to see where people went, no.</p> <p>4 Q. Can you help us at all, can you describe him, can you</p> <p>5 remember anything about this man?</p> <p>6 A. I can describe a few people that were coming down with</p> <p>7 us: Mr Shah and his wife, Mohammed Rasoul, he was</p> <p>8 helping an elderly gentleman, and there were a couple of</p> <p>9 children on the stairwell. But when we left, or when we</p> <p>10 were leaving, there were literally five, eight people at</p> <p>11 the most on the stairwell. There weren't many people at</p> <p>12 all.</p> <p>13 Q. Let's go to page 11 of your statement, please. Could we</p> <p>14 have paragraph 58.</p> <p>15 This is going back to an answer you gave</p> <p>16 a few minutes ago about encountering firefighters, and</p> <p>17 you explain there where you met firefighters.</p> <p>18 Just so we can be clear about that encounter, did</p> <p>19 any of these firefighters ask you which floor or flat</p> <p>20 you'd come from?</p> <p>21 A. They didn't acknowledge us at all.</p> <p>22 Q. In your statement -- I can take you to the page if you</p> <p>23 need it -- you say that you left the area at around</p> <p>24 01.50 am.</p> <p>25 Had any firefighter or police officer asked you</p> <p style="text-align: center;">Page 110</p>	<p>1 survived the burning building and now were going to get</p> <p>2 killed by this falling masonry.</p> <p>3 MR RAWAT: Mr Chairman, I have now reached the end of my</p> <p>4 questions, but --</p> <p>5 SIR MARTIN MOORE-BICK: Well, that's a good time to have</p> <p>6 a break isn't it?</p> <p>7 MR RAWAT: Yes.</p> <p>8 SIR MARTIN MOORE-BICK: Mr Fletcher, we will have a short</p> <p>9 break now because Mr Rawat needs a little opportunity to</p> <p>10 check whether he has asked all the right questions and</p> <p>11 others may want to suggest other questions, so we're</p> <p>12 going to have a break and we'll come back at 3.20.</p> <p>13 I have to ask you, please, not to talk to anyone</p> <p>14 about your evidence while you're out of the room.</p> <p>15 THE WITNESS: Okay.</p> <p>16 SIR MARTIN MOORE-BICK: If you would like to go with the</p> <p>17 usher now, she'll look after you and, as I say, we'll</p> <p>18 resume at 3.20.</p> <p>19 THE WITNESS: Thanks.</p> <p>20 SIR MARTIN MOORE-BICK: Thank very much.</p> <p>21 Right, 3.20, please.</p> <p>22 (3.05 pm)</p> <p>23 (A short break)</p> <p>24 (3.20 pm)</p> <p>25 SIR MARTIN MOORE-BICK: I think there's just one or two</p> <p style="text-align: center;">Page 112</p>

<p>1 matters that need to be covered now.</p> <p>2 THE WITNESS: No problem.</p> <p>3 MR RAWAT: Thank you very much, Mr Fletcher.</p> <p>4 Can I, before dealing with one final matter, thank</p> <p>5 you once again for coming to give evidence to us today.</p> <p>6 It has been enormously helpful.</p> <p>7 A. Thank you.</p> <p>8 Q. Everyone here will have read your written statement and</p> <p>9 the details in that.</p> <p>10 Above what you have put in your written statement,</p> <p>11 and above the answers that you have given to the</p> <p>12 questions I have asked today, is there anything else</p> <p>13 that you saw or heard on that night that you think it</p> <p>14 important for the chairman to know?</p> <p>15 A. I just feel that on the night of the fire, had there</p> <p>16 been someone directing people to come out of the</p> <p>17 building, a lot of the people would've been saved. Had</p> <p>18 the fire alarms been working on the landings, a lot of</p> <p>19 the people would've been saved.</p> <p>20 Just the fact that I assumed, because of the refurb,</p> <p>21 all this equipment was working. I was shocked when we</p> <p>22 went on the landing and it was full of smoke because</p> <p>23 I assumed that the smoke alarms would've gone off. So</p> <p>24 I don't understand how no one has been held accountable</p> <p>25 for that.</p> <p style="text-align: center;">Page 113</p>	<p>1 SIR MARTIN MOORE-BICK: Yes.</p> <p>2 MR RAWAT: The reason for doing so is that the authors of</p> <p>3 these statements are closely linked to the two witnesses</p> <p>4 that we've heard from today, and their experiences</p> <p>5 therefore add important context to today's oral</p> <p>6 evidence.</p> <p>7 SIR MARTIN MOORE-BICK: Yes.</p> <p>8 MR RAWAT: I want to read sections from these statements</p> <p>9 but, as we've already made clear, the whole of each</p> <p>10 statement stands in full as evidence to the inquiry.</p> <p>11 SIR MARTIN MOORE-BICK: Yes. Thank you.</p> <p>12 DAVID LEWIS (evidence read into the record)</p> <p>13 MR RAWAT: The first statement, Mr Chairman, is that of</p> <p>14 David Lewis.</p> <p>15 SIR MARTIN MOORE-BICK: Yes.</p> <p>16 MR RAWAT: It is at IWS00000297.</p> <p>17 SIR MARTIN MOORE-BICK: Yes, thank you.</p> <p>18 MR RAWAT: It's a six-page statement, and if we go to</p> <p>19 page 5, there is a statement of truth there. It's</p> <p>20 signed and dated on 18 May 2018.</p> <p>21 SIR MARTIN MOORE-BICK: Yes.</p> <p>22 MR RAWAT: There is one exhibit with it, which is a plan,</p> <p>23 and the reference for that is IWS00000303.</p> <p>24 SIR MARTIN MOORE-BICK: Mm-hm.</p> <p>25 MR RAWAT: Before I start reading some extracts from the</p> <p style="text-align: center;">Page 115</p>
<p>1 And how, if I am looking at the fire, and I'm not</p> <p>2 an experienced fireman, and I can see the speed of the</p> <p>3 fire, why was no one, a senior fireman -- I'm not</p> <p>4 talking about the firemen that came into the building</p> <p>5 because obviously they did amazing work, they were</p> <p>6 trying to save people, but why was no one downstairs</p> <p>7 saying, "This fire is not behaving like a normal fire,</p> <p>8 let's evacuate as many people as possible." I don't</p> <p>9 understand why that's the case.</p> <p>10 SIR MARTIN MOORE-BICK: All right.</p> <p>11 MR RAWAT: Thank you very much again, Mr Fletcher.</p> <p>12 SIR MARTIN MOORE-BICK: Mr Fletcher, I want to thank you</p> <p>13 very much for coming to give your evidence. It can't</p> <p>14 have been easy to relive a night like that.</p> <p>15 If I may say so, you showed a great coolness of</p> <p>16 judgement to get you and your family out of the</p> <p>17 building, and I'm very glad you did escape. Thank you</p> <p>18 very much for coming to tell us all about it.</p> <p>19 THE WITNESS: Thank you.</p> <p>20 SIR MARTIN MOORE-BICK: If you would like to go with the</p> <p>21 usher, she'll look after you. Thank you very much.</p> <p>22 (The witness withdrew)</p> <p>23 MR RAWAT: Mr Chairman, can I just use some of the remaining</p> <p>24 time just to put two statements into the record, if</p> <p>25 I may.</p> <p style="text-align: center;">Page 114</p>	<p>1 statement, just to give it some context, Mr Lewis is the</p> <p>2 former partner of Mariko Toyoshima-Lewis, who we heard</p> <p>3 from this morning.</p> <p>4 As Ms Toyoshima-Lewis explained, she'd lived with</p> <p>5 the couple's three children in flat 9 of Grenfell Tower</p> <p>6 since summer 2016.</p> <p>7 Mr Lewis was a regular visitor to the flat</p> <p>8 throughout the year, and he was present in the flat on</p> <p>9 the night of 13 June. In fact, he was awake, as</p> <p>10 Ms Toyoshima-Lewis told us, keeping an eye on one of</p> <p>11 their children, who was unwell.</p> <p>12 If I pick it up then from paragraph 8, which is on</p> <p>13 page 2.</p> <p>14 SIR MARTIN MOORE-BICK: Yes, thank you.</p> <p>15 MR RAWAT: The heading above that paragraph is "Experience</p> <p>16 of the fire in Grenfell Tower".</p> <p>17 The statement continues:</p> <p>18 "8. At some point, I started to see orange sparks</p> <p>19 out of the window immediately to my left. The sparks</p> <p>20 were just floating in the air and moving very slowly</p> <p>21 downward. There were only a few sparks at this point.</p> <p>22 I just thought it was someone outside of the building</p> <p>23 messing around with fireworks. I noticed these sparks</p> <p>24 at around a few minutes prior to 1am.</p> <p>25 "9. A few minutes later, in that same period of</p> <p style="text-align: center;">Page 116</p>

<p>1 first looking out of the window, I started to see larger 2 items on fire falling down. I did not know what this 3 was at the time but I now understand that this was the 4 cladding. The pieces falling down were large, around 6 5 foot across. The way they were falling gave the 6 impression of being light. I woke up Mariko and then 7 she took control, telling me 'get the kids clothes 8 ready' and calling 999.</p> <p>9 "10. My memory then becomes hazy in terms of what 10 happened and the exact timings. I can remember some 11 details which I will describe here, however there are 12 some details which I cannot remember. In general, while 13 in the flat, I did not see any evidence of firefighting 14 taking place outside and I did not hear any fire alarms 15 at any time.</p> <p>16 "11. The children and I moved into the living room 17 at about 1.20am. We went into the corner of the room 18 marked 'X' on the plan exhibited to this statement 19 (exhibit DL1) because, based on our view of the fire 20 from the bedroom window, this corner seemed to be the 21 furthest from the fire. The 999 operator advised us to 22 go to the coolest place in the flat. I know that Mariko 23 has said that she could feel the heat of the fire, but I 24 didn't find it hot and at no time throughout the evening 25 did I see any smoke coming into the flat. I stayed in</p> <p style="text-align: center;">Page 117</p>	<p>1 between Mariko and the firefighters and Mariko was 2 saying 'get the kids out'. The firefighters told us to 3 go so I took the kids and we headed straight down the 4 stairs. No firefighters or other escort came with us.</p> <p>5 "14. I did not see any sign of smoke anywhere. 6 Everywhere smelled the same as always did before the 7 fire.</p> <p>8 "15. When we got down to the first floor of the 9 Tower there were about six firefighters all just 10 standing around. They just told us to get out. We 11 walked down to the ground floor atrium. I think in this 12 place, which I also call the atrium, I could hear a 13 faint alarm. When we got there, it was deserted and 14 there was no guidance about where to go, but it was 15 still relatively early in the fire so I can understand 16 why this was the case. We exited out of the main 17 entrance."</p> <p>18 That is where I propose to stop reading. 19 SIR MARTIN MOORE-BICK: Thank you. 20 HIME HAYMANOT GASHAW (evidence read into the record) 21 MR RAWAT: The second statement I would like to put into the 22 record at this point is the statement of Hime Haymanot 23 Gashaw, the wife of Richard Fletcher, from whom we just 24 heard. She lived in flat 131 with her husband and their 25 daughter.</p> <p style="text-align: center;">Page 119</p>
<p>1 the corner with the children. They were using the iPad 2 and I was just trying to keep them occupied. I was 3 quite impressed because [redacted] knew about keeping 4 low to the ground to remain in clean air. I am not sure 5 where he learned that.</p> <p>6 "12. We could see fire officers and police out of 7 the window in the living room. Mariko tried to shout to 8 get their assistance but I don't think they could hear 9 her. At one point, I am not sure if I was in the living 10 room or elsewhere in the flat, I heard noises outside of 11 the flat but inside of the building. I either opened 12 the front door or looked through the spy hole, I am not 13 sure which, and I saw fire hoses in the landing and 14 running towards the stairwell door. I cannot remember 15 anything clear about where exactly the fire hoses were 16 in the landing, but I have drawn their general location 17 on the plan exhibited to this statement (exhibit DL1). 18 I did not see any firemen when I looked out.</p> <p>19 "13. The fire officers came to the flat at one 20 point and banged on the door. I don't remember exactly 21 how the door worked, but I remember us looking for the 22 key and trying to unlock it so they would not have to 23 knock it down. I do not remember us finding the key but 24 we managed to get the door unlocked and the firefighters 25 came into the flat. There was a quick discussion</p> <p style="text-align: center;">Page 118</p>	<p>1 The statement reference is at IWS00000990. It's 2 a 15-page statement. 3 If we go to page 15, there is a statement of truth, 4 and it's signed and dated 20 May 2018. 5 Mrs Gashaw has explained she's known as Hime 6 Haymanot Gashaw, also known as Haymanot Gashaw. 7 I just propose, again, to read some paragraphs from 8 this statement. 9 Again, just to give it context, as we heard, 10 Mr Fletcher was awake watching television whilst 11 Mrs Gashaw and her daughter were asleep. Around 12 01.00 am, Mr Fletcher woke Mrs Gashaw up. 13 At paragraph 14 on IWS00000990, page 3, under the 14 heading "My experience of the fire", Mrs Gashaw says: 15 "14. Having looked out the window and seeing the 16 fire, I went to our front door and opened it. As I did 17 smoke came pouring in through the opened door from the 18 communal outside landing. The smoke outside the door 19 was black and thick and even in the brief time the door 20 was opened smoke poured into our flat. 21 "15. I slammed the door shut and said to Richard 22 that 'we can't take [redacted] out in that' or words to 23 that effect. He replied that we had to get out and 24 pointed to the living room window where we could see the 25 fire outside. I could hear the flames and something,</p> <p style="text-align: center;">Page 120</p>

<p>1 possibly the cladding, popping and it felt like the 2 flames were going to burst in from outside and engulf 3 us. 4 "16. My first thought was that there had been a 5 terrorist attack. 6 "17. I went back into our bedroom and picked up 7 [redacted] and Richard picked up some bits. We had no 8 shoes on. We then opened the door and carefully stepped 9 out onto the landing. The smoke was black, and you 10 couldn't see anything. There were no flames just the 11 thick black smoke. I was just expecting the flames to 12 suddenly appear and engulf us. There was thick smoke 13 outside of our flat on the landing. You couldn't see 14 anything. 15 "18. We saw the ... man opposite from flat 133 and 16 I think Richard shouted to him that there was a fire, 17 but he went back into his flat. I now know that he was 18 subsequently rescued by the fire fighters. 19 "19. We had decided the best plan was to try and go 20 down towards the front exit of the Tower, using the 21 stairs. We knew not to use the lift as a matter of 22 common sense and I am a Fire Marshal at work. I had 23 never been told by anyone RBKC to not to use the lifts 24 in the event of a fire and there were no signs stating 25 this. The only sign by the lift was a Stay Put sign</p> <p>Page 121</p>	<p>1 smoke was clearer on the stairs than it was on the 2 landing outside of our flat. However, there was some 3 smoke on the stairs which was coming down from the 4 higher levels through the fire doors as people above us 5 opened them. 6 "22. We kept going down until we reached the floor 7 level with the glass lobby staging floor (possibly the 8 2nd Floor) and this was when we saw the fire fighters. 9 When we saw the fire fighters and knowing that this 10 floor level of the Tower was at the bottom, we then 11 realised that we were going to make it. 12 "23. As stated above we encountered the fire 13 fighters at about the first or second floor on the glass 14 staging level. This was the first time that we saw fire 15 fighters. The fire fighters didn't say anything to us. 16 They didn't even acknowledge us but clearly, they were 17 focussed on going into the fire." 18 Mr Chairman, that's as much as I propose to read in 19 relation to that statement. 20 SIR MARTIN MOORE-BICK: I think, for the benefit of 21 Mrs Gashaw and everybody else, we should just confirm 22 that all of her statement will go into the inquiry 23 record and will form part of the evidence which will be 24 considered in due course. 25 MR RAWAT: And both individuals who have made the statements</p> <p>Page 123</p>
<p>1 i.e. if there was a fire you should remain in your flat. 2 "20. Richard took [redacted] off me as she is quite 3 heavy, and we went down the stairs, with Richard 4 carrying [redacted]. I am not sure which of us was in 5 front. We went slowly down the stairs to make sure we 6 did not fall. However, once we were on the emergency 7 stairwell and heading down the stairs the smoke much 8 lighter and no longer thick. The smoke was much thicker 9 outside of our flat than it was on the stairs. On the 10 stairs the smoke was coming down from above. It seemed 11 to be coming through the fire doors above leading onto 12 the stairwell, as people were opening the emergency 13 doors to escape via the stairwell. 14 "21. We only passed a couple of people. One of 15 these was Mr Shah who was walking down the stairs with a 16 pair of trousers in his hand. He was crying 'my house, 17 my house'. I also remember two little girls and a 18 woman, and I think that they were heading downstairs. 19 I do not remember which floor this was but was possibly 20 a low floor. We overtook them as they appeared 21 relatively relaxed and maybe did not realise the extent 22 of the fire. It is hard to remember such details due to 23 not being able to see much because of the smoke on our 24 level (it cleared as we made our way downwards) as well 25 as the fact that we were in a terrifying situation. The</p> <p>Page 122</p>	<p>1 have the thanks of the inquiry for doing so. 2 SIR MARTIN MOORE-BICK: Yes. Good. 3 Thank you very much. 4 Housekeeping 5 MR RAWAT: Mr Chairman, can I raise one final matter. 6 SIR MARTIN MOORE-BICK: Yes. 7 MR RAWAT: That is in relation to the programme for Monday. 8 SIR MARTIN MOORE-BICK: Yes. 9 MR RAWAT: We were due to hear on Monday morning from 10 Nicholas Burton. For personal reasons, Mr Burton can't 11 attend on Monday, but we still have one witness listed 12 for the afternoon. We're making inquiries as to whether 13 she will be able to come in the morning, but she will be 14 heard either in the morning or the afternoon. 15 Either way, there will be work for us to do that 16 will take up hearing time. 17 SIR MARTIN MOORE-BICK: Yes. Well, thank you for clarifying 18 that position. 19 We'll see when the witness for Monday is able to 20 here, but in any event we will sit at 10 o'clock. 21 MR RAWAT: Yes, please. 22 SIR MARTIN MOORE-BICK: And do whatever work there is then 23 to be done. 24 MR RAWAT: Thank you. 25 SIR MARTIN MOORE-BICK: Well, thank you all very much.</p> <p>Page 124</p>

1 We'll break now and resume at 10 o'clock on Monday,
2 then, please. Thank you.
3 (3.35 pm)
4 (The hearing adjourned until Monday, 15 October 2018
5 at 10.00 am)
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