

<p>1 Wednesday, 19 September 2018</p> <p>2 (10.00 am)</p> <p>3 SIR MARTIN MOORE-BICK: Good morning, everyone. Welcome to</p> <p>4 today's hearing.</p> <p>5 We are going to hear more evidence from</p> <p>6 firefighters, I think. Is that right, Mr Kinnier?</p> <p>7 MR KINNIER: That's right, sir. Good morning.</p> <p>8 First of all, may I call Firefighter Adam Johnson.</p> <p>9 SIR MARTIN MOORE-BICK: Good. Thank you.</p> <p>10 ADAM JOHNSON (sworn)</p> <p>11 Questions by MR KINNIER</p> <p>12 SIR MARTIN MOORE-BICK: Thank you very much, Mr Johnson.</p> <p>13 Would you like to sit down and make yourself</p> <p>14 comfortable.</p> <p>15 THE WITNESS: Thank you very much.</p> <p>16 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>17 MR KINNIER: Would you please confirm your name for the</p> <p>18 record.</p> <p>19 A. Adam Peter Johnson.</p> <p>20 Q. Thank you very much, first of all, for coming to the</p> <p>21 inquiry to give evidence today. Your help is much</p> <p>22 appreciated.</p> <p>23 In front of you is a blue folder. If you open that</p> <p>24 blue folder and turn to the first tab, there should be</p> <p>25 your statement that you gave to the police dated</p> <p style="text-align: center;">Page 1</p>	<p>1 A. Yeah, that's correct.</p> <p>2 Q. You have experience of some 10 years as a firefighter?</p> <p>3 A. That's correct.</p> <p>4 Q. And on the night of the fire, you rode a pump appliance</p> <p>5 whose call sign was Alpha 242; is that right?</p> <p>6 A. No, Alpha 241.</p> <p>7 Q. 241. Thank you.</p> <p>8 As to your timings, you were mobilised at 01.30 and</p> <p>9 you were mobile at 01.36; does that sound about right?</p> <p>10 A. Sounds about right.</p> <p>11 Q. We don't have a time for your arrival at the tower;</p> <p>12 however, the LFB records indicate that your SDBA was</p> <p>13 disconnected from the appliance at 01.45.</p> <p>14 How soon after arrival did you disconnect the SDBA?</p> <p>15 A. I would imagine near enough when we got straight off the</p> <p>16 appliance, to be fair.</p> <p>17 Q. Thank you.</p> <p>18 A. We took the equipment with us.</p> <p>19 Q. Looking at your timings of BA use, the LFB records</p> <p>20 indicate that the set was switched on at 01.59 and that</p> <p>21 you tallied out at the bridgehead at 02.02. Does that</p> <p>22 sound about right to you?</p> <p>23 A. That sounds about right.</p> <p>24 Q. In terms of the questions I'm going to ask you today,</p> <p>25 you were deployed within the tower on a number of</p> <p style="text-align: center;">Page 3</p>
<p>1 22 January of this year; is that right?</p> <p>2 A. It is indeed.</p> <p>3 Q. If you turn to the second tab, there should be your</p> <p>4 contemporaneous note; is that right?</p> <p>5 A. Yes.</p> <p>6 Q. If you turn to the final tab, there should be your</p> <p>7 exhibit, which is a map of the area surrounding the</p> <p>8 tower; is that right?</p> <p>9 A. Yes.</p> <p>10 Q. Have you read those documents recently?</p> <p>11 A. Yes.</p> <p>12 Q. Do you confirm their contents are true?</p> <p>13 A. Yes.</p> <p>14 Q. Are you content for those documents to stand as your</p> <p>15 evidence to this inquiry?</p> <p>16 A. Yes.</p> <p>17 Q. Mr Johnson, if at any time you require a break, please</p> <p>18 say so; that's not a problem.</p> <p>19 Perhaps more importantly, if at any time my</p> <p>20 questions are unclear, please say so and I'll rephrase</p> <p>21 them.</p> <p>22 Now, if I can deal with some basic details first of</p> <p>23 all.</p> <p>24 At the time of the fire, you were a firefighter</p> <p>25 based at Soho; is that right?</p> <p style="text-align: center;">Page 2</p>	<p>1 occasions; however, my questioning will focus on two</p> <p>2 particular deployments: your first one to the 4th</p> <p>3 floor --</p> <p>4 A. Yes.</p> <p>5 Q. -- and then the second one to the 19th floor.</p> <p>6 A. No problem.</p> <p>7 Q. If I can deal first of all with your entry to the</p> <p>8 bridgehead.</p> <p>9 As you entered the tower, you say there was a watch</p> <p>10 manager or a station manager managing the queue to the</p> <p>11 BA holding area on the balcony.</p> <p>12 Can you remember whether that officer was a man or</p> <p>13 a woman?</p> <p>14 A. Male, but I can't remember who it was.</p> <p>15 Q. In relation to other crews who were waiting in the</p> <p>16 lobby, do you remember any of them wearing EDBA?</p> <p>17 A. Not that I can remember, but they could well have been.</p> <p>18 Q. You then went up to the bridgehead, and if I could ask</p> <p>19 Paul to bring up page 5 of your witness statement, the</p> <p>20 third paragraph and the fourth line, you were given</p> <p>21 instructions by Watch Manager De Silvo to go to flat 14</p> <p>22 on the 4th floor as there was an FSG and someone needed</p> <p>23 rescuing.</p> <p>24 First of all, is that a correct summary of the</p> <p>25 instruction you were given by the watch manager?</p> <p style="text-align: center;">Page 4</p>

<p>1 A. Yeah, flat 14, 4th floor.</p> <p>2 Q. Were you given any further detail by the watch manager?</p> <p>3 A. Not that I can remember.</p> <p>4 Q. Did she mention anything about number of occupants or</p> <p>5 the gender of the occupants who were the focus of the</p> <p>6 call?</p> <p>7 A. I don't think so. I think I just took it as flat 14 on</p> <p>8 the 4th floor, fire survival guidance call.</p> <p>9 Q. Were you given any guidance as to the smoke conditions,</p> <p>10 first of all, on the stairwell?</p> <p>11 A. Not specifically.</p> <p>12 Q. Anything on the conditions on the 4th floor itself?</p> <p>13 A. No.</p> <p>14 Q. As you went up from the bridgehead to the 4th floor, is</p> <p>15 it right that the stairwell on the first one or two</p> <p>16 floors above the bridgehead were clear but thereafter</p> <p>17 the conditions deteriorated?</p> <p>18 A. Yeah. One or two floors above the bridgehead and then</p> <p>19 the conditions started gradually getting worse and worse</p> <p>20 the further you went up the tower.</p> <p>21 Q. Can you help us with how those conditions got worse?</p> <p>22 First of all, what colour was the smoke you encountered?</p> <p>23 A. One or two floors above the bridgehead would have been</p> <p>24 very light, wispy, hazy smoke, and then obviously the</p> <p>25 thicker it would've got the further you went up the</p> <p style="text-align: center;">Page 5</p>	<p>1 open or closed on the 4th floor?</p> <p>2 A. Yeah, that was the door which was open.</p> <p>3 Q. But were they all open?</p> <p>4 A. Just the entrance door.</p> <p>5 Q. Once you'd completed the search, is it right that</p> <p>6 Firefighter Roots tried to radio a report to the</p> <p>7 bridgehead but there was "too much chatter on the radio</p> <p>8 for FF ROOTS to be able to give our update"?</p> <p>9 A. That's correct.</p> <p>10 SIR MARTIN MOORE-BICK: Can I interrupt you a moment. You</p> <p>11 found the door to flat 14 wide open.</p> <p>12 A. Yes.</p> <p>13 SIR MARTIN MOORE-BICK: You could see the front doors of the</p> <p>14 other flats, could you?</p> <p>15 A. Nigh on, yes. I mean, looking around, yes.</p> <p>16 SIR MARTIN MOORE-BICK: Can you remember, were they open or</p> <p>17 closed?</p> <p>18 A. Being honest, I can't remember whether they were open or</p> <p>19 closed. I think a couple might have been closed, but</p> <p>20 that would -- it wouldn't be 100 per cent accurate.</p> <p>21 SIR MARTIN MOORE-BICK: Thank you.</p> <p>22 MR KINNIER: Thank you, sir.</p> <p>23 We were discussing the radio comms. I think you say</p> <p>24 Firefighter Roots tried to radio down an update but you</p> <p>25 couldn't get through.</p> <p style="text-align: center;">Page 7</p>
<p>1 tower.</p> <p>2 Q. Could you see where the smoke was coming from?</p> <p>3 A. No, not specifically in the stairwell, no.</p> <p>4 Q. Some people have described the smoke as hot; was the</p> <p>5 temperature something that you remember?</p> <p>6 A. To be quite honest, no, not at that point.</p> <p>7 Q. Other witnesses have said they could taste the smoke; is</p> <p>8 that something that you remember experiencing?</p> <p>9 A. No, I didn't taste the smoke, as you put it.</p> <p>10 Q. You got to the 4th floor. Can you remember whether the</p> <p>11 door between the stairwell and the lobby was open or</p> <p>12 closed?</p> <p>13 A. I don't remember whether the lobby door was open or</p> <p>14 closed, to be fair.</p> <p>15 Q. You went on to the lobby and is it right that you</p> <p>16 carried out a search of every flat on the floor and</p> <p>17 found no one?</p> <p>18 A. What, on the 4th floor?</p> <p>19 Q. Yes.</p> <p>20 A. We went into the lobby area, and then where it was only</p> <p>21 light, wispy smoke up there, you could see straight</p> <p>22 across, and we went round the doors to check to see</p> <p>23 whether we could find flat 14. We found flat 14 and the</p> <p>24 door was wide open to there.</p> <p>25 Q. Can you remember whether the flat entrance doors were</p> <p style="text-align: center;">Page 6</p>	<p>1 A. Yes, that's right.</p> <p>2 Q. Was the position that you just couldn't break through</p> <p>3 the radio traffic in order to provide an update to the</p> <p>4 bridgehead?</p> <p>5 A. Firefighter Roots had the BARIE set for the BA, so he</p> <p>6 was trying to get through on the radio and was telling</p> <p>7 me there's a lot of chatter on it and there was lots of</p> <p>8 going backwards and forwards, so it was hard to get</p> <p>9 a break to get our message across at this point.</p> <p>10 Q. Do you know whether you actually got the message through</p> <p>11 at any --</p> <p>12 A. No, we didn't.</p> <p>13 Q. You went back down to the bridgehead. As you went down,</p> <p>14 did you close the lobby door between the 4th-floor lobby</p> <p>15 and the stairwell? Did you close it after you?</p> <p>16 A. That I couldn't tell you.</p> <p>17 Q. As you went down the stairwell from the 4th floor --</p> <p>18 A. Yes.</p> <p>19 Q. -- to the bridgehead, had conditions stayed the same,</p> <p>20 deteriorated, since your ascent up the tower?</p> <p>21 A. It was still fairly light, wispy smoke, so yeah.</p> <p>22 Q. Can you remember seeing any casualties being brought</p> <p>23 down the tower as you went back down to the bridgehead?</p> <p>24 A. There were casualties being brought down by other</p> <p>25 firefighters, but I couldn't tell you specifics on it.</p> <p style="text-align: center;">Page 8</p>

<p>1 Q. Do you remember any being assisted down with use of 2 a secondary BA set?</p> <p>3 A. No, I can't remember that.</p> <p>4 Q. Are you able to remember anything about the condition of 5 the casualties that were being brought down?</p> <p>6 A. I didn't pay a massive amount of attention to the 7 casualties being brought down. I was more task-focused 8 on what we had to do at hand, go back to the bridgehead, 9 get another task and carry on from there.</p> <p>10 Q. You got back down to the bridgehead. Was it you or 11 Firefighter Roots who gave the debrief at the 12 bridgehead?</p> <p>13 A. I can't remember, it might well have been myself who 14 gave the debrief.</p> <p>15 Q. If it was you, can you remember who you gave the debrief 16 to?</p> <p>17 A. Back to the original watch manager who gave us our 18 brief.</p> <p>19 Q. I know it's difficult given the time that's passed by, 20 but can you remember precisely what you said to her or 21 the gist of what you said to her as part of the debrief?</p> <p>22 A. That we've been to flat 14 on the 4th floor, we've 23 searched the whole of the compartment and we've found no 24 casualties up there. The door was wide open. So we've 25 come back down for a secondary brief.</p> <p style="text-align: center;">Page 9</p>	<p>1 A. I briefly -- so we had a quick gauge check and said, 2 "Come on, let's crack on. We've got a task at hand, we 3 might as well just crack on."</p> <p>4 Q. Did the watch manager give you any further details, 5 first of all, as to the occupants of flat 161?</p> <p>6 A. Not that I can remember.</p> <p>7 Q. Did she give any detail about number of occupants?</p> <p>8 A. No.</p> <p>9 Q. Did she give you any detail about conditions in the 10 stairwell from the bridgehead going up?</p> <p>11 A. No.</p> <p>12 Q. Did you specifically raise with the watch manager the 13 use of EDBA to get up there? Did you expressly refer to 14 EDBA, that you may need it in order to get up to the 15 19th floor?</p> <p>16 A. No.</p> <p>17 Q. Are you trained in EDBA?</p> <p>18 A. I'm not trained in EDBA, only standard duration 19 breathing apparatus.</p> <p>20 Q. Would it have been practicable to have taken up 21 a secondary set of BA to help you bring any casualties 22 down from the 19th floor?</p> <p>23 A. Maybe, yes and no. I mean, it might have been practical 24 to take a secondary set up there, but we didn't know 25 what the conditions would be like up there or how far or</p> <p style="text-align: center;">Page 11</p>
<p>1 Q. Would you have given her any detail of the precise 2 conditions you'd encountered on the 4th floor, the state 3 of fire damage, the state of smoke contamination?</p> <p>4 A. At that point in time we might have said that it was 5 lightly smoked up there, light, wispy smoke, but there 6 wasn't massive conditions up there, to be fair.</p> <p>7 Q. If I can turn to the second set of instructions you were 8 provided with.</p> <p>9 A. Yes.</p> <p>10 Q. That's the deployment to the 19th floor. 11 Now, it was the same watch manager who gave you 12 these instructions; is that right?</p> <p>13 A. Yes, that's correct.</p> <p>14 Q. Can you remember the detail of the instruction you were 15 given? What did she say to you, or at least the gist?</p> <p>16 A. "We've got another fire survival guidance call for you 17 and it's flat 161 on the 19th floor, but you can take it 18 at your discretion obviously, if you've got enough air 19 to get there."</p> <p>20 Q. The availability of air to get up to the 19th floor was 21 something she specifically raised with you, was it?</p> <p>22 A. "Take it at your own discretion", so that's the way we 23 took it.</p> <p>24 Q. Did you discuss whether you had enough air to get up to 25 the 19th floor?</p> <p style="text-align: center;">Page 10</p>	<p>1 how long it would take us to get up there anyway. So in 2 the circumstances we had at the time, no, probably not.</p> <p>3 Q. Did you discuss with the watch manager or with 4 Firefighter Roots whether you needed any particular bits 5 of kit or equipment to help bring casualties down?</p> <p>6 A. What we did do, we grabbed from the pile of equipment 7 which was on the side an enforcer, halligan bar and 8 thermal imaging camera. We didn't take any water media 9 with us.</p> <p>10 Q. Paul, would you put up photograph MET00013074. 11 Mr Johnson, do you remember seeing this written on 12 the wall at the bridgehead at the 2nd floor?</p> <p>13 A. Not specifically, no.</p> <p>14 Q. Can I ask you, do you remember being aware of that 15 before you were deployed to flat 161? Do you remember 16 taking it in?</p> <p>17 A. No.</p> <p>18 Q. Would you have read the notes that were written on the 19 wall before you were deployed?</p> <p>20 A. At the time, probably not. We didn't have a lot of time 21 to liaise with each other with it.</p> <p>22 Q. Would you have noticed what was written on the wall as 23 you came back down, do you think, would you have looked 24 at it?</p> <p>25 A. No, I didn't, I'll be honest, no.</p> <p style="text-align: center;">Page 12</p>

<p>1 Q. I'd now like to talk to you about your ascent to the 2 19th floor itself. 3 A. Yeah, no problem. 4 Q. At page 7 of your witness statement, first big 5 paragraph, line 2, you say that: 6 "We were on the seventh (7th) or eighth (8th) floor, 7 I cannot remember exactly which. Both the stairs and the 8 lift lobby was heavily smoke logged." 9 Again, it's useful to try and get some further 10 detail as to the conditions. 11 Can you describe the colour of the smoke you 12 encountered on the 7th or 8th floor? 13 A. Thick black smoke. 14 Q. Can you remember whether the temperature of the smoke 15 was something that you noticed as being remarkable at 16 the time? 17 A. The temperature, I don't recall. 18 Q. And as you went from the 7th or 8th floor up to the 19th 19 floor, did conditions stay the same, improve, 20 deteriorate, what? 21 A. As we went further up into the tower, it was just 22 heavily, heavily black smoke-logged. 23 Q. As you were going up, can you remember whether the 24 stairwell was lit or not? 25 A. No, I can't remember that.</p> <p style="text-align: right;">Page 13</p>	<p>1 A. Well, we were saying to them, "It's the Fire Brigade", 2 and he was saying -- I can't remember specifics off the 3 top of my head, but I asked how many there was, "Is 4 there smoke in your flat?", to which he replied no. He 5 told me that it was himself, his wife and his dog. 6 Q. Were you able to see into the flat from where you were? 7 A. No, the door was closed. 8 Q. In your witness statement you say you told them to put 9 wet towels on their head, block the doors with wet 10 towels whilst you went to a neighbour's flat; is that 11 right? 12 A. That's correct. 13 Q. So at this stage, just to be absolutely sure, you hadn't 14 seen what conditions were like within the flat? 15 A. No. 16 Q. You were shouting through the door? 17 A. We'd asked what conditions were like and that was it. 18 Q. It's right that you found flat 161? 19 A. We did, because we told 165, "We'll be back for you, but 20 we have to go and search for one of your neighbours in 21 161 because that's the call we've been given." 22 Q. The door was closed and you had to force it; is that 23 right? 24 A. Correct. 25 Q. I take it from that the door was locked, closed and</p> <p style="text-align: right;">Page 15</p>
<p>1 Q. You arrived at the 19th floor. 2 A. Yes. 3 Q. You got to the lobby, and you heard someone banging and 4 screaming to the right. 5 Is that after you'd gone through from the stairwell, 6 opened the lobby door and gone into the lobby itself? 7 A. Yeah, we've gone all the way up to the 19th, opened the 8 lobby door, Terry's come to me right, I've branched off 9 a little bit to the left, and Terry said he could hear 10 someone from over our right-hand side. I confirmed with 11 him we could hear someone, so we decided to go over and 12 find the flat. 13 Q. How far away was Firefighter Roots from you when he 14 indicated to you that he had heard banging? 15 A. Arm's length. 16 Q. Did he go first to make his way to try and find -- 17 A. I think we both went straight over to it. 18 Q. You got to flat 165; is that right? 19 A. That's correct. 20 Q. You got to the entrance door of flat 165. 21 A. Yes. 22 Q. What happened next? 23 A. It sounded like it was coming from there so I gave it 24 a good boot on the door and I heard a gentleman's voice. 25 Q. What did he say?</p> <p style="text-align: right;">Page 14</p>	<p>1 locked? 2 A. Yes. 3 Q. What conditions did you encounter within flat 161? 4 A. 161 was heavily, heavily smoke-logged, floor to ceiling. 5 Q. Were the conditions worse than those in the lobby? 6 A. It was a hell of a lot warmer in 161. You could feel 7 the heat when you opened the door immediately. 8 Q. Was the smoke heavier and denser in the flat than in the 9 lobby? 10 A. It might have been a little bit but it was very heavily 11 smoke-logged in the lobby as well, so I didn't take too 12 much time to judge the difference between the lobby and 13 the flat itself. 14 Q. Apologies for asking this question, but how far ahead of 15 yourself could you see within flat 161? 16 A. Very limited. Very, very limited. Like a hand's 17 distance from your face, basically. 18 Q. I think in his witness statement, Mr Roots describes the 19 flat as not fully light but it was well involved. 20 Is that a description you'd agree with? 21 A. Yeah. 22 Q. He says that the windows were completely gone. 23 What's your memory of the state of the windows 24 within that flat? 25 A. I can't remember too much about the window scenario, but</p> <p style="text-align: right;">Page 16</p>

<p>1 there was definitely a large amount of flame down one 2 end. 3 Q. Can you remember whether the window frames were alight 4 or had the windows simply fallen out? 5 A. That I couldn't tell you, because it was that 6 smoke-logged in there, and I had no thermal image camera 7 to look into that. 8 Q. Did you find any casualties within the flat? 9 A. No. We searched as far as we could inside the flat 10 until we were met with the fire down the other end, and 11 we'd come across no casualties, no signs of life in 12 there. 13 Q. How far into the flat had you been able to get? 14 A. Obviously through the doorway. I think we turned left 15 inside of the flat and we shuffled along, as far down as 16 we could get, but I couldn't tell you precisely how far 17 into the flat. 18 Q. Were you shouting? 19 A. Yeah, all the time. 20 Q. Again, apologies, it may be an obvious question, but 21 what were you shouting? 22 A. Just, "Fire Brigade, hello, is anyone there?" 23 Q. You found no one and then went back to flat 165; is that 24 right? 25 A. That's correct.</p> <p style="text-align: center;">Page 17</p>	<p>1 into the stairwell itself, you could hear each other, 2 but it's very hard to see each other from where you 3 were. 4 Q. Was he leading the way or were you leading the way? 5 A. I was leading the way, the woman behind me, and then it 6 was followed up by the gentleman and then Terry behind 7 him. 8 Q. As you went down the stairwell, did you encounter any 9 other casualties being brought down? 10 A. Not on the 19th, no, not going down. 11 Q. Is it right that you encountered a team from Fulham fire 12 station at some stage on your descent down the tower? 13 A. Yeah, I did indeed. 14 Q. What happened when you encountered them? 15 A. Well, obviously, by the time we got down, I think 16 I encountered Fulham's crew around about the 10th floor, 17 and I totally lost where Terry and the gentleman was by 18 this point, and we'd encountered Fulham and I had 19 a casualty which I was taking down the stairs, and the 20 door to the lobby burst open and there was two -- or 21 a crew of firefighters from Fulham, which I didn't know 22 at the time, Fulham, but -- 23 Q. Were their whistles sounding on their SDBA, can you 24 remember? 25 A. I know mine was, but it could well possibly be. Yeah,</p> <p style="text-align: center;">Page 19</p>
<p>1 Q. We're now going to turn to your evacuation of the 2 occupants of flat 165. 3 A. No problem. 4 Q. Is it right that there were two casualties within the 5 flat; you took the woman and Mr Roots took the man down; 6 is that right? 7 A. That's correct. 8 Q. I think in your statement you describe the woman as 9 "obviously frail"; is that a fair description of the 10 condition which you found? 11 A. Yes. 12 Q. As you took her, is it right that she collapsed almost 13 immediately? 14 A. Near enough immediately as she came out the door. 15 Q. You were able to take both casualties, you and 16 Firefighter Roots, down the stairs; is that right? 17 A. That's correct. 18 Q. First of all, had the conditions within the stairwell 19 stayed the same, deteriorated? 20 A. I think they were very much the same as it was before, 21 just thick black smoke. 22 Q. As you were going down the stairwell to the bridgehead, 23 is it right that at some stage you lost sight of 24 Firefighter Roots? 25 A. Near enough. When you come straight out from the lobby</p> <p style="text-align: center;">Page 18</p>	<p>1 I think they were, but ... 2 Q. Nonetheless, you were able to successfully evacuate the 3 two occupants of flat 165? 4 A. That's as I'm led to believe. 5 Q. You returned to the bridgehead, and I think it's right 6 to say that you felt your priority was to get your 7 casualties out, and then you got them out of the tower 8 and then returned to the bridgehead to give your 9 debrief; is that right? 10 A. Yes. 11 Q. To whom did you give your debrief when you returned to 12 the bridgehead? 13 A. I think it was Kensington's governor at the time, which 14 was Watch Manager O'Keeffe. 15 Q. That's right. Irish accent? 16 A. Indeed. 17 Q. Your end of wear is 02.34; does that sound about right? 18 A. That's about right. 19 Q. Are you able to give us the detail of the debrief you 20 gave to Watch Manager O'Keeffe? 21 A. I couldn't state it word for word, but we've told him we 22 went to 161, that we'd searched as far as possible 23 inside the flat before we hit the fire and that we had 24 no water media to extinguish it, so it was still alight 25 in that flat, and we'd found two occupants in flat 165</p> <p style="text-align: center;">Page 20</p>

<p>1 that we've taken down.</p> <p>2 Q. Did you see what he did with the information you</p> <p>3 provided to him?</p> <p>4 A. I don't know.</p> <p>5 Q. When you gave your debrief to the bridgehead, was it on</p> <p>6 the 2nd or the 3rd floor by that stage, can you</p> <p>7 remember?</p> <p>8 A. I know the bridgehead had moved, but I can't remember</p> <p>9 which floor it was on.</p> <p>10 Q. Paul, could I ask you to put up a photo, MET00015819.</p> <p>11 You'll see, Mr Johnson, the painted numeral 3</p> <p>12 indicates this is on the 3rd floor. Do you remember</p> <p>13 seeing this writing on the wall --</p> <p>14 A. No.</p> <p>15 Q. -- on the 3rd floor?</p> <p>16 A. (Indicated dissent).</p> <p>17 Q. Look at the top of the column of numbers, and you'll see</p> <p>18 the fifth entry there is "19 [tick] 161 - 2 out".</p> <p>19 Do you remember seeing that written on the wall at</p> <p>20 any stage?</p> <p>21 A. No.</p> <p>22 Q. Could I ask you, Paul, to put up a second photo,</p> <p>23 MET00015935.</p> <p>24 This is of a forward information board. Do you</p> <p>25 remember seeing a board with that information on at the</p> <p style="text-align: right;">Page 21</p>	<p>1 I can see whether there are any further matters?</p> <p>2 SIR MARTIN MOORE-BICK: Yes.</p> <p>3 Mr Johnson, it sometimes happens that, on</p> <p>4 reflection, counsel discover there are other questions</p> <p>5 that need to be asked.</p> <p>6 THE WITNESS: No problem.</p> <p>7 SIR MARTIN MOORE-BICK: I'm going to rise for 5 minutes,</p> <p>8 I'll say until 10.35, and when you come back, we'll know</p> <p>9 whether there are.</p> <p>10 THE WITNESS: No problem.</p> <p>11 SIR MARTIN MOORE-BICK: While you're out of the room, please</p> <p>12 don't speak to anyone about your evidence or anything to</p> <p>13 do with it.</p> <p>14 If you would like to go with the usher, please.</p> <p>15 All right, 10.35, then, please. Thank you.</p> <p>16 (10.28 am)</p> <p>17 (A short break)</p> <p>18 (10.35 am)</p> <p>19 SIR MARTIN MOORE-BICK: Yes, do sit down, Mr Johnson.</p> <p>20 I think there are a few more questions for you.</p> <p>21 THE WITNESS: No problem.</p> <p>22 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>23 MR KINNIER: Mr Johnson, thank you very much for coming</p> <p>24 back.</p> <p>25 A. No problem.</p> <p style="text-align: right;">Page 23</p>
<p>1 bridgehead or anywhere else?</p> <p>2 A. No, not specifically.</p> <p>3 Q. Can you see the second box from the top, the third entry</p> <p>4 is "[tick] 161 19th floor"?</p> <p>5 A. Yeah, I can see that.</p> <p>6 Q. That information doesn't ring a bell written on anything</p> <p>7 you saw?</p> <p>8 A. No.</p> <p>9 Q. Final question, do you recall encountering any</p> <p>10 casualties in or about the 18th floor?</p> <p>11 A. As regards to that, when we were coming down with</p> <p>12 Firefighter Roots and the two casualties from flat 165,</p> <p>13 I believe I trod on something which could've been</p> <p>14 a person, so I explained to Firefighter Roots, "I'm</p> <p>15 going to have to hand over the casualty and you'll have</p> <p>16 to carry on going down and I'll have to catch you up and</p> <p>17 check the floor". Obviously when I did check the floor,</p> <p>18 there was someone on the floor, which I picked up and</p> <p>19 then dragged down all the way down to the bottom. But</p> <p>20 what I do believe has happened since then is it may well</p> <p>21 have been the casualty from the flat we've taken out who</p> <p>22 had collapsed over what was on the floor.</p> <p>23 MR KINNIER: Okay.</p> <p>24 Sir, I have no further questions for the moment.</p> <p>25 Might I ask you to briefly rise for 5 minutes so that</p> <p style="text-align: right;">Page 22</p>	<p>1 Q. First of all, the MDT.</p> <p>2 A. Yes.</p> <p>3 Q. En route to the tower. Do you remember whether the MDT</p> <p>4 in your appliance was working or not?</p> <p>5 A. I don't recall too much about the MDT where I was</p> <p>6 sitting on the back.</p> <p>7 Q. What information did you have en route as to, first of</p> <p>8 all, the tower, how many floors, the physical components</p> <p>9 of the building you were about to go to?</p> <p>10 A. All was stated across the back was obviously coming from</p> <p>11 our watch manager, and he was telling us that it's</p> <p>12 a high-rise incident; multiple appliances on it, because</p> <p>13 it was a 20-pump fire we actually got sent on to; it's</p> <p>14 in the Ladbroke Grove area. There was various bits and</p> <p>15 pieces of detail. The amount of floors in the building</p> <p>16 and whatnot.</p> <p>17 Q. You mentioned in your witness statement and earlier on</p> <p>18 that you or Firefighter Roots had the thermal imaging</p> <p>19 camera.</p> <p>20 A. Yes.</p> <p>21 Q. Did you use that when you carried out your search of</p> <p>22 flat 161?</p> <p>23 A. Yes, Terry was in front of me with the thermal imaging</p> <p>24 camera on.</p> <p>25 Q. Are you able to say whether use of that camera was any</p> <p style="text-align: right;">Page 24</p>

<p>1 benefit to your search of flat 161?</p> <p>2 A. Yes, a thermal imaging camera is always going to help in</p> <p>3 any type of search in that type of situation.</p> <p>4 Q. Third question is: have you ever been trained on the use</p> <p>5 of secondary BA sets, ie to use them to assist the</p> <p>6 evacuation of casualties in a fire?</p> <p>7 A. I've been trained on secondary sets, but it would</p> <p>8 generally be for the purpose of firefighter emergencies.</p> <p>9 Q. Finally, on leaving a flat you've searched, is it normal</p> <p>10 practice to close the entrance door after you've</p> <p>11 completed the search of that flat or not?</p> <p>12 A. My reasons behind that were to give me and Terry a bit</p> <p>13 of protection from the flame and the fire which was</p> <p>14 actually in that flat, but you can close off the</p> <p>15 compartment.</p> <p>16 Q. My question was: is it standard practice? So after</p> <p>17 you've completed a search of a flat, is it --</p> <p>18 A. Yeah, I'd close the door myself personally, yeah.</p> <p>19 MR KINNIER: Mr Johnson, those are all the questions I have</p> <p>20 for you, so the final thing I have to say is to thank</p> <p>21 you for coming along to give evidence today. It's been</p> <p>22 very much appreciated.</p> <p>23 THE WITNESS: No problem.</p> <p>24 SIR MARTIN MOORE-BICK: Thank you very much for coming,</p> <p>25 Mr Johnson. It's really important for us to hear from</p> <p style="text-align: center;">Page 25</p>	<p>1 Questions by MR KINNIER</p> <p>2 SIR MARTIN MOORE-BICK: Thank you very much, Mr Coltress.</p> <p>3 Yes, Mr Kinnier.</p> <p>4 MR KINNIER: First of all, would you be able to confirm your</p> <p>5 name for the record.</p> <p>6 A. Shaun Michael Coltress.</p> <p>7 Q. Mr Coltress, good morning. Thank you very much for</p> <p>8 coming along to give evidence today. It's much</p> <p>9 appreciated.</p> <p>10 On the lectern in front of you is a blue folder. If</p> <p>11 you open that folder, behind tab A there should be your</p> <p>12 witness statement dated 2 February of this year; is that</p> <p>13 right?</p> <p>14 A. That's right.</p> <p>15 Q. If you turn to tab B, you should find your</p> <p>16 contemporaneous notes.</p> <p>17 A. Correct.</p> <p>18 Q. Is that right?</p> <p>19 A. It is, yes.</p> <p>20 Q. If you turn to the final tab, tab C, there should be the</p> <p>21 exhibit to your police statement.</p> <p>22 A. Yes.</p> <p>23 Q. Have you read those documents recently?</p> <p>24 A. I have.</p> <p>25 Q. Do you confirm their contents are true?</p> <p style="text-align: center;">Page 27</p>
<p>1 people who went into the tower what the conditions were</p> <p>2 like when they were there and where they were. So thank</p> <p>3 you very much for coming along to tell us about it.</p> <p>4 THE WITNESS: Thank you very much.</p> <p>5 SIR MARTIN MOORE-BICK: Now you are free to go.</p> <p>6 THE WITNESS: Thank you.</p> <p>7 (The witness withdrew)</p> <p>8 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>9 MR KINNIER: Sir, the next witness is Watch Manager</p> <p>10 Shaun Coltress. There is a need to rearrange the</p> <p>11 furniture.</p> <p>12 Sir, it's easier if this could be done in your</p> <p>13 absence. May I invite you to rise briefly for that to</p> <p>14 be done?</p> <p>15 SIR MARTIN MOORE-BICK: I will rise for as long as necessary</p> <p>16 to rearrange things and you can send the usher when</p> <p>17 you're ready. All right? Thank you very much.</p> <p>18 (10.38 am)</p> <p>19 (A short break)</p> <p>20 (10.41 am)</p> <p>21 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier. Now --</p> <p>22 MR KINNIER: Sir, thank you for that. Might I call Watch</p> <p>23 Manager Shaun Coltress.</p> <p>24 SIR MARTIN MOORE-BICK: Thank you.</p> <p>25 SHAUN COLTRESS (sworn)</p> <p style="text-align: center;">Page 26</p>	<p>1 A. I do, yes.</p> <p>2 Q. Are you content for those documents to stand as your</p> <p>3 evidence to the inquiry?</p> <p>4 A. I am, yes.</p> <p>5 Q. Thank you.</p> <p>6 Mr Coltress, if at any time you want a break, please</p> <p>7 say so; that's not a problem.</p> <p>8 Secondly, if at any time my questions are unclear,</p> <p>9 again, just say so and I'll rephrase them.</p> <p>10 To start off with, what I'd like to do is just</p> <p>11 establish some basics about your background.</p> <p>12 First of all, is it right that you were a control</p> <p>13 room officer between April 2009 and August 2010?</p> <p>14 A. Yes, I was.</p> <p>15 Q. Were you employed by the LFB in that capacity?</p> <p>16 A. I was, yes.</p> <p>17 Q. Is it right that you've been a firefighter since</p> <p>18 August 2010?</p> <p>19 A. I have, yes.</p> <p>20 Q. And employed by the LFB?</p> <p>21 A. I have, yes.</p> <p>22 Q. At the night of the fire, it's right that you were</p> <p>23 a watch manager stationed at Shoreditch?</p> <p>24 A. Yes, correct.</p> <p>25 Q. And on the night you were in command of a pump ladder</p> <p style="text-align: center;">Page 28</p>

<p>1 appliance with a call sign Foxtrot 241?</p> <p>2 A. That correct.</p> <p>3 Q. As to timings, the LFB's record indicate you were</p> <p>4 mobilised at 02.05, on the road at 02.07 and you arrived</p> <p>5 at the tower at 02.21. Does that sound about right to</p> <p>6 you?</p> <p>7 A. It sounds right, yeah.</p> <p>8 Q. Thank you.</p> <p>9 Just so you understand the scope of my questions</p> <p>10 today, you deal with a whole number of matters in your</p> <p>11 witness statement, but the matter I want to focus on</p> <p>12 primarily is your role in handling the FSG calls on the</p> <p>13 night.</p> <p>14 The first topic I'd like to discuss with you today</p> <p>15 is FSG training.</p> <p>16 Now, at page 2 of your witness statement, in the</p> <p>17 fifth paragraph and the last two lines, you say that you</p> <p>18 understand training for control room officers on FSGs</p> <p>19 has "become more structured" since you received your</p> <p>20 training in April 2009.</p> <p>21 Are you able to explain for us your understanding of</p> <p>22 the changes in CRO training?</p> <p>23 A. Well, as a control officer, when I was one, FSG training</p> <p>24 was more, in my opinion, experience-led, so experienced</p> <p>25 control officers would, you know, tell you their</p> <p style="text-align: center;">Page 29</p>	<p>1 happened, some of the things we brought in as a result</p> <p>2 of that, there was changes to how we would respond to</p> <p>3 fire survival guidance training. I believe it was part</p> <p>4 of the Lakanal House high-rise package where there was</p> <p>5 additional training on fire survival guidance, if my</p> <p>6 memory serves me correct.</p> <p>7 But also I remember specifically as part of that</p> <p>8 attending a medium to large-size exercise down in</p> <p>9 south-west London with eight fire engines and a couple</p> <p>10 of command units, you know, specifically for the fire</p> <p>11 survival guidance stuff, which gave me a chance to, you</p> <p>12 know, get to grips with the new procedures that had come</p> <p>13 into place.</p> <p>14 Q. That training incident, was that whilst you were</p> <p>15 a control room officer or were you then a firefighter?</p> <p>16 A. That was as a firefighter.</p> <p>17 Q. As part of that incident training, were you involved in</p> <p>18 the handling of FSG calls at all?</p> <p>19 A. No, so not speaking to anybody, but as part of that</p> <p>20 training -- so it was an exercise, you know, so the</p> <p>21 scenario involved mock fire survival information, not</p> <p>22 the calls themselves, and I was on the command unit and</p> <p>23 part of the team that was dealing with that.</p> <p>24 Q. Beyond that particular exercise, have you had any</p> <p>25 further training in dealing with FSGs in the context of</p> <p style="text-align: center;">Page 31</p>
<p>1 experiences, give you their best practice on how to</p> <p>2 handle a fire survival guidance call.</p> <p>3 There was also an online resource on the intranet,</p> <p>4 if you like, called RIFs, reference information files,</p> <p>5 which gave you some advice on questions to ask and how</p> <p>6 to respond to those questions depending on the answers.</p> <p>7 You know, those RIFs would help guide you through a fire</p> <p>8 survival guidance call when I was a control officer.</p> <p>9 Going on from that, through speaking to some of my</p> <p>10 ex-colleagues, I understand that fire survival guidance</p> <p>11 now had, you know -- not sure if it's a training</p> <p>12 package, but it was more structured in terms of the</p> <p>13 initial course that control officers would take. There</p> <p>14 would be a real structured part of training that, you</p> <p>15 know, would include what was in the reference</p> <p>16 information files as I knew them, but form more part of</p> <p>17 the initial training and was more resolute, if you like.</p> <p>18 Q. Were these changes brought in following Lakanal House?</p> <p>19 A. I believe they were, yes.</p> <p>20 Q. Can I now turn to the FSG training you received as</p> <p>21 a firefighter.</p> <p>22 What training were you provided with in that</p> <p>23 capacity?</p> <p>24 A. So naturally we've got the policy which we do training</p> <p>25 on. In terms of, you know, post-Lakanal and what</p> <p style="text-align: center;">Page 30</p>	<p>1 a large incident?</p> <p>2 A. I wouldn't say I've had any centralised training, but in</p> <p>3 terms of ongoing training on the watch, you know, as</p> <p>4 part of the training programme, that would happen from</p> <p>5 time to time, but invariably that would be myself</p> <p>6 delivering that.</p> <p>7 Q. I was about to ask you, as watch manager you tend to be</p> <p>8 responsible for providing the training.</p> <p>9 A. Yes.</p> <p>10 Q. Have you provided training to your crews in relation to</p> <p>11 FSG calls, how to handle them and how to respond to</p> <p>12 them?</p> <p>13 A. As a watch manager, that's something I would've done,</p> <p>14 yes.</p> <p>15 Q. Was that something you would've done before the fire?</p> <p>16 A. Yes, so that would've formed part of the package that we</p> <p>17 had on our online system that I would deliver. So</p> <p>18 I wouldn't be dealing with the content, that content was</p> <p>19 there for me, but I would be delivering the content,</p> <p>20 potentially adding a bit of experience, inviting people</p> <p>21 to contribute their experiences to get a bit of debate</p> <p>22 up so we understand how each other work and how we could</p> <p>23 apply the best practice around the policy to deal with</p> <p>24 the fire survival guidance should we find ourselves in</p> <p>25 an incident where it was required.</p> <p style="text-align: center;">Page 32</p>

<p>1 Q. Would the context of that training be provided by policy 2 790, the fire survival guidance call policy?</p> <p>3 A. In conjunction with, yes.</p> <p>4 Q. It may be useful, given your previous experience as 5 a control room officer, whilst you were in that aspect 6 of your career, can you remember what the highest number 7 of FSGs was that you ever dealt with at a particular 8 incident?</p> <p>9 A. One.</p> <p>10 Q. Same question but in relation to your career as 11 a firefighter?</p> <p>12 A. From memory, I can't remember having dealt with multiple 13 fire survival guidance calls. I would say one and 14 I would say that only ever happened once or twice as 15 well in my experience. So it's not something that 16 I found myself having to deal with at any regularity.</p> <p>17 Q. Thank you.</p> <p>18 Still staying with training, if I could ask you to 19 turn to page 3 of your witness statement, and it's the 20 fourth paragraph on that page.</p> <p>21 Mr Coltress, Paul rather helpfully brings up your 22 witness statement on the screen. You may find it easier 23 to look at it brought up on the screen.</p> <p>24 If Paul could identify the fourth paragraph, where 25 you say this:</p> <p style="text-align: center;">Page 33</p>	<p>1 there's somebody else in a remote location who will be 2 controlling some of the characters who come up to you, 3 that will make the characters do what you ask, 4 et cetera. But also the people facilitating in the 5 room, the trainers themselves, may come and speak to you 6 and role-play some of those characters.</p> <p>7 So what it does is it gives you quite a lot to think 8 about, a few things to deal with, and you're coached 9 through it as well.</p> <p>10 Q. Was there an FSG element to the training you were given, 11 given the focus on incident command and its 12 responsibilities?</p> <p>13 A. I can't be certain, but I imagine there was. For me, 14 thinking about it, there was quite often an FSG element 15 if I'm being honest because -- in my mind, I can always 16 think to myself: if an FSG comes in, give it to somebody 17 to deal with with their crew straight away, don't hold 18 on that. So, yeah, I would say there was.</p> <p>19 Q. In discussing the responsibilities of incident command, 20 were you provided with any training as to how best to 21 operate, how to manage a team so that firefighting plans 22 were effectively implemented, FSG calls could be 23 efficiently managed and understood and responded to?</p> <p>24 A. So there would certainly be discussions at the incident 25 command course, the watch manager booster that we were</p> <p style="text-align: center;">Page 35</p>
<p>1 "There was an addition[sic] five day course to 2 progress to Watch Manager in a virtual incident suite 3 which you learn how to manage incident in a virtual 4 environment as opposed to the real life scenarios on the 5 course I did in Bristol which involved setting things 6 alight and creating incidents to deal with."</p> <p>7 First of all, dealing with the virtual incident 8 suite, can you give us an idea what that training 9 involved?</p> <p>10 A. So that training is led by our training provider, 11 Babcock, with some really experienced people who 12 invariably used to be part of the fire service in 13 command roles. So there's a large amount of experience 14 within the people that are delivering the course.</p> <p>15 It involves, you know, doing some theory around 16 incident command, and some of the procedures, some of 17 the roles that you could potentially be given as 18 somebody trained in incident command and as someone who 19 could form part of the command structure.</p> <p>20 What it is, basically, you go in a room and you've 21 got from floor to ceiling a projector which within the 22 walls makes a make-believe incident ground, if you like. 23 So there's all sorts going on. It might very well be 24 a building with smoke in from the 2nd/3rd floor, 25 et cetera, there's people who come up to you, and</p> <p style="text-align: center;">Page 34</p>	<p>1 just discussing. That would be supplemented by a yearly 2 day to refresh, as they call it. But also there are 3 other training events, back to basics, which would 4 include a number of appliances and senior borough 5 management, where discussions would be had.</p> <p>6 So a lot of our training we had the packages that 7 would be delivered, but also a lot of the training would 8 then involve conversations with people right through 9 experience, because experience is a great way to learn. 10 So if people have experiences that they can give to 11 other people and say: in this situation, this worked, 12 it's another weapon in your arsenal, if you like, so 13 that's what it looked like for me.</p> <p>14 Q. Thank you, Mr Coltress.</p> <p>15 Now leaving training and going on to a very separate 16 topic, and that is the question of the high-rise 17 firefighting bag. If I could ask you to turn up page 6 18 of your witness statement, and it's the very last 19 paragraph on that page, you say this:</p> <p>20 "The high rise firefighting bag was a pilot scheme 21 at the time of the fire at Grenfell Tower and we were 22 one of five station trailing the high rise kit bags ..."</p> <p>23 Is this the FIRE bag that was brought into service 24 after the fire?</p> <p>25 A. It is, yes. So that's one of the things I was going to</p> <p style="text-align: center;">Page 36</p>

<p>1 do, was correct -- because it's not actually the</p> <p>2 high-rise firefighting bag. High-rise is one of the</p> <p>3 places where it's extremely helpful, but it's the fire</p> <p>4 initial response equipment bag, so it can also be used</p> <p>5 for travelling long distances to fire in places such as</p> <p>6 hospitals, tube stations and obviously high-rise</p> <p>7 buildings.</p> <p>8 Q. Did you use the contents of the bag on the night of the</p> <p>9 fire at Grenfell?</p> <p>10 A. Personally I didn't, but I know on our arrival</p> <p>11 I instructed my crew to make sure that they took the bag</p> <p>12 onto the fire ground to make use of some of the</p> <p>13 equipment that was in there, because it was my opinion</p> <p>14 that that was probably going to help them in their</p> <p>15 endeavours.</p> <p>16 Q. Have you received any feedback from your crew as to the</p> <p>17 usefulness of the contents of the bag?</p> <p>18 A. Not in relation to the incident itself, I can't recall,</p> <p>19 but that bag was being trialled on the appliance before</p> <p>20 I was posted to Shoreditch. So whilst they were</p> <p>21 training me on the bag and its contents, they were able</p> <p>22 to give me feedback of times they had successfully used</p> <p>23 it, and they were very positive about the bag and some</p> <p>24 of the stuff it could allow them to do.</p> <p>25 Q. Does the bag contain any access keys?</p> <p style="text-align: right;">Page 37</p>	<p>1 Q. In the same paragraph, you mentioned that you</p> <p>2 experienced difficulties communicating the fact of your</p> <p>3 assignment to your crew due to congestion on channel 1.</p> <p>4 Two questions really arise from that.</p> <p>5 First of all, is radio congestion a common issue at</p> <p>6 the larger incidents you have to attend?</p> <p>7 A. It can be. It can be. I mean, I would say that, as</p> <p>8 firefighters, we're all used to radio congestion. It's</p> <p>9 not something that will catch us off guard, if you like.</p> <p>10 It's something that I would say we've all experienced.</p> <p>11 Q. I suppose the second question which arises from that</p> <p>12 is: what training are you provided with to minimise the</p> <p>13 problems caused by radio congestion? What workarounds</p> <p>14 are you advised to adopt?</p> <p>15 A. I wouldn't say we've been trained with any particular</p> <p>16 workarounds. What I would say is that, again,</p> <p>17 experience gives you workarounds, you know, briefings</p> <p>18 contribute to workarounds.</p> <p>19 Q. I'd now like to ask you questions about what happened</p> <p>20 when you reported to CU7.</p> <p>21 A. Mm-hm.</p> <p>22 Q. First of all, to whom did you report when you got to</p> <p>23 CU7?</p> <p>24 A. I couldn't tell you. It was a station manager but</p> <p>25 I don't know who it was.</p> <p style="text-align: right;">Page 39</p>
<p>1 A. There is a pouch for the access key. So all fire</p> <p>2 engines carry a bag of access keys. With the FIRE bag</p> <p>3 itself, there was a pouch for the keys that would've</p> <p>4 already been on the appliance. So I would say it</p> <p>5 doesn't carry any additional keys that you wouldn't find</p> <p>6 on most front-line appliances that we have.</p> <p>7 Q. When we say access, do I understand that to mean access</p> <p>8 into and out of the building and nothing more than that?</p> <p>9 A. Mainly lift keys, but lift drop keys quite often can</p> <p>10 double up and give you access to a building. We</p> <p>11 wouldn't carry electric fobs, if you like, that kind of</p> <p>12 thing. Mainly lift keys in the Fire Brigade, metal keys</p> <p>13 for padlocks, et cetera.</p> <p>14 Q. I'm now going to turn on to the fire survival guidance</p> <p>15 calls.</p> <p>16 A. Mm-hm.</p> <p>17 Q. First of all, your turning up, reporting at CU8.</p> <p>18 If I could ask you to turn to page 8 of your</p> <p>19 statement, and it's the first long paragraph on that</p> <p>20 page, you say that on arrival at CU8 you were recognised</p> <p>21 by someone at CU8 as having "the unique set of skills of</p> <p>22 dealing with Fire survival calls", and so you were asked</p> <p>23 to report to CU7 which was handling FSGs.</p> <p>24 Is that a fair summary of what happened?</p> <p>25 A. I would say so, yes.</p> <p style="text-align: right;">Page 38</p>	<p>1 Q. Male, female?</p> <p>2 A. Male.</p> <p>3 Q. Could it have been Watch Manager Goodall?</p> <p>4 A. No, so Group Manager Goodall a little later on, but</p> <p>5 Group Manager Goodall from my recollection was not there</p> <p>6 when I first arrived.</p> <p>7 Q. What role were you given?</p> <p>8 A. So my role was to assist -- so there was, outside the</p> <p>9 tower, on -- you know, the best way to describe it is on</p> <p>10 a bonnet of a car, because that's where we were, very</p> <p>11 close to the tower, probably within 20 metres or so,</p> <p>12 there was a small team of people who were collating fire</p> <p>13 survival guidance information led by Watch Manager</p> <p>14 Sadler from Lambeth Red Watch.</p> <p>15 My role was to assist them collating that</p> <p>16 information, and initially run information between CU7,</p> <p>17 the fire survival guidance command unit, and that car</p> <p>18 bonnet FSG place.</p> <p>19 Q. Apologies for any disrespect, but you were effectively</p> <p>20 a runner between CU7 and the car bonnet?</p> <p>21 A. That's exactly what I was.</p> <p>22 Q. Again, pressing my luck on disrespect, are you a little</p> <p>23 senior to be a runner, I suppose is my question?</p> <p>24 A. I wouldn't say so. You know, at an incident of that</p> <p>25 type, there were a number of jobs to be done. There</p> <p style="text-align: right;">Page 40</p>

<p>1 were a number of jobs to be done. The person who was</p> <p>2 leading – the station manager initially was in charge</p> <p>3 on the command unit, he was senior to myself, and it was</p> <p>4 somebody of equal rank who was leading the team I went</p> <p>5 to support. So there wasn't a command role, if you</p> <p>6 like, within that for me to take, because there were</p> <p>7 people either senior or at equal rank.</p> <p>8 So in that case, I'm a trained firefighter; I can</p> <p>9 revert back to what a firefighter may normally do. If</p> <p>10 there's a job to be done and I'm the only person,</p> <p>11 I wouldn't take that as I'm too senior or it's</p> <p>12 a disrespect at all; there's a job to be done and, right</p> <p>13 now, I'm the best person to do it.</p> <p>14 Q. When you were briefed, were you given an explanation as</p> <p>15 to why FSG information wasn't radioed from CU7 directly</p> <p>16 to the bridgehead?</p> <p>17 A. I couldn't tell you if I was, but by virtue of what</p> <p>18 happened as soon as I got onto the fire ground,</p> <p>19 I knew – and with what I could hear at the time – the</p> <p>20 radio channels were extremely busy, and this is critical</p> <p>21 information that we've got potentially, just at my</p> <p>22 estimation, because I got ordered at a 40-pump fire –</p> <p>23 in my estimation, with the additional people that come</p> <p>24 on to any incident, I would estimate there's probably</p> <p>25 about 350 firefighters on the fire ground sharing a few</p> <p style="text-align: right;">Page 41</p>	<p>1 I always apologise for having to ask people about</p> <p>2 timings.</p> <p>3 Can you remember roughly how long after arrival you</p> <p>4 started your runner role?</p> <p>5 A. I would estimate somewhere in the region of 10 to</p> <p>6 15 minutes. It took me round about 5 minutes to find</p> <p>7 the initial command unit to hand in the nominal roll</p> <p>8 board, and that's quite important, I didn't want to get</p> <p>9 to work without a command unit knowing that Shoreditch</p> <p>10 were on the fire ground.</p> <p>11 Q. Were you given any briefing as to the detail of the FSG</p> <p>12 system that was being operated at the fire ground?</p> <p>13 A. No, I wouldn't say so, other than being told: this is</p> <p>14 what we've got operating on the fire ground in terms of</p> <p>15 where I ended up working. So that was explained to me,</p> <p>16 that Watch Manager Sadler is out there, he's got</p> <p>17 a couple of people with him, they're collating FSG</p> <p>18 calls, they're making sure that the information is going</p> <p>19 into the building, they're making sure the information</p> <p>20 is coming back to the command unit.</p> <p>21 So that part of the system, yes.</p> <p>22 How that fed into the overall system, I'd probably</p> <p>23 say no.</p> <p>24 Q. Were you given any idea of how many FSG calls had been</p> <p>25 received by that stage in the evening, so at</p> <p style="text-align: right;">Page 43</p>
<p>1 channels.</p> <p>2 This is critical information that needs to get</p> <p>3 between three points. So for me to guarantee that this</p> <p>4 information is going where it needs to go, a runner</p> <p>5 is – that's the reason why we've got runners, because</p> <p>6 I can come back to you and say explicitly: you've asked</p> <p>7 me to take this to this person at this location, I've</p> <p>8 done that. Trying to achieve that on the radio, passing</p> <p>9 what could potentially be a long message if you're</p> <p>10 saying the number of people, you're saying the</p> <p>11 conditions in the flat, the floor, while other people</p> <p>12 could have priority messages to pass as well, people are</p> <p>13 going to cut over you, the message could get lost, you</p> <p>14 might not get your acknowledgement.</p> <p>15 So, for me, runners come into their own in that sort</p> <p>16 of situation.</p> <p>17 Q. Given the radio congestion that was encountered, given</p> <p>18 the critical nature of FSG information, were you told at</p> <p>19 your briefing in CU7 whether there was a dedicated radio</p> <p>20 channel devoted to FSG communications?</p> <p>21 A. No, I don't remember being told that, and that's based</p> <p>22 on the fact that I was still operating on channel 1,</p> <p>23 which is the main handheld radio channel that people use</p> <p>24 on the incident ground.</p> <p>25 Q. You arrived at the tower at 01.21.</p> <p style="text-align: right;">Page 42</p>	<p>1 02.30/02.35?</p> <p>2 A. No.</p> <p>3 Q. Given your previous experience as a CRO, did you have</p> <p>4 any concerns regarding the efficiency of the system to</p> <p>5 the extent it was explained to you as part of your</p> <p>6 briefing?</p> <p>7 A. No, I wouldn't say so.</p> <p>8 Q. At this stage, were you shown any FSG slips themselves?</p> <p>9 A. Yes, so FSG slips were essentially what I was running.</p> <p>10 Q. At the briefing, were you given FSG slips immediately?</p> <p>11 A. I can't remember. I want to say yes, but I can't</p> <p>12 guarantee that.</p> <p>13 Q. Could I ask you to turn now to page 9 of your witness</p> <p>14 statement, and it's the last paragraph on that page.</p> <p>15 You describe that before you started the running</p> <p>16 role, you were required to do other tasks which are set</p> <p>17 out in your witness statement, but you come back to</p> <p>18 start your role within the FSG system and you say this:</p> <p>19 "I then returned to running the fire survival</p> <p>20 paperwork from the command unit to the forward fire</p> <p>21 survival point and the search co-ordinator in the</p> <p>22 building and helping with casualties coming out of the</p> <p>23 building ..."</p> <p>24 First of all, was the FSG information you were</p> <p>25 taking from the command unit written on control</p> <p style="text-align: right;">Page 44</p>

<p>1 information forms?</p> <p>2 A. It was, yes, most of the time. I think initially there</p> <p>3 was one or two bits of notepad, but then when I got to</p> <p>4 what I would term the forward fire survival point, that</p> <p>5 would then be transferred onto the control information</p> <p>6 forms before going into the building for the search</p> <p>7 co-ordinator.</p> <p>8 Q. You took the FSG information, you say there, to the</p> <p>9 forward fire survival point and the search co-ordinator</p> <p>10 in the building.</p> <p>11 Just to be clear, for people who are watching from</p> <p>12 outside, the forward fire survival point and the search</p> <p>13 co-ordinator were two different positions?</p> <p>14 A. Two different locations. So the forward fire survival</p> <p>15 point is a term that I gave what we was doing outside on</p> <p>16 the car bonnet with forward information boards. That's</p> <p>17 not a recognised location within policy as far as I'm</p> <p>18 aware, but that's the best term I could call it because</p> <p>19 it was -- you know, that was a sort of adapt and</p> <p>20 overcome situation with regards to where fire survival</p> <p>21 guidance information was being received from.</p> <p>22 Q. Can I now ask you to turn to page 10 of your witness</p> <p>23 statement, and it flows on really from the answer you</p> <p>24 gave a few moments ago, and that is the paperwork you</p> <p>25 were taking from the command unit to the bridgehead.</p> <p style="text-align: center;">Page 45</p>	<p>1 Can you help us to confirm what was the colour of the</p> <p>2 sheet retained by the command unit, first of all, can</p> <p>3 you remember?</p> <p>4 A. I can't. I would imagine it was probably the white top</p> <p>5 piece that would be retained by the command unit, and</p> <p>6 then you have I believe the green and pink which would</p> <p>7 go -- no, yellow, sorry, yellow and green, which would</p> <p>8 go elsewhere.</p> <p>9 Q. What colour would be retained by the forward information</p> <p>10 point?</p> <p>11 A. I imagine it was the yellow, but if I'm being completely</p> <p>12 honest, I'm not sure it mattered. What was important is</p> <p>13 that the information was where it needed to be.</p> <p>14 Q. Again, it's an answer you adverted to earlier on, but</p> <p>15 just to put the point expressly: were you aware of any</p> <p>16 other runners operating between the command unit and</p> <p>17 Mr Sadler?</p> <p>18 A. Yes, I believe initially there was two of us.</p> <p>19 Q. Do you know who the other one was?</p> <p>20 A. No.</p> <p>21 Q. Did you talk at any stage?</p> <p>22 A. Yes. Yes. So within that team at the forward point</p> <p>23 there was probably between five and seven of us, so we</p> <p>24 all had conversations with each other to make sure we</p> <p>25 all understood each other's role, who was doing what,</p> <p style="text-align: center;">Page 47</p>
<p>1 The second paragraph on that page, you say this:</p> <p>2 "I was running the information backwards and</p> <p>3 forwards with the fire survival guidance paperwork,</p> <p>4 there are three copies of the fire survival guidance</p> <p>5 paper work, one copy stayed with the command unit</p> <p>6 another copy went to the forward fire survival point</p> <p>7 outside the building and another to the search</p> <p>8 co-ordinating officer inside the building."</p> <p>9 You've referred to this point earlier on. The</p> <p>10 forward survival point was under the raised walkway and</p> <p>11 was under the control of Watch Manager Sadler; that's</p> <p>12 right, isn't it?</p> <p>13 A. Yes.</p> <p>14 Q. The search co-ordinating officer was initially based in</p> <p>15 the tower; is that right?</p> <p>16 A. Yes. So because initially when I started doing it, it</p> <p>17 was just between CU7 and the forward point, I think</p> <p>18 there were other people who were going into the</p> <p>19 building. Later on -- not that much later, but then it</p> <p>20 developed a bit and now I was going between the three</p> <p>21 locations, the third location being the search</p> <p>22 co-ordinator, who by now was in the lobby of the ground</p> <p>23 floor with a team.</p> <p>24 Q. There's been some discussion with previous witnesses</p> <p>25 about the various differently-coloured bits of paper.</p> <p style="text-align: center;">Page 46</p>	<p>1 because there was critical information coming in, we</p> <p>2 didn't want to duplicate each other's role.</p> <p>3 But also for me, two of them or so were acting as</p> <p>4 a quality assurance around some of the fire survival</p> <p>5 stuff, because normally in our experience of fire</p> <p>6 survival, fire survivals normally only come in from one</p> <p>7 place and that's going to be the telephone into our</p> <p>8 control room. Here we had that going on, albeit in</p> <p>9 larger volumes, we had police officers outside the</p> <p>10 command unit who would knock on the door and give us</p> <p>11 information from their control room on fire survival</p> <p>12 guidance calls that they've got in progress, so that</p> <p>13 needed to be captured, and then also we had a number of</p> <p>14 people on the fire ground itself presenting on the phone</p> <p>15 to people who were trapped within the building who are</p> <p>16 unable to get out.</p> <p>17 So that's not something that we generally</p> <p>18 experience, so by having that forward point outside, for</p> <p>19 me, that allowed us to capture that stuff because</p> <p>20 a member of the public -- are they going to know to</p> <p>21 present to that command unit, CU7, on the Grenfell Road,</p> <p>22 which is where it's being co-ordinated? No. They're</p> <p>23 going to see a firefighter and they're going to want to</p> <p>24 speak to them, and we were able to capture a lot of</p> <p>25 those people.</p> <p style="text-align: center;">Page 48</p>

<p>1 Q. There's a lot in that answer.</p> <p>2 A. Sorry.</p> <p>3 Q. If we can just take it step by step.</p> <p>4 First of all you said there were two individuals</p> <p>5 carrying out a quality assurance role. Is that a fair</p> <p>6 summary of your recollection?</p> <p>7 A. Yeah, that's what I would call it. So we --</p> <p>8 Q. If I can stop you there.</p> <p>9 The next question is: can you remember who they</p> <p>10 were, those two individuals carrying out that role?</p> <p>11 A. No. The only people that I remember as part of that</p> <p>12 team I was working in are Watch Manager Sadler and Crew</p> <p>13 Manager Batterbee. I don't remember any of the others.</p> <p>14 Q. But those two individuals weren't carrying out what you</p> <p>15 describe as the quality assurance role; is that right?</p> <p>16 A. I'm not sure. I couldn't tell you exactly what they</p> <p>17 were doing.</p> <p>18 Q. The two individuals who you thought were carrying out</p> <p>19 a quality assurance role, where were they based during</p> <p>20 the course of the evening? Were they based at CU7, were</p> <p>21 they based with Sadler or were they based within the</p> <p>22 tower?</p> <p>23 A. So they were based with us at Sadler, so I think it</p> <p>24 would be pertinent for me to --</p> <p>25 Q. With you at the car bonnet?</p> <p style="text-align: right;">Page 49</p>	<p>1 of it looked like.</p> <p>2 Q. If you were getting repeated FSG information in respect</p> <p>3 of the same flat -- and you've used the hypothetical</p> <p>4 flat 100 here -- to what extent was Mr Sadler or any of</p> <p>5 the other two individuals responsible for quality</p> <p>6 assurance saying, "Listen, we've had a number of calls</p> <p>7 from this flat", to what extent were they registering</p> <p>8 those calls as a priority?</p> <p>9 A. So I don't remember prioritising at the forward point.</p> <p>10 I know the command unit were prioritising fire survival</p> <p>11 guidance calls.</p> <p>12 Q. If I can stop you there.</p> <p>13 At Mr Sadler's point, were you aware of any -- just</p> <p>14 to press you on this -- prioritisation of lower floors</p> <p>15 above higher floors at any stage in the evening?</p> <p>16 A. No. From what I remember, we weren't prioritising at</p> <p>17 that point. We were solely ensuring that the</p> <p>18 information that we received with regards to fire</p> <p>19 survival was captured at the command unit and captured</p> <p>20 within the building where they were committing crews.</p> <p>21 Q. You said they were prioritising in the command unit.</p> <p>22 A. Mm-hm.</p> <p>23 Q. What criteria were they applying to prioritise FSG</p> <p>24 calls?</p> <p>25 A. From what I remember, it was based on those with</p> <p style="text-align: right;">Page 51</p>
<p>1 A. Yeah.</p> <p>2 Q. Okay.</p> <p>3 You say they were carrying out a quality assurance</p> <p>4 role. You have a number of sources of FSG information</p> <p>5 which you've summarised.</p> <p>6 Can you explain to us how they were carrying out the</p> <p>7 quality assurance process?</p> <p>8 A. Yes. So when I say the quality assurance process, for</p> <p>9 me what that looked like on the night was tallying up</p> <p>10 information. It could be as simple as saying, you know:</p> <p>11 we've now got information about this flat, we can see</p> <p>12 we've already got information on that flat. Okay, is</p> <p>13 this new information? Does it tally up? Saying, okay,</p> <p>14 this flat is on -- I'm going to pluck, say, for</p> <p>15 instance, flat 100, and we've been told that's on the</p> <p>16 10th floor. We've already been told about flat 100, did</p> <p>17 that person tell us it was on the 10th floor as well?</p> <p>18 Did that person say two people required rescuing in</p> <p>19 flat 100? Making sure that the information was the</p> <p>20 same, because if there were discrepancies and we're</p> <p>21 sending crews to potentially look for two people</p> <p>22 and there might very well be three people requiring</p> <p>23 rescuing, that's something that we needed to capture and</p> <p>24 give to the search co-ordinator.</p> <p>25 So for me, that's what the quality assurance aspect</p> <p style="text-align: right;">Page 50</p>	<p>1 children, those with elderly and infirm.</p> <p>2 Q. Flowing from that, the next topic I'd like to discuss</p> <p>3 with you is the extent to which the incident commander</p> <p>4 and CU8 were keeping informed of the progress of</p> <p>5 deployments in response to FSG calls.</p> <p>6 The first question that arises from that is when</p> <p>7 your role was expanded to take information to the search</p> <p>8 co-ordinator within the tower, were you ever given</p> <p>9 information by him to relay back to the command unit, 8</p> <p>10 or 7, as to the outcome of particular FSG deployments?</p> <p>11 A. No.</p> <p>12 Q. That never happened, you were never given the detail of</p> <p>13 any outcomes?</p> <p>14 A. Not that I can recall. That didn't form part of my</p> <p>15 role. I believe there was another structure that I was</p> <p>16 not privy to.</p> <p>17 Q. Do you know whether any FSGs, the detail of FSGs, were</p> <p>18 passed to the incident commander at any stage?</p> <p>19 A. Again, that wasn't for me.</p> <p>20 Q. Now, could I ask Paul to turn up FSG policy 790,</p> <p>21 LFB00001257_0003.</p> <p>22 Given your previous life, you will be well familiar,</p> <p>23 presumably, with the contents of this policy.</p> <p>24 I think there are three points which arise from it</p> <p>25 which I'd like to discuss with you.</p> <p style="text-align: right;">Page 52</p>

<p>1 First of all, for the avoidance of doubt, are you 2 familiar with the contents of policy 790? 3 A. I am, yes. 4 Q. Are you aware of the requirement in paragraph 5.9 that 5 all FSGs must be passed to the IC? 6 A. Yes. 7 Q. Again, were you aware, thirdly, of what arrangements 8 were in place to ensure that the incident commander was 9 appraised of the number and detail of FSGs during the 10 course of the night? 11 A. No, but in relation to that statement there, I would say 12 within my role to that, when receiving FSG information, 13 I'm within the command chain going up to that, so that 14 would go back to the CU, which has been delegated to 15 Group Manager Tom Goodall at the time I was working. So 16 for me, the chain would've come above my level. 17 Q. Thank you. 18 Can I now turn to discussing the forward information 19 point, which we've discussed to some extent already. 20 If I can ask Paul to turn to page 9 of your witness 21 statement, and it's the first paragraph and the 22 penultimate line of that paragraph. You say Watch 23 Manager Sadler was running the forward information 24 point, and your understanding was that he "acted as 25 quality assurance that the command unit and search</p> <p style="text-align: center;">Page 53</p>	<p>1 numbers, and as far as I was concerned were liaising 2 with the incident commander or the operations commander 3 as to what was needed to be done. 4 Q. So is it fair to say that you were running control 5 information slips that were created at the forward 6 information point back to the command unit? 7 A. Yes, there were a number created at the forward 8 information point, which is why I think it was important 9 that we were out there, because members of the public 10 were presenting on the phones to people and giving us 11 information that needed to be captured, yes. 12 Q. One point that has been a theme in some of the evidence 13 is whether the forward information point was 14 an additional but unnecessary link in the chain of 15 communication of FSG calls. 16 What would be, first of all, your response? Was it 17 something that served a useful purpose in the 18 communication of FSG information? 19 A. So it was certainly additional because it's not 20 something we would normally put in place. However, what 21 I would say is the incident and the scale it was, in my 22 opinion, it necessitated it, and that's purely because 23 of where the fire survival information was coming from. 24 If there's a member of the public on the fire ground, of 25 which there were quite a few, who were talking to</p> <p style="text-align: center;">Page 55</p>
<p>1 co-ordinator had all the relevant information". 2 First of all, was that your understanding based on 3 a briefing you were given at CU7, or was it your 4 analysis after the event of seeing what was being done? 5 A. That was my analysis. 6 Q. You say there that Mr Sadler was acting as quality 7 assurance. Given what we've been discussing today about 8 the two other individuals -- 9 A. No, I said Mr Sadler was in charge of the team, but part 10 of the team would act as quality assurance as 11 I described it, not necessarily Mr Sadler himself. 12 Q. When you presented the FSG information to Mr Sadler, can 13 you take us through, what would he do with the 14 information you provided him? 15 A. So, from what I could remember, we had a number of lists 16 of flats that we had information on. Obviously, 17 naturally, we had a large amount of pieces of paper, you 18 know, the copies of the control information form that we 19 had as well, and we would make sure that it was inside 20 the building with the search co-ordinator and that one 21 piece went back to the command unit, where the overall 22 fire survival guidance operation was being run from. 23 So it was important to make sure that we didn't have 24 any information that the command unit was not aware of 25 because they were collating overall figures, overall</p> <p style="text-align: center;">Page 54</p>	<p>1 residents who were trapped in the tower, for me, I'm 2 straight away going to ask the question: had we not been 3 there, where's that going to get captured? How is that 4 going to get dealt with effectively? 5 There were police officers around, and no disrespect 6 to the police officers, but do they know the structure 7 that we've got in place for the fire survival guidance 8 dedicated command unit at that point beyond the police 9 officer that was stood outside it taking the police 10 information? I would probably say no. 11 So what that additional forward information point 12 allowed us to do was capture that additional information 13 that was on the fire ground, live information, 14 information that we need to be able to try and effect 15 these rescues, that allowed us to capture that. Without 16 that, I'm not sure how we would've captured that in the 17 most efficient way. But the most efficient way for me 18 did not look like a member of the public trying to find 19 CU7, which was the fire survival guidance command unit, 20 and they wouldn't have been able to get into the tower 21 due to cordons and being stopped, so they wouldn't have 22 been able to give it to the search co-ordinator either. 23 So you remove that forward information point, and as 24 far as I'm concerned, we've lost that link. 25 So I think that link was pretty integral in terms of</p> <p style="text-align: center;">Page 56</p>

<p>1 what it done. It was a small role, but I think it was</p> <p>2 important.</p> <p>3 Q. So to summarise that, is it fair to say that you</p> <p>4 considered the fact that the forward information point</p> <p>5 was outside and not in the command unit was a benefit to</p> <p>6 the efficient communication of FSG information?</p> <p>7 A. I would definitely say so.</p> <p>8 Q. When you first started running messages to the search</p> <p>9 co-ordinator, can you remember how far after arrival at</p> <p>10 the tower you started doing that role?</p> <p>11 A. Not exactly. You know, I first started running probably</p> <p>12 about 15 minutes after my arrival, and initially it was</p> <p>13 just between the forward point and the command unit, and</p> <p>14 then that progressed to support those that were running</p> <p>15 into the building itself.</p> <p>16 I would hazard -- you know, this would purely be</p> <p>17 an estimate -- maybe about 45/50 minutes.</p> <p>18 I mean, it's difficult because when you're at</p> <p>19 an incident like that, time goes really quickly and it's</p> <p>20 really difficult to plot timings.</p> <p>21 Q. It's a lawyer's question, so I apologise for that.</p> <p>22 Did anyone brief you or instruct you to take up the</p> <p>23 task of communicating FSG information to the search</p> <p>24 co-ordinator inside the tower?</p> <p>25 A. I can't remember for sure, but I believe at one point</p> <p style="text-align: center;">Page 57</p>	<p>1 Q. Within a command unit, CU7?</p> <p>2 A. No. Within CU7, I would remember seeing the boards that</p> <p>3 are actually on the walls of CU7 itself, which are a lot</p> <p>4 larger than the forward information board.</p> <p>5 Q. Did you see anyone recording information on FIBs at any</p> <p>6 stage?</p> <p>7 A. Yes, yes, we had FIBs to support the operation at the</p> <p>8 forward point. They had forward information boards</p> <p>9 inside the building as well.</p> <p>10 Q. At the forward information point, who was responsible</p> <p>11 for recording the information on the FIBs?</p> <p>12 A. I couldn't tell you who it was.</p> <p>13 Q. At the search co-ordinator's point, can you remember who</p> <p>14 was doing it there?</p> <p>15 A. No, no.</p> <p>16 Q. Turning to the search co-ordinator individual,</p> <p>17 initially, was he based on the ground floor?</p> <p>18 A. By the time I was running information into the building,</p> <p>19 yes.</p> <p>20 Q. Was that Watch Manager Glynn Williams, who was the</p> <p>21 search co-ordinator at that stage?</p> <p>22 A. I'm not sure.</p> <p>23 Q. Male or female?</p> <p>24 A. Male.</p> <p>25 Q. Can you remember the rank?</p> <p style="text-align: center;">Page 59</p>
<p>1 Watch Manager Sadler said, "Can you take these pieces of</p> <p>2 paper into the tower to the search co-ordinator for me",</p> <p>3 and then from that point, my role just grew.</p> <p>4 Q. You just got on with it?</p> <p>5 A. Yeah, yeah. You know, that's critical information that</p> <p>6 needs to go into the building. I'm not going to</p> <p>7 question that.</p> <p>8 Q. Can I ask you to turn to page 10 of your witness</p> <p>9 statement, and it's the last paragraph on that page, and</p> <p>10 you say:</p> <p>11 "I was doing [I think presumably you mean running of</p> <p>12 FSG messages] for a long time and must have made the</p> <p>13 trip between the three points at least twenty to thirty</p> <p>14 times taking up to four sheets of paper at a time. The</p> <p>15 information I took on paper to the tower was being</p> <p>16 recorded on forward information boards."</p> <p>17 Could I ask you about those forward information</p> <p>18 boards.</p> <p>19 First of all, Paul, would you bring up photograph</p> <p>20 MET00015935.</p> <p>21 First of all, that is a forward information board.</p> <p>22 A. Yes.</p> <p>23 Q. Can you remember seeing this particular board at any</p> <p>24 stage in the evening, first of all within the tower?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 58</p>	<p>1 A. I thought in my mind it's a station manager, but I know</p> <p>2 Glynn Williams is a watch manager.</p> <p>3 Q. Can I ask you to now turn to page 11 of your witness</p> <p>4 statement, and it's the top paragraph, fourth line. You</p> <p>5 say there that in addition to FSG information being</p> <p>6 recorded on the FIB, the information was being written</p> <p>7 on the wall.</p> <p>8 A number of questions flow from this.</p> <p>9 First of all, could I ask Paul to put up photograph</p> <p>10 MET00015821.</p> <p>11 Was the wall upon which the information was being</p> <p>12 recorded the beige wall on the left-hand side of this</p> <p>13 photo, can you remember?</p> <p>14 A. I'm not sure purely because I can't plot -- I can't</p> <p>15 orientate myself from this picture.</p> <p>16 Q. You can see there the green wall on the ground floor.</p> <p>17 Do you remember --</p> <p>18 A. That's what's causing the problem.</p> <p>19 Q. If you look above, there's a green wall on the mezzanine</p> <p>20 as well. Do you remember, first of all, any writing or</p> <p>21 witnessing any recording of information on the ground</p> <p>22 floor?</p> <p>23 A. The writing that I remember was on a beige wall on the</p> <p>24 ground floor.</p> <p>25 Q. Okay.</p> <p style="text-align: center;">Page 60</p>

<p>1 Do you remember there being an FIB on the ground</p> <p>2 floor being used by the search co-ordinator?</p> <p>3 A. I imagine so. I think I've got a picture of one, but</p> <p>4 that's more based on I know I saw forward information</p> <p>5 boards being used.</p> <p>6 Q. Was the person who was writing the information on the</p> <p>7 FIB the same person who was writing the information on</p> <p>8 the beige wall?</p> <p>9 A. No. From what I remember, you had the search</p> <p>10 co-ordinator who was sort of a pace back from the wall,</p> <p>11 and there was two or three firefighters, I think there</p> <p>12 may have been a crew manager there, who were sort of as</p> <p>13 his team, who were scribing on the wall, who were</p> <p>14 scribing on the forward information board, and that was</p> <p>15 simultaneous action.</p> <p>16 Q. You were bringing over slips of paper.</p> <p>17 A. Mm-hm.</p> <p>18 Q. Can you remember what was done with those slips of paper</p> <p>19 once you delivered them?</p> <p>20 A. From what I can remember, they would be given to those</p> <p>21 people who were scribing who would then update the wall</p> <p>22 or the board, if you like, with the additional</p> <p>23 information. You know, there were a number of times the</p> <p>24 information I was bringing may well have been</p> <p>25 a duplicate, ie a flat that they were aware of, so may</p> <p style="text-align: right;">Page 61</p>	<p>1 structure.</p> <p>2 So I had my own task and that's what I was carrying</p> <p>3 out, because for me it wasn't right to get involved in</p> <p>4 their task, because then what I was doing before, things</p> <p>5 might get missed.</p> <p>6 Q. We touched on it slightly earlier. Can I now talk about</p> <p>7 prioritisation of FSG calls.</p> <p>8 A. Yes.</p> <p>9 Q. Paul, could I ask you to bring up LFB00001968_0044.</p> <p>10 First of all, do you remember this particular slip?</p> <p>11 I'll let you read it.</p> <p>12 A. So whilst I don't remember the particular slip,</p> <p>13 I recognise flat 113.</p> <p>14 Q. If I can ask a couple of general questions first of all.</p> <p>15 In the top middle of that page, the word "Priority"</p> <p>16 is written. Would that be where the word "Priority"</p> <p>17 would always be written on FSG slips to alert the</p> <p>18 recipients of the information that it was a priority?</p> <p>19 A. No, and I would say the reason for that is because quite</p> <p>20 often we don't have to deal with a situation where we're</p> <p>21 having to prioritise fire survival guidance calls. Like</p> <p>22 I said, in my experience as both a control officer and</p> <p>23 as a firefighter, you're going to get one, maybe two</p> <p>24 fire survival guidance calls, and we're going to get</p> <p>25 crews to those people simultaneously at the same time.</p> <p style="text-align: right;">Page 63</p>
<p>1 not require -- I'm not sure if they would update that</p> <p>2 and say: right, we've got even more information, or</p> <p>3 whether they would say: that flat's still confirmed, we</p> <p>4 still know people are in there.</p> <p>5 Q. Did you see what happened to the actual pieces of paper?</p> <p>6 A. No.</p> <p>7 Q. Was FSG information being written on the same wall</p> <p>8 throughout the time you were running FSG messages to the</p> <p>9 search co-ordinator?</p> <p>10 A. I'm not sure. I'm not sure.</p> <p>11 Q. You say in relation to the information recorded on the</p> <p>12 wall that "they had some sort of system although I am</p> <p>13 not sure what it was as I was not involved in it."</p> <p>14 Do you think you needed to understand how they were</p> <p>15 recording information in order to do your job as</p> <p>16 a runner of efficient FSG information?</p> <p>17 A. You know, for me, I had a specific task to make sure the</p> <p>18 information was in there, with the right people, who</p> <p>19 were then going to do whatever we needed to do to commit</p> <p>20 crews to the right places.</p> <p>21 Whether or not I needed to know how they was going</p> <p>22 to do that to make my role more efficient, I'm not so</p> <p>23 sure. For me, my role was about information, making</p> <p>24 sure that the right people had that information. What</p> <p>25 they did with that afterwards was another part of the</p> <p style="text-align: right;">Page 62</p>	<p>1 There's not often a need for a priority, which is why</p> <p>2 I would imagine there's not a tick box for a priority,</p> <p>3 if you like.</p> <p>4 Q. Could I ask, when an FSG slip was handed to you, would</p> <p>5 the individual, either at CU7 or the forward information</p> <p>6 point, say "Shaun, this is a priority"?</p> <p>7 A. Yes.</p> <p>8 Q. Would that then be repeated by writing the word</p> <p>9 "Priority" at the top of the slips?</p> <p>10 A. I never wrote "Priority" on the slip, so if I had any</p> <p>11 slips with a priority, I imagine that would've been</p> <p>12 there already.</p> <p>13 I do remember being in CU7 when I was given a few</p> <p>14 slips. They had on the whiteboard in CU7 alongside --</p> <p>15 so on one side you had all of the flats where fire</p> <p>16 survival guidance calls were live, and then there was</p> <p>17 a separate, smaller list which looked to me like</p> <p>18 a priority list, and he said, "Right, these flats are</p> <p>19 a priority". Those were the ones, as far as I can</p> <p>20 remember, where there was elderly and infirm or children</p> <p>21 potentially involved.</p> <p>22 Q. When you were taking the priority slips, when you handed</p> <p>23 them in the first instance to individuals at the forward</p> <p>24 information point, did you say, "This is a priority"?</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 64</p>

<p>1 Q. Again, when you took the information to the search 2 co-ordinator, did you say, "This is a priority?" 3 A. Yes. 4 Q. Did you explain why it was a priority or would you 5 simply send the message it's a priority? 6 A. No, I would explain why it was a priority. That would 7 happen really quickly: these are priorities because 8 they're either elderly or infirm or got children. 9 Q. The information you relied upon for saying it was 10 a priority, would you simply be repeating what you'd 11 been told at CU7 or would you be studying the contents 12 of the note as well? 13 A. No, I made no decisions on what was a priority and what 14 was not. That was given to me by CU7, which was being 15 led by an officer senior to myself. They had decided 16 how they was going to prioritise these calls and I was 17 going to deliver that information where it needed to go. 18 Q. First of all, when you were handling priority messages 19 and handing them, in the first instance, to the forward 20 information point, did the individuals at the forward 21 information point handle these messages differently to 22 those that weren't priority? 23 A. Sorry, can you repeat that? 24 Q. You've got a priority message. You're handing it in at 25 the forward information point. Did the people at the</p> <p style="text-align: right;">Page 65</p>	<p>1 essentially trying to run towards the building to effect 2 a rescue himself. 3 Again, as part of that, he was coming past our 4 forward point, and that's one of the reasons I said the 5 forward point was important, because we were then able 6 to capture that live information because he was on the 7 phone to a lady in flat 113 on the 14th floor and I was 8 able to confirm that we are aware of flat 113 because 9 I had seen that flat number on one of my sheets already. 10 Q. We'll come on to that in more detail. 11 A. Okay. 12 Q. Is flat 113 the only flat that sticks in your memory or 13 were there others that stick in your memory? 14 A. No, just 113 that sticks in my memory. 15 Q. Do you recall flat 142 at all? 16 A. No. 17 Q. Did you at any stage hear that FSG deployments were not 18 reaching particular floors or they were having 19 difficulty getting through to particular floors? 20 A. Yes. 21 Q. Can you remember, were there any specific floors that 22 were mentioned to you? 23 A. I know -- it's difficult, because I've seen part of the 24 inquiry, you know, it's almost like I know the correct 25 answer, if you like, but I do remember speaking to crews</p> <p style="text-align: right;">Page 67</p>
<p>1 forward information point handle that information 2 differently to non-priority calls and, if so, how? 3 A. No. No. I think the difference was for when it went to 4 the search co-ordinator, so when that information was 5 going to those briefing crews to go in, they can make 6 those decisions to maybe push a flat up the list, if you 7 like. 8 But in terms of what was happening outside at the 9 forward point, that was information that needed to go in 10 the building. It just so happened that that piece of 11 information had an additional priority tag, but it was 12 going to go in the building as quickly as we were 13 getting them in anyway. 14 Q. When I put this up on the screen, you said you 15 remembered the flat. 16 There's obviously two flat numbers there, 123 and 17 113. Which flat do you remember? 18 A. 113 on the 14th floor. 19 Q. Why do you remember that in particular? 20 A. It's one that stuck out for me for a number of reasons. 21 That flat appeared on a piece of paper more than once. 22 The flat was prioritised because of a young child. And 23 probably the most vivid part of it was the gentleman who 24 at the time I thought was a brother of somebody who was 25 trapped in that flat broke through the cordon and was</p> <p style="text-align: right;">Page 66</p>	<p>1 and thinking that SDBA are having difficulty going 2 anywhere beyond the 16th floor. 3 Q. Just for the sake of ensuring I've covered off these 4 particular points, you mentioned earlier -- please 5 correct me if I have this wrong -- that at no time did 6 you relay reports of failed FSG deployments or the 7 results of any FSG deployments from the search 8 co-ordinator to the command unit; is that right? 9 A. That's correct. 10 Q. Did you relay any information about the outcome of FSG 11 deployments to the forward information point? 12 A. No. 13 Q. No. 14 A. No. So -- sorry to cut you. 15 Q. Sorry. 16 A. The information I had wasn't about specific deployments. 17 That information wasn't relayed to me. The information 18 I had was more a generalisation of how far crews were 19 getting or not getting, rather than, "Oh, this happened 20 at this flat, this floor, we couldn't get there". So 21 I didn't have that information to give to anyone. 22 MR KINNIER: Sir, I am in your hands as to whether it would 23 be an appropriate time for a break now. We are on 24 track. I'm in your hands. I'm now about to move to 25 a separate topic, but I'm in the witness's and your</p> <p style="text-align: right;">Page 68</p>

<p>1 hands, to an extent.</p> <p>2 SIR MARTIN MOORE-BICK: Have you any idea how much longer</p> <p>3 you're likely to be with this witness?</p> <p>4 MR KINNIER: I think quarter of an hour, 20 minutes.</p> <p>5 SIR MARTIN MOORE-BICK: Well, it might be sensible to have</p> <p>6 a break now, mightn't it, Mr Coltress?</p> <p>7 THE WITNESS: Yeah, sure, fine.</p> <p>8 SIR MARTIN MOORE-BICK: We'll have a 10-minute break now and</p> <p>9 give you a chance to stretch your legs and have a cup of</p> <p>10 coffee or whatever.</p> <p>11 Please don't talk to anybody about your evidence</p> <p>12 while you're out of the room, and we'll resume at 11.45.</p> <p>13 If you would like to go with the usher, please.</p> <p>14 Right, 11.45, then, please, thank you.</p> <p>15 (11.35 am)</p> <p>16 (A short break)</p> <p>17 (11.45 am)</p> <p>18 SIR MARTIN MOORE-BICK: Right, Mr Coltress. All right to</p> <p>19 carry on?</p> <p>20 THE WITNESS: Yes.</p> <p>21 MR KINNIER: Mr Coltress, thank you very much.</p> <p>22 The next topic I'd like to discuss with you is the</p> <p>23 particular information, the contents of the FSG slips</p> <p>24 that you were communicating between either CU7 and the</p> <p>25 forward information point and the search co-ordinator.</p> <p style="text-align: right;">Page 69</p>	<p>1 Is it therefore right to say, just to clear this up,</p> <p>2 that you don't have any recollection of the detail of</p> <p>3 any other flats?</p> <p>4 A. None that I could -- there's obviously information about</p> <p>5 flats, but I couldn't attribute that to a specific flat.</p> <p>6 So I could quite easily sit here and say there was</p> <p>7 a flat where there was one person or a flat where there</p> <p>8 was two people, but I couldn't confidently attribute</p> <p>9 that anywhere.</p> <p>10 Q. Does flat 175 ring any bells at all?</p> <p>11 A. Potentially. But, again, other than 113, there's no</p> <p>12 flat I could confidently talk about.</p> <p>13 Q. Could I now turn to the telephone conversation in</p> <p>14 relation to flat 113. In your witness statement,</p> <p>15 page 11 to 12 -- we don't need to turn it up unless</p> <p>16 you'd like to -- you set out there a conversation had</p> <p>17 between Crew Manager Batcheldor and Zainab Deen, who was</p> <p>18 in flat 113; is that right?</p> <p>19 A. Yes.</p> <p>20 Q. Was Mr Batcheldor holding the phone whilst having the</p> <p>21 conversation?</p> <p>22 A. Yes, with relation to that, in my statement, I wasn't</p> <p>23 privy to much of the conversation. I knew he was on the</p> <p>24 phone, and I knew he was on the phone to -- he had taken</p> <p>25 the phone from the gentleman, so I knew it was flat 113.</p> <p style="text-align: right;">Page 71</p>
<p>1 First of all, to what extent did you read and digest</p> <p>2 the information set out on the FSG slips you were</p> <p>3 carrying?</p> <p>4 A. I wouldn't say I read them in great detail. Obviously</p> <p>5 time is of the essence and it was important for me to</p> <p>6 get them to where they needed to go. I wasn't able to</p> <p>7 read them while I was on the move due to the amount of</p> <p>8 debris that was falling from the building. If you</p> <p>9 remember, we were, probably at the forward point</p> <p>10 certainly, within about 20 metres of the building</p> <p>11 itself, so there was a lot of risks, a lot of risk to</p> <p>12 worry about, whilst I was transporting that information.</p> <p>13 That didn't allow me to read it that well.</p> <p>14 Q. Notwithstanding that, were you able to get a sense of</p> <p>15 any patterns developing in the FSG calls, the</p> <p>16 information that you were communicating to the various</p> <p>17 points, say calls from higher floors becoming more</p> <p>18 pronounced, more frequent, anything of that nature?</p> <p>19 A. No, I wouldn't say so. For me, the information just</p> <p>20 looked dotted, you know, here, there, everywhere, if you</p> <p>21 like.</p> <p>22 Q. So, again, in your earlier evidence before our break you</p> <p>23 said it was only flat 113 that stuck in your mind</p> <p>24 and that's because of the later telephone conversation</p> <p>25 that you overheard.</p> <p style="text-align: right;">Page 70</p>	<p>1 Q. How much of the conversation were you able to catch?</p> <p>2 A. So I didn't catch any of the conversation. There's</p> <p>3 a slight reference to part of it in my conversation, but</p> <p>4 at the pursuit of being helpful, that was secondary</p> <p>5 information that I had heard and added that to my</p> <p>6 statement. I didn't actually hear that myself.</p> <p>7 Q. So the information regarding the contents of the call</p> <p>8 you derived presumably from Mr Batcheldor; is that</p> <p>9 right?</p> <p>10 A. No, from those that did overhear the conversation.</p> <p>11 Q. So just asking a basic question first: when did you</p> <p>12 first become aware that Zainab Deen was within flat 113?</p> <p>13 Was that at the time of the conversation or shortly</p> <p>14 thereafter or only after the event itself?</p> <p>15 A. So in terms of the question, there's probably two ways</p> <p>16 I could answer it, depending on what you're actually</p> <p>17 after. So there was when I first became aware of</p> <p>18 flat 113 --</p> <p>19 Q. Let's take that one first.</p> <p>20 A. Yes, so by the time the gentleman who was on the phone</p> <p>21 to her before the phone was taken -- I remember I was</p> <p>22 already aware of flat 113, and that there were people in</p> <p>23 there requiring rescuing, and I told the gentleman that</p> <p>24 we were aware of it, because at that point I was certain</p> <p>25 we already had that information, which allowed me to</p> <p style="text-align: right;">Page 72</p>

<p>1 confirm it was on the 14th floor and how many people</p> <p>2 were actually in there.</p> <p>3 Q. If I could stop you there, the gentleman to whom you</p> <p>4 said that, he is the gentleman you thought was</p> <p>5 Zainab Deen's brother; is that right?</p> <p>6 A. Yes, yes.</p> <p>7 Q. Sorry to interrupt.</p> <p>8 A. That's absolutely fine.</p> <p>9 At that point, I would estimate that I had seen</p> <p>10 flat 113 on a piece of paper maybe 30 to 40 minutes</p> <p>11 earlier. You know, as I said earlier, time does move</p> <p>12 very quickly at these incidents and it's hard to gauge</p> <p>13 time, but it did feel like I had known about flat 113</p> <p>14 for a while, and what the gentleman speaking to me on</p> <p>15 the phone did was sort of personify that flat a little</p> <p>16 bit, which is why I remember it so vividly.</p> <p>17 Q. Did you overhear any discussion as to who else was in</p> <p>18 flat 113 with her?</p> <p>19 A. So I asked him one or two questions as part of the</p> <p>20 confirmation process, and as part of that I did ask how</p> <p>21 many people were in the flat so I could update that</p> <p>22 information.</p> <p>23 Q. What answer did you receive?</p> <p>24 A. I couldn't tell you for sure, and obviously now, through</p> <p>25 various media reports, I now know the answer, so I don't</p> <p style="text-align: right;">Page 73</p>	<p>1 information went into the building to update what they</p> <p>2 already had.</p> <p>3 Q. If I could stop you there. Did you communicate that</p> <p>4 information to the search co-ordinator or did you get</p> <p>5 someone else to do it?</p> <p>6 A. No, from what I can remember, I went back into the</p> <p>7 building itself and remember seeing flat 113 on the</p> <p>8 wall. From what I can remember, I think there was</p> <p>9 a slight discrepancy with the number of people and that</p> <p>10 was able to be updated, a discrepancy of about one</p> <p>11 either way.</p> <p>12 Q. To whom did you report the information?</p> <p>13 A. That was to the search co-ordinator.</p> <p>14 Q. At that stage, was it Mr Williams or someone else?</p> <p>15 A. I'm not sure. Like I said, I never recall it having</p> <p>16 been Mr Williams, but it may well have been.</p> <p>17 Q. Did you see the information being updated, whether on</p> <p>18 a wall or --</p> <p>19 A. Yes, I remember being satisfied that the information</p> <p>20 I had brought had been captured in the right way.</p> <p>21 Q. You then left the tower and went back outside the tower.</p> <p>22 Did you go back to Mr Batcheldor? Were you able to find</p> <p>23 him?</p> <p>24 A. No, I don't think I saw him for a while after he had</p> <p>25 taken the phone.</p> <p style="text-align: right;">Page 75</p>
<p>1 want to just give that to you.</p> <p>2 Q. But is it possible or likely that he gave you a number</p> <p>3 of people who were in flat 113?</p> <p>4 A. Yes, yes, because he was in direct contact with her at</p> <p>5 the time and I don't think that she was at that time</p> <p>6 massively distressed. Obviously there was distress from</p> <p>7 being trapped in the fire, but in terms of being</p> <p>8 overcome by the elements of smoke and heat, I don't</p> <p>9 think that had started to massively take its toll as</p> <p>10 yet. So she was coherent, it would appear.</p> <p>11 Q. Doing the best you can, can you remember the number of</p> <p>12 occupants within the flat that was referred to when you</p> <p>13 were discussing it at the time?</p> <p>14 A. I would say it was a lower number, so around four. But,</p> <p>15 again, that's always going to be tinged with what I now</p> <p>16 know, but I would, if I had to, commit to the lower</p> <p>17 number.</p> <p>18 Q. At that stage, were you aware that a number of people</p> <p>19 had in fact been rescued from flat 113?</p> <p>20 A. No.</p> <p>21 Q. In your witness statement you refer to checking whether</p> <p>22 Zainab was still listed as being trapped. Did you ask</p> <p>23 for that confirmation from someone at the bridgehead or</p> <p>24 the search co-ordinator?</p> <p>25 A. No, the information was captured again and that</p> <p style="text-align: right;">Page 74</p>	<p>1 Q. Were you able to communicate the fact that you'd</p> <p>2 confirmed with the bridgehead that they knew that</p> <p>3 Zainab Deen was still within flat 113 and confirmed that</p> <p>4 information to the man you thought to be her brother?</p> <p>5 A. So I would've communicated that back to my colleagues at</p> <p>6 the forward point. Whether or not I communicated to the</p> <p>7 brother, I'm not sure. It's because my interaction with</p> <p>8 him is sort of merging together. So I remember putting</p> <p>9 a hand on his shoulder and telling him, "They know, they</p> <p>10 know, they've been told", but I can't remember if that's</p> <p>11 at the beginning when I already was aware of 113 or</p> <p>12 after I had gone in and updated the information.</p> <p>13 Q. Were you aware of whether a crew had actually been</p> <p>14 deployed in response to the updated information you</p> <p>15 gave? Did you see that deployment take place?</p> <p>16 A. No, I wasn't aware.</p> <p>17 Q. Were you able to seek clarification as to whether crews</p> <p>18 had been sent up to flat 113 after you'd given that</p> <p>19 information?</p> <p>20 A. No, I wasn't asking for updates on the different flats.</p> <p>21 I mean, there were a large number of flats --</p> <p>22 information that I was taking, and for me, you know, it</p> <p>23 didn't seem right to just hone in on one flat, and that</p> <p>24 was going to sort of take me away from the tasks that</p> <p>25 needed doing.</p> <p style="text-align: right;">Page 76</p>

<p>1 Q. Paul, could I ask you to bring up document</p> <p>2 LFB00001968_0017.</p> <p>3 Do you remember seeing this piece of paper before?</p> <p>4 A. To be fair, that looks a bit like my handwriting, if I'm</p> <p>5 honest.</p> <p>6 Q. Being blunt about it, is that your handwriting?</p> <p>7 A. It could be. I couldn't be certain.</p> <p>8 Q. Can you remember who gave you this piece of paper?</p> <p>9 That's the wrong question.</p> <p>10 Did you have a notepad on you on which you inscribed</p> <p>11 this information?</p> <p>12 A. I carry a notepad that size quite often. I don't</p> <p>13 remember using my notepad, but there's every</p> <p>14 possibility, whilst I was speaking to the gentleman,</p> <p>15 that I might have pulled that out because that was</p> <p>16 a unique situation I found myself in.</p> <p>17 Q. Would that have recorded the information he gave you?</p> <p>18 A. Quite possibly, and then that would've been transferred</p> <p>19 onto the control information form.</p> <p>20 Q. Would you have handed over this piece of paper to the</p> <p>21 search co-ordinator?</p> <p>22 A. Quite possibly.</p> <p>23 Q. Would you have used it as an aide-memoire whilst</p> <p>24 briefing the search co-ordinator or would you have</p> <p>25 handed it over to the search co-ordinator, can you</p> <p style="text-align: right;">Page 77</p>	<p>1 entry, "flat 113 4 person left building".</p> <p>2 First of all, is that your handwriting?</p> <p>3 A. No, that definitely isn't.</p> <p>4 Q. Is it the handwriting of anyone you recognise --</p> <p>5 A. No.</p> <p>6 Q. -- from your work on the FSGs on the night?</p> <p>7 A. Not that I'm aware of, no.</p> <p>8 Q. Do you remember whether you had any involvement in</p> <p>9 running these two slips? Do you remember that?</p> <p>10 A. No, and I don't remember any slip having been updated</p> <p>11 with a result, if you like.</p> <p>12 Q. Could I now turn to some other FSG slips, Mr Coltress.</p> <p>13 A. Yes.</p> <p>14 Q. First of all, we were discussing earlier on whether you</p> <p>15 had any recollection of flat 175. You indicated it was</p> <p>16 possible.</p> <p>17 Could I ask Paul to bring up document</p> <p>18 LFB00001968_0012.</p> <p>19 First of all, I'll let you just read that</p> <p>20 information.</p> <p>21 (Pause)</p> <p>22 A. With relation to 175, if that's five -- one adult -- is</p> <p>23 that eight children, "8C"?</p> <p>24 Q. We think so.</p> <p>25 A. Yeah, I mean, certainly if I saw something that said</p> <p style="text-align: right;">Page 79</p>
<p>1 remember?</p> <p>2 A. I would probably have transferred that onto a control</p> <p>3 information form, or got somebody at the search</p> <p>4 co-ordinator to transfer that onto a control information</p> <p>5 form. For me to be taking the details on a notepad like</p> <p>6 that, if I was doing it, is twofold: (1) to capture the</p> <p>7 information, which is really important, but also it's</p> <p>8 a very visual representation for the gentleman who is</p> <p>9 clearly distressed to show that this information he's</p> <p>10 given me is not going to be lost about this loved one,</p> <p>11 that that is being captured and we're going to do the</p> <p>12 right things with it.</p> <p>13 Q. I think you say you would have transferred that to</p> <p>14 a control information form; are you able to say whether</p> <p>15 it's possible, likely, probable that you would have done</p> <p>16 that?</p> <p>17 A. I am saying that's the way I work.</p> <p>18 Q. Could I ask Paul to bring up LFB00001968_0044.</p> <p>19 Again, this is a document we went to before.</p> <p>20 Do you know whether this records the information you</p> <p>21 transferred from the previous note?</p> <p>22 A. No, it doesn't appear as though it does.</p> <p>23 Q. Could I ask Paul to turn to 0045, so over the page, as</p> <p>24 it were.</p> <p>25 You'll see in the additional information box, second</p> <p style="text-align: right;">Page 78</p>	<p>1 eight children, I would imagine that would stick with</p> <p>2 me.</p> <p>3 Q. Do you recognise that piece of paper, though?</p> <p>4 A. No.</p> <p>5 Q. Could I ask Paul to bring up LFB00001968_0028.</p> <p>6 I'll let you read that, Mr Coltress, just so you're</p> <p>7 familiar with it?</p> <p>8 A. Mm-hm.</p> <p>9 (Pause)</p> <p>10 Yeah, no, it doesn't spark any memory.</p> <p>11 Q. We think that's a list of calls from the North West Fire</p> <p>12 Control and it's passed to CU8, but you don't recognise</p> <p>13 the piece of paper?</p> <p>14 A. No.</p> <p>15 Q. May I ask Paul to turn over to page 29.</p> <p>16 I'll let you just read that so you're familiar with</p> <p>17 it.</p> <p>18 (Pause)</p> <p>19 A. I mean, that looks really systematic in the way that's</p> <p>20 been written, and I don't recall having seen anything</p> <p>21 that clear and systematic.</p> <p>22 Q. Okay.</p> <p>23 Could I take you to a few more documents just to see</p> <p>24 whether you recall them.</p> <p>25 A. Yes.</p> <p style="text-align: right;">Page 80</p>

<p>1 Q. Paul, could I ask you to turn to MET 00016967.</p> <p>2 I'll let you just read that, first of all,</p> <p>3 Mr Coltress.</p> <p>4 A. I can see there that says "Brett Loft IC" at the top.</p> <p>5 That has probably been written around the time he was</p> <p>6 incident commander and that was before I arrived.</p> <p>7 Q. I'll let you just read it first of all.</p> <p>8 A. Okay.</p> <p>9 Q. Just so you can familiarise yourself with it.</p> <p>10 Do you recognise this document from the night?</p> <p>11 A. No.</p> <p>12 Q. Okay.</p> <p>13 In answer to an earlier question -- I asked whether</p> <p>14 you remembered flat 142. Having gone through some of</p> <p>15 these slips, do you remember 142 at all?</p> <p>16 A. No.</p> <p>17 Q. Do you remember any slips concerning what's been called</p> <p>18 the heli-tele, any reference to a heli-tele?</p> <p>19 A. Any slips concerning it? No.</p> <p>20 Q. Just to see if seeing the document triggers any</p> <p>21 recollection, if Paul could bring up LFB00001968_0041.</p> <p>22 I'll let you read that.</p> <p>23 Does that ring any bells, Mr Coltress?</p> <p>24 A. Potentially, but I couldn't be certain.</p> <p>25 Q. If I could ask Paul to turn up LFB00001955_0013.</p> <p style="text-align: center;">Page 81</p>	<p>1 Q. Could I ask Paul to turn up LFB00001955_0001.</p> <p>2 I'll let you read that.</p> <p>3 (Pause)</p> <p>4 Does that paper look familiar to you?</p> <p>5 A. No. The piece of paper doesn't look familiar.</p> <p>6 Q. Could I turn to another flat, and that's flat 124. Do</p> <p>7 you have any recollection of that flat and any calls in</p> <p>8 relation to that flat?</p> <p>9 A. No. As I said, you know, I made the trip a lot of</p> <p>10 times, so I didn't get much time to read the pieces of</p> <p>11 paper to be taken in in detail.</p> <p>12 Q. May I, just to see how far --</p> <p>13 A. Yes.</p> <p>14 Q. Could I ask you finally to turn up notebook pages</p> <p>15 LFB00001929_0001.</p> <p>16 This is a bank of extracts from a notepad. Do any</p> <p>17 or all of those pieces of paper look familiar to you?</p> <p>18 A. No.</p> <p>19 MR KINNIER: Mr Coltress, those are all the questions I have</p> <p>20 for you for the moment.</p> <p>21 Sir, might I ask for the usual break of 5 minutes so</p> <p>22 I can review the situation and see if there's anything</p> <p>23 else?</p> <p>24 SIR MARTIN MOORE-BICK: Yes.</p> <p>25 Well, Mr Coltress, we normally give counsel the</p> <p style="text-align: center;">Page 83</p>
<p>1 I'll let you just read that.</p> <p>2 (Pause)</p> <p>3 Do you have any recollection of that flat and that</p> <p>4 priority?</p> <p>5 A. That looks more familiar now on the piece of paper. It</p> <p>6 does look more familiar. But, you know, again</p> <p>7 I couldn't give you 100 per cent confidence, but seeing</p> <p>8 that like that does feel a bit more familiar.</p> <p>9 Q. We discussed earlier what you did when documents were</p> <p>10 endorsed with the word "Priority". Given that this is</p> <p>11 endorsed with "Priority", would you have followed the</p> <p>12 same pattern you outlined for us earlier on?</p> <p>13 A. Yes. So when taking a priority into the building,</p> <p>14 I would have made sure that when liaising with the</p> <p>15 search co-ordinator, that would've been shown,</p> <p>16 "Priority".</p> <p>17 Q. Thank you.</p> <p>18 Turning to a separate flat, that's flat 122, does</p> <p>19 that, first of all, ring any bells with you?</p> <p>20 A. No.</p> <p>21 Q. Could I ask Paul to turn up LFB00001955_0003.</p> <p>22 This looks like it's paper written on a notepad</p> <p>23 similar to the flat 113 note we referred to earlier on.</p> <p>24 Does that piece of paper look familiar to you?</p> <p>25 A. No.</p> <p style="text-align: center;">Page 82</p>	<p>1 chance to consider whether there are further questions</p> <p>2 that he needs to ask, so I'm going to break now until</p> <p>3 12.15 and ask you to go with the usher.</p> <p>4 Please don't talk to anyone about your evidence, and</p> <p>5 we'll come back at 12.15. All right?</p> <p>6 Thank you very much, if you would like to go with</p> <p>7 the usher now.</p> <p>8 THE WITNESS: Thank you.</p> <p>9 SIR MARTIN MOORE-BICK: All right?</p> <p>10 MR KINNIER: Thank you, sir.</p> <p>11 SIR MARTIN MOORE-BICK: 12.15, then, please.</p> <p>12 (12.10 pm)</p> <p>13 (A short break)</p> <p>14 (12.15 pm)</p> <p>15 SIR MARTIN MOORE-BICK: Right, I think just a few more</p> <p>16 questions for you, Mr Coltress.</p> <p>17 THE WITNESS: Okay.</p> <p>18 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>19 MR KINNIER: Mr Coltress, only a few.</p> <p>20 First of all, in terms of the collation of duplicate</p> <p>21 information.</p> <p>22 How would you identify duplicate information from</p> <p>23 further information?</p> <p>24 A. From what I could recall, there were separate lists</p> <p>25 being run on either notepads or what we would normally</p> <p style="text-align: center;">Page 84</p>

<p>1 term the messaging pad. I think one of the last -- when</p> <p>2 you were showing the last set of pictures, one of those</p> <p>3 was actually on a messaging pad, and from time to time</p> <p>4 a message pad does get used as a multipurpose pad</p> <p>5 because it provides a lot of writing space.</p> <p>6 Q. Who was running the system which identified duplicate</p> <p>7 from further calls?</p> <p>8 A. So, again, if I take you back to the quality assurance</p> <p>9 part, as I termed it, I believe it would have been those</p> <p>10 guys because not everybody was running. There were two</p> <p>11 guys who were sort of tunic off, on the floor, hands</p> <p>12 and knees stuff, updating, tallying. They looked like</p> <p>13 they was cross-checking stuff.</p> <p>14 Q. If that application of a duplication system was being</p> <p>15 carried out at the forward information point, was the</p> <p>16 duplicate information being first of all reported back</p> <p>17 to CU7 so they knew what had been identified as</p> <p>18 duplicate rather than further information?</p> <p>19 A. I don't think it was.</p> <p>20 Q. That would have assisted, though, wouldn't it, in terms</p> <p>21 of the management of FSG calls at CU7, having that</p> <p>22 information?</p> <p>23 A. I would say so, more than likely. I think, like I said</p> <p>24 before, for us the forward point, what that process was</p> <p>25 about, confirming numbers, changing it over, so the</p> <p style="text-align: right;">Page 85</p>	<p>1 Q. Can I now talk about further information being provided</p> <p>2 in respect of a flat.</p> <p>3 If further information were received, for example,</p> <p>4 at the forward information point, was that then</p> <p>5 communicated to the search co-ordinator?</p> <p>6 A. As far as I'm aware, as far as I can remember. A lot of</p> <p>7 the information that we dealt with was new information,</p> <p>8 either coming from the command unit or from the fire</p> <p>9 ground itself, with people we were speaking to, but</p> <p>10 there did appear some duplicate stuff.</p> <p>11 Q. Would the further information be communicated from the</p> <p>12 forward information point back to CU7?</p> <p>13 A. I'm not sure it would.</p> <p>14 Q. So from what you've said, lines of communication were</p> <p>15 there between the forward information point and the</p> <p>16 search co-ordinator, but information may not have been</p> <p>17 communicated from the forward information point to CU7.</p> <p>18 A. Only in regards to duplicate information. So any brand</p> <p>19 new information went back to the CU.</p> <p>20 Q. Thank you.</p> <p>21 One final question, Mr Coltress.</p> <p>22 Paul, could I ask you to put up a photograph,</p> <p>23 MET000017597.</p> <p>24 Mr Coltress, I'll let you just familiarise yourself</p> <p>25 with that photograph first.</p> <p style="text-align: right;">Page 87</p>
<p>1 priority was obviously to make sure that the building</p> <p>2 knew. But, yeah, I don't think it was going back to the</p> <p>3 CU.</p> <p>4 Q. Could I ask, was the duplicate information being</p> <p>5 forwarded to the search co-ordinator so he knew what was</p> <p>6 duplicate and what wasn't further information?</p> <p>7 A. Yes, yes.</p> <p>8 Q. That was --</p> <p>9 A. I believe so.</p> <p>10 Q. Can you remember who was communicating that information,</p> <p>11 who was the runner?</p> <p>12 A. No. I can't remember who was the runner. Like I said,</p> <p>13 there were a number of runners going back and forth, and</p> <p>14 as we arrived back, if there were further bits to go, it</p> <p>15 was almost like a queueing system; if you were next, you</p> <p>16 would take the next bits of information that would need</p> <p>17 to go into the building.</p> <p>18 Q. Did you run any information that identified duplicate as</p> <p>19 opposed to further calls to bring that to the search</p> <p>20 co-ordinator's attention?</p> <p>21 A. I believe I took the 113 extra information in, from what</p> <p>22 I can remember, and updated -- and that's why I remember</p> <p>23 there was a slight discrepancy between what we was aware</p> <p>24 of before with numbers and what we now had from the lady</p> <p>25 on the phone.</p> <p style="text-align: right;">Page 86</p>	<p>1 (Pause)</p> <p>2 Do you remember seeing this writing on a wall at the</p> <p>3 tower?</p> <p>4 A. I remember seeing writing on the wall at the tower where</p> <p>5 I was liaising with the search co-ordinator, bringing</p> <p>6 information in, but I didn't pay any great attention to</p> <p>7 the detail.</p> <p>8 Q. If I could ask Paul to concentrate on the far left-hand</p> <p>9 column and the top where it says "113".</p> <p>10 The context for this is when you were updating the</p> <p>11 search co-ordinator with the information you'd received</p> <p>12 from Zainab Deen's brother, and you were satisfied that</p> <p>13 the information that there were four left within the</p> <p>14 flat had been taken on board, did you see any</p> <p>15 information being written on this wall?</p> <p>16 A. It's because of information being written why I was</p> <p>17 satisfied that it had been taken on board. What exactly</p> <p>18 was written, I'm not sure.</p> <p>19 MR KINNIER: Mr Coltress, those are all the questions I have</p> <p>20 for you. The only thing left to say is thank you very</p> <p>21 much for the assistance you've provided. We're very</p> <p>22 grateful.</p> <p>23 SIR MARTIN MOORE-BICK: Yes, thank you very much for coming</p> <p>24 to give your evidence, Mr Coltress. It's interesting to</p> <p>25 know what was going on and what your part was in the</p> <p style="text-align: right;">Page 88</p>

<p>1 events of that night, so thank you very much indeed.</p> <p>2 Now you're free to go.</p> <p>3 THE WITNESS: Thank you.</p> <p>4 SIR MARTIN MOORE-BICK: All right, thank you.</p> <p>5 (The witness withdrew)</p> <p>6 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>7 MR KINNIER: Sir, the third and final witness for today is</p> <p>8 Watch Manager Norman Harrison. There is due to be</p> <p>9 another restructuring of the domestic furniture.</p> <p>10 Sir, might I ask you to rise for this to be done?</p> <p>11 SIR MARTIN MOORE-BICK: Very well. Ask the usher to come</p> <p>12 and get me as soon as you're ready.</p> <p>13 MR KINNIER: Thank you.</p> <p>14 (12.22 pm)</p> <p>15 (A short break)</p> <p>16 (12.25 pm)</p> <p>17 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>18 MR KINNIER: Sir, may I call Watch Manager Norman Harrison.</p> <p>19 SIR MARTIN MOORE-BICK: Thank you.</p> <p>20 NORMAN HARRISON (sworn)</p> <p>21 Questions by MR KINNIER</p> <p>22 SIR MARTIN MOORE-BICK: Thank you very much, Mr Harrison.</p> <p>23 Sit down and make yourself comfortable.</p> <p>24 THE WITNESS: Thank you.</p> <p>25 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p style="text-align: right;">Page 89</p>	<p>1 of written notes that you say are dated 14 and</p> <p>2 15 November; the correct dates are 14 and 15 June?</p> <p>3 A. That's right, yes.</p> <p>4 Q. Thank you.</p> <p>5 As I've said to other witnesses, Mr Harrison, if at</p> <p>6 any time you want a break, please say so, that's not</p> <p>7 a problem.</p> <p>8 Secondly, if I'm unclear, please say, "You're</p> <p>9 unclear" and I'll try and rephrase the question.</p> <p>10 A. Okay.</p> <p>11 Q. If I could deal with your position and experience as</p> <p>12 a firefighter, first of all.</p> <p>13 Is it right that at the time of the fire you were</p> <p>14 a watch manager stationed at Wembley?</p> <p>15 A. I am, yes.</p> <p>16 Q. And you still are?</p> <p>17 A. I am.</p> <p>18 Q. You were on Wembley's command unit on the night of the</p> <p>19 incident, and that's CU7?</p> <p>20 A. That's correct.</p> <p>21 Q. There were two of you on CU7. Who was driving, first of</p> <p>22 all?</p> <p>23 A. I was the driver that night.</p> <p>24 Q. Who was the other --</p> <p>25 A. The other officer was a watch manager called Tony</p> <p style="text-align: right;">Page 91</p>
<p>1 MR KINNIER: First of all, would you confirm your name for</p> <p>2 the record.</p> <p>3 A. Yes, it's Norman Edward Harrison.</p> <p>4 Q. Mr Harrison, good afternoon. Thank you very much for</p> <p>5 coming along to give evidence today. It's very much</p> <p>6 appreciated.</p> <p>7 There's a blue folder in front of you. If I could</p> <p>8 ask you to open that folder and look behind tab A.</p> <p>9 There should be two statements behind that tab: first of</p> <p>10 all, your long statement of 18 November 2017, and then</p> <p>11 a one-page statement at the very end of that tab dated</p> <p>12 20 November 2017.</p> <p>13 A. Yes, I see them.</p> <p>14 Q. Behind the next tab ought to be two sets of</p> <p>15 contemporaneous notes, dated 14 and 15 June 2017.</p> <p>16 A. Yes, they're both there.</p> <p>17 Q. You have read those documents recently?</p> <p>18 A. I have.</p> <p>19 Q. Do you confirm their contents are true?</p> <p>20 A. They are, yes.</p> <p>21 Q. And you're content for those documents to stand as your</p> <p>22 evidence to the inquiry?</p> <p>23 A. I am, yes.</p> <p>24 Q. Just for clarity's sake, Mr Harrison, in your second,</p> <p>25 shorter statement of 20 November, you refer to two sets</p> <p style="text-align: right;">Page 90</p>	<p>1 Peckham, who was a standby officer from Islington.</p> <p>2 Q. Thank you.</p> <p>3 We have recorded times for CU7 being mobilised at</p> <p>4 01.15, on the road at 01.23 and arriving at the incident</p> <p>5 at about 01.42.</p> <p>6 Do those times sound about right to you?</p> <p>7 A. They do, yes.</p> <p>8 Q. If I could ask you to turn to page 2 of your first</p> <p>9 statement. It's the 12th line down. You say this:</p> <p>10 "... as we turned into Grenfell Road CU 8 were</p> <p>11 already there off to a road on the right. I recognised</p> <p>12 Mark KENTFIELD and Dan MEYRICK as officers from Fulham."</p> <p>13 To be clear, are you saying here that you spotted</p> <p>14 the two watch managers from Fulham whilst you were still</p> <p>15 in your vehicle, looking for somewhere to park, or are</p> <p>16 you referring to a later --</p> <p>17 A. No, that's later. When I got on CU8 later on,</p> <p>18 I recognised the pair of them, but not as I drove past.</p> <p>19 Q. You describe in your witness statement what you saw of</p> <p>20 the fire on your approach and when you arrived.</p> <p>21 If we look at page 2 of your statement, eight lines</p> <p>22 from the bottom, you say this:</p> <p>23 "We were near a college or school in Silchester Road</p> <p>24 and I could see the tower block was fully alight. This</p> <p>25 was from the 4th floor to the top floor which appeared</p> <p style="text-align: right;">Page 92</p>

<p>1 to me at the time to be around 20 stories or more high.</p> <p>2 The fire appeared bright Yellow and I have never seen a</p> <p>3 fire like it. Normally one would turn up to a fire or</p> <p>4 shout and you can make out individual features within</p> <p>5 the building. You will see a window and a door and you</p> <p>6 will see bits that are not alight. But what was unique</p> <p>7 was that from the 4th to the top it was the same uniform</p> <p>8 colour the same right across the width of the building</p> <p>9 also so I couldn't make out any features of the building</p> <p>10 at all like window or staircases or anything like that."</p> <p>11 Now, first of all, can you confirm if what you're</p> <p>12 describing here is what you saw on your approach to the</p> <p>13 tower when you were driving or was it once you'd parked</p> <p>14 up and had left your vehicle?</p> <p>15 A. Yes, it was on the approach to the tower. Just as we</p> <p>16 drove down the road where the school was, I think the</p> <p>17 road bent about 90 degrees to the right and I caught</p> <p>18 a glimpse of the tower just in passing as I looked over</p> <p>19 my left shoulder. The actual view of the tower was only</p> <p>20 for a couple of seconds.</p> <p>21 Q. Given that you spotted the uniformity of colour and the</p> <p>22 absence of any visible features of the building, what</p> <p>23 thoughts did you have on seeing that for</p> <p>24 compartmentation?</p> <p>25 A. At that time, I was hoping, because I had seen video</p> <p style="text-align: center;">Page 93</p>	<p>1 the scene, any senior officer?</p> <p>2 A. No.</p> <p>3 Q. Looking at page 3 of your witness statement, from the</p> <p>4 sixth line downwards, you say you parked your appliance</p> <p>5 and made your way to CU8, where you reported to the team</p> <p>6 leader, who was Watch Manager Kentfield.</p> <p>7 First of all, can you remember who else was on CU8</p> <p>8 at the time?</p> <p>9 A. Yes, there was only two people there, it was</p> <p>10 Mark Kentfield and Watch Manager Dan Meyrick.</p> <p>11 Q. Do you remember whether CU8 was operational when you</p> <p>12 first entered it?</p> <p>13 A. Yes, the lights were on. I think that Dan Meyrick was</p> <p>14 possibly at the sort of communications area of the unit,</p> <p>15 and I believe that the PC was on, the computer, where we</p> <p>16 would normally do our mapping on the CSS and stuff like</p> <p>17 that.</p> <p>18 Q. You say Watch Manager Meyrick was dealing with the</p> <p>19 communications side.</p> <p>20 A. Yes.</p> <p>21 Q. Can you remember precisely what he was doing as you</p> <p>22 entered CU8?</p> <p>23 A. No, I think he had some device to his ear, but I've no</p> <p>24 idea what it was he was doing.</p> <p>25 Q. Were you aware from what you could hear that he was</p> <p style="text-align: center;">Page 95</p>
<p>1 footage of fires in the Middle East before, of towers</p> <p>2 that were on fire with cladding on the external, and</p> <p>3 when I saw that I assumed that it was the exterior of</p> <p>4 the building that was alight. But because I couldn't</p> <p>5 see anything beyond yellow, I didn't know if there was</p> <p>6 any compartmentation issues at all at that time.</p> <p>7 Q. You referred there to having seen -- and I think you</p> <p>8 refer to it in your statement -- some fires in Dubai.</p> <p>9 A. Yes.</p> <p>10 Q. When you had that thought, did the word "cladding" enter</p> <p>11 your mind, did you think it was a cladding fire?</p> <p>12 A. It did, yes.</p> <p>13 Q. At that time, what knowledge did you have of cladding</p> <p>14 fires and the particular risks that they pose for</p> <p>15 firefighting?</p> <p>16 A. Just that you could get very rapid external spread of</p> <p>17 fire. I remember thinking at the time that it's the</p> <p>18 sort of thing that I wasn't expecting to see in this</p> <p>19 country because I thought the regulations would preclude</p> <p>20 putting something on the outside of the tower that would</p> <p>21 propagate flame quite so easily.</p> <p>22 Q. Did you articulate your thoughts about cladding being</p> <p>23 involved to Watch Manager Peckham, for example?</p> <p>24 A. No.</p> <p>25 Q. Did you discuss it with anyone else once you arrived at</p> <p style="text-align: center;">Page 94</p>	<p>1 taking FSG information?</p> <p>2 A. No.</p> <p>3 Q. Did you speak to him at this stage?</p> <p>4 A. No.</p> <p>5 Q. So the only person you spoke to was Mark Kentfield?</p> <p>6 A. That's right.</p> <p>7 Q. What was Mr Kentfield doing when you first entered CU8?</p> <p>8 A. It looked like he was about to exit the CU. I don't</p> <p>9 know what he was going to do, but I asked him what he</p> <p>10 would like me to do.</p> <p>11 Q. Then you accompanied him to the fire ground; is that</p> <p>12 right?</p> <p>13 A. That's right. He said, "Come down to the base of the</p> <p>14 tower with me."</p> <p>15 Q. Did you ask him what he wanted you to do?</p> <p>16 A. I think I did, but I don't recall what his answer was.</p> <p>17 Q. Did you have any further discussion with Mr Kentfield at</p> <p>18 this stage as you were going to the fire ground itself?</p> <p>19 A. We would've discussed something, but I can't recollect</p> <p>20 what it was.</p> <p>21 Q. Did you say to him at that stage, for example, "I've</p> <p>22 seen fires like this in Dubai, this is cladding"?</p> <p>23 A. No, no, I think -- no.</p> <p>24 Q. Given that was the first immediate thought you had, is</p> <p>25 there a reason why you didn't say to him, for example,</p> <p style="text-align: center;">Page 96</p>

<p>1 "Mark, this looks like one of those Dubai fires" or 2 something along those lines?</p> <p>3 A. The original view I had of it, I was hoping it was just 4 the externals, and I know by going down to the base of 5 the tower I would be able to gather more information to 6 get a fuller situational awareness. So I didn't think 7 there was much point speculating on the way down there 8 with him.</p> <p>9 Q. You went with Mr Kentfield. Is it right to assume 10 Mr Peckham stayed within CU8?</p> <p>11 A. As far as I know, yes.</p> <p>12 Q. Can you remember how long you'd actually been in CU8 13 before you left with Mr Kentfield to go to the fire 14 ground?</p> <p>15 A. It was immediate. I didn't even get to the top step.</p> <p>16 Q. Did you see Mr Kentfield take anything with him, for 17 example clips of FSG slips or anything like that?</p> <p>18 A. I don't recall him specifically carrying anything, but 19 I would presume that he would've carried something with 20 him.</p> <p>21 Q. You got to the tower, and you say at page 3 of your 22 witness statement -- it's from the end of the 10th line: 23 "As we got there I noticed the tower itself from the 24 initial side that I had looked at from behind the school 25 I could now see that it wasn't just the cladding the</p> <p style="text-align: center;">Page 97</p>	<p>1 I couldn't actually see the top of the tower, but from 2 what I could see, I presumed it went all the way to the 3 top.</p> <p>4 I knew that the way that we normally fight a fire in 5 a high-rise, we expect a fire to be contained within one 6 compartment. So to have a fire over multiple floors was 7 going to be extremely challenging.</p> <p>8 Q. Did you articulate your shock and the reasons for your 9 shock to Mr Kentfield?</p> <p>10 A. No, I'm not sure what Mark was doing. He was not 11 standing next to me when I had this view, so I didn't 12 articulate it to him.</p> <p>13 Q. Did you seek to identify who the incident commander was 14 at this stage?</p> <p>15 A. Not at that time, no.</p> <p>16 Q. Did you identify any other senior officer to raise your 17 concerns with?</p> <p>18 A. No.</p> <p>19 Q. What thoughts did you have about stay put and evacuation 20 at this initial stage?</p> <p>21 A. Immediately I knew that the stay-put policy should no 22 longer apply in this building, because the stay-put 23 policy's predicated upon an assumption that someone can 24 stay in their flat safe from the one compartment that is 25 alight somewhere else in the building, and they're not</p> <p style="text-align: center;">Page 99</p>
<p>1 fire was coming from inside the flats from the 4th floor 2 all the way to the top."</p> <p>3 Just to clarify where you were when you were looking 4 at the tower at this point -- and it may be more useful 5 if I ask Paul to bring up MET00016854.</p> <p>6 Mr Harrison, there's a bigger screen behind you.</p> <p>7 A. Yes.</p> <p>8 Q. I don't know whether you can stand up and identify for 9 us on that larger screen where you were when you looked 10 up at the tower and saw that fire had penetrated to the 11 interior.</p> <p>12 A. Okay, I believe I was standing there at the corner of 13 the two walls (Indicates).</p> <p>14 Q. So the north-east corner?</p> <p>15 A. Yes.</p> <p>16 Q. Just in front of the academy.</p> <p>17 A. Yes.</p> <p>18 Q. When you were looking up at the tower, you saw that the 19 exterior was engaged. You also saw that fire was 20 engaged on the interior. What thoughts did you have as 21 to how the LFB were going to fight that fire?</p> <p>22 A. I was truly shocked at such a severe fire over so many 23 floors. I could see the flames coming out quite some 24 distance from the flats on the lower floors, and it was 25 as high as I could look. I was so close to the tower,</p> <p style="text-align: center;">Page 98</p>	<p>1 going to be affected by the fire, either flames, heat or 2 smoke. I could see that that just didn't apply here 3 anymore.</p> <p>4 Q. You'd arrived at 01.42 or thereabouts.</p> <p>5 A. (Nodded assent).</p> <p>6 Q. How soon after arrival were you standing at the 7 north-east corner and formed the view you've just 8 outlined?</p> <p>9 A. I would say that -- because once we arrive, we have to 10 get rigged in our fire gear, which takes about a minute. 11 I would say probably around 01.50.</p> <p>12 Q. You mentioned evacuation. What thoughts did you have, 13 if any, about how to execute an evacuation of the tower 14 given your views on the nature and scale of the fire?</p> <p>15 A. Well, I didn't actually mention evacuation. Stay put 16 and evacuation, although they're connected, they are 17 slightly different things.</p> <p>18 Q. If you felt that stay put was no longer appropriate then 19 evacuation is the next thing, isn't it?</p> <p>20 A. It would be and it would follow on, but initially what 21 I'm aware is that our control operators could be on the 22 phone to people phoning up who are within the building 23 saying, "There is a fire in our building", and I know 24 our control operators would follow national guidance 25 which says that you're safest to stay in your flat, safe</p> <p style="text-align: center;">Page 100</p>

25 (Pages 97 to 100)

<p>1 in the assumption that we would be dealing with</p> <p>2 the fire, as far as the control operators were aware, in</p> <p>3 one compartment elsewhere.</p> <p>4 But then once we know that as operational</p> <p>5 firefighters ...</p> <p>6 Q. Given your experience as a firefighter, have you ever</p> <p>7 had need to evacuate a high-rise tower in your career</p> <p>8 before?</p> <p>9 A. A full evacuation?</p> <p>10 Q. Yes.</p> <p>11 A. I've done it -- not necessarily from a fire. I remember</p> <p>12 taking part when I was actually officer in charge of</p> <p>13 an evacuation of a small block of flats of six storeys</p> <p>14 due to a gas leak, and I remember how long that took to</p> <p>15 actually complete, because it was at the middle of the</p> <p>16 night, firefighters are going around knocking on doors,</p> <p>17 and a lot of people just don't want to answer the door.</p> <p>18 So I would estimate that particular scenario took about</p> <p>19 15 minutes to execute, and that was without any flames</p> <p>20 or smoke in the staircase.</p> <p>21 Q. Given these views, given your previous experience of</p> <p>22 a full evacuation, why didn't you seek out a senior</p> <p>23 officer to make your views known at that stage?</p> <p>24 A. I may have glanced around the incident ground itself.</p> <p>25 There wasn't that many officers or firefighters</p> <p style="text-align: center;">Page 101</p>	<p>1 we would have to fight our way up the tower, and I was</p> <p>2 estimating -- and it was only a rough estimate -- it</p> <p>3 would take at least 15 minutes per floor to fight our</p> <p>4 way to the top of the tower.</p> <p>5 Q. When you say fighting the fire, it would be fighting the</p> <p>6 fire and executing rescue missions and evacuation, or</p> <p>7 just fighting the fire?</p> <p>8 A. No, just fighting the fire.</p> <p>9 Q. Could I ask you to turn to your second contemporaneous</p> <p>10 note dated 15 June.</p> <p>11 I don't know whether Paul can get that up on the</p> <p>12 screen. It may be easier for you to turn to the paper</p> <p>13 copy, Mr Harrison. Oh, there we go.</p> <p>14 It's really the second page of the 15 June note, and</p> <p>15 it's 15 lines from the bottom, a somewhat unhelpful</p> <p>16 steer, where you give a different figure as to your</p> <p>17 approximation of the time it would take to reach the top</p> <p>18 floors. You say there 10 hours and then you state</p> <p>19 expressly this was to extinguish the fire.</p> <p>20 Was there any particular reason for referring to</p> <p>21 10 hours there as opposed to 6 hours in your witness</p> <p>22 statement?</p> <p>23 A. Yes, I think extinguish the fire and firefighting your</p> <p>24 way to the top of the building I view as two different</p> <p>25 things, because we could knock the fire down, to use</p> <p style="text-align: center;">Page 103</p>
<p>1 apparent. The only ones I can really remember are there</p> <p>2 was two members of crew of a turntable ladder that was</p> <p>3 on the grass, and the only other people I saw were</p> <p>4 actually at the base of the tower. I saw some</p> <p>5 firefighters rigged in BA in the lobby and going up the</p> <p>6 stairs.</p> <p>7 I can't remember seeing any senior officers there.</p> <p>8 Q. Could I ask you, staying on this topic, to turn to</p> <p>9 page 3 of your witness statement. It's the bottom two</p> <p>10 lines and it really flows on from what we've been</p> <p>11 discussing. You say this:</p> <p>12 "My initial assessment to reach the top floors if</p> <p>13 the LFB stuck within the normal operating procedures</p> <p>14 would take approximately 6 hours or so."</p> <p>15 When you say that it would take the LFB</p> <p>16 approximately 6 hours to reach the top floors, do you</p> <p>17 mean it would take BA crews that long to get up to</p> <p>18 residents on the top floors in order to evacuate people</p> <p>19 or are you referring to how long it would take to</p> <p>20 extinguish the fire?</p> <p>21 A. Well, extinguish the fire is quite a big statement, but</p> <p>22 to actually firefight your way to the top of the</p> <p>23 building, I believe if you followed our Brigade</p> <p>24 procedures, which mean you don't go beyond the fire and</p> <p>25 you don't go into a fire without any firefighting media,</p> <p style="text-align: center;">Page 102</p>	<p>1 Fire Brigade parlance, and progress up the tower, and</p> <p>2 you would leave small pockets of fire still burning</p> <p>3 because they wouldn't pose too much of a risk to you.</p> <p>4 But I estimate to fully extinguish the full tower in its</p> <p>5 entirety would take a minimum of 10 hours.</p> <p>6 Q. Apologies, I gave you the wrong reference, page 2. If</p> <p>7 I could ask Paul to turn over to page 3, just so we know</p> <p>8 what we're talking about.</p> <p>9 Again, you'll see just below halfway the 10 hours</p> <p>10 figure. Apologies, so that everyone has the context.</p> <p>11 (Pause)</p> <p>12 And for the reasons you've just --</p> <p>13 A. As I said, I believed we could knock the fire down</p> <p>14 sufficiently to reach the upper floors within 6 hours --</p> <p>15 again, it's only a ballpark estimate -- but to actually</p> <p>16 extinguish this fire, which was a major fire, I think</p> <p>17 would've taken -- my assumption at the time is it would</p> <p>18 take at least 10 hours to do that.</p> <p>19 Q. Thank you.</p> <p>20 Could I now return to page 4 of your witness</p> <p>21 statement, and it's the top line, and you say there:</p> <p>22 "... I know that flats are designed to compartment</p> <p>23 and contain fire and smoke. But they are designed with</p> <p>24 only a 60 minute fire resistance time period. So if it</p> <p>25 was going to take us 6 hours to reach the top floors and</p> <p style="text-align: center;">Page 104</p>

<p>1 that was a very optimistic 6 hours to reach the top</p> <p>2 floor, I felt that it would be far too late to save</p> <p>3 anybody on the upper floors."</p> <p>4 Just looking here at what you say there about</p> <p>5 compartmentation and the 60-minute fire resistance</p> <p>6 period, given your previous observation that the fire</p> <p>7 was coming into the flats from the 4th floor all the way</p> <p>8 to the top, hadn't compartmentation already been</p> <p>9 breached?</p> <p>10 A. It had in a vertical sense. Obviously the tower is</p> <p>11 a square and I was aware that there may still be some</p> <p>12 horizontal fire protection. So the people on the</p> <p>13 opposite side from where the fire is already in their</p> <p>14 flats had a possibility for horizontal partial</p> <p>15 evacuation, move from the dangerous part of the building</p> <p>16 to the safer part of the building, and that one-hour</p> <p>17 compartmentation may -- it's a big "may" -- still have</p> <p>18 been valid.</p> <p>19 Q. Taking it on from that, if we stay on page 4, the first</p> <p>20 paragraph, the last three lines there, you say that</p> <p>21 because of everything you were observing, there would</p> <p>22 not be an opportunity to rescue people on the upper</p> <p>23 floors and you felt the stay-put advice needed to be</p> <p>24 changed.</p> <p>25 Do you remember when you were looking at the tower</p> <p style="text-align: center;">Page 105</p>	<p>1 I didn't know, would have arrived and be reporting to</p> <p>2 CU8 at this time.</p> <p>3 Q. As I understand it, you moved from the north-east corner</p> <p>4 of the tower and you returned back to CU8; is that</p> <p>5 right?</p> <p>6 A. I went directly. I don't even recall telling Mark to</p> <p>7 come with me. He may have followed on.</p> <p>8 Q. You headed straight to CU8?</p> <p>9 A. Yes.</p> <p>10 Q. Following on from page 4 of your statement, the second</p> <p>11 paragraph, line 2, you say you think Watch Manager</p> <p>12 Kentfield came with you. Looking back now, are you able</p> <p>13 to help?</p> <p>14 A. I can't be any more definite than that. He definitely</p> <p>15 didn't walk alongside me, but I know he did turn up on</p> <p>16 the command unit within a very short time after</p> <p>17 I arrived there.</p> <p>18 Q. You arrived at about 01.42. Again, apologies for the</p> <p>19 lawyerly question: can you remember roughly how long</p> <p>20 after you'd arrived you went back to CU8?</p> <p>21 A. It's only an estimate. It's very hard to be precise.</p> <p>22 I would imagine I got back to CU8 sometime around 0200.</p> <p>23 Q. How long had you been at the base of the tower at the</p> <p>24 north-east side, can you remember?</p> <p>25 A. I didn't stay there that long. If you take the time to</p> <p style="text-align: center;">Page 107</p>
<p>1 and having these thoughts if Watch Manager Kentfield was</p> <p>2 with you?</p> <p>3 A. He wasn't. I know he was at least 15 feet away.</p> <p>4 Q. So you could see him?</p> <p>5 A. I think -- and it's only to the best of my memory -- he</p> <p>6 may have been talking to someone near a car, is all</p> <p>7 I can remember.</p> <p>8 Q. Given what you were seeing, given your concerns, given</p> <p>9 he wasn't that far away from you, did you think of</p> <p>10 calling over to him and saying, "Listen, Mark, my view</p> <p>11 is" --</p> <p>12 A. No.</p> <p>13 Q. Could I ask you why you didn't articulate your thoughts</p> <p>14 to Mr Kentfield having said all of this?</p> <p>15 A. I knew that the decision to change stay-put policy would</p> <p>16 have to be made by an incident commander.</p> <p>17 Mark Kentfield was the same rank as me, so it would be</p> <p>18 a little bit like talking to myself.</p> <p>19 Q. I suppose the question that flows from that: did it</p> <p>20 cross your mind to think, "Let's identify the incident</p> <p>21 commander, I want to go see him now"?</p> <p>22 A. No. I think on the way down possibly Mark had told me</p> <p>23 it was a watch manager that was still in charge, and</p> <p>24 I felt that a decision of this magnitude needed to be</p> <p>25 taken by a more senior officer who I suspected, but</p> <p style="text-align: center;">Page 106</p>	<p>1 walk down from CU8 and walk back, call that 2 minutes</p> <p>2 each direction, I wouldn't have been at the base of the</p> <p>3 tower for longer than 3 or 4 minutes.</p> <p>4 Q. You got back to CU8 and there were more people aboard</p> <p>5 CU8 by this time.</p> <p>6 You had Watch Managers Meyrick and Peckham; is that</p> <p>7 right?</p> <p>8 A. That's correct.</p> <p>9 Q. And there were two station managers and a group manager</p> <p>10 as well.</p> <p>11 A. Yes.</p> <p>12 Q. Were there any other people there?</p> <p>13 A. Not on the command unit, no.</p> <p>14 Q. Looking back now, are you able to help us on identifying</p> <p>15 one or both of the station managers you saw?</p> <p>16 A. No.</p> <p>17 Q. Are you able to help us identify the group manager?</p> <p>18 A. I believe that the group manager was Group Manager</p> <p>19 Welch.</p> <p>20 Q. Do you remember a Station Manager Egan?</p> <p>21 A. I do, but I don't think he was on the unit at that time.</p> <p>22 He arrived very shortly after.</p> <p>23 Q. As you entered CU8, can you remember what Watch Manager</p> <p>24 Meyrick was doing at the time?</p> <p>25 A. Both of my CU colleagues, Watch Manager Meyrick and</p> <p style="text-align: center;">Page 108</p>

<p>1 Watch Manager Peckham, were both at the communications</p> <p>2 area. Again, they were either on the phone or on the</p> <p>3 main scheme radio.</p> <p>4 Q. Did you know what information they were taking? Did you</p> <p>5 know, for example, it was FSG or --</p> <p>6 A. I didn't, no.</p> <p>7 Q. Staying on page 4, the second paragraph, the fifth line</p> <p>8 down, you say this:</p> <p>9 "I announced to all of them that I believed the</p> <p>10 advice our operators were giving out to the people</p> <p>11 trapped in the building, needed to be changed.</p> <p>12 I suggested that someone tell our control operators to</p> <p>13 change that advice as soon as possible. I recall that</p> <p>14 some discussion took place."</p> <p>15 Looking at the elements of that paragraph, do you</p> <p>16 remember telling everyone about what you'd witnessed</p> <p>17 from the north-east corner of the tower?</p> <p>18 A. No.</p> <p>19 Q. Did you mention that in your view the fire was now</p> <p>20 inside the flats from the 4th floor upwards?</p> <p>21 A. No.</p> <p>22 Q. Did you make any point regarding cladding and your view</p> <p>23 that cladding may well be engaged on the exterior?</p> <p>24 A. No.</p> <p>25 Q. Who precisely was involved in the discussion that you</p> <p style="text-align: center;">Page 109</p>	<p>1 Mr Delaney?</p> <p>2 A. No, I carried on looking at the group manager and</p> <p>3 stations managers.</p> <p>4 Q. So Mr Delaney, when you say you entered into a</p> <p>5 discussion with him, was he basically shouting his views</p> <p>6 from outside?</p> <p>7 A. Yes.</p> <p>8 Q. Can you remember what Mr Delaney said? If you can give</p> <p>9 us the detail or at least the gist of what he said.</p> <p>10 A. He said that there was going to be hose in the</p> <p>11 staircase, and it's only a single staircase and it's</p> <p>12 smoky.</p> <p>13 Q. Mr Delaney set out his views; did either the group</p> <p>14 manager or the two station managers engage with what</p> <p>15 Mr Delaney said?</p> <p>16 A. No.</p> <p>17 Q. Did you respond to what Mr Delaney had said?</p> <p>18 A. I did. I posed the question: can we not use -- I used</p> <p>19 an acronym which used to be in familiar use in the fire</p> <p>20 service. I said, "Can we not use EASE?"</p> <p>21 Q. What are EASE?</p> <p>22 A. EASE used to stand for emergency air supply equipment.</p> <p>23 We now call it a second set bag.</p> <p>24 Q. When you made that observation, again, were you still</p> <p>25 looking to the interior of the CU unit and looking at</p> <p style="text-align: center;">Page 111</p>
<p>1 initiated?</p> <p>2 A. This is the strange thing, the people on the command</p> <p>3 unit -- I know you've seen the layout of the unit</p> <p>4 before. When I got onto the unit, I stood blocking the</p> <p>5 staircase so none could leave and no one could get on.</p> <p>6 Although I was directing my statement, really, towards</p> <p>7 the senior officers who were by the bench, some people</p> <p>8 behind me outside, I believe it was one of those people</p> <p>9 that actually engaged me in discussion. It was not the</p> <p>10 people on the command unit I was directing my statement</p> <p>11 towards.</p> <p>12 Q. So although you were looking directly at them --</p> <p>13 A. Yes.</p> <p>14 Q. -- neither the group manager nor the two station</p> <p>15 managers engaged with you?</p> <p>16 A. That's correct.</p> <p>17 Q. It was the person behind you who engaged with you. Can</p> <p>18 you remember, first of all, was it a man or a woman?</p> <p>19 A. It's a man, and to my recollection I think I recognised</p> <p>20 his voice as a colleague from Islington command unit,</p> <p>21 and I believe it was Watch Manager Pat Delaney.</p> <p>22 Q. Delaney?</p> <p>23 A. Yes.</p> <p>24 Q. Did you turn your back, effectively, on the group</p> <p>25 manager and the two station managers and talk to</p> <p style="text-align: center;">Page 110</p>	<p>1 the group manager --</p> <p>2 A. I was, yes.</p> <p>3 Q. Did any of them respond to that observation?</p> <p>4 A. No.</p> <p>5 Q. Did Mr Delaney respond to that observation?</p> <p>6 A. No.</p> <p>7 Q. So how did this -- if I can put it -- statement</p> <p>8 conclude, then, considering you hadn't heard anything</p> <p>9 back from the group manager or the two station managers?</p> <p>10 A. There was no response from them at all. I then moved</p> <p>11 over to the computer, and I knew that I'd made my point,</p> <p>12 and I started to populate the command support system,</p> <p>13 the organisation chart.</p> <p>14 Q. Did you press your point whilst you were at the</p> <p>15 computer? Did you say, for example, "Do any of you have</p> <p>16 a view?"</p> <p>17 A. I didn't get the opportunity to because directly</p> <p>18 after -- I think I made about two mouse clicks and then</p> <p>19 I was asked to leave the command unit by the group</p> <p>20 manager, along with Station Manager Egan, to carry out</p> <p>21 FSG duties.</p> <p>22 Q. Who said to you that you were leaving to go conduct FSG</p> <p>23 duties?</p> <p>24 A. I believe -- I mean, they actually used my first name,</p> <p>25 so this is where I think Mark Kentfield may have arrived</p> <p style="text-align: center;">Page 112</p>

<p>1 back on the unit. But I think the actual instruction</p> <p>2 would've come from the group manager that I had had the</p> <p>3 previous conversation with.</p> <p>4 Q. Can you describe for us the tone in which you made your</p> <p>5 statement, in which you expressed your view?</p> <p>6 A. It was quite loud, very direct and unequivocal.</p> <p>7 Q. Emphatic?</p> <p>8 A. Very.</p> <p>9 Q. Did you get any response to what you'd said from the</p> <p>10 group manager or anyone else who accompanied you out of</p> <p>11 the CU unit?</p> <p>12 A. No.</p> <p>13 Q. Was Mr Delaney still behind you as you left the command</p> <p>14 unit?</p> <p>15 A. I believe he was standing outside the command unit.</p> <p>16 Q. Did he try and engage you in any further discussion</p> <p>17 about the difficulties of evacuation?</p> <p>18 A. No.</p> <p>19 Q. At that stage, when you entered the CU unit and</p> <p>20 expressed your opinion, did you know who the incident</p> <p>21 commander was?</p> <p>22 A. I believe I do, and I think it was Mike Dowden at that</p> <p>23 time.</p> <p>24 Q. What was the basis of that belief, that Mr Dowden was</p> <p>25 still --</p> <p style="text-align: right;">Page 113</p>	<p>1 it's quite heavy to carry. But yes, it is practicable.</p> <p>2 Q. We have a record of two messages being sent from CU8 to</p> <p>3 control at about the time you were in there: the first</p> <p>4 is at 02.06, declaring a major incident, and the second</p> <p>5 was at 02.08, requesting four command units.</p> <p>6 Now, I don't know, Paul, whether you can bring up --</p> <p>7 it's at page 21 of the short incident log. It may</p> <p>8 assist you to see it, it may not. But do you remember</p> <p>9 either of these messages being sent whilst you were in</p> <p>10 the command unit?</p> <p>11 A. No.</p> <p>12 Q. Do you remember being informed that those messages had</p> <p>13 been sent?</p> <p>14 A. I think when I was on my own command unit, CU7, someone</p> <p>15 did tell me that we were now a major incident.</p> <p>16 Q. This is the short incident log, and if we look at</p> <p>17 02.06.38, does that trigger any memory?</p> <p>18 A. I think that we possibly were walking between the two</p> <p>19 command units when that message may have been</p> <p>20 transmitted.</p> <p>21 Q. Again, just for the sake of completeness, if nothing</p> <p>22 else, 02.08.05 is the second message I asked you about,</p> <p>23 and again --</p> <p>24 A. I don't remember that one at all.</p> <p>25 MR KINNIER: Thank you.</p> <p style="text-align: right;">Page 115</p>
<p>1 A. I think that Mark Kentfield told me that as we were</p> <p>2 walking down to the tower.</p> <p>3 Q. You also say at page 4 of your statement, it's the</p> <p>4 second paragraph, and three lines from the bottom, it</p> <p>5 flows from what you've just told us:</p> <p>6 "I then asked if it was possible to use our</p> <p>7 emergency air supply equipment. We call it a second set</p> <p>8 bag to be given to members of the public ... I never got</p> <p>9 answered."</p> <p>10 We've heard evidence that the second set bag is</p> <p>11 a bag containing a spare BA set. Is that what you were</p> <p>12 referring to here?</p> <p>13 A. It is, yes.</p> <p>14 Q. Again, just to sort of absolutely confirm your evidence</p> <p>15 on this, was there any further discussion about that bag</p> <p>16 whilst you were in the CU unit?</p> <p>17 A. No.</p> <p>18 Q. Was there any further discussion about that bag as you</p> <p>19 walked out of the CU unit to take up FSG duties?</p> <p>20 A. No.</p> <p>21 Q. Given what you'd seen from your external view from the</p> <p>22 north-east corner of tower, did you think that sending</p> <p>23 up crews with a second set bag was a practicable option,</p> <p>24 given that you hadn't been inside the tower as well?</p> <p>25 A. I would say yes. It would be very difficult because</p> <p style="text-align: right;">Page 114</p>	<p>1 Sir, it is, according to that clock, 12.56.</p> <p>2 SIR MARTIN MOORE-BICK: Yes.</p> <p>3 MR KINNIER: I'm about to start a new topic. I won't</p> <p>4 complete it in 4 minutes, and so that might be</p> <p>5 an appropriate time to adjourn for lunch.</p> <p>6 SIR MARTIN MOORE-BICK: Yes, well, that sounds sensible.</p> <p>7 I'm afraid there are more questions we are going to</p> <p>8 need to ask you, Mr Harrison, but at this stage, we'll</p> <p>9 have a break so we can all have some lunch.</p> <p>10 While you're out of the room, please don't discuss</p> <p>11 your evidence with anybody else.</p> <p>12 THE WITNESS: Okay.</p> <p>13 SIR MARTIN MOORE-BICK: And we'll resume at 2 o'clock,</p> <p>14 please.</p> <p>15 THE WITNESS: Okay.</p> <p>16 SIR MARTIN MOORE-BICK: All right? If you would like to go</p> <p>17 with the usher, please.</p> <p>18 2 o'clock, then, please.</p> <p>19 MR KINNIER: Thank you, sir.</p> <p>20 (12.58 pm)</p> <p>21 (The short adjournment)</p> <p>22 (2.00 pm)</p> <p>23 SIR MARTIN MOORE-BICK: All right, Mr Harrison?</p> <p>24 THE WITNESS: Yes, thank you.</p> <p>25 SIR MARTIN MOORE-BICK: Ready to carry on?</p> <p style="text-align: right;">Page 116</p>

<p>1 THE WITNESS: Yes.</p> <p>2 MR KINNIER: Mr Harrison, thank you.</p> <p>3 Before we leave CU8, as it were, what did you take</p> <p>4 from the absence of response from Group Manager Welch</p> <p>5 and two other station managers to your expression of</p> <p>6 opinion?</p> <p>7 A. It's hard to take anything, to be fair. I knew that I'd</p> <p>8 impressed upon him that was my view. I knew that the</p> <p>9 incident commander at an incident has got an awful lot</p> <p>10 to consider at this incident, and that was off the scale</p> <p>11 with the amount of things they had to consider. But</p> <p>12 I knew that my opinion was at the forefront of his mind</p> <p>13 when he would come to formulate his plan.</p> <p>14 Q. How did you know it would be at the forefront of his</p> <p>15 mind?</p> <p>16 A. Due to the way that I delivered the statement, it was</p> <p>17 impossible not to have heard it.</p> <p>18 Q. Having said your piece, you went to the computer --</p> <p>19 A. Yes.</p> <p>20 Q. -- which was nearby, and then you were tasked with FSG</p> <p>21 duties.</p> <p>22 A. I was.</p> <p>23 Q. How long after going to the computer were you tasked</p> <p>24 with FSG duties?</p> <p>25 A. 15 seconds.</p> <p style="text-align: right;">Page 117</p>	<p>1 CU8?</p> <p>2 A. The information that's on there was transcribed from</p> <p>3 I think approximately 30 pieces of paper that Station</p> <p>4 Manager Egan had brought with him from CU8 to CU7, and</p> <p>5 this was the way that he wanted me to record the</p> <p>6 information from the casualty information forms. We</p> <p>7 would normally put it on a casualty poster, but because</p> <p>8 of the number on a casualty poster, there's only seven</p> <p>9 slots, I think there's probably around 30 different</p> <p>10 forms, he had already identified that the casualty</p> <p>11 poster that we normally use would not be sufficient to</p> <p>12 handle that sort of information.</p> <p>13 So as I recall -- and I recall it quite well -- this</p> <p>14 was the original 30 pieces of paper that he had taken</p> <p>15 with him from CU8.</p> <p>16 Q. What flows from that evidence -- and just so people have</p> <p>17 a reference, it is page 4 of your witness statement, the</p> <p>18 third paragraph -- do you remember who gave those pieces</p> <p>19 of paper to Station Manager Egan? Did you see that?</p> <p>20 A. No.</p> <p>21 Q. Do you know who had been recording the information on</p> <p>22 the pieces of paper that were then given to Station</p> <p>23 Manager Egan?</p> <p>24 A. It was definitely recorded on CU8, so that the only</p> <p>25 people that were there were my CU colleagues,</p> <p style="text-align: right;">Page 119</p>
<p>1 Q. Who tasked you with FSG duties?</p> <p>2 A. As I said earlier, I believe, because someone used my</p> <p>3 first name -- I think it was Mark Kentfield, but it was</p> <p>4 as a result of an instruction from the group manager.</p> <p>5 Q. Station Manager Egan said in evidence that when he</p> <p>6 arrived at CU8 -- and we have a status 3 time for him</p> <p>7 I think at 01.58 -- you were already recording FSG</p> <p>8 information on a whiteboard.</p> <p>9 Does that sound right to you?</p> <p>10 A. I didn't record any FSG information on a whiteboard on</p> <p>11 CU8.</p> <p>12 Q. At any time during the evening?</p> <p>13 A. At any time.</p> <p>14 Q. Did you see anyone marking any boards in CU8 whilst you</p> <p>15 were in there?</p> <p>16 A. Not that I can recall.</p> <p>17 Q. Could I ask you to look at a photograph of a laminated</p> <p>18 sheet.</p> <p>19 Paul, could you bring up MET00015930.</p> <p>20 Do you remember seeing this at all at any stage in</p> <p>21 the evening?</p> <p>22 A. Yes.</p> <p>23 Q. Where did you see it?</p> <p>24 A. I saw it on CU7 because I wrote it.</p> <p>25 Q. Were you recording the information in CU7 as opposed to</p> <p style="text-align: right;">Page 118</p>	<p>1 Tony Peckham and Dan Meyrick. So it would've been one</p> <p>2 or both of them.</p> <p>3 Q. Do you remember what form the information was in? Was</p> <p>4 it in the control information forms or was it on plain</p> <p>5 sheets --</p> <p>6 A. It was control information forms.</p> <p>7 Q. Once you were on CU7 you say -- this is page 4 of your</p> <p>8 witness statement, and four lines from the bottom of</p> <p>9 that page -- that you were joined by Group Manager</p> <p>10 Goodall. Do you remember how long you'd been on CU7</p> <p>11 when Group Manager Goodall arrived?</p> <p>12 A. I didn't think it was very long, and my recollection is</p> <p>13 that almost as soon as I'd finished writing that list</p> <p>14 you just had up on the screen, Group Manager Goodall</p> <p>15 appeared and then he realised that wouldn't work and he</p> <p>16 asked me to draw a grid.</p> <p>17 Q. So 5/10 minutes?</p> <p>18 A. No more than 10 minutes, maximum.</p> <p>19 Q. You explain, as you just said, that Group Manager</p> <p>20 Goodall asked you to draw a grid of the tower on the</p> <p>21 board to record the FSG information. The group manager,</p> <p>22 when he gave evidence, said that initially you were just</p> <p>23 listing the flats on the board.</p> <p>24 A. Yes.</p> <p>25 Q. You weren't operating the grid system immediately on</p> <p style="text-align: right;">Page 120</p>

<p>1 CU7. Again, that seems to be consistent with your 2 recollection?</p> <p>3 A. That's correct, yes.</p> <p>4 Q. Do you think that the laminated sheet that we've just 5 looked at -- and we can look at again, if that helps -- 6 could it be what you were initially using on CU7 as 7 well?</p> <p>8 A. No.</p> <p>9 Q. And it certainly wasn't brought over from CU8, in your 10 view?</p> <p>11 A. No, it wasn't.</p> <p>12 Q. Paul, could you bring up MET00015924. 13 I'll just let you look at that photograph, 14 Mr Harrison. 15 Do you recall seeing this board at any stage in the 16 evening?</p> <p>17 A. Yes, I drew this board.</p> <p>18 Q. Again, is this the grid system Group Manager Goodall 19 directed you to compile?</p> <p>20 A. Yes.</p> <p>21 Q. We're trying to fix a time at which you started to 22 compile the grid system. 23 You arrived at 01.42. How long after arrival do you 24 think you started compiling the grid system?</p> <p>25 A. The timings are quite difficult to pin down with any</p> <p style="text-align: right;">Page 121</p>	<p>1 Q. When you weren't doing it, who else was?</p> <p>2 A. It would've been possibly Dan Meyrick or Tony Peckham.</p> <p>3 Q. Could I ask Paul to bring up another photograph, and 4 that is MET00015927. 5 In the right-hand corner of that photograph is 6 a floor plaque. Do you remember seeing this on CU7 at 7 all?</p> <p>8 A. Yes.</p> <p>9 Q. Do you know who got hold of it?</p> <p>10 A. I think I brought it from CU8. Do you want to know who 11 got it from the tower?</p> <p>12 Q. If you know.</p> <p>13 A. Yes, I believe it was Mark Kentfield.</p> <p>14 Q. Did you use the information on that floor plaque when 15 putting your grid together?</p> <p>16 A. Yes. If I didn't have that, the grid would've been 17 inaccurate.</p> <p>18 Q. At this point, who was taking information from control?</p> <p>19 A. The way it was set up, my two colleagues, Tony Peckham 20 and Dan Meyrick, were taking information from control. 21 They would announce it to me and then back it up with 22 the casualty information form, I would populate the 23 grid, and Station Manager Egan was behind me looking at 24 the grid and forwarding that information to the 25 bridgehead.</p> <p style="text-align: right;">Page 123</p>
<p>1 great degree of accuracy, but that grid would've been 2 drawn within 10 minutes of me arriving on CU7. I would 3 suggest around 02.15 in the morning.</p> <p>4 Q. Could I ask Paul to bring up a document MET00015934. 5 Now, if Paul is able to focus on the board at the 6 far right of that photograph. 7 At first blush that looks like the start of the grid 8 system, Mr Harrison.</p> <p>9 A. Yes.</p> <p>10 Q. We have a time stamp of that photo for 0300 hours. 11 Does that help you at all with the time when you 12 started to compile the grid system, if I can call it 13 that?</p> <p>14 A. That's quite surprising to me, to be fair, I thought we 15 started to use that grid system a lot earlier than that. 16 I'm not sure who took this photograph, where the time 17 stamp comes from.</p> <p>18 Q. We know it's time stamped 0300 hours, but you think it 19 was earlier is your evidence?</p> <p>20 A. That's my memory.</p> <p>21 Q. You were populating the grid with information; is that 22 right?</p> <p>23 A. That's correct.</p> <p>24 Q. You were holding the pen?</p> <p>25 A. Yes, most of the time.</p> <p style="text-align: right;">Page 122</p>	<p>1 Q. Were they at any stage handing over slips of paper to 2 you?</p> <p>3 A. Yes. They took the information, they would verbally 4 call it out, I would have it on the board and then they 5 would back it up with the actual form itself.</p> <p>6 Q. The initial call then confirmed with the piece of paper?</p> <p>7 A. Yes.</p> <p>8 Q. Would you verify the contents of the slip to ensure that 9 it accorded with the verbal call?</p> <p>10 A. Yes.</p> <p>11 Q. In relation to how the FSG information reached the 12 incident ground, you say at paragraph 5 of your 13 statement -- it's the top line -- that Station Manager 14 Egan was passing the information over to another 15 colleague at the bridgehead. 16 We think that that direct line of communication 17 between Mr Egan and Mr Wolfenden at the bridgehead was 18 set up around 04.00 am. 19 Do you know how FSG information was being passed 20 from CU7 to the incident ground before 4 o'clock?</p> <p>21 A. My assumption was that it was going to the bridgehead 22 all the way throughout the incident. I didn't know at 23 any point it wasn't going to the bridgehead.</p> <p>24 Q. Did you know how the information was communicated, 25 runners, radio?</p> <p style="text-align: right;">Page 124</p>

<p>1 A. We used a mixture. I was aware of runners coming onto 2 the unit, and also Station Manager Egan was on his – 3 certainly on the handheld radio and possibly on his 4 mobile phone as well. 5 Q. You may have heard some discussion through the course of 6 the evidence as to whether relying upon runners was more 7 efficient than relying upon radio. 8 Do you have a view as to the competing efficiencies 9 of those two means of communication? 10 A. I think that it would be quicker normally to use the 11 radio and/or a telephone. If for whatever reason that's 12 not working, you have to fall back to a runner. 13 Q. So if, for example, the radio channels are congested, 14 then a runner would be a practical alternative? 15 A. If that's the only way we can do it, we have to do 16 whatever we can to get the information through. 17 Q. Could I jump slightly ahead in your witness statement to 18 page 7, and it's the third line down. You refer there 19 to feedback you were getting from the incident ground. 20 You say: 21 "When people came out especially from the lower 22 floors we received feedback from the crews informing us 23 how many people had been rescued and we marked it on the 24 board ..." 25 How much feedback would you say you were receiving</p> <p style="text-align: center;">Page 125</p>	<p>1 A. No. 2 Q. Apologies, could I jump ahead again in your witness 3 statement, this time to page 9, and it's the third 4 paragraph from the top. You say that you think at 5 around 0400 hours Group Manager Goodall informed you 6 that a decision had been made to stop committing 7 firefighters above the 12th floor. 8 Do you remember hearing of any other decisions made 9 by the bridgehead not to commit above a particular 10 floor? 11 A. Yes. I think that Station Manager Wolfenden 12 communicated with us a couple of times and asked us to 13 record when people were not being committed above 14 certain floors, and I believe it was me that wrote that 15 on the whiteboard. 16 Q. Again, would he communicate via runner or directly via 17 radio? 18 A. I can't pin that down exactly, I can't remember. 19 Q. Do you remember anything in particular about the 20 15th floor, for example, any message in that regard? 21 A. I think that that was one of the ones that Pete 22 Wolfenden had passed over to us. I remember it was 23 green writing on the board and there was two particular 24 timings, and they were both after 04.00 in the morning, 25 and I've got a feeling they were about 15 or 20 minutes</p> <p style="text-align: center;">Page 127</p>
<p>1 in relation to FSGs? 2 A. A lot less than we would've wanted to, and it was 3 painfully slow. But that was a testament to how 4 difficult the conditions were inside the tower. It 5 didn't come as a surprise to us considering we could see 6 the tower and fire from our unit, so it wasn't 7 a surprise. 8 Q. Can you give us an idea of what type of information was 9 coming back to you? 10 A. It was literally – and I only remember it from the 11 lower floors, and again we put it on a grid when we did 12 have information – it would be gone to whatever flat it 13 was and people rescued or evacuated or not there. We 14 would put an indicator on the grid that there was no one 15 left in that flat anymore. 16 Q. Were you given precise numbers? 17 A. In some cases, yes. 18 Q. But not in all? 19 A. No. 20 Q. How was this feedback reaching you? Was it via a 21 combination of runners plus radio or just runners, just 22 radio? 23 A. I can't recall. 24 Q. Would you get some information from crews coming 25 directly to your command unit?</p> <p style="text-align: center;">Page 126</p>	<p>1 apart. 2 Q. Finally, do you remember what Watch Manager Kentfield 3 was doing whilst you were working on CU7? 4 A. No, he was the team leader from the main incident 5 command unit. Periodically he would come into our 6 command unit to check on progress. But I've no idea 7 other than that what he was doing. 8 Q. Do you know whether he had any involvement in those 9 dealing with FSGs, are you able to assist us? 10 A. Not at this point, no. 11 Q. Could I move on to a separate topic, certain technical 12 issues that arise. 13 Can I apologise again, going back in your witness 14 statement, this time to page 5, and it's the first long 15 paragraph on that page and seven lines up from the 16 bottom. You refer there to trying unsuccessfully to get 17 a link from the police heli-tele when you heard reports 18 that there were people on the roof. 19 Do you remember roughly what time this was? 20 A. The heli-tele I actually tried as soon as I got on the 21 command unit. It's what we do normally anyway. There 22 was no link. Normally it's on channel 5. I scrolled up 23 and down through the channels, there's 16 of them, and 24 when the helicopter's up, it automatically would link. 25 The helicopter was definitely up because we could hear</p> <p style="text-align: center;">Page 128</p>

32 (Pages 125 to 128)

<p>1 it clattering overhead all night long, but there was no 2 connection.</p> <p>3 Q. That remained the case throughout the night?</p> <p>4 A. All the way through. As I said, I tried it as soon as 5 I got on the command unit, and I know Group Manager 6 Goodall tried it as well later on, and then at this 7 juncture, when we had reports of people on the roof, 8 I attempted it again, but there was no heli-tele 9 pictures whatsoever at any stage.</p> <p>10 Q. Can you remember how often thereafter you tried to get 11 a link through to them?</p> <p>12 A. I would say that -- I tried it twice initially, and at 13 this point, and Group Manager Goodall had tried it prior 14 to this as well, so that was three times we tried.</p> <p>15 Q. Did you mention the difficulties or the failure to get 16 through to, say, Group Manager Goodall?</p> <p>17 A. Group Manager Goodall tried himself. At one point he 18 tried to relocate the unit. There's a number of reasons 19 why a heli-tele doesn't connect, all of which or some of 20 which may have applied on the night: if you're parked 21 under a tree -- we were parked under a tree; if you're 22 close to high buildings -- we were close to high 23 buildings; if you don't have direct line of sight -- we 24 didn't always have direct line of sight with the 25 helicopter; if it's encrypted; or if you're on the wrong</p> <p style="text-align: right;">Page 129</p>	<p>1 A. The on-board generator provides electricity supply for 2 the lighting, the radios and the computers.</p> <p>3 It had been a known fault for a number of months.</p> <p>4 I believe that the actual generator on our command unit 5 had been changed twice in the previous two years, but it 6 still consistently failed.</p> <p>7 When it failed, you get a two-hour battery backup, 8 UPS batteries, uninterruptable power supply, so the 9 generator failing won't be an issue, but two hours down 10 the line, when you ran out of power, it will be 11 an issue.</p> <p>12 When it did fail, I said to the group manager -- 13 I'd warned him in advance it was likely to happen.</p> <p>14 I also told him that we would have a two-hour battery 15 backup. But when it did fail, to conserve some of the 16 power, we shut down the computers and we shut down half 17 of the lights so we could preserve battery power for the 18 more essential things such as the radios and maintain 19 some lighting.</p> <p>20 Q. How long did the battery last for, did it last the two 21 hours?</p> <p>22 A. Well, after an hour, we turned the generator on again, 23 so it started to work again for about an hour. That 24 charged the battery up again. But it failed three times 25 and eventually, after I'd left the command unit, the</p> <p style="text-align: right;">Page 131</p>
<p>1 channel. We tried the wrong channel scenario, went 2 through all of them, so it had to be one of the other 3 four reasons for it not connecting.</p> <p>4 Q. You also say at page 5 in the first paragraph, and it's 5 five lines from the bottom, that you also tried to get 6 access to the BBC or Sky News "but the LFB had 7 disconnected our connection due to a previous virus 8 attack."</p> <p>9 Can you explain how having access to news channels 10 would've helped you?</p> <p>11 A. Yes. Again, at this point, because we were getting 12 reports of people on the roof of the building, we were 13 needing to confirm or otherwise if that was the case. 14 If we had had access to the internet and could've 15 accessed either of those news channels, quite often they 16 have helicopters up and they will stream pictures. We 17 could've accessed the pictures on screen and possibly 18 made an assessment as to whether or not there were 19 people on the roof.</p> <p>20 Q. You also say -- this page 6 of your witness statement, 21 the second paragraph, second line -- that whilst you 22 were on the command unit, the on-board generator failed 23 about three times.</p> <p>24 Can you explain the effect that the three-time 25 failure of the generator had on your activities?</p> <p style="text-align: right;">Page 130</p>	<p>1 crew that took over, they told me that the generator 2 failed and the power all ran out of the batteries as 3 well.</p> <p>4 Q. What effect did these issues have, though, on your 5 ability to carry out your job?</p> <p>6 A. None at the time, but it was a concern always in the 7 back of our mind. I know that Group Manager Goodall was 8 preparing for the worst, that we would have to get 9 another command unit in situ to carry on the FSG task, 10 and that would be very, very difficult because of the 11 congestion in the streets around the tower.</p> <p>12 Q. Was the problem with the generator a problem particular 13 to that individual command unit or is it a more generic 14 problem with generators that are used on the command 15 units?</p> <p>16 A. I believe it is fairly widely known across all of the 17 command units.</p> <p>18 Q. Can you remember how long this has been a problem, at 19 least known to the staff who operates CUs?</p> <p>20 A. Four years at least.</p> <p>21 Q. Have you raised it with those further up the chain of 22 command?</p> <p>23 A. I sent it up to the defects, that's how I know we've had 24 ours changed on two occasions, and I suspect across 25 other units it's been changed as well.</p> <p style="text-align: right;">Page 132</p>

<p>1 Q. There are a few other questions I have for you, 2 Mr Harrison. 3 Apologies for going back to CU8, where you expressed 4 your views, and you were having an exchange also with 5 Mr Delaney. 6 I hope I remember it fairly that he informed you 7 that there was only one stairwell. 8 Once he had given you that information, how did you 9 factor that into your assessment of the practicability 10 and the risks arising from an evacuation of the tower, 11 whether total or partial? 12 A. I knew it was going to be an extremely difficult task to 13 achieve, and there would be no easy way of achieving it. 14 Q. To your mind, and bearing in mind your experience, what 15 would be the particularly significant difficulties 16 confronting evacuation? 17 A. Because the staircase is full of smoke, the residents as 18 they tried to evacuate from their flats would be exposed 19 to an irrespirable atmosphere as they come down the 20 stairs. 21 Q. Final question for now, Mr Harrison: in your second 22 contemporaneous note -- I don't know whether Paul can 23 get that on the screen, it's the Met allocated page 24 number 6, which is internal page 4, and I think it's 25 something like six lines from the top.</p> <p style="text-align: right;">Page 133</p>	<p>1 ensured that a crew was committed to the correct floor 2 and the man was rescued. 3 MR KINNIER: Mr Harrison, those are all the questions I have 4 for now. 5 Sir, might I ask for the usual 5 minutes so I can 6 see whether there are further lines which ought to be 7 covered? 8 SIR MARTIN MOORE-BICK: We will have a 5-minute break so 9 counsel can check if there are questions. If you would 10 like to go with the usher. Please don't talk about your 11 evidence, and we will be back at 2.30, please. 12 Right, 2.30, then, please. 13 (2.25 pm) 14 (A short break) 15 (2.30 pm) 16 SIR MARTIN MOORE-BICK: All right, Mr Harrison. Just a few 17 more questions, I suspect. 18 MR KINNIER: Mr Harrison, thank you very much. 19 First of all, in respect of the heli-tele itself, 20 are you aware that you could've established a direct 21 radio channel to the heli-tele? Are you aware of 22 Echo Sierra 3? 23 A. I've never heard of that before, no. 24 Q. Could I ask Paul to bring up LFB00002351_0001. 25 I'll just let you read that. It's a transcript of</p> <p style="text-align: right;">Page 135</p>
<p>1 You refer there to at about 0630 hours spotting 2 a man seen waving from the tower at a window of the 3 building. He is reported to be on the 8th, 9th, 10th, 4 and 11th floors. 5 Are you aware what the source of that information 6 was? Did it come from a member of the public, via 7 control or did you just see it? 8 A. I believe the original report was as a result of someone 9 viewing it on TV at home and someone phoned someone on 10 our command unit and said, "Have you seen there is a man 11 waving a towel at the window?" 12 Q. Did you have any further particular information about 13 the gentleman, any vulnerabilities or any particular 14 evidence as to where precisely he was in the tower? 15 A. No. 16 Q. Do you know what was done with the information once it 17 had been communicated to you? 18 A. Station Manager Egan took strenuous efforts to establish 19 where exactly he was. He may even have left the unit to 20 go and physically look. But this is another example, if 21 we had the internet working and could have accessed the 22 TV pictures, we may have been able to get the answer 23 ourselves without having Station Manager Egan having to 24 take extra efforts to try and find it out. I think 25 Station Manager Egan did establish where he was and</p> <p style="text-align: right;">Page 134</p>	<p>1 a call. I'll just let you read it. 2 (Pause) 3 On its face, that appears to suggest a direct 4 channel to the heli-tele? 5 A. Yes. 6 Q. Are you aware of that? 7 A. I wasn't aware of this message, or that we could 8 actually go on to PLON Echo Sierra 3. 9 Q. Thank you. 10 Final question, Mr Harrison: was the viability of 11 using helicopters to effect rescues discussed in CU7? 12 A. Not in CU7. I think it was outside. When one of the 13 senior officers -- I can't remember which, it was either 14 the incident commander or the operations commander -- 15 came round hunting for the information about whether or 16 not there was anyone on the roof, he wanted 17 confirmation, a discussion was then undertaken as to if 18 there were people up there, how could we get them off. 19 Q. You say this conversation was outside CU7. 20 A. I believe so, yes. 21 Q. Were you within CU7 and overheard it or at that stage 22 were you outside CU7? 23 A. I think I was at the door. I've got a feeling -- and it 24 is quite a hazy memory -- Group Manager Goodall, 25 possibly Station Manager Wolfenden was there, and I do</p> <p style="text-align: right;">Page 136</p>

<p>1 vividly remember, I don't know who said it, but the</p> <p>2 mention of possibly the coastguard providing the</p> <p>3 helicopter or contact being made with RAF Northolt to</p> <p>4 see if they had any helicopters that could be used.</p> <p>5 Q. Did the exchange reach a conclusion as to the viability</p> <p>6 of helicopter use?</p> <p>7 A. No. Again, the negatives of possibly using it in</p> <p>8 a well-ventilated fire, if you get a down-draft from</p> <p>9 a helicopter, it could turn a fire into a blow torch.</p> <p>10 So had there been people still alive in the building who</p> <p>11 weren't on the roof but were actually trapped in flats,</p> <p>12 it could've turned what was already a very, very severe</p> <p>13 fire literally into a blow torch.</p> <p>14 MR KINNIER: Mr Harrison, those are all the questions I have</p> <p>15 for you. Thank you very much for attending today to</p> <p>16 give evidence. It's very much appreciated. Thank you.</p> <p>17 SIR MARTIN MOORE-BICK: Thank you again, Mr Harrison, for</p> <p>18 coming to give us your evidence. It's really valuable</p> <p>19 to us to hear in detail what was going on that evening</p> <p>20 and different aspects of the work, so your evidence will</p> <p>21 contribute to that. Thank you very much indeed.</p> <p>22 THE WITNESS: If I may, could I offer my condolences to the</p> <p>23 family and friends of all the victims of the tragedy.</p> <p>24 And I hope you get the justice you deserve. Thank you.</p> <p>25 SIR MARTIN MOORE-BICK: Thank you very much. You go with</p> <p>Page 137</p>	<p>1</p> <p>2 INDEX</p> <p>3 ADAM JOHNSON (sworn)1</p> <p>4 Questions by MR KINNIER1</p> <p>5 SHAUN COLTRESS (sworn)26</p> <p>6 Questions by MR KINNIER27</p> <p>7 NORMAN HARRISON (sworn)89</p> <p>8 Questions by MR KINNIER89</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p> <p>Page 139</p>
<p>1 the usher now. Thank you.</p> <p>2 (The witness withdrew)</p> <p>3 SIR MARTIN MOORE-BICK: Yes, Mr Kinnier.</p> <p>4 MR KINNIER: Sir, that concludes today's business.</p> <p>5 SIR MARTIN MOORE-BICK: All right.</p> <p>6 MR KINNIER: Sir, tomorrow we have Mr Walton attending to</p> <p>7 give evidence.</p> <p>8 SIR MARTIN MOORE-BICK: Yes.</p> <p>9 MR KINNIER: There is no application for an early start, so</p> <p>10 I would ask you to sit at 10 o'clock.</p> <p>11 SIR MARTIN MOORE-BICK: All right. Well, thank you very</p> <p>12 much.</p> <p>13 Well, we've come to an end today rather earlier than</p> <p>14 we would normally expect to. That may be welcome in</p> <p>15 some quarters, I don't know. I am sure you can use the</p> <p>16 time effectively.</p> <p>17 We'll sit again tomorrow at 10 o'clock, then,</p> <p>18 please.</p> <p>19 10 o'clock tomorrow, please.</p> <p>20 Thank you.</p> <p>21 (2.40 pm)</p> <p>22 (The hearing adjourned until Thursday, 20 September 2018</p> <p>23 at 10.00 am)</p> <p>24</p> <p>25</p> <p>Page 138</p>	

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