



GRENFELL TOWER INQUIRY RT

Day 308

July 21, 2022

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1 Thursday, 21 July 2022
2 (10.00 am)
3 (Proceedings delayed)
4 (10.05 am)
5 SIR MARTIN MOORE—BICK: Good morning, everyone. Welcome to
6 today's hearing. Today we're going to hear the final
7 group of presentations relating to those who died in the
8 fire.
9 Yes, Mr Millett.
10 MR MILLETT: Mr Chairman, thank you very much. Good morning
11 to you. Good morning, members of the panel.
12 I would now invite Mr Danny Friedman QC, please, to
13 come back to the podium to make the presentation on
14 behalf of the family of Mohammad Alhajali from flat 112
15 on floor 14 of Grenfell Tower.
16 As before, may I repeat the trigger warning that
17 I have given in the past, that what Mr Friedman may show
18 us or tell us during the course of his presentation may
19 be distressing to some in the room or watching on the
20 live stream and, therefore, they should absent
21 themselves from here or look away from the live stream,
22 as the case may be.
23 Subject to that, Mr Friedman, thank you.
24 SIR MARTIN MOORE—BICK: Thank you.
25

1

1 Presentation relating to MOHAMMAD ALHAJALI by MR FRIEDMAN
2 MR FRIEDMAN: Mohammad Alhajali was born in Damascus, Syria,
3 on 27 November 1993. He grew up in Daraa, a city in the
4 south of Syria. He was 23 years old at the time of his
5 death.
6 Mohammad was the second eldest of five children born
7 to Nidal and Heam Alhajali. His two brothers are Omar
8 and Hashem, and his sisters are Kenda and Sham.
9 Mohammad travelled to the United Kingdom with his
10 brother Omar in 2014. Their other brother, Hashem,
11 would arrive approximately six months later. Mohammad
12 remained very close to his family in Syria, speaking to
13 them daily.
14 Having been originally housed in Leeds, Mohammad and
15 Omar Alhajali and their childhood friend,
16 Mahmoud Al—Karad, moved into flat 112 of Grenfell Tower
17 in September 2016. At the time of his death, Mohammad
18 was studying for a degree in civil engineering, working
19 part—time to fund his studies, and engaged to be married
20 to Amal Al—Huthaifi.
21 Mohammad's father and mother appeared in the
22 commemoration hearings on 29 May 2018 with their
23 children, together with Mahmoud, his friend, and Amal,
24 his fiancée.
25 Mohammad's father, his brother Hashem, and Mahmoud

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1 addressed the Chair, and three films were played, all of
2 which described their loved one and the impact of his
3 loss. The commemorative portraits highlighted that as
4 a son, brother, fiancé and friend, Mohammad Alhajali was
5 an unusually charismatic person, much loved and valued
6 for his selflessness, compassion and strength of
7 personality. His brother Omar told you that Mohammad
8 wasn't just his brother but his best friend, someone who
9 he could tell and share everything with. You heard how
10 he was popular and knew everyone at his university. He
11 loved to meet new people and was a natural leader
12 amongst his peers.

13 Omar recalled that when Mohammad was young, he would
14 wear his father's suits, which were, of course, far too
15 big for him. He did this because he wanted to emulate
16 his father and was wise beyond his years. His mother,
17 Heam, echoed this sentiment, describing him as
18 distinguished and very responsible for his age.

19 His sister Sham spoke about how Mohammad had
20 inspired her to be the best that she could be as
21 an individual and in her community.

22 His fiancée, Amal, said he made her learn to love
23 herself, and made her feel like she could accomplish
24 whatever she wanted in life. She said that, to this
25 day, she thinks of him whenever she has moments of

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1 self—doubt, knowing that if he were here, he would
2 believe in her and give her the encouragement she needs.
3 His friend Mahmoud Al—Karad, who lived in flat 112
4 with Mohammad and you heard from in Module 4, described
5 Mohammad's good nature and how he was dedicated to his
6 family. These were three young men in that flat in
7 Grenfell Tower with really bright futures ahead of them.
8 Sir, you will recall being told of Mohammad's smile,
9 his unrivalled joy for life and his dreams for the
10 future, including his dream that one day he would be
11 able to bring his whole family together in one place,
12 where they could settle and live their best life. This
13 was a young man who was well loved and loving. All who
14 knew him agree that he was one of a kind, and they
15 commend him to the world as you will never find another
16 like him.

17 On the night of the fire, Mohammad and Omar met up
18 at their flat at around 7.00 to 8.00 pm and went to
19 a friend's home for dinner to break the fast. As he
20 told the panel in his Module 4 evidence,
21 Mahmoud Al—Karad was not at home that night. He had
22 started a work shift early in the morning on the 13th
23 and would work through the day and onto the night shift,
24 into the early hours of the 14th, before returning to
25 the fire.

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1 The two brothers came home to Grenfell Tower after
2 their iftar meal. CCTV footage shows Mohammad in the
3 lift lobby at Grenfell Tower at 00.07, waiting to go up
4 into the building just under 45 minutes before the start
5 of the fire.

6 Between 01.20 and 01.30, the rate of vertical
7 fire spread up the northeast corner of the building
8 accelerated considerably.

9 At 01.21.30, intermittent flame extended past the
10 windows of floor 13 below.

11 By 01.23.36, the fire had reached the top of
12 floor 15 above.

13 At approximately 01.25, the Mangoba family in
14 flat 116 on floor 14 evacuated when flames destroyed
15 their kitchen window, forcing them to flee in their
16 night clothes from the fire and the thick, black smoke
17 now in their home. They exited the building at
18 01.29.45.

19 As the Phase 1 report found at volume 4,
20 paragraph 24.31, the front door of flat 116 remained
21 open when the occupants fled due to a non—functioning
22 self—closing device. When Mrs Mangoba fled from
23 flat 116, she saw smoke in the lobby, but it was light,
24 like a cloud, and not thick, black smoke like in their
25 flat. Due to the open flat front door, the floor 14

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1 communal lobby inevitably filled up with dense smoke
2 within a period of minutes, creating a barrier to escape
3 for the remaining occupants on floor 14. The panel is
4 aware of how, on multiple floors in Grenfell Tower,
5 multiple doors did not automatically close, especially
6 the number 6 flat doors. This is another inescapable
7 fatal consequence of that situation on this floor.

8 Omar Alhajali, Mohammad's brother, was still awake
9 at 1.00 am, when he heard sounds and then shouting
10 outside. Mohammad came to tell him that he could smell
11 smoke. When Omar looked out of the living room window
12 which faced east, he saw flames to the left and at about
13 the level of floor 4 or 5. The brothers decided to
14 leave. But when they opened their flat front door, they
15 found the communal area was full of smoke and in
16 complete darkness. Omar could only see his hand
17 a little bit. He could not see the lifts.

18 Based on the timing of the exit of the occupants of
19 flat 116 and their descriptions of the conditions in the
20 lobby at the time that they left, the Phase 1 report
21 found at volume 2, paragraph 11.96, that this occurred
22 at around 01.30, with the brothers looking outside on
23 their lobby.

24 They closed the front door and began to shout for
25 help from a window, until a firefighter on the ground

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1 shouted back, telling them firmly to stay where they
2 were.

3 Numerous calls were made to the control room by
4 residents of floor 14 between 01.25 and 01.48 to report
5 smoke penetrating first the floor and then their actual
6 flats. None of these residents were advised to
7 evacuate.

8 As you will hear further in the next presentations
9 today, there were calls from Denis Murphy in flat 111 at
10 01.25.16 and 01.40. In the first call, the smoke was in
11 the lobby. By the second call, his flat was full of
12 smoke.

13 Zainab Deen in flat 115 made 999 calls at 01.29.05
14 and 01.38.18. She repeated that she was alone in the
15 flat with her baby.

16 Rosemary Oyewule from flat 113 made calls at
17 01.37.58 and 01.48.23. She relayed that she and her
18 partner Oluwaseun — or Olu — Talabi had a baby with
19 them. Rosemary described the lobby on floor 14 as black
20 and reported thick, black smoke coming through the
21 letterbox. In both calls, she was told that the fire
22 was on a much lower floor.

23 Between these two calls, Ms Oyewule and Mr Talabi
24 attempted to escape their flat with their young
25 daughter, but they turned back due to the conditions in

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1 the floor 14 lobby, which they found to be pitch black
2 and like a steam room.

3 At around 01.51, a first crew of four firefighters,
4 comprising Firefighters Cornelius and Murphy, with
5 Sanders and Merrion as the backup crew, were briefed to
6 rescue the resident now known to be Denis Murphy from
7 flat 111. These firefighters, as a team of four, ended
8 up taking steps to congregate all the remaining eight
9 residents of floor 14 into flat 113 and told them to
10 wait for further assistance. Flat 113 now contained the
11 residents of that flat, Rosemary Oyewule and Olu Talabi
12 and their four—year—old daughter; from flat 111,
13 Mr Murphy; from flat 112, the two brothers, Omar and
14 Mohammad Alhajali; and from flat 115, Zainab Deen and
15 her two—year—old son, Jeremiah.

16 Firefighters Cornelius and Murphy tried to radio the
17 bridgehead to say that they felt unable to bring the
18 residents down the stairs, but got no response.

19 Firefighter Merrion, alone out of the deployed
20 firefighters, recalled that, prior to going up into the
21 stairwell, they had been advised to instruct the
22 occupants to stay in their flat.

23 According to Omar Alhajali's evidence, before being
24 moved across to flat 113, Mohammad and Omar asked to be
25 evacuated. They were told by the firefighter, who

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appears to have been Mr Merrion, that it was unsafe, that there was no spare BA equipment, and that they would not be able to breathe. He then left to speak to the other firefighters. After some minutes, the brothers were moved to flat 113 by a different firefighter without further explanation.

Once in flat 113, the brothers pointed out to the firefighters the extent of the fire from the windows on both sides of the flat, but the decision remained that they were not to leave, despite their wish to do so.

As is tragically underscored by Professor Purser's Phase 2 evidence, it was possible for residents to safely evacuate from floor 14 and, indeed, the very highest floors of the tower at this point in time, and at all points prior to the external fire reaching the exterior of flat 113 and then entering it much later in the night.

May I turn next to what was recorded at the fire ground about the congregation of these eight residents in flat 113. For this, I'm going to ask for the images of the various walls and formats where flat numbers and other details were written down.

May I just give a trigger warning. Those are the images that are about to be shown. It will be of numbers and flats and how that was recorded.

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May I first then ask to see {MET00013074}.

Panel, on returning down the tower, Firefighter Cornelius found the 2nd floor bridgehead to have moved, and he did not know where, and, after trying to pass the information on to various people, made a note on the 2nd floor wall. This is a photograph of that wall taken by Firefighter O'Beirne. You see the writing on the wall in the bottom right-hand corner, "113 8 people 14 floor". That is what Firefighter Cornelius said that he scribbled down on that wall.

May I ask to see the forward information board, which is at {MET0018749}.

This is a portable information board that would be carried wherever the bridgehead was, and would have been up on that 2nd floor mezzanine.

Can I draw attention to the right-hand side as we look at it, outside of that square list of various flats and numbers, you see, "(14 floor) 111", so 111, not 113, and then "8 persons".

We don't know for sure, but it looks like those details were written on to the board as a result of Firefighter Cornelius coming down, trying to make sure that his supervisors registered the details. We have the eight persons noted, but it looks like it's the

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wrong flat, right floor.

Can we then go to {MET00015819}.

The bridgehead had moved up to the 3rd floor, and this is a photograph — you can see the "3" — of what was written down on that wall. Watch Manager De Silvo's FSG wall contains various references to floor 14 flats. If you look at the list of floor numbers going from top down to bottom, you see, at the level of 15 first, perhaps erroneously, the numbers written there look like 111, 115, 113, then you get to reference to flat 122, which is on the 15th floor, and you see various crosses and ticks there. Then at the level of 14, just below it, you see 111 seems to be ticked, 115, 112 ticked, and it says "113 (3 rescues)". Then further along the line, 113 underlined, and then "/14".

Just further down on that image, if you look just under and to the right of where you've had the list of floor numbers, top to bottom, you go down to floor 3, and then just over at the right, there's "113", and then it's somewhat indecipherable, but under that is "FL 14th", and then something indecipherable.

Just over across to the right, bottom right-hand corner, in line with that, again it's indecipherable, but it does say "14th FL", 14th floor, and what we think says "Flat 111", which may have a bearing on what had

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been written on that forward information board that I showed you before.

The bridgehead moved, as you know, after about 3.08 to establish itself on the ground floor, and again information was written on the wall just as you came into the tower, the beige wall, and that is — I show you two images.

First {MET0015815}. We'll show a zoom-in on this in a moment, but just for now. On the left-hand side as you look at it, in the middle of the column, you can see "112 14 8P", midway down. So "112 14 8P". So we suggest right floor, right number of persons, wrong flat.

Then lastly on the ground floor, it's going to be a zoom-in of what is the middle column here, and it's {MET000015642}.

Just looking at the top part of it, you can see "111" and "14th", and then you can see under it "115" and "14th". Then further down, four or five from the bottom, you see "113 14th", and there's a suggestion a BA crew was sent by virtue of the tick. That might be the inference. And it seems right at the bottom with a tick is "BA — 114".

CCTV footage shows that Watch Manager Williams, who was making these entries, made them respectively at

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1 02.21, that's the first two at the top of this image,
2 and then at 02.30.57, the bottom entries, including that
3 "113 14th" entry.

4 You can take it down, thank you.

5 That concludes the review of the various walls and
6 boards. The crucial data of 113, 8P, eight persons, was
7 not, it may be fair to say, as clearly written on the
8 3rd floor and the ground floor as it was by
9 Firefighter Cornelius on that 2nd floor mezzanine or,
10 indeed, on the forward information board.

11 At approximately 02.23, a crew comprising
12 Firefighters Cook and Flanagan happened to enter
13 flat 113 as they returned from a higher floor. They saw
14 the eight residents congregated in the flat. There is
15 no evidence that they informed the bridgehead of this.

16 After Firefighter Cook and Flanagan left, the first
17 desperate efforts were made by Olu Talabi to climb with
18 his daughter from the window by tying together sheets.
19 This can be timed by reference to Rosemary Oyewule's
20 call to the control room at 02.31, in which a male can
21 be heard in the background screaming, and Rosemary asks
22 if it was safer to try and jump from the window.
23 Firefighters appear to have witnessed this from the
24 outside and shouted at the desperate resident to get
25 back in.

13

1 The next deployments of firefighters to floor 14
2 after the congregation of the residents in flat 113 were
3 made either side of 02.30. At this time, two different
4 crews of two firefighters were deployed separately and
5 without mutual knowledge or co-ordination of the
6 parallel deployments.

7 The first crew, comprising Firefighters Herrera and
8 Orchard, began to ascend the stairs after 02.27.
9 Neither member of the first crew recalled being briefed
10 of the presence of eight residents in number in
11 flat 113. Firefighter Orchard recalls a briefing to
12 rescue six people, but Firefighter Herrera states that
13 the brief was to rescue "a family, an adult male,
14 a female and a child".

15 As the Phase 1 report found at volume 3,
16 paragraph 15.91, it is unlikely that Watch Manager
17 De Silvo would have given inconsistent briefings to two
18 firefighters in the same crew, so one of these two
19 accounts must be incorrect.

20 The second crew, comprising Crew Manager McAlonen
21 and Firefighter Juggins, tallied out at 02.31. This
22 crew was briefed separately to the first crew pursuant
23 to a parallel FSG system at the ground floor lobby and
24 not by an officer at the bridgehead. Those briefing
25 were Watch Managers Williams and Watson. As the Phase 1

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1 report found at volume 3, paragraph 15.92, the brief of
2 the second crew was to rescue a female and child from
3 the now empty flat 111.

4 As the Phase 1 report concluded, that was
5 unfortunately doubly erroneous because (1) the occupant
6 of flat 111, Denis Murphy, had been moved to flat 113;
7 and (2) the female and her son, Zainab Deen and
8 Jeremiah Deen, were originally located in flat 115, not
9 flat 111.

10 Panel, as will be clear, both crews were incorrectly
11 briefed regarding the location and number of residents.
12 Importantly, they were unaware of the number — eight
13 persons — and profile of the occupants in flat 113.

14 The second crew, Crew Manager McAlonen and
15 Firefighter Juggins, reached floor 14 first. Once on
16 the lobby, their evidence is that they went to flat 111.
17 The door was open. They searched the flat, which was
18 empty. CM McAlonen tried to make radio contact with the
19 bridgehead to see if there was any more information in
20 relation to flat 111. He could not get through.

21 The crew then decided to continue searching
22 floor 14. They moved to flat 112, which they also found
23 empty.

24 Meanwhile, Firefighters Orchard and Herrera, as the
25 first crew, had also reached floor 14. They went

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1 straight to flat 113 and knocked on the door, shouting
2 "Fire Brigade".

3 The events that follow remain the subject of
4 an evidential dispute. However, the tragic result is
5 clear: four of the occupants — Olu Talabi,
6 Rosemary Oyewule, their daughter and Omar Alhajali —
7 were guided down the stairs by the firefighters, while
8 the other four occupants — Denis Murphy,
9 Mohammad Alhajali, Zainab Deen and Jeremiah Deen — were
10 left behind. Of the four left behind, three would die
11 in the flat, while Mohammad would fall to his death at
12 the point in time when conditions in the flat were no
13 longer survivable.

14 As the Phase 1 report records at volume 3,
15 paragraph 15.96, it is not in dispute that, prior to the
16 four survivors being escorted down the stairwell, there
17 was no search or secondary sweep of flat 113 undertaken
18 in accordance with standard LFB policy. The reasons for
19 this not occurring are what are in dispute.

20 The Inquiry has received detailed written
21 submissions on this disputed issue, including from
22 Mohammad's family, and the Chair has indicated in the
23 Phase 1 report at volume 3, paragraph 15.96 an intention
24 to give further, more detailed consideration to the
25 matter. It is not appropriate for me, therefore, to

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1 repeat the family's submission in this presentation, but
2 it is right to briefly pause here to underscore to the
3 panel the importance of the issue to Mohammad's family.

4 When Omar Alhajali reached the ground floor at
5 02.45.02 and discovered that his brother had not come
6 down with him, he can be seen on CCTV footage to
7 immediately point frantically upstairs, imploring the
8 firefighters to return to the flat. The reference for
9 the image, timestamped at 02.47.19, is {INQ00000449}.

10 Omar directly engages Watch Manager Williams and
11 a number of other firefighters that surround him,
12 telling them that his brother was still in flat 113.
13 Omar's evidence to the Inquiry in Phase 1 was at Day 59,
14 page 87, line 21 to 89, line 3.

15 In his words:

16 "I remembered asking them, 'Where is my brother?'
17 and telling them maybe he's still in the flat, and I'm
18 sure that he's still in the flat because he's not with
19 me. And I ... pointed as well where I came from, and
20 I didn't see my brother ... So they were just listening
21 to me, and I remembered someone asked me, 'Where you
22 came from?' I said 113, and he wrote that on my hand
23 before I left the tower."

24 At around 02.55, Mahmoud Al-Karad, now at the
25 fire ground, spoke to Mohammad Alhajali on the phone,

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1 who told him he could not see Omar. Mohammad was in
2 a state of distress and he said he thought he was dying.
3 He wanted Mahmoud to tell his family that he loved them
4 and to ask his mother for forgiveness. Even though it
5 was hard, Mahmoud tried to calm him and told him that,
6 God willing, he would get out.

7 Mahmoud spoke to Mohammad again at 03.19, who told
8 him that there had been eight people in the flat but now
9 there were four. Mahmoud implored his friend to leave,
10 but Mohammad told him, "I can't leave, there is a mother
11 and a child with me, how can I leave them?"

12 At this point, Omar also asked the LFB to keep
13 hosing flat 113 with water, an issue that I will return
14 to.

15 Family and friends desperately sought to draw
16 attention to the plight of the stranded residents in
17 flat 113. Omar Alhajali, Mahmoud Al-Karad and the
18 brothers' cousin, Aasem Alhajali, amongst others,
19 repeatedly informed police officers, who were their
20 first point of contact, about those left in the flat.
21 They were told that this would be passed on to the
22 control room. As you will hear, Francis Dean and the
23 Murphy family did the same.

24 In the meantime, Zainab Deen made two further
25 999 calls after being left in the flat. These were at

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1 03.06 and 03.17, which will be described to you in the
2 presentation later this morning. In summary, in the
3 first call, Zainab described the occupants as covered
4 until smoke. In the second call, CRO Howson advised her
5 to cover herself with a towel and make her way down the
6 stairwell. Zainab was told to expect smoke in the
7 stairwell. She appeared to agree to leave with
8 Jeremiah, and can be heard passing on advice to leave to
9 another person in the flat. As you will hear further,
10 during the call she was then heard to tell someone else
11 in the flat not to open the door. She ended the call
12 saying, "No, we can't leave. Nobody is coming for us."

13 Ms Munroe Queen's Counsel will also deal in a later
14 presentation with the efforts of Francis Dean, a friend
15 of Zainab, who was in contact with Zainab throughout the
16 night, trying to assist her. For present purposes,
17 Zainab began a final call with Francis Dean, likely soon
18 after her final 999 call ended at around 03.19. At some
19 stage, Francis passed the phone on to a firefighter,
20 Crew Manager Christopher Batcheldor, who spoke to Zainab
21 for a period of anywhere between an hour or an hour and
22 a quarter. During the call, CM Batcheldor relayed
23 Zainab's location to Watch Manager Thomas Furnell.
24 Zainab told CM Batcheldor that she could not get out and
25 had been told to stay in the flat.

19

1 As you will hear, 35 minutes into the call, Zainab
2 told CM Batcheldor that her son had died. Mr Batchelor
3 spoke to Zainab for another 35 to 40 minutes after this.
4 You will hear further about how this call ended, but in
5 brief summary, there came a point when Zainab appeared
6 to lose consciousness and there was silence for a period
7 of minutes, before CM Batcheldor heard sounds consistent
8 with the fire entering the flat. The line then went
9 silent and he disconnected the call.

10 The partial evacuation of flat 113 at 02.45, and
11 Omar raising the alarm that Mohammad had been left
12 behind once in the lobby at 02.47, those are two figures
13 we point out.

14 The next dedicated deployment of firefighters to the
15 flat was not until approximately 03.04. It comprised
16 Firefighters Wharnsby and Lowe. Wharnsby's evidence was
17 that they were simply given a post-it note which read
18 "Flat 113, floor 14", with no further detail regarding
19 the number or profile of the occupants they were being
20 deployed to rescue. This crew was forced to abandon
21 their flat 113 brief when they came across casualties
22 found on the stairs.

23 The next crew tasked to attend floor 14 comprised
24 Firefighters Benaicha and Hanlon. They were ready to go
25 under air and assumed that they were going to floor 14

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based on what was on a slip of paper. However, the deployment was abandoned due to the relocation of the bridgehead to the ground floor.

Between around 03.06 and 03.24, no deployments were made due to the relocation of the bridgehead.

Once deployments resumed, two subsequent crews of EDBA, or extended duration breathing apparatus wearers, were tasked to go to flat 113 at around 03.25. As the Phase 1 report found at volume 4, paragraph 28.114, both crews were inexplicably redeployed to fight fire and carry out general search and rescue on lower floors. The report characterised the decision not to use the EDBA crews to rescue the known stranded floor 14 residents as a mystery. It also noted that Crew Manager Mayne was "exercised" by the decision at the time, but he felt constrained by his junior rank to disagree with the chain of command. Overall, the Phase 1 report described flat 113 as "a tragic example of the failure of the bridgehead to act on sound FSG information".

There is no further available evidence of subsequent deployments to flat 113.

A ground monitor was deployed on Grenfell Walk on the south side of the tower from around 02.41, which intermittently was reaching floor 14 with water. The

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reference for that is the report by Professor Stoianov, {ISTRP00000006/22}, {ISTRP00000006/103}, {ISTRP00000006/105–106}, {ISTRP00000006/130} and {ISTRP00000006/149–151}.

Professor Purser has in turn identified in his Phase 2 evidence how the application of water over this period may have had the capacity to slow the deterioration of conditions in flat 113 associated with the encroaching external fire spread and to provide a degree of protection. The reference is section 6 of Professor Purser's report at paragraphs 818 and 823.

Family and friends who were in touch with Mohammad during the night have explained how he described water reaching flat 113 but then stopping. Mohammad made repeated desperate requests for the spraying of water to be resumed. It would appear that he focused on this monitor on the raised part of Grenfell Walk.

Ammar Alkabib, a friend of Omar and Mohammad who was present at the fire ground, approached a firefighter to relay Mohammad's requests for the spraying of water to be resumed. The issue is dealt with in the Phase 1 report at volume 3, paragraph 19.36. The firefighter took Mr Alkabib to the command unit. There, he told a firefighter where Mohammad Alhajali was and explicitly raised the fact that water had stopped being sprayed on

22

to that part of the building. He recalls that the firefighter told him that it was not his job and asked him to leave.

I pause to note that it is not clear if the cessation of spraying of water was a product of issues with water supply constraints or due to redirection of the water jet at around this time. Issues relating to the application of water to the exterior part of the tower have been considered in Module 7 and, for present purposes, it suffices to note that the link between those issues and events in flat 113 is a matter we would want the Inquiry to consider.

Omar Alhajali recalls making a number of calls to Mohammad after he got out of the tower, but none after he was taken to hospital at around 04.26. During this time, he was not only frantic with anxiety, but in an increasingly deteriorating physical state.

Having learned about the fire, Hashem Alhajali, the third brother, had arrived at the fire ground. His account is dealt with in his witness statement of 23 August 2017, and its reference on Relativity is now {MET00007745}.

Hashem initially saw Omar on the phone to Mohammad, trying to persuade him to leave. During this call, the phone that Omar was speaking on was passed over to

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Hashem, who was the last person to speak to Mohammad. Hashem recalls Omar shouting for Mohammad to come down, but Mohammad was saying he couldn't do it.

Hashem describes Mohammad by this time speaking very slowly, like he had lost all energy. He told Hashem that the other people in the flat had stopped responding to him.

While still on the phone, Hashem spoke to firefighters nearby and told them about his brother's location. Hashem thinks that he was in an area with the firefighters congregated for some 15 minutes, during which time Mohammad was asking for them to spray water on the flat.

Mohammad was crying and asking to speak to their mother, but Hashem was worried that, if he ended the call, he would not get back through. He told Mohammad he could speak to their mother when he got out.

Mohammad also asked him to play the Qur'an to him, and Hashem managed to do that by playing it from a speaker on his phone.

Mohammad suddenly said, "Oh, the fire is here ... I can see the fire". That was the last thing Hashem heard him say. Hashem then heard the sound of cracking, which he interpreted to be the sound of the fire. The phone cut off.

24

1 Hashem Alhajali estimates that the call terminated
 2 between approximately 04.30 and 5.00 am, but the call
 3 log for the final call is unavailable. However, it
 4 stands to reason that this would have been around the
 5 same time as the endpoint of the Batcheldor—Deen call,
 6 in which CM Batcheldor also appeared to have heard the
 7 sound of the fire entering the flat. CM Batcheldor
 8 estimated that this would have occurred at some point
 9 after around 04.30/04.35. It is known that
 10 Mahmoud Al—Karad tried to call Mohammad eight times
 11 between 04.26 and 5.05, but the calls went to voicemail.
 12 Mohammad Alhajali's body was found by
 13 Watch Manager Collins on the elevated area of
 14 Grenfell Walk. The walkway was visible from the windows
 15 of the bedroom and the living room of flat 113.
 16 Mr Collins was located at the base of the tall 135
 17 ground monitor ladder pitched near to the railings
 18 against the south elevation of the tower. This is where
 19 he saw the body of Mohammad lying face up, with some
 20 debris covering him. Mohammad was entirely
 21 unresponsive, and appeared to him to be dead. He and
 22 other firefighters moved the body to a protected area
 23 inside the lobby of one of the walkways.
 24 The final post-mortem report gave the medical cause
 25 of death as "1a multiple injuries consistent with fall

25

1 from height". The report noted injuries both external
 2 and internal consistent with that outcome. The report
 3 records that these would have led to near instantaneous
 4 loss of consciousness and no protracted suffering.
 5 Mohammad had not suffered any burns.
 6 A toxicology sample revealed carboxyhaemoglobin in
 7 Mohammad's body to be at a level of 50%, which is within
 8 the lethal range. This shows that Mohammad was
 9 dangerously near to death as a result of inhalation of
 10 toxic fumes from the fire at the time he fell.
 11 Post-mortem evidence also included findings of soot in
 12 Mohammad's airways, indicating inhalation of fire fumes.
 13 Professor Purser explains that the fire spread
 14 outside the exterior of flat 113 at around 03.33, and by
 15 03.52 the south face fire was outside the bedrooms and
 16 living room. He assesses that this would have meant
 17 that conditions in the living room were likely to have
 18 deteriorated rapidly from approximately that time and
 19 became non-survivable a further few minutes later.
 20 Professor Purser suggests that the cracking sound
 21 heard by Hashem Alhajali may have been the sound of the
 22 fire breaking through the flat 113 south-facing living
 23 room window at this time. However, he notes that the
 24 exterior firefighting activities may have extended the
 25 period of survivability in the flat, and estimates the

26

1 time window for Mohammad falling to be between 4.00 am
 2 and 04.26 am. On this, Professor Purser notes that the
 3 latter point in time is more consistent with the
 4 estimates of the endpoints of the final calls to
 5 flat 113 given by CM Batcheldor and Hashem Alhajali.
 6 Whatever the precise time of Mohammad's falling, it
 7 is abundantly clear that, at that time he fell, Mohammad
 8 was faced with immediately life-threatening conditions
 9 in flat 113 and would have died there imminently had he
 10 not made a bid to escape. At a point in time when he
 11 was near to unconsciousness through smoke inhalation, he
 12 had come to the open window ledge as the last remaining
 13 place of survival.
 14 Evidence of potential relevance to the circumstances
 15 in which Mohammad came to fall is given by a paramedic,
 16 Russell Lobjoit, who describes seeing a male tying
 17 sheets from a flat on the south side of the tower around
 18 halfway up, before losing his footing and falling. The
 19 reference is {MET00014397/9}. This may well have been
 20 Mohammad, given the location and orientation of
 21 flat 113, especially when considered with the known
 22 attempt by Olu Talabi to escape by this means from
 23 flat 113 at an earlier point in the night. He did not
 24 fall, and no one else who fell from the tower that night
 25 is described as using sheets.

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1 Additional evidence of potential relevance is the
 2 location of the ladder and the location of where
 3 Mohammad's body was found, which is in keeping with him
 4 attempting to reach this elevated area or, indeed, the
 5 ladder that extended up to the height of floor 5. Given
 6 the desperate situation in the flat, this may well have
 7 seemed achievable from the window of flat 113. In any
 8 case, it may have presented to Mohammad the best chance
 9 of escaping the building alive, however slim.
 10 In 2014, Mr and Mrs Alhajali sent their sons, the
 11 young men of the family, to a safe country away from
 12 Syria to avoid the perils of civil war. Three years
 13 later, one of their sons was dead, the other endured
 14 a highly traumatic near-death experience, and the third
 15 conducted a last call with Mohammad, desperately trying
 16 to convince his brother to escape.
 17 Mohammad Alhajali was the first victim of the fire
 18 to be buried in accordance with Muslim rites and by
 19 virtue of immense support by the East London Mosque.
 20 That was not before the degrading treatment of
 21 Mohammad's deceased body by photographs taken of it on
 22 the side of Grenfell Walk, posted by members of the
 23 public on to the internet.
 24 Mr and Mrs Alhajali sent their sons to safety; they
 25 did not find it.

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1 In his kindness, and his other many qualities,
 2 Mohammad, and indeed the other brothers and friends this
 3 Inquiry has heard from, all represent the very best of
 4 those forced to leave their homes to start a better
 5 life. These are exceptional people, and we are so sorry
 6 that they have lost someone in Mohammad who was so loved
 7 and special to them.
 8 Thank you, sir.
 9 SIR MARTIN MOORE—BICK: Thank you.
 10 Thank you very much, Mr Friedman. I think at that
 11 point we shall have a break, and we'll resume, please,
 12 at 11.20.
 13 Thank you very much.
 14 (10.53 am)
 15 (A short break)
 16 (11.25 am)
 17 SIR MARTIN MOORE—BICK: Yes, Mr Millett.
 18 MR MILLETT: Yes, thank you, Mr Chairman.
 19 I would now ask Ms Allison Munroe Queen's Counsel,
 20 please, to come to the podium and to make the
 21 presentation on behalf of the family of Denis Murphy
 22 from flat 111 on floor 14 of Grenfell Tower.
 23 As before, I would repeat the trigger warning: there
 24 may be matters discussed or presented by Ms Munroe in
 25 her presentation which people in this room or following

29

1 on the live stream may find distressing, and, if so,
 2 then they are free to leave the room or to look away
 3 from the live stream, as the case may be.
 4 Subject to that, Ms Munroe, thank you.
 5 SIR MARTIN MOORE—BICK: Thank you. Yes, Ms Munroe.
 6 MS MUNROE: Thank you.
 7 Presentation relating to DENIS MURPHY by MS MUNROE
 8 MS MUNROE: Good morning, Chair. Good morning, Ms Istephan.
 9 Good morning, Mr Akbor.
 10 I would like to introduce, before I start, the
 11 family, who are here.
 12 Present we have Peter, who is Denis' son. Next to
 13 Peter sits his mother, Tracey. Next to her is Brian.
 14 Next to him is Anne Marie, Denis's sister. Brian is
 15 Anne Marie's partner. I miss a person for the moment.
 16 Next at the end there is Tim. Also watching online is
 17 Denis's other brother, Mick.
 18 Last, and by no means least, and the person I jumped
 19 over, is Anne. She is mother to Denis, Anne Marie, Tim
 20 and Mick, and I've had special permission from Anne to
 21 let everyone know she is 80 years young.
 22 SIR MARTIN MOORE—BICK: Thank you.
 23 MS MUNROE: The concept of home and what it means comes up
 24 all the time, in literature, in poetry, films and music,
 25 phrases and idioms. We have so many for home: home

30

1 sweet home. Home is where the heart is. There's no
 2 place like home.
 3 Grenfell Tower was home to Denis Murphy.
 4 Denis came from a large, loving Irish family. He
 5 was born on 10 October 1960 in Hammersmith, London, and
 6 he was aged only 56 when he died. Denis was one of four
 7 children; boys: himself, Mick and Tim, and one girl:
 8 Anne Marie. As I said, at the centre of the family was
 9 their mother, Anne. Whilst not financially well off,
 10 Mrs Murphy kept a beautiful home. Everything was in its
 11 right place. It was somewhere her children felt cared
 12 for, secure, protected and loved. It was somewhere to
 13 be proud of. The brass on the letterbox always had to
 14 be polished and shiny. It was home.
 15 Anne Murphy, Denis's mum, lived nearby
 16 Grenfell Tower, just around the corner, and they were
 17 very close. Denis himself kept an immaculate flat.
 18 Again, everything was in its place, neat and tidy.
 19 Denis would ring each individual member of his
 20 family on a set day each week to make sure that he had
 21 time for a proper chat with all of them.
 22 He was not a wealthy man, but he loved to share.
 23 When Denis was awarded his disability living allowance,
 24 it was backdated. Denis shared out that backdated
 25 payment, a few hundred pounds, with all his family.

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1 Denis loved football and supported Chelsea, and he
 2 was delighted that his son, Peter, shared his passion
 3 for football. However, much to his disappointment and
 4 disbelief, Peter did not support Denis's beloved
 5 Chelsea; instead, young Peter, a child wise beyond his
 6 years, some may think, chose to support North London's
 7 finest: the mighty Spurs.
 8 In the absence of his own dad, Denis, as the eldest
 9 child of the family, became a father figure to his
 10 younger siblings, Anne Marie, Tim and Mick. In his
 11 Inquiry statement, Tim described his brother Denis as
 12 his best friend.
 13 The loss of Denis has been immeasurable for the
 14 Murphy family. Anne Marie has been left devastated, and
 15 still suffers to this day. For Tim, Denis dying simply
 16 broke his heart. He had to leave his job because he was
 17 taking so many days off. Some days he just couldn't get
 18 out of bed.
 19 The family told me that they had a barbeque this
 20 last weekend gone. Denis would have been there,
 21 of course, had he been alive. There was an empty chair,
 22 and that was Denis's.
 23 His love of his family was all-consuming.
 24 Anne Marie says:
 25 "He would squeeze you so tight. He just had to let

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1 you know how much he loved you by squeezing you.”
 2 Denis Murphy was a good man, and there's a lot to be
 3 said for being a good man. He was part and parcel and
 4 integral to the Grenfell community, and he was
 5 a resident of the tower for over three decades. He
 6 lived in a number of flats, flat 111 being the most
 7 recent and the last.

8 In his statement to the Inquiry, Anne Marie's
 9 partner, Brian, stated that Denis loved living in
 10 Grenfell Tower and knew all his neighbours extremely
 11 well. Brian says:

12 "I don't think he would ever move. Denis claimed to
 13 have the best views in London, and would always try to
 14 get me to visit on New Year's Eve so that I could see
 15 the fireworks."

16 Denis and Tracey married and lived together as
 17 a couple at Grenfell Tower. Denis's mum, Anne, adored
 18 Tracey and always saw her as a daughter. Anne would say
 19 that they didn't have four children, she had five.
 20 Tracey was like a sister to Anne Marie and to Tim and to
 21 Mick. Even after Tracey and Denis divorced, it was
 22 amicable. Denis used to stay at Tracey's house from
 23 time to time and they remained very good friends. Their
 24 son, Peter, lived with them initially at Grenfell, and
 25 then, after the relationship ended, he would still visit

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1 Grenfell Tower regularly. It became Peter's second
 2 home. He remembers:
 3 "I spent weekends with my Dad and have good memories
 4 of my time spent in Grenfell. Dad would let me roam on
 5 the other floors; it was a friendly place and I would
 6 speak with many of the people living there. There were
 7 the football pitches at the bottom of the Tower and the
 8 swimming pool was just around the corner from the Tower.
 9 My Dad was actively involved with the football
 10 activities and we used the boxing club a lot as well."

11 Denis would always say to Peter, "You have to listen
 12 to your mother", and Denis never contradicted anything
 13 that Tracey said when it came to parenting. Denis was
 14 exceptionally proud of his son, Peter, and would have
 15 been so happy to see the wonderful young man that Peter
 16 has become.

17 As I said, Denis loved the panoramic views of London
 18 from his flat. He promised Anne Marie's granddaughter
 19 that she could go and see the fireworks on
 20 New Year's Eve one day. After he died, she said, "I'll
 21 never get to do that".

22 When the family visited the flat after the fire,
 23 they asked the police to take photos of the view from
 24 the flat, but it was an empty shell. Nothing of Denis
 25 remained. The scaffolding obscured that lovely view.

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1 It was simply not the same. It was no longer Denis's
 2 home.

3 Denis had many friends in the tower. Some of his
 4 best friends included Tony Disson, Steve Power, who both
 5 sadly died as well, and Sharon Haley.

6 He was not a man to push himself forward at the
 7 front and to speak at meetings, but he was a staunch and
 8 loyal supporter of the community and all they stood for,
 9 especially during the period of the refurbishment.
 10 Denis would attend meetings of the residents, and
 11 Willie Thompson and Ed Daffarn told the family that
 12 Denis was always there, supporting the community.

13 In his witness statement, Peter Murphy said that his
 14 dad supported the residents' group and was very
 15 concerned about the refurbishment. His dad thought it
 16 was a form of social cleansing in west London to box in
 17 the community and to get them out.

18 "My Dad was convinced that [the council] were trying
 19 to socially cleanse the area of the ordinary people,
 20 like him who lived there."

21 Constantine Gras, a local filmmaker, made
 22 a documentary called "Grenfell: The Untold Story", which
 23 was shown on Channel 4 last year. In that film, he
 24 recorded the community two years before the fire, and it
 25 was shot during the refurbishment. There are scenes

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1 where residents meet with councillors, and Denis can be
 2 seen in those scenes along with Ed and Willie and
 3 Marcio Gomes and many others. Anne Marie says in the
 4 film that Denis would fight for what he believed in.
 5 She also said in the film that the only possessions that
 6 the family had left were some of his coin collection
 7 recovered from the flat. The family treasure those
 8 coins.

9 In the same film, Denis's next door neighbour spoke
 10 about him. She spoke of how delighted she was when she
 11 found out she was going to live in Grenfell Tower, and
 12 then she met her neighbour, the lovely Denis, who was so
 13 kind to her and her children. She said he was like an
 14 uncle to them. Because he knew that she was a single
 15 parent, he would knock on the door and tell her whether
 16 the lift was broken, when the water was gone. He was
 17 somebody who looked out for you. She jokingly added
 18 that Denis went to every residents' meeting, probably
 19 even more than Ed.

20 One of the consolations that the Murphy family have
 21 in the aftermath of this tragedy is meeting so many of
 22 the other survivors and finding out more about Denis.
 23 Anne Marie recalls all the stories and memories that
 24 survivors have shared with her and the family.
 25 Mohamed Neda's wife told the family that Denis used to

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1 go up in the lift to her floor with her shopping and
2 carry her shopping to her front door for her, and then
3 go down, back to his flat.

4 Children were a fixture of Grenfell Tower, and there
5 was a time when the stairwells and lobbies reverberated
6 to their laughter and their noises. Denis loved that
7 sound. Hanan Wahabi said Denis always chatted to the
8 kids. He was also so respectful. There was no
9 generation gap there. Denis would say to the younger
10 children, "Look after your mum, you only ever get one
11 mum". In this, Denis was emulating how he adored his
12 own mother.

13 Anne Marie also found out after the fire that her
14 eldest daughter went to school with Olu. Olu Talabi
15 lived in flat 113. Those residents that were left
16 behind became like a family.

17 Denis was yet another vulnerable resident of
18 Grenfell Tower. He had arthritis and, more often than
19 not, during the works to the tower, only one lift would
20 be working and that would make it very difficult for
21 people like Denis to get in and out of the building.
22 Anne Marie went with Tracey for Denis's assessment for
23 arthritis. This was a few years ago, when Peter was
24 still at university, and Denis was granted that benefit.
25 Denis also had COPD, chronic obstructive pulmonary

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1 disease. This is a name for a group of lung conditions
2 where it's difficult to breathe air out of the lungs.
3 COPD involves long-term chronic bronchitis and
4 emphysema. These conditions can often occur together.
5 In both conditions, the airways become narrow. This
6 makes it harder to move air in and out as you breathe
7 and your lungs are less able to take in oxygen and get
8 rid of carbon dioxide.

9 The combination of disabilities all impaired Denis's
10 mobility and would have put him at greater risk from
11 fire. Indeed, his ability to evacuate in the event of
12 any emergency was greatly compromised. Denis did not
13 have a PEEP.

14 Turning, then, to the events of 13 and 14 June 2017.
15 CCTV footage shows Denis Murphy approaching the lift
16 inside the tower on 13 June at 13.16. This would be the
17 last sighting.

18 In the early stages of the fire, when flames were
19 accelerating up the east face of the tower, forcing the
20 occupants of the 6s to leave, a number of the doors to
21 those flats appear to have been left open due to the
22 absence of effective self-closing devices. The Inquiry
23 has already heard a lot about these particular doors and
24 other doors where those self-closing devices were not
25 fully functioning. As a result, smoke which had been

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1 able to enter those flats was able to get into the
2 lobbies.

3 Surviving residents of floor 14, including
4 Omar Alhajali, Ms Nida Mangoba of flat 116 and the
5 residents of flat 144, Alejandro Serrano and
6 Robert Schwillens, have noted issues reflecting the
7 defective front doors that were replaced during the
8 refurbishment programme, resulting in their failure to
9 operate automatically or to close properly.

10 Nida and her family were the only residents on that
11 floor to self-evacuate. She lived at flat 116, one of
12 the 6s. She had gone to bed around midnight on the
13 evening of 13 June. Her husband and teenage son were
14 already asleep. She awoke to the noise of an alarm and
15 ran to the sitting room. Out of the window she saw that
16 there was fire blazing outside. She then went to the
17 kitchen and could see there was even more fire blazing
18 outside her kitchen window.

19 Before leaving her flat at 116, Nida went to collect
20 her family's passports from her bedroom. As she left
21 the bedroom, she saw "thick black smoke" in her hallway,
22 from the ceiling almost to the floor. She noted that
23 the smoke was coming into the bedroom and she had to
24 cover her nose as the smoke was already there and it was
25 black. The smell was unpleasant and bitter.

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1 Nida states that she was the last one to leave her
2 flat, and she thinks she left the door open because, in
3 the rush to exit, she may not have pulled it closed.

4 She goes on to explain that the front door of her
5 flat was meant to be self-close, but the mechanism that
6 made it close automatically had been broken for some
7 time. She had reported it on a number of occasions, and
8 it had been repaired, but it kept breaking, and she had
9 given up reporting it as broken.

10 Nida notes that, upon running out of her flat, her
11 husband and son were waiting for her in the lobby. She
12 saw smoke in the lobby:

13 " ... but it was not thick black smoke like what was
14 in my flat. The smoke in my flat was much worse than
15 what was in the lobby. The smoke in the lobby was
16 light, it was like a cloud. I don't know where the
17 smoke was coming from in the communal lobby. The smoke
18 nonetheless was affecting our breathing as we pulled up
19 our clothing to cover our faces as we went to the door
20 to go down the staircase. As we ran down the stairs
21 I could smell smoke but did not see any smoke in the
22 stairway."

23 She is seen, and her family are seen, on the CCTV
24 footage leaving at 01.29.45 — Marlon Junior —
25 01.29.46 — Marlon Senior — and Nida herself at

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1 01.29.48.
 2 Nida and her family having left, that meant that on
 3 floor 14, the residents of flat 111, Denis; flat 112,
 4 the Alhajali brothers; flat 113, Rosemary and Olu; and
 5 flat 114, Zainab and Jeremiah, remained on the floor.
 6 They made a number of phone calls collectively. All
 7 were advised to remain and stay put.
 8 In response to Denis's first phone call,
 9 a four-person BA crew was despatched to the 14th floor.
 10 That crew was made up, from Kensington, of Firefighters
 11 Des Murphy and Charlie Cornelius and, from Acton,
 12 Firefighters Nicke Merrion and Harvey Sanders. We know
 13 from the records that Firefighter Cornelius tallied out
 14 at 01.51, Firefighter Murphy at 01.51.24, Merrion at
 15 01.51.13 and Sanders at 01.50.57.
 16 At the time they were deployed, they were following
 17 and responding to the FSG that related to the call made
 18 from Denis about floor 14. Denis had made that call at
 19 01.25.16. It was answered by CRO Norman. In that call,
 20 the following is said:
 21 "Operator 1: Emergency which service?
 22 "Caller: Listen there's a fire going on right
 23 outside my ...
 24 "Operator 1: Fire, Police or Ambulance?
 25 "Caller: ... Fire Brigade love there's a fire ... in

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1 the tower block ...
 2 "Operator: Shouting fire.
 3 "Caller: ... Yeah, I'm in Grenfell Tower love and
 4 there's a fire going on ...
 5 "Operator 1: Hold the line you're in a queue waiting
 6 for them to answer.
 7 "Caller [Denis]: Hello!
 8 "Operator 2: Hello Fire Brigade."
 9 The call then is exchanged to the Fire Brigade.
 10 During his call to the actual Fire Brigade, which
 11 lasted 3 minutes and 57 seconds, Denis added that he had
 12 tried upon opening the door to leave, but there was
 13 a lot of smoke. The CRO, OM Norman, advised that if
 14 leaving meant using the stairwell, which she asserted
 15 wrongly was filled with smoke, he was better off staying
 16 where he was.
 17 Four minutes after Denis's first 999 call
 18 Zainab Deen makes her first call at 01.29. She states
 19 that she is alone with a baby.
 20 Timothy Murphy, Denis's brother, states that he
 21 received a voice message from Denis saying there was
 22 a fire in the flat and that he was in trouble. At
 23 01.36, Tim called back. Denis answered immediately.
 24 Tim could hear from his voice that he was distressed and
 25 in a state of panic. Tim advised Denis to get some air

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1 at the window, but Denis said he could not do that due
 2 to the smoke. Tim told Denis to leave the flat, but
 3 Denis said it was pitch black and smoky in the lobby, so
 4 he could not do that. Tim himself called the emergency
 5 services, giving them all that information. On speaking
 6 to Denis, Tim had told him that help was on its way and
 7 reassured his brother.
 8 Rosemary and Olu from flat 113 made their first
 9 emergency call at 01.37.58. It lasted 1 minute and
 10 13 seconds. Rosemary informed CRO Duddy at Brigade
 11 control that she had a baby and that thick, black smoke
 12 was coming through the letterbox. A smoke alarm could
 13 be heard in the background. She said that she and her
 14 family had tried to escape but the smoke was too thick
 15 in the lobby so they had returned to the flat. Smoke
 16 was now coming through the door into her flat. Rosemary
 17 was advised to block up the doors and to keep the smoke
 18 out. CRO Duddy told her that the fire was on the
 19 3rd floor.
 20 Firefighter Lewis Rice notes that:
 21 "We were given a slip of paper with our task on it
 22 ... initial task handed to me was to go to the 14th
 23 floor to rescue people stuck by the lifts ... But when
 24 we went to the entry control officer he informed us our
 25 task had changed ... He informed us that we would be

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1 going up as a crew of four and going up to the 4th and
 2 5th floors to carry out a search and rescue of any
 3 persons found ... SDBA were also being used at the same
 4 time as us as I remember questioning as I think the SDBA
 5 before us had been committed higher than us, but you
 6 never know what their task is and how time consuming."
 7 Denis made a further 999 call at 01.40
 8 {LFB00000322}. In that call, he explained that smoke
 9 was coming into the flat, through the windows and
 10 through the doors. He explained that his whole flat was
 11 now full of smoke:
 12 "Caller: ... smoke I can't move ... my flat's full
 13 of smoke ..."
 14 There's smoke in the bathroom, smoke coming through
 15 the windows and through the door.
 16 "... my whole flat is full of smoke ... I'm locked
 17 in the bathroom ...
 18 "Operator: ... Can you put some towels around the
 19 door to stop the smoke coming in?
 20 "Caller: I can't get out ... It's already full of
 21 smoke [thick, black smoke]."
 22 Tim Murphy called 999 and gave the operator Denis's
 23 details, including his name, flat number and the fact
 24 that he was struggling to breathe.
 25 CRO Fox then took a call from Surrey Police contact

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centre reporting details of a trapped resident. This was after Denis's brother Tim had spoken to Surrey Police and told them that Denis was trapped in his bathroom and struggling to breathe. The smoke had been filling the room.

CRO Fox created a service request at 01.51 and CRO Darby passed that information to the incident ground at 01.53. At the same time, CRO Howson took a call from Zainab Deen, who said that all the rooms in her flat had smoke in them and that smoke was coming through the door and the window.

Zainab then makes a call at 01.48.23 from her flat, 115. Zainab told CRO Howson that she had a baby and that smoke was coming into her flat. CRO Howson told Zainab that the fire was on the 4th floor. Zainab reiterated that smoke was coming into her own flat via the door and the windows.

Up to this point, the Alhajali brothers had made no 999 calls.

Meanwhile, at the bridgehead, firefighters were being briefed by Watch Manager O'Keeffe. He told Firefighters Murphy and Cornelius, to go to the 14th floor. Firefighter Murphy says {MET00010820/4}: "He tasked us with a Fire Survival Guidance ... Search and Rescue on the floor 14 to locate a male who

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was in flat 111."

That, of course, must have been Denis.

"This male had called for firefighters saying that he could not get out of his flat and he was told to remain in his flat for firefighters to reach him."

Firefighter Des Murphy notes:

"When we got to floor five ... the conditions in the staircase suddenly became really smoky. The smoke was intense, really thick and acrid. There was no visibility. Our radio communications were not working and on our working channel, channel 6, there was no response."

Firefighters Murphy and Cornelius do arrive on floor 14 ahead of the Acton team. The first person that they see is Denis in flat 111. Firefighter Murphy says this {MET00010820/5}:

"Inside flat 111 there was very heavy smoke logged [sic] as was the lobby which was an unsafe area the resident. At this point, FF Cornelius tried to radio down to the Bridge Head that we had located Mr. Murphy but the unsafe air in the lobby and the stairwell prevented us from removing him from the building. Radio communications did not work!"

Firefighter Murphy also describes seeing the Alhajali brothers at this point coming out of their

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flat, 112:

"They cried 'Please help us'. I could see the air in their flat looked clean so I asked them to take the male from flat 111 in and keep their door shut."

That account is slightly at odds with the account from Firefighter Cornelius {MET00012663/9}. He says this:

"We ... banged on the door of flat 111 [Denis's flat], the gentlemen was in his underwear, whom I will describe as white male, average build, middle aged with dark hair, answered the door and he appeared confused. His flat is smoked logged, it appeared to me that the male has suffered smoke inhalation because there was black soot on his eye and nose and he was coughing as well. I then asked the male if there was anyone else in the flat and he answered 'My keys are in there'. I thought he said my kids are in there. I passed the gentleman to FF Murphy and went in and searched his flat and no one else was in his flat. His flat was less smoky but there was evidence of smoke in his flat by looking at the walls but it was breathable but you would not like to spend too long in there. I came back out and asked the male if there is anyone else in the flat and this is when he said his 'keys'. We took the male to the landing/lobby area which is less smoky. By the

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time we came back out again into the lobby area on the 14th floor, there were around 4/5 residents out of their flats and standing at the lobby area."

Firefighter Cornelius says that a decision was made to move Denis from his flat to 112, the flat of Omar and Mohammad. Omar describes the poor state that Denis was in: his face was black from the smoke, he was coughing and struggling to breathe, he looked like he was dying, and he could not talk. Omar and Mohammad again asked the firefighters to take them down out of the building, but again they were told to stay put.

Omar says in his witness statement:

"It was difficult for Denis to walk; he was moving very slowly and he looked calm. He was struggling to breathe."

Shortly after, the firefighters made a decision to move all of them from flat 112 to flat 113, the flat of Olu and Rosemary and their daughter. The rationale for that was that the air was cleaner.

In his statement {MET000086060/6},

Firefighter Merrion says this: he was with

Firefighter Sanders and they came to flat 112 first, the home of Omar and Mohammad. Initially,

Firefighter Merrion went into the flat and spoke to the men, advising them to remain, but one of them came into

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the lobby and informed Merrion that the smoke was inside their flat. Merrion went back into the flat and says that he made a decision to move all the people on the 14th floor to one flat, as that was the safest thing to do:

"I don't actually know who made the actual decision [he says]."

Whoever made the decision, the net result is the same: everybody ended up in Olu and Rosemary's flat, 113.

So, flat 114 and 116, the home of Ms Mangoba and her family, there was no answer when the firefighters carried out their sweep because she had already left.

Firefighter Murphy says that {MET00010820/5}:

"We informed them the residents of 14th floor were now located in flat 113. FF Cornelius and I had no radio communications working, we were running low on air in our breathing apparatus and we did not know what was going on in the rest of the building or outside the building. We had only been on floor 14 for a maximum of 10 minutes and we realised we needed to get out quickly and return to the Bridgehead as we were running low on air. We explained to the residents on the 14th floor who we had moved to flat 113, to stay in the safe air with the front door closed."

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Firefighter Cornelius says {MET00012663/10}:

"Our decision to leave the 8 people in flat 113 was because of the conditions in the stairwell, where there was thick black smoke. If any one of them inhaled the smoke, that individual would not last long and pass out. I don't think leading 8 people down to the ground floor is an option because they can't hold their breath for that long, it is just leading them to their death and may have led to more bodies in the stairwell blocking the way. The better option was to leave them at flat 113 where there is clean air and to stay with the crew that came to assist while we go and get another crew to come and help them, and hoping that the fire would be contained in the compartment and conditions get better while more help will get to them. Plus, I remember seeing someone a fire fighter brought down when we are going up and the causality was unconscious because he did not have breathing apparatus ... my decision was 20% on brigade policy and 80% on the conditions in the stairwell."

By now, Denis had been exposed to a lot of smoke, firstly in his own flat, then he had been speaking with Cornelius and Firefighter Murphy whilst in the smoke-logged lobby. He had been with the Alhajali brothers, and he had been moved via the lobby to

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Rosemary and Olu's flat. He was exhausted.

Upon getting to Rosemary and Olu's flat, Rosemary describes Denis's appearance thus:

"His face was dark and covered in thick, black soot. I did not recognise him at first; his face was so covered in soot. He was quiet and clearly in abject shock."

Rosemary had to ask Olu, "Who is this man?" Olu said, "It's Denis". Rosemary continues, "He looked dazed confused and shrivelled".

Ms Oyewule then cleaned Denis's face and eyes and gave him a tissue to blow his nose.

Firefighter Murphy had attempted to radio the bridgehead to tell them what they had done, but he was unable to do so. By this stage, both the control room and the firefighters in the tower were aware of the smoke ingress into Denis's flat, Zainab's flat, Omar and Mohammed's flat, and into flat 113 itself.

Firefighter Merrion recalls that he was instructed to tell the residents to stay in the flat. He had spoken with the Alhajali brothers, who he described as being very agitated and wanting to leave, but he told them to stay put. That was the policy where the fire was not in the flat. Firefighter Sanders says he told the residents that they were safe where they were.

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Omar states in his witness statement that he and his brother pleaded with Merrion and asked him to take them out with them, even asking Merrion if they had any masks or breathing equipment that they could use to assist their evacuation. Merrion replied he did not have any.

Firefighter Sanders spoke to Olu and Rosemary and gave them the same stay-put advice.

By 2.00 am, Denis, Zainab and Rosemary had, between them, made six 999 calls. They all indicated the same thing to the operators: they all told the operators none of them felt able to leave their flat due to the thick smoke on floor 14.

Time was going on. Rosemary noticed that Denis was becoming weaker.

By now, the rest of the family became involved. At around 2.30, Anne Marie's house phone began to ring. Eventually her partner, Brian, answered it. It was her brother, Tim. He said that he had spoken to Denis and there was a fire in his flat and it sounded bad.

Immediately, Anne Marie called Peter and Tracey and told them to meet her by the car. Together with Brian, they all drove to the tower. En route, Anne Marie called Denis on his mobile, and she and Peter briefly spoke to him. Denis told Anne Marie that he was now in a neighbour's flat having been moved by firefighters.

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1 Anne could hear a woman in the background shouting and
2 saying she needed an ambulance. Anne also noticed that
3 Denis's breathing was laboured. She was distressed by
4 what she could hear. She told her brother to put a wet
5 towel over his face and to lie down on the floor. She
6 handed the phone to Peter. Peter told his dad to do as
7 Auntie Anne had said.

8 When Peter spoke to Denis on the phone, Denis said,
9 "Boysie, Boysie, I can't breathe, I'm stuck, I can't get
10 out, I don't know what to do". Denis always called
11 Peter "Boysie". Peter could hear people screaming in
12 the background on the phone. He told his dad, "We're
13 coming".

14 In his witness statement {IWS00000675/4}, Peter says
15 this:

16 "I was really upset at this point, I could hear him
17 coughing and people screaming and someone saying we need
18 an ambulance. I now believe it was Zainab Deen saying
19 I need an ambulance. This was the very first time and
20 indeed the last time that I had heard my Dad so scared.
21 I said to him 'Dad, we are coming to get you right now,
22 please put the flannel on your face to help your
23 breathing'. That was my last conversation with my Dad
24 although I did not think at the time that it was to be
25 my last conversation. When I composed myself I tried

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1 phoning him again, his phone just kept ringing out he
2 did not pick up."

3 When they got to the tower, around about 3.00 am,
4 Peter, Tracey and Anne could see the full extent of the
5 horrific fire. Peter jumped out of the car and ran off.
6 Tracey ran after him. Peter got as far as the police
7 cordon. He says this {IWS00000675/5}:

8 "The scene was chaotic, there were lots of people
9 around, some on their phones, talking and videoing, some
10 just stood watching. There were people screaming and
11 I remember a buzz of what I think was a helicopter above
12 us. There was stuff floating off the tower and landing
13 on cars. The smell was awful. My eyes were stinging
14 from the heat. There were sirens blasting out, flashing
15 lights. The heat was immense."

16 Peter spoke to the policeman and told him about his
17 dad and him being moved to a neighbour's flat on the
18 14th floor. Peter goes on:

19 "The police officer told me that they, I presume he
20 meant the fire fighters ... had got to the 20th floor
21 and that people who were being brought out were going
22 by ambulance to Clarendon Road and he told me to take
23 myself down there as my Dad may be there."

24 Peter did in fact bump into Ed Daffarn. Ed had
25 heard Peter speaking to the police officer and

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1 mentioning his father, but Peter was in his own world by
2 now and he didn't remember what Ed said to him, and he
3 walked off.

4 Anne Marie and Brian spoke to firefighters at the
5 scene, and they eventually found Tracey and Peter on
6 Clarendon Road. Mick, by this time, and Anne Marie had
7 also spoken on the phone. Mick told her to go round to
8 their mother's, Anne, so they all went over to her
9 house. Later that morning, Tim and his partner also
10 arrived at Anne's house.

11 Whilst the family were outside, inside the tower,
12 Firefighter Murphy had reached the bottom
13 {IWS00010820/5-6}:

14 "I met with [Watch Manager] O'KEEF[F]E and informed
15 him of what we had done on floor 14 and that there were
16 eight ... residents currently in flat 113. In the
17 Bridgehead, I could see that a senior officer, an
18 Assistant Divisional Officer ... was now present
19 standing by two entry control boards which showed the
20 number of firefighters present who were wearing
21 breathing apparatus. There were lots of people around
22 and queues of firefighters waiting. I then realised the
23 incident was much bigger than we initially thought.
24 I could see there was another person writing information
25 on the wall. I thought I just needed to get

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1 outside ... "

2 So, having given the details and debriefed
3 Watch Manager O'Keeffe, he saw Watch Manager De Silva
4 write on the wall. The photographs of the walls and the
5 boards that were shown this morning during the
6 presentation on behalf of Mohammad Alhajali referred to
7 one of the photographs of the wall on the 3rd floor, and
8 there we can see, on a close-up of that, that
9 firefighters had written the floor number and the number
10 of people.

11 Firefighter Murphy says, once he got outside:

12 "I turned to look at the Tower and I could see that
13 it was now engulfed in flames. I could hear the fire
14 crackling and could see it was spreading towards the
15 north-east of the Tower, the fire was nearly to the top
16 of the north-east corner. I could see thick black smoke
17 billowing from the Tower, the exterior panelling was
18 coming off and the fire looked to be quite extensive."

19 Sir, in the Phase 1 report at volume 4,
20 paragraph 21.113, it says this:

21 "Flat 113 provides a tragic example of the failure
22 of the bridgehead to act on sound FSG information."

23 We've heard in the presentation this morning what
24 happened at the door once the next group of
25 firefighters, Orchard and Herrera, reached the

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14th floor. What is particularly tragic for the Murphy family is that whatever the conversation was — and there is a dispute — Denis was not part of it. He was not at the door. He, Zainab, Jeremiah and Mohammad were the forgotten ones in flat 113.

Denis made no further 999 calls. His family heard nothing more from him. It is likely, but we cannot say for certain, that Denis remained in the company of Zainab and Jeremiah. His condition no doubt became weaker and weaker.

In those final hours in flat 113, the Murphy family will always be grateful to Omar, his late brother Mohammad, to Rosemary, to Olu, to the late Zainab Deen, for being with Denis. They looked after Denis and they tried to help him.

The rest of the family were all now at their mother, Anne's, home. In the coming hours and the coming days, they sought information about Denis and his fate. Anne lives in west London, and it was her eldest daughter, who went to school with Olu, who actually was the conduit through which information was found. A friend of Olu's had messaged him to let him know that Anne was looking for her brother. The family met with Olu and he told them about the events of the night.

Moving on to the evidence of Professor Purser, he

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details particularly Zainab Deen, Jeremiah and Denis together, and he says this:

From around 3.35, the conditions in flat 113 deteriorated rapidly in terms of increasing smoke and exposure to asphyxiant gases, and in the living room and kitchen area very rapidly when the exterior fire spread outside the south living room from approximately 03.52.

During this period, the occupants were increasingly affected by the uptake of asphyxiant gases so that, in terms of sequence, Jeremiah, as a child, would have first become unresponsive and then died. After this, Denis Murphy and then Zainab would have become unresponsive, and they would have died at approximately 03.45.

Whilst there is some difference in detail regarding the exact sequence and timing of these events, essentially the features are relatively clear. Denis had been moved from one flat to another. He had remained in the lobby for a few minutes. From the descriptions that others give of Denis's condition and the firefighters' descriptions, he had clearly suffered significant smoke exposure in his own flat by the time he was moved, and was quite badly affected by the inhalation of irritant smoke particles, causing coughing and breathlessness. He will have inhaled some

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asphyxiant gases, but Professor Purser says he was still able to walk and was not showing obvious signs of asphyxiant intoxication at that time.

At some point, most likely after the exterior fire was outside flat 113 bedrooms — and that would have been approximately 03.33 — when frame and smoke had penetrated the bedrooms, but before flames spread outside the living room, it is likely that Denis and Zainab became semiconscious and unresponsive due to the inhaled dose of asphyxiant gases, especially that inhaled after 03.33.

During this period, the pattern of smoke exposure will have resulted in a slow uptake of asphyxiant gases, with a slow increase in blood COHb up to approximately 3.33, and then a more rapid increase up to 3.52 over the period approximately until 04.00 hours.

The description of the conditions from the phone calls show that all three occupants were affected by the incapacitating effects of inhalation of asphyxiant gases.

Denis's remains were recovered from flat 113 in the kitchen area. He was lying on his left side, towards the door from the kitchen to the hall of the flat.

Anne Marie Murphy says this:

"Denis taught his family to never look away from

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people's pain. His lesson was simple: Don't look away, don't look down; don't pretend not to see hurt. Look people in the eye. Even when their pain is overwhelming. And when you are in pain, find the people who can look you in the eye. The family ask all of you here today to take a moment to look them in the eye. We need to know: we are not alone, see our pain and hurt of losing Denis as it is still so immense."

It has been said that time is a great healer, but the family are still waiting to heal. Each day there are moments when they realise there is a part of them missing. Sometimes it's manageable, sometimes it's not.

Denis's home is gone. The image of Grenfell Tower is now one that is seared in the public consciousness. It is that of a burnt-out shell, unrecognisable from the homes that once were there.

Mrs Murphy once said to her daughter, "I might not live to see justice served". We are glad that she is still here and she is still fighting for her son.

The celebrated architect Bertholt Lubetkin was a pioneer of British modernism. He designed council houses and health centres and leisure centres for working class people in north London over 80 years ago. Many of these buildings are now listed buildings. At the opening of one of his most beautiful designs, the

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1 Finsbury Health Centre, in 1938, he said his now oft
 2 quoted words: "Nothing is too good for ordinary people".
 3 As Peter Murphy remarked, his father was an ordinary
 4 man, living in an area of ordinary people. Nothing was
 5 too good for Denis Murphy and his neighbours. They all
 6 deserved a good, safe place to live.
 7 Anne has also been asked many times how she feels
 8 and how does she describe losing her brother, and she
 9 describes it thus:
 10 " ... since Denis's death ... one of my answers has
 11 been 'it's like never being able to find your way home
 12 again and what makes it even harder is that Denis will
 13 never find his way home again. His home was Flat 111
 14 Grenfell Tower."
 15 I will end with the words of the family, and these
 16 words they have written directly to their brother Denis:
 17 "Denis, we wish you knew how much of you there is in
 18 everything we do. It can be the smallest thing, but
 19 you're there, under the surface somewhere. We wish you
 20 knew how we carry you with us everywhere, always. Our
 21 precious memories of you will be cherished forever."
 22 Sir, thank you.
 23 SIR MARTIN MOORE—BICK: Thank you.
 24 Thank you, Ms Munroe. Now, at this point, we shall
 25 have a break.

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1 MS MUNROE: Sir, can we have a shorter break?
 2 SIR MARTIN MOORE—BICK: Yes. How long do you think would be
 3 appropriate?
 4 MS MUNROE: 20 minutes.
 5 SIR MARTIN MOORE—BICK: Yes, all right.
 6 MS MUNROE: Perhaps 15.
 7 SIR MARTIN MOORE—BICK: Shall we say 12.35?
 8 MS MUNROE: Yes, thank you.
 9 SIR MARTIN MOORE—BICK: All right. Thank you very much.
 10 12.35, then, please.
 11 (12.20 pm)
 12 (A short break)
 13 (12.35 pm)
 14 SIR MARTIN MOORE—BICK: Yes, Mr Millett.
 15 MR MILLETT: Mr Chairman, I would now invite
 16 Ms Allison Munroe Queen's Counsel to come back to the
 17 podium, please, and to make the presentation on behalf
 18 of Zainab Deen and Jeremiah Deen from flat 115 on
 19 floor 14 of Grenfell Tower.
 20 As before, I would just make the trigger warning
 21 again, that during the course of this presentation there
 22 may be discussion or material which is distressing to
 23 people in the room or following on the live stream, and
 24 to them I would say that, if they wish to leave the
 25 room, then they should do so now, or to look away from

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1 the live stream similarly.
 2 Subject to that, Ms Munroe, thank you.
 3 SIR MARTIN MOORE—BICK: Thank you very much. Yes,
 4 Ms Munroe.
 5 Presentation relating to ZAINAB DEEN and JEREMIAH DEEN
 6 by MS MUNROE
 7 MS MUNROE: Thank you, sir.
 8 Sir, panel, can I just start by introducing Francis,
 9 who is here in person. He is a good friend of Zainab
 10 and I will be referring to him, and you may recall
 11 reference to Francis in Phase 1.
 12 Zainab's mother, Hannah, is not in the country, so
 13 cannot be with us here today. Her father is watching
 14 remotely, as is her sister, Saalma.
 15 The pictures that we have just looked at are very
 16 lovely pictures indeed. They show a beautiful young
 17 woman, Zainab, and a gorgeous little toddler, Jeremiah.
 18 Mother and child.
 19 Putting aside stereotypes of traditional parenting
 20 roles, the image of a mother and child, and motherhood
 21 generally, are powerful, iconic and enduring ones across
 22 cultures and time. Religions all over the world,
 23 whether Christian, Judaic, Hindu, Islamic, all accord
 24 a very important place to the concept of motherhood.
 25 Zainab Deen loved being a mother. Jeremiah was

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1 truly her pride and joy.
 2 She was born on 25 May 1985 in Freetown,
 3 Sierra Leone. Zainab spent her childhood years there
 4 and then moved to England when she was about 15 or 16.
 5 At the commemoration hearings, her family described her
 6 as a beautiful, smart, warm, caring and confident young
 7 woman. She had a lively personality, and her great
 8 sense of humour was enjoyed by all who came across her.
 9 Zainab was a much loved mother, daughter, sister,
 10 niece, granddaughter and cousin. She is survived by two
 11 other children; her father, Zainu Deen; her mother,
 12 Hannah Thomas; her cousin Ejatu Deen; her stepmother,
 13 Maria Deen; and her sister, Saalma Dean.
 14 Her cousin Linda saw her regularly, and she says
 15 this about Zainab:
 16 "I knew Zainab more than most people. Zainab was
 17 very social. When she died, even in America and back
 18 home a lot of people knew her."
 19 She was very religious and used to like going to
 20 church and spent a lot of time there. She liked to help
 21 out with the church.
 22 Linda goes on:
 23 "Zainab was very kind, liked helping people
 24 including those who had nowhere to go, she would help
 25 homeless people in the community and offer them her

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1 sofa/her own home while they got themselves sorted ...
 2 Anytime you go to Zainab's house there's somewhere on
 3 her sofa or in her spare room, even in Grenfell. She
 4 was very generous, very family oriented. She didn't
 5 have anything herself but she was always helping others.
 6 "Zainab liked to go out and eat. She was funny.
 7 She made people laugh. She liked dancing, she loved
 8 music. I liked going out with her, shopping, dressing.
 9 She was always smiling. Anywhere Zainab goes, there
 10 would be fun. People liked her."
 11 One of the most enduring memories that Linda has is
 12 that Zainab was a happy person, and when you were around
 13 her, you're happy. She was just one of those people who
 14 was very sociable. Anywhere she went in London, there
 15 would be somebody who knew her, and Linda met a variety
 16 of people after Zainab died who all knew and loved her.
 17 Linda gives another anecdote:
 18 "At Grenfell, there was a person, a man, who was
 19 having some issues with his family and his wife, and he
 20 got kicked out, and Zainab let him stay with her for
 21 a month or so. This was just before the fire."
 22 Her mother Hannah says this:
 23 "Zainab was the only child I gave birth to. When
 24 she came to England, she was always sending me money and
 25 things that I could sell because she knew how hard life

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1 was for me back in Sierra Leone. I was living in
 2 a village and life in the village was very hard. We had
 3 different ways of keeping in touch. If someone was
 4 travelling to Sierra Leone, she would find out and tell
 5 them to come and see me and bring me something. If
 6 I could get somewhere by a telephone, I would call her.
 7 Lately I was able to use the internet on other people's
 8 phones to get in touch with her, and she recently sent
 9 me a phone myself so I could call her. It was hard but,
 10 like I say, she was always with me and I know she always
 11 had me on her mind.
 12 "I don't know the details of what happened to my
 13 daughter and my grandson. She had called me on the
 14 Monday to tell me she was sending me some money on
 15 Tuesday for rent. She put Jeremiah on the phone and he
 16 said, 'I love you, grandma'. But by Tuesday, they were
 17 both dead. Someone called asking if I was Zainab's mum,
 18 but no one gave me any information. I was too scared to
 19 ask, and too hurt. It's overwhelming. I can't believe
 20 that she's gone and I can't believe that I'll never get
 21 to see Jeremiah again. I just want to see my
 22 grandchild. I'm so scared and lonely and I have no
 23 support. All I know is that my daughter and her son
 24 died in a terrible fire in the middle of London far from
 25 me. I can't believe it would happen there like that.

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1 "A mother's love is very precious, and the same for
 2 me as everyone anywhere in the world. I lost a daughter
 3 that I gave birth to and my baby grandson. I wish
 4 I could see my grandchildren. They are the only branch
 5 of my roots that are left."
 6 Francis was present on the night of the fire and
 7 watched from the outside of the unfolding scene. He
 8 says this about Zainab:
 9 "Over time, Zainab told me a lot about her life.
 10 She had a really difficult life. She had struggled.
 11 But she was so bubbly and fun and her energy and
 12 enthusiasm was infectious. Despite her hardships, she
 13 found faith and was happy as a born again Christian."
 14 Francis goes on and says:
 15 "That gave her purpose and participation in so many
 16 churches that, when she passed away in Grenfell Tower,
 17 many churches held services in her memory. She was part
 18 of many congregations. She was like champagne — very
 19 bubbly."
 20 Jeremiah.
 21 Jeremiah Deen was born in December 2014 in London.
 22 He was only two years old when he died. His life was
 23 only just starting. As a toddler, he was beginning to
 24 explore and appreciate the world around him, and he
 25 loved football.

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1 Two years old. That's an age where children are
 2 walking and talking and sometimes talking back. They
 3 are growing out of their infancy and into childhood.
 4 However, they're still very young, and when
 5 a two-year-old cries, they cry like a baby. When
 6 they're in pain, they show their pain like babies. They
 7 want to be held in your arms and cuddled and told
 8 everything will be all right.
 9 Linda shared this memory of Jeremiah:
 10 "He was very clever and a happy child. He was
 11 social like his mum and liked to be around people.
 12 I used to babysit a lot for him. I saw them both on
 13 13 June, but just briefly. That was the last day. We
 14 had fun on that day. I was taking my child to nursery,
 15 so me and Zainab met halfway, as she took Jeremiah to
 16 nursery. We were laughing. We had ice cream. We went
 17 to the shop and we bought ice lollies. It was a really
 18 hot day. We were just laughing. It was a beautiful day
 19 with a bad ending."
 20 Sir, panel, like so many that we've heard about in
 21 the last few weeks, Zainab had her vulnerabilities. Her
 22 family want her background to be known and the hardships
 23 she faced so that people can see the full picture of who
 24 Zainab was, but also how far she came and what she
 25 overcame.

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Life for Zainab was never easy. She had learning disabilities and some mental health difficulties. Doubtless these were exacerbated by other traumas that she encountered in her young life. She had already escaped an unhappy and tormented first marriage. Additionally, her older children did not live with her, and this caused Zainab immeasurable pain and made her even more protective of Jeremiah. She was determined to make a life for both of them and show people that she could cope. She had also experienced homelessness and unemployment. No doubt again her mental health had been exacerbated and impacted negatively by those experiences and the many other difficulties and challenges she encountered in her life.

But Zainab persevered. She got a tenancy in flat 115 Grenfell Tower on the 14th floor. That was late 2015, and it was a tenancy in her sole name. For someone who had experienced homelessness in the past, having her own flat was just wonderful. Zainab had been unemployed, but very recently she had been offered a new job as a waitress. Francis remembers Zainab dancing for joy at the prospect of a new job. She was due to start on Monday, 19 June 2017. Things were finally on the up for Zainab and Jeremiah. She had created a home for herself and her beloved son. She would have a job.

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They were happy.

The last person to see Jeremiah and Zainab was Francis. According to Francis's Inquiry statement, he dropped Zainab and Jeremiah off at Grenfell Tower around 9.30/10.00 pm on the evening of 13 June. CCTV footage shows Zainab and Jeremiah together in the lift lobby. They were waiting to go up to the building. This was at 23.20.17.

During the course, sir, of the previous two presentations this morning, you have heard a great deal of detail about the circumstances and the condition on floor 14. Mr Friedman Queen's Counsel has set the scene and explained the rapid fire spread, the defective doors, and the objective conditions on floor 14. In the last presentation, sir, I told you about the numerous phone calls that had been made by Denis Murphy and Rosemary from flat 113. In this presentation, sir, I will therefore concentrate on the calls that were made by Zainab Deen herself.

Her first call is made at 01.29.02. Here we have Zainab, a scared, vulnerable young woman, alone in her flat with her two-year-old son, Jeremiah. The flat is being compromised by smoke, and as the fire continues to spread on the exterior of the tower, she remains in her flat.

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Sir, as I mentioned yesterday, one thing that has been absent in the main part from the Inquiry are the sounds of the night. For Zainab, the sounds of the night would have been particularly terrifying. They were loud, they were constant, and unrelenting, and they went on for hours and hours and hours. That is what Zainab and indeed two-year-old Jeremiah would have been exposed to.

It is clear even from her first call at 01.29 that Zainab found the whole situation petrifying, and it caused a heightened sense of anxiety and fear within her. That was coupled with an all-consuming desire to protect and not lose Jeremiah.

When she made her first call, she begged for help. She advised that she was in floor 14 and the fire was coming into the building, and she said, "I've got a baby with me". Eight minutes later at 01.37, Zainab again makes a 999 call. This time it's answered by CRO Adams. The smoke alarm is audible in the background of the call. After repeatedly stating that she was on floor 14, Zainab described smoke coming in under the door and through the windows and fire coming from the door. CRO Adams advised Zainab to block the door, shut the window, and informed her that someone will soon come and get her out.

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The operator tells Zainab to stop shouting and calm down. Remember, this is a young woman with learning disabilities and ill mental health. Now, of course, CRO Adams would not have known that, but her sense of heightened anxiety with her flat being compromised by smoke, it's not surprising that she was shouting and not calm. It's difficult to remain calm when your baby's life is at risk from smoke and fire raging on the exterior of the building. Zainab was deeply distressed. She and her child begged for help. She told the operator, "I'm going to die, and I feel like jumping".

A minute later, Zainab made a telephone call to Francis Dean. She told him, "There's a fire", and she said, "I'm with Jeremiah and the firefighters are in the tower".

At this stage, it's perhaps worth remembering Professor Purser's analysis that it was still possible to safely evacuate from floor 14.

Zainab then contacts the emergency services again, 01.47.17. She says once again, "I have a baby with me". Jeremiah remains her primary concern. She talks about the fire and the smoke.

The report for HM Coroner states:
"Caller and baby. Fire in the flat. Screaming. Obvious panic. Smoke present in the flat via the door

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1 and windows."
 2 From the summary from the coroner's report, it says
 3 the call handler makes a note:
 4 "Difficult to understand (possibly African).
 5 Advised by controller to block the smoke and stay where
 6 she is."
 7 Less than a minute later, 01.48.23, Zainab makes
 8 another call, this time CRO Howson took the call. The
 9 operator tells the caller that the fire is not on the
 10 14th floor, and asks if there's something coming into
 11 the flat. The caller, Zainab, "Yes, yes, there is smoke
 12 in all the rooms, I have a baby, smoke is coming through
 13 the door". The operator tells her to put blankets and
 14 towels to stop the smoke. The caller, Zainab, "I have
 15 already done that". The operator tells her, "Well, just
 16 continue doing that to stop the smoke". Zainab says the
 17 smoke is coming from the window and the door. The
 18 windows are closed. All the rooms in the house have
 19 smoke. The operator says, "We'll tell the Fire Brigade
 20 to come as soon as they can. They will come and they
 21 will take you out safely". The operator also tells
 22 Zainab that there are 100 firefighters and 25 engines
 23 there. They're coming to make sure everyone is safe.
 24 It is important to note, Zainab's family say, that
 25 in this and other calls, Zainab is told the fire is on

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1 the 4th floor. Zainab reiterates that smoke is coming
 2 into her flat via doors and via the window.
 3 Effectively, Zainab is being told that she is wrong and
 4 she should disbelieve the sight of her own eyes and the
 5 smells of her own nose and the sounds of her own ears.
 6 One can only imagine how those words — "You're wrong,
 7 the smoke, the fire, is not on your floor" — would have
 8 been received by someone like Zainab, who is learning
 9 disabled with a history of mental ill —health.
 10 She tells the call operator that there is smoke in
 11 every room. Once again, Jeremiah was paramount in her
 12 thoughts, and Zainab tells the CRO, "I have a baby with
 13 me". She is advised that the crew have been told, that
 14 they are coming and they will get her out soon, as soon
 15 as it's safe to do so.
 16 We know from the evidence of Firefighters Cornelius
 17 and Murphy and the Acton crew that came up just behind
 18 them that a decision is made for all the occupants on
 19 the 14th floor that they find to go to Olu and
 20 Rosemary's flat.
 21 At 02.01.40, an MPS operator made a call back to
 22 Zainab regarding "large fire at your location". The
 23 operator asks Zainab if she is able to get out, to which
 24 Zainab responded, "No, how can I get out?" The operator
 25 asks whether there was a fire escape and Zainab

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1 responded, "There isn't one", and that she needed help.
 2 Once again, Jeremiah is on her mind, and Zainab tells
 3 the operator she has her son with her. This operator
 4 tells her to calm down. Zainab is clearly agitated and
 5 distressed. She is advised that the Fire Brigade is
 6 coming up the stairs and they're trying to evacuate
 7 everyone, and she asks Zainab to look out because they
 8 will soon be there. Zainab explains that she couldn't
 9 go out and look. The smoke was coming in. At that
 10 point the MPS operator advises Zainab three times to go
 11 to the window and wave to the police helicopter.
 12 Sir, you will have heard again from the presentation
 13 for Denis Murphy about the fire spread and the evidence
 14 of Nida, the neighbour who self-evacuated. It's worth
 15 noting that Firefighter Merrion is the only one who says
 16 of the briefing that he and his colleagues received from
 17 the bridgehead that:
 18 "We were told to effect FSG rescue calls on the
 19 14th floor [that's a more general briefing]. This meant
 20 that the advice was that it was deemed to be safest to
 21 get occupants to stay in their flat. We were told to
 22 give the residents on the 14th floor that advice."
 23 Firefighter Sanders, who accompanied him, explains
 24 that the team were given no specific details of the
 25 occupants in the flats on the 14th floor. He says this:

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1 "I was not given any information of the condition on
 2 the floor or the flat we would attend or who we would be
 3 attending [on] in relation to numbers."
 4 And so it appears he did not know what to expect.
 5 He goes on further to say:
 6 "... no indication or belief [was made] that the
 7 fire would have spread to the 14th floor. My belief was
 8 that we would attend the flat and tell those people what
 9 we always say in that situation and that is to 'stay
 10 put' and we would deal with the fire ... I never doubted
 11 this to be the right thing to say as I did not believe
 12 people would get down the stairs conscious due to the
 13 conditions."
 14 Sir, again, you've heard earlier how Rosemary in
 15 particular, once they were all in her flat, was very
 16 concerned for Denis and Zainab. She washed Denis's
 17 face, she hugged Zainab and she picked up Jeremiah. She
 18 described Zainab as deteriorating, so Zainab was put
 19 into the bedroom and she sat on Rosemary's bed.
 20 According to Rosemary, Zainab was almost hysterical now:
 21 "She was crying and telling me that she wants to
 22 keep her baby, that she had fought hard for her baby and
 23 she did not want to lose him and did not want her baby
 24 to die."
 25 It was now gone 2.00 am.

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At 02.09.25, CRO Gotts took a call at Brigade control room from the MPS control room reporting that they had received an abandoned call from a female who was trapped with her son in flat 115 — that's Zainab's flat — and states that she does not know where the exits are. The MPS CRO gave a CAD reference number for that call. CRO Gotts states that the advice was to close the windows and block up the door, but if windows offer air, the resident was to open them.

The MPS controller asks if the Brigade are not directing people to fire escapes, and CRO Gotts explained that they do not know where the escapes are or the exits, and she had spoken to a few people who had left but they had to return to their flats because of the smoke. CRO Gotts explains that as the fire is unpredictable, the Brigade do not generally tell people to leave, but if they think they can leave safely, they are to do so. The MPS CRO asks CRO Gotts if she can arrange for the Brigade CRO supervisor to speak to the MPS supervisor in the MPS control room. CRO Gotts says she would try her best but they were very busy at the moment.

At 02.10, North West Fire Centre took a call via a BT operator who passed over a female caller who was outside the tower and reporting about the fire. The

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caller said that there were people on the 14th floor on the west side of the building, and she specifically wanted to clarify that there was a woman who was screaming and banging on the windows about her kids. The North West Fire Centre operator stated that he would pass the information on to the Brigade. We know there were two children in flat 113: Rosemary and Olu's daughter, and of course Jeremiah.

Zainab then rings her friend Francis again, telling him that the conditions in the tower were getting worse. Francis has provided a witness statement to the Inquiry in Phase 1.

Upon receiving Zainab's call, he makes two 999 calls himself. He's en route to the tower. In the second call in respect of Zainab, Francis tells them that he's calling because of a friend. He says, "People are dying in the high-rise". The operator asks, "Are you in the high-rise?" Francis says, "No, I'm outside". Zainab is trapped in there, and he doesn't know what's happening. She's with her son, a little boy. The operator says, "What, are they on the 11th floor or the —". Francis interrupts, "They're on the 14th floor". The operator says, "We're going to let the firefighters know". Francis says, "They're all there and nobody is doing anything". The operator says, "We've got 40

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fire engines there. I can tell the firefighters what number and the floor they're on". Francis replies, "I'm going to try and call her back again and see whether or not she's still trapped". The operator says, "Let us know".

North West Fire Service again calls back Zainab at 02.21, an earlier connection having failed. Zainab tells them that she is now in flat 113. There is no record that the information was passed on to the LFB, although by that point Zainab would have already been moved into flat 113.

At approximately 02.23, a crew comprising of Firefighters Cook and Flanagan happened to enter flat 113 as they returned from a higher floor. We have just heard, in Denis's presentation, about them. This further BA crew was deployed just before BA crew 25, consisting of Firefighter Orchard and Herrera, and BA team 26, consisting of Firefighter Juggins and CM McAlonen. The briefings were mixed in terms of the flat numbers, the FSG calls, and the number of residents, adults and children.

At the same time that this deployment was ongoing, at 02.31.49, CRO Gotts again at Brigade control took a call from a female who said she was on the 14th floor and that there was now fire on the top. CRO Gotts tried

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to confirm if she meant the fire is on top of the building or on top of her flat, and the caller stated it was on top of her flat. There was a loud scream and then a man moaned and then another scream. The caller then shouted, "Look at the fire", and CRO Gotts tried to confirm if the fire was in the caller's flat. The caller explained that they can't get out because they were told to stay inside, but she went on to explain that the fire will come into the flat. CRO Gotts advised that they were to get out if they could. If not, block up the exits and move away from where the smoke is. The line cleared without any further responses from the caller.

As I mentioned in the previous presentation for Denis Murphy, he, Zainab, Jeremiah and Mohammad can be perhaps called the forgotten ones from flat 113.

Once he was back downstairs, one of those firefighters, CM McAlonen, said this:

"I confirmed with the entry control board officer that three people had been rescued from flat 113 but I could not confirm that it was empty as we had escorted people out from the landing and not searched the flat."

Time pressed on.

At 03.06.06, CRO Russell took a call from someone in flat 113 on the 14th floor. It took some time to

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1 ascertain the flat number. It was a female caller. She
 2 was shouting that someone was unconscious. CRO Russell
 3 asked her where she was in the flat, but the caller's
 4 response was not clear. CRO Russell then asked were
 5 there flames in the flat and the caller said yes.
 6 CRO Russell told the caller to try and get away from the
 7 flames and asked if she was able to leave. The caller
 8 said she couldn't leave, and then the line cut off.
 9 This must have been Zainab, because we know that
 10 Rosemary was evacuated with the Herrera and Orchard BA
 11 crew.
 12 Some 11 minutes later, at 03.17.05, CRO Howson took
 13 a call from Zainab. She was now shouting. She was
 14 hysterical. She was reporting fire in the flat.
 15 CRO Howson advised Zainab to leave with wet towels over
 16 her face and use the stairwell, which was full of smoke.
 17 Zainab explained that she had a baby with her and
 18 CRO Howson told her to cover the baby with a wet towel.
 19 Zainab appeared to be talking to another person and
 20 passing on the advice. It is likely this would have
 21 been either Mohammad or Denis. She then said, "Okay",
 22 and CRO Howson ended the call.
 23 Two further calls were made from flat 113, but the
 24 timings were unclear and the callers could not be
 25 identified. In one call, the operator tells the caller

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1 that the Fire Brigade were coming. "The fire is
 2 coming," said the caller, "the fire is coming, the fire
 3 is coming". Operator, "Are you in Grenfell Tower?"
 4 Caller, "Yes". Operator: "Okay, I'm connecting you to
 5 the Fire Brigade, and you need to try and leave your
 6 apartment and cover yourself with a wet towel".
 7 The second call, which, again, the caller is not
 8 clearly identified and the timings are unclear, is
 9 a call to the Fire Brigade from flat 113:
 10 "Caller 1: Don't open the door! ...
 11 "Operator: Stop shouting, stop shouting. What flat
 12 are you in?"
 13 Lots of back and forth between the operator and the
 14 caller.
 15 "Operator: ... listen to me. Listen. You're
 16 talking too loudly and too quick ... You need to slow
 17 down ..."
 18 There's then lots of overspeaking.
 19 "Operator: Is there any fire where you are?"
 20 "Caller: Yes.
 21 "Operator: There's flames?"
 22 "Caller: Yeah.
 23 "Operator: ... Okay. You need to get away from the
 24 flames. The best — are you able to leave?"
 25 "Caller: No, we can't leave. Nobody is coming for

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1 us."
 2 There's no reply after that.
 3 Zainab makes one further conversation during a phone
 4 call, and that is with CM Batchelor. CM Batchelor was
 5 outside the tower. He noticed Francis Dean speaking on
 6 his mobile phone and he approached him. He ascertained
 7 that Mr Dean was speaking to a person who was trapped in
 8 a flat on the 14th floor.
 9 Sir, the evidence relating to this call is highly
 10 distressing. The family have been warned, but I raise
 11 that again for those in the room and those watching
 12 remotely.
 13 Francis speaks to Mr Batchelor whilst he is on the
 14 phone to Zainab, and at one point he passes the phone to
 15 CM Batchelor. CM Batchelor says as follows
 16 {MET00007511/6-7}:
 17 "I took the phone from Francis and spoke to the
 18 woman. She said 'My name is [Zainab]. I am with my
 19 son. I am on the fourteenth floor — Flat 115.' I said
 20 'Stay on the phone to me.' Watch manager Tom [FURNELL]
 21 was dealing with Fire Survival calls from a position
 22 outside the building so I asked his advice. He told me
 23 that a call from [Zainab] had already been recorded so I
 24 told her 'We know where you are. We're coming up.' I
 25 asked what it was like in the flat and she said that it

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1 was a bit smoky, so I told her to go to the least smoky
 2 room, shut the door and put clothing down at the bottom
 3 of the door. I told her to lie on the floor, and put
 4 clothing around her little boy's face. I told Francis
 5 that she was fine, that we knew where she was and we
 6 were going to get to her. I stayed on the phone to her
 7 trying to reassure her. She said her son was called
 8 Jeremiah and he was two years old. She said 'We are
 9 going to die' and I said 'No you're not — we are coming
 10 to get you.' I was on the phone saying this to her for
 11 30–35 minutes — I was gagging to hear the door getting
 12 kicked in. I was just waiting to hear someone shout
 13 'Casualty!' to signal that they had been found.
 14 "I could hear the little boy crying from the
 15 beginning of the call. Then I could hear him coughing
 16 too. Then after 30 or 35 mins he stopped coughing and
 17 crying. [Zainab] was crying 'My boy's dead.' She said
 18 'I want to be with my son.' I said 'Don't talk like
 19 that. We are coming for you. Don't give up.' I then
 20 passed the phone back to Francis and said 'Tell her you
 21 love her and that you are waiting for her. Tell her to
 22 keep fighting.' He did speak to her, and then I took
 23 the phone back from him — before she told him Jeremiah
 24 was dead.
 25 "When I took the phone back I could hear her

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coughing. I could hear other sounds like banging in the background and I kept thinking that the fire fighters had reached her. I spent another 35–40 minutes on the phone to her in total. I was still in the vicinity of Tom so I asked him 'Where are we?' He then told me that fire fighters were unable to get passed the 12th Floor. She was on the 14th Floor. I knew I couldn't tell her this. I just couldn't tell her that so I basically lied to her and continued to tell her that we were coming for her.

"It got to a point where she wasn't talking much. I could hear a bit of coughing and spluttering. I could hear that she was still there but she wasn't responding. I kept on chatting to her. For Francis, I had to keep up the pretence that she was OK. When she stopped responding I could hear a little whimpering but I kept talking to her in case she could hear my voice.

"For five or ten minutes it was silent, but I thought I couldn't cut the phone off. I was looking up at the building and watching it burn. I could hear that the conditions inside the flat were deteriorating. I could hear that things were falling off the wall.

"I then heard ear-splitting screaming. I think that [Zainab] must have been unconscious ... The screaming went on for about 60 seconds. When it stopped I knew

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then that was it. I hung up the phone. The whole phone call lasted about an hour and a quarter."

Firefighter Egan, who was dealing with FSG, remembers that it was getting light. Crew Manager Batcheldor came to him and asked about the phone call with the woman trapped in flat 113. He looked at the board and saw that her flat had already been marked "P" for priority. He believed that this information had been passed on "ages ago". The message was in green for adults, two, and black for children, also two. Egan knew that this flat number had been coming up repeatedly that night. The lady on the phone was still in the flat, and Crew Manager Batcheldor said, "She just wants to die". He then contacted Watch Manager Wolfenden, who said that he had passed on the message about this flat to the bridgehead.

One final deployment was at 03.28 from BA team 40. That consisted of Firefighter Lundquist and Crew Manager Mayne. They reported to the bridgehead wearing EDBA. They were told by either SM Williams or SM Wolfenden that the initial briefing was for them to go to flat 113 on the 14th floor to search for a mother and child in response to an FSG call. However, the briefing then changed at the bridgehead and they were instructed to only go to the 3rd or 4th floor.

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During the time that CM Batcheldor believes he was on the phone with Zainab, nine residents from floors 15 to 21 exited the tower. After this time, no further residents exited the tower until 04.13, and those were from floors 10, 11 and 2.

There were no further communications between Zainab and Jeremiah and the outside world.

Sir, in my previous presentation on behalf of the Murphy family, I discussed the report of Professor Purser in relation to both Denis and Zainab, so I don't propose to repeat it now, save for this: due to his age, only being two, doubtless Jeremiah would have succumbed first.

Zainab's father, Zainu, had hoped to attend today. He read in advance what I was going to say on behalf of his daughter and his grandson. He became too emotional and said he couldn't continue. He went on to say this: in his culture, the parents don't bury their children. It's hard to stay strong, but he will have to stay strong. He said that it was like history repeating itself, as his own father had to bury his daughter too, Zainu's elder sister. That is why he's unable to attend today.

So, in conclusion, life for Zainab had always been difficult. She had her vulnerabilities and she had her

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painful experiences in life. Being learning disabled was something she was managing and coping with. Her mental health was something she was managing and coping with. It's important to remember when we think about people with disabilities that it's a club that any of us can join. It's an equal opportunity enterprise and makes no distinction for class, race, sex or gender. Any of us can find ourselves, after an accident or through illness, ending up with a physical disability. Any of us could suffer a breakdown, depression and find ourselves with poor mental health. The fact that Zainab suffered was not unusual. It was not unique.

But she was a fighter and, throughout her life, she strove to overcome adversities and to beat the terrible odds that life had dealt her. As her cousin Linda says:

"Zainab was looking for a job, she was trying to get her life back together. She was looking forward. She had found a job. Maybe that would help her with all her children. She was trying to see if it could help for a better future."

As her father, Zainu, said, things were turning. She was turning her life around and achieving a level of happiness for her and her beloved son. Cruelly, she was only able to enjoy that for a very short period of time.

The remains of Zainab Deen were recovered from

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1 flat 113. The remains of Jeremiah were recovered from
 2 the same flat. According to the archaeological
 3 investigation, Zainab died in close proximity to her
 4 son, Jeremiah. Both were found in the southwest corner
 5 of the flat.
 6 Zainab's greatest fear was losing Jeremiah. That
 7 single thought occupied her final hours on this earth.
 8 Jeremiah and Zainab died as they lived: inseparable.
 9 They will be together forever.
 10 Thank you.
 11 SIR MARTIN MOORE—BICK: Thank you.
 12 Thank you very much, Ms Munroe. At that point we'll
 13 break. We'll resume, please, at 2.30 this afternoon.
 14 2.30, please. Thank you.
 15 (1.25 pm)
 16 (The short adjournment)
 17 (2.30 pm)
 18 SIR MARTIN MOORE—BICK: Yes, Mr Millett.
 19 MR MILLETT: Yes, Mr Chairman, good afternoon. Members of
 20 the panel, good afternoon.
 21 I would now invite Ms Allison Munroe
 22 Queen's Counsel, please, to come back to the podium to
 23 make the presentation on behalf of the family of
 24 Abdulaziz El—Wahabi, Faouzia El—Wahabi, Yasin El—Wahabi,
 25 Nur Huda El—Wahabi and Mehdi El—Wahabi, all from

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1 flat 182 on floor 21 of Grenfell Tower.
 2 As before, throughout this module, I would invite
 3 those to understand that there is difficulty in relation
 4 to some of the contents of what we are about to hear,
 5 and if there are those who wish to absent themselves
 6 from the room now or look away from the live stream,
 7 then they should do so.
 8 Thank you very much.
 9 SIR MARTIN MOORE—BICK: Yes, Ms Munroe.
 10 MS MUNROE: Thank you, sir.
 11 SIR MARTIN MOORE—BICK: Ms Munroe, before you begin, may
 12 I just say that if any of those present find it very
 13 difficult to carry on, I hope you will indicate that
 14 it's time we had a break, and we can have a break as
 15 often as you or they feel is necessary.
 16 MS MUNROE: Sir, I'm grateful, thank you.
 17 SIR MARTIN MOORE—BICK: Thank you.
 18 Presentation relating to ABDULAZIZ EL—WAHABI,
 19 FAOUZIA EL—WAHABI, YASIN EL—WAHABI, NUR HUDA EL—WAHABI and
 20 MEHDI EL—WAHABI by MS MUNROE
 21 MS MUNROE: Chair, Ms Istephan, Mr Akbor, and all of the
 22 family members who are here today.
 23 There is a city on the northwest coast of Morocco
 24 where the Loukkos River meets the Atlantic ocean, the
 25 crowded streets teem with life and the white-fronted

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1 houses rise in tiers precariously above the city. From
 2 a distance, it seems almost as if they would tumble into
 3 the waters, where they meet the dazzling blue sea below.
 4 The ancient ruins of Lixus speak of a civilisation and
 5 a long history of this area, dating back to the days of
 6 antiquity. It is beautiful. This place is called
 7 Larache, and it holds a special place in the hearts of
 8 many in the expat Moroccan community in London.
 9 For the El—Wahabi family it is particularly dear,
 10 because this wonderful coastal city was the birthplace
 11 of both Abdulaziz and Faouzia El—Wahabi. This is where
 12 they would later return with their own children every
 13 year in the summer to spend time there, long hot days on
 14 the beaches, cooling off in the sea with the whole
 15 family. It was, in the words of Faouzia's mother,
 16 Menana, the family's home away from home.
 17 In the UK, the El—Wahabi family lived in flat 182 on
 18 the 21st floor of Grenfell Tower, and the Wahabi family
 19 lived at flat 66. These two families were as close as
 20 a sibling family could possibly be: one family, two
 21 branches.
 22 Flat 182 Grenfell Tower was home to
 23 Abdulaziz El—Wahabi, his wife, Faouzia, and his three
 24 children, Yasin, Nur Huda, and little Mehdi. Flat 66
 25 was the home to his younger sister, Hanan, her husband

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1 and her children. The two families loved, lived,
 2 laughed as one. Up until 14 June 2017, Hanan remarked
 3 the only difference between the families was that their
 4 father, Mohammed, had forgotten to add the "El" to
 5 Hanan's birth certificate. The families shared their
 6 lives with their siblings, who lived close to the tower.
 7 These included Hanan's sister, Amina. The rest of the
 8 sibling group for Hanan and Abdulaziz consisted of
 9 Ghita, Malika, Amina, Fatima, Asia, Amin and Abdelhamed.
 10 The events of the fire would change everything
 11 irrevocably.
 12 Abdulaziz.
 13 He was the fourth of the nine children to his
 14 parents, Mohammed and Sodja. Abdulaziz was born in
 15 Larache in Morocco on 1 December 1964. His father moved
 16 to London in 1970 and, in the proceeding years, the rest
 17 of the family, including Abdulaziz, joined him. From
 18 the age of nine, he was brought up in the Portobello
 19 area of west London. The links within the Grenfell
 20 community are deep and long-lasting. Abdulaziz knew
 21 Ramiro and Manny Urbano from his school days.
 22 He worked as a hospital porter at University College
 23 London Hospital. At the time of his death, he had been
 24 there 22 years. It was a job he loved.
 25 When his father, Mohammed, died in March 2009,

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Abdulaziz took on the paternal role within the family, and it is clear from the rest of the wider family that he was the go-to person, the one who would listen, who would give sound advice, the one who would cheer you up.

He was also the one who could talk. Abdulaziz was never short of a word or two. He was a protector, a trait that was taken on by his daughter, Nur Huda. But talking was one of his specialities. You have heard the phrase, "You can talk the hind leg off a donkey"; Abdulaziz could talk the hind leg and the front leg off the entire herd. Hanan recalls a time when she was heavily pregnant with one of her children. She was standing talking to Abdulaziz. He went on for such a long time she almost fainted.

Amina was one year older than Abdulaziz and she cherished her very special relationship with him and his family. She recalls him as a close and caring brother, and he had a very close relationship with their mother. Each time he would greet their mother, he would go to her, go to his knees and kiss her feet. He did this when he arrived and when he left. This was a gesture of his deep love and respect for their mother. Amina recalls Abdulaziz's love of family gatherings and the joy he expressed for the time they spent together.

His youngest brother, Hamed, said at the

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commemoration hearings:

"He was so proud if anyone in the family achieved anything in life. Our mother became so reliant on Abdulaziz. He used to visit our mother often and would just sit with her and chat. Whoever knew Abdulaziz would know just how much he could talk. For our mother, who loved his company, she could listen to him all day, and now she is at a loss. One of the hardest things we had to do as a family was to tell her the heartbreaking news of what had happened to such a wonderful family. What happened to our family. It has almost been a year since the tragedy and yet she still calls out his name.

"I'll start by greeting you the way my brother would, and it would be 'Good morning, governor' if you were a man and a 'Good morning, darling' if you're a lady.

"We used to have our own private conversations — it was our private time — by the garages down from the tower. People who lived there would know where that is. Just me and him.

"Boy, I wish I could talk to him now."

Colleagues at UCH remember him with real affection. One of the nurses, Janet, said this:

"To remember Aziz is a remember, 'Awright, mate! Hello, Jane! Hello, sis!' He had a twinkle in his eye

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and did not take life too seriously — he had the ideal temperament as a porter, laid back, chatty and friendly to staff, especially patients. It was an honour to know him."

Another colleague, Margaret, noted:

"Aziz was a wonderful man who knew how to make you laugh even if you didn't want to smile. He had a beautiful smile that lit up the room."

At the time of his death in June 2017, Abdulaziz was 52 years of age.

His nephew Zak said of him:

"He was the glue to the family. He kept the gears running. When he passed away, someone threw a wrench and the car stopped. He was the number one guy."

Faouzia.

Faouzia, like her husband, was born in Larache, Morocco on 1 June 1975 to Menana Jebari and Mustapha Rami.

In commemorations, her mother recalled that she was an ambitious, creative child, who channelled her infectious energy into crafts and embroidery, skills that, as we will hear later, she had a great talent for. She blossomed into a loving, caring young woman, who placed her family at the centre of everything she did. On her wedding day, she was described as "the most

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perfect princess, she made the whole room glow".

Faouzia moved to London to live with Abdulaziz shortly after their marriage. Here, she embraced her role as a wife, provider and later a mother to three beautiful children: Yasin, Nur Huda and Mehdi. This was a role that she adored. She was the anchor to the family.

Faouzia had some serious culinary skills and was able to create mouthwatering dishes from all over the world. She also excelled in baking. She was a very good hostess and she loved to entertain. Their home was a hub for the family and friends. She was skilled in crafts, in particular sewing, knitting and crocheting, filling the home with her creations. Sara, Hanan's daughter, was so impressed that she asked her aunt to teach her, and Faouzia was more than happy to oblige.

Faouzia was well known in the local community and attended various classes at the Westway Trust Community Centre. She had plans for the future which would utilise her skills and give back to the community. Her last project was making scarves, headbands and baby clothes. All of these items were sold on Portobello Road Market, and the profits went back into the community. Faouzia had planned to teach knitting and crochet as a volunteer at the community centre and

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1 was eagerly awaiting confirmation that all the relevant
 2 DBS checks had been completed before she could begin.
 3 Her DBS checks arrived in the post shortly after
 4 14 June 2017.
 5 She was a calm and caring woman. She cared not only
 6 for her own children, but also looked after often
 7 Hanan's children, Zak and Sara. She was like a second
 8 mum to them. She was calmed and grounded. When
 9 Nur Huda was born, and she breathed through pain — no
 10 screaming — she kept calm for the baby. She was the
 11 same when Yasin and Mehdi were born. She stayed calm on
 12 the night for her family, for the same reason.
 13 Amina recalls that Faouzia was like a sister to them
 14 all. She remembers Faouzia's beautiful smile. She
 15 would smile and be cheerful and be kind with everyone in
 16 the family and with neighbours and friends. She also
 17 recalls Faouzia's incredible cooking and delicious food
 18 which she would prepare for the family.
 19 Faouzia was 42 at the time of her death.
 20 Yasin.
 21 He was the eldest of the El-Wahabi children, born on
 22 9 August 1996. He was just 20 years of age when he
 23 passed away. Like his sister, he was born in
 24 Paddington. He was a student. Those who knew Yasin
 25 spoke eloquently of his leadership qualities. This was

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1 a young man who was going places and he was going to
 2 make a mark. To his cousins, he was a real role model.
 3 Yasin inherited his father's gift of the gab, which
 4 he used to great effect. If you had a problem with
 5 Yasin, then there was a problem with you. He was like
 6 a local celebrity. To know Yasin was to love Yasin. He
 7 was, as Zak says, the realest guy you would ever meet.
 8 To Zak, he was more than a cousin; he was his older
 9 brother.
 10 Nur Huda.
 11 The only girl in the family, she was born on
 12 27 June 2001. She attended Thomas Jones Primary School
 13 and Holland Park Secondary School. She was described by
 14 her teachers at Holland Park as a warm and good-spirited
 15 15-year-old. She loved playing football, and she was
 16 incredibly skilled, aggressive and agile. There was
 17 no one like her.
 18 Nur Huda had finished some of her GCSEs just before
 19 the fire. Her aunt Hanan picked up the results when
 20 they came. She had got an A in additional science, and
 21 Bs in core science, history, PE, maths, English language
 22 and literature. "Her parents would have been so proud
 23 of her," says Hanan.
 24 She, like her father, was a protector of the family.
 25 She attended meetings of the Grenfell Compact group to

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1 translate for her mother and to keep her father up to
 2 date. She looked out for and looked after her family,
 3 helping her mum with her English course and assisting
 4 her with completing the awaited DBS checks. She was
 5 very funny and good with children of all ages. Her
 6 cousins adored her.
 7 Mehdi.
 8 He was the baby of the family, and everyone just
 9 loved him. He was born on 22 February 2009, and was
 10 just eight years old when he passed away. He attended
 11 Oxford Gardens Primary School.
 12 Headteacher Sara Cooper had to break the news to his
 13 class that Mehdi had passed away. She says this:
 14 "It was incredibly hard. There was lots of sobbing,
 15 but I think it was important because they were ready —
 16 they were at that point where they could cry, because of
 17 all the amazing work their teachers had done with them.
 18 We all cried together."
 19 Mehdi had an amazing imagination and was a wonderful
 20 storyteller. Again, a chip off the old block, he had
 21 the gift of the gab and talked non-stop.
 22 Constantine Gras, who was a local west London
 23 filmmaker, made a documentary called "Grenfell: The
 24 Untold Story", and in that documentary, he filmed the
 25 children in the tower playing, laughing, and joking. We

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1 see Mehdi drawing and telling his amazing stories. He
 2 uses his imagination to tell tales of spacecrafts and
 3 monsters. His aunt Hanan says of him in the film, "He
 4 was just such a jolly, jowly soul".
 5 In the same film, Marcio Gomes describes the special
 6 bond that his children had with Mehdi. They would play
 7 and laugh together. Marcio remembers Mehdi being born
 8 and speaks lovingly of his lost neighbours, the whole
 9 El-Wahabi family.
 10 Mehdi had an infectious laugh. His cousin Sara says
 11 he was so funny and she had a recording of him which she
 12 still often re-listens to. Amazing imagination,
 13 storyteller, non-stop talking like his dad, with added
 14 imagination.
 15 Amina also treasures her memories of the three
 16 children and the time they spent together at her home
 17 with her wider family. She remembers the children as
 18 respectful and loving.
 19 The family moved into Grenfell Tower on
 20 8 October 1996 under a council tenancy. They lived
 21 together in flat 182 on floor 21. This is their story.
 22 On 13 June, the various family members were seen
 23 entering the tower from the CCTV footage in the lobby.
 24 Abdulaziz's movements during the day are unknown, but
 25 his younger sibling, Hanan, states that she'd met him

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1 and Faouzia just outside the entrance to the tower as
2 she was coming back in from work. This would have been
3 around about 7 o'clock in the evening. Hanan states
4 that Yasin and Mehdi were there with them but Nur Huda
5 was not. They apparently told Hanan that they were just
6 going to the supermarket, with Abdulaziz mentioning he
7 planned to buy some water.

8 The CCTV footage from the lift lobby of the tower on
9 Tuesday, 13 June 2017 shows, at 18.15, Nur Huda
10 entering, and then, at 21.17 hours, we see Abdulaziz,
11 Faouzia and their son Mehdi approaching the lift. In
12 the image, Abdulaziz can be seen carrying bottles of
13 water. Then, at 00.47 on 14 June, we see Yasin
14 approaching the lift.

15 We know, sir, from all the presentations that we've
16 heard to date about the rapid fire escalation. By the
17 time that the first 999 call was made at 00.54, soon
18 after, calls were being made from the 21st floor. The
19 fire had spread to the external northeast along the 6s
20 by 01.26, the kitchen window of flat 186 and the lounge;
21 the external fire spread was outside the window of
22 flat 181. That's separated only by the fire in the
23 Grenfell column which first was subjected to the
24 vertical impact. This position, for example, can be
25 seen on a floor plan of which we've seen many.

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1 We also know that the El-Wahabis' next door
2 neighbour, Ligaya Moore, also sadly died in the fire.
3 Another resident of the 21st floor, Mustafa Abdu, in
4 flat 184, woke up at 1.10. He was awoken by a phone
5 call from his brother telling him that the tower was on
6 fire and urging him to leave. He reports smelling and
7 seeing smoke on the landing even at that point.

8 Sir, panel, you have heard in graphic detail, both
9 in Phase 1 and again during the presentation for
10 Logan Gomes, the details of the conditions on the
11 21st floor, how they deteriorated and how they changed.
12 Given those conditions described by Marcio Gomes over
13 a very short period between 01.26 to 01.30, it appears
14 that flat 186, the front door, which had been replaced
15 by the TMO, was not in fact effective to prevent the
16 spread of smoke from that flat to the lobby areas.

17 It's against that background that we then look at
18 the 999 calls that were made that night by the El-Wahabi
19 family, and also the telephone calls that were exchanged
20 between various family members and those within the
21 flat.

22 As with many others that night, the phone calls
23 between those trapped in the building and the outside
24 world tell their story in real time. These calls
25 highlight how the official advice had been given and

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1 acted upon by the El-Wahabi family, and that's
2 juxtaposed against the increasingly desperate calls from
3 families outside the tower urging, willing and pleading
4 with them to leave.

5 A striking feature of all these telephone calls by
6 the El-Wahabi family is how calm and polite, almost to
7 the point of being apologetic, they are. This is in the
8 face of being told that they are wrong to believe what
9 they are seeing and hearing. This is particularly the
10 case in the call that begins with Nur Huda speaking at
11 01.38.38 that lasts for 59 minutes. The family are
12 heard apologising throughout this phone call, showing
13 their respect and deference for authority, and following
14 the advice they were given over the telephone.

15 Meanwhile, Hanan and her family and other family
16 members who were gathering outside were urging them to
17 leave. She had managed to evacuate. Hanan, as we said,
18 lived at flat 66, one of the 6s. They became aware of
19 the fire early on and fled their flat shortly after
20 seeing flames shoot up the outside of the building
21 behind their living room window. They did not make any
22 999 calls before they left. She simply took to the
23 stairs. Salah, who had diabetes and mobility problems,
24 escaped last. The CCTV images show Zak and Sara
25 escaping at 01.19.54, Hanan at 01.21.34 and Salah at

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1 01.22.

2 Once she had evacuated the tower, Hanan's first
3 instinct was to call her brother. She did this at
4 01.22 am. She looked up at the tower and she could see
5 the extent of the fire. It was now up to the 17th floor
6 on her side of the building. Zak took a photo at 01.22
7 and a video recording.

8 The first call to the family came from
9 Hanan Cherbika. Initially she tried to speak to Faouzia
10 but, when she could not get through, she called
11 Nur Huda's phone. After initially not answering,
12 Nur Huda answered the phone. She was told there was
13 a fire in the building and they needed to get out. She
14 was told to tell her mother. Nur Huda said, "Okay,
15 okay, I'll go to her". She puts the phone down.

16 Hanan Wahabi then called her brother from her mobile
17 phone. This was the first phone call she made that
18 night to him. She says in her Inquiry statement
19 {IWS00000074/15}:

20 "Abdulaziz answered my call and I said to him,
21 'there's a fire' ... Abdulaziz said he was aware of
22 something going on, and he kept saying, 'shall I come
23 down? What do you think?' I said, 'I think you should
24 get out', and told him, 'it's on my side now not on your
25 side'. He said, 'alright sis I'm coming'."

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1 At that stage, Hanan could see the flames had
 2 reached the top of the tower. She could hear and see
 3 people screaming and see chunks of material and debris
 4 falling from the tower.
 5 Helen Gebremeskel from flat 186 made a 999 call at
 6 01.26.54. She stated that she could smell smoke inside
 7 her flat. She went on to the 21st floor landing. When
 8 she returned to her flat, she found that the fire had
 9 broken into her kitchen window via an extractor fan.
 10 This call was transferred from a BT operator in
 11 Nottingham. The female caller says, "There is a fire in
 12 my flat, flat 186". The operator says, "Where are
 13 they". The caller says, "Everyone is out". The
 14 operator says, "Stay outside". There seems to be
 15 a language issue. Helen clarifies in her Inquiry
 16 statement that she meant that the El-Wahabi family were
 17 outside their flat.
 18 At this time, Helen opened the exit door leading to
 19 the stairwell and saw a lot of people coming upstairs,
 20 which prevented her from descending. She reports that
 21 these people told her and her daughter and the El-Wahabi
 22 family to go back to their flat. She saw the El-Wahabi
 23 family go back into their flat.
 24 At this point in time, the conditions in the
 25 stairwell were sufficiently clear for occupants who were

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1 able to do so safely to evacuate via the communal
 2 stairs.
 3 Hanan makes a second phone call to her brother a few
 4 minutes later at around about 1.30:
 5 "I called him back a few minutes later ... and he
 6 said, 'I tried but I couldn't because there was too much
 7 black smoke and we can't see, we can't breathe'. The
 8 description of the smoke was completely different from
 9 the smoke I had seen. He said, 'it's going to be
 10 alright sis isn't it? It's going to be alright'. He
 11 kept telling me to say it was going to be alright so
 12 that Mehdi wouldn't panic. He was especially worried
 13 about Mehdi, because Mehdi had epileptic fits when he
 14 was anxious, including recently. Faouzia had told me
 15 about it at the gym. I said, 'it'll be fine, it'll be
 16 fine'."
 17 In the period between 01.26.54 and 01.38, the
 18 control room operators received a number of other calls
 19 from occupants on the 21st floor, including further
 20 calls from Helen Gebremeskel. These calls made it clear
 21 that the fire had been adversely affecting those on that
 22 floor and that the situation was getting worse and
 23 worse.
 24 At 01.38, Nur Huda begins her call that is taken by
 25 CRO Jones. This phone call lasted some 59 minutes and

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1 44 seconds and, during the course of it, various other
 2 members of the family spoke to CRO Jones. Just reading
 3 a few extracts from that call {LFB00055498}, it begins:
 4 "Operator: ... the Fire Brigade are there ...
 5 "Caller: ... the fire's coming up ... they're not
 6 here ... I'm trapped in my flat ...
 7 "Operator: ... what flat number? ...
 8 "Caller: 182 ... it's coming up.
 9 "Operator: ... Have you got all your doors and
 10 windows closed?
 11 "Caller: Yeah ...
 12 Operator: ... is there still smoke coming in?
 13 "Caller: Yes ... we tried to go downstairs ... it's
 14 too smoky ...
 15 "Operator: ... stay in your flat ...
 16 "Caller: ... we're in the front room.
 17 "Operator: ... put down something at the door to
 18 keep the smoke out ...
 19 "Caller: ... I will turn the gas meter off ...
 20 "Operator: ... window you can open it to give
 21 yourself some fresh air ...
 22 "Caller: Yes ..."
 23 Then the caller says:
 24 "... don't worry, [Yasin], come here ... I'm talking
 25 to my son ...

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1 "Operator: ... I don't want you to breathe in smoky
 2 air ...
 3 "Caller: ... it's not from outside but the smoke is
 4 coming in from the ... front of the flat ... It's very
 5 smoky on the landing ...
 6 "Operator: ... don't go out there ... Has that smoke
 7 stopped coming in ...
 8 "Caller: ... it has stopped ...
 9 "Operator: ... How many people are in your flat?
 10 "Caller: Five ... Me, the wife and three kids ...
 11 I'm looking through the spyhole ... it's very ... smoky
 12 ... We have tired to ... leave ... to walk downstairs by
 13 the stairway ... [but] we came back quickly ... some
 14 smoke followed us [into the flat] ... this is why I'm so
 15 confused now."
 16 At around 01.45, CRO Jones was informed by the
 17 family that the flames were to the left of their flat,
 18 182, and then at around 01.56, that the flames were next
 19 door to their flat, and just before 01.58, that the flat
 20 was now "really smoky".
 21 At around 01.59, CRO Jones was informed that the
 22 smoke had started coming into the flat through the
 23 windows as well. These are the windows that she had
 24 originally advised the family to open for fresh air.
 25 She then advises the family to close the windows where

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1 the smoke is coming in and to wet tea towels and put
2 them over their mouths.
3 At 02.05, CRO Jones was told that the fire was near
4 the living room and that it had reached the kitchen.
5 Having established that there was nowhere else to go and
6 no balcony, CRO Jones advises the family to move into
7 the bedroom, ie the parents' bedroom, which is opposite
8 the front door, and to open a window and remain there.
9 She says:

10 " ... wanna let them know where you are ... the
11 fire brigade will have oxygen when they get to you ..."

12 At 02.12, she advises them that hopefully the
13 firefighters would be there soon. This was said again
14 at 02.13 and at 02.16. Then, just before 02.21, she
15 again advises the family that the firefighters would be
16 there soon, saying, "Believe me", and a few seconds
17 later she reassures the family that the firefighters
18 knew where they were.

19 It was during this period of this call to CRO Jones
20 that Marcio made his call at 02.21.04. He told
21 CRO Heidi Fox that he could not get out, that his wife
22 was pregnant and he had two daughters with him. He also
23 mentioned the neighbour and her daughters. CRO Fox
24 advised him that the firefighters were going to his flat
25 at that moment. He made it clear in calls at 02.46.58,

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1 02.55.38 and 03.09.52 that the situation was becoming
2 increasingly unbearable. At 03.28.15, during
3 a 999 call, Marcio, whilst on the phone to CRO Fox, led
4 his family down the stairs.

5 Back to Nur Huda's call.

6 At approximately 02.22, CRO Jones was told that the
7 fire was in the corridor of the flat and, at
8 approximately 02.24, that the smoke was coming into the
9 bedroom now. She told the family to cover their mouths
10 and, at approximately 02.20(sic), to get as close to the
11 floor as they could because they could not open any more
12 windows.

13 Throughout this lengthy 999 call, Hanan and other
14 members of her family were having desperate phone calls
15 with Abdulaziz, Faouzia and the children. Hanan phones
16 a third time. This time, Faouzia picked up the
17 telephone. Hanan told her that the fire was now on top
18 of the building. She pleaded, "You need to get out".
19 In the background, she could hear Abdulaziz speaking to
20 the emergency services. This is most likely the long
21 telephone call of 59 minutes with CRO Jones.

22 Hanan understood that the family had been told that
23 firefighters were coming to rescue them and they were to
24 stay put. Faouzia seemed calm. Hanan recalls telling
25 her sister—in-law, "As soon as I see the fire

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1 approaching your window, I will call you back".

2 After this third call to Abdulaziz and his family,
3 Hanan could see that the fire spread has now turned into
4 an upside-down L-shape. First it went up to the top of
5 the building on her side, then suddenly it started to
6 move across, past the corner of the tower with all the
7 flats ending 1, and in the direction of the corner of
8 the building where her brother's flat was. From there,
9 it went down the building again on the side where her
10 brother's flat was. As this horror unfolded, Hanan and
11 her family outside the tower could see Abdulaziz and his
12 family inside their flat at the windows.

13 At 02.15, she makes her fourth call to Abdulaziz.
14 Faouzia again picks up. Hanan was more forceful and
15 desperate this time, and she simply said, "Get out".
16 Her sister—in-law's plaintive reply was, "We are trying,
17 we are trying".

18 By this stage, Hanan's sister, Amina, had joined
19 her, together with Amina's daughter, Yousra. Faouzia
20 was saying, "The fire is in the kitchen now; we have
21 been told to go the bedroom and put down wet towels".

22 Zak was able to phone his cousins Yasin, Nur Huda,
23 Abdulaziz and Faouzia. He used a friend's phone.

24 In respect response to the call that commenced at
25 02.39.09 and confirming that flames are coming through,

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1 the family were again told "they [the firefighters] are
2 coming".

3 At 02.43.54, there was a further call again with
4 CRO Fox. She asked Nur Huda whether they are able to
5 get out safely. She advised her to get out, but then
6 the line cleared before she could say any more.

7 A brief extract of that call {LFB00000374}:

8 "Caller: I've just spoken to someone, I'm stuck in
9 my house ... five of us ... Two adults, three children
10 ... We're dying ... [we're not able to get out by
11 ourselves safely outside the property].

12 "Operator: ... get some damp towels or ... sheets
13 and put them over yourself ..."

14 The line then goes dead.

15 Three minutes later, CRO Adams has a call from
16 Nur Huda. During this call, the family say they are now
17 under the bed. "We are dying and we can't get out".
18 They are told the fire service is on its way.

19 Abdulaziz stated:

20 "I could have got out a long time ago, we could have
21 but they said stay in the flat, stay in the flat. We
22 stayed in the flat; we didn't leave."

23 On then being repeatedly advised to leave the
24 building the family explain that there's now too much
25 smoke and they can't breathe.

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1 The caller, likely to be Abdulaziz:
 2 "There are five of us [we're stuck now in the
 3 flat] ...
 4 "Operator: ... Right, what you need to do now is get
 5 yourself out of the building.
 6 "[Abdulaziz]: I can't!
 7 "Operator: ... We're advising people now to try and
 8 leave the building ... You're going to have to make your
 9 way [out of the building] ... Don't go in the lift ...
 10 Cover yourself, get some wet towels, wet sheets ... I'm
 11 going to have to leave you ... we've got so many calls
 12 coming in ...
 13 "[Abdulaziz]: You can't leave ...
 14 "Operator: ... sorry, I've got to go."
 15 The call ends. But it's then reconnected. This
 16 time again CRO Adams. The caller says, "We're dying,
 17 please help me, please". CRO Adams advises that the
 18 family need to get out, but she was again told that they
 19 could not do so because of the smoke. She repeats the
 20 advice. She tells them to try and leave.
 21 At 02.53.57, the family make another call.
 22 CRO Howson is the operator this time. She is told that
 23 the family is stuck, that they cannot breathe and that
 24 the fire is now inside their flat. She said in that
 25 case they needed to leave. She is told that they have

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1 tried but the smoke is black and it's in the corridors,
 2 and they can't leave because they would faint.
 3 CRO Howson's advice was that they should feel their way
 4 to the stairwell and get down and get out of the
 5 building. She was told that they would try and do so.
 6 The caller says {LFB00000387}:
 7 "Caller ... we're going to die ... we're going to
 8 faint ...
 9 "Operator: ... You need to feel your way along the
 10 walls ... get some wet towels around your mouth ... Stay
 11 together, small steps ...
 12 "Caller: We're trying to leave."
 13 In this final reconnection, all that can be heard on
 14 listening to the recording is a female screaming.
 15 That's at 02.57.34.
 16 Flat 182 should have been a priority for evacuation
 17 as it was known that there were children in the flat.
 18 There were no firefighter crews deployed or making it to
 19 that floor.
 20 We know that, at 01.56, a Paddington crew had been
 21 deployed to go to the roof to try and throw water over
 22 the external façade, and around 02.12,
 23 Crew Manager Wigley, with Firefighters Harris, Gillam,
 24 Gonzales and Roberts, believed that they had reached the
 25 20th floor. They located Fadumo Ahmed in the corner of

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1 the stairwell.
 2 Firefighter Dean Roberts states that he left her
 3 with Firefighter Gillam and proceeded to floor 21 and 22
 4 to see if he could locate further casualties. He says
 5 that he opened the door to each floor and found the
 6 lobbies were heavily filled with smoke. He says he
 7 shouted and kicked the entrance door to the stairwell.
 8 This appears to be the only firefighter who made it to
 9 the 21st floor. No firefighters were able to get to the
 10 floor and knock on any of the doors.
 11 Firefighters Reddington and Upton were deployed to
 12 flats 182 and 183 on the 21st floor. They tallied out
 13 at 02.44.07 and 02.44.39 respectively. They never
 14 reached as far as floor 21 as they found an unresponsive
 15 female and then a woman, who is likely to have been
 16 Farah Hamdan and her child, Malak, from flat 175, on the
 17 floor at floor 20. On reaching back at the bridgehead,
 18 Firefighters Reddington and Upton reported that they had
 19 been unable to get to floor 21. Their end-of-wear time
 20 was 03.06.59 and 03.07.52 am.
 21 The family made no further calls. They had no
 22 further contact with Abdulaziz, Faouzia and the children
 23 thereafter.
 24 When it got light, Salah took Sara to Amina's house.
 25 Some of the family went to the Portobello Rugby Club,

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1 which someone said had opened early. They stayed on the
 2 scene.
 3 Youstra reported the family missing to the
 4 Metropolitan Police Casualty Bureau. Her and her mother
 5 had been present throughout, desperately waiting with
 6 other family members for news of Abdulaziz and his
 7 family. People were giving them conflicting
 8 information, alleged sightings of Mehdi and Yasin.
 9 Meanwhile, Faouzia's mother, Menana, was hundreds of
 10 miles away in Morocco. She was helpless, desperately
 11 trying to reach her daughter and son-in-law, but they
 12 never picked up. No one official contacted her to tell
 13 her what had happened. For over two weeks, she was
 14 reliant upon the family in London providing her with
 15 updates, but they themselves knew little and struggled
 16 to get information from the authorities.
 17 The family did not receive final confirmation that
 18 Abdulaziz, Faouzia, Yasin, Nur Huda and Mehdi had all
 19 died until weeks later on 7 July 2017. They identified
 20 jewellery belonging to Abdulaziz and his family.
 21 The remains of each of the family members were found
 22 in their flat and they were identified through DNA and
 23 dental records. According to Dr Harrison's
 24 archaeological records, they died in close proximity to
 25 each other, together in one bedroom. They were all

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1 lying close to each other.
 2 From his analysis of the family, the following can
 3 be gleaned according to Professor Purser. From
 4 approximately 2.00 am to 2.45, the family would have had
 5 a reasonably good possibility of escape or rescue if
 6 they had felt able to cross the smoke-filled lobby and
 7 enter the stairwell. This was because the conditions in
 8 the stairwell were more hazardous by this time, but for
 9 those with limited pre-exposure to smoke inside their
 10 own flats up to that time, it may have been possible to
 11 descend with a low probability of collapsing in the
 12 stairs for the adults. Younger children would have had
 13 more difficulty, and been more susceptible to collapse
 14 on the stairs.
 15 Around approximately 02.45, the smoke and asphyxiant
 16 gases concentration in the bedroom and the hallway of
 17 the flat is likely to have increased rapidly. The
 18 flat 182 occupants are likely to have accumulated
 19 a significant dose of asphyxiants by this time, so that
 20 although they might have been able to cross the lobby to
 21 flat, say, 183, as did the occupants of flat 192, they
 22 would have been likely to have collapsed on the stairs
 23 before they could have walked to the ground floor. So
 24 pre-02.45, they could have escaped, which is significant
 25 when you look at the advice they were given.

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1 Concluding remarks.
 2 The rapper and activist Low Key in his "Ghosts of
 3 Grenfell" called out the bravery of Yasin. He ends his
 4 rap with these bars:
 5 "To whom it may concern, the Royal Borough of
 6 Kensington and Chelsea, where is Yasin El-Wahabi? Where
 7 is his brother Mehdi? Where is his sister Nur Huda?
 8 Where is their mother and where is their father?"
 9 Low Key then asks the same question for each and
 10 every resident who died that night.
 11 Returning to the film, "Grenfell: The Untold Story",
 12 towards the end, Constantine Gras shows a clip from
 13 the Inquiry, Phase 1, when Hanan gave evidence. Sir,
 14 panel, you may well remember that part of the Inquiry,
 15 where Hanan made a heartfelt and coruscating plea on
 16 behalf of her family and all the families at Grenfell
 17 for truth, justice and accountability.
 18 One branch of the family survived: Hanan, her
 19 husband, her children. Because they lived in flat 66,
 20 they became aware of the fire early on and fled their
 21 flat shortly after seeing those flames. They did not
 22 make any 999 calls before leaving, and all took the
 23 stairs, the last member escaping at 01.22. They
 24 evacuated. They survived. They lived to mourn the loss
 25 and question why.

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1 The other branch of the family on the 21st floor did
 2 not survive. Abdulaziz and his entire family, his
 3 beloved wife, his cherished three children, they all
 4 died that fateful night.
 5 One of the most heartbreaking things arising out of
 6 this heartbreaking loss of life for this family was
 7 breaking the news to Sodja that her son, her
 8 daughter-in-law and three grandchildren had all gone.
 9 Tragically, this devastating loss was replicated on the
 10 other branch of the family, with Faouzia's mother,
 11 Menana, learning from the shores of Larache, this
 12 family's special place, that her daughter, son-in-law
 13 and three grandchildren had gone. Two mothers,
 14 grandmothers from each branch of the family, united by
 15 the incomprehensible tragedy of losing not only a child,
 16 but a grandchild, a common experience that flies in the
 17 natural order of life, and that no person should ever
 18 have to endure. In the intervening years, the family
 19 have had more loss: Abdulaziz's beloved sister and his
 20 brother-in-law.
 21 When Grenfell Tower caught alight on 14 June 2017,
 22 the news filtered through across the globe. People
 23 watched and heard about the horrors. They cried for
 24 strangers they had never met. One part of the globe was
 25 particularly hurt: the city of Larache mourned. It

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1 mourned for its lost sons and daughters, for friends and
 2 families taken too soon, for people who would never
 3 again see the beautiful city, its golden beaches and its
 4 clear, azure blue waters. For the people who had lost
 5 their futures, and who would never realise their hopes
 6 and aspirations. For the people whose dreams would
 7 never be fulfilled. For Abdulaziz, Faouzia, Yasin,
 8 Nur Huda and Mehdi El-Wahabi.
 9 Thank you, sir.
 10 SIR MARTIN MOORE-BICK: Thank you.
 11 Thank you very much, Ms Munroe. We'll have a short
 12 break at this point. We'll rise now. We'll resume,
 13 please, at 3.40. Thank you very much.
 14 (3.25 pm)
 15 (A short break)
 16 (3.50 pm)
 17 Closing statement by COUNSEL TO THE INQUIRY
 18 SIR MARTIN MOORE-BICK: Yes, Mr Millett.
 19 MR MILLETT: Thank you, Mr Chairman.
 20 Mr Chairman, members of the panel, we have now come
 21 to the end of Module 8, the final module in this
 22 Inquiry.
 23 During the last three weeks, in addition to the
 24 evidence of the professionals who worked on recovery,
 25 identification and cause of death of the deceased, we

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1 have heard many accounts of the facts bearing on how
2 those who lost their lives in the tower in the early
3 hours of 14 June 2017 came to meet their end.

4 The Inquiry team and I are grateful to all counsel
5 for the bereaved for their presentations, and for the
6 mostly neutral way in which the relevant facts were
7 presented. That cannot have been easy. We are also
8 grateful, at this advanced point in our work, for the
9 sensitive and dignified recalling of who each of the
10 individuals who died were, what they were like in life,
11 and what they went through in their final hours and
12 minutes. There can be nobody whoever had a heart who,
13 hearing those presentations, could remain unmoved and
14 unthinking.

15 I offer two reflections on what we've heard.

16 First, there may have been times in the last
17 three weeks when you were struck by the vast distances
18 between the final terrible experiences of those who
19 died, what they saw, smelt, heard, felt, feared and said
20 in those last hours, and the matters that we have
21 investigated over the last two and a half years in this
22 phase. How great is the gulf between, for example, what
23 Jessica Urbano Ramirez experienced in her final hour and
24 the filler debate? What did Hamid Kani's end have to do
25 with the NBS specification? Raymond Bernard's final

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1 moments with the evolution of GRA 3.2? The Choucairs
2 deaths with class 0? Hesham Rahman's with the Lakanal
3 case study? What did Arconic's test 5B have to do with
4 Mehdi El-Wahabi's last moments?

5 At times in these weeks you might have wondered
6 whether we were sitting in a completely different room
7 listening to something wholly unrelated to all the other
8 threads making up the fabric of this disaster, and it is
9 this perception of distance in itself which is
10 an important discovery in our work. It tells us how so
11 many actions and omissions of so many people — working
12 in offices and on their smartphones, in meeting rooms,
13 on sites, in testing houses, discharging endless strings
14 of emails — have consequences perhaps far remote from
15 their consciousness, but which were always objectively
16 present in the perpetually contingent.

17 Each presentation that we have heard has built
18 a bridge across that gulf. Each presentation not only
19 reminds us again of who we do this work for and why we
20 do it, but it also tells us that every decision, every
21 act, omission, interpretation, understanding, practice,
22 policy, protocol, affects someone somewhere, someone who
23 is unknown and unseen, but who is an adored child,
24 a beloved sister, a respected uncle, a needed mother.

25 Secondly, I must add one further observation from

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1 counsel's chair. Sitting here, my team and I can only
2 admire the dignified bearing of those left behind, the
3 grieving families who still travel a hard road. They
4 have endured many months of detailed and often dry
5 evidence with patience, and they have now come here to
6 sit and hear these graphic and unsparing accounts in
7 modest and silent reflection. Their dignity and their
8 courage in the face of the ineffable horror is its own
9 tribute, a light shining out in the darkness.

10 Mr Chairman, I would now ask those who are able to
11 stand for a 72-second period of silent reflection, after
12 which we will read the names of each of the names and
13 faces of those who perished at Grenfell.

14 SIR MARTIN MOORE-BICK: Thank you very much, Mr Millett.

15 Well, I invite you all to stand with me for a period
16 of silence.

17 (Pause)

18 SIR MARTIN MOORE-BICK: While we remain standing, Mr Millett
19 will read the names of those who died.

20 MR MILLETT: Mariem Elgwahry.

21 Eslah Elgwahry.

22 Fatemeh Afrasiabi.

23 Sakina Afrasehabi.

24 Mohamed Neda.

25 Rania Ibrahim.

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1 Hania Hassan.

2 Fethia Hassan.

3 Debbie Lamprell.

4 Jessica Urbano Ramirez.

5 Hamid Kani.

6 Berkti Haftom.

7 Biruk Haftom.

8 Raymond Bernard.

9 Abdeslam Sebbar.

10 Hesham Rahman.

11 Husna Begum.

12 Kamru Miah.

13 Mohammed Hamid.

14 Mohammed Hanif.

15 Rabeya Begum.

16 Majorie Vital.

17 Ernie Vital.

18 Marco Gottardi.

19 Gloria Trevisan.

20 Sirria Choucair.

21 Bassem Choucair.

22 Nadia Choucair.

23 Mierna Choucair.

24 Fatima Choucair.

25 Zainab Choucair.

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1 Hashim Kedir.
 2 Nura Jemal.
 3 Yahya Hashim.
 4 Firdaws Hashim.
 5 Yaqub Hashim.
 6 Gary Maunders.
 7 Anthony Disson.
 8 Ligaya Moore.
 9 Sheila.
 10 Victoria King.
 11 Alexandra Atala.
 12 Mary Mendy.
 13 Khadija Saye.
 14 Farah Hamdan.
 15 Omar Belkadi.
 16 Malak Belkadi.
 17 Leena Belkadi.
 18 Logan Gomes.
 19 Ali Yawar Jafari.
 20 Khadija Khalloufi.
 21 Mohamednur Tuccu.
 22 Amal Ahmedin.
 23 Amaya Tuccu Ahmedin.
 24 Amna Mahmud Idris.
 25 Isaac Paulos.

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1 Vincent Chiejina.
 2 Joseph Daniels.
 3 Steve Power.
 4 Abufras Ibrahim.
 5 Isra Ibrahim.
 6 Fathia Ahmed Elsanousi.
 7 Mohammad Alhajali.
 8 Denis Murphy.
 9 Zainab Deen.
 10 Jeremiah Deen.
 11 Abdulaziz El-Wahabi.
 12 Faouzia El-Wahabi.
 13 Yasin El-Wahabi.
 14 Nur Huda El-Wahabi.
 15 Mehdi El-Wahabi.
 16 Maria del Pilar or Pily Burton, who, as I explained
 17 at the start of this module, did not die at Grenfell and
 18 had no inquest opened for her, but she lived at
 19 Grenfell Tower and is remembered by her husband,
 20 Nicholas Burton, and her community.
 21 Thank you, Mr Chairman.
 22 Closing statement by THE CHAIRMAN
 23 SIR MARTIN MOORE-BICK: Thank you very much.
 24 The completion of Module 8 brings us to the end of
 25 the Inquiry's hearings, apart, that is, from overarching

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1 closing statements that will be heard during the week of
 2 7 November.

3 As the hearings come to an end, we enter the next
 4 stage of our work, and it may appear to some that
 5 the Inquiry is no longer active, but I want to assure
 6 you that that is not the case. The task facing the
 7 panel is now one of considerable proportions.

8 The Inquiry has disclosed to core participants over
 9 300,000 documents, all of which are considered to be of
 10 relevance in one way or another to the matters under
 11 investigation. It has obtained over 1,500 witness
 12 statements and has sat for more than 300 days, most of
 13 which have been devoted to taking evidence from a wide
 14 range of factual and expert witnesses.

15 The panel's task, with the assistance of the Inquiry
 16 team and its assessors, is to digest all that material
 17 and identify the causes of the Grenfell Tower fire and
 18 the responsibilities of those involved.

19 Anyone who has followed the Inquiry's proceedings
 20 will understand that that is not a simple task.
 21 Although it's possible to identify some decisions
 22 relating to the refurbishment that had an immediate
 23 effect, the wider causes of the fire have their roots in
 24 the culture of the construction industry and the
 25 regulatory regime which applies to building work,

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1 amongst other things. Many decisions taken by many
 2 different people over the course of many years conspired
 3 to create a building which, in June 2017, was vulnerable
 4 to a catastrophic fire resulting from the failure of
 5 a common type of domestic appliance.

6 In the course of the hearings, it has become
 7 apparent that many mistakes were made, and many
 8 witnesses have acknowledged that they or the
 9 organisations they represented failed in one way or
 10 another to meet the standards to be expected of them.
 11 However, in order properly to identify and evaluate the
 12 underlying causes of the fire, the panel will have to
 13 consider the evidence in detail to determine the extent
 14 to which such failures contributed to the disaster.
 15 When seeking to identify the causes of a major tragedy
 16 in which so many people died, it is important that
 17 criticism should be directed at those who truly bear
 18 substantial responsibility for what occurred.

19 I cannot say, therefore, at this stage how long it
 20 will take us to produce our report. We are, of course,
 21 acutely aware that all those who have an immediate
 22 interest in the outcome of the Inquiry — and I think
 23 particularly of the bereaved, survivors and local
 24 residents — need us to complete our work as quickly as
 25 possible. We ourselves are anxious to do that. But we

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also know that if our report is to carry weight, and if the recommendations it contains are to have real force, it must be comprehensive, well reasoned and persuasive. It is not possible to produce a report that meets all those requirements overnight. We shall work as hard as we can, but the task may take us a little while. We understand that those most seriously affected by the fire will find waiting for our report difficult, but we ask everyone to bear with us while we carry out our work.

As you know, the Inquiry team has shouldered an enormous task in preparing for and organising the hearings, and I should like to thank them all for their hard work and commitment. They will now help us to marshal all the evidence for the purposes of writing our report, and have already made significant progress towards that end.

We cannot reach any final conclusions until we've heard the overarching closing statements, of course, but that will not prevent us from starting work immediately after the summer break. We have already had some preliminary discussions about the shape of the report, and will be pursuing our review of the evidence without delay.

At this point I should like to express my profound

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gratitude to all those who have worked tirelessly to support the hearings and ensure that they could be conducted as effectively as possible. I have in mind not only our counsel, solicitors, secretariat and support staff, but also those who provide the filming and live stream service, the rolling transcript, and the electronic document management system. And, of course, I should not omit our team of ushers, who have done so much to ensure that the hearings ran smoothly.

Above all, however, before we conclude this session, I should like on behalf of the panel to pay our own respects to the bereaved, survivors and residents of North Kensington, some of whom have attended the hearings regularly, and many of whom have been here during the past three weeks to observe and, by their presence, to contribute to the presentations we have heard. We have been greatly impressed by their dignity in the face of the evidence, much of which has been of a distressing nature, and by their fortitude in response to an appalling tragedy.

Thank you all very much. That closes our hearing for today. We shall, as I've said in my remarks, be working very hard as quickly as we can to produce our report.

Thank you all very much.

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(4.10 pm)

(The hearing adjourned until Monday, 7 November 2022)

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