

<p>1 Thursday, 12 July 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. We are going to continue with the</p> <p>5 evidence of Ms Smith.</p> <p>6 MR MILLETT: Good morning, Mr Chairman.</p> <p>7 SIR MARTIN MOORE-BICK: Good morning, Mr Millett.</p> <p>8 MR MILLETT: May we please have Ms Smith back.</p> <p>9 (Pause)</p> <p>10 JOANNE SMITH (continued)</p> <p>11 SIR MARTIN MOORE-BICK: Good morning.</p> <p>12 Before we get started, can I just say that I think</p> <p>13 it would be in everyone's interests, yours and ours as</p> <p>14 well, if we have slightly shorter periods of answering</p> <p>15 questions with short breaks in between. Would that suit</p> <p>16 you?</p> <p>17 THE WITNESS: Yes, that would be fine.</p> <p>18 SIR MARTIN MOORE-BICK: Then I'll ask Mr Millett, perhaps</p> <p>19 try and find a convenient point around 10.45.</p> <p>20 MR MILLETT: Yes, certainly, Mr Chairman.</p> <p>21 SIR MARTIN MOORE-BICK: Then we'll have a break and so on.</p> <p>22 All right?</p> <p>23 THE WITNESS: Okay, thank you.</p> <p>24 Questions by COUNSEL TO THE INQUIRY (continued)</p> <p>25 MR MILLETT: Very good. Thank you very much.</p> <p>Page 1</p>	<p>1 alert others in the flat, make their way out of the</p> <p>2 building and summon the fire and rescue service.</p> <p>3 "• If a fire starts in the common parts, anyone in</p> <p>4 these areas makes their way out of the building and</p> <p>5 summons the fire and rescue service.</p> <p>6 "• All other residents not directly affected by the</p> <p>7 fire would be expected to 'stay put' and remain in their</p> <p>8 flat unless directed to leave by the fire and rescue</p> <p>9 service."</p> <p>10 That's a governmental summation of stay put in</p> <p>11 a government document in 2012 as a result of or</p> <p>12 following on from Lakanal House.</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. Or at least following on from the fire at Lakanal House.</p> <p>15 Is that a familiar articulation, statement, of the</p> <p>16 stay-put policy in your experience?</p> <p>17 <b>A. So when we were investigating the Lakanal House</b></p> <p>18 <b>incident, we refer to a booklet that was issued by DCLG</b></p> <p>19 <b>to home-owners. That's not very different to the one</b></p> <p>20 <b>that was issued.</b></p> <p>21 Q. Okay. Can we just look at the next page and see if</p> <p>22 there's anything on there that we need to look at.</p> <p>23 At 19.2 -- there's the double negative, not mine</p> <p>24 this time:</p> <p>25 "It is not implied that those not directly involved</p> <p>Page 3</p>
<p>1 Good morning, Ms Smith.</p> <p>2 <b>A. Good morning.</b></p> <p>3 Q. I'm going to take a step back to some policy work that</p> <p>4 we looked at yesterday, so bear with me if there's</p> <p>5 anything you don't recognise or aren't familiar with.</p> <p>6 Can I start with a document that I think you</p> <p>7 referred to yesterday, but I'll be corrected if I'm</p> <p>8 wrong about that, and that's the national stay-put</p> <p>9 guidance.</p> <p>10 I'd like you to be shown the 2012 DCLG high-rise</p> <p>11 report, if I can summarise it, which is CTAR000000033.</p> <p>12 It's called "Fire safety in purpose-built flats". It</p> <p>13 was published by the DCLG in May 2012 and it followed</p> <p>14 the Lakanal House fire inquest.</p> <p>15 Are you familiar with this document at all?</p> <p>16 <b>A. No.</b></p> <p>17 Q. Right.</p> <p>18 Let me see if I can just see whether you are</p> <p>19 familiar with the principle in it about stay put.</p> <p>20 If you could please be shown page 27 internally</p> <p>21 under section 19, "'Stay put' policy".</p> <p>22 Let's go through it together:</p> <p>23 "19.1 A 'stay put' policy involves the following</p> <p>24 approach.</p> <p>25 "• When a fire occurs within a flat, the occupants</p> <p>Page 2</p>	<p>1 who wish to leave the building should be prevented from</p> <p>2 doing so. Nor does this preclude these evacuating a</p> <p>3 flat that is on fire from alerting their neighbours so</p> <p>4 that they can also escape if they feel threatened."</p> <p>5 Is that a familiar statement?</p> <p>6 <b>A. No.</b></p> <p>7 Q. That is not a familiar statement?</p> <p>8 <b>A. No.</b></p> <p>9 Q. Have you ever come across that --</p> <p>10 <b>A. No.</b></p> <p>11 Q. -- approach? No. Right.</p> <p>12 <b>A. No.</b></p> <p>13 Q. Then 19.3:</p> <p>14 "The alternative to a 'stay put' policy is one</p> <p>15 involving simultaneous evacuation."</p> <p>16 Is that something you're familiar with?</p> <p>17 <b>A. I've heard the term "stay put" and "simultaneous</b></p> <p>18 <b>evacuation".</b></p> <p>19 Q. Okay.</p> <p>20 Are you familiar, from training or your experience,</p> <p>21 with the idea that the alternative to stay put is</p> <p>22 simultaneous evacuation, as bluntly as that?</p> <p>23 <b>A. No. And it wouldn't be something in a control room that</b></p> <p>24 <b>control officers could achieve, simultaneous evacuation.</b></p> <p>25 Q. Okay.</p> <p>Page 4</p>

<p>1 Can I then ask you to look at policy 539, 2 appendix 3, just to look a little bit more at the actual 3 kinds of advice that are to be given under FSG. 4 This is appendix 3 to be found on internal page 16, 5 or page 16 of the Relativity document. 6 We looked at this yesterday, but I just want to go 7 back to it, if I can. It says in the fourth paragraph 8 down: 9 "You are usually safest to remain in your premises 10 unless affected by fire, heat or smoke. If the 11 situation changes, you should leave your premises and 12 dial 999, if you need further assistance." 13 Now, the words "unless affected by fire, heat or 14 smoke", in your experience as an SOM, would that mean or 15 would that be implemented as unless affected by either 16 heat, fire, or heat or smoke or a combination of any of 17 those three? 18 <b>A. No, one of them.</b> 19 Q. One of them is enough, is it? 20 <b>A. Yes.</b> 21 Q. If the caller says they are affected by smoke, for 22 example -- 23 <b>A. Yes.</b> 24 Q. -- what does the FSG call handler do? 25 <b>A. So then they would ask why they were affected by heat or</b></p> <p style="text-align: center;">Page 5</p>	<p>1 It doesn't matter for present purposes who the call 2 handler is, okay? Even though you may be able to guess. 3 <b>A. Yes.</b> 4 Q. But I just want to show it to you. It's not a long 5 call. The caller, I can tell you, is from the 22nd 6 floor, because we get that from the transcript, and we 7 think that it's flat 193 in Grenfell Tower: 8 "OPERATOR: Fire brigade. 9 "CALLER: Hello, it's from Grenfell Tower. 10 "OPERATOR: Yeah? 11 "CALLER: And (Several inaudible words) the 22nd 12 floor. 13 "OPERATOR: You're on the 22? 14 "CALLER: Yes, and there's all smoke now. 15 "OPERATOR: Yeah, we are -- you need to get to the 16 window and get some fresh air okay? 17 "CALLER: Yeah. 18 "OPERATOR: I'll let them know you're up there. 19 "CALLER: So, can you make sure we're -- 20 "OPERATOR: Yeah (Overspeaking) 21 "CALLER: Like, can you actually -- do you know 22 actually which floor it's a fire -- there's a fire? 23 "OPERATOR: It's a block -- a flat on the fourth 24 floor alight. 25 "CALLER: Yeah, well, our neighbour told us it's</p> <p style="text-align: center;">Page 7</p>
<p>1 <b>smoke, so if the caller then said that they couldn't</b> 2 <b>leave their premise, they didn't feel they could leave</b> 3 <b>their premise because of the smoke, then we would go on</b> 4 <b>to assess the situation and provide protection advice.</b> 5 Q. But if you were told there's smoke in my premises, it's 6 smoky. 7 <b>A. Yes.</b> 8 Q. That's really all the information you had, on a call, 9 what advice would be ordinarily be given? 10 <b>A. Well, it would depend on the circumstances, but if</b> 11 <b>a caller rang and said that there was smoke in their</b> 12 <b>flat, and I think the operator may well ask</b> 13 <b>an additional question to say, "Is there fire in your</b> 14 <b>flat?" -- and depending on where the smoke is coming</b> 15 <b>from, they would offer protection advice.</b> 16 Q. Right. So would it be normal, then, for the call 17 handler to investigate the amount of smoke, the 18 seriousness and density of the smoke and where it was 19 coming from? 20 <b>A. Yes, by re-assessment throughout the conversation.</b> 21 Q. Right. 22 Can I ask you to look at a transcript of a call, 23 which is LFB00000311. 24 This a transcript created for the inquiry, but it's 25 timed at 01.30.38 on 14 June.</p> <p style="text-align: center;">Page 6</p>	<p>1 actually from (Inaudible). 2 "OPERATOR: Oh, I see. Okay. Yeah, well, we are 3 there, and I'll let them know you're on the 20th but 4 you've just got some smoke up there. You're okay -- 5 "CALLER: (Overspeaking) 6 "OPERATOR: -- though, yeah? 7 "CALLER: Yeah, we are still -- we are in the 8 neighbour's house now. 9 "OPERATOR: Oh, okay. All right. Well, it is on the 10 20th -- you're on the 20th; it's on the fourth. 11 "CALLER: 22nd floor. 12 "OPERATOR: 22nd? 13 "CALLER: 22nd floor, yeah. 14 "OPERATOR: All right. Okay. 15 "CALLER: (Overspeaking) 16 "OPERATOR: We are there. All right, I'll let them 17 know. Thank you." 18 Then over the page: 19 "OPERATOR: Okay. Bye. 20 "CALLER: (Overspeaking) the flat? Sorry. Do we 21 stay in the flat? 22 "OPERATOR: Well, I obviously can't really advise 23 you, but I'll let the firemen know you're there, okay? 24 "CALLER: Okay. 25 "OPERATOR: All right.</p> <p style="text-align: center;">Page 8</p>

<p>1 "CALLER: Okay. Thanks. 2 "OPERATOR: Thank you. Bye. 3 "CALLER: Bye." 4 Now, a number of questions I have for you about that 5 call. 6 First of all, were the questions that are being 7 asked by the operator about the smoke enough, do you 8 think, for the operator to get a good amount of 9 information to be able to give accurate fire survival 10 guidance to the caller? 11 <b>A. I wouldn't really class that as a fire survival guidance 12 call because she doesn't provide any advice with regard 13 to that.</b> 14 Q. No. 15 <b>A. So, in terms, I would imagine that's a call we've 16 received from Grenfell Tower, the operator still 17 believes that the fire is on the fourth floor, and again 18 the caller is saying that he's on the 22nd floor. So 19 I wouldn't technically class that as a fire survival 20 guidance call. It is a call from an individual in the 21 building, obviously.</b> 22 Q. Right. 23 Looking at the policy, though, would you say -- 24 going back to the expression "You are usually safest to 25 remain in your premises unless affected by fire, heat or</p> <p style="text-align: center;">Page 9</p>	<p>1 the flat is affected by smoke? 2 <b>A. The flat is affected by smoke, so had that call 3 progressed and they'd gone on to it being a fire 4 survival guidance call, I would've expected the operator 5 to assess the situation and offer advice to keep them 6 safe. That may well have been, and probably would have 7 been, to protect them in their own dwelling, rather than 8 leave the building.</b> 9 Q. Right. You say it wasn't a fire survival guidance call, 10 but what would make it a fire survival guidance call -- 11 <b>A. That --</b> 12 Q. -- in circumstances where the flat is already affected 13 by smoke? 14 <b>A. Yes, that they would actually have spoken to the caller 15 and to get their -- to ask -- provide advice and assess 16 the situation.</b> 17 <b>I think during this time, to just explain to you 18 what was going on in the control room, there was a huge 19 volume of calls coming in. I think there was -- there 20 would've been -- we would've been handling over 100 21 within that hour, all from people within the tower 22 wanting advice. I would imagine that the operators were 23 trying to get to everyone as quickly as possible and 24 offer advice about what they could do and update them on 25 the situation about where the fire was.</b></p> <p style="text-align: center;">Page 11</p>
<p>1 smoke", any one of those three, as you said -- 2 <b>A. Yes.</b> 3 Q. -- would you say that the caller was telling the 4 operator that their premises were affected by smoke? 5 <b>A. I would say that there was smoke on the 22nd floor, yes.</b> 6 Q. Yes. 7 Would that mean that given that the caller was 8 saying there was smoke in the flat, it was not safe to 9 remain in the premises? 10 <b>A. I think at the end, with the operator saying that she 11 can't really advise you, we did let the firefighters on 12 scene know that there were people on the 22nd floor, and 13 I'm sure you've seen that from the short incident log.</b> 14 Q. Yes. We can look at the short incident log as to what 15 information was passed on -- and, indeed, you're right, 16 it was passed on at 01.32.29, and the reference for the 17 transcript is page 18 in the short incident log -- but 18 I'm just focusing on the information that's passed to 19 the operator by the caller. The caller says there's 20 smoke in the flat, and says it a couple of times. 21 <b>A. Yes.</b> 22 Q. And then asks for advice. I am just trying to work out 23 with you whether, having been told that there's smoke in 24 the flat, the policy is engaged, whereby it's now not 25 safe for the caller to remain in the premises because</p> <p style="text-align: center;">Page 10</p>	<p>1 Q. Yes. This comes from the operational response 2 report: this is the 33rd 999 call into Brigade control. 3 <b>A. Yes.</b> 4 Q. But just as an example, I'm just trying to get a handle 5 on what would be the difference between, as it were, 6 an ordinary 999 call or a fire survival guidance call. 7 What makes the difference between one and the other? 8 <b>A. A fire survival guidance call between an ordinary 999 9 call?</b> 10 Q. Yes. 11 <b>A. Sorry, could you repeat the question?</b> 12 Q. Let me try it a different way. 13 Here is the call. We've seen the transcript. The 14 operator is told there is smoke in the flat. 15 My question is, looking back at the policy, which 16 says you are usually safest to remain in your premises 17 unless affected by smoke -- 18 <b>A. Yes.</b> 19 Q. -- why is that not a fire survival guidance call which 20 would require or at least suggest to the operator that 21 they should be advising the occupants to leave? 22 <b>A. So I think if you go back to the definition of a fire 23 survival guidance call, the fire survival guidance call 24 actually kicks in when a caller believes they're unable 25 to leave their premise due to the effects of fire, heat</b></p> <p style="text-align: center;">Page 12</p>

<p>1 <b>and smoke. So that would be when we would provide those</b></p> <p>2 <b>four principles: assess, advice, protect and rescue.</b></p> <p>3 Q. I see. So is it actually a more staged approach? The</p> <p>4 caller calls. If the caller says, "I'm affected by</p> <p>5 smoke", that doesn't become a fire survival guidance</p> <p>6 call unless it then emerges that not only is there smoke</p> <p>7 in the flat, or fire or heat, but that the caller also</p> <p>8 can't escape?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. Right. At that stage, that no escape stage, that's when</p> <p>11 fire survival guidance kicks in?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. Right. Now, before you get to that stage, this</p> <p>14 intermediate stage where there is smoke in the flat, the</p> <p>15 policy says you're usually safest to remain in your</p> <p>16 premises unless affected by fire, heat or smoke, so that</p> <p>17 would indicate that when there's smoke, the next</p> <p>18 stage -- stage 2, if you like -- is: escape if you can</p> <p>19 safely.</p> <p>20 <b>A. Yes.</b></p> <p>21 Q. That's right, is it?</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. Right.</p> <p>24 Now, going back, then, to the transcript of the call</p> <p>25 we've just been looking at, we don't see that the</p> <p style="text-align: center;">Page 13</p>	<p>1 about the safety of an escape route unless they've got</p> <p>2 information from the incident commander?</p> <p>3 <b>A. Yes, they can't do that. That is just a pure --</b></p> <p>4 <b>a conversation with the caller, and it would be between</b></p> <p>5 <b>us and the caller, asking them about the situation.</b></p> <p>6 <b>That is the only assessment they can make.</b></p> <p>7 Q. So we've seen this transcript, and coming back to the</p> <p>8 last page, where the operator says, in answer to the</p> <p>9 question "Do we stay in the flat?" -- so still at</p> <p>10 stage 2, routes of escape -- "Well, I obviously can't</p> <p>11 really advise you, but I'll let the firemen know you're</p> <p>12 there, okay?"</p> <p>13 My question is: was that the kind of advice you</p> <p>14 would expect an operator to be giving, or would you</p> <p>15 expect the operator, looking at the policy, to say</p> <p>16 "Well, can we now examine what your escape routes are</p> <p>17 and whether they are safe together?"</p> <p>18 <b>A. I would imagine that when she said, "I can't really</b></p> <p>19 <b>advise you", that was forethought in her mind that she</b></p> <p>20 <b>didn't want to send them down into a corridor that may</b></p> <p>21 <b>be heavily smoke-filled into a worse situation.</b></p> <p>22 <b>I believe she made an assessment at that time that</b></p> <p>23 <b>they were on the 22nd floor and the fire was on the</b></p> <p>24 <b>fourth floor.</b></p> <p>25 Q. Right. I know you weren't on this call --</p> <p style="text-align: center;">Page 15</p>
<p>1 operator says, "Ah, well, given that you've got smoke in</p> <p>2 your flat, can you escape safely?"</p> <p>3 <b>A. No.</b></p> <p>4 Q. "Let's explore that."</p> <p>5 Is that a deficiency in the advice being given, do</p> <p>6 you think?</p> <p>7 <b>A. I wasn't there at the time, but I can only imagine the</b></p> <p>8 <b>situation and I really would believe that that</b></p> <p>9 <b>individual would have known that they were on the 22nd</b></p> <p>10 <b>floor, that the fire was on the fourth floor, and that</b></p> <p>11 <b>actually there might be callers lower down that did need</b></p> <p>12 <b>fire survival guidance help.</b></p> <p>13 Q. Right.</p> <p>14 <b>A. And, actually, they would've also been concerned because</b></p> <p>15 <b>they wouldn't have known what was going on in the</b></p> <p>16 <b>building, that actually had they asked them to leave and</b></p> <p>17 <b>evacuate, they would've put them into a more dangerous</b></p> <p>18 <b>situation by sending them down a stairwell to the</b></p> <p>19 <b>fourth -- past the fourth floor, which was on fire.</b></p> <p>20 Q. I understand that. And that leads on to another</p> <p>21 question, which is when assessing, together with the</p> <p>22 caller, at that stage 2, before you get to fire survival</p> <p>23 guidance properly so-called as you've described it, at</p> <p>24 that stage 2, when making the assessment about escape,</p> <p>25 how does the control room operator make an assessment</p> <p style="text-align: center;">Page 14</p>	<p>1 <b>A. No.</b></p> <p>2 Q. -- and, indeed, you were en route at this stage,</p> <p>3 I think, just about.</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. So you weren't there, so I'm not asking you about your</p> <p>6 personal involvement in the call, but --</p> <p>7 <b>A. It would be very early on in the incident. I think we</b></p> <p>8 <b>only started to receive fire survival guidance calls or</b></p> <p>9 <b>provide guidance to people at 1.20, was it, the first</b></p> <p>10 <b>call we received?</b></p> <p>11 Q. About that, yes.</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. My question really is this, and I will leave it there:</p> <p>14 is the advice that she gives -- "I obviously can't</p> <p>15 really advise you" -- in line with policy, where the</p> <p>16 policy seems to require an assessment of escape</p> <p>17 possibilities?</p> <p>18 <b>A. I would say every call is different. That policy is</b></p> <p>19 <b>a guideline for us to go through the stages. Again,</b></p> <p>20 <b>with that amount of calls coming in, she would've made</b></p> <p>21 <b>a decision about where they were in the premise and</b></p> <p>22 <b>believed them to be safe --</b></p> <p>23 Q. Right.</p> <p>24 <b>A. -- where they were.</b></p> <p>25 Q. Would it be usual practice in the control room to leave</p> <p style="text-align: center;">Page 16</p>

<p>1 matters there, or would it be usual practice in the</p> <p>2 control room to go on to explore means of safe escape?</p> <p>3 <b>A. It would've been usual practice to go on and explore</b></p> <p>4 <b>means of escape, but that would be if we were receiving</b></p> <p>5 <b>one or two calls and not the large volume of calls for</b></p> <p>6 <b>help that we were receiving on that night.</b></p> <p>7 Q. So the usual practice is, yes, you would, but the</p> <p>8 unusual volume of calls meant that there was a departure</p> <p>9 from that practice; is that what I take from your</p> <p>10 answer.</p> <p>11 <b>A. I wouldn't say all the time, no, I would say on this</b></p> <p>12 <b>call, yes.</b></p> <p>13 Q. All right.</p> <p>14 Now, can I ask you to look at a different document.</p> <p>15 You mentioned, I think, 10/93 yesterday --</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. -- a number of times in your evidence, and we looked at</p> <p>18 references to that in paragraph 5.19 of policy 539.</p> <p>19 Can I ask you to look at the document that you</p> <p>20 referred to, because there is a point in it I just want</p> <p>21 to ask you about. This is LFB00003617.</p> <p>22 Just looking at it on the screen, is that a document</p> <p>23 you're familiar with?</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. Right. Is that the one you were referring to yesterday?</p> <p style="text-align: center;">Page 17</p>	<p>1 "Additionally, in circumstances such as these a fire</p> <p>2 control operator may need to take into account that the</p> <p>3 normal procedure of calming the caller may not be</p> <p>4 appropriate, and may even be dangerous in some</p> <p>5 circumstances."</p> <p>6 That last sentence, to your knowledge, did that ever</p> <p>7 come into LFB policy during your time with the LFB?</p> <p>8 <b>A. So that is prior to the Lakanal House fire.</b></p> <p>9 Q. It is --</p> <p>10 <b>A. That was in our policy and that was removed after, in</b></p> <p>11 <b>2011.</b></p> <p>12 Q. It was until 2011?</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. Do you know why it was removed?</p> <p>15 <b>A. Yes, because we recognised that sometimes the process,</b></p> <p>16 <b>as it says there, of calming the caller may lull them</b></p> <p>17 <b>into a false sense of security. That's why we replaced</b></p> <p>18 <b>that with the re-assessment from our control staff.</b></p> <p>19 Q. Right.</p> <p>20 <b>A. Also, further on in the document it refers to -- in the</b></p> <p>21 <b>training manual that all our control staff have, it</b></p> <p>22 <b>refers to following advice given by the government on</b></p> <p>23 <b>high-rise buildings.</b></p> <p>24 Q. It does. Absolutely. Okay.</p> <p>25 Just so I can understand your answer, it was</p> <p style="text-align: center;">Page 19</p>
<p>1 <b>A. Yes.</b></p> <p>2 Q. Right.</p> <p>3 I just want to ask you about one sentence, and if</p> <p>4 you think I'm taking it out of context, please tell me,</p> <p>5 but it's quite a long document and I don't want to spend</p> <p>6 time reading it out to you.</p> <p>7 It's a document dated 12 October 1993 from the</p> <p>8 Home Office, who at that stage had responsibility for</p> <p>9 fire and rescue.</p> <p>10 Paragraph 1 refers to training of fire control</p> <p>11 staff, and refers to:</p> <p>12 "... the aim being to equip staff with the basic</p> <p>13 knowledge which would enable them to give advice; - get</p> <p>14 out, close the doors etc."</p> <p>15 Paragraph 2 says this:</p> <p>16 "While this approach is adequate in the vast</p> <p>17 majority of cases, in some cases a different approach</p> <p>18 may be needed. In the situation where, for example, the</p> <p>19 caller is prevented from escaping due to location (such</p> <p>20 as high rise flats) and/or smoke density, or for some</p> <p>21 other reason is in danger, the operator taking the call</p> <p>22 may need to give very specific safety instructions in</p> <p>23 addition to establishing the location of the incident</p> <p>24 for mobilising purposes."</p> <p>25 Then it says this:</p> <p style="text-align: center;">Page 18</p>	<p>1 replaced with this re-assessment approach whereby you</p> <p>2 re-assess, talk, calm and also gather information --</p> <p>3 <b>A. Yes, so prior to --</b></p> <p>4 Q. -- that we saw in the RIF yesterday?</p> <p>5 <b>A. -- 2011 there was a heavy inference[sic] on talking to</b></p> <p>6 <b>the caller, exchanging names, trying to distract them</b></p> <p>7 <b>from the situation they were in, rather than re-assess</b></p> <p>8 <b>the situation. So after 2011, we changed that and we</b></p> <p>9 <b>changed our training to reflect that the control officer</b></p> <p>10 <b>should focus more on the re-assessment and the worsening</b></p> <p>11 <b>of conditions rather than sharing names and</b></p> <p>12 <b>a distraction technique.</b></p> <p>13 Q. I see. So I think what you're saying is, in fact, the</p> <p>14 post-2011 policy did take account of this advice that we</p> <p>15 saw in 1993; namely that calming the caller isn't</p> <p>16 necessarily the best thing to do and it's all about</p> <p>17 gathering information?</p> <p>18 <b>A. Yes. After 2011, our current training is in line with</b></p> <p>19 <b>that.</b></p> <p>20 Q. So when we see the reference to "reassurance" in the RIF</p> <p>21 and in policy 539 -- I think you said this yesterday,</p> <p>22 but just to be clear -- that is, is it, in the context</p> <p>23 of the priority being the gathering of information and</p> <p>24 the giving of practical advice?</p> <p>25 <b>A. Yes. But as I explained before, that's quite a linear</b></p> <p style="text-align: center;">Page 20</p>

<p>1 <b>approach to look at it, and obviously if someone is</b>  2 <b>ringing up on the telephone call very distressed, upset,</b>  3 <b>and you can't get an address out of them when you first</b>  4 <b>try, then you will try a reassuring technique before and</b>  5 <b>try to calm the caller.</b></p> <p>6 Q. I see.</p> <p>7 Can I ask you now to look at a document we looked at  8 yesterday, which is the GRA, the generic risk  9 assessment, 3.2 in February 2014, which we'll find in  10 the policy bundle at tab 7.</p> <p>11 We looked at this yesterday, and I know you're not  12 familiar with it as a document, but again, just to give  13 you a reassurance, I am not going to ask you about the  14 actual document itself; I am just going to ask you about  15 some of the principles in it.</p> <p>16 If you turn first of all, please, to page 17  17 internally, this is within the part of this document  18 which starts a number of pages before called "Key  19 control measures" and "Planning". This is, as I say,  20 national guidance 2014, put out by the DCLG, and on this  21 page it says:</p> <p>22 "Contingency plans for particular premises should  23 cover ..."</p> <p>24 And there are two things at the top of the bullet  25 point list:</p> <p style="text-align: right;">Page 21</p>	<p>1 Would you always assume in the case of any fire in  2 any given high-rise block that there is an available  3 alternative plan -- namely evacuation -- which could be  4 called upon in the event the stay-put policy became  5 untenable?</p> <p>6 <b>A. No. We would always assume with the large majority of</b>  7 <b>incidents in high-rise that we would be able to keep the</b>  8 <b>callers calm and reassured, and provide protection</b>  9 <b>advice until the firefighters either extinguish the fire</b>  10 <b>or reach them.</b></p> <p>11 Q. Right, I see. Let me try this question in a slightly  12 different way one more time: would you ever think to  13 yourself as an SOM: well, there's a fire in a high-rise  14 block, I'm not going to worry about it because if  15 compartmentation fails, there's an operational  16 evacuation plan in place as an alternative? Would that  17 be part of your thinking?</p> <p>18 <b>A. No. Not that I wasn't going to worry about it, no.</b>  19 <b>That it would be part of my thinking and was on the</b>  20 <b>night.</b></p> <p>21 Q. It would be part of your thinking? You would think  22 there is an alternative evacuation --</p> <p>23 <b>A. I would think there was an alternative -- sorry, it's</b>  24 <b>the confusion with regard to operational and incident</b>  25 <b>ground with regards to what I do in the control room.</b></p> <p style="text-align: right;">Page 23</p>
<p>1 "• fire spread beyond the compartment of origin and  2 the potential for multiple rescues.</p> <p>3 "• an operational evacuation plan being required in  4 the event the 'Stay Put' policy becomes untenable."</p> <p>5 My question is, looking particularly at the second:  6 as an SOM, when you're dealing with a high-rise fire,  7 what assumptions do you make as to the existence of any  8 operational evacuation plan in the event that stay put  9 fails for that building?</p> <p>10 <b>A. I wouldn't say we do. Every incident is different, and</b>  11 <b>being in the control room, I believe we plan -- and</b>  12 <b>I think if you refer to my statement later on, after we</b>  13 <b>were receiving that large amount of calls, we were also</b>  14 <b>thinking about other issues that could happen at that</b>  15 <b>incident, what resources we'd need. That's part of our</b>  16 <b>function.</b></p> <p>17 <b>So it's a constant update and planning, thinking</b>  18 <b>about a range of alternative things that could happen.</b>  19 <b>So it's never focused on one particular item. It</b>  20 <b>wouldn't be focused on an operational evacuation plan,</b>  21 <b>but it would be focused on how we could support the</b>  22 <b>incident if they wanted to introduce an operational</b>  23 <b>evacuation plan.</b></p> <p>24 Q. I see. Okay. I think that answers my question for the  25 most part. Let me try it a different way.</p> <p style="text-align: right;">Page 22</p>	<p>1 <b>SIR MARTIN MOORE-BICK: I think the thrust of Mr Millett's</b>  2 <b>question, if I've understood it correctly, is whether</b>  3 <b>you would have at the back of your mind, at least, that</b>  4 <b>it might be necessary to get everyone out and there</b>  5 <b>ought to be a plan to do that.</b></p> <p>6 <b>Does that reflect your question?</b></p> <p>7 MR MILLETT: Yes.</p> <p>8 <b>A. Yes, from the control room.</b></p> <p>9 Q. You would --</p> <p>10 <b>A. Such as changing that advice.</b></p> <p>11 Q. You would make that assumption?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. Thank you.</p> <p>14 <b>A. Sorry.</b></p> <p>15 Q. Thank you, Mr Chairman, for clarifying that.</p> <p>16 Can I then turn to page 20. It's a similar  17 question, with a slightly different angle.</p> <p>18 Here we have a bullet-point list on the first part  19 of the page which starts the page before. I should just  20 show you the page before at page 19. It starts:</p> <p>21 "Training, which will cover high rise incidents must  22 include ..."</p> <p>23 And then if you turn to page 20, four bullet points  24 up from the end of the list, it says:  25 "Evacuation and casualty removal tactics. Incident</p> <p style="text-align: right;">Page 24</p>

<p>1 Commanders should understand when a partial or full 2 evacuation strategy might become necessary in a 3 residential building where a 'Stay Put' policy is 4 normally in place." 5 First of all, were you aware that that advice or 6 imperative, if you like, was part of national policy? 7 <b>A. In what context? In that it's written into the GRA?</b> 8 Q. Well, never mind the GRA. Were you aware that there was 9 national guidance which required training to cover what 10 we see in that bullet point; namely that the incident 11 commander should understand when a full or partial 12 evacuation strategy should be become necessary? 13 <b>A. Yes, operationally.</b> 14 Q. Now, the question is, then: do you as an SOM in the 15 control room rely on the incident commander to consider 16 and then advise you as to whether a partial or full 17 evacuation strategy might be necessary in a building 18 where stay put is an place? 19 <b>A. Well, that is written into policy 790, but as we spoke</b> 20 <b>about before, I believe it should be a joint</b> 21 <b>conversation, an update of information, prior to that</b> 22 <b>decision being made.</b> 23 Q. Yes. Absolutely. 24 But is it right that you're reliant on the incident 25 commander and his or her understanding as to when</p> <p style="text-align: right;">Page 25</p>	<p>1 And note the word "exchanged" there. 2 My question is: what would you expect to be the 3 arrangements for exchange of information between fire 4 control and commanders at the incident? 5 <b>A. With regard to passing of fire survival guidance</b> 6 <b>information?</b> 7 Q. Well, with regard to exchange. So I understand where we 8 are with fire control talking to commanders at the 9 incident; my question is in relation to information 10 coming back the other way. What would you ordinarily 11 expect there to be by way of arrangements for commanders 12 at the incident passing information to fire control? 13 <b>A. I would've expected, on a smaller-scale incident, there</b> 14 <b>to be an update with regard to an FSG call, if it was</b> 15 <b>a prolonged call and they were having difficulty</b> 16 <b>reaching that floor.</b> 17 Q. Right. 18 So in the ordinary case, you would expect there to 19 be a two-way street? 20 <b>A. Not so much a two-way street, but sufficient information</b> 21 <b>just about the progress.</b> 22 Q. Okay. Of a particular call? 23 <b>A. Of a particular call. Yes.</b> 24 Q. Right. 25 Then finally on this document, page 29, four</p> <p style="text-align: right;">Page 27</p>
<p>1 a partial or full evacuation strategy might be 2 necessary? 3 <b>A. Well, with regard to a partial or full evacuation</b> 4 <b>strategy, you would be relying on individuals on scene.</b> 5 <b>So, yes, the incident commander. With regard to</b> 6 <b>a change in stay-put policy, from helping keep people</b> 7 <b>safe, to telling them to leave, that would be down to</b> 8 <b>the control room because only the control room operators</b> 9 <b>would be able to engage with those callers and only</b> 10 <b>those callers, not talk to every individual in that</b> 11 <b>building.</b> 12 Q. Yes. 13 <b>A. So it's slightly different.</b> 14 Q. Yes. I understand. 15 In that connection I think that takes me to the next 16 part of this document, page 18, going back a bit. 17 A third of the way down page 18, it covers fire survival 18 guidance call arrangements. This part also sits in the 19 section of this document about planning. 20 It says this: 21 "Fire survival guidance call arrangements should 22 include ..." 23 Then the last bullet point is: 24 "• how information will be exchanged between 25 callers, Fire Control and commanders at the incident."</p> <p style="text-align: right;">Page 26</p>	<p>1 paragraphs down from the top. This sits within 2 a section called "Fire survival guidance" which starts 3 on the page before. 4 In the fourth paragraph on page 29 it says: 5 "The advice offered to callers to remain in their 6 property during fire survival guidance calls must be 7 re-evaluated throughout an incident. Where 8 circumstances make it necessary, an Incident Commander 9 may need to consider changing the advice given. For 10 example callers may need to be advised to leave their 11 property or to be guided from it by firefighters. The 12 Incident Commander should also consider making use of 13 all available systems within the building to communicate 14 with occupants." 15 Now, I just want to focus with you on the sentence: 16 "Where circumstances make it necessary, an Incident 17 Commander may need to consider changing the advice 18 given." 19 Now, since the incident commander, as you told us, 20 is not the person communicating with the caller, is it 21 the case that in order to change the advice given, the 22 incident commander has to communicate with the control 23 room? 24 <b>A. Yes.</b> 25 Q. Right.</p> <p style="text-align: right;">Page 28</p>

<p>1 Unless the incident commander communicated with the</p> <p>2 control room in relation to a particular fire survival</p> <p>3 guidance call where the advice needed to be changed, the</p> <p>4 advice couldn't be changed?</p> <p>5 <b>A. No.</b></p> <p>6 MR MILLETT: Right. Thank you.</p> <p>7 Now, can I then go back to where I think I left off</p> <p>8 last night, after that little deviation.</p> <p>9 Mr Chairman, it's rather disappointing of me to say</p> <p>10 this, but this may be an appropriate point for a break.</p> <p>11 SIR MARTIN MOORE-BICK: It passed through my mind as well.</p> <p>12 If you are going to something different, it might be</p> <p>13 sensible to take a short break now.</p> <p>14 MR MILLETT: It is something different and where we were</p> <p>15 last night.</p> <p>16 SIR MARTIN MOORE-BICK: We'll take a break a little earlier</p> <p>17 than I suggested. We'll come back at 10.45, just over</p> <p>18 5 minutes. All right?</p> <p>19 THE WITNESS: Thank you.</p> <p>20 SIR MARTIN MOORE-BICK: Go with the usher and don't talk to</p> <p>21 anyone about your evidence over the break.</p> <p>22 Thank you very much.</p> <p>23 (Pause)</p> <p>24 All right, 10.45, then, please.</p> <p>25 (10.40 am)</p> <p style="text-align: right;">Page 29</p>	<p>1 MR MILLETT: Yes.</p> <p>2 Ms Smith, could we now go back to your transit, as</p> <p>3 it were, to the control room on the night of the fire.</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. On page 3 of your witness statement, you said that:</p> <p>6 "Five minutes from Stratford, Adam informed me that</p> <p>7 the fire had been upgraded yet further to a forty pump</p> <p>8 incident -- an unprecedented."</p> <p>9 First of all, Adam, that's Adam Crinion, I think,</p> <p>10 isn't it?</p> <p>11 <b>A. Yes.</b></p> <p>12 Q. And he occupied the role -- well, what was his role?</p> <p>13 <b>A. So his role is senior operations manager, the same as</b></p> <p>14 <b>me, and on that night he was paged as well because she</b></p> <p>15 <b>was shadowing me. He joined the organisation in May</b></p> <p>16 <b>2017, so he was shadowing me.</b></p> <p>17 Q. He was also en route at the same time, I think?</p> <p>18 <b>A. He was. I believe the control room paged him.</b></p> <p>19 Q. He told you that the fire had been upgraded. How were</p> <p>20 you told that? Did he call you on your mobile?</p> <p>21 <b>A. Mobile. I believe so, yes.</b></p> <p>22 Q. But you were driving, so how did you receive the call?</p> <p>23 <b>A. I have hands-free.</b></p> <p>24 Q. Sorry, it wasn't trying to trap you into some motoring</p> <p>25 offence!</p> <p style="text-align: right;">Page 31</p>
<p>1 (A short break)</p> <p>2 (10.45 am)</p> <p>3 SIR MARTIN MOORE-BICK: All right, happy to carry on?</p> <p>4 THE WITNESS: Yes, thank you.</p> <p>5 MR MILLETT: Thank you very much for coming back.</p> <p>6 Mr Chairman, I have something to say, not a question</p> <p>7 for the witness, but by request from someone with</p> <p>8 instructions on behalf of the caller who made the</p> <p>9 call --</p> <p>10 SIR MARTIN MOORE-BICK: Yes.</p> <p>11 MR MILLETT: -- the transcript of which I showed Ms Smith</p> <p>12 just before the break. That's the call from the 22nd</p> <p>13 floor at 01.30.38.</p> <p>14 I am asked to say -- and I think it's right that</p> <p>15 I do -- that that is the call from Naomi Li, who lived</p> <p>16 at flat 195. By the time of the call at 01.30.38, she</p> <p>17 had moved to her neighbour's flat, 193, and that's the</p> <p>18 home of Nadia Choukair and Bassem Choukair.</p> <p>19 I do understand why I am asked to say that. It's</p> <p>20 important for those who aren't necessarily here to</p> <p>21 understand that these aren't just numbers; they are</p> <p>22 people's homes.</p> <p>23 SIR MARTIN MOORE-BICK: Of course, yes. Yes.</p> <p>24 All right, well, thank you very much for clarifying</p> <p>25 that.</p> <p style="text-align: right;">Page 30</p>	<p>1 <b>A. That's okay!</b></p> <p>2 Q. All right. But my point is it wasn't over your --</p> <p>3 <b>A. Airwave radio, no.</b></p> <p>4 Q. -- Airwave radio. Thank you.</p> <p>5 And you say:</p> <p>6 "My role in such circumstances is one of oversight."</p> <p>7 What do you mean by that?</p> <p>8 <b>A. So whenever we come into an incident, we obviously are</b></p> <p>9 <b>not there at the beginning of the incident, so we come</b></p> <p>10 <b>in halfway through, and it really is support to the</b></p> <p>11 <b>staff and the supervisors at the back of the room. We</b></p> <p>12 <b>receive a number of calls, as I've already said, from</b></p> <p>13 <b>senior managers and maybe press wanting to know some</b></p> <p>14 <b>updated information, and we can take those calls off the</b></p> <p>15 <b>supervisors to let them focus on mobilising and</b></p> <p>16 <b>responding to resource requests.</b></p> <p>17 Q. Yes, I see, and you say that.</p> <p>18 When you were told that it was a 40-pump fire, what</p> <p>19 were your thoughts?</p> <p>20 <b>A. That it was a large fire.</b></p> <p>21 Q. Is it something you've ever experienced before?</p> <p>22 <b>A. Not when I've been on duty. So we have had a 40-pump</b></p> <p>23 <b>fire before, but I've not been on duty for it.</b></p> <p>24 Q. You say "We've had a 40-pump fire", that's the LFB, is</p> <p>25 it?</p> <p style="text-align: right;">Page 32</p>



<p>1 <b>A. The LFB, sorry.</b></p> <p>2 Q. Which was that, do you know?</p> <p>3 <b>A. I believe it was an incident in Stratford.</b></p> <p>4 Q. In Stratford?</p> <p>5 <b>A. Yes.</b></p> <p>6 Q. When was that, do you know?</p> <p>7 <b>A. 2012.</b></p> <p>8 Q. Yes. Okay.</p> <p>9 What was it that required the attendance of 40</p> <p>10 pumps, do you remember?</p> <p>11 <b>A. No.</b></p> <p>12 Q. Okay.</p> <p>13 Faced with a 40-pump fire, did you have any thoughts</p> <p>14 about what needed to be done in the control room once</p> <p>15 you arrived, or even before you arrived?</p> <p>16 <b>A. No, I can imagine I knew they were receiving multiple</b></p> <p>17 <b>fire survival guidance calls. I knew that a 40-pump</b></p> <p>18 <b>fire is more than 40 fire engines to be mobilised,</b></p> <p>19 <b>there's an awful lot of additional appliances and</b></p> <p>20 <b>resources, informing of officers, mobilising those, that</b></p> <p>21 <b>needed to be done. So I knew that they would need some</b></p> <p>22 <b>support.</b></p> <p>23 Q. Okay.</p> <p>24 Now, if I can ask you to go, please, to page 86 of</p> <p>25 the ORR, the operational response report, and look at</p> <p style="text-align: right;">Page 33</p>	<p>1 <b>A. Yes.</b></p> <p>2 Q. And what answer did he give you? This records him as</p> <p>3 saying that he knew of at least one. What did that tell</p> <p>4 you? What did that inform you of?</p> <p>5 <b>A. That one of our control officers had been on the phone</b></p> <p>6 <b>to a caller for some considerable time.</b></p> <p>7 Q. Did you know what advice was being given to callers as</p> <p>8 part of that FSG advice?</p> <p>9 <b>A. No. I would assume the four principles that we've</b></p> <p>10 <b>talked about previously.</b></p> <p>11 Q. Right.</p> <p>12 <b>A. I couldn't tell you for definite.</b></p> <p>13 Q. Okay.</p> <p>14 What assumptions did you make, if any, about whether</p> <p>15 stay-put advice was still being given?</p> <p>16 <b>A. I didn't at that time.</b></p> <p>17 Q. You --</p> <p>18 <b>A. I didn't make any assumptions.</b></p> <p>19 Q. You didn't make any assumptions, one way or the other?</p> <p>20 <b>A. No.</b></p> <p>21 Q. Now, I think we have one more call that you made, while</p> <p>22 en route, to Adam Crinion, if I can just show you that.</p> <p>23 That is in the LFB log -- it's a slightly different</p> <p>24 document -- tab 7 of the documents bundle, LFB00000003.</p> <p>25 At 02.04.09 we see:</p> <p style="text-align: right;">Page 35</p>
<p>1 the time stamp for 01.57.21, it records that you call</p> <p>2 Brigade control by telephone and speak to AOM May and</p> <p>3 ask for an update.</p> <p>4 Do you remember doing that?</p> <p>5 <b>A. No.</b></p> <p>6 Q. I'll go on and see if this triggers it:</p> <p>7 "AOM May explains that it is quite difficult to get</p> <p>8 a handle on things because it is so busy but says they</p> <p>9 are taking a lot of FSG calls. SOM Smith asks if</p> <p>10 callers are staying on the line and AOM May says he</p> <p>11 knows of at least one. She reports she is at the</p> <p>12 Elephant and Castle and enroute."</p> <p>13 Do you remember speaking to Peter May at about</p> <p>14 Elephant and Castle?</p> <p>15 <b>A. I do. I didn't realise I was at Elephant and Castle.</b></p> <p>16 <b>I thought I was much nearer.</b></p> <p>17 Q. Right, okay.</p> <p>18 <b>A. That may have been when I spoke to Adam on the</b></p> <p>19 <b>telephone.</b></p> <p>20 Q. Okay.</p> <p>21 Again, you ask if callers are staying on the line.</p> <p>22 Is that because that would indicate that that was a fire</p> <p>23 survival guidance call in progress --</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. -- as you told us yesterday?</p> <p style="text-align: right;">Page 34</p>	<p>1 "MESSAGE FROM INCIDENT: 'CU8 MAKE PUMPS 40'."</p> <p>2 Sorry, I put the question originally to you wrongly.</p> <p>3 But looking at that time mark, do you remember that the</p> <p>4 command message from the incident "Make pumps 40" had</p> <p>5 come from CU8?</p> <p>6 <b>A. No.</b></p> <p>7 Q. Okay.</p> <p>8 Now, do you remember while en route whether you were</p> <p>9 told that Group Manager Welch was now in attendance?</p> <p>10 <b>A. No. That wouldn't have been something that I would have</b></p> <p>11 <b>been told.</b></p> <p>12 Q. Okay.</p> <p>13 Now, in your statement, going back to it, third</p> <p>14 paragraph on page 3, you say:</p> <p>15 "When I arrived I could see that absolutely everyone</p> <p>16 was on the phones."</p> <p>17 I'm trying to get a time for your arrival because</p> <p>18 obviously you don't book in as status 3 because you're</p> <p>19 not attending the incident.</p> <p>20 <b>A. No.</b></p> <p>21 Q. Is there another way of recording your arrival formally</p> <p>22 at the control room?</p> <p>23 <b>A. Yes, so someone could enter it on the log as just</b></p> <p>24 <b>a message, and I think after I'd arrived and spoken to</b></p> <p>25 <b>the supervisor and everything, I think Debbie Real may</b></p> <p style="text-align: right;">Page 36</p>

<p>1 have added it to the log. I believe my arrival time was</p> <p>2 around 2.15 and I think she added it to the log at about</p> <p>3 2.20.</p> <p>4 Q. If we go to page 22 of the short incident log at tab 23</p> <p>5 of the documents bundle, I think we do see that.</p> <p>6 02.22.33, DR, as you rightly say, Debbie Real:</p> <p>7 "User Comment</p> <p>8 "BC02 [we know that's you] IN ATTENDANCE AT</p> <p>9 CONTROL."</p> <p>10 A. Yes.</p> <p>11 Q. So Debbie adds that. Is that normal, when an SOM</p> <p>12 arrives in the control room, that --</p> <p>13 A. Yes, they would log it on the incident log.</p> <p>14 Q. Okay.</p> <p>15 Do you know how long after you arrived she logged</p> <p>16 it? Because you think you arrived at 2.15, you say.</p> <p>17 She logs that --</p> <p>18 A. 2.22, yes.</p> <p>19 Q. -- 2.22. That would mean there's about seven-minutes'</p> <p>20 difference. How can you account for that?</p> <p>21 A. They were all extremely busy, I would imagine. It had</p> <p>22 just gone 40-pump fire, hadn't it, by then, so they were</p> <p>23 probably doing all the peripheral standby moves, making</p> <p>24 sure we had cover. I believe Debbie took a number of</p> <p>25 calls as well.</p> <p style="text-align: center;">Page 37</p>	<p>1 A. I think she told me that that's what Jason was doing,</p> <p>2 and I had gathered that already because I'd walked past</p> <p>3 him whilst entering the room and could hear him on the</p> <p>4 telephone passing information.</p> <p>5 Q. Did you, either at that stage or afterwards, have</p> <p>6 a discussion with Alex Norman about the stay-put advice?</p> <p>7 A. Not at that stage; that would've been 10 minutes later.</p> <p>8 Q. 10 minutes later, okay, but you did have a discussion,</p> <p>9 did you, with Alex Norman at about 2.25, I suppose?</p> <p>10 A. Yes.</p> <p>11 Q. You arrive at 2.15, she logs you in at 2.22,</p> <p>12 Debbie Real, and you say about 2.25 you had that</p> <p>13 conversation with her, do you?</p> <p>14 Was anybody else involved in that conversation when</p> <p>15 you first had it with Alex Norman?</p> <p>16 A. With Alex? No, it was more following a decision about</p> <p>17 what we were going to do, and I asked her to tell -- or</p> <p>18 go around the room and speak to all the control room</p> <p>19 officers individually with regard to the change in</p> <p>20 advice.</p> <p>21 Q. Right. So you asked Alex Norman to go around the room</p> <p>22 and ask all the CROs who were on calls a question or</p> <p>23 questions?</p> <p>24 A. No, I asked her to tell the CROs that we were going to</p> <p>25 change the advice and what advice to give out to</p> <p style="text-align: center;">Page 39</p>
<p>1 Q. On page 3 of your statement, just going back to it, you</p> <p>2 say:</p> <p>3 "I made my way to the duty supervisor and</p> <p>4 immediately said, 'Are you ok? What can we do to</p> <p>5 help?'"</p> <p>6 Who is the duty supervisor?</p> <p>7 A. That's just an error. It meant the supervisory desk.</p> <p>8 Q. Who was there? Who was on there?</p> <p>9 A. Debbie Real, Pete May and Alex Norman.</p> <p>10 Q. "I then spoke to the 'Officer of the Day', Jason OLIFFE,</p> <p>11 who had already present, passing information about</p> <p>12 callers to the Command Unit."</p> <p>13 What did he say to you? Do you remember what he</p> <p>14 said to you?</p> <p>15 A. I think I just acknowledged him, said hello. I could</p> <p>16 gather that he was passing fire survival guidance</p> <p>17 information and I think Alex also told me that she'd</p> <p>18 asked Jason to ring the command unit and pass the fire</p> <p>19 survival guidance information that they had been</p> <p>20 receiving.</p> <p>21 Q. Right.</p> <p>22 Did you have any greater or wider conversation with</p> <p>23 Alex Norman at that point?</p> <p>24 A. I may have done. I can't recall the specific detail.</p> <p>25 Q. Right. You can't remember what she said to you?</p> <p style="text-align: center;">Page 38</p>	<p>1 callers.</p> <p>2 Q. Okay. Right. Can I just freeze that there --</p> <p>3 A. Yes.</p> <p>4 Q. -- and come back to it.</p> <p>5 When you spoke to Jason Oliff, as you say in the</p> <p>6 third line, did you speak to him about the stay-put</p> <p>7 advice?</p> <p>8 A. No.</p> <p>9 Q. Okay.</p> <p>10 When you came into the control room, did you see</p> <p>11 a whiteboard system in operation?</p> <p>12 A. No.</p> <p>13 Q. You didn't, no.</p> <p>14 A. I believe that came in when Adrian Fenton arrived.</p> <p>15 Q. Okay. I was going to say, four lines up from the bottom</p> <p>16 of the page you say:</p> <p>17 "We utilised a white board system to log call data</p> <p>18 of the most badly affected flats ..."</p> <p>19 So when did that start? You just said, I think,</p> <p>20 when Adrian Fenton arrived.</p> <p>21 A. So from memory, Adrian arrived 5 minutes after me. I,</p> <p>22 at that time, was with Pam, and then I spoke to Peter.</p> <p>23 Adrian had arrived in control. I'm not sure if he'd</p> <p>24 spoken -- he'd probably spoken to Alex and maybe Jason</p> <p>25 and he began to move some whiteboards that were in</p> <p style="text-align: center;">Page 40</p>

<p>1 <b>a corner that we use for our secondary mobilising and</b></p> <p>2 <b>write the flats and the information on those</b></p> <p>3 <b>whiteboards.</b></p> <p>4 Q. Okay.</p> <p>5 Now, before the whiteboard system was implemented,</p> <p>6 what do you remember was the system of recording calls</p> <p>7 coming in, the details of those calls and the nature of</p> <p>8 the advice being given to callers?</p> <p>9 <b>A. Sorry, could you repeat the question?</b></p> <p>10 Q. When you arrived in the control room --</p> <p>11 <b>A. Yes.</b></p> <p>12 Q. -- what was the system of recording the calls that were</p> <p>13 coming in, the nature of those calls and the advice</p> <p>14 being given to callers?</p> <p>15 <b>A. So we were collecting the call information, we were</b></p> <p>16 <b>making a call of it, so an incident of it, we were</b></p> <p>17 <b>logging it on the incident log, and any details about</b></p> <p>18 <b>the caller's situation, their location, we were updating</b></p> <p>19 <b>the incident log. We probably created some service</b></p> <p>20 <b>requests, looking at the incident log, and we made sure</b></p> <p>21 <b>that information was passed to Jason Oliff, who would</b></p> <p>22 <b>then pass it on to the command unit.</b></p> <p>23 <b>By that time, a system had already been set up in</b></p> <p>24 <b>place. I couldn't tell you if it was Alex collecting</b></p> <p>25 <b>that additional information or control officers making</b></p> <p style="text-align: right;">Page 41</p>	<p>1 Q. Did you see it?</p> <p>2 <b>A. No.</b></p> <p>3 Q. Okay.</p> <p>4 Now, when we come to the whiteboard system, which</p> <p>5 starts after Adrian Fenton arrives, we jump ahead in</p> <p>6 time I think -- well, can I ask you this: the whiteboard</p> <p>7 system, was that introduced before or after the change</p> <p>8 in the stay-put policy?</p> <p>9 <b>A. I would imagine that that was at the same -- a similar</b></p> <p>10 <b>time, maybe a little bit before, that information</b></p> <p>11 <b>started to be written on whiteboards.</b></p> <p>12 Q. Okay.</p> <p>13 Now, at the bottom of page 3 you say:</p> <p>14 "We utilised a white board system to log call data</p> <p>15 of the most badly affected flats so that it was easier</p> <p>16 for the CROs to relate to should any further calls come</p> <p>17 in from the same properties or numbers. The white board</p> <p>18 system would not have been normal procedure but instead</p> <p>19 was a case of 'thinking on our feet' to ensure the</p> <p>20 correct information was known at the relevant times</p> <p>21 because the volume of information that was coming in was</p> <p>22 so quick it needed to be displayed immediately."</p> <p>23 Now, I've read all of that to you because I have</p> <p>24 a number of questions.</p> <p>25 First of all, if a flat wasn't considered to be</p> <p style="text-align: right;">Page 43</p>
<p>1 <b>sure that Jason Oliff had it.</b></p> <p>2 Q. Okay. Apart from entering information onto the incident</p> <p>3 log --</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. -- electronically, what other logs or written records</p> <p>6 were being kept in the control room of calls at the time</p> <p>7 you arrived?</p> <p>8 <b>A. I believe there was some paper -- I can only speak for</b></p> <p>9 <b>after I arrived. So we wrote information down on paper</b></p> <p>10 <b>and made sure that it was duplicated on the whiteboard.</b></p> <p>11 <b>Jason was sitting right beside the whiteboard, so he</b></p> <p>12 <b>could easily reel that off when that was updated.</b></p> <p>13 Q. I think you said the whiteboard system was only</p> <p>14 implemented once Adrian Fenton arrived.</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. But before that, was there a system of recording</p> <p>17 information by writing it down on pieces of paper as</p> <p>18 well as entering it into the log?</p> <p>19 <b>A. I can only assume there was because it was quite a</b></p> <p>20 <b>smooth operation when I was arriving there. The</b></p> <p>21 <b>information was going to Jason Oliff and he had a list</b></p> <p>22 <b>of information that he was giving out. But I couldn't</b></p> <p>23 <b>tell you how that was getting to him.</b></p> <p>24 Q. That list, was it a written list?</p> <p>25 <b>A. Possibly.</b></p> <p style="text-align: right;">Page 42</p>	<p>1 badly affected, how was the information recorded?</p> <p>2 <b>A. It was recorded in the same way we recorded everyone's</b></p> <p>3 <b>details. I think that's just bad wording on my part --</b></p> <p>4 <b>in my statement.</b></p> <p>5 Q. When you say --</p> <p>6 <b>A. It didn't mean to highlight that we weren't recording</b></p> <p>7 <b>everyone's information from those callers; we were.</b></p> <p>8 Q. I follow. So when we read the words "to log call data</p> <p>9 of the most badly affected flats" --</p> <p>10 <b>A. It was all the flats.</b></p> <p>11 Q. It was all the flats.</p> <p>12 <b>A. But we were also conscious that we'd received a number</b></p> <p>13 <b>of calls or LFB had received a call and then the Met</b></p> <p>14 <b>Police had rung us with a call from the same caller in</b></p> <p>15 <b>the same flat. So I think when I refer to that, I'm</b></p> <p>16 <b>referring to actually there's been occasions where</b></p> <p>17 <b>a caller's called back several times with the conditions</b></p> <p>18 <b>worsening and we'd updated that on our whiteboard list.</b></p> <p>19 Q. Okay. So I understand it, you keep a whiteboard list of</p> <p>20 all the calls, but as the repeat calls come in with the</p> <p>21 worsening conditions, you update the whiteboard as you</p> <p>22 go?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. I see, okay.</p> <p>25 Did that information that was transferred to the</p> <p style="text-align: right;">Page 44</p>

<p>1 whiteboard then get passed to the relevant command unit?</p> <p>2 <b>A. Yes. So as we were updating them -- it was a system.</b></p> <p>3 <b>The control officers that were on the phone that had</b></p> <p>4 <b>taken updated or new information were writing it down,</b></p> <p>5 <b>as well as writing it down on the system or writing it</b></p> <p>6 <b>down on paper. I was going around collecting the paper.</b></p> <p>7 <b>I was checking with the whiteboard, and so was Adrian,</b></p> <p>8 <b>that we knew we had that, updating any additional</b></p> <p>9 <b>information, and Jason Oliff was sitting by the</b></p> <p>10 <b>whiteboard, passing that information to the command</b></p> <p>11 <b>unit.</b></p> <p>12 Q. Okay. That's very helpful.</p> <p>13 Can I just see if I can just put further colour onto</p> <p>14 that very clear picture you've just given us.</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. This is within the control room, once the whiteboard</p> <p>17 system is in operation.</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. A call comes in. It's handled by a CRO -- and correct</p> <p>20 me if I get any of this wrong.</p> <p>21 <b>A. Okay.</b></p> <p>22 Q. The CRO then inputs the updated information into the</p> <p>23 log; is that right?</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. Okay.</p> <p style="text-align: right;">Page 45</p>	<p>1 Q. That's just a blank piece of paper, is it?</p> <p>2 <b>A. Yes.</b></p> <p>3 Q. And they're writing, and you're walking around hearing</p> <p>4 but also writing on a pad, are you?</p> <p>5 <b>A. Yes. So I have some paper, sometimes I take it from the</b></p> <p>6 <b>control officers and take it over to the whiteboard,</b></p> <p>7 <b>make sure that information's there. Sometimes</b></p> <p>8 <b>I overhear it and confirm that we've got that</b></p> <p>9 <b>information.</b></p> <p>10 Q. Okay. And the transmission of the pieces of paper to</p> <p>11 the person at the whiteboard, who was doing that?</p> <p>12 <b>A. Me.</b></p> <p>13 Q. You?</p> <p>14 <b>A. And Alex, I think. By the time it had progressed</b></p> <p>15 <b>somewhat, Adam and Scott would have been assisting with</b></p> <p>16 <b>this as well. I couldn't say for definite.</b></p> <p>17 Q. Scott, that is Scott Hayward?</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. So the pieces of paper then come to the person who is</p> <p>20 running the whiteboard, which was who?</p> <p>21 <b>A. I believe by that time Adrian -- there was another</b></p> <p>22 <b>station manager or watch manager in the control room as</b></p> <p>23 <b>well who was doing that. I can't recall his name.</b></p> <p>24 Q. I see, okay.</p> <p>25 What about Jason Oliff?</p> <p style="text-align: right;">Page 47</p>
<p>1 <b>A. Yes.</b></p> <p>2 Q. Does the CRO then also record new information or</p> <p>3 different information on a piece of paper?</p> <p>4 <b>A. The same information, or maybe a bit more detail, just</b></p> <p>5 <b>because they can scribble it quite quickly on that piece</b></p> <p>6 <b>of paper.</b></p> <p>7 <b>Sometimes when we were walking past and there</b></p> <p>8 <b>would've been different -- I think Alex did this as well</b></p> <p>9 <b>on occasions -- that we would actually overhear because</b></p> <p>10 <b>control officers have a technique of when they're trying</b></p> <p>11 <b>to relay information through a conversation, they will</b></p> <p>12 <b>ask the caller a question and then repeat what the</b></p> <p>13 <b>caller was saying back.</b></p> <p>14 <b>So sometimes I overheard what the callers were</b></p> <p>15 <b>saying and the location, so I was able to take those</b></p> <p>16 <b>details down and check that we had them on the</b></p> <p>17 <b>whiteboard and they were updated.</b></p> <p>18 Q. I am just trying to get a visual picture in my head. So</p> <p>19 you have the CRO with the screen in front of them,</p> <p>20 telephone on their --</p> <p>21 <b>A. Yeah, headset, yes.</b></p> <p>22 Q. They also have a pen and paper, is that right?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. And the paper, is that the control information form?</p> <p>25 <b>A. No.</b></p> <p style="text-align: right;">Page 46</p>	<p>1 <b>A. He was still on the phone talking to the command unit.</b></p> <p>2 Q. Right. I was going to come to him. I'm just trying to</p> <p>3 get an idea of the passage of the pieces of paper to the</p> <p>4 people at the whiteboard.</p> <p>5 So the pieces of paper get taken to the personnel</p> <p>6 running the whiteboard.</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. Who you think is Adam and Scott.</p> <p>9 <b>A. Not running the whiteboard; they were also collecting</b></p> <p>10 <b>the information.</b></p> <p>11 Q. Who is running the whiteboard?</p> <p>12 <b>A. I believe a watch manager or a station manager.</b></p> <p>13 Q. Who was that?</p> <p>14 <b>A. I don't know his name.</b></p> <p>15 Q. Right. What about Adrian Fenton?</p> <p>16 <b>A. Adrian was there too. He was writing on the whiteboard</b></p> <p>17 <b>too. I wrote on the whiteboard sometimes. So it was</b></p> <p>18 <b>just a case of updating. Adrian was also on the phone</b></p> <p>19 <b>to the incident ground.</b></p> <p>20 Q. Then Jason Oliff and sometimes Adrian Fenton are on the</p> <p>21 phone to the incident ground, are you saying Adrian --</p> <p>22 sorry, Jason Oliff, he's using his mobile --</p> <p>23 <b>A. Jason is on the phone constantly. I didn't see him get</b></p> <p>24 <b>off the phone. It was a constant update. It was</b></p> <p>25 <b>an open line.</b></p> <p style="text-align: right;">Page 48</p>

<p>1 Q. Where is he getting the information?</p> <p>2 <b>A. He's getting the information from the whiteboard.</b></p> <p>3 Q. So it goes, in summary: telephone call, pieces of paper,</p> <p>4 pieces of paper taken by you, up to the whiteboard, the</p> <p>5 whiteboard then reflects the information on the pieces</p> <p>6 of paper, and then that is transmitted by Jason Oliff on</p> <p>7 his mobile to the relevant command unit?</p> <p>8 <b>A. Yes.</b></p> <p>9 Q. That's it, is it?</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. Very good, okay.</p> <p>12 In terms of transmission of the information to the</p> <p>13 CU, we have Jason Oliff doing that by mobile. Is that</p> <p>14 then also recorded by anybody in the control room into</p> <p>15 the incident log?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. How is that done?</p> <p>18 <b>A. So sometimes some operators would've done that via</b></p> <p>19 <b>a service request, like the ones we looked at yesterday.</b></p> <p>20 <b>Others it would have been just a user comment on the</b></p> <p>21 <b>screen.</b></p> <p>22 Q. Can you give me an idea of how this would work</p> <p>23 physically? You had Jason Oliff on the phone to let's</p> <p>24 say CU7 by this stage.</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: center;">Page 49</p>	<p>1 HJF?</p> <p>2 <b>A. Yes.</b></p> <p>3 Q. Then that service request is completed a couple</p> <p>4 of minutes later at 02.31.07 by Sharon Darby. You can</p> <p>5 see the same rubric.</p> <p>6 That information there, how does Sharon Darby know</p> <p>7 whether to complete the service request given that it's</p> <p>8 Jason Oliff on a mobile who is doing the speaking?</p> <p>9 <b>A. So either she would've transmitted that message or she</b></p> <p>10 <b>was in the centre of the room, she was two positions</b></p> <p>11 <b>away from the whiteboard, so she would've been able to</b></p> <p>12 <b>hear. Stratford is a smaller location than Merton and</b></p> <p>13 <b>you are able to have visible eyesight with everyone and</b></p> <p>14 <b>you can hear conversations and contact.</b></p> <p>15 I would expect, if she didn't put that information</p> <p>16 over the radio, that she would've known that Heidi had</p> <p>17 already mentioned it and we had already passed that</p> <p>18 information and recorded that information on the</p> <p>19 whiteboard. Sharon could've seen that from where she</p> <p>20 was sitting, easily.</p> <p>21 Q. So you have the station manager, I think, in CU7. Let's</p> <p>22 ignore for the moment the problem created by the</p> <p>23 reference to CU8 there.</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. Let's assume that it's been corrected by Sharon Darby</p> <p style="text-align: center;">Page 51</p>
<p>1 Q. 2.30, let's say CU7. I think all calls are supposed to</p> <p>2 run through CU7 by 02.23.33.</p> <p>3 How does Jason Oliff communicate to any of the CROs</p> <p>4 the information which is to go into the incident log</p> <p>5 which he's passing to CU7?</p> <p>6 <b>A. He doesn't; he has it on the whiteboard as well.</b></p> <p>7 Q. Right.</p> <p>8 So where is the person who is inputting the</p> <p>9 information into the log getting the information from?</p> <p>10 <b>A. That would be the caller. So the control operator would</b></p> <p>11 <b>be inputting the information into the log whilst they</b></p> <p>12 <b>were talking to the caller and providing advice and</b></p> <p>13 <b>guidance.</b></p> <p>14 Q. So by way of example -- let's see if we can get this one</p> <p>15 right --</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. -- if we look at the short incident log, tab 23, at</p> <p>18 page 22 -- this is after you're there -- and I am trying</p> <p>19 to find an example close to 2.30.</p> <p>20 Perhaps the best example is page 23 at the top,</p> <p>21 where we have 02.29.31:</p> <p>22 "Service Request Created: RT4 TO CU8 FLAT 142 ON THE</p> <p>23 17TH FLOOR ..."</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. And that's a creation of a service request by Heidi Fox,</p> <p style="text-align: center;">Page 50</p>	<p>1 when doing the call. She's the radio operator, so she's</p> <p>2 passing this message to the command unit by RT4.</p> <p>3 <b>A. Yes, she may well have done, but she also might have</b></p> <p>4 <b>just completed it because she knew that we already had</b></p> <p>5 <b>that information and that all information was being</b></p> <p>6 <b>passed to CU7 via Jason Oliff.</b></p> <p>7 Q. I see.</p> <p>8 <b>A. You will have to check the --</b></p> <p>9 Q. So --</p> <p>10 <b>A. -- transcript.</b></p> <p>11 Q. Was she listening out to Jason Oliff passing the</p> <p>12 information to the command unit?</p> <p>13 <b>A. Yes. That happens day-to-day in the control room, that</b></p> <p>14 <b>radio operators are listening out for what call-takers</b></p> <p>15 <b>are saying and what else is going on in the room.</b></p> <p>16 Q. I am just trying to get a feel for how Sharon Darby and</p> <p>17 Jason Oliff are working together, because it looks as if</p> <p>18 they are both passing the same information to the</p> <p>19 command unit at the same time: Jason Oliff by mobile,</p> <p>20 Sharon Darby by RT4. Is that right?</p> <p>21 <b>A. Yes, Sharon could have, or she could've seen that that</b></p> <p>22 <b>information was up on the whiteboard and known the</b></p> <p>23 <b>system that we had in place, that Jason was reading the</b></p> <p>24 <b>whiteboard and passing that information to CU7.</b></p> <p>25 Q. Right, I see.</p> <p style="text-align: center;">Page 52</p>

<p>1       So you have a double system, have you? You have the</p> <p>2       information going to the whiteboard --</p> <p>3       <b>A. I would like to think it's a single system, but Sharon</b></p> <p>4       <b>might have picked that up and passed that -- but you</b></p> <p>5       <b>could check the call recordings to see if she did that.</b></p> <p>6       <b>I would imagine at that time she wasn't; she was just</b></p> <p>7       <b>completing it and the information was going only through</b></p> <p>8       <b>one point, which was Jason Oliff, after we'd collected</b></p> <p>9       <b>it.</b></p> <p>10      Q. Okay.</p> <p>11       In terms of the command unit officer who was</p> <p>12       receiving the information from the control room, was</p> <p>13       that person receiving it by mobile from Jason Oliff and</p> <p>14       by radio from Sharon Darby or was it a different person</p> <p>15       in the command unit?</p> <p>16      <b>A. I would imagine it would've been a different person in</b></p> <p>17      <b>the command unit. I don't think you could've talked on</b></p> <p>18      <b>the telephone and responded to the radio --</b></p> <p>19      Q. Okay.</p> <p>20      <b>A. -- at the same time. But, again, I would imagine by</b></p> <p>21      <b>that time that all information about people trapped and</b></p> <p>22      <b>stuck in their flats was going via the whiteboard in</b></p> <p>23      <b>control via Jason Oliff to CU7 and not going via the</b></p> <p>24      <b>radio.</b></p> <p>25       <b>At one point, I have a conversation with Sharon and</b></p> <p style="text-align: center;">Page 53</p>	<p>1       <b>I had with her at one point during the night.</b></p> <p>2      Q. So is it right to summarise it this way: at some point</p> <p>3       after the whiteboard system had been instituted, radio</p> <p>4       transmissions from the control room stopped and the only</p> <p>5       method of communication of FSG information to the fire</p> <p>6       ground was via mobile, Jason Oliff to the command unit?</p> <p>7      <b>A. Yes.</b></p> <p>8      Q. But a record was being kept of what those were by</p> <p>9       Sharon Darby completing service requests?</p> <p>10     <b>A. Yes. So some of the control officers would've still</b></p> <p>11     <b>typed in that valuable information they were taking from</b></p> <p>12     <b>callers and put them as a service request, as normal</b></p> <p>13     <b>habit would be. That would just be habit.</b></p> <p>14     Q. Given the volume, the torrent of fire survival guidance</p> <p>15       calls being passed by Jason Oliff to the CU, do you know</p> <p>16       whether any of those got missed when being recorded by</p> <p>17       either Sharon Darby or the CRO in the incident log?</p> <p>18     <b>A. Did the CRO miss any recording of information? Did our</b></p> <p>19     <b>CROs?</b></p> <p>20     Q. Do you know whether they did or --</p> <p>21     <b>A. I don't know categorically, but I would be extremely</b></p> <p>22     <b>surprised if they were. I would say no; no information</b></p> <p>23     <b>was missed by control.</b></p> <p>24     Q. You would be extremely surprised if they were missed?</p> <p>25     <b>A. I would be very, yes.</b></p> <p style="text-align: center;">Page 55</p>
<p>1       she's extremely frustrated because she can see the high</p> <p>2       number of calls coming in, but obviously there's no</p> <p>3       radio traffic at the moment because we're passing it all</p> <p>4       through CU7 by voice, and she just wants to get in and</p> <p>5       help her colleagues, but she's extremely frustrated</p> <p>6       because she knows she's got to remain on the radio. So</p> <p>7       I imagine by that time, that had happened.</p> <p>8      Q. From that answer -- let me just follow that up -- does</p> <p>9       that mean that where we read in the incident log where</p> <p>10       a service request is created and completed by</p> <p>11       Sharon Darby, in fact that actually is a record of the</p> <p>12       mobile telephone call made by Jason Oliff to the command</p> <p>13       unit and not a record of a radio transmission from</p> <p>14       Sharon Darby to the command unit?</p> <p>15     <b>A. At that point, I would imagine that Sharon has just</b></p> <p>16     <b>completed that service request to stop it getting into</b></p> <p>17     <b>the list. So service requests build up in a list, and</b></p> <p>18     <b>obviously once the message is completed, we send it.</b></p> <p>19     <b>She would've completed it because she would've known or</b></p> <p>20     <b>believed that that information had gone via the white</b></p> <p>21     <b>board to CU7.</b></p> <p>22     Q. Right. Okay.</p> <p>23       When does Sharon Darby stop sending messages</p> <p>24       herself?</p> <p>25     <b>A. I can't recall that time, I just know that conversation</b></p> <p style="text-align: center;">Page 54</p>	<p>1      Q. Okay.</p> <p>2       We have a very good picture now of the communication</p> <p>3       within the control room and out of the control room. Do</p> <p>4       you know whether any information was coming back to the</p> <p>5       control room from the command unit via mobile to</p> <p>6       Jason Oliff?</p> <p>7      <b>A. No. I don't. I wasn't aware of that. I don't know if</b></p> <p>8      <b>he'd passed some updates and messages on to</b></p> <p>9      <b>Adrian Fenton.</b></p> <p>10     Q. Do you know whether there was any difficulty in the</p> <p>11       command unit passing back to Jason Oliff by mobile any</p> <p>12       updates, changes on the fire ground, that that command</p> <p>13       unit officer knew about?</p> <p>14     <b>A. No, I don't. I never received any.</b></p> <p>15     MR MILLETT: Okay.</p> <p>16       I am going to look at one or two details of some</p> <p>17       particular chunks of information and just see how we go</p> <p>18       with those.</p> <p>19       Is now a convenient moment for a break?</p> <p>20     SIR MARTIN MOORE-BICK: I think it might be, Mr Millett.</p> <p>21       Yes.</p> <p>22       I think possibly on this occasion we'll be a little</p> <p>23       bit more generous to ourselves, if I said -- hmm, I'll</p> <p>24       be very generous -- 11.40 -- you are going to require</p> <p>25       this witness for quite a bit of the day, but --</p> <p style="text-align: center;">Page 56</p>

<p>1 MR MILLETT: I think all day, yes, I'm afraid.</p> <p>2 SIR MARTIN MOORE-BICK: You had better warn me if I look as</p> <p>3 if I'm going to be too generous.</p> <p>4 MR MILLETT: If we say 15, does that cut into your leisure</p> <p>5 time?</p> <p>6 SIR MARTIN MOORE-BICK: No, it's just that it's more</p> <p>7 practical to have a clear time on the clock to work to,</p> <p>8 then everyone knows where they are.</p> <p>9 MR MILLETT: Right, 11.40.</p> <p>10 SIR MARTIN MOORE-BICK: I was going to err on the side of</p> <p>11 giving us an extra 2 minutes.</p> <p>12 We'll say 11.40 this time. Please don't speak to</p> <p>13 anyone else about your evidence. All right? Would you</p> <p>14 like to go with the usher, please.</p> <p>15 (Pause)</p> <p>16 Well, 11.40 then, please.</p> <p>17 (11.23 am)</p> <p>18 (A short break)</p> <p>19 (11.40 am)</p> <p>20 SIR MARTIN MOORE-BICK: Very prompt. Thank you.</p> <p>21 (Pause)</p> <p>22 All right, ready to carry on?</p> <p>23 THE WITNESS: Yes.</p> <p>24 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>25 MR MILLETT: Thank you for coming back.</p> <p style="text-align: center;">Page 57</p>	<p>1 So those are the two whiteboards, are they, that you</p> <p>2 have been telling us about?</p> <p>3 <b>A. Yes.</b></p> <p>4 Q. So to go back to the first one that I showed you, which</p> <p>5 is MET00019606, we can see there on the left-hand side</p> <p>6 in the column flat 142, and then in the next column,</p> <p>7 17th. Do you see that?</p> <p>8 <b>A. 142, yes.</b></p> <p>9 Q. Then 17th.</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. Then next to it it says "5 adults".</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. Now, that information is not as full as the service</p> <p>14 request that we were looking at at page 23 because it</p> <p>15 doesn't have the information about the two elderly</p> <p>16 persons inside the flat.</p> <p>17 <b>A. No.</b></p> <p>18 Q. Now, do you know why the whiteboard didn't capture that</p> <p>19 information? The service request and the completion of</p> <p>20 the request did, but the whiteboard didn't. Do you know</p> <p>21 why that is?</p> <p>22 <b>A. I would imagine because the whiteboard was that checking</b></p> <p>23 <b>system. So if we'd had it on a piece of paper to update</b></p> <p>24 <b>it with five adults, then that would've been sufficient</b></p> <p>25 <b>information for us to check that we had that flat</b></p> <p style="text-align: center;">Page 59</p>
<p>1 Can I ask you to help me with an exercise.</p> <p>2 We were talking about whether there was a</p> <p>3 possibility of doubling up with messages going both by</p> <p>4 radio and through the Oliff radio, if I can put it that</p> <p>5 way, off the whiteboard.</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. Can I ask you first to look at the short incident log,</p> <p>8 page 23, and this is an example. So this is tab 23,</p> <p>9 page 23, and a service request created by Heidi Fox at</p> <p>10 02.29.31:</p> <p>11 "... RT4 TO CU8 FLAT 142 ON 17TH FLOOR LEVEL FIVE</p> <p>12 ADULTS INCLUDING TWO ELDERLY PERSONS INSIDE FLAT."</p> <p>13 You'll see at 02.31.07 Sharon Darby completes that</p> <p>14 service request in exactly the same way.</p> <p>15 Can I ask you to look at tab 71 of the documents</p> <p>16 bundle, which is MET00016906.</p> <p>17 This is one of two photographs of the -- well, let</p> <p>18 me just ask you what it is, rather than me telling you.</p> <p>19 What is that?</p> <p>20 <b>A. That's one of the whiteboards we use in Stratford</b></p> <p>21 <b>control.</b></p> <p>22 Q. Okay. We have a second one. I had better just show you</p> <p>23 both so we have the complete picture. It's the document</p> <p>24 before in the tab before, which is MET00016912.</p> <p>25 There it is.</p> <p style="text-align: center;">Page 58</p>	<p>1 <b>recorded and that there were people inside on the 17th</b></p> <p>2 <b>floor.</b></p> <p>3 Q. Right. But it wouldn't record the fact that of those</p> <p>4 five adults, two were elderly persons?</p> <p>5 <b>A. No, it obviously hasn't, no.</b></p> <p>6 Q. It didn't.</p> <p>7 <b>A. No.</b></p> <p>8 Q. So what would that mean for Jason Oliff when Jason Oliff</p> <p>9 was communicating the details to the fire ground?</p> <p>10 <b>A. He may have overheard that, so that may have come via</b></p> <p>11 <b>another piece of paper that contained that information</b></p> <p>12 <b>and gone to Jason Oliff, so he might have overheard</b></p> <p>13 <b>that, or he might have just passed on five adults on the</b></p> <p>14 <b>17th floor in flat 142.</b></p> <p>15 Q. Do you know whether elderly persons were being</p> <p>16 prioritised in any way on the night?</p> <p>17 <b>A. No. From a control room, we would pass on all the</b></p> <p>18 <b>information. We wouldn't prioritise.</b></p> <p>19 Q. You wouldn't prioritise?</p> <p>20 <b>A. No.</b></p> <p>21 Q. Did you think that there was some system of</p> <p>22 prioritisation at the incident ground?</p> <p>23 <b>A. To be honest, I think our focus was away from the</b></p> <p>24 <b>incident ground. We were focusing on getting the</b></p> <p>25 <b>information and dealing with the number of calls that</b></p> <p style="text-align: center;">Page 60</p>

<p>1 were coming in. Operators were updating the incident.</p> <p>2 They could see on their ICS how many calls are waiting</p> <p>3 to be answered. That was often throughout the night up</p> <p>4 to 15, 20 calls waiting at a time, and they were trying</p> <p>5 to process that information, deal with callers at the</p> <p>6 same time that were extremely distressed, as you can</p> <p>7 imagine.</p> <p>8 So I don't think our focus or any of our focus was</p> <p>9 on the incident ground and what they were doing on the</p> <p>10 incident ground. We were contemplating what would</p> <p>11 happen next. Would they want more resources? Would</p> <p>12 something happen to the building? Like it would</p> <p>13 collapse. That went through our minds, and what we'd be</p> <p>14 able to provide then and what the impact would be.</p> <p>15 But we generally tend not to speculate what happens</p> <p>16 on the incident ground. Our control room is our</p> <p>17 incident ground, so that's where our focus is on.</p> <p>18 Q. How important would it be to tell the incident ground</p> <p>19 that of five adults, two elderly persons were included</p> <p>20 in them?</p> <p>21 A. They would've known that five adults were there.</p> <p>22 Q. Yes, but two were elderly. How important was it for the</p> <p>23 fire ground to know that of those five adults, two were</p> <p>24 elderly?</p> <p>25 A. I can't answer that. You'd have to ask an incident</p> <p style="text-align: center;">Page 61</p>	<p>1 incident would prioritise, and the key information that</p> <p>2 we've given to them, as you can see, it was a vast</p> <p>3 amount to process. I would say that five adults on the</p> <p>4 17th floor would be sufficient for them to know that</p> <p>5 we've received a call there and there are people inside</p> <p>6 that flat.</p> <p>7 Q. Have you had experience in the past, before</p> <p>8 Grenfell Tower, of systems of prioritisation of fire</p> <p>9 survival guidance callers?</p> <p>10 A. No. Like I say, all our information we have tried to</p> <p>11 pass across as quickly as we can to the incident ground.</p> <p>12 Q. Before your arrival, were you aware of any request by</p> <p>13 the incident ground to prioritise fire survival guidance</p> <p>14 calls?</p> <p>15 A. No.</p> <p>16 Q. Can I ask you to look at the ORR at page 81, and we'll</p> <p>17 look together at the time mark of 01.50.49, which starts</p> <p>18 with:</p> <p>19 "CRO Adams telephones the CU believed to be CU 8 and</p> <p>20 WM Meyrick answers the phone. CRO Adams relays the</p> <p>21 following FSG Calls information; flat 133, Floor 16 and</p> <p>22 flat 182, 21st floor."</p> <p>23 Then it says this:</p> <p>24 "CU request an idea of priority from Control who</p> <p>25 confirm the following ..."</p> <p style="text-align: center;">Page 63</p>
<p>1 commander who would prioritise that. I wouldn't know</p> <p>2 what that meant in terms of rescuing callers in a tower</p> <p>3 block --</p> <p>4 Q. If -- sorry.</p> <p>5 A. I wouldn't know what that meant in terms of resources on</p> <p>6 the incident ground.</p> <p>7 Q. If the whiteboard only said five adults, but didn't have</p> <p>8 the additional information that of those five, two were</p> <p>9 elderly, would that information on the whiteboard be</p> <p>10 incomplete in an important respect?</p> <p>11 A. No, I think the main priority is that that information</p> <p>12 has been transferred and that the incident ground know</p> <p>13 that there are five adults and we've taken a call from</p> <p>14 that.</p> <p>15 If you look at some of the detail in the other</p> <p>16 calls, I'm not sure how long that call lasted or whether</p> <p>17 they did call back, we would have a record of that, but</p> <p>18 had they, we might have updated it a bit more. As you</p> <p>19 can see, we've made some notes about other callers that</p> <p>20 we've spoken to on numerous occasions.</p> <p>21 Q. If the fire ground was prioritising elderly people or</p> <p>22 children or people with mobility difficulties, would it</p> <p>23 not be important for the fire ground to know which flats</p> <p>24 they were in?</p> <p>25 A. Again, I'm not sure how the incident commander or the</p> <p style="text-align: center;">Page 62</p>	<p>1 Then they said out further information.</p> <p>2 "CU ask if Control can prioritise calls based on</p> <p>3 smoke density going forward."</p> <p>4 Do you remember, before your arrival, that that was</p> <p>5 a request made by the command unit to control?</p> <p>6 A. No, and I'm not sure how we would be able to achieve</p> <p>7 that. Because it's not one person talking to a caller</p> <p>8 or talking to numerous callers; there were 11 control</p> <p>9 room officers each talking and holding different</p> <p>10 conversations with individual callers.</p> <p>11 I'm not sure how they would be able to prioritise</p> <p>12 smoke density when everyone had a different view of what</p> <p>13 was going on and we were re-assessing everyone's view in</p> <p>14 their homes. One caller might think that that was very</p> <p>15 dense smoke in a bedroom, but another one might say it's</p> <p>16 not very. I'm not sure how we would've ever achieved</p> <p>17 that.</p> <p>18 So our main goal was to provide all the information</p> <p>19 we regard to individuals, where they were located and</p> <p>20 what floor they were on.</p> <p>21 Q. Right.</p> <p>22 A. So in that case, we prioritised the basic information to</p> <p>23 send and to make sure that reached the fire ground.</p> <p>24 Q. Either on your mobile en route or when you arrived, did</p> <p>25 anybody talk to you about a request from the command</p> <p style="text-align: center;">Page 64</p>



<p>1 unit asking if you at control could prioritise calls?</p> <p>2 <b>A. No.</b></p> <p>3 Q. You don't remember a conversation about prioritisation?</p> <p>4 <b>A. No, but had they, I would've had a discussion with them</b></p> <p>5 <b>about that.</b></p> <p>6 Q. I understand.</p> <p>7 Now, going back, then, to the whiteboard, and the</p> <p>8 missing information about the elderly persons, I've</p> <p>9 asked this before, I just want to ask it again in</p> <p>10 perhaps a slightly different way.</p> <p>11 To your mind, would it not be important for the fire</p> <p>12 ground to know that of particular people in respect of</p> <p>13 whom a fire survival guidance call is in operation, some</p> <p>14 of them are elderly or children or have mobility issues?</p> <p>15 Would that not be important information?</p> <p>16 <b>A. I would imagine that's part of the</b></p> <p>17 <b>information-gathering, and during a normal incident you</b></p> <p>18 <b>would've expected that information and a lot more to go</b></p> <p>19 <b>across if the crews were dealing with one or two or</b></p> <p>20 <b>a few fire survival guidance calls.</b></p> <p>21 <b>As I was saying, the amount of information that was</b></p> <p>22 <b>coming in, the detail that we had to get and pass that,</b></p> <p>23 <b>that information could've gone via Jason Oliff. He</b></p> <p>24 <b>could've overheard that conversation or we could've</b></p> <p>25 <b>handed him a piece of paper. The whiteboard was a way</b></p> <p style="text-align: right;">Page 65</p>	<p>1 was relevant to the fire ground to know?</p> <p>2 <b>A. Yes, and he would've collated that. So possibly who</b></p> <p>3 <b>wrote that would've -- others -- so they're in different</b></p> <p>4 <b>handwriting.</b></p> <p>5 Q. Right.</p> <p>6 <b>A. So some of them, maybe that information would've come</b></p> <p>7 <b>there, and Jason Oliff would've passed that information,</b></p> <p>8 <b>but they would've scribed it -- so flat 73 on the 20th,</b></p> <p>9 <b>two adults, 22nd in stairwell, they're not as detailed</b></p> <p>10 <b>as the person that has scribed the above.</b></p> <p>11 Q. No. That's why I ask you, looking at the complete</p> <p>12 information so far as the make-up of those other flats</p> <p>13 are concerned, when it says five adults and omits the</p> <p>14 information elderly persons, that information, if it was</p> <p>15 passed over by Jason Oliff without mentioning elderly</p> <p>16 people, would be materially, importantly, incomplete,</p> <p>17 wouldn't it?</p> <p>18 <b>A. Yes, but I'm not sure if the recording on the</b></p> <p>19 <b>whiteboard, as I'm trying to say, was the full detail</b></p> <p>20 <b>that got passed over to the CU. It may have just been</b></p> <p>21 <b>the way some individuals updated the whiteboard.</b></p> <p>22 Q. Right.</p> <p>23 In fact, we have a radio message which shows that</p> <p>24 Sharon Darby not only completed this service request but</p> <p>25 actually also radioed this message in full to CU7 at</p> <p style="text-align: right;">Page 67</p>
<p>1 <b>of recording that information and updating it when we</b></p> <p>2 <b>got more information. I --</b></p> <p>3 Q. If all that Jason Oliff knew was what was written on the</p> <p>4 whiteboard and that was all he communicated to CU8,</p> <p>5 would it not be a material omission from that</p> <p>6 information that those five adults included two elderly</p> <p>7 people?</p> <p>8 <b>A. I can see that that may have been helpful to the</b></p> <p>9 <b>incident ground. I don't think it's a particular</b></p> <p>10 <b>omission. I think we managed to get the basics up</b></p> <p>11 <b>there. And, again, as I've said, I'm not sure how they</b></p> <p>12 <b>were prioritising on the incident ground and whether</b></p> <p>13 <b>they needed more resources because there were two</b></p> <p>14 <b>elderly people in that flat.</b></p> <p>15 Q. Looking a little bit higher up on the whiteboard, we</p> <p>16 have flat 83 on the 11th floor, "Disabled (BLIND)", and</p> <p>17 then next to 183, 21st floor, we have "2 Adults (preg)</p> <p>18 3 children".</p> <p>19 It looks as though whoever was recording the</p> <p>20 information on this whiteboard was aware of the</p> <p>21 relevance of the information about who the people in</p> <p>22 these flats were, were they elderly, were they blind,</p> <p>23 were they children.</p> <p>24 So would that be fair, that actually the scribe onto</p> <p>25 the whiteboard was aware that that was information which</p> <p style="text-align: right;">Page 66</p>	<p>1 02.30.42.</p> <p>2 I wonder whether we can see the transcript of the</p> <p>3 radio message, its LFB00002784.</p> <p>4 Now, it's short. It's timed at 02.30.42, control</p> <p>5 information, flat 142, CU7.</p> <p>6 So we can see that it has gone to CU7 and not CU8.</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. So you're right about what you were saying yesterday and</p> <p>9 that confirms it.</p> <p>10 "OPERATOR: Charlie Uniform 7, erm, Flat 142, 142 on</p> <p>11 the 17th - 1-7, 17th floor level. Five adults including</p> <p>12 two elderly persons are trapped inside. Over."</p> <p>13 That's it.</p> <p>14 I mean, do you know who the operator was, looking at</p> <p>15 that and the short incident log?</p> <p>16 <b>A. Yes, Sharon Darby.</b></p> <p>17 Q. Sharon Darby.</p> <p>18 So would it be the case that she sent that message</p> <p>19 by radio, as we can see, but Jason Oliff was also</p> <p>20 sending the message, albeit possibly incompletely, by</p> <p>21 mobile?</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. So --</p> <p>24 <b>A. That could've happened.</b></p> <p>25 Q. So is that an example of what I call a double system of</p> <p style="text-align: right;">Page 68</p>

<p>1 communication to the fire ground in operation: (1)</p> <p>2 Sharon Darby on the radio, and (2) whiteboard,</p> <p>3 Jason Oliff to the command unit?</p> <p>4 <b>A. Yes. They were both going to the same place though.</b></p> <p>5 Q. Right. Okay.</p> <p>6 Now, can I just ask you to look at another one --</p> <p>7 same page, short incident log, page 23 -- at 02.40.11,</p> <p>8 service request created by Heidi Fox:</p> <p>9 "CALLER STATES FIRE IS NOW IN FLAT 152 FOUR ADULTS</p> <p>10 AND FIVE CHILDREN AGES 11 YRS TO 3 YEARS AND ONE PREGNANT</p> <p>11 LADY ARE NOW TRAPPED IN FLAT 153 UNABLE TO GET OUT DUE</p> <p>12 TO THE SMOKE ..."</p> <p>13 If I ask you to look at the whiteboard, first of</p> <p>14 all, at tab 68, which is MET00016912.</p> <p>15 You'll see 153, 18th floor, it says I think four</p> <p>16 adults, five children; do you see that?</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. And when we look at the short incident log, we don't</p> <p>19 have on the whiteboard the details of the ages or the</p> <p>20 pregnancy or the reason for the inability to get out due</p> <p>21 to the smoke.</p> <p>22 So, again, would you say that the whiteboard</p> <p>23 information was importantly incomplete?</p> <p>24 <b>A. So like before, if we haven't got a radio</b></p> <p>25 <b>transmission -- do you know if Sharon transmitted that?</b></p> <p style="text-align: center;">Page 69</p>	<p>1 <b>information to the CU, and the whole room, I believe,</b></p> <p>2 <b>could see it, so that they could easily update them.</b></p> <p>3 <b>The time that Heidi has written that service</b></p> <p>4 <b>request, we were telling everybody to leave their</b></p> <p>5 <b>premise --</b></p> <p>6 Q. I'll come back to that.</p> <p>7 <b>A. -- as well.</b></p> <p>8 Q. I understand that.</p> <p>9 Did Jason Oliff have access to the short incident</p> <p>10 log service request on a screen in front of him?</p> <p>11 <b>A. No, he would've overheard it in a conversation or it</b></p> <p>12 <b>would've gone via the radio.</b></p> <p>13 Q. So, if Jason Oliff was only working from the whiteboard</p> <p>14 information and didn't have access to the short incident</p> <p>15 log data, the detailed data which we see from the</p> <p>16 service request, what would enable him to give full</p> <p>17 details in relation to that flat to the incident ground?</p> <p>18 <b>A. That would've been a conversation that he may have</b></p> <p>19 <b>overheard, or he may have had a scrap of paper with that</b></p> <p>20 <b>information on. I --</b></p> <p>21 Q. But he wouldn't -- okay, you say it may have been; do</p> <p>22 you know?</p> <p>23 <b>A. I don't know, no.</b></p> <p>24 Q. Okay.</p> <p>25 In terms of a system, would it be fair to say that</p> <p style="text-align: center;">Page 71</p>
<p>1 <b>If she transmitted it, she would've transmitted it in</b></p> <p>2 <b>full, just as --</b></p> <p>3 Q. I'll come to that --</p> <p>4 SIR MARTIN MOORE-BICK: Mr Millett, before you do, maybe I'm</p> <p>5 misunderstanding what I'm seeing here, but on this sheet</p> <p>6 I see 152 at the bottom; is that right?</p> <p>7 MR MILLETT: It's 153.</p> <p>8 SIR MARTIN MOORE-BICK: Oh, it's 153. Ah, yes, got it.</p> <p>9 I was mistaken, sorry.</p> <p>10 MR MILLETT: We'll come to the radio message in a moment,</p> <p>11 but just comparing the service request created by</p> <p>12 Heidi Fox and the whiteboard information, it's clear</p> <p>13 just comparing the two that the service request is</p> <p>14 detailed and contains details of a pregnant lady, but</p> <p>15 the whiteboard doesn't --</p> <p>16 <b>A. No.</b></p> <p>17 Q. -- for example.</p> <p>18 So my question is: would that be an important</p> <p>19 respect in which the whiteboard information was</p> <p>20 incomplete?</p> <p>21 <b>A. So the whiteboard information wasn't ever supposed to be</b></p> <p>22 <b>a way we recorded every detail of every individual in</b></p> <p>23 <b>every flat, but it was supposed to be a way that we</b></p> <p>24 <b>could check, we could know if we'd had a previous call</b></p> <p>25 <b>to that, Jason could confirm if he'd sent that</b></p> <p style="text-align: center;">Page 70</p>	<p>1 Jason Oliff would not have reliable information as to</p> <p>2 the fullness of the information he was giving to the</p> <p>3 incident ground because it wasn't entered into on the</p> <p>4 whiteboard and he would therefore be relying on pieces</p> <p>5 of paper --</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. -- where the information hadn't got onto the whiteboard.</p> <p>8 <b>A. No, but that would've been the only way he could've done</b></p> <p>9 <b>it. If you can imagine the incident log in front of</b></p> <p>10 <b>you, the short incident log, is 300 pages. If that was</b></p> <p>11 <b>on your screen and Jason had access to that, he would've</b></p> <p>12 <b>just been scrolling through and would've missed vital</b></p> <p>13 <b>bits of information such as their location and the floor</b></p> <p>14 <b>number.</b></p> <p>15 <b>This way, he actually was able to pass that relevant</b></p> <p>16 <b>information. I understand what you're saying, it was</b></p> <p>17 <b>incomplete, because we have obviously missed a few bits</b></p> <p>18 <b>of information relating to some of the ages or the</b></p> <p>19 <b>conditions of some of the adults.</b></p> <p>20 Q. Was there any reason why Jason Oliff wouldn't be able to</p> <p>21 have in front of him a screen showing the service</p> <p>22 requests as they were made?</p> <p>23 <b>A. There is no reason. We could've logged him on. That</b></p> <p>24 <b>takes time. And, again, it would be -- interpretation</b></p> <p>25 <b>of the data is not something they're used to, reading</b></p> <p style="text-align: center;">Page 72</p>

<p>1 a Vision file, that's for control staff to know, so that</p> <p>2 would've taken time, to update him, to show what he was</p> <p>3 reading and to understand and interpret the data.</p> <p>4 So, again, this was a much quicker method and got</p> <p>5 the information straight away to the command unit.</p> <p>6 Q. Quicker, maybe.</p> <p>7 A. Yes.</p> <p>8 Q. But would it be fair to say at risk of incompleteness?</p> <p>9 A. No, I think there would've been a risk of incompleteness</p> <p>10 had he had access and would've been scrolling down pages</p> <p>11 and pages in very quick time. He may have missed --</p> <p>12 Q. Just excuse me one moment.</p> <p>13 Can I ask you, please, to be shown LFB00002340,</p> <p>14 which is a transcript of an LFB radio transmission where</p> <p>15 control give information to CU7. Again, I think it's</p> <p>16 Sharon -- well, I'll ask you.</p> <p>17 This is timed at 02.48.07, control information,</p> <p>18 flat 153, CU7. I just want to compare what's on this</p> <p>19 transcript with what's on the short incident log.</p> <p>20 "RESPONDER: Over.</p> <p>21 "OPERATOR: Charlie Uniform 7, er, we've got a caller</p> <p>22 who's trapped in their flat, erm, on - flat 153, on the</p> <p>23 18th floor, over."</p> <p>24 And I think, Mr Documents Director, is that the</p> <p>25 totality of the message?</p> <p style="text-align: right;">Page 73</p>	<p>1 Q. Yes.</p> <p>2 Yes, that's tab 23. At 02.40.11, that's the service</p> <p>3 request.</p> <p>4 A. So that's the one, and then at 02.41, that's where the</p> <p>5 service request completes it, and that's been completed</p> <p>6 by Heidi as well.</p> <p>7 Q. Right.</p> <p>8 A. So I'd imagine that she has passed that information on,</p> <p>9 either through a scrap of paper or someone talking to</p> <p>10 her, to Jason Oliff, and then it's gone up on the</p> <p>11 whiteboard. But I can only assume.</p> <p>12 Q. I see.</p> <p>13 Can you tell us from that whether that was a message</p> <p>14 sent by radio? Because it says RT4 to CU8. This is not</p> <p>15 a service request completed by Sharon Darby.</p> <p>16 A. No.</p> <p>17 Q. Do you know why that might be?</p> <p>18 A. Because I would imagine that Heidi had sent the</p> <p>19 information a different way, so it didn't go via the</p> <p>20 radio.</p> <p>21 Q. Right, I see.</p> <p>22 A. She was sitting behind Jason Oliff, so may have passed</p> <p>23 it directly. One of us may have picked it up and passed</p> <p>24 it on a scrap -- on a piece of paper.</p> <p>25 Q. I see.</p> <p style="text-align: right;">Page 75</p>
<p>1 (Pause)</p> <p>2 I think there's no other page.</p> <p>3 SIR MARTIN MOORE-BICK: You think there's another page?</p> <p>4 MR MILLETT: No, I think that's the only -- that is the only</p> <p>5 page.</p> <p>6 So just comparing that information, which goes by</p> <p>7 radio to CU7, with the service request details, can you</p> <p>8 help me, why was the information we see in the service</p> <p>9 request created by Heidi Fox about four adults, five</p> <p>10 children and the ages and the pregnancy, and indeed the</p> <p>11 inability to get out due to the smoke, not recorded or</p> <p>12 not transmitted by the radio operator to CU7?</p> <p>13 A. So that's the only transmission that she made regarding</p> <p>14 that flat 153?</p> <p>15 Q. That is the message at 02.48.</p> <p>16 A. So could I have a look at the short incident log?</p> <p>17 Q. Yes, absolutely. Short incident log is 02.40.11,</p> <p>18 page 23. That says at 02.40, that's the service request</p> <p>19 being created.</p> <p>20 (Pause)</p> <p>21 There is one other message, to be fair to you, which</p> <p>22 I can show you, which is LFB00002031 if we could just</p> <p>23 look at that.</p> <p>24 That's all we have for that, which is 02.48.35.</p> <p>25 A. Okay, can you go back to the short incident log?</p> <p style="text-align: right;">Page 74</p>	<p>1 A. And then added it to the whiteboard.</p> <p>2 Q. So that's very helpful. I think what you are saying is</p> <p>3 that it's possible, but you don't know, that this</p> <p>4 message wasn't sent by radio, it was sent by mobile, and</p> <p>5 that the details she's completing there, although</p> <p>6 they're not on the whiteboard, were on a piece of paper</p> <p>7 and transmitted by Jason Oliff?</p> <p>8 A. Yes.</p> <p>9 Q. But we don't know?</p> <p>10 A. We don't know, no.</p> <p>11 Q. All right.</p> <p>12 That mobile, as I think we established yesterday,</p> <p>13 those conversations were not recorded?</p> <p>14 A. No, unfortunately they weren't.</p> <p>15 Q. Right. Because by this stage, he was on his personal</p> <p>16 mobile, Jason Oliff.</p> <p>17 A. Yes. However, I do remember that and I do remember</p> <p>18 there was a pregnant lady trapped in the fire on the</p> <p>19 night, so that may have been some information that I had</p> <p>20 overheard as well and that would've been passed on.</p> <p>21 Q. All right.</p> <p>22 Can I go back in time a little bit into the night,</p> <p>23 to earlier in the night, and look with you at some</p> <p>24 transfer of information before you arrived. You may not</p> <p>25 be able to help with this at all, but I want to see how</p> <p style="text-align: right;">Page 76</p>

<p>1 far we get.</p> <p>2 <b>A. Okay.</b></p> <p>3 Q. Is that all right?</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. Can I ask you, please, to look at the ORR at page 60.</p> <p>6 At the top of page 60, we see a table of information</p> <p>7 being passed to CU8. It looks like four calls. And the</p> <p>8 time of this, I should just help you, is before 1.35, or</p> <p>9 25.</p> <p>10 <b>A. Okay, so these were the initial calls --</b></p> <p>11 Q. Yes.</p> <p>12 <b>A. -- we started receiving.</b></p> <p>13 Q. Yes, that's right. Those are the calls that we looked</p> <p>14 at on the transcript yesterday.</p> <p>15 Would you describe those as FSG calls?</p> <p>16 <b>A. I wouldn't be able to tell from that information.</b></p> <p>17 Q. From that, okay.</p> <p>18 <b>A. With regard to the remarks, I don't know who -- "Smoke</b></p> <p>19 <b>coming into the premises", that's just a general</b></p> <p>20 <b>comment. I'd have to read the transcript or listen to</b></p> <p>21 <b>the call.</b></p> <p>22 Q. Okay. Well, we won't go back to that today. We looked</p> <p>23 at it yesterday.</p> <p>24 The question I have is if you go to page 73 of the</p> <p>25 ORR, we have a table at the top of the page there, and</p> <p style="text-align: center;">Page 77</p>	<p>1 I think you pointed out yesterday, and they run to</p> <p>2 01.34.50. That's some 13 calls in all.</p> <p>3 Then if you look at page 73 and 74 again, we have</p> <p>4 a further set of calls between 1.36 and 1.41 which had</p> <p>5 come in, and I think the total number of calls recorded</p> <p>6 by the operational response report on both of those</p> <p>7 pages, page 61 and 62, and 73 and 74, which I've just</p> <p>8 shown you, totals 24 FSG calls, 13 between 01.21 and</p> <p>9 01.34, and 11 between 01.36 and 01.41.</p> <p>10 Do you know why only 11 of those total of 24 calls</p> <p>11 were passed to the incident ground?</p> <p>12 <b>A. No. So can you just confirm, you're saying that from</b></p> <p>13 <b>that information, only 11 --</b></p> <p>14 Q. Yes.</p> <p>15 <b>A. -- flats were passed?</b></p> <p>16 Q. Yes. It looks like, from this analysis done by the LFB,</p> <p>17 although a total of some 24 FSG calls had been made to</p> <p>18 the fire ground by 01.41.21, only 11 had been passed to</p> <p>19 the incident ground, and the 11 is the 7 we've got on</p> <p>20 page 73 at 01.43.13 and then earlier the 4 we looked at</p> <p>21 at 1.35.</p> <p>22 <b>A. I wasn't involved in the creation of this report.</b></p> <p>23 <b>I don't know how they classified the fire survival</b></p> <p>24 <b>guidance calls and the differences in the two tables.</b></p> <p>25 Q. Okay, all right.</p> <p style="text-align: center;">Page 79</p>
<p>1 we have some seven calls. This is Sharon Darby</p> <p>2 contacting CU8 and passing information about fire</p> <p>3 survival guidance calls recently received at 01.43.13.</p> <p>4 Now, do you know whether she passed on any</p> <p>5 information earlier than that to CU8?</p> <p>6 <b>A. I don't know, no.</b></p> <p>7 Q. Okay.</p> <p>8 It looks as if, by that time, by 1.43, we have seven</p> <p>9 or so calls passed on at 1.43, and also the calls that</p> <p>10 were passed on at 1.35 on page 60, which we looked at</p> <p>11 a minute ago. That looks like seven, plus four, total</p> <p>12 of 11.</p> <p>13 Now, we don't know whether the first four were</p> <p>14 properly FSG calls, but by 1.43 we have 11 identified</p> <p>15 calls passed to CU8 by Sharon Darby.</p> <p>16 Would that be about right, do you think?</p> <p>17 <b>A. I wouldn't know --</b></p> <p>18 Q. You wouldn't know?</p> <p>19 <b>A. -- with regard to that, if I didn't see the timeline.</b></p> <p>20 Q. Okay.</p> <p>21 If we look at the operational response report at</p> <p>22 page 61 and 62 -- and I'm sorry to ask you to keep</p> <p>23 dotting around -- at 61 we have a number of calls there,</p> <p>24 which is a summary of FSG calls that Brigade control</p> <p>25 have received by this time. They start at 01.21.24, as</p> <p style="text-align: center;">Page 78</p>	<p>1 When we look at the summary of the radio messages at</p> <p>2 page 73 of this report -- and, again, you may not be</p> <p>3 able to help me with this -- this is the top table, the</p> <p>4 calls which were passed by Sharon Darby to CU8, and we</p> <p>5 see seven of them there, can you see that there are</p> <p>6 a number of instances where information like flat number</p> <p>7 and the number of people inside aren't given?</p> <p>8 <b>A. Yes.</b></p> <p>9 Q. Okay.</p> <p>10 Now, assuming, as I am going to ask you to, that</p> <p>11 that is an accurate summation of the messages that are</p> <p>12 summarised there, would the absence of flat numbers and</p> <p>13 numbers of people be in accordance with policy or not in</p> <p>14 accordance with policy?</p> <p>15 <b>A. So, again, depending on the classification of the fire</b></p> <p>16 <b>survival guidance call, I would be surprised if they</b></p> <p>17 <b>were providing fire survival guidance and protect advice</b></p> <p>18 <b>to callers that they haven't got the flat number.</b></p> <p>19 <b>But, again, without listening to every call and</b></p> <p>20 <b>reading the transcript of every call, you can't really</b></p> <p>21 <b>surmise the difficulties. Every call is so different,</b></p> <p>22 <b>dependent on what the caller says, what advice you give.</b></p> <p>23 <b>So looking at a blank summary, I'd would be unfair to</b></p> <p>24 <b>say that it was against policy. You'd really need to</b></p> <p>25 <b>listen to every call.</b></p> <p style="text-align: center;">Page 80</p>

<p>1 Q. Okay. I understand what you're saying and why you say 2 that. 3 <b>A. Yes.</b> 4 Q. Let me see if I can get at it in a slightly different 5 way. 6 Can I ask you to turn to policy 790 and look at 7 paragraph 5.1. That's the start of this passage about 8 information transfer to the incident, about what should 9 be passed over as soon as control has confirmed an FSG 10 call is in progress. 11 Now, the reason I'm asking you this question is 12 because in the ORR, the LFB's report, they have listened 13 to the transcript and this a summary -- I am just 14 working from that -- and they have said these are fire 15 survival guidance calls. That's the expression they use 16 and that's what Sharon Darby is passing to CU8. 17 Looking at the policy, 5.1 says: 18 "As soon as control has confirmed that a FSG call is 19 in progress they will contact the incident ground and 20 start to pass over the initial details. At this stage 21 it is likely to be basic information relating to the 22 number of persons involved and their location within the 23 property." 24 If you turn to the next page, paragraph 5.5, it 25 says:</p> <p style="text-align: center;">Page 81</p>	<p>1 <b>difficult call or one where we had a language barrier or</b> 2 <b>something, it might have taken the control room operator</b> 3 <b>longer to obtain those details, and after they had, they</b> 4 <b>may have been passed on.</b> 5 MR MILLETT: Mr Chairman, I am going to continue with this 6 line of questioning, so I am midstream, but I am 7 conscious that the witness has been going for 8 45 minutes. 9 SIR MARTIN MOORE-BICK: So am I. Could we break at this 10 point? 11 MR MILLETT: We could break for a short break. 12 SIR MARTIN MOORE-BICK: Shall we say until 12.30? 13 You would probably quite like a break. 14 THE WITNESS: Yes. 15 SIR MARTIN MOORE-BICK: We'll break for 5 minutes and resume 16 at 12.30. Again, no discussion with anyone, please, 17 thank you. 18 Thank you. All right. 12.30, then, please, thank 19 you. 20 (12.25 pm) 21 (A short break) 22 (12.30 pm) 23 MR MILLETT: Mr Chairman, before the witness comes in, 24 I should just say I've had some discussions with some 25 colleagues about this last line of examination, and</p> <p style="text-align: center;">Page 83</p>
<p>1 "Control will attempt to gather all the information 2 on the Control Information Form [we looked at that 3 yesterday] ... and relay this information to the 4 incident as and when it becomes available: 5 "• number of flat/house; 6 "• number of persons involved ..." 7 Those are the two first bullet points. I am not 8 sure they are necessarily in a priority order, but they 9 are there. 10 So my question is: if these calls that we're looking 11 at summarised on page 73 of the ORR are properly to be 12 characterised as fire survival guidance calls being 13 passed by Sharon Darby to CU8, and where they don't 14 include the number of the flat or the number of persons 15 involved, would that not be a departure from what the 16 policy requires? 17 <b>A. So that may have been the initial basic information to</b> 18 <b>tell CU8 that a fire survival guidance call was in</b> 19 <b>progress. It depends on each call. The calls could've</b> 20 <b>lasted 10, 15, 45 minutes, so that information might</b> 21 <b>have been updated on every different call. The policy</b> 22 <b>does refer to the incident -- the initial information,</b> 23 <b>and does say it is likely to have contained the flat</b> 24 <b>number and the number of persons involved.</b> 25 <b>But had we been dealing with a particularly</b></p> <p style="text-align: center;">Page 82</p>	<p>1 I think there may be a more effective way of having my 2 questions answered than through this witness. 3 SIR MARTIN MOORE-BICK: Yes. 4 MR MILLETT: I'll say no more about it than that, so we may 5 not pursue that line for the time being. 6 I'll re-visit the question over lunch in slower 7 time, such as it is, and come back to it at that stage. 8 SIR MARTIN MOORE-BICK: Well, if you don't have to trouble 9 the witness, that's obviously to the good, but you take 10 whatever course you think is most sensible. 11 MR MILLETT: Very good. 12 May I suggest, in terms of timing, if the witness is 13 up to it, we can take another half an hour until 14 1 o'clock, if that is not inconvenient to you. 15 SIR MARTIN MOORE-BICK: Not at all, 1 o'clock is a very good 16 time to stop. 17 MR MILLETT: Should get me to a relevant resting place. 18 SIR MARTIN MOORE-BICK: Would you like to ask Ms Smith to 19 come in, please. 20 (Pause) 21 Now, how are you doing? Are you feeling all right 22 still? 23 THE WITNESS: Yes. 24 SIR MARTIN MOORE-BICK: We thought we'd keep going until 25 1 o'clock, do you think that's all right, half an hour?</p> <p style="text-align: center;">Page 84</p>

<p>1 THE WITNESS: Okay, thank you.</p> <p>2 SIR MARTIN MOORE-BICK: And then have a proper break for</p> <p>3 lunch.</p> <p>4 MR MILLETT: Ms Smith, may I go back to a question about</p> <p>5 communication from the control room to the fire ground</p> <p>6 about information off the whiteboard.</p> <p>7 We were looking at the photograph of the whiteboard</p> <p>8 which had the picture of flat 153, which is MET00016912.</p> <p>9 I was asking you lots of questions about the absence</p> <p>10 of the information which appeared on Sharon Darby's</p> <p>11 service message.</p> <p>12 What I did not do, and I am now going to do, is to</p> <p>13 show you what turned up in the command unit by way of</p> <p>14 a record of what they got --</p> <p>15 <b>A. Okay.</b></p> <p>16 Q. -- and see if you can help explain how that got there.</p> <p>17 If you look, please, at MET00015924. It's going to</p> <p>18 have to be enlarged.</p> <p>19 Now, I'll just tell you what this is because I'm</p> <p>20 going to assume you've never seen this before.</p> <p>21 <b>A. No, I haven't.</b></p> <p>22 Q. No. This is a photograph of a whiteboard created within</p> <p>23 CU7 from the time that CU7 started operating fully.</p> <p>24 We'll have to explore the precise time with others, but</p> <p>25 it was after the move from CU8 to CU7.</p> <p style="text-align: center;">Page 85</p>	<p>1 <b>that was in control, I believe the top entry has a flat</b></p> <p>2 <b>number and 10 people. As an example, I wrote that, 10</b></p> <p>3 <b>people, but I know that more information about the</b></p> <p>4 <b>occupants of those flats went to the scene.</b></p> <p>5 Q. Let's see where we go with that. That's MET00016906.</p> <p>6 <b>A. It's the second.</b></p> <p>7 Q. The second entry down in green?</p> <p>8 <b>A. Yes.</b></p> <p>9 Q. Were you the one with the green pen?</p> <p>10 <b>A. I wrote that, yes.</b></p> <p>11 Q. You wrote that. Do you remember writing that?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. Okay. That's against -- I'm afraid this picture doesn't</p> <p>14 show it very well, but my version says 193, 22nd floor,</p> <p>15 and it's smudged. Can you help -- I don't know why it</p> <p>16 says -- it says 93, but it should say 193.</p> <p>17 <b>A. I think the photo is just cut.</b></p> <p>18 Q. Take it from me that it is.</p> <p>19 And it says 10 people. What extra information did</p> <p>20 you have about that flat?</p> <p>21 <b>A. So I would imagine maybe that was the first bit of</b></p> <p>22 <b>information that came through, so I would've written</b></p> <p>23 <b>that up, and the control officer was still on the phone</b></p> <p>24 <b>to them because then it's been annotated with two</b></p> <p>25 <b>adults, three children, and then the additional</b></p> <p style="text-align: center;">Page 87</p>
<p>1 If you look at flat 153, just focus on the entry for</p> <p>2 flat 153, we see that the personnel in CU7 have recorded</p> <p>3 quite a lot of information about flat 153, including --</p> <p>4 and I won't trouble you with the key -- four adults in</p> <p>5 green, five children in black, and then someone's put</p> <p>6 a 3 in a ring and then a P in a ring.</p> <p>7 Now, P in a ring means priority. Nobody could</p> <p>8 explain the 3 in a ring, and I don't imagine you'd be</p> <p>9 able to do so. But it looks as if rather more</p> <p>10 information was passed to CU7 about flat 153 than was</p> <p>11 contained on the whiteboard, where it simply said four</p> <p>12 adults, five children.</p> <p>13 Can you assist with how further detail, whatever</p> <p>14 that is, was passed to 153, than appears on the</p> <p>15 whiteboard? Do you know where they might have got the</p> <p>16 detail from that appears there for 153 which wasn't on</p> <p>17 the whiteboard?</p> <p>18 <b>A. So I would imagine that would've been through</b></p> <p>19 <b>Jason Oliff passing that information to CU7.</b></p> <p>20 Q. Right.</p> <p>21 <b>A. So, again, as we've said, the whiteboard in control</b></p> <p>22 <b>might have had some basic information, but Jason might</b></p> <p>23 <b>have overheard conversations or might have had notes</b></p> <p>24 <b>passed to him additionally.</b></p> <p>25 <b>If you look on the other whiteboard that you showed</b></p> <p style="text-align: center;">Page 86</p>	<p>1 <b>instruction we've provided to them. I'm just giving</b></p> <p>2 <b>an example of how sometimes basic information went up</b></p> <p>3 <b>there but yet further details were passed to the CU via</b></p> <p>4 <b>voice.</b></p> <p>5 Q. Where did you get that information from, 10 people and</p> <p>6 then someone else -- well, where did you get 10 people</p> <p>7 from?</p> <p>8 <b>A. That would've been one of the control officers during</b></p> <p>9 <b>that call.</b></p> <p>10 Q. And who wrote what looks like two adults, three children</p> <p>11 there, do you know?</p> <p>12 <b>A. I don't know, no.</b></p> <p>13 Q. And who wrote "Told to leave flat", do you know?</p> <p>14 <b>A. I believe that's Adrian's writing, but I couldn't</b></p> <p>15 <b>confirm. I would just assume that.</b></p> <p>16 Q. Right.</p> <p>17 The rest of the handwriting looks similar. Do you</p> <p>18 know whether that's his handwriting, the rest of it on</p> <p>19 that whiteboard?</p> <p>20 <b>A. I'm just assuming it was because he was there quite</b></p> <p>21 <b>a lot of the time.</b></p> <p>22 Q. Okay. And 10 people, it looks like two adults, three</p> <p>23 children.</p> <p>24 If we follow that then through to the command unit</p> <p>25 whiteboard -- for flat 193 -- could we just enlarge</p> <p style="text-align: center;">Page 88</p>

<p>1 that? -- that looks like, again, two adults, three 2 children.</p> <p>3 <b>A. So that could've been updated information that would've</b> 4 <b>gone.</b></p> <p>5 Q. Well, let me just ask -- yes, the difficulty is we're 6 all interpreting it together. There's a faint 1 next to 7 the 2 on the left. One can speculate about whether 8 that's supposed to be 12 or 2.</p> <p>9 Do you remember passing information about this flat 10 to control, or witnessing it being passed to control?</p> <p>11 <b>A. No. So at one point I would've had that information and</b> 12 <b>written it on the whiteboard. But, again, it's</b> 13 <b>speculation, but that could've been a 10, and then as</b> 14 <b>they got the updated information, it could've been left</b> 15 <b>as a 2 and a 3, so two adults, three children. They</b> 16 <b>were told by control staff, after we'd changed the</b> 17 <b>decision, to leave their premise, so maybe a number did.</b> 18 <b>I don't know.</b></p> <p>19 Q. Now, while I'm on this, I've been asked to ask you this, 20 so we'll see how we go.</p> <p>21 If you go to the whiteboard which is MET00016912, 22 and look at the entry for flat 192, 22nd floor. I'm not 23 going to do this with every flat, so this is because 24 I've been asked to.</p> <p>25 192 says 22nd floor, "Fire entering flat", then</p> <p style="text-align: center;">Page 89</p>	<p>1 <b>A. That would be --</b></p> <p>2 Q. Can you account for the -- yes, I see, okay.</p> <p>3 Now, turning to the formalisation of messages coming 4 from the incident ground, are you aware that the control 5 room I think was only given two informative messages 6 from the incident ground? We can look at them in the 7 short incident log.</p> <p>8 <b>A. During what time period? Just the first hour?</b></p> <p>9 Q. That's a good question. Let's look at them.</p> <p>10 The first one is in the short incident log at 01.14.</p> <p>11 Well, it's 01.16.02, in fact. 01.14 is the make-up to 12 one aerial. So this is very early on in the incident.</p> <p>13 It's the short incident log at page 17.</p> <p>14 And it says:</p> <p>15 "Informative</p> <p>16 "SUP FROM G272 RESIDENTIAL BLOCK OF FLATS ..."</p> <p>17 Do you see that?</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. That kind of message, does it conform with the sort of 20 standard?</p> <p>21 <b>A. Yes.</b></p> <p>22 Q. That's what an informative message looks like, is it?</p> <p>23 <b>A. Yes, both the message standard and within the time,</b> 24 <b>so --</b></p> <p>25 Q. Okay. What would that --</p> <p style="text-align: center;">Page 91</p>
<p>1 there's an asterisk, "(left flat)", which seems to have 2 been deleted, then it says, it looks like, "bedroom, 3 living room" and then "2 women, 3 children". So that's 4 gone on the whiteboard.</p> <p>5 Do you know how that information would've been 6 transmitted to the fire ground? Again, would that be 7 the mobile or --</p> <p>8 <b>A. Yes, I would imagine that that would be the mobile.</b></p> <p>9 Q. Right. And we can compare that by reading across to the 10 CU7 whiteboard, flat 192, if we just enlarge that. That 11 shows at 192, two adults, five children, but doesn't say 12 anything about fire entering flat or any of the other 13 information we saw on the whiteboard. It just says a 2 14 in green, which is adults, a 5 in black, which is 15 children, and then a P in a circle. That's 16 prioritisation; we were told that by Mr Egan.</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. Can you help as to why the information we saw on the 19 whiteboard about fire entering the flat doesn't enter 20 the CU7 whiteboard?</p> <p>21 <b>A. I can only surmise that it doesn't look like any details</b> 22 <b>regarding flats and smoke are written in there, but</b> 23 <b>maybe that is why it's got a P and they've prioritised</b> 24 <b>it.</b></p> <p>25 Q. Yes.</p> <p style="text-align: center;">Page 90</p>	<p>1 SIR MARTIN MOORE-BICK: Sorry, did you --</p> <p>2 <b>A. Sorry, I was just going to say that we have an alert on</b> 3 <b>our system if we haven't received an informative within</b> 4 <b>20 minutes of the resources being in attendance, and if</b> 5 <b>they weren't, we would prompt them and ask them for</b> 6 <b>a message. But we received one within the time frame.</b></p> <p>7 MR MILLETT: Okay. And how would that help you? How would 8 that information help you in the control room at that 9 time? What would that tell you?</p> <p>10 <b>A. It would confirm what we'd been called to, that we were</b> 11 <b>dealing with a fire on the fourth floor, as the initial</b> 12 <b>call stated, and that they had implemented high-rise</b> 13 <b>procedure, so they were beginning to tackle the fire.</b></p> <p>14 Q. Right.</p> <p>15 <b>A. But I believe in general terms, whilst it gives the</b> 16 <b>control room a picture, it also gives all the senior</b> 17 <b>officers attending a picture, that are actually going to</b> 18 <b>the incident. So I would say it was more for them and</b> 19 <b>information for them and officers monitoring, rather</b> 20 <b>than information for the control room.</b></p> <p>21 Q. The next one we have is at -- well, there's one at 22 02.04.20, which is "CU7 GM WELCH NOW IC".</p> <p>23 But that doesn't tell you anything other than what 24 it tells you. It doesn't tell you anything about what's 25 happening on the fire ground.</p> <p style="text-align: center;">Page 92</p>

<p>1 <b>A. No.</b></p> <p>2 Q. Then we have the next one at 02.42.03. That's page 23</p> <p>3 of the short incident log. We can see that there,</p> <p>4 "Informative SUP CU8". There's quite a lot more</p> <p>5 information there than we saw before.</p> <p>6 What would that information tell you in the control</p> <p>7 room? How would that help you make decisions?</p> <p>8 <b>A. So we would have gathered that already. So it says</b></p> <p>9 <b>major incident declared; we were aware of that. We were</b></p> <p>10 <b>aware of the equipment that would've been in use because</b></p> <p>11 <b>they'd requested that from the incident ground prior to</b></p> <p>12 <b>that. Obviously we were aware that there were a large</b></p> <p>13 <b>number of fire survival guidance calls, because we were</b></p> <p>14 <b>the ones that were dealing with them.</b></p> <p>15 With regard to the floors, I think we were already</p> <p>16 aware at 2.42 that it had spread from what the callers</p> <p>17 were telling us on those calls.</p> <p>18 Q. Right.</p> <p>19 <b>A. So, yes, we were aware that it wasn't a fire on the</b></p> <p>20 <b>fourth floor anymore.</b></p> <p>21 Q. Right. If you've only had two informative messages</p> <p>22 about what was happening on the fire ground coming into</p> <p>23 the control room in that period, up to 2.42 or so, would</p> <p>24 that be normal for a substantial incident?</p> <p>25 <b>A. I would say in my experience sometimes it would be</b></p> <p style="text-align: center;">Page 93</p>	<p>1 to be able to make decisions, or did you think that the</p> <p>2 information was insufficient that you were getting from</p> <p>3 the incident ground?</p> <p>4 <b>A. I think if we'd had some further information with regard</b></p> <p>5 <b>to the location of BA crews and where they were, we</b></p> <p>6 <b>would've been able to pass that on to callers and made</b></p> <p>7 <b>an assessment by then, but, again, at that time, we were</b></p> <p>8 <b>informing callers that we had fire crews there and they</b></p> <p>9 <b>were on their way.</b></p> <p>10 Q. And what information about the location of BA crews were</p> <p>11 you receiving in the control room?</p> <p>12 <b>A. None. We didn't have any information.</b></p> <p>13 Q. Did you take any steps to ask the command unit for that</p> <p>14 information?</p> <p>15 <b>A. No. We were aware at one point Adrian Fenton was on the</b></p> <p>16 <b>phone to the incident and we were aware that they were</b></p> <p>17 <b>struggling to get past the 15th floor.</b></p> <p>18 Q. What time was that, do you think?</p> <p>19 <b>A. I think that was one of the reasons that we decided to</b></p> <p>20 <b>change the advice, so it would've been around 2.25.</b></p> <p>21 Q. Did you have no information at all prior to, let's say,</p> <p>22 2.30, about whether BA crews had been deployed to flats</p> <p>23 where FSGs were coming from?</p> <p>24 <b>A. No.</b></p> <p>25 Q. Can I just ask you to look at the control debrief</p> <p style="text-align: center;">Page 95</p>
<p>1 <b>normal, yes.</b></p> <p>2 Q. Sometimes --</p> <p>3 <b>A. For a large incident. We would receive an initial</b></p> <p>4 <b>message and then we wouldn't receive one for an hour,</b></p> <p>5 <b>an hour and a half after, yes. Especially if there had</b></p> <p>6 <b>been a number of make-ups between the first informative</b></p> <p>7 <b>and the second.</b></p> <p>8 Q. In your own experience, how well-equipped in terms of</p> <p>9 information would that leave you in the control room?</p> <p>10 <b>A. In my experience, we wouldn't be dependent on it. We</b></p> <p>11 <b>would always be considering some possibilities if we</b></p> <p>12 <b>hadn't had a message. We would occasionally have prompted</b></p> <p>13 <b>the incident or a CU for a message, but it wouldn't stop</b></p> <p>14 <b>us doing our role and carrying out our role. We would</b></p> <p>15 <b>just consider a number of options before we had them</b></p> <p>16 <b>confirmed by the CU.</b></p> <p>17 Q. Right.</p> <p>18 Did you think at the time, come 2.40, 2.42, that you</p> <p>19 had received enough information to be able to have your</p> <p>20 control room officers give adequate advice to callers</p> <p>21 who were calling in?</p> <p>22 <b>A. Yes, by 2.42, we had changed the advice.</b></p> <p>23 Q. Ah, I'll come to the change in the advice, but in terms</p> <p>24 of information coming from the incident ground, by 2.42,</p> <p>25 did you think that you were getting enough information</p> <p style="text-align: center;">Page 94</p>	<p>1 document, which is tab 54 of the documents bundle -- we</p> <p>2 looked at it yesterday -- and turn in it to page 4,</p> <p>3 please [LFB00003113].</p> <p>4 First of all, at the bottom of the page -- and</p> <p>5 I don't think we looked at this yesterday -- and this is</p> <p>6 part of the debrief you had in July 2017 -- it says:</p> <p>7 "No info coming back from incident ground as to</p> <p>8 progress/rescue/flats cleared."</p> <p>9 At the time you did this debrief -- well, can I just</p> <p>10 first ask: who said that at this meeting?</p> <p>11 <b>A. I would imagine we all did.</b></p> <p>12 Q. You all did.</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. Did you all say that because the absence of information</p> <p>15 coming back from the incident ground about those matters</p> <p>16 was a problem?</p> <p>17 <b>A. No, I think it was a (inaudible) of information that we</b></p> <p>18 <b>didn't receive any information back. I can't remember</b></p> <p>19 <b>the conversation, whether we had been asked if it was</b></p> <p>20 <b>a problem or if we had just volunteered that there was</b></p> <p>21 <b>no information coming back to us.</b></p> <p>22 Q. Right. Why was it relevant to mention the absence of</p> <p>23 information coming back from the incident ground if it</p> <p>24 wasn't a problem?</p> <p>25 <b>A. Again, I don't -- I can't remember the context of it,</b></p> <p style="text-align: center;">Page 96</p>



<p>1 <b>but we didn't have -- we didn't receive any information</b></p> <p>2 <b>back into the control room with regard to progress and</b></p> <p>3 <b>rescues and those attempting to reach the flats where we</b></p> <p>4 <b>had fire survival guidance calls in progress.</b></p> <p>5 Q. Just a little higher up the page, a third of the way</p> <p>6 down, there's a bullet point that says:</p> <p>7 "Control knew firefighters were being committed to</p> <p>8 rescue ..."</p> <p>9 If we can just have that highlighted. It's the</p> <p>10 second part of the first yellow chunk, second bullet</p> <p>11 point.</p> <p>12 Do you see it says:</p> <p>13 "Control knew firefighters were being committed to</p> <p>14 rescue -- expectation this will happen."</p> <p>15 Is that right, that control did at least know that</p> <p>16 firefighters were being committed to rescue?</p> <p>17 <b>A. No, I think that's what they believed and that we</b></p> <p>18 <b>maintain an expectation that that will happen.</b></p> <p>19 Q. Right. So to be clear, this document isn't recording</p> <p>20 the fact that control did know that firefighters were</p> <p>21 being committed; it's recording the expectation that it</p> <p>22 would?</p> <p>23 <b>A. It's recording the expectation of control staff, and you</b></p> <p>24 <b>can hear that in the calls, that firefighters will be</b></p> <p>25 <b>committed to rescue. I would imagine that we would have</b></p> <p style="text-align: center;">Page 97</p>	<p>1 now. We are going to move to another topic and it's</p> <p>2 a bit disruptive to break it up after 5 minutes.</p> <p>3 So, yes, we'll stop now until 2 o'clock, and please</p> <p>4 don't talk about your evidence over the break.</p> <p>5 THE WITNESS: Thank you.</p> <p>6 SIR MARTIN MOORE-BICK: Thank you very much.</p> <p>7 (Pause)</p> <p>8 Thank you, 2 o'clock, then, please. Thank you.</p> <p>9 (12.55 pm)</p> <p>10 (The short adjournment)</p> <p>11 (2.00 pm)</p> <p>12 SIR MARTIN MOORE-BICK: Happy to carry on?</p> <p>13 THE WITNESS: Yes.</p> <p>14 SIR MARTIN MOORE-BICK: Good, thank you very much.</p> <p>15 MR MILLETT: Ms Smith, thank you for coming back to us.</p> <p>16 Can I go back very briefly to a whiteboard picture</p> <p>17 that we looked at this morning. I just want to ask one</p> <p>18 or two I hope simple questions MET00016906. It's the</p> <p>19 entry in green which you said you wrote in relation to</p> <p>20 flat 193.</p> <p>21 I just want to get an idea of the time, if we can,</p> <p>22 at which you wrote that up on the board.</p> <p>23 First of all, can you help roughly with when you</p> <p>24 think you wrote that up, judging by when the whiteboard</p> <p>25 system started?</p> <p style="text-align: center;">Page 99</p>
<p>1 <b>all assumed, and maybe from the first informative that</b></p> <p>2 <b>indicated that the high-rise procedure was implemented,</b></p> <p>3 <b>that firefighters had been committed to the incident.</b></p> <p>4 Q. But you didn't know?</p> <p>5 <b>A. But with regard to the location of those firefighters in</b></p> <p>6 <b>the building, no, we didn't know.</b></p> <p>7 Q. No.</p> <p>8 Did you know whether BA crews had been committed in</p> <p>9 response to a particular FSG call, even though you</p> <p>10 didn't know where they were in the building?</p> <p>11 <b>A. No.</b></p> <p>12 MR MILLETT: Right.</p> <p>13 Now, I'm going to go on to the change to the</p> <p>14 stay-put policy.</p> <p>15 Mr Chairman, although it's a change in topic, it</p> <p>16 might be sensible to start it -- I don't mind, I'm in</p> <p>17 your hands?</p> <p>18 SIR MARTIN MOORE-BICK: How are you doing generally?</p> <p>19 MR MILLETT: I think I'm doing quite well, so we can pause</p> <p>20 now.</p> <p>21 SIR MARTIN MOORE-BICK: It would be better to pause now</p> <p>22 rather than break a topic, so long as we're not pressed</p> <p>23 for the odd few minutes at the end of the afternoon.</p> <p>24 MR MILLETT: If we are, I can apply to make them up.</p> <p>25 SIR MARTIN MOORE-BICK: I think it would be wiser to stop</p> <p style="text-align: center;">Page 98</p>	<p>1 <b>A. No, I'm sorry, I couldn't tell you whether that was when</b></p> <p>2 <b>it initially started or later on.</b></p> <p>3 Q. Now, there are three calls that came in to the control</p> <p>4 room from callers in relation to flat 193, and I'll just</p> <p>5 give you the times.</p> <p>6 <b>A. Okay.</b></p> <p>7 Q. 02.51.09, 03.02.06 and 03.05.09, in relation to that</p> <p>8 flat.</p> <p>9 Does that help you fix a time in your mind as to</p> <p>10 when you wrote that up there in relation to flat 193?</p> <p>11 <b>A. I can only assume that it would have been one of the</b></p> <p>12 <b>earlier calls, because after, when they've written "Told</b></p> <p>13 <b>to leave flat", if that had happened at the same time,</b></p> <p>14 <b>I probably would've written that too.</b></p> <p>15 Q. Right. Okay. We may have to check that by reference to</p> <p>16 the transcript, but not now.</p> <p>17 Now, I ask you to go back to your statement, and go</p> <p>18 to page 3.</p> <p>19 You say on page 3, three-quarters of the way down</p> <p>20 the page -- it's just below halfway down the third</p> <p>21 paragraph on that page:</p> <p>22 "I listened to and assessed both Pam's and Peter's</p> <p>23 calls. Both calls indicated that the situation was</p> <p>24 getting worse in terms of smoke and heat. Owing to the</p> <p>25 developing factors involved namely the duration and</p> <p style="text-align: center;">Page 100</p>

<p>1 nature of the situation, I became increasingly</p> <p>2 uncomfortable with the 'stay put' policy -- the national</p> <p>3 policy for high rises."</p> <p>4 Just pausing there, I want to ask you about</p> <p>5 listening into these calls.</p> <p>6 First of all, how many calls do you think you</p> <p>7 listened in to? You say it was both Pam's and Peter's.</p> <p>8 Was it two calls?</p> <p>9 <b>A. So that was initially, yes, the two calls. So I'd asked</b></p> <p>10 <b>the supervisors who had been on the calls the longest,</b></p> <p>11 <b>and it was really to go and support the CRO, the control</b></p> <p>12 <b>room officer.</b></p> <p>13 Q. So my next question is: why did you decide to listen to</p> <p>14 these calls?</p> <p>15 <b>A. That was the reason; to support the control officer</b></p> <p>16 <b>because they'd both been on calls that were lasting</b></p> <p>17 <b>a long time.</b></p> <p>18 Q. Right.</p> <p>19 Now, I wonder whether we can just find an example of</p> <p>20 that.</p> <p>21 Can you tell us first of all, before we show you an</p> <p>22 example, how soon after your arrival in the control room</p> <p>23 did you listen in to those calls?</p> <p>24 <b>A. Within minutes.</b></p> <p>25 Q. Within minutes.</p> <p style="text-align: center;">Page 101</p>	<p>1 Q. Had you any means yourself of being able to speak to the</p> <p>2 caller?</p> <p>3 <b>A. No. I could've listened in electronically from another</b></p> <p>4 <b>position, but it was easier and quicker to go direct and</b></p> <p>5 <b>speak to them.</b></p> <p>6 Q. Okay. And how long did you listen to the calls for,</p> <p>7 starting with Pam?</p> <p>8 <b>A. Enough for Pam to give me an idea of what she'd been</b></p> <p>9 <b>telling the caller, where they were, and what advice</b></p> <p>10 <b>she'd been given[sic], and for them to ask if the</b></p> <p>11 <b>conditions were deteriorating.</b></p> <p>12 Q. So enough to give you an idea of those things?</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. Roughly in minutes, how long was that?</p> <p>15 <b>A. A minute and a half.</b></p> <p>16 Q. Right, so that sort of time?</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. What about Peter? The same?</p> <p>19 <b>A. The same.</b></p> <p>20 Q. Right, okay.</p> <p>21 Do you remember who or what sort of people the</p> <p>22 callers were in terms of gender or age or anything like</p> <p>23 that?</p> <p>24 <b>A. I think Pam's call was male, but I couldn't be asked</b></p> <p>25 <b>that -- it was really to assess the situation with</b></p> <p style="text-align: center;">Page 103</p>
<p>1 <b>A. So I would've gone to the back of the room, I would've</b></p> <p>2 <b>spoken to the supervisors, I'm sure they would've</b></p> <p>3 <b>been -- well, they were very busy at the time, but</b></p> <p>4 <b>I would've said "What can I do and who has been on the</b></p> <p>5 <b>telephone for the longest?" and one of them would've</b></p> <p>6 <b>said Pam and Peter, and as Pam was sitting nearest,</b></p> <p>7 <b>I went to Pam first of all.</b></p> <p>8 Q. Did you listen to the two calls, as it were, at the same</p> <p>9 time? Did you flip from one to the other or did you</p> <p>10 finish one off and then move to the other?</p> <p>11 <b>A. No, so I went over to Pam. Like you've mentioned</b></p> <p>12 <b>before, control staff wear a headset, and if you're</b></p> <p>13 <b>near, in that proximity, it is quite easy to hear what</b></p> <p>14 <b>the caller is saying to Pam. I sat down with Pam and</b></p> <p>15 <b>made sure she was okay, and I asked her to ask her</b></p> <p>16 <b>caller several questions about how the conditions were</b></p> <p>17 <b>in the flat, their location and where they were.</b></p> <p>18 <b>Pam did this, and repeated them -- repeated the</b></p> <p>19 <b>caller's answers back to me, and that's the same with</b></p> <p>20 <b>Peter's call.</b></p> <p>21 Q. In terms of the mechanism, the actual mechanics of</p> <p>22 listening to the calls -- you described a bit of that</p> <p>23 just now -- did you have your own earphone that you</p> <p>24 could hear through?</p> <p>25 <b>A. No, I was just next to her. Just close next to her.</b></p> <p style="text-align: center;">Page 102</p>	<p>1 <b>regard to what the callers were experiencing.</b></p> <p>2 Q. Okay.</p> <p>3 Can I ask you then to look at just a part of</p> <p>4 a transcript. Are you okay to look at a transcript?</p> <p>5 We're not going to look at the whole thing.</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. It's LFB00000677.</p> <p>8 I'd like to look at the first page, which tells you</p> <p>9 that it lasted 59 minutes and 44 seconds.</p> <p>10 I'd like to go to page 98 within it.</p> <p>11 Sorry, before we move off that page, can I just</p> <p>12 identify, at the top of the page, the call looks like it</p> <p>13 starts the 01.38.38.</p> <p>14 Now, can we just then look at -- so that gives you</p> <p>15 an idea of when it started, so you weren't in the</p> <p>16 control room at that stage.</p> <p>17 <b>A. No.</b></p> <p>18 Q. If we can go to page 98. We can see it lasted for just</p> <p>19 under an hour, so it lasts until 2.40 or so, so you'd</p> <p>20 arrived in the control room during this call; is that</p> <p>21 right? That would be right, if the timing is right.</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. At page 98 -- perhaps we can go back to the previous</p> <p>24 page. We can see the conversation between caller and</p> <p>25 operator. At the top of the page operator says:</p> <p style="text-align: center;">Page 104</p>

<p>1 "OPERATOR: You're gonna try and get out, yeah?</p> <p>2 "CALLER: Pardon?</p> <p>3 "OPERATOR: You're gonna try and get out.</p> <p>4 "CALLER: Try and get out of the building?</p> <p>5 "OPERATOR: Yes. Okay? Can you try, can you try</p> <p>6 that for me?</p> <p>7 "CALLER: (inaudible)</p> <p>8 "OPERATOR: If your dad, your dad said that there's</p> <p>9 nowhere safe left in the flat for you.</p> <p>10 "CALLER: There's no more safe place here.</p> <p>11 "OPERATOR: Listen, listen to me a minute --</p> <p>12 "CALLER: Yeah.</p> <p>13 "OPERATOR: -- can you hear me? Right, your dad said</p> <p>14 there wasn't anywhere left safe in the building -- in</p> <p>15 your flat, is that right? Listen.</p> <p>16 "CALLER: Yeah.</p> <p>17 "OPERATOR: Is there -- is it right that there's</p> <p>18 nowhere safe in your flat?</p> <p>19 "CALLER: No, there's nowhere safe, there's nowhere.</p> <p>20 "OPERATOR: Right, if you're telling me then there's</p> <p>21 nowhere safe I need you to try, sweetheart, I need you</p> <p>22 to try and get out. Yeah?</p> <p>23 "OTHER: Tell them they have no choice, they have to</p> <p>24 (overspeaking)</p> <p>25 "OPERATOR: Hello? Hello? Hello? Hello?</p> <p style="text-align: center;">Page 105</p>	<p>1 <b>A. Yes.</b></p> <p>2 Q. But what do you mean by the nature of the situation?</p> <p>3 <b>A. So I think what I'm trying to say here is that the</b></p> <p>4 <b>duration of the calls and the deteriorating situation --</b></p> <p>5 <b>I was uncomfortable -- I know it says stay-put policy,</b></p> <p>6 <b>so that must have been something said, but to clarify,</b></p> <p>7 <b>I was uncomfortable that people were remaining in their</b></p> <p>8 <b>flats and we were trying to protect them in their flats</b></p> <p>9 <b>when it was clear that that protection advice wasn't</b></p> <p>10 <b>working and it was failing.</b></p> <p>11 Q. I see.</p> <p>12 Did you have any views or thoughts at the time that</p> <p>13 by that point, compartmentation within Grenfell Tower</p> <p>14 was failing or had failed?</p> <p>15 <b>A. Yes, that was a consideration. Like I say, the</b></p> <p>16 <b>45 minutes was an indication that it would be close to</b></p> <p>17 <b>failing by then.</b></p> <p>18 Q. Right.</p> <p>19 Did that have an impact on your thoughts about the</p> <p>20 stay-put policy and the wisdom of holding to it?</p> <p>21 <b>A. Yes.</b></p> <p>22 Q. Right.</p> <p>23 Would that mean that you'd need to start getting</p> <p>24 people out immediately?</p> <p>25 <b>A. That would mean that we would start to tell callers,</b></p> <p style="text-align: center;">Page 107</p>
<p>1 (inaudible) she -- they're gone are they? Yeah? Okay,</p> <p>2 thanks bye."</p> <p>3 Then if you look at the next page -- I think that</p> <p>4 may be the end of the call.</p> <p>5 (Pause)</p> <p>6 Yes. Okay. That is the end of the call.</p> <p>7 I just want to ask you about "Other."</p> <p>8 Can you help me with what's happening there when we</p> <p>9 see "Other":</p> <p>10 "OTHER: Tell them they have no choice, they have to</p> <p>11 (overspeaking)"</p> <p>12 <b>A. That would be someone, I imagine, in the background.</b></p> <p>13 <b>That could've been me after we've changed the decision</b></p> <p>14 <b>to evacuate.</b></p> <p>15 Q. That could've been you?</p> <p>16 <b>A. It could've been me.</b></p> <p>17 Q. Okay, all right.</p> <p>18 Now, going back to your statement, you say:</p> <p>19 "Owing to the developing factors involved namely the</p> <p>20 duration and nature of the situation, I became</p> <p>21 increasingly uncomfortable with the 'stay put'</p> <p>22 policy ..."</p> <p>23 What had made you become increasingly uncomfortable?</p> <p>24 You say owing to the developing factors, duration and</p> <p>25 nature of the situation.</p> <p style="text-align: center;">Page 106</p>	<p>1 <b>instead of asking them to find a clearer, less smokier</b></p> <p>2 <b>place in their flats, that we would actually be advising</b></p> <p>3 <b>them to leave their premise.</b></p> <p>4 Q. Right.</p> <p>5 At that point, when you became increasingly</p> <p>6 uncomfortable with the stay-put policy, did you or any</p> <p>7 of your colleagues in the control room make any inquiry</p> <p>8 of the incident commander as to what their thoughts were</p> <p>9 on the ground about compartmentation failure and the</p> <p>10 wisdom of sticking to stay put?</p> <p>11 <b>A. No. So they were all taking calls. They were all on</b></p> <p>12 <b>the phone. There wasn't anyone to contact the incident</b></p> <p>13 <b>ground by that time. Obviously Jason Oliff was on the</b></p> <p>14 <b>phone to CU7 and Adrian Fenton was having telephone</b></p> <p>15 <b>conversations with officers at the incident.</b></p> <p>16 Q. If you had wanted to speak to the incident commander</p> <p>17 directly, could you have done that?</p> <p>18 <b>A. Yes, I could've rung him on my mobile phone. Whether he</b></p> <p>19 <b>would've answered, I can't be sure.</b></p> <p>20 Q. What about the Airwave -- okay, so -- take it in stages.</p> <p>21 At this stage, when you're becoming increasingly</p> <p>22 uncomfortable, how soon after your arrival was that?</p> <p>23 <b>A. 5/10 minutes.</b></p> <p>24 Q. Okay. Did you know who the incident commander was at</p> <p>25 that stage?</p> <p style="text-align: center;">Page 108</p>

<p>1 <b>A. I can't recall.</b></p> <p>2 Q. Okay.</p> <p>3 Does the name Richard Welch ring a bell?</p> <p>4 <b>A. Yes.</b></p> <p>5 Q. In what way does it ring a bell?</p> <p>6 <b>A. I know he's a senior fire officer.</b></p> <p>7 Q. Did you know that at 02.04, according to the short</p> <p>8 incident log, he had been made incident commander,</p> <p>9 according to the log?</p> <p>10 <b>A. I know he made pumps 40, so it would've been --</b></p> <p>11 <b>I would've assumed that he was the incident commander.</b></p> <p>12 Q. Right, you'd have assumed that he was the incident</p> <p>13 commander?</p> <p>14 <b>A. Yes.</b></p> <p>15 Q. Do you remember being told or finding out from the short</p> <p>16 incident log whether anybody had taken over as incident</p> <p>17 commander from Richard Welch?</p> <p>18 <b>A. No.</b></p> <p>19 Q. Do you remember the involvement of a DAC O'Loughlin?</p> <p>20 <b>A. I do remember that we had an informative message from</b></p> <p>21 <b>him.</b></p> <p>22 Q. From him?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. What was that message? Do you remember what that was?</p> <p>25 <b>A. No.</b></p> <p style="text-align: right;">Page 109</p>	<p>1 So this message you would have read, presumably?</p> <p>2 <b>A. I believe I was standing and overheard it come in on the</b></p> <p>3 <b>radio.</b></p> <p>4 Q. And what would the fact that the message said:</p> <p>5 "... CU8 FROM DAC OLOUGHLIN A RESIDENTIAL BLOCK OF</p> <p>6 FLATS ..."</p> <p>7 Et cetera, et cetera, what would that tell you about</p> <p>8 DAC O'Loughlin's role?</p> <p>9 <b>A. I would assume that he was the incident commander at</b></p> <p>10 <b>that time, when he sent that message.</b></p> <p>11 Q. Why would you assume that from those words?</p> <p>12 <b>A. Because that's how our messages are constructed, so the</b></p> <p>13 <b>message always comes from the IC.</b></p> <p>14 Q. Okay. Right.</p> <p>15 Coming back to the point at which you begin to get</p> <p>16 uncomfortable with the stay-put policy, was it possible</p> <p>17 for you to get on to the Airwave radio to Group</p> <p>18 Manager Welch as the incident commander, or DAC</p> <p>19 O'Loughlin, if he had become the incident commander by</p> <p>20 then, and say to them, "What's happening on the incident</p> <p>21 ground because I'm not comfortable with what I'm hearing</p> <p>22 from callers?"</p> <p>23 <b>A. It would have been unusual to speak directly to them via</b></p> <p>24 <b>the Airwave or handheld. I don't know what channel they</b></p> <p>25 <b>were listening to, but I would imagine they would be</b></p> <p style="text-align: right;">Page 111</p>
<p>1 Q. Okay. We do have in the incident log -- there's no need</p> <p>2 to look at it unless you want to -- at 02.16.58</p> <p>3 a make-up, CU8 from DAC O'Loughlin, make FRUs 10. Does</p> <p>4 that trigger a recollection?</p> <p>5 <b>A. No, I thought it was an informative message, so a longer</b></p> <p>6 <b>one containing the building size.</b></p> <p>7 Q. Okay.</p> <p>8 Right, can I ask you to look -- sorry, this is</p> <p>9 a very slight diversion off the theme we're on about</p> <p>10 changing the stay put, but I'm trying to put it in</p> <p>11 time -- at incident log, page 23, we have an informative</p> <p>12 message, just following up on your answer just now:</p> <p>13 "02.42.03 SAD [Sharon Darby] Informative</p> <p>14 "SUP CU8 FROM DAC OLOUGHLIN ..."</p> <p>15 And then there's the rest of the informative message</p> <p>16 there.</p> <p>17 I should have asked you earlier, what's "SUP"?</p> <p>18 <b>A. It's just a code we use in the control room to indicate</b></p> <p>19 <b>that there's an informative or a message being sent that</b></p> <p>20 <b>the supervisors should read.</b></p> <p>21 Q. Oh, I see.</p> <p>22 <b>A. So you'll see some make-ups that have "IUP", an incident</b></p> <p>23 <b>upgrade. It's a way of prioritising those messages and</b></p> <p>24 <b>who they go to in the control room.</b></p> <p>25 Q. I see, that's very clear.</p> <p style="text-align: right;">Page 110</p>	<p>1 <b>using fire ground radios and talking on the command</b></p> <p>2 <b>channel, rather than on the main scheme radio, so that</b></p> <p>3 <b>wouldn't be an appropriate way to contact them.</b></p> <p>4 <b>Had I phoned them, they might have left their</b></p> <p>5 <b>telephone with someone on the command unit, because</b></p> <p>6 <b>usually when we ring the command unit to ask the</b></p> <p>7 <b>incident commander, we don't speak directly to him;</b></p> <p>8 <b>someone takes a message and then will ask the incident</b></p> <p>9 <b>commander directly and then they'll come back to us.</b></p> <p>10 Q. I see.</p> <p>11 <b>A. So it's not common practice for control to talk directly</b></p> <p>12 <b>to the incident commander. It can happen if they happen</b></p> <p>13 <b>to be on the command unit at that time, when we ring up</b></p> <p>14 <b>and ask them a question, and if they're not busy dealing</b></p> <p>15 <b>with the incident.</b></p> <p>16 Q. Okay. Was it physically possible as a matter of</p> <p>17 mechanics for you to get on your Airwave radio and</p> <p>18 contact or at least attempt to contact the IC, either</p> <p>19 Welch or O'Loughlin?</p> <p>20 <b>A. I could've physically tried, but they wouldn't --</b></p> <p>21 <b>I doubt if they would've responded.</b></p> <p>22 Q. Right.</p> <p>23 <b>A. They weren't monitoring the main scheme radio channel 4,</b></p> <p>24 <b>I don't believe.</b></p> <p>25 Q. If you had wanted to speak to either of those officers</p> <p style="text-align: right;">Page 112</p>

<p>1 directly, urgently, to pass on what you were now seeing</p> <p>2 and hearing in the control room, could you have done it?</p> <p>3 <b>A. Yes. Well, we did. So Adrian Fenton was in the room</b></p> <p>4 <b>and he was on the phone to several senior officers that</b></p> <p>5 <b>(a) could've passed that message on or he might have</b></p> <p>6 <b>been talking to those directly.</b></p> <p>7 Q. Right. Now, you say in your statement in the next</p> <p>8 sentence:</p> <p>9 "I spoke with Adrian FENTON, the Deputy Assistant</p> <p>10 Commissioner responsible for the Brigade Coordination</p> <p>11 Centre, and said that we should think about changing the</p> <p>12 policy, whilst he was in the middle of speaking to</p> <p>13 ground crews."</p> <p>14 Now, first of all, how long, roughly, if you can</p> <p>15 help with that, after Adrian's Fenton's arrival did you</p> <p>16 have that discussion with him?</p> <p>17 <b>A. Almost immediately whilst the whiteboards were being set</b></p> <p>18 <b>up, and he was on the phone to the incident ground.</b></p> <p>19 Q. Right, so this discussion -- is this right? -- pre-dates</p> <p>20 or pre-times the start of the operation of the</p> <p>21 whiteboards we were looking at today?</p> <p>22 <b>A. I think they'd started. It had already started. So</b></p> <p>23 <b>I think Adrian's first role when he came in, he was</b></p> <p>24 <b>moving the whiteboards around and writing up</b></p> <p>25 <b>information. I arrived I think 5 minutes before him.</b></p> <p style="text-align: center;">Page 113</p>	<p>1 What did he say, do you remember?</p> <p>2 <b>A. Yes, I think we had a short discussion about how we may</b></p> <p>3 <b>go about doing that. I think I'd overheard whilst I'd</b></p> <p>4 <b>been talking to Peter, or maybe it was slightly after,</b></p> <p>5 <b>Adrian had been on the phone to the incident ground and</b></p> <p>6 <b>he had relayed or was speaking to them about crews not</b></p> <p>7 <b>being able to get past -- I thought it was the 18th</b></p> <p>8 <b>floor.</b></p> <p>9 <b>So shortly after that, I said to him.</b></p> <p>10 Q. Did he agree with you that -- just using the expression</p> <p>11 in your statement to start with -- the policy should be</p> <p>12 changed?</p> <p>13 <b>A. I don't recall having a decision where we said yes, we</b></p> <p>14 <b>agree; I think it's more of a coming together. So with</b></p> <p>15 <b>my experience within control and fire survival guidance</b></p> <p>16 <b>calls and callers and Adrian's knowledge of the incident</b></p> <p>17 <b>ground, I think it was a general acknowledgement that</b></p> <p>18 <b>that is how we are feeling in control, and he would</b></p> <p>19 <b>relay that to the incident ground.</b></p> <p>20 Q. Okay.</p> <p>21 Did you get a sense from him that he agreed with</p> <p>22 you --</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. -- that people should start getting out?</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: center;">Page 115</p>
<p>1 <b>I was speaking -- I'd gone over to listen to Pam's call,</b></p> <p>2 <b>and then Peter's. Peter was situated in front of the</b></p> <p>3 <b>whiteboards and that's where Adrian was based. So after</b></p> <p>4 <b>I'd listened to Peter's, I could speak directly to</b></p> <p>5 <b>Adrian.</b></p> <p>6 Q. And are you in the main control room?</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. This is not downstairs in the Brigade co-ordination</p> <p>9 centre?</p> <p>10 <b>A. No, no. Because of the number of calls and the</b></p> <p>11 <b>information, Adrian based the BCC to begin with in the</b></p> <p>12 <b>control room, in the corner of the room.</b></p> <p>13 Q. I follow, okay.</p> <p>14 When you say "I spoke with Adrian FENTON ... and</p> <p>15 said that we should think about changing the policy",</p> <p>16 were those the words you used?</p> <p>17 <b>A. I'm not sure I said "I think" or I said "We need to".</b></p> <p>18 Q. Can you remember, as best you can, what you said to him,</p> <p>19 reliving the moment?</p> <p>20 <b>A. I think I said, "We need to change" --</b></p> <p>21 Q. Do --</p> <p>22 <b>A. -- "the policy" -- I don't think I even said "policy",</b></p> <p>23 <b>I think I said, "We need to tell people to get out, to</b></p> <p>24 <b>leave", from my recollection.</b></p> <p>25 Q. Okay.</p> <p style="text-align: center;">Page 114</p>	<p>1 Q. Okay.</p> <p>2 From your knowledge, what was the basis of his</p> <p>3 agreeing with you? Do you know why he agreed with you</p> <p>4 from your perspective?</p> <p>5 <b>A. I think he was in control. He could see the calls, he</b></p> <p>6 <b>could hear the volume and hear what people were telling</b></p> <p>7 <b>the callers. He knew some of the situations that some</b></p> <p>8 <b>of the callers were in, so I think he might have picked</b></p> <p>9 <b>up on that and realised that that was a very educated</b></p> <p>10 <b>decision that control had made, so was happy to agree</b></p> <p>11 <b>with that. I also believe he might have seen images of</b></p> <p>12 <b>Grenfell on fire.</b></p> <p>13 Q. Yes. Right.</p> <p>14 You say in your statement:</p> <p>15 "... whilst he was in the middle of speaking to</p> <p>16 ground crews."</p> <p>17 And you just told us the same just now.</p> <p>18 Do you know who Adrian Fenton was talking to on the</p> <p>19 ground?</p> <p>20 <b>A. No, I don't.</b></p> <p>21 Q. Do you --</p> <p>22 <b>A. When it says ground crews, I believe they were senior</b></p> <p>23 <b>officers.</b></p> <p>24 Q. CU officers?</p> <p>25 <b>A. Senior officers.</b></p> <p style="text-align: center;">Page 116</p>

<p>1 Q. Sorry, senior, not CU.</p> <p>2 <b>A. Senior officers, not ...</b></p> <p>3 Q. Do you know whether Adrian Fenton was speaking to the</p> <p>4 incident commander?</p> <p>5 <b>A. I don't. I would imagine he would be able to speak to</b></p> <p>6 <b>the incident commander.</b></p> <p>7 Q. Right. And how would he be able to do that?</p> <p>8 <b>A. He was doing that on his mobile phone.</b></p> <p>9 Q. On his mobile phone?</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. Not radio?</p> <p>12 <b>A. No.</b></p> <p>13 Q. Would the mobile phone be his Brigade mobile?</p> <p>14 <b>A. Yes.</b></p> <p>15 Q. Would it record the messages?</p> <p>16 <b>A. No.</b></p> <p>17 Q. Now, you say in your statement that he was informed that</p> <p>18 crew were unable to get past the 18th floor. He I think</p> <p>19 says that there was information about or you had</p> <p>20 information about not being able to get past the 15th</p> <p>21 floor.</p> <p>22 Do you remember whether it was the 15th or the 18th?</p> <p>23 <b>A. That could've been -- it could've been the 15th floor.</b></p> <p>24 Q. Could've been the 15th, right.</p> <p>25 Was that the first time you heard that?</p> <p style="text-align: right;">Page 117</p>	<p>1 <b>A. -- after that.</b></p> <p>2 Q. That's very clear. So the decision was based in part,</p> <p>3 I think you're saying, on the fact that you'd now learnt</p> <p>4 that crews couldn't get past the 15th floor.</p> <p>5 <b>A. Yes.</b></p> <p>6 Q. Now, at page 4 of your statement in the first main</p> <p>7 paragraph on that page, you say:</p> <p>8 "With resources struggling, crews unable to get</p> <p>9 above the 18th floor and Adrian already engaged in</p> <p>10 protracted communications with ground units I made the</p> <p>11 quick time decision that policy was to change and advice</p> <p>12 for CROs was to start telling people to evacuate the</p> <p>13 building. I had arrived at Stratford at approximately</p> <p>14 0215hrs -- within 10 to 15 minutes the decision was made</p> <p>15 to change policy and that decision was mine. This would</p> <p>16 have been at approximately 0230-0235hrs."</p> <p>17 Then you explain the decision being made due to</p> <p>18 a variety of factors.</p> <p>19 Now, in terms of that decision, was it you who</p> <p>20 decided to change that stay-put policy?</p> <p>21 <b>A. Yes. But, again, during that statement, the police</b></p> <p>22 <b>said, "Who made the decision?" so I just said me, but it</b></p> <p>23 <b>was a decision where I'd spoken to Adrian and together</b></p> <p>24 <b>we'd agreed that that was the right decision.</b></p> <p>25 Q. Okay.</p> <p style="text-align: right;">Page 119</p>
<p>1 <b>A. Yes.</b></p> <p>2 Q. What did you think about that?</p> <p>3 <b>A. That it was an awful situation.</b></p> <p>4 Q. Having been told that crews could not get past the 15th</p> <p>5 floor, did you take any steps to advise the control room</p> <p>6 officers or operators actually handling calls as to what</p> <p>7 to say to callers?</p> <p>8 <b>A. When the change of advice -- when we changed the advice,</b></p> <p>9 <b>are you saying?</b></p> <p>10 Q. Let me take it in stages.</p> <p>11 Having learnt from Adrian Fenton that he was being</p> <p>12 told by senior officers on the ground that crews</p> <p>13 couldn't get past the 15th floor -- or maybe the 18th,</p> <p>14 but a floor -- to get to the top of the building, did</p> <p>15 you take any steps next to tell CROs as to how to advise</p> <p>16 callers calling in?</p> <p>17 <b>A. Yes, so that was all done at the same time.</b></p> <p>18 Q. It was all done at the same time.</p> <p>19 <b>A. So it's the same time. So we'd heard callers that had</b></p> <p>20 <b>been on the call for a long duration. I'd spoken to</b></p> <p>21 <b>Adrian and said about changing the advice. He'd said</b></p> <p>22 <b>that he'd heard from the incident ground that they</b></p> <p>23 <b>couldn't get past the 15th floor, so that decision was</b></p> <p>24 <b>made --</b></p> <p>25 Q. I see.</p> <p style="text-align: right;">Page 118</p>	<p>1 <b>A. So I'd raised the decision, I'd raised that I wished to</b></p> <p>2 <b>change it, and together we decided that that was the</b></p> <p>3 <b>most appropriate action to take.</b></p> <p>4 Q. Right. You say you did this as a quick time decision,</p> <p>5 and you give your reasons.</p> <p>6 What do you mean by quick time decision?</p> <p>7 <b>A. So within 10 to 15 minutes of arriving --</b></p> <p>8 Q. Right.</p> <p>9 <b>A. -- we had decided to change that guidance.</b></p> <p>10 Q. I see what you mean.</p> <p>11 So in other words, you made it very soon after you</p> <p>12 arrived --</p> <p>13 <b>A. Yes.</b></p> <p>14 Q. -- on the basis of the information you saw rather than</p> <p>15 spending hours cogitating over it?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. Now, you say after that:</p> <p>18 "The decision was made owing to a variety of</p> <p>19 factors -- the duration of calls, the content of the</p> <p>20 calls and the resources available. These factors and my</p> <p>21 years of experience formed the basis of my rationale and</p> <p>22 coincided with the recommendations following the Lakanal</p> <p>23 fire in 2009 in which certain questions were asked by</p> <p>24 the CROs regarding smoke and fire levels."</p> <p>25 Can you just explain how the recommendations</p> <p style="text-align: right;">Page 120</p>

<p>1 following Lakanal played a part in how you came to make 2 this decision?</p> <p>3 <b>A. Yes, so one of the recommendations in Lakanal that you 4 see in both policies, 790 and 539, is the fact that 5 during certain circumstances, we may have to change the 6 advice, and that came as a result of the Lakanal 7 Inquiry.</b></p> <p>8 Q. I see, okay.</p> <p>9 We saw yesterday in 790 and, indeed, in GRA 3.2 10 about the circumstances in which the advice would have 11 to change.</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. Do we take it that the circumstances you've set out -- 14 duration, content, resources -- those are all the 15 factors which fed into the change in the advice?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. From where you were -- you'd arrived in the control room 18 at 2.15 and the decision was made 15 or 20 minutes 19 later -- did you have any thoughts at the time about 20 whether that decision that you made could have been made 21 earlier?</p> <p>22 <b>A. Not on that night, when I was in the control room. Have 23 I reflected on it later, yes.</b></p> <p>24 Q. I'm not asking you about your later reflections, but on 25 the night -- I think you said no -- you didn't say to</p> <p style="text-align: center;">Page 121</p>	<p>1 I thought, and I may be wrong --</p> <p>2 <b>A. Not just for that.</b></p> <p>3 Q. No --</p> <p>4 <b>A. Not just --</b></p> <p>5 Q. No, I understand, but I thought that the heli-tele link 6 wasn't operating at Stratford?</p> <p>7 <b>A. No, sorry, so we were able to -- I think we received 8 a call from the police and they asked us to switch to 9 what was called an ES channel, an emergency service 10 channel 3 on our radio, so we can hear what the police 11 helicopters are communicating.</b></p> <p>12 Q. Right. When did you switch to the ES channel?</p> <p>13 <b>A. That was on when I arrived.</b></p> <p>14 Q. It was on when you arrived. Do you know when that was 15 switched on?</p> <p>16 <b>A. No.</b></p> <p>17 Q. What is --</p> <p>18 <b>A. I believe there's a call from the Met Police asking us 19 to switch that on at some point during the incident.</b></p> <p>20 Q. Okay.</p> <p>21 Now, in terms of how that channel is heard, it's 22 audible to everybody in the control room, is it?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. Because you say it's adding to the noise. Is there 25 a speaker it comes over?</p> <p style="text-align: center;">Page 123</p>
<p>1 yourself, "Why is this decision only being made now?"</p> <p>2 <b>A. No.</b></p> <p>3 Q. Okay. Did you discuss with anybody in the control room 4 why the decision hadn't been made earlier?</p> <p>5 <b>A. No. And I think I tried to explain yesterday, with the 6 CROs taking those constant calls, many very harrowing 7 and distressful, the supervisors were still mobilising 8 appliances, they themselves were taking calls as well, 9 it was very noisy in the control room. We had 10 a downlink on from the police helicopter, so there was 11 additional noise. We had the whiteboard set up and that 12 rhythm of communication had started already.</b></p> <p>13 <b>I wouldn't imagine that anyone could have 14 an oversight and step back because they were all very 15 task-orientated, which was rightly so, to supply the 16 incident with the resources they need.</b></p> <p>17 <b>So I didn't query why that decision hadn't been made 18 earlier. I didn't think that that would be something 19 that would be considered earlier.</b></p> <p>20 <b>I was the only spare person that arrives then that 21 could then talk to individuals and find out what they 22 were telling people.</b></p> <p>23 Q. Just following up a couple of things from that.</p> <p>24 You say that the control room was very noisy because 25 you had a downlink on from police helicopter.</p> <p style="text-align: center;">Page 122</p>	<p>1 <b>A. Yes.</b></p> <p>2 Q. What recipient is that speaker attached to? Is it 3 a radio or a telephone?</p> <p>4 <b>A. It's what's called -- it's an Airwave radio, much 5 similar to the ones that are in the fire engine cabs, 6 and it is on a desk in between two supervisory 7 positions.</b></p> <p>8 Q. Right. You say it uses emergency service channel 3. Is 9 that one of the channels -- we've heard about channel 1, 10 we've heard about channel 4 and we've heard about 11 channel 6 -- is channel 3 a one of those that you can --</p> <p>12 <b>A. No.</b></p> <p>13 Q. What's channel 3?</p> <p>14 <b>A. So there are different talk groups and different 15 channels allotted to those talk groups. So the 16 emergency service channel is a channel where all the 17 emergency services that are attending that incident can 18 use. It goes via a request from the police to set that 19 up.</b></p> <p>20 Q. I see, okay.</p> <p>21 Where do the messages come from that get broadcast 22 into the control room through that channel?</p> <p>23 <b>A. So the police asked us to turn to ES3, and we did that. 24 And that was because the helicopter that was up was 25 passing messages. I believe they were going to their</b></p> <p style="text-align: center;">Page 124</p>

<p>1 own control room but we were able to listen in.</p> <p>2 I believe in the early hours of the morning we were</p> <p>3 communicating with them about an individual trapped on</p> <p>4 the 11th floor.</p> <p>5 Q. Okay. Just so I'm clear, I think I asked you: where do</p> <p>6 the messages come from that get broadcast onto that</p> <p>7 speaker?</p> <p>8 Am I right in thinking from your answer that they</p> <p>9 are actually messages sent from the helicopter to the</p> <p>10 police that you can listen into it?</p> <p>11 A. Yes. So it was that night. It could be used for</p> <p>12 a range of incidents. It just happened to be that the</p> <p>13 police helicopter was communicating on ES3 that evening.</p> <p>14 Q. Okay. And do you remember whether that method of</p> <p>15 communication or those messages were audible to the</p> <p>16 control room -- I think you said before you arrived,</p> <p>17 they were?</p> <p>18 A. Yes, I'm pretty certain that it was on before I arrived.</p> <p>19 Q. You don't know when they started?</p> <p>20 A. No.</p> <p>21 Q. Did any of those messages that you could hear factor</p> <p>22 into your decision to change the policy and advise</p> <p>23 callers to get out?</p> <p>24 A. No.</p> <p>25 Q. Right. What did you learn, if anything, from hearing</p> <p style="text-align: right;">Page 125</p>	<p>1 someone to support that CRO as they're call-taking. So</p> <p>2 it could've been a supervisor, it could've been another</p> <p>3 member of staff, but that's support for them. They're</p> <p>4 able to process that information and take other</p> <p>5 instruction with what's going on in the room. But</p> <p>6 because we were just overwhelmed with calls and actions,</p> <p>7 that didn't take place.</p> <p>8 Q. From your -- sorry, I interrupted you.</p> <p>9 A. No, I was just saying, just because of the large-scale</p> <p>10 incident and the amount of calls and everything, that</p> <p>11 didn't take place until I arrived. I could've logged on</p> <p>12 to a position and got involved in taking calls, but</p> <p>13 I made a conscious decision not to for that reason.</p> <p>14 Q. Is it right that you reached that decision without</p> <p>15 seeing any media or TV images of the building on fire?</p> <p>16 A. Yes, I don't believe I'd seen any by that time.</p> <p>17 Q. Had you looked at any images at all from news apps or</p> <p>18 anything like that?</p> <p>19 A. No. I think the first time I saw that is when both Adam</p> <p>20 and Scott arrived in the control room.</p> <p>21 Q. Right.</p> <p>22 A. That's when the discussion takes place with regards the</p> <p>23 TV being on.</p> <p>24 Q. When you made this decision to change the advice being</p> <p>25 given by CROs to callers, did you have any idea of the</p> <p style="text-align: right;">Page 127</p>
<p>1 those messages?</p> <p>2 A. Like I say, I think there was a number of messages.</p> <p>3 I think we had reports of callers that were on the roof,</p> <p>4 and that we may be -- you'll have to confirm with one of</p> <p>5 the supervisors -- we maybe ask them to confirm that</p> <p>6 because we had reports of that I believe the police had,</p> <p>7 so whether they were able to check that out and let us</p> <p>8 know that that wasn't the case.</p> <p>9 Again, there was some communication between our</p> <p>10 control and the police helicopter later on or in the</p> <p>11 early hours of the morning regarding someone trapped on</p> <p>12 the 11th floor.</p> <p>13 Q. Right.</p> <p>14 You told us a moment ago, when I asked you about</p> <p>15 whether the decision to change the stay-put advice</p> <p>16 could've been made earlier, that there was no one</p> <p>17 essentially standing back with an overview. I hope</p> <p>18 I haven't misinterpreted or mischaracterised your</p> <p>19 evidence. But the question I have arising out of that</p> <p>20 is: would there normally be somebody in the control room</p> <p>21 who would be able to stand back and look at what was</p> <p>22 going on and make a big decision like --</p> <p>23 A. So if there was one or two fire survival guidance calls,</p> <p>24 then I believe you showed it when you pulled up the</p> <p>25 supervisor RIF. On there, it is an instruction for</p> <p style="text-align: right;">Page 126</p>	<p>1 physical conditions inside the building in general</p> <p>2 terms?</p> <p>3 A. I think we all knew they were dire and that's why some</p> <p>4 of our advice when we talk to our control room officers,</p> <p>5 we say that, you know, it would be -- callers aren't</p> <p>6 really -- are very reluctant to enter worse conditions</p> <p>7 and smokier conditions and that sometimes that would</p> <p>8 require us to be very forceful and blunt with them to</p> <p>9 get them through those conditions.</p> <p>10 So whilst I wasn't aware, I could -- we could all</p> <p>11 hazard a good guess what it was like.</p> <p>12 Q. Would you like a break?</p> <p>13 A. No, I'm fine.</p> <p>14 Q. You can carry on for another 5 minutes or so.</p> <p>15 You say --</p> <p>16 SIR MARTIN MOORE-BICK: I think we should have one before</p> <p>17 too long.</p> <p>18 MR MILLETT: Let's say 2.45, another 5 minutes.</p> <p>19 SIR MARTIN MOORE-BICK: Or when convenient.</p> <p>20 MR MILLETT: You say in that last answer "I think we all</p> <p>21 knew they were dire."</p> <p>22 In the absence of any information or any detailed</p> <p>23 information coming from the incident ground, how could</p> <p>24 you form a picture of the conditions -- smoke, heat and</p> <p>25 fire -- within the building?</p> <p style="text-align: right;">Page 128</p>



<p>1 <b>A. Because it was obvious from the control operators' faces</b>  2 <b>that they had talked to callers that they could no</b>  3 <b>longer contact anymore and that they could guess what</b>  4 <b>had happened to them and that the smoke conditions were</b>  5 <b>worsening.</b>  6 Q. Did you get any idea from the CROs' conversations with  7 callers that the callers had actually experienced the  8 conditions in the lobbies or the stairwell as opposed to  9 their own flats?  10 <b>A. No. So I believe during the initial calls people say</b>  11 <b>they cannot leave because of the smoke-logging in the</b>  12 <b>corridor or it's smoky in the corridor, but those</b>  13 <b>conditions were entering those flats as well.</b>  14 Q. Right.  15 Would it follow from that that when advising callers  16 to get out, you might be sending them into conditions  17 which were smoke-logged and hot?  18 <b>A. Yes, we knew that, and that's why we instructed all the</b>  19 <b>control officers to tell the callers to get blankets and</b>  20 <b>towels, to wet them, to cover themselves with them, to</b>  21 <b>keep low and more importantly to hold hands as they left</b>  22 <b>so they wouldn't lose each other, because visibility</b>  23 <b>probably would be nil, and that they should just head to</b>  24 <b>the stairwell.</b>  25 Q. Yes.</p> <p style="text-align: right;">Page 129</p>	<p>1 <b>MR MILLETT: Mm.</b>  2 <b>SIR MARTIN MOORE-BICK: Do you think that might be a good</b>  3 <b>point?</b>  4 MR MILLETT: Yes, Mr Chairman, thank you.  5 SIR MARTIN MOORE-BICK: I think we ought to have a break  6 now, just for 5 minutes. All right?  7 Would you like to go with the usher.  8 (Pause)  9 All right, 5 minutes, please, 2.50. Thank you.  10 (2.45 pm)  11 (A short break)  12 (2.50 pm)  13 SIR MARTIN MOORE-BICK: All right?  14 THE WITNESS: Yes.  15 SIR MARTIN MOORE-BICK: Happy to carry on?  16 THE WITNESS: Fine, thank you.  17 MR MILLETT: Ms Smith, could I just go back a step and ask  18 you about the timing of the change of advice.  19 <b>A. Yes.</b>  20 Q. Your personal decision.  21 In your statement, if you go back to page 4, in the  22 first paragraph, five lines down from the top, it says  23 that you would have made that decision at approximately  24 2.30 to 2.35.  25 Now, I wonder whether we might be able to be</p> <p style="text-align: right;">Page 131</p>
<p>1 In terms of balancing the risk between staying and  2 leaving in terms of the advice that was being given, did  3 you think that you had enough information about the  4 conditions in the escape route, such as it was, to be  5 able to give that advice?  6 <b>A. No. I just knew the alternative.</b>  7 Q. Okay.  8 Did you or any of your control room colleagues seek  9 information from the bridgehead or through the incident  10 commander about the conditions that the crews were  11 experiencing?  12 <b>A. No.</b>  13 Q. Okay. Was that something that could have been done?  14 <b>A. Yes, we could've done that.</b>  15 Q. Do --  16 <b>A. But I believe at that point, that was the only</b>  17 <b>alternative.</b>  18 Q. Right. So are you saying that there would have been no  19 point?  20 <b>A. I'm saying if we'd known the conditions in the</b>  21 <b>stairwells, we still would've been advising them to get</b>  22 <b>out due to the reasons I gave earlier.</b>  23 Q. I think what I'm getting from this is really there  24 wasn't a question of choice.  25 <b>A. No.</b></p> <p style="text-align: right;">Page 130</p>	<p>1 a little bit more precise about that.  2 Do you remember I showed you earlier on this  3 afternoon a transcript of a long call which started at  4 1.38 or so, and ran for 59 minutes and 44 seconds?  5 <b>A. Yes.</b>  6 Q. And towards the end of that transcript, we looked at it,  7 there was somebody speaking, "Other", do you remember,  8 and you said that might have been you?  9 <b>A. Yes.</b>  10 Q. Now, on the basis that that call ends at about 2.37, do  11 you think that your decision was made after that time,  12 after you'd heard that call and participated in it?  13 <b>A. No, I think it was made before. So I think it was made</b>  14 <b>before. We would've gone round to all the control</b>  15 <b>officers -- Alex went round to all the control officers,</b>  16 <b>gave them the advice, told them that it had been</b>  17 <b>changed, that we were now going to tell callers to get</b>  18 <b>out and to leave the building, and I would have then</b>  19 <b>gone round just to support the CROs and one of them</b>  20 <b>would've been Pam, so that would've been where</b>  21 <b>I would've said.</b>  22 Q. Right. Why do you think that you would have made that  23 decision before the end of that long call we looked at  24 earlier?  25 <b>A. As I said, I wouldn't have told Pam to give that advice</b></p> <p style="text-align: right;">Page 132</p>

<p>1 without speaking to everyone to ensure that we were all</p> <p>2 giving the same advice. So I wouldn't have said to Pam</p> <p>3 on my own, "Tell them to get out", or whatever -- if</p> <p>4 that was me -- before I'd had that conversation with</p> <p>5 Adrian and before I'd spoken to Alex.</p> <p>6 Q. When we looked at that call earlier, I thought that you</p> <p>7 had explained to us that that was or might have been one</p> <p>8 of the calls that you were listening in to and</p> <p>9 assessing.</p> <p>10 A. Yes, but that wouldn't have been that time, that</p> <p>11 would've been after. So if you have the transcript,</p> <p>12 that would've been before, when I was listening in.</p> <p>13 Q. Right. Perhaps we ought just to go back to the</p> <p>14 transcript, it's LFB00000677.</p> <p>15 This is right at the end, so we can time that at</p> <p>16 about 2.37, and when you say:</p> <p>17 "OTHER: Tell them they have no choice, they have</p> <p>18 to ..."</p> <p>19 And the call ends, just help me -- we can tell what</p> <p>20 the timing is. I thought that was one of the calls you</p> <p>21 were listening to which helped you to decide whether or</p> <p>22 not to change the stay-put policy; is that wrong?</p> <p>23 A. No, that is right, but earlier on in that call. So</p> <p>24 I would have listened to it earlier on in that call than</p> <p>25 that bit.</p> <p style="text-align: right;">Page 133</p>	<p>1 A. Yes, because we never -- I never added it. I didn't</p> <p>2 have a position to log on to add that, and as I say, the</p> <p>3 supervisors were busy. It didn't occur to us to log</p> <p>4 that change. The priority was to get round to all the</p> <p>5 control officers and let them know of the change, which</p> <p>6 we did.</p> <p>7 Q. Would it not have been easier for somebody to be told to</p> <p>8 type into the incident log as it was being operated the</p> <p>9 fact that the change to the stay-put advice had been</p> <p>10 made so that everybody could see it?</p> <p>11 A. No, because everybody wouldn't be looking at the</p> <p>12 incident log; they were taking calls and writing</p> <p>13 details. No one will be following that incident log.</p> <p>14 It would be too rapid to keep up with anyway and that's</p> <p>15 not the way we generally share information.</p> <p>16 Q. Okay.</p> <p>17 And when you say:</p> <p>18 "The messages were then passed on by the CROs to</p> <p>19 ground units and residents during the 999 calls."</p> <p>20 Did you take any steps to ensure that the change in</p> <p>21 advice had been received and understood by residents?</p> <p>22 A. Yes.</p> <p>23 Q. What steps were those?</p> <p>24 A. So I would imagine -- you've shown an extract of that</p> <p>25 call, that -- just going round, making sure that</p> <p style="text-align: right;">Page 135</p>
<p>1 Q. I see. Why do you say that? What makes you confident</p> <p>2 that that is the case?</p> <p>3 A. Because Pam responds with certain questions -- sorry,</p> <p>4 the operator asks certain questions that I've asked and</p> <p>5 you could -- I'm sure you can hear that in the</p> <p>6 transcript --</p> <p>7 Q. I see.</p> <p>8 A. -- earlier.</p> <p>9 Q. You're familiar with this conversation then, are you,</p> <p>10 this long call?</p> <p>11 A. I've listened to every call.</p> <p>12 Q. Okay. All right.</p> <p>13 Thank you.</p> <p>14 Going back then to where I was, which is page 4,</p> <p>15 second paragraph of your statement, we now know what</p> <p>16 decision you made, the basis for it and more or less the</p> <p>17 timing of it.</p> <p>18 Can you just tell us how that decision which you</p> <p>19 made and then discussed with Adrian Fenton was</p> <p>20 communicated to the incident ground?</p> <p>21 A. That would've been via Adrian.</p> <p>22 Q. Via Adrian, and do you know who he spoke to?</p> <p>23 A. No.</p> <p>24 Q. Do you know why the change doesn't appear on the short</p> <p>25 incident log?</p> <p style="text-align: right;">Page 134</p>	<p>1 everyone's aware. Like I say, Alex did first. She went</p> <p>2 round and spoke to everyone individually, told them the</p> <p>3 changes, told them what advice we were giving now and</p> <p>4 that they should pass on to their callers, and then,</p> <p>5 again, I just take on more of a supportive role to those</p> <p>6 CROs, and that's probably -- if you can hear me in the</p> <p>7 back of Pam's call after that decision had been made.</p> <p>8 Q. Okay. Did you take any steps to ensure that residents</p> <p>9 understood that rescue crews were no longer coming for</p> <p>10 them?</p> <p>11 A. No.</p> <p>12 Q. Why is that?</p> <p>13 A. Because of the distress we perceive that that decision</p> <p>14 and that announcement would make to people, and by</p> <p>15 giving them a change of decision. And by giving them</p> <p>16 the new advice, actually the control operators felt more</p> <p>17 helpful, I believe, with doing that, rather than telling</p> <p>18 them to protect themselves, which was becoming</p> <p>19 an impossible task. So a new plan to start telling them</p> <p>20 to evacuate, start giving them some positive actions to</p> <p>21 carry out, that would be detrimental by saying that</p> <p>22 actually crews can't get to you. But I do think some</p> <p>23 people, some callers -- some CROs do imply that during</p> <p>24 their calls.</p> <p>25 Q. Now, in terms of the change in the stay-put advice</p> <p style="text-align: right;">Page 136</p>

<p>1 communicated to the incident ground, do you remember</p> <p>2 whether anybody in the incident ground actually</p> <p>3 participated in the decision or did they just receive</p> <p>4 the decision from the control room, you and Adrian</p> <p>5 Fenton?</p> <p>6 <b>A. I couldn't answer that, I don't know.</b></p> <p>7 Q. Okay.</p> <p>8 Ultimately, whose decision was it?</p> <p>9 <b>A. I raised the decision with Adrian that we should tell</b></p> <p>10 <b>people to get out.</b></p> <p>11 Q. Right. So in terms of responsibility for the decision,</p> <p>12 did the incident commander have any responsibility for</p> <p>13 that decision?</p> <p>14 <b>A. No, it was a decision that came from control and was</b></p> <p>15 <b>passed down to the incident ground.</b></p> <p>16 Q. Okay.</p> <p>17 Do you remember there being any discussion between</p> <p>18 Adrian Fenton and the incident commander or the command</p> <p>19 units about the decision?</p> <p>20 <b>A. I'm sure there was, but, again, after we'd decided,</b></p> <p>21 <b>I spoke to Alex, she went round to talk to all her</b></p> <p>22 <b>control officers and make sure they're okay, and then</b></p> <p>23 <b>I took on more of a supporting role.</b></p> <p>24 Q. Okay. Can I ask you to look at an LFB document, which</p> <p>25 is tab 7 of the documents bundle. This is LFB document</p> <p style="text-align: center;">Page 137</p>	<p>1 tell control officers what advice to give now.</p> <p>2 <b>A. Alex did. I had a conversation with OM Alex Norman in</b></p> <p>3 <b>the middle of the room and she then went round to tell</b></p> <p>4 <b>everybody.</b></p> <p>5 Q. Did she do that straight away, straight away you'd made</p> <p>6 your decision?</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. Was that after you'd discussed it with Adrian Fenton?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. Right.</p> <p>11 At page 4 of your statement, coming back to that,</p> <p>12 the second main paragraph which starts "The messages",</p> <p>13 in the third line, you say:</p> <p>14 "Advice was also given to the CROs that they may</p> <p>15 need to use more forceful and blunt language to</p> <p>16 emphasise the necessity to evacuate the building. This</p> <p>17 would not have been normal procedure, but this was not a</p> <p>18 normal situation."</p> <p>19 Why did you think that it was necessary to be</p> <p>20 forceful and blunt?</p> <p>21 <b>A. As we just established, some of the callers have been on</b></p> <p>22 <b>the phone for a long duration of time, they've initially</b></p> <p>23 <b>reported that they can't leave their flats because of</b></p> <p>24 <b>smoke in the corridor, that smoke is coming in and</b></p> <p>25 <b>they've probably moved from room to room with our</b></p> <p style="text-align: center;">Page 139</p>
<p>1 number 3, which we looked at earlier today.</p> <p>2 If you go to page 3, it says, just above the middle</p> <p>3 of the page in red: 02.44.15:</p> <p>4 "MESSAGE FROM INCIDENT: 'CU8 - AC ROE IS NOW IC.'"</p> <p>5 First of all, do you remember Assistant</p> <p>6 Commissioner Roe taking over as incident commander?</p> <p>7 <b>A. I don't remember the message coming through, but I do</b></p> <p>8 <b>remember later on him taking over as incident -- so</b></p> <p>9 <b>I didn't hear that message, but I did know some time</b></p> <p>10 <b>shortly after.</b></p> <p>11 Q. And then it says:</p> <p>12 "02:45est From this time, London Fire Brigade</p> <p>13 control operators begin advising those persons trapped</p> <p>14 in the building to self-evacuate."</p> <p>15 Do you think that that's correct, that the advice</p> <p>16 being given by control operators to self-evacuate was</p> <p>17 given from about 02.45 or do you think it was earlier?</p> <p>18 <b>A. No, I know it was earlier.</b></p> <p>19 Q. Right. You give that earlier time in your statement as</p> <p>20 02.30 to 02.35.</p> <p>21 <b>A. Yes. I believe the first time you hear a control</b></p> <p>22 <b>officer advising a caller to get out is about 02.34.</b></p> <p>23 Q. Right.</p> <p>24 Now, I think you said earlier that you went round</p> <p>25 the whole control room, having made that decision, to</p> <p style="text-align: center;">Page 138</p>	<p>1 <b>control officers trying to give them advice to protect</b></p> <p>2 <b>themselves, to stop the smoke entering the room, but</b></p> <p>3 <b>that's not working and the room's getting heavily</b></p> <p>4 <b>smoke-logged.</b></p> <p>5 <b>So as we said before, although we don't know the</b></p> <p>6 <b>conditions in the hallways and the stairwell wasn't</b></p> <p>7 <b>confirmed to us, we knew that they would be pretty dire</b></p> <p>8 <b>with smoke.</b></p> <p>9 Q. Were you able to track what then happened in terms of</p> <p>10 the success of people taking that advice?</p> <p>11 <b>A. So sometimes we do. There is a family that stays on the</b></p> <p>12 <b>phone to us and leaves their building, goes down to the</b></p> <p>13 <b>stairwell and is met by firefighters coming up and are</b></p> <p>14 <b>rescued.</b></p> <p>15 Q. Yes, there is.</p> <p>16 Was there a system in place after the decision was</p> <p>17 made to change the stay put to all out whereby control</p> <p>18 room operators could keep track of callers while they</p> <p>19 attempted to evacuate?</p> <p>20 <b>A. So I believe several are talking to us in the</b></p> <p>21 <b>stairwells. You can hear the change in the</b></p> <p>22 <b>environment -- it becomes much more echoey -- and</b></p> <p>23 <b>I think some of them do stay on the phone. I think</b></p> <p>24 <b>Heidi's caller as well stayed on the phone to them. And</b></p> <p>25 <b>others you can hear the phone line goes dead or they</b></p> <p style="text-align: center;">Page 140</p>

<p>1 <b>abandon the call, as we call it, so they drop the call</b></p> <p>2 <b>and the telephone and just leave.</b></p> <p>3 Q. Did you have a system in the control room of recording</p> <p>4 those who had managed successfully to evacuate and those</p> <p>5 for whom you had no further information?</p> <p>6 <b>A. No, we just put on the whiteboard that they had been</b></p> <p>7 <b>told to leave.</b></p> <p>8 Q. Right.</p> <p>9 Now, at the end of the third paragraph on page 4 of</p> <p>10 your statement, this is the middle of the line but four</p> <p>11 lines up from the end, you say:</p> <p>12 "... ensured that BT were also spoken to and made</p> <p>13 aware of the change of advice so that for ease and speed</p> <p>14 they could advise residents what to do. We also</p> <p>15 received a call from Surrey F&amp;S enquiring about the FSG.</p> <p>16 We advised them of the change in advice and they kindly</p> <p>17 spoke to all other fire and rescue services on our</p> <p>18 behalf."</p> <p>19 Do you know when you told BT about the change in</p> <p>20 advice?</p> <p>21 <b>A. Yes. So I think that was shortly after I was walking</b></p> <p>22 <b>round the room and the critical phone that we talked</b></p> <p>23 <b>about earlier, the red phone on the supervisor's desk,</b></p> <p>24 <b>rung and it was BT. I think they were passing</b></p> <p>25 <b>information about another call that they'd either sent</b></p> <p style="text-align: center;">Page 141</p>	<p>1 <b>would've been to answer those calls. We just ensured</b></p> <p>2 <b>that BT were aware when they were handing over to other</b></p> <p>3 <b>FRSs and our surrounding control rooms were also aware.</b></p> <p>4 <b>I think I might have asked Surrey to contact North West</b></p> <p>5 <b>as well to tell them.</b></p> <p>6 Q. But they would be, to your way of thinking --</p> <p>7 <b>A. They would be the ones that could pass on that</b></p> <p>8 <b>information to those callers.</b></p> <p>9 Q. But you say passing them on; they would only do that --</p> <p>10 is this right? -- if they were called, not by way of</p> <p>11 callbacks?</p> <p>12 <b>A. No, if they were called. And they were still dealing</b></p> <p>13 <b>with calls.</b></p> <p>14 Q. Okay. And that's how you thought of it, is it?</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. You said, to explore this a little bit more, in your</p> <p>17 evidence yesterday that you don't, as a matter of</p> <p>18 practice, call people back, even though you could do</p> <p>19 because you have people's mobiles.</p> <p>20 <b>A. Yes.</b></p> <p>21 Q. And I can give you the transcript reference -- or give</p> <p>22 the transcribers the transcript reference -- for that,</p> <p>23 which is yesterday, Day 21, page 25, lines 4 to 7 and</p> <p>24 page 107, lines 9 to 22. That's just for our</p> <p>25 record-keeping.</p> <p style="text-align: center;">Page 143</p>
<p>1 <b>to the North West or -- I can't recall the detail of the</b></p> <p>2 <b>conversation. I told them that we'd changed the advice</b></p> <p>3 <b>and we were telling people to get out.</b></p> <p>4 <b>BT, as you know, we spoke about yesterday, connected</b></p> <p>5 <b>some of the calls meant for London Fire Brigade to other</b></p> <p>6 <b>services, and during that handover period could then</b></p> <p>7 <b>inform them that we were telling residents to leave the</b></p> <p>8 <b>building.</b></p> <p>9 <b>I put the phone down and Surrey rung, so Surrey fire</b></p> <p>10 <b>and rescue service rung. They told us about another</b></p> <p>11 <b>caller they had on the telephone. I could look over and</b></p> <p>12 <b>see the whiteboard and check that we had the details of</b></p> <p>13 <b>that caller. I then told them we were telling people to</b></p> <p>14 <b>leave the building, and before they hung up, I asked</b></p> <p>15 <b>them if they would ring our other services, surrounding</b></p> <p>16 <b>brigades, to tell them.</b></p> <p>17 Q. Right.</p> <p>18 Now, in terms of ensuring that callers into the</p> <p>19 control room -- either your control room or your buddy</p> <p>20 control rooms -- were kept up-to-date in terms of the</p> <p>21 change of the advice, was there a system whereby you</p> <p>22 could call people back and say, "The advice has now</p> <p>23 changed, you must leave"?</p> <p>24 <b>A. No, so we wouldn't have been able to do that because we</b></p> <p>25 <b>were still dealing with calls coming in, so our priority</b></p> <p style="text-align: center;">Page 142</p>	<p>1 Can I ask you to look at a document, which is</p> <p>2 a witness statement of a control room operator in Essex</p> <p>3 called Russ White, which is MET00012847.</p> <p>4 I'm not going to show it all to you, I just want to</p> <p>5 show you a part of it. This is a statement he gave to</p> <p>6 the police in March this year, 11 March.</p> <p>7 He is -- I'll just tell you -- an employee of Essex</p> <p>8 Fire and Rescue Services. It looks like you may be</p> <p>9 familiar with Russ White.</p> <p>10 <b>A. He was a new recruit when I was in charge of a watch in</b></p> <p>11 <b>Essex.</b></p> <p>12 Q. Right, okay. Well, we may need to explore a bit more</p> <p>13 about that.</p> <p>14 But can I just show you page 4 of his statement.</p> <p>15 There's quite a lot of run-up to this which I'm not</p> <p>16 going to trouble you with, but page 4, if I can just get</p> <p>17 to it ...</p> <p>18 I'm not going to show you very much of this because</p> <p>19 he hasn't come yet to give evidence and it's new</p> <p>20 material, but can I just show you something he says at</p> <p>21 the bottom of page 4.</p> <p>22 He says:</p> <p>23 "02:48 hours, I received an abandoned call form a</p> <p>24 mobile phone ..."</p> <p>25 There is the number partly redacted. Now, we know</p> <p style="text-align: center;">Page 144</p>

<p>1 who that caller is:</p> <p>2 "The caller mentioned to the exchange operator that</p> <p>3 there was a fire at the tower in London. I informed the</p> <p>4 exchange operator that I would call this number back as</p> <p>5 per policy."</p> <p>6 Now, just pausing there, do you know whether Essex</p> <p>7 at this time, June 2017, had a policy of calling people</p> <p>8 back?</p> <p>9 <b>A. No, I don't.</b></p> <p>10 Q. Are you surprised to see that he says that there was</p> <p>11 a policy, if that's what he means by "as per policy"?</p> <p>12 <b>A. No, as I said, it does happen. It's a historic thing,</b></p> <p>13 <b>not calling callers back in fire situations, due to</b></p> <p>14 <b>a landline, and Essex could've created their own policy.</b></p> <p>15 <b>Again, we have limited national guidance for control</b></p> <p>16 <b>rooms, so they could've improved their policy, and it</b></p> <p>17 <b>would've been a local policy.</b></p> <p>18 Q. Okay. So let me just explore this a bit.</p> <p>19 So London Fire Brigade does not have a policy of</p> <p>20 calling people back if they need to?</p> <p>21 <b>A. Yes, on occasions. So we will call abandoned calls</b></p> <p>22 <b>back, but I was talking about then in a fire situation.</b></p> <p>23 Q. I see. Okay.</p> <p>24 Do other fire and rescue services have policies</p> <p>25 about callbacks?</p> <p style="text-align: center;">Page 145</p>	<p>1 unable to get out."</p> <p>2 Then if you look a little bit lower down the page,</p> <p>3 after the reference to the contact with the London Fire</p> <p>4 Brigade, you see, just below halfway down:</p> <p>5 "London Operator said there[sic] advice was now to</p> <p>6 tell all callers to make every effort to leave the</p> <p>7 building as the fire has spread, and it started on the</p> <p>8 4th floor. I then informed the London Operator that I</p> <p>9 would contact the caller and ask him to leave the</p> <p>10 building. The call then ended."</p> <p>11 Just pausing there, do you remember Essex contacting</p> <p>12 your control room about the fire in flat 153?</p> <p>13 <b>A. No, that would've been picked up by a control room</b></p> <p>14 <b>operator.</b></p> <p>15 Q. Okay. Then:</p> <p>16 "At 02:54 hours, I tried to contact the caller from</p> <p>17 Flat 153 again, calling his mobile [number redacted].</p> <p>18 There was no answer. A message was left by myself</p> <p>19 informing him that the London Fire Brigade have asked</p> <p>20 for him to make every effort to exit the building, go to</p> <p>21 the nearest fire exit and cover himself and his family</p> <p>22 in a wet towel, then make their way to the fire exit as</p> <p>23 soon as possible."</p> <p>24 So that's a message that's left.</p> <p>25 Then that 02.56 hours, 2 minutes later:</p> <p style="text-align: center;">Page 147</p>
<p>1 <b>A. Yes, I would imagine some do, but I couldn't tell you</b></p> <p>2 <b>who or what they contain.</b></p> <p>3 Q. But the policy might vary from FRS to FRS, is that what</p> <p>4 you're saying?</p> <p>5 <b>A. I would be sure policy would vary from FRS to FRS</b></p> <p>6 <b>control room.</b></p> <p>7 Q. Right, okay.</p> <p>8 Now, he then goes on to say that:</p> <p>9 "At 02:50 hours, I tried to contact that caller, but</p> <p>10 it went through to answerphone ..."</p> <p>11 SIR MARTIN MOORE-BICK: Do you want this back on the screen?</p> <p>12 Yes, it's up there now.</p> <p>13 MR MILLETT: Mr Chairman, yes, I do. Start at the bottom of</p> <p>14 page 4:</p> <p>15 "At 02:50 hours, I tried to contact that caller, but</p> <p>16 it went through to answerphone, stating that the person</p> <p>17 I was trying to call was unable to take my call."</p> <p>18 Then he says:</p> <p>19 "At 02:51 hours, we received another call in our</p> <p>20 control room from the same mobile [number redacted].</p> <p>21 I spoke with the male caller who stated that he was in</p> <p>22 flat 153, Grenfell Tower and said that fire was all</p> <p>23 around him. I asked if he could get to an emergency</p> <p>24 exit, but he replied with 'No, it's full of smoke'.</p> <p>25 Caller stated that he was on the 18th floor and was</p> <p style="text-align: center;">Page 146</p>	<p>1 "... I called the caller from Flat 153, calling his</p> <p>2 mobile [number redacted]. The same male answered the</p> <p>3 phone in a calm manner. I told him that I had spoken</p> <p>4 with the London Fire Service and they advised him to try</p> <p>5 and exit the building, if he could cover them with wet</p> <p>6 bedsheets/cloths, and get to the nearest exit."</p> <p>7 Then there's further discussion about exiting.</p> <p>8 Just pausing there, it looks from that as if Essex</p> <p>9 was able to and did call back this caller and advise him</p> <p>10 about the change in stay put.</p> <p>11 <b>A. Yes.</b></p> <p>12 Q. Is that something that the London control room operators</p> <p>13 were able to do?</p> <p>14 <b>A. No, purely for the volume of calls. I'm not sure how</b></p> <p>15 <b>many calls Essex Fire Service received on our behalf,</b></p> <p>16 <b>but it would not have been possible for us to begin to</b></p> <p>17 <b>call back callers when we had such a vast volume coming</b></p> <p>18 <b>in at that time still.</b></p> <p>19 Q. We then have at page 6 Mr White saying:</p> <p>20 "At 03:00 hours, I made contact with London Fire</p> <p>21 Brigade control room and passed details of the caller at</p> <p>22 Flat 153. The London Operator was male and had a</p> <p>23 Northern Irish accent and said they were already aware</p> <p>24 of the caller and his location in Flat 153."</p> <p>25 Just pausing there, can you help identify who the</p> <p style="text-align: center;">Page 148</p>

<p>1 operator was from that description: male with a Northern 2 Irish accent? 3 <b>A. Yes, Peter Duddy.</b> 4 Q. Okay. 5 "I told them that he cannot get out and has four 6 adults/five children with him. The London Operator said 7 they were advising all callers to get out, but I told 8 the operator that the male cannot get out. I passed all 9 the details to the London Operator and asked them to 10 contact the caller themselves as they know what is 11 happening on the fire ground and where crews are 12 positioned. They may have been in a better position to 13 give the caller advice and reassurance. The London 14 Operator said they would try to call the male." 15 So on the basis that's an accurate summation by 16 Mr White of the call -- and we've checked it against the 17 transcript and it is -- looking at that, when the London 18 operator says they would try to call the male, was that 19 a deviation from the general run of things, a callback 20 like that? 21 <b>A. If he felt with that information that he had been given</b> 22 <b>that that was a priority and that he had time to do</b> 23 <b>that, then I would have said that was the right thing to</b> 24 <b>do.</b> 25 <b>It would have been slightly easier for him than</b></p> <p style="text-align: center;">Page 149</p>	<p>1 other supporting control rooms to call residents back? 2 <b>A. No.</b> 3 Q. You didn't. 4 You didn't know that they were therefore being given 5 their numbers? 6 <b>A. They would always be given their numbers when they</b> 7 <b>passed a call over to us. That's part of the protocol;</b> 8 <b>we would always exchange telephone numbers of the</b> 9 <b>caller.</b> 10 Q. Was there any kind of discussion in the control room 11 about ringing callers back who had called in to update 12 them as to the fire survival guidance that had now 13 changed? 14 <b>A. Not with me, but as I say, that would have been very</b> 15 <b>hard because it would involve the control officer going</b> 16 <b>through the incident log, trying to locate those calls</b> 17 <b>and those telephone numbers of those individuals. If</b> 18 <b>you imagine by this time we've probably got 200-plus</b> 19 <b>calls and call information on the screen to look</b> 20 <b>through. To then go back and find specific ones would</b> 21 <b>have been extremely difficult.</b> 22 I can understand when we rung callers back if they 23 had abandoned. So if we'd been given a call by the BT 24 operator and then the BT operators told us we'd 25 abandoned, we could've rung them back then because we</p> <p style="text-align: center;">Page 151</p>
<p>1 going back over all the calls we had because I'm 2 presuming Essex would've passed his telephone number 3 over to Peter when he was taking the call so Peter could 4 just dial that immediately after hanging up from the 5 Essex operator. 6 Q. Now, we have that call that Russ White made to Pete 7 Duddy at 03.00.10. I'll give the reference, but I don't 8 want to take time up taking you through the transcript, 9 but it's LFB00000557, in case people want to see it, and 10 there is then an admin line call at 03.02.35, so two and 11 a half minutes or so later, from control to that mobile 12 number. 13 The transcript has the caller and the operator the 14 wrong way round. Never mind about that. 15 The advice that is given is essentially, "You need 16 to get out, use wet towels, get to the stairwell, and 17 make your way straight out, straight now". 18 So it looks from the evidence we've just looked at 19 that, in summary, Mr White leaves messages and then 20 speaks to the occupant of 153 and then passes that to 21 London, and then London, Pete Duddy, calls the occupant 22 of 153 back. 23 So my questions are, having taken you through that 24 rather long tour of the evidence: did you know that 25 control room operators were being asked by Essex or</p> <p style="text-align: center;">Page 150</p>	<p>1 have the telephone number live in front of us, and when 2 Essex was passing us information, they would've given 3 the number, so it would've been easier to ring back. 4 But, again, the calls were still coming in. They 5 were just doing that as a different task. That wouldn't 6 have been unusual. 7 Q. Was it that the policy that you described yesterday of 8 not calling people back that stopped you calling people 9 back to tell them the advice had changed or was it the 10 sheer volume of incoming calls? 11 <b>A. It was the sheer volume of incoming calls, but if I said</b> 12 <b>it was a policy that we don't call callers back, that</b> 13 <b>was incorrect; it is a long custom and practice that</b> 14 <b>control do not call callers back that are reporting</b> 15 <b>a fire in their house, in their dwelling.</b> 16 Q. Right. But we see that Pete Duddy departs from the 17 custom and practice, as you call it, on that occasion? 18 <b>A. Yes, and that's been done in the past as well.</b> 19 Q. On the night, was Pete Duddy's action in calling that 20 occupant back a one-off or a rarity? 21 <b>A. No. Like I say, if the call -- if the control operator</b> 22 <b>had had easy access to those telephone numbers and Essex</b> 23 <b>had said that we'd call the caller back or given some</b> 24 <b>other instruction, we would've followed that.</b> 25 Q. Could there have been a system in order to ensure that</p> <p style="text-align: center;">Page 152</p>

<p>1 people who had called before and been told to stay put</p> <p>2 could be called back and told, "The advice has now</p> <p>3 changed, you must evacuate"? Could there have been</p> <p>4 a system of notification like that?</p> <p>5 <b>A. There could had we stopped answering all other 999</b></p> <p>6 <b>calls, which some would've been for the same building --</b></p> <p>7 <b>for the same flats. So it would have been a decision</b></p> <p>8 <b>that we would have had to take some call handlers off</b></p> <p>9 <b>answering 999 calls to get them to look through the</b></p> <p>10 <b>incident and to phone callers back. But then what would</b></p> <p>11 <b>happen with the other calls that would go unanswered?</b></p> <p>12 <b>Again, you have to remember, we don't get any</b></p> <p>13 <b>identification about where these calls are coming from.</b></p> <p>14 <b>We could easily have picked up another incident, another</b></p> <p>15 <b>persons reported fire at the other end of London, and we</b></p> <p>16 <b>wouldn't have been able to give them advice either or</b></p> <p>17 <b>get fire engines to them had we not answered that. So</b></p> <p>18 <b>the priority is always to try and respond to 999 calls</b></p> <p>19 <b>that are incoming.</b></p> <p>20 Q. What would happen to those callers who had called, been</p> <p>21 told to stay put prior to the change in the policy and</p> <p>22 didn't by good fortune call back in again? What would</p> <p>23 happen to them?</p> <p>24 <b>A. Well, all I know is that we wouldn't have had contact</b></p> <p>25 <b>with them and been able to tell them the change of</b></p> <p style="text-align: center;">Page 153</p>	<p>1 MR MILLETT: It could be four last questions, depending.</p> <p>2 SIR MARTIN MOORE-BICK: Are you all right if we allow</p> <p>3 counsel to ask a few more questions? At that point, we</p> <p>4 will have a break because you may need a little time to</p> <p>5 consider whether there are other things that need to be</p> <p>6 wrapped up.</p> <p>7 MR MILLETT: Indeed.</p> <p>8 SIR MARTIN MOORE-BICK: Well, is that all right by you?</p> <p>9 THE WITNESS: Yes.</p> <p>10 SIR MARTIN MOORE-BICK: We'll get the last question for the</p> <p>11 time being at least. All right?</p> <p>12 On you go, Mr Millett.</p> <p>13 MR MILLETT: Last questions for the time being.</p> <p>14 Now, in your statement on page 5, you say that you</p> <p>15 were involved in bringing in more staff. I just want to</p> <p>16 show you the top of page 5. You say at the top:</p> <p>17 "I spoke with Adam and Scott and said we needed to</p> <p>18 ring for more supervisors and those who perhaps lived</p> <p>19 near Stratford who may be able to come in. I began</p> <p>20 calling staff (those who were not due to be working the</p> <p>21 following day shift) and leaving messages to see if they</p> <p>22 were able to assist. I left this job for Adam to</p> <p>23 continue whilst I moved on to other tasks."</p> <p>24 What happened? Was that successful? Did you manage</p> <p>25 to get --</p> <p style="text-align: center;">Page 155</p>
<p>1 advice.</p> <p>2 Q. So how would they get to know that the advice had</p> <p>3 changed and that they should now evacuate if they could?</p> <p>4 <b>A. I don't know. We would only have been able to talk to</b></p> <p>5 <b>callers that we were talking to on a one-to-one basis.</b></p> <p>6 <b>We had no way of communicating with others and</b></p> <p>7 <b>recontacting callers after that change of advice. We</b></p> <p>8 <b>wouldn't have been able to cope with that. We wouldn't</b></p> <p>9 <b>have been able to do that.</b></p> <p>10 Q. Do you know whether anybody on the incident ground knew</p> <p>11 that you weren't able to call people back and tell them</p> <p>12 that the advice had changed so that they on the incident</p> <p>13 ground could somehow communicate that themselves?</p> <p>14 <b>A. No. But I believe by this time we were aware that</b></p> <p>15 <b>people were going directly to the incident ground and</b></p> <p>16 <b>reporting to the command units and handing them</b></p> <p>17 <b>telephones. We'd heard that as well. So some calls</b></p> <p>18 <b>were being bypassed by our control room.</b></p> <p>19 Q. At page 5 of your --</p> <p>20 SIR MARTIN MOORE-BICK: Mr Millett, I am wondering whether</p> <p>21 it would be sensible to have a short break soon. Are</p> <p>22 you going to a different topic?</p> <p>23 MR MILLETT: I am, according to my notes, on a last</p> <p>24 question.</p> <p>25 SIR MARTIN MOORE-BICK: Oh, well ...</p> <p style="text-align: center;">Page 154</p>	<p>1 <b>A. Yes, we did.</b></p> <p>2 Q. How many new people did you get?</p> <p>3 <b>A. We got two supervisors.</b></p> <p>4 Q. Who were they?</p> <p>5 <b>A. Pauline Warner and Kate Ranson.</b></p> <p>6 Q. Okay.</p> <p>7 Is there a system in place to recall off-duty staff</p> <p>8 in the event that you have a major incident that</p> <p>9 requires mass attendance of control room staff?</p> <p>10 <b>A. No formal process, no. It would just be goodwill from</b></p> <p>11 <b>us ringing them.</b></p> <p>12 Q. How long did it take Adam Crinion to find the two</p> <p>13 further supervisors?</p> <p>14 <b>A. I don't know. I can't recall. I just knew that he had</b></p> <p>15 <b>said to me, or someone had said to me, that Pauline was</b></p> <p>16 <b>on her way in and Kate was coming in too.</b></p> <p>17 Q. Roughly what time did they arrive, do you think?</p> <p>18 <b>A. I would only be hazarding a guess to say round about</b></p> <p>19 <b>4.00, 4.30.</b></p> <p>20 Q. Right. Okay.</p> <p>21 I know you're guessing, but why do you think it was</p> <p>22 then as opposed to earlier or later?</p> <p>23 <b>A. Maybe it was a bit before. I seem to remember it being</b></p> <p>24 <b>quieter when they arrived.</b></p> <p>25 MR MILLETT: Right.</p> <p style="text-align: center;">Page 156</p>

<p>1 (Pause)</p> <p>2 Mr Chairman, I've come to the end of my questions.</p> <p>3 There are one or two more which I think I'd just like to</p> <p>4 think about over the very short break.</p> <p>5 SIR MARTIN MOORE-BICK: I was going to ask you, is 5 minutes</p> <p>6 going to be long enough for this purpose or would you</p> <p>7 rather have until 3.40? I'm offering that on the basis</p> <p>8 that if we come back at 3.40, you won't be too long.</p> <p>9 MR MILLETT: On that condition, I will --</p> <p>10 SIR MARTIN MOORE-BICK: It's not a condition, it's just that</p> <p>11 the witness might like some encouragement.</p> <p>12 MR MILLETT: Yes is the answer. 3.40 and I can offer that</p> <p>13 encouragement.</p> <p>14 SIR MARTIN MOORE-BICK: That's very good of you. Thank you</p> <p>15 very much.</p> <p>16 Right, we'll have a break now. We'll come back at</p> <p>17 3.40. Again, no discussion of your evidence, if you</p> <p>18 don't mind, and if you would like to go with the usher.</p> <p>19 Thank you.</p> <p>20 (Pause)</p> <p>21 So we'll break until 3.40. Thank you.</p> <p>22 (3.32 pm)</p> <p>23 (A short break)</p> <p>24 (3.40 pm)</p> <p>25 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p style="text-align: center;">Page 157</p>	<p>1 <b>authority or having the experience. The supervisors</b></p> <p>2 <b>were very experienced, as were a large number of control</b></p> <p>3 <b>officers on that night. As I said, I think it was just</b></p> <p>4 <b>the overwhelming amount of incident details they were</b></p> <p>5 <b>dealing with, resources to mobilise, and that was their</b></p> <p>6 <b>focus.</b></p> <p>7 Q. Right.</p> <p>8 I'm going to look at -- I hope this is okay with</p> <p>9 you -- three transcripts or parts of transcripts,</p> <p>10 starting with the first one at 02.37. They all come</p> <p>11 from the same flat, although they come from different</p> <p>12 callers.</p> <p>13 The first one I want to show you is LFB00000366. If</p> <p>14 we look at the first page, we'll just identify the time</p> <p>15 of it. It's 02.37, and this is about or from flat 193</p> <p>16 on the 22nd floor, the Choucairs.</p> <p>17 If I can ask you to look within the transcript to</p> <p>18 page 5 internally. Actually, probably pick it up at the</p> <p>19 bottom of page 4 just to give it a bit more context. At</p> <p>20 the bottom of page 4, it says:</p> <p>21 "OPERATOR: Is it just smoke coming in at the moment?"</p> <p>22 "CALLER 1: There's lots of (Inaudible) I don't know</p> <p>23 (Inaudible) fire from next-door.</p> <p>24 "OPERATOR: Yeah, I understand that, and we are</p> <p>25 trying to get to you as soon as possible, and we're</p> <p style="text-align: center;">Page 159</p>
<p>1 Well, have you discovered some more questions?</p> <p>2 MR MILLETT: I have learnt of some more questions, and</p> <p>3 I will do my best to be as economical as possible with</p> <p>4 them.</p> <p>5 SIR MARTIN MOORE-BICK: All right.</p> <p>6 Well, can we ask the witness to come back in,</p> <p>7 please.</p> <p>8 (Pause)</p> <p>9 Well, Ms Smith, I'm afraid there are a few more</p> <p>10 questions that counsel needs to ask you.</p> <p>11 THE WITNESS: Okay.</p> <p>12 SIR MARTIN MOORE-BICK: I hope you're ready to go on.</p> <p>13 THE WITNESS: That's fine.</p> <p>14 SIR MARTIN MOORE-BICK: Good.</p> <p>15 MR MILLETT: It shouldn't take too long.</p> <p>16 <b>A. Okay.</b></p> <p>17 Q. First of all, you say in your statement that you changed</p> <p>18 the FSG advice to "get out" within 10 to 15 minutes of</p> <p>19 your arrival in the control room, and in your statement</p> <p>20 you put that at 2.30 to 2.35.</p> <p>21 Before you arrived, did anyone in the control room</p> <p>22 have the authority or the experience to change the</p> <p>23 advice from stay put to evacuate?</p> <p>24 <b>A. There were a number of experienced control room officers</b></p> <p>25 <b>there. I don't think it's a case of having the</b></p> <p style="text-align: center;">Page 158</p>	<p>1 going to tell the firemen where you are.</p> <p>2 "CALLER 1: (Overspeaking) floor is going onto --</p> <p>3 what floor is it at, please?</p> <p>4 "OPERATOR: Okay. Look, I'm going to go now, because</p> <p>5 we've got lots of calls coming in. I'm going to tell</p> <p>6 them where you are, and you just try and keep yourself</p> <p>7 safe, try and stop the smoke coming in, go to a room</p> <p>8 that's the least smoky and all stay together. We'll get</p> <p>9 to you as soon as we can, okay?</p> <p>10 "CALLER 1: Okay.</p> <p>11 "OPERATOR: All right? Ring us back if it starts</p> <p>12 catching fire in your house, and we're -- but we're</p> <p>13 on--"</p> <p>14 Then lower down the page on page 5:</p> <p>15 "OPERATOR: I'm going to leave you now, okay?"</p> <p>16 Now, just looking at that advice that I've shown</p> <p>17 you, was that stay-put advice or was that evacuate</p> <p>18 advice?</p> <p>19 <b>A. No. That was not evacuate advice.</b></p> <p>20 Q. Can we conclude from that that at 2.37, which is when</p> <p>21 this call starts, and at least for a few minutes</p> <p>22 thereafter while this call is in progress, stay-put</p> <p>23 advice is still being given by control room operators to</p> <p>24 callers?</p> <p>25 <b>A. So I can only assume that maybe when Alex and I were</b></p> <p style="text-align: center;">Page 160</p>



<p>1 going round talking to control operators, that control</p> <p>2 operator would've been on the phone at the time and</p> <p>3 would've immediately picked up another call, so not</p> <p>4 understood, and we would've spoken to her after. But</p> <p>5 I can't -- I can't be certain.</p> <p>6 Q. Okay. So can we conclude from that that at 2.37 or</p> <p>7 shortly after 2.37, you hadn't managed to get round all</p> <p>8 the control room operators to tell them that the advice</p> <p>9 had changed?</p> <p>10 A. Again, we would've spoken to everyone that we could've,</p> <p>11 but if that operator had been on the telephone talking</p> <p>12 to a caller at the time, maybe they were focused on that</p> <p>13 caller and wouldn't have picked up us talking to them in</p> <p>14 the background.</p> <p>15 Q. Given that this call was made and started at 02.37, is</p> <p>16 it possible to conclude from this that in fact the</p> <p>17 change in stay-put advice was not made until after this</p> <p>18 call?</p> <p>19 A. It was because I believe there's calls prior to that</p> <p>20 that have the change of advice.</p> <p>21 Q. Okay.</p> <p>22 Now, looking at another call, same flat, 193, this</p> <p>23 starts at 02.43, and this is LFB00000376. You can see</p> <p>24 that this call starts at 02.43.55.</p> <p>25 If I can ask you to turn to page 4 internally. The</p> <p style="text-align: center;">Page 161</p>	<p>1 that flat to leave.</p> <p>2 Q. Right.</p> <p>3 The advice looks as if it's conditional, though:</p> <p>4 "... all I'm saying to you is if it gets very, very</p> <p>5 bad you need to get yourself out ..."</p> <p>6 That's not saying, "Get out, come what may".</p> <p>7 A. No, I think maybe some of the operators were scared that</p> <p>8 they would put the callers into worse conditions.</p> <p>9 I think that would be a genuine thought running through</p> <p>10 the control officer's mind. I think, as we've discussed</p> <p>11 before, and was brought up in the debrief, there is</p> <p>12 a hope that fire crews would reach them before they had</p> <p>13 to leave their flats on their own. I think that's all</p> <p>14 going through the control officers' mind when they're</p> <p>15 talking to the caller.</p> <p>16 Q. Is this an example of what we discussed the first thing</p> <p>17 this morning as what I think I called stage 2 advice, so</p> <p>18 not stay put, not get out, but if you're affected by</p> <p>19 smoke, assess the situation and get out if you can?</p> <p>20 A. They clearly were affected by smoke.</p> <p>21 Q. Yes.</p> <p>22 A. As they say it. They've passed on information to get</p> <p>23 out. But, again, I think the operator -- there's a fear</p> <p>24 that they don't want to put the caller into a worse</p> <p>25 position, and so on every opportunity they would try and</p> <p style="text-align: center;">Page 163</p>
<p>1 operator says at the top of that page:</p> <p>2 "OPERATOR: Okay. What you need to do if that fire</p> <p>3 starts coming in or getting worse you need to get</p> <p>4 yourself out now, okay?</p> <p>5 "CALLER: Out where? Out where?</p> <p>6 "OPERATOR: Cover your -- get some -- out onto the</p> <p>7 corridors. Out your front door.</p> <p>8 "CALLER: We can't (inaudible). We are inside the</p> <p>9 house, we can't get out the building, there is smoke</p> <p>10 everywhere, we can't see (inaudible).</p> <p>11 "OPERATOR: Okay. If you go outside your flat where's</p> <p>12 your nearest staircase? Left or right?</p> <p>13 "CALLER: When I get outside (inaudible) stairs for</p> <p>14 me but I can't get to any stairs because of the smoke,</p> <p>15 we can't see (inaudible).</p> <p>16 "OPERATOR: Okay. Well we are trying to get to you</p> <p>17 but it's very difficult. So all I'm saying to you is if</p> <p>18 it gets very, very bad you need to get yourself out of</p> <p>19 those flats, get all your eight people out, cover</p> <p>20 yourself with wet towels, wet sheets, anything and try</p> <p>21 and get out, okay? All right?"</p> <p>22 Just looking at that advice, how would you</p> <p>23 characterise that advice? Is that stay put or is that</p> <p>24 get out?</p> <p>25 A. No, I would say that's us encouraging that caller in</p> <p style="text-align: center;">Page 162</p>	<p>1 protect them as much as possible. And if the caller had</p> <p>2 indicated that there was thick black smoke and they</p> <p>3 couldn't see in the stairwell, the operator rightly</p> <p>4 would assume that staying where they are is the safest</p> <p>5 place for them.</p> <p>6 Q. But by this stage -- sorry to press this -- 2.43, you</p> <p>7 had, as you told us earlier, definitely made the</p> <p>8 decision that they've got to get out.</p> <p>9 A. Yes.</p> <p>10 Q. Would you say that this advice that we see two-thirds of</p> <p>11 the way down page 4 there reflects that decision?</p> <p>12 A. Some of that. I think later on there's some</p> <p>13 encouragement -- don't forget, this was a unique</p> <p>14 situation to us. That decision had never been made</p> <p>15 before and we'd never put control officers in that</p> <p>16 position to tell callers to go into a possibly worse</p> <p>17 environment to have any chance of surviving.</p> <p>18 So maybe there was some reluctance initially with</p> <p>19 some operators that felt uncomfortable with that and</p> <p>20 uncomfortable with that decision, but they still have</p> <p>21 provided them with the information and then asked them</p> <p>22 whether that decision to leave or not they felt</p> <p>23 comfortable with. I think that happened several times</p> <p>24 through several calls during the evening after the</p> <p>25 decision is changed.</p> <p style="text-align: center;">Page 164</p>

<p>1 Q. You can see the advice that is given there and you can 2 see just towards the bottom of the page the operator 3 says: 4 "OPERATOR: Okay. I'm going to leave you now. You 5 make the decision whether you think you need to leave or 6 not, all right? 7 "CALLER: Okay." 8 Do you think that reflects your decision that you 9 made with Adrian Fenton that callers must now be told to 10 evacuate? 11 <b>A. I think that each control officer would've assessed the 12 situation, and I've heard several examples of where 13 individuals have tried to leave and can't, and in that 14 case I don't think there was any -- the operator felt 15 that they couldn't then force them out again and that 16 they would try and protect them as best they could 17 within their flats.</b> 18 Q. What instruction did you actually give to the control 19 room operators? Did you say, "Tell them they've got to 20 get out, come what may?" Or did you say to them, "I'll 21 leave it to you to decide what advice to give to them." 22 <b>A. No, I didn't say, "I'll leave it to you to decide". 23 I had a conversation with Alex Norman. We said that we 24 would tell callers to leave, to get out the building, 25 and that advice that they should pass on to callers.</b></p> <p style="text-align: center;">Page 165</p>	<p>1 <b>leave their properties and leave their flats and get 2 out.</b> 3 <b>Again, how that's translated to someone -- and 4 operators are very experienced, so they would provide 5 that advice like she did. Yes, forceful language would 6 be needed, that would be -- that wouldn't sit very 7 comfortably with some control officers that aren't used 8 to that and they would try and go about it a different 9 way.</b> 10 <b>But I think it's unfair, I think you can -- at the 11 end of Pam's call you can hear me saying that -- I think 12 it's me, or someone saying that they've got to get out, 13 they've got to leave now, they've got no choice, so 14 I think that message did get across.</b> 15 Q. Right. It doesn't look as if it got across, though, at 16 2.43 to the Choucairs in respect of flat 193. Is 17 that -- 18 <b>A. No, they've definitely had that message because that's 19 what they've given the advice.</b> 20 Q. Then the final one I wanted to show you is also 21 flat 193, and this is LFB00000386, which is at 2.51.09 22 and this is not the Choucairs, this is Naomi Li, who is 23 also in flat 193. We can see that from page 2. This is 24 same flat, different caller. 25 She says at the bottom of page 2 that it's very</p> <p style="text-align: center;">Page 167</p>
<p>1 <b>However, our control operators are trained to make 2 an assessment, so if I'd given the instruction to say 3 regardless, and a caller had said that there was fire 4 immediately outside their front door, I wouldn't have 5 expected them to go through that -- through with that.</b> 6 Q. Right. Okay. 7 I am just trying to get a handle on how accurately 8 the advice that's being given on this call at 2.43 9 reflects the instructions that you gave the control room 10 operators. 11 I think what I'm getting from this -- tell me if 12 this is unfair -- is although you told them to tell 13 callers to evacuate, they need to get out, nonetheless 14 control room operators were left with the impression 15 that they still had to make an assessment themselves or 16 ask the caller to make an assessment. Is that a fair 17 summation? 18 <b>A. Yes.</b> 19 Q. Right. So in using blunt, forceful language, it looks 20 from this that you didn't tell the control room officers 21 to tell callers in blunt and forceful language to get 22 out; it looks like you left them with the idea that they 23 needed to make a more subtle assessment. 24 <b>A. No, I would say that was unfair as well. So the 25 conversation I had with Alex was about telling people to</b></p> <p style="text-align: center;">Page 166</p>	<p>1 smoky in the room. The operator says -- it's 2 sandwiched: 3 "So would it be safer for you ... To make your way 4 out or to stay where you are? I can't see, you need to 5 decide that for yourself." 6 Then over the page, on page 3, the operator says, 7 a third of the way down: 8 "Okay, listen. You can do one of two things. You 9 can either make your way into a room and shut the door, 10 keep the smoke out, and stay low, or you can try and 11 make your way out of the building. You have to decide 12 which is safer. Okay? If you're going to make your way 13 out the building ..." 14 Then it goes on. It does develop -- I don't want to 15 pretend to you that's the whole of the call -- but at 16 that point in the call, is that the communication of 17 evacuate which you had instructed the control room 18 operators to pass on? 19 <b>A. No, they've clearly felt uncomfortable with that and 20 they've given a range of options.</b> 21 Q. Right. Again, can you explain why the control room 22 operator was giving a range of options in circumstances 23 where you had instructed the control room operator to 24 tell callers to get out? 25 <b>A. No, I can't.</b></p> <p style="text-align: center;">Page 168</p>

<p>1 Q. Okay. And then --</p> <p>2 LEGAL REP: Carry on with the transcript.</p> <p>3 MR MILLETT: I am going to do that. I did say to you, to be</p> <p>4 fair to you, that wasn't the totality of the advice.</p> <p>5 Then it moves, and if you go then on to page 8,</p> <p>6 there's quite a lot of discussion between the two. It's</p> <p>7 clear that the discussion evolves, and on page 8,</p> <p>8 a third of the way down, the operator says -- this is</p> <p>9 after a discussion about towels and blankets:</p> <p>10 "Okay. And then when you've done that ..."</p> <p>11 Sorry, I'll wait for it to come up on the screen.</p> <p>12 (Pause)</p> <p>13 SIR MARTIN MOORE-BICK: It's on our screen; is it on your</p> <p>14 screen?</p> <p>15 THE WITNESS: Yes.</p> <p>16 MR MILLETT: I think we may have a problem. We have</p> <p>17 a problem with the large screen. It's on the small</p> <p>18 screens, it's not on the large screens at the back of</p> <p>19 the room.</p> <p>20 SIR MARTIN MOORE-BICK: As long as the witness can see the</p> <p>21 screen, that's the main thing.</p> <p>22 MR MILLETT: It is, but it's important that as many people</p> <p>23 as possible can see it, and I don't know whether it's on</p> <p>24 the live stream.</p> <p>25 If it's still on the live stream then we can</p> <p style="text-align: center;">Page 169</p>	<p>1 is being given by the caller to Ms Li.</p> <p>2 My question is: now we've seen it evolve -- this</p> <p>3 call starts at 02.51 -- can you explain why the call</p> <p>4 starts with the advice being given in the rather more</p> <p>5 optional way that it was that we saw on page 3, do one</p> <p>6 of two things?</p> <p>7 <b>A. No.</b></p> <p>8 Q. No. It looks from this as if the message had got</p> <p>9 through to the operator that he or she had to tell the</p> <p>10 caller to get out during the course of the call?</p> <p>11 <b>A. Well, it looks like that from the beginning. If you go</b></p> <p>12 <b>back to the beginning, the advice they provide --</b></p> <p>13 Q. Yes.</p> <p>14 <b>A. -- at the beginning of the transcript.</b></p> <p>15 Q. Page 2. Bottom of page 2. It says:</p> <p>16 "... would it be safer for you ... to make your way</p> <p>17 out or to stay where you are? I can't see, you need to</p> <p>18 decide that for yourself."</p> <p>19 <b>A. Yes. I thought I saw an area where she gave --</b></p> <p>20 Q. Yes, that's right, page 3, she says:</p> <p>21 "Okay, listen. You can do one of two things. You</p> <p>22 can either make your way into a room and shut the door,</p> <p>23 keep the smoke out, and stay low, or you can try and</p> <p>24 make your way out of the building. You have to decide</p> <p>25 which is safer. Okay?"</p> <p style="text-align: center;">Page 171</p>
<p>1 continue.</p> <p>2 I am going to continue, given the hour, Mr Chairman.</p> <p>3 SIR MARTIN MOORE-BICK: Yes, I think so.</p> <p>4 MR MILLETT: If you look on the screen to your right,</p> <p>5 Ms Smith, you can see that it says a third of the way</p> <p>6 down page 8:</p> <p>7 "OPERATOR: Okay. And then when you've done that,</p> <p>8 get everyone, one per person, wrap them, cover</p> <p>9 themselves up, make sure their head's - they cover</p> <p>10 themselves, yeah, and try and leave the building, okay?</p> <p>11 There's a lot of people inside and the firefighters are</p> <p>12 struggling to get to everyone, okay, so your best bet is</p> <p>13 to try and make your way out the building."</p> <p>14 And then it goes on halfway down the page:</p> <p>15 "OPERATOR: ... your best bet is to try and get out</p> <p>16 there. There's a lot of smoke coming in, and the smoke</p> <p>17 is very dangerous, okay?</p> <p>18 "CALLER: So what do you want - you want us to go?</p> <p>19 "OPERATOR: Okay. Your, your best bet is to try and</p> <p>20 leave, get outside. Okay?"</p> <p>21 That is how the call essentially ends. The operator</p> <p>22 says at the bottom:</p> <p>23 "Are you going to try and do that now?"</p> <p>24 I don't need to ask you, it's clear from that that</p> <p>25 by that stage in the call, very clear evacuation advice</p> <p style="text-align: center;">Page 170</p>	<p>1 <b>A. Yes.</b></p> <p>2 Q. Now, we looked at that at that stage and you said that's</p> <p>3 not the evacuation advice. That looks like --</p> <p>4 <b>A. That's obviously a mixture of both. So she's giving her</b></p> <p>5 <b>an option again. So if that decision hadn't been made,</b></p> <p>6 <b>I'm not sure she would've said try and make your way out</b></p> <p>7 <b>of the building. In her previous calls, you don't hear</b></p> <p>8 <b>her say that, so --</b></p> <p>9 <b>SIR MARTIN MOORE-BICK: We can see what the exchange was.</b></p> <p>10 <b>I think your question is whether the witness can explain</b></p> <p>11 <b>why there should be an apparent change of emphasis</b></p> <p>12 <b>part-way through.</b></p> <p>13 <b>Can you help with that?</b></p> <p>14 <b>A. No. I can't recall overhearing her take that call.</b></p> <p>15 MR MILLETT: Okay. Thank you very much.</p> <p>16 I have one more question. This is about the</p> <p>17 television.</p> <p>18 I am going to put to you what one of the control</p> <p>19 room operators has said in a police statement, and</p> <p>20 obviously we may need to explore this with her. This is</p> <p>21 Sarah Russell, I'm not going to put the actual statement</p> <p>22 unless it becomes unfair not to. I'll give the</p> <p>23 reference: it's MET00007698.</p> <p>24 At page 5, Sarah Russell says:</p> <p>25 "Often a TV is on, usually showing the news, so that</p> <p style="text-align: center;">Page 172</p>

<p>1 we know what is going on. We are allowed to have mobile</p> <p>2 phones with us whilst we work but a lot of the time we</p> <p>3 do not have the time to look at them."</p> <p>4 She seems to say or suggest that the television is</p> <p>5 a useful resource for her work as a control room</p> <p>6 operator, so having it on helps in terms of handling</p> <p>7 calls.</p> <p>8 <b>A. I --</b></p> <p>9 <b>Q. Do you agree with that?</b></p> <p>10 <b>A. I don't believe she's saying that. I believe she's</b></p> <p>11 <b>saying the TV is often on with news that's going on, but</b></p> <p>12 <b>with regard to day-to-day business within the control</b></p> <p>13 <b>room -- the vast majority of incidents, in fact -- it</b></p> <p>14 <b>would be a rarity that we were dealing with an incident</b></p> <p>15 <b>that would appear on the TV that immediately. I don't</b></p> <p>16 <b>know -- control officers are not trained to interpret</b></p> <p>17 <b>images from a TV screen to assist the callers. That's</b></p> <p>18 <b>about the one-to-one interaction with the callers.</b></p> <p>19 MR MILLETT: Okay.</p> <p>20 Ms Smith, you'll be glad to know that I have no</p> <p>21 further questions for you. Can I say I'm extremely</p> <p>22 grateful to you for coming along and having the patience</p> <p>23 to endure my endless questions. It's been extremely</p> <p>24 helpful and I'm very grateful to you. Thank you.</p> <p>25 SIR MARTIN MOORE-BICK: You'll be pleased to know I don't</p> <p style="text-align: center;">Page 173</p>	<p>1 10 o'clock, and I'll look forward to seeing most if not</p> <p>2 all of you then.</p> <p>3 Thank you very much.</p> <p>4 (4.05 pm)</p> <p>5 (The hearing adjourned until Monday, 16 July 2018 at</p> <p>6 10.00 am)</p> <p>7 INDEX</p> <p>8 JOANNE SMITH (continued) .....1</p> <p>Questions by COUNSEL TO THE INQUIRY .....1</p> <p>9 (continued)</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 style="text-align: center;">Page 175</p>
<p>1 have any further questions either, but I do want to</p> <p>2 thank you very much for coming to give your evidence.</p> <p>3 You should go away in the sure knowledge you've given us</p> <p>4 a lot of very helpful evidence and, if I may say so,</p> <p>5 you've given it in a very calm and measured and helpful</p> <p>6 way, and I can't ask much more of a witness than that,</p> <p>7 so thank you very much indeed.</p> <p>8 THE WITNESS: Thank you.</p> <p>9 SIR MARTIN MOORE-BICK: If you would like to go with the</p> <p>10 usher, you are free to go, as they say.</p> <p>11 Thank you.</p> <p>12 (The witness was released)</p> <p>13 SIR MARTIN MOORE-BICK: Well done, Mr Millett, you are</p> <p>14 finished within the afternoon, which is excellent.</p> <p>15 MR MILLETT: And I've finished within the week as well,</p> <p>16 which is even more of a triumph!</p> <p>17 So we'll meet again, if that's all right with you,</p> <p>18 Mr Chairman, on Monday morning with our next witness.</p> <p>19 SIR MARTIN MOORE-BICK: Yes. And we have a full programme</p> <p>20 for four days next week, have we?</p> <p>21 MR MILLETT: We do, and our next witness will be</p> <p>22 Jason Oliff.</p> <p>23 SIR MARTIN MOORE-BICK: Good. Thank very much.</p> <p>24 Well, as you heard, we'll break there, and we're not</p> <p>25 sitting tomorrow so we'll resume on Monday at</p> <p style="text-align: center;">Page 174</p>	

<b>A</b>	<b>Adam</b> 31:6,9,9 34:18 35:22 47:15 48:8 127:19 155:17,22 156:12	88:22 89:1,15 90:11,14 <b>adults/five</b> 149:6 <b>advice</b> 5:3 6:4,9,15 9:12 10:22 11:5 11:15,22,24 13:2 14:5 15:13 16:14 18:13 19:22 20:14 20:24 23:9 24:10 25:5 28:5,9,17,21 29:3,4 35:7,8,15 39:6,20,25,25 40:7 41:8,13 50:12 80:17,22 94:20,22,23 95:20 103:9 107:9 118:8 118:8,21 119:11 121:6,10,15 126:15 127:24 128:4 130:2,5 131:18 132:16,25 133:2 135:9,21 136:3,16,25 138:15 139:1,14 140:1,10 141:13 141:16,20 142:2 142:21,22 147:5 149:13 150:15 152:9 153:2,16 154:1,2,7,12 158:18,23 160:16 160:17,18,19,23 161:8,17,20 162:22,23 163:3 163:17 164:10 165:1,21,25 166:8 167:5,19 169:4 170:25 171:4,12 172:3 <b>advise</b> 8:22 10:11 15:11,19 16:15 25:16 118:5,15 125:22 141:14 148:9 <b>advised</b> 28:10	141:16 148:4 <b>advising</b> 12:21 108:2 129:15 130:21 138:13,22 149:7 <b>aerial</b> 91:12 <b>afraid</b> 57:1 87:13 158:9 <b>afternoon</b> 98:23 132:3 174:14 <b>age</b> 103:22 <b>ages</b> 69:10,19 72:18 74:10 <b>ago</b> 78:11 126:14 <b>agree</b> 115:10,14 116:10 173:9 <b>agreed</b> 115:21 116:3 119:24 <b>agreeing</b> 116:3 <b>Ah</b> 14:1 70:8 94:23 <b>ahead</b> 43:5 <b>aim</b> 18:12 <b>air</b> 7:16 <b>Airwave</b> 32:3,4 108:20 111:17,24 112:17 124:4 <b>albeit</b> 68:20 <b>alert</b> 3:1 92:2 <b>alerting</b> 4:3 <b>Alex</b> 38:9,17,23 39:6,9,15,16,21 40:24 41:24 46:8 47:14 132:15 133:5 136:1 137:21 139:2,2 160:25 165:23 166:25 <b>alight</b> 7:24 <b>allotted</b> 124:15 <b>allow</b> 155:2 <b>allowed</b> 173:1 <b>alternative</b> 4:14,21 22:18 23:3,16,22 23:23 130:6,17 <b>amount</b> 6:17 9:8	16:20 22:13 63:3 65:21 127:10 159:4 <b>analysis</b> 79:16 <b>and/or</b> 18:20 <b>angle</b> 24:17 <b>annotated</b> 87:24 <b>announcement</b> 136:14 <b>answer</b> 15:8 17:10 19:25 35:2 54:8 61:25 110:12 125:8 128:20 137:6 143:1 147:18 157:12 <b>answered</b> 61:3 84:2 108:19 148:2 153:17 <b>answering</b> 1:14 153:5,9 <b>answerphone</b> 146:10,16 <b>answers</b> 22:24 63:20 102:19 <b>anybody</b> 39:14 49:14 64:25 109:16 122:3 137:2 154:10 <b>anymore</b> 93:20 129:3 <b>anyway</b> 135:14 <b>AOM</b> 34:2,7,10 <b>Apart</b> 42:2 <b>apparent</b> 172:11 <b>appear</b> 134:24 173:15 <b>appeared</b> 85:10 <b>appears</b> 86:14,16 <b>appendix</b> 5:2,4 <b>appliances</b> 33:19 122:8 <b>apply</b> 98:24 <b>approach</b> 2:24 4:11 13:3 18:16,17 20:1 21:1
----------	--	--	--	--

<b>appropriate</b> 19:4 29:10 112:3 120:3	65:1 81:11 85:9 108:1 121:24 123:18	<b>audible</b> 123:22 125:15	160:11 169:18 171:12	126:6,24 127:16 129:10 130:16
<b>approximately</b> 119:13,16 131:23	<b>asks</b> 10:22 34:9 134:4	<b>authority</b> 158:22 159:1	<b>background</b> 106:12 161:14	136:17 138:21 140:20 154:14
<b>apps</b> 127:17	<b>assess</b> 6:4 11:5,15 13:2 103:25	<b>available</b> 23:2 28:13 82:4 120:20	<b>bad</b> 44:3 162:18 163:5	161:19 173:10,10
<b>area</b> 171:19	<b>assessed</b> 100:22 165:11	<b>aware</b> 25:5,8 56:7 63:12 66:20,25	<b>badly</b> 40:18 43:15 44:1,9	<b>believed</b> 16:22 54:20 63:19 97:17
<b>areas</b> 3:4	<b>assessing</b> 14:21 133:9	91:4 93:9,10,12 93:16,19 95:15,16	<b>balancing</b> 130:1	<b>believes</b> 9:17 12:24
<b>arising</b> 126:19	<b>assessment</b> 14:24 14:25 15:6,22	128:10 136:1 141:13 143:2,3	<b>barrier</b> 83:1	<b>bell</b> 109:3,5
<b>arrangements</b> 26:18,21 27:3,11	16:16 21:9 95:7 166:2,15,16,23	148:23 154:14	<b>based</b> 64:2 114:3 114:11 119:2	<b>best</b> 20:16 50:20 114:18 158:3
<b>arrival</b> 36:17,21 37:1 63:12 64:4	<b>assist</b> 86:13 155:22 173:17	<b>awful</b> 33:19 118:3	<b>basic</b> 18:12 64:22 81:21 82:17 86:22 88:2	165:16 170:12,15 170:19
101:22 108:22 113:15 158:19	<b>assistance.</b> ' 5:12		<b>basics</b> 66:10	<b>bet</b> 170:12,15,19
<b>arrive</b> 39:11 156:17	<b>Assistant</b> 113:9 138:5	<b>B</b>	<b>basis</b> 116:2 120:14 120:21 132:10	<b>better</b> 57:2 58:22 98:21 149:12
<b>arrived</b> 33:15,15 36:15,24 37:15,16	<b>assisting</b> 47:15	<b>BA</b> 95:5,10,22 98:8	<b>becoming</b> 108:21 136:18	<b>beyond</b> 22:1
40:14,20,21,23 41:10 42:7,9,14	<b>assume</b> 23:1,6 35:9 42:19 51:25 75:11	<b>back</b> 1:8 2:3 5:7 9:24 12:15,22	<b>bedroom</b> 64:15 90:2	<b>big</b> 126:22
64:24 76:24 104:20 113:25	85:20 88:15 100:11 111:9,11	13:24 15:7 24:3 26:16 27:10 29:7	<b>bedsheets/cloths</b> 148:6	<b>bit</b> 5:2 26:16 43:10 46:4 56:23,25
119:13 120:12 121:17 123:13,14	<b>assumed</b> 98:1 109:11,12	29:17 30:5 31:2 32:11 36:13 38:1	<b>Bassem</b> 30:18	62:18 66:15 76:22
125:16,18 127:11 127:20 156:24	<b>assuming</b> 80:10 88:20	40:4 44:17 46:13 56:4,11 57:25	<b>BC02</b> 37:8	87:21 99:2 102:22
158:21	<b>assumption</b> 24:11	59:4 62:17 65:7 71:6 74:25 76:22	<b>BCC</b> 114:11	132:1 133:25
<b>arrives</b> 37:12 43:5 122:20	<b>assumptions</b> 22:7 35:14,18,19	77:22 84:7 85:4 96:7,15,18,21,23	<b>bear</b> 2:4	143:16 144:12
<b>arriving</b> 42:20 120:7	<b>asterisk</b> 90:1	97:2 99:15,16 100:17 102:1,19	<b>becoming</b> 108:21 136:18	145:18 147:2 156:23 159:19
<b>articulation</b> 3:15	<b>attached</b> 124:2	104:23 106:18 111:15 112:9	<b>bedroom</b> 64:15 90:2	<b>bits</b> 72:13,17
<b>asked</b> 9:7 14:16 30:14,19 38:18	<b>attempt</b> 82:1 112:18	122:14 126:17,21 131:17,21 133:13	<b>beginning</b> 32:9 92:13 171:11,12	<b>black</b> 86:5 90:14 164:2
39:17,21,24 65:9 89:19,24 96:19	<b>attempted</b> 140:19	134:14 136:7 139:11 142:22	171:14	<b>blank</b> 47:1 80:23
101:9 102:15 103:24 110:17	<b>attempting</b> 97:3	143:18 145:4,8,13 145:20,22 146:11	<b>behalf</b> 30:8 141:18 148:15	<b>blankets</b> 129:19 169:9
120:23 123:8 124:23 125:5	<b>attendance</b> 33:9 36:9 37:8 92:4	148:9,17 150:1,22 151:1,11,20,22,25	<b>believe</b> 14:8 15:22 22:11 25:20 31:18	<b>blind</b> 66:16,22
126:14 134:4 142:14 143:4	156:9	152:3,8,9,12,14 152:20,23 153:2	31:21 33:3 37:1 37:24 40:14 42:8	<b>block</b> 7:23 23:2,14 62:3 91:16 111:5
146:23 147:19 149:9 150:25	<b>attending</b> 36:19 92:17 124:17	153:10,22 154:11 157:8,16 158:6	47:21 48:12 71:1 87:1 88:14 92:15	<b>blunt</b> 128:8 139:15 139:20 166:19,21
164:21			111:2 112:24 116:11,22 123:18	<b>bluntly</b> 4:22
<b>asking</b> 15:5 16:5			124:25 125:2	<b>board</b> 40:17 43:14 43:17 54:21 99:22
				<b>book</b> 36:18
				<b>booklet</b> 3:18
				<b>bottom</b> 40:15 43:13 70:6 96:4 144:21 146:13 159:19,20

165:2 167:25 170:22 171:15 <b>break</b> 1:21 29:10 29:13,16,21 30:1 30:12 56:19 57:18 83:9,11,11,13,15 83:21 85:2 98:22 99:2,4 128:12 131:5,11 154:21 155:4 157:4,16,21 157:23 174:24 <b>breaks</b> 1:15 <b>bridgehead</b> 130:9 <b>briefly</b> 99:16 <b>brigade</b> 7:8 12:2 34:2 78:24 113:10 114:8 117:13 138:12 142:5 145:19 147:4,19 148:21 <b>brigades</b> 142:16 <b>bringing</b> 155:15 <b>broadcast</b> 124:21 125:6 <b>brought</b> 163:11 <b>BT</b> 141:12,19,24 142:4 143:2 151:23,24 <b>buddy</b> 142:19 <b>build</b> 54:17 <b>building</b> 3:2,4 4:1 9:21 11:8 14:16 22:9 25:3,17 26:11 28:13 61:12 98:6,10 105:4,14 110:6 118:14 119:13 127:15 128:1,25 132:18 138:14 139:16 140:12 142:8,14 147:7,10,20 148:5 153:6 162:9 165:24 168:11,13 170:10,13 171:24 172:7	<b>buildings</b> 19:23 <b>bullet</b> 21:24 24:23 25:10 26:23 82:7 97:6,10 <b>bullet-point</b> 24:18 <b>bundle</b> 21:10 35:24 37:5 58:16 96:1 137:25 <b>business</b> 173:12 <b>busy</b> 34:8 37:21 102:3 112:14 135:3 <b>bye</b> 8:19 9:2,3 106:2 <b>bypassed</b> 154:18 <hr/> <b>C</b> <hr/> <b>cabs</b> 124:5 <b>call</b> 5:24 6:8,16,22 7:1,5 9:5,12,15,20 9:20 11:2,4,9,10 12:2,6,6,8,9,13,19 12:23,23 13:6,24 15:25 16:6,10,18 17:12 18:21 21:2 26:18,21 27:14,15 27:22,23 29:3 30:9,12,15,16 31:20,22 34:1,23 35:21 40:17 41:15 41:16 43:14 44:8 44:13,14 45:19 49:3 52:1 53:5 54:12 62:13,16,17 63:5 65:13 68:25 70:24 77:21 80:16 80:19,20,21,25 81:10,18 82:18,19 82:21 83:1 88:9 92:12 98:9 102:20 103:24 104:12,20 106:4,6 114:1 118:20 123:8,18 132:3,10,12,23 133:6,19,23,24	134:10,11 135:25 136:7 141:1,1,1 141:15,25 142:22 143:18 144:23 145:4,21 146:17 146:17,19 147:10 148:9,17 149:14 149:16,18 150:3,6 150:10 151:1,7,19 151:23 152:12,14 152:17,21,23 153:8,22 154:11 160:21,22 161:3 161:15,18,22,24 166:8 167:11 168:15,16 170:21 170:25 171:3,3,10 172:14 <b>call-takers</b> 52:14 <b>call-taking</b> 127:1 <b>callback</b> 149:19 <b>callbacks</b> 143:11 145:25 <b>called</b> 2:12 21:18 23:4 28:2 44:17 92:10 123:9 124:4 143:10,12 144:3 148:1 151:11 153:1,2,20 163:17 <b>caller</b> 5:21 6:1,11 7:5,9,11,14,17,19 7:21,25 8:5,7,11 8:13,15,20,24 9:1 9:3,10,18 10:3,7 10:19,19,25 11:14 12:24 13:4,4,7 14:22 15:4,5 18:19 19:3,16 20:6,15 21:5 28:20 30:8 35:6 44:14 46:12,13 50:10,12 64:7,14 69:9 73:21 80:22 102:14,16 103:2,9 104:24 105:2,4,7	105:10,12,16,19 138:22 140:24 142:11,13 145:1,2 146:9,15,21,25 147:9,16 148:1,9 148:21,24 149:10 149:13 150:13 151:9 152:23 159:22 160:2,10 161:12,13 162:5,8 162:13,25 163:15 163:24 164:1 165:7 166:3,16 167:24 170:18 171:1,10 <b>caller's</b> 41:18 44:17 102:19 <b>callers</b> 14:11 23:8 26:9,10,25 28:5 28:10 34:10,21 35:7 38:12 40:1 41:8,14 44:7 46:14 55:12 61:5 62:2,19 63:9 64:8 64:10 80:18 93:16 94:20 95:6,8 100:4 103:22 104:1 107:25 111:22 115:16 116:7,8 118:7,16 118:19 125:23 126:3 127:25 128:5 129:2,7,7 129:15,19 132:17 136:4,23 139:21 140:18 142:18 143:8 145:13 147:6 148:17 149:7 151:11,22 152:12,14 153:10 153:20 154:5,7 159:12 160:24 163:8 164:16 165:9,24,25 166:13,21 168:24	173:17,18 <b>calling</b> 94:21 118:16 145:7,13 145:20 147:17 148:1 152:8,8,19 155:20 <b>calls</b> 11:19 13:4 16:8,20 17:5,5,8 22:13 28:6 32:12 32:14 33:17 34:9 37:25 39:22 41:6 41:7,12,13 42:6 43:16 44:13,20,20 50:1 54:2 55:15 60:25 61:2,4 62:16 63:14,21 64:2 65:1,20 77:7 77:10,13,15 78:1 78:3,9,9,14,15,23 78:24 79:2,4,5,8 79:10,17,24 80:4 81:15 82:10,12,19 93:13,17 97:4,24 100:3,12,23,23 101:5,6,8,9,10,14 101:16,23 102:8 102:22 103:6 107:4 108:11 114:10 115:16 116:5 118:6 120:19,20 122:6,8 126:23 127:6,10 127:12 129:10 133:8,20 135:12 135:19 136:24 142:5,25 143:1,13 145:21 148:14,15 150:1,21 151:16 151:19 152:4,10 152:11 153:6,9,11 153:13,18 154:17 160:5 161:19 164:24 172:7 173:7 <b>calm</b> 20:2 21:5 23:8
---	---	--	---	--

148:3 174:5 <b>calming</b> 19:3,16 20:15 <b>capture</b> 59:18 <b>carry</b> 30:3 57:22 99:12 128:14 131:15 136:21 169:2 <b>carrying</b> 94:14 <b>case</b> 23:1 27:18 28:21 43:19 48:18 64:22 68:18 126:8 134:2 150:9 158:25 165:14 <b>cases</b> 18:17,17 <b>Castle</b> 34:12,14,15 <b>casualty</b> 24:25 <b>catching</b> 160:12 <b>categorically</b> 55:21 <b>centre</b> 51:10 113:11 114:9 <b>certain</b> 120:23 121:5 125:18 134:3,4 161:5 <b>certainly</b> 1:20 <b>cetera</b> 111:7,7 <b>Chairman</b> 1:6,20 24:15 29:9 30:6 83:5,23 98:15 131:4 146:13 157:2 170:2 174:18 <b>chance</b> 164:17 <b>change</b> 26:6 28:21 39:19,25 43:7 94:23 95:20 98:13 98:15 114:20 118:8 119:11,15 119:20 120:2,9 121:5,11,15 125:22 126:15 127:24 131:18 133:22 134:24 135:4,5,9,20 136:15,25 140:17	140:21 141:13,16 141:19 142:21 148:10 153:21,25 154:7 158:22 161:17,20 172:11 <b>changed</b> 20:8,9 29:3,4 89:16 94:22 106:13 115:12 118:8 132:17 142:2,23 151:13 152:9 153:3 154:3,12 158:17 161:9 164:25 <b>changes</b> 5:11 56:12 136:3 <b>changing</b> 24:10 28:9,17 110:10 113:11 114:15 118:21 <b>channel</b> 111:24 112:2,23 123:9,10 123:12,21 124:8,9 124:10,11,11,13 124:16,16,22 <b>channels</b> 124:9,15 <b>characterise</b> 162:23 <b>characterised</b> 82:12 <b>charge</b> 144:10 <b>Charlie</b> 68:10 73:21 <b>check</b> 46:16 52:8 53:5 59:25 70:24 100:15 126:7 142:12 <b>checked</b> 149:16 <b>checking</b> 45:7 59:22 <b>children</b> 62:22 65:14 66:18,23 69:10,16 74:10 86:5,12 87:25 88:10,23 89:2,15	90:3,11,15 149:6 <b>choice</b> 105:23 106:10 130:24 133:17 167:13 <b>Choucair</b> 30:18 <b>Choucairs</b> 159:16 167:16,22 <b>Choukair</b> 30:18 <b>chunk</b> 97:10 <b>chunks</b> 56:17 <b>circle</b> 90:15 <b>circumstances</b> 6:10 11:12 19:1,5 28:8 28:16 32:6 121:5 121:10,13 168:22 <b>clarify</b> 107:6 <b>clarifying</b> 24:15 30:24 <b>class</b> 9:11,19 <b>classification</b> 80:15 <b>classified</b> 79:23 <b>clear</b> 20:22 45:14 57:7 70:12 97:19 107:9 110:25 119:2 125:5 169:7 170:24,25 <b>cleared</b> 96:8 <b>clearer</b> 108:1 <b>clearly</b> 163:20 168:19 <b>clock</b> 57:7 <b>close</b> 18:14 50:19 102:25 107:16 <b>co-ordination</b> 114:8 <b>code</b> 110:18 <b>cogitating</b> 120:15 <b>coincided</b> 120:22 <b>collapse</b> 61:13 <b>collated</b> 67:2 <b>colleagues</b> 54:5 83:25 108:7 130:8 <b>collected</b> 53:8 <b>collecting</b> 41:15,24 45:6 48:9	<b>colour</b> 45:13 <b>column</b> 59:6,6 <b>combination</b> 5:16 <b>come</b> 4:9 19:7 29:17 32:8,9 36:5 40:4 43:4,16 44:20 47:19 48:2 60:10 67:6 70:3 70:10 71:6 79:5 84:7,19 94:18,23 111:2 112:9 124:21 125:6 144:19 155:19 157:2,8,16 158:6 159:10,11 163:6 165:20 169:11 <b>comes</b> 12:1 45:19 83:23 111:13 123:25 <b>comfortable</b> 111:21 164:23 <b>comfortably</b> 167:7 <b>coming</b> 6:14,19 11:19 15:7 16:20 27:10 30:5 41:7 41:13 43:21 54:2 56:4 57:25 61:1 65:22 77:19 91:3 93:22 94:24 95:23 96:7,15,21,23 99:15 111:15 115:14 128:23 136:9 138:7 139:11,24 140:13 142:25 148:17 152:4 153:13 156:16 159:21 160:5,7 162:3 170:16 173:22 174:2 <b>command</b> 36:4 38:12,18 41:22 45:1,10 48:1 49:7 52:2,12,19 53:11 53:15,17 54:12,14	55:6 56:5,11,12 64:5,25 69:3 73:5 85:13 88:24 95:13 112:1,5,6,13 137:18 154:16 <b>commander</b> 15:2 25:11,15,25 26:5 28:8,12,17,19,22 29:1 62:1,25 108:8,16,24 109:8 109:11,13,17 111:9,18,19 112:7 112:9,12 117:4,6 130:10 137:12,18 138:6 <b>commanders</b> 25:1 26:25 27:4,8,11 <b>comment</b> 37:7 49:20 77:20 <b>Commissioner</b> 113:10 138:6 <b>committed</b> 97:7,13 97:16,21,25 98:3 98:8 <b>common</b> 3:3 112:11 <b>communicate</b> 28:13,22 50:3 154:13 <b>communicated</b> 29:1 66:4 134:20 137:1 <b>communicating</b> 28:20 60:9 123:11 125:3,13 154:6 <b>communication</b> 55:5 56:2 69:1 85:5 122:12 125:15 126:9 168:16 <b>communications</b> 119:10 <b>compare</b> 73:18 90:9 <b>comparing</b> 70:11
--	---	--	--	---



70:13 74:6 <b>compartment</b> 22:1 <b>compartmentation</b> 23:15 107:13 108:9 <b>complete</b> 51:7 58:23 67:11 <b>completed</b> 51:3 52:4 54:10,16,18 54:19 67:24 75:5 75:15 <b>completes</b> 58:13 75:5 <b>completing</b> 53:7 55:9 76:5 <b>completion</b> 59:19 <b>concerned</b> 14:14 67:13 <b>conclude</b> 160:20 161:6,16 <b>condition</b> 157:9,10 <b>conditional</b> 163:3 <b>conditions</b> 20:11 44:17,21 72:19 102:16 103:11 128:1,6,7,9,24 129:4,8,13,16 130:4,10,20 140:6 163:8 <b>confident</b> 134:1 <b>confirm</b> 47:8 63:25 70:25 79:12 88:15 92:10 126:4,5 <b>confirmed</b> 81:9,18 94:16 140:7 <b>confirms</b> 68:9 <b>conform</b> 91:19 <b>confusion</b> 23:24 <b>connected</b> 142:4 <b>connection</b> 26:15 <b>conscious</b> 44:12 83:7 127:13 <b>consider</b> 25:15 28:9 28:12,17 94:15 155:5	<b>considerable</b> 35:6 <b>consideration</b> 107:15 <b>considered</b> 43:25 122:19 <b>considering</b> 94:11 <b>constant</b> 22:17 48:24 122:6 <b>constantly</b> 48:23 <b>constructed</b> 111:12 <b>contact</b> 51:14 81:19 108:12 112:3,18 112:18 129:3 143:4 146:9,15 147:3,9,16 148:20 149:10 153:24 <b>contacting</b> 78:2 147:11 <b>contain</b> 146:2 <b>contained</b> 60:11 82:23 86:11 <b>containing</b> 110:6 <b>contains</b> 70:14 <b>contemplating</b> 61:10 <b>content</b> 120:19 121:14 <b>context</b> 18:4 20:22 25:7 96:25 159:19 <b>Contingency</b> 21:22 <b>continue</b> 1:4 83:5 155:23 170:1,2 <b>continued</b> 1:10,24 175:8,9 <b>control</b> 4:23,24 11:18 12:2 14:25 16:25 17:2 18:10 19:2,18,21 20:9 21:19 22:11 23:25 24:8 25:15 26:8,8 26:25 27:4,8,12 28:22 29:2 31:3 31:18 33:14 34:2 35:5 36:22 37:9 37:12 39:18 40:10	40:23 41:10,25 42:6 45:3,16 46:10,24 47:6,22 49:14 50:10 52:13 53:12,23 55:4,10 55:23 56:3,3,5 58:21 60:17 61:16 63:24 64:2,5,8 65:1 68:4 73:1,15 73:17 78:24 81:9 81:18 82:1,2 83:2 85:5 86:21 87:1 87:23 88:8 89:10 89:10,16 91:4 92:8,16,20 93:6 93:23 94:9,20 95:11,25 97:2,7 97:13,15,20,23 100:3 101:11,15 101:22 102:12 104:16,20 108:7 110:18,24 112:11 113:2 114:6,12 115:15,18 116:5 116:10 118:5 121:17,22 122:3,9 122:24 123:22 124:22 125:1,16 126:10,20 127:20 128:4 129:1,19 130:8 132:14,15 135:5 136:16 137:4,14,22 138:13,16,21,25 139:1 140:1,17 141:3 142:19,19 142:20 143:3 144:2 145:15 146:6,20 147:12 147:13 148:12,21 150:11,25 151:1 151:10,15 152:14 152:21 154:18 156:9 158:19,21 158:24 159:2	160:23 161:1,1,8 163:10,14 164:15 165:11,18 166:1,9 166:14,20 167:7 168:17,21,23 172:18 173:5,12 173:16 <b>convenient</b> 1:19 56:19 128:19 <b>conversation</b> 6:20 15:4 25:21 38:22 39:13,14 46:11 53:25 54:25 65:3 65:24 71:11,18 96:19 104:24 133:4 134:9 139:2 142:2 165:23 166:25 <b>conversations</b> 51:14 64:10 76:13 86:23 108:15 129:6 <b>Coordination</b> 113:10 <b>cope</b> 154:8 <b>corner</b> 41:1 114:12 <b>correct</b> 43:20 45:19 138:15 <b>corrected</b> 2:7 51:25 <b>correctly</b> 24:2 <b>corridor</b> 15:20 129:12,12 139:24 <b>corridors</b> 162:7 <b>could've</b> 51:19 52:21 53:17 65:23 65:24,24 68:24 72:8,23 82:19 89:3,13,14 103:3 106:13,15,16 108:18 112:20 113:5 117:23,23 117:24 126:16 127:2,2,11 130:14 145:14,16 151:25 161:10	<b>counsel</b> 1:24 155:3 158:10 175:8 <b>couple</b> 10:20 51:3 122:23 <b>course</b> 30:23 84:10 171:10 <b>cover</b> 21:23 24:21 25:9 37:24 129:20 147:21 148:5 162:6,19 170:8,9 <b>covers</b> 26:17 <b>created</b> 6:24 41:19 50:22 51:22 54:10 58:9 69:8 70:11 74:9,19 85:22 145:14 <b>creation</b> 50:25 79:22 <b>crew</b> 117:18 <b>crews</b> 65:19 95:5,8 95:10,22 98:8 113:13 115:6 116:16,22 118:4 118:12 119:4,8 130:10 136:9,22 149:11 163:12 <b>Crinion</b> 31:9 35:22 156:12 <b>critical</b> 141:22 <b>CRO</b> 45:19,22 46:2 46:19 55:17,18 63:19,20 101:11 127:1 <b>CROs</b> 39:22,24 43:16 50:3 55:19 118:15 119:12 120:24 122:6 127:25 132:19 135:18 136:6,23 139:14 <b>CROs'</b> 129:6 <b>CTAR00000033</b> 2:11 <b>CU</b> 49:13 55:15 63:19,19,24 64:2
--	---	--	--	---

67:20 71:1 88:3 94:13,16 116:24 117:1 <b>CU7</b> 49:24 50:1,2,5 51:21 52:6,24 53:23 54:4,21 67:25 68:5,6 73:15,18 74:7,12 85:23,23,25 86:2 86:10,19 90:10,20 92:22 108:14 <b>CU8</b> 36:1,5 50:22 51:23 58:11 66:4 68:6 75:14 77:7 78:2,5,15 80:4 81:16 82:13,18 85:25 93:4 110:3 110:14 111:5 138:4 <b>current</b> 20:18 <b>custom</b> 152:13,17 <b>cut</b> 57:4 87:17	<b>Day'</b> 38:10 <b>day-to-day</b> 52:13 173:12 <b>days</b> 174:20 <b>DCLG</b> 2:10,13 3:18 21:20 <b>dead</b> 140:25 <b>deal</b> 61:5 <b>dealing</b> 22:6 60:25 65:19 82:25 92:11 93:14 112:14 142:25 143:12 159:5 173:14 <b>Debbie</b> 36:25 37:6 37:11,24 38:9 39:12 <b>debrief</b> 95:25 96:6 96:9 163:11 <b>decide</b> 101:13 133:21 165:21,22 168:5,11 171:18 171:24 <b>decided</b> 95:19 119:20 120:2,9 137:20 <b>decision</b> 16:21 25:22 39:16 89:17 106:13 115:13 116:10 118:23 119:2,11,14,15,17 119:19,22,23,24 120:1,4,6,18 121:2,18,20 122:1 122:4,17 125:22 126:15,22 127:13 127:14,24 131:20 131:23 132:11,23 134:16,18 136:7 136:13,15 137:3,4 137:8,9,11,13,14 137:19 138:25 139:6 140:16 153:7 164:8,11,14 164:20,22,25 165:5,8 172:5	<b>decisions</b> 93:7 95:1 <b>declared</b> 93:9 <b>deficiency</b> 14:5 <b>definite</b> 35:12 47:16 <b>definitely</b> 164:7 167:18 <b>definition</b> 12:22 <b>deleted</b> 90:2 <b>dense</b> 64:15 <b>density</b> 6:18 18:20 64:3,12 <b>departs</b> 152:16 <b>departure</b> 17:8 82:15 <b>depend</b> 6:10 <b>dependent</b> 80:22 94:10 <b>depending</b> 6:14 80:15 155:1 <b>depends</b> 82:19 <b>deployed</b> 95:22 <b>Deputy</b> 113:9 <b>describe</b> 77:15 <b>described</b> 14:23 102:22 152:7 <b>description</b> 149:1 <b>desk</b> 38:7 124:6 141:23 <b>detail</b> 38:24 46:4 62:15 65:22 67:19 70:22 86:13,16 142:1 <b>detailed</b> 67:9 70:14 71:15 128:22 <b>details</b> 41:7,17 44:3 46:16 56:16 60:9 69:19 70:14 71:17 74:7 76:5 81:20 83:3 88:3 90:21 135:13 142:12 148:21 149:9 159:4 <b>deteriorating</b> 103:11 107:4	<b>detrimental</b> 136:21 <b>develop</b> 168:14 <b>developing</b> 100:25 106:19,24 <b>deviation</b> 29:8 149:19 <b>dial</b> 5:12 150:4 <b>difference</b> 12:5,7 37:20 <b>differences</b> 79:24 <b>different</b> 3:19 12:12 16:18 17:14 18:17 22:10,25 23:12 24:17 26:13 29:12,14 35:23 46:3,8 53:14,16 64:9,12 65:10 67:3 75:19 80:21 81:4 82:21 124:14 124:14 152:5 154:22 159:11 167:8,24 <b>difficult</b> 34:7 83:1 151:21 162:17 <b>difficulties</b> 62:22 80:21 <b>difficulty</b> 27:15 56:10 89:5 <b>dire</b> 128:3,21 140:7 <b>direct</b> 103:4 <b>directed</b> 3:8 <b>directly</b> 3:6,25 75:23 108:17 111:23 112:7,9,11 113:1,6 114:4 154:15 <b>Director</b> 73:24 <b>Disabled</b> 66:16 <b>disappointing</b> 29:9 <b>discovered</b> 158:1 <b>discuss</b> 122:3 <b>discussed</b> 134:19 139:8 163:10,16 <b>discussion</b> 39:6,8 65:4 83:16 113:16	113:19 115:2 127:22 137:17 148:7 151:10 157:17 169:6,7,9 <b>discussions</b> 83:24 <b>displayed</b> 43:22 <b>disruptive</b> 99:2 <b>distract</b> 20:6 <b>distraction</b> 20:12 <b>distress</b> 136:13 <b>distressed</b> 21:2 61:6 <b>distressful</b> 122:7 <b>diversion</b> 110:9 <b>document</b> 2:6,15 3:11 5:5 17:14,19 17:22 18:5,7 19:20 21:7,12,14 21:17 26:16,19 27:25 35:24 58:23 96:1 97:19 137:24 137:25 144:1 <b>documents</b> 35:24 37:5 58:15 73:24 96:1 137:25 <b>doing</b> 4:2 34:4 37:23 39:1 47:11 47:23 49:13 51:8 52:1 61:9 84:21 94:14 98:18,19 115:3 117:8 136:17 152:5 <b>door</b> 162:7 166:4 168:9 171:22 <b>doors</b> 18:14 <b>dotting</b> 78:23 <b>double</b> 3:23 53:1 68:25 <b>doubling</b> 58:3 <b>doubt</b> 112:21 <b>downlink</b> 122:10 122:25 <b>downstairs</b> 114:8 <b>DR</b> 37:6 <b>driving</b> 31:22
--	--	--	---	---

**D**

<b>drop</b> 141:1 <b>Duddy</b> 149:3 150:7 150:21 152:16 <b>Duddy's</b> 152:19 <b>due</b> 12:25 18:19 69:11,20 74:11 119:17 130:22 145:13 155:20 <b>uplicated</b> 42:10 <b>duration</b> 100:25 106:20,24 107:4 118:20 120:19 121:14 139:22 <b>duty</b> 32:22,23 38:3 38:6 <b>dwelling</b> 11:7 152:15 <hr/> <b>E</b> <hr/> <b>earlier</b> 29:16 76:23 78:5 79:20 100:12 110:17 121:21 122:4,18,19 126:16 130:22 132:2,24 133:6,23 133:24 134:8 138:1,17,18,19,24 141:23 156:22 164:7 <b>early</b> 16:7 91:12 125:2 126:11 <b>earphone</b> 102:23 <b>ease</b> 141:13 <b>easier</b> 43:15 103:4 135:7 149:25 152:3 <b>easily</b> 42:12 51:20 71:2 153:14 <b>easy</b> 102:13 152:22 <b>echoey</b> 140:22 <b>economical</b> 158:3 <b>educated</b> 116:9 <b>effective</b> 84:1 <b>effects</b> 12:25 <b>effort</b> 147:6,20	<b>Egan</b> 90:16 <b>eight</b> 162:19 <b>either</b> 5:15 23:9 39:5 51:9 55:17 64:24 75:9 112:18 112:25 141:25 142:19 153:16 168:9 171:22 174:1 <b>elderly</b> 58:12 59:15 60:4,15 61:19,22 61:24 62:9,21 65:8,14 66:6,14 66:22 67:14,15 68:12 <b>electronically</b> 42:5 103:3 <b>Elephant</b> 34:12,14 34:15 <b>emergency</b> 123:9 124:8,16,17 146:23 <b>emerges</b> 13:6 <b>emphasis</b> 172:11 <b>emphasise</b> 139:16 <b>employee</b> 144:7 <b>en</b> 16:2 31:17 35:22 36:8 64:24 <b>enable</b> 18:13 71:16 <b>encouragement</b> 157:11,13 164:13 <b>encouraging</b> 162:25 <b>ended</b> 147:10 <b>endless</b> 173:23 <b>ends</b> 132:10 133:19 170:21 <b>endure</b> 173:23 <b>engage</b> 26:9 <b>engaged</b> 10:24 119:9 <b>engine</b> 124:5 <b>engines</b> 33:18 153:17 <b>enlarge</b> 88:25	90:10 <b>enlarged</b> 85:18 <b>enquiring</b> 141:15 <b>enroute</b> 34:12 <b>ensure</b> 43:19 133:1 135:20 136:8 152:25 <b>ensured</b> 141:12 143:1 <b>ensuring</b> 142:18 <b>enter</b> 36:23 90:19 128:6 <b>entered</b> 72:3 <b>entering</b> 39:3 42:2 42:18 89:25 90:12 90:19 129:13 140:2 <b>entry</b> 86:1 87:1,7 89:22 99:19 <b>environment</b> 140:22 164:17 <b>equip</b> 18:12 <b>equipment</b> 93:10 <b>er</b> 73:21 <b>erm</b> 68:10 73:22 <b>err</b> 57:10 <b>error</b> 38:7 <b>ES</b> 123:9,12 <b>ES3</b> 124:23 125:13 <b>escape</b> 4:4 13:8,10 13:18 14:2,24 15:1,10,16 16:16 17:2,4 130:4 <b>escaping</b> 18:19 <b>Especially</b> 94:5 <b>essentially</b> 126:17 150:15 170:21 <b>Essex</b> 144:2,7,11 145:6,14 147:11 148:8,15 150:2,5 150:25 152:2,22 <b>established</b> 76:12 139:21 <b>establishing</b> 18:23 <b>et</b> 111:7,7	<b>evacuate</b> 14:17 106:14 119:12 136:20 139:16 140:19 141:4 153:3 154:3 158:23 160:17,19 165:10 166:13 168:17 <b>evacuating</b> 4:2 <b>evacuation</b> 4:15,18 4:22,24 22:3,8,20 22:23 23:3,16,22 24:25 25:2,12,17 26:1,3 170:25 172:3 <b>evening</b> 125:13 164:24 <b>event</b> 22:4,8 23:4 156:8 <b>everybody</b> 71:4 123:22 135:10,11 139:4 <b>everyone's</b> 1:13 44:2,7 64:13 136:1 <b>evidence</b> 1:5 17:17 29:21 57:13 99:4 126:19 143:17 144:19 150:18,24 157:17 174:2,4 <b>evolve</b> 171:2 <b>evolves</b> 169:7 <b>exactly</b> 58:14 <b>examination</b> 83:25 <b>examine</b> 15:16 <b>example</b> 5:22 12:4 18:18 28:10 50:14 50:19,20 58:8 68:25 70:17 87:2 88:2 101:19,22 163:16 <b>examples</b> 165:12 <b>excellent</b> 174:14 <b>exchange</b> 27:3,7 145:2,4 151:8	172:9 <b>exchanged</b> 26:24 27:1 <b>exchanging</b> 20:6 <b>excuse</b> 73:12 <b>exercise</b> 58:1 <b>existence</b> 22:7 <b>exit</b> 146:24 147:20 147:21,22 148:5,6 <b>exiting</b> 148:7 <b>expect</b> 15:14,15 27:2,11,18 51:15 <b>expectation</b> 97:14 97:18,21,23 <b>expected</b> 3:7 11:4 27:13 65:18 166:5 <b>experience</b> 3:16 4:20 5:14 63:7 93:25 94:8,10 115:15 120:21 158:22 159:1 <b>experienced</b> 32:21 129:7 158:24 159:2 167:4 <b>experiencing</b> 104:1 130:11 <b>explain</b> 11:17 85:16 86:8 119:17 120:25 122:5 168:21 171:3 172:10 <b>explained</b> 20:25 133:7 <b>explains</b> 34:7 <b>explore</b> 14:4 17:2,3 85:24 143:16 144:12 145:18 172:20 <b>expression</b> 9:24 81:15 115:10 <b>extinguish</b> 23:9 <b>extra</b> 57:11 87:19 <b>extract</b> 135:24 <b>extremely</b> 37:21 54:1,5 55:21,24
--	---	---	--	--

61:6 151:21 173:21,23 <b>eyesight</b> 51:13	42:14 43:5 48:15 48:20 56:9 95:15 108:14 113:3,9 114:14 116:18 117:3 118:11 134:19 137:5,18 139:8 165:9 <b>Fenton's</b> 113:15 <b>file</b> 73:1 <b>final</b> 167:20 <b>finally</b> 27:25 <b>find</b> 1:19 21:9 50:19 101:19 108:1 122:21 151:20 156:12 <b>finding</b> 109:15 <b>fine</b> 1:17 128:13 131:16 158:13 <b>finish</b> 102:10 <b>finished</b> 174:14,15 <b>fire</b> 2:12,14,25 3:2 3:3,5,7,8,14 4:3 5:10,13,16 6:13 7:8,22,22 9:9,11 9:17,19,25 11:3,9 11:10,25 12:6,8 12:19,22,23,25 13:5,7,11,16 14:10,12,19,22 15:23 16:8 18:9 18:10 19:1,8 22:1 22:6 23:1,9,13 26:17,21,25 27:3 27:5,8,12 28:2,6 29:2 31:3,7,19 32:18,20,23,24 33:13,17,18,18 34:22 37:22 38:16 38:18 55:5,14 56:12 60:9 61:23 62:21,23 63:8,13 64:23 65:11,13,20 67:1 69:1,9 76:18 78:2 79:18,23 80:15,17 81:14	82:12,18 85:5 89:25 90:6,12,19 92:11,13,25 93:13 93:19,22 95:8 97:4 109:6 112:1 115:15 116:12 120:23,24 124:5 126:23 127:15 128:25 138:12 141:17 142:5,9 144:8 145:3,13,19 145:22,24 146:22 147:3,7,12,19,21 147:22 148:4,15 148:20 149:11 151:12 152:15 153:15,17 159:23 160:12 162:2 163:12 166:3 <b>firefighters</b> 10:11 23:9 28:11 97:7 97:13,16,20,24 98:3,5 140:13 170:11 <b>firemen</b> 8:23 15:11 160:1 <b>first</b> 9:6 16:9 21:3 21:16 24:18 25:5 31:9 39:15 43:25 58:7 59:4 69:13 78:13 82:7 87:21 91:8,10 94:6 96:4 96:10 97:10 98:1 99:23 101:6,21 102:7 104:8 113:14,23 117:25 119:6 127:19 131:22 136:1 138:5,21 158:17 159:10,13,14 163:16 <b>five</b> 31:6 58:11 59:24 60:4,13 61:19,21,23 62:7 62:8,13 63:3 66:6	67:13 68:11 69:10 69:16 74:9 86:5 86:12 90:11 131:22 <b>fix</b> 100:9 <b>flat</b> 2:25 3:1,8 4:3 6:12,14 7:7,23 8:20,21 10:8,20 10:24 11:1,2,12 12:14 13:7,14 14:2 15:9 30:16 30:17 43:25 44:15 50:22 58:11,12 59:6,16,25 60:14 63:6,21,22 66:14 66:16 67:8 68:5 68:10 69:9,11 70:23 71:17 73:18 73:22,22 74:14 80:6,12,18 82:14 82:23 85:8 86:1,2 86:3,10 87:1,20 88:13,25 89:9,22 89:23,25 90:1,10 90:12,19 99:20 100:4,8,10,13 102:17 105:9,15 105:18 146:22 147:12,17 148:1 148:22,24 159:11 159:15 161:22 162:11 163:1 167:16,21,23,24 <b>flat/house</b> 82:5 <b>flats</b> 2:12 18:20 40:18 41:2 43:15 44:9,10,11 53:22 62:23 66:22 67:12 79:15 87:4 90:22 91:16 95:22 97:3 107:8,8 108:2 111:6 129:9,13 139:23 153:7 162:19 163:13 165:17 167:1	<b>flip</b> 102:9 <b>floor</b> 7:6,12,22,24 8:11,13 9:17,18 10:5,12 14:10,10 14:19 15:23,24 27:16 30:13 50:23 58:11 60:2,14 63:4,21,22 64:20 66:16,17 68:11 69:15 72:13 73:23 87:14 89:22,25 92:11 93:20 95:17 115:8 117:18,21 117:23 118:5,13 118:14,23 119:4,9 125:4 126:12 146:25 147:8 159:16 160:2,3 <b>floors</b> 93:15 <b>focus</b> 20:10 28:15 32:15 60:23 61:8 61:8,17 86:1 159:6 <b>focused</b> 22:19,20 22:21 161:12 <b>focusing</b> 10:18 60:24 <b>follow</b> 44:8 54:8 88:24 114:13 129:15 <b>followed</b> 2:13 152:24 <b>following</b> 2:23 3:12 3:14 19:22 39:16 63:21,25 110:12 120:22 121:1 122:23 135:13 155:21 <b>force</b> 165:15 <b>forceful</b> 128:8 139:15,20 166:19 166:21 167:5 <b>forethought</b> 15:19 <b>forget</b> 164:13 <b>form</b> 46:24 82:2
---	--	--	---	--

128:24 144:23 <b>formal</b> 156:10 <b>formalisation</b> 91:3 <b>formally</b> 36:21 <b>formed</b> 120:21 <b>fortune</b> 153:22 <b>forty</b> 31:7 <b>forward</b> 64:3 175:1 <b>found</b> 5:4 <b>four</b> 13:2 24:23 27:25 35:9 40:15 69:9,15 74:9 77:7 78:11,13 86:4,11 141:10 149:5 155:1 174:20 <b>fourth</b> 5:7 7:23 8:10 9:17 14:10 14:19,19 15:24 28:4 92:11 93:20 <b>Fox</b> 50:25 58:9 69:8 70:12 74:9 <b>frame</b> 92:6 <b>free</b> 174:10 <b>freeze</b> 40:2 <b>fresh</b> 7:16 <b>front</b> 46:19 71:10 72:9,21 114:2 152:1 162:7 166:4 <b>FRS</b> 146:3,3,5,5 <b>FRSs</b> 143:3 <b>FRUs</b> 110:3 <b>frustrated</b> 54:1,5 <b>FSG</b> 5:3,24 27:14 34:9 35:8 55:5 63:21 77:15 78:14 78:24 79:8,17 81:9,18 98:9 141:15 158:18 <b>FSGs</b> 95:23 <b>full</b> 25:1,11,16 26:1 26:3 59:13 67:19 67:25 70:2 71:16 146:24 174:19 <b>fullness</b> 72:2 <b>fully</b> 85:23	<b>function</b> 22:16 <b>further</b> 5:12 19:20 31:7 43:16 45:13 64:1 79:4 86:13 88:3 95:4 141:5 148:7 156:13 173:21 174:1 <hr/> <b>G</b> <b>G272</b> 91:16 <b>gather</b> 20:2 38:16 82:1 <b>gathered</b> 39:2 93:8 <b>gathering</b> 20:17,23 <b>gender</b> 103:22 <b>general</b> 77:19 92:15 115:17 128:1 149:19 <b>generally</b> 61:15 98:18 135:15 <b>generic</b> 21:8 <b>generous</b> 56:23,24 57:3 <b>genuine</b> 163:9 <b>getting</b> 42:23 49:1 49:2 50:9 54:16 60:24 94:25 95:2 100:24 107:23 115:24 130:23 140:3 162:3 166:11 <b>give</b> 9:9 18:13,22 21:12 35:2 39:25 49:22 71:16 73:15 80:22 94:20 100:5 103:8,12 120:5 130:5 132:25 138:19 139:1 140:1 143:21,21 144:19 149:13 150:7 153:16 159:19 165:18,21 172:22 174:2 <b>given</b> 5:3 6:9 10:7 14:1,5 19:22 23:2	28:9,18,21 35:7 35:15 41:8,14 45:14 51:7 55:14 63:2 80:7 91:5 127:25 130:2 138:16,17 139:14 149:21 150:15 151:4,6,23 152:2 152:23 160:23 161:15 165:1 166:2,8 167:19 168:20 170:2 171:1,4 174:3,5 <b>given[sic]</b> 103:10 <b>gives</b> 16:14 92:15 92:16 104:14 <b>giving</b> 15:14 20:24 42:22 57:11 72:2 88:1 133:2 136:3 136:15,15,20 168:22 172:4 <b>glad</b> 173:20 <b>GM</b> 92:22 <b>go</b> 2:22 5:6 6:3 12:22 16:19 17:2 17:3 29:7,20 31:2 33:24 34:6 37:4 39:18,21 44:22 50:4 56:17 57:14 59:4 65:18 74:25 75:19 76:22 77:22 77:24 85:4 87:5 89:20,21 98:13 99:16 100:17,17 101:11 103:4 104:10,18,23 110:24 115:3 131:7,17,21 133:13 138:2 147:20 151:20 153:11 155:12 157:18 158:12 160:4,7 162:11 164:16 166:5 167:8 169:5	170:18 171:11 174:3,9,10 <b>goal</b> 64:18 <b>goes</b> 49:3 74:6 124:18 140:12,25 146:8 168:14 170:14 <b>going</b> 1:4 2:3 9:24 11:18 13:24 14:15 21:13,14 23:14,18 26:16 29:12 36:13 38:1 39:17,24 40:15 42:21 45:6 48:2 52:15 53:2,7 53:22,23 56:16,24 57:3,10 58:3 64:3 64:13 65:7 69:4 80:10 83:5,7 84:24 85:12,17,20 89:23 92:2,17 98:13 99:1 104:5 106:18 124:25 126:22 127:5 132:17 134:14 135:25 144:4,16 144:18 150:1 151:15 154:15,22 157:5,6 159:8 160:1,2,4,5,15 161:1 163:14 165:4 168:12 169:3 170:2,23 172:18,21 173:1 173:11 <b>gonna</b> 105:1,3 <b>good</b> 1:3,6,7,11,25 2:1,2 9:8 49:11 56:2 84:9,11,15 91:9 99:14 128:11 131:2 153:22 157:14 158:14 174:23 <b>goodwill</b> 156:10 <b>government</b> 3:11 19:22	<b>governmental</b> 3:10 <b>GRA</b> 21:8 25:7,8 121:9 <b>grateful</b> 173:22,24 <b>greater</b> 38:22 <b>green</b> 86:5 87:7,9 90:14 99:19 <b>Grenfell</b> 7:7,9 9:16 63:8 107:13 116:12 146:22 <b>ground</b> 23:25 48:19 48:21 55:6 56:12 60:9,22,24 61:9 61:10,16,17,18,23 62:6,12,21,23 63:11,13 64:23 65:12 66:9,12 67:1 69:1 71:17 72:3 79:11,18,19 81:19 85:5 90:6 91:4,6 92:25 93:11,22 94:24 95:3 96:7,15,23 108:9,13 111:21 112:1 113:13,18 115:5,17,19 116:16,19,22 118:12,22 119:10 128:23 134:20 135:19 137:1,2,15 149:11 154:10,13 154:15 <b>Group</b> 36:9 111:17 <b>groups</b> 124:14,15 <b>guess</b> 7:2 128:11 129:3 156:18 <b>guessing</b> 156:21 <b>guidance</b> 2:9 9:10 9:11,20 11:4,9,10 12:6,8,19,23,23 13:5,11 14:12,23 16:8,9 21:20 25:9 26:18,21 27:5 28:2,6 29:3 33:17 34:23 38:16,19
---	---	---	---	---

50:13 55:14 63:9 63:13 65:13,20 78:3 79:24 80:16 80:17 81:15 82:12 82:18 93:13 97:4 115:15 120:9 126:23 145:15 151:12 <b>guided</b> 28:11 <b>guideline</b> 16:19	164:23 <b>happening</b> 92:25 93:22 106:8 111:20 149:11 <b>happens</b> 52:13 61:15 <b>happy</b> 30:3 99:12 116:10 131:15 <b>hard</b> 151:15 <b>harrowing</b> 122:6 <b>Hayward</b> 47:17 <b>hazard</b> 128:11 <b>hazarding</b> 156:18 <b>head</b> 46:18 129:23 <b>head's</b> 170:9 <b>headset</b> 46:21 102:12 <b>hear</b> 39:3 51:12,14 97:24 102:13,24 105:13 116:6,6 123:10 125:21 134:5 136:6 138:9 138:21 140:21,25 167:11 172:7 <b>heard</b> 4:17 117:25 118:19,22 123:21 124:9,10,10 132:12 154:17 165:12 174:24 <b>hearing</b> 1:4 47:3 111:21 113:2 125:25 175:5 <b>heat</b> 5:10,13,16,16 5:25 9:25 12:25 13:7,16 100:24 128:24 <b>heavily</b> 15:21 140:3 <b>heavy</b> 20:5 <b>Heidi</b> 50:25 51:16 58:9 69:8 70:12 71:3 74:9 75:6,18 <b>Heidi's</b> 140:24 <b>heli-tele</b> 123:5 <b>helicopter</b> 122:10 122:25 124:24	125:9,13 126:10 <b>helicopters</b> 123:11 <b>hello</b> 7:9 38:15 105:25,25,25,25 <b>help</b> 14:12 17:6 54:5 58:1 74:8 76:25 77:8 80:3 85:16 87:15 90:18 92:7,8 93:7 99:23 100:9 106:8 113:15 133:19 148:25 172:13 <b>help?'</b> 38:5 <b>helped</b> 133:21 <b>helpful</b> 45:12 66:8 76:2 136:17 173:24 174:4,5 <b>helping</b> 26:6 <b>helps</b> 173:6 <b>high</b> 18:20 24:21 54:1 101:3 <b>high-rise</b> 2:10 19:23 22:6 23:2,7 23:13 92:12 98:2 <b>higher</b> 66:15 97:5 <b>highlight</b> 44:6 <b>highlighted</b> 97:9 <b>historic</b> 145:12 <b>HJF</b> 51:1 <b>hmm</b> 56:23 <b>hold</b> 129:21 <b>holding</b> 64:9 107:20 <b>home</b> 18:8 30:18 <b>home-owners</b> 3:19 <b>homes</b> 30:22 64:14 <b>honest</b> 60:23 <b>hope</b> 99:18 126:17 158:12 159:8 163:12 <b>hot</b> 129:17 <b>hour</b> 11:21 84:13 84:25 91:8 94:4,5 104:19 170:2 <b>hours</b> 120:15 125:2	126:11 144:23 146:9,15,19 147:16,25 148:20 <b>house</b> 2:14 3:12,14 3:17 8:8 19:8 152:15 160:12 162:9 <b>huge</b> 11:18 <b>hung</b> 142:14	<b>impact</b> 61:14 107:19 <b>imperative</b> 25:6 <b>implemented</b> 5:15 41:5 42:14 92:12 98:2 <b>implied</b> 3:25 <b>imply</b> 136:23 <b>important</b> 30:20 61:18,22 62:10,23 65:11,15 70:18 169:22 <b>importantly</b> 67:16 69:23 129:21 <b>impossible</b> 136:19 <b>impression</b> 166:14 <b>improved</b> 145:16 <b>inability</b> 69:20 74:11 <b>inaudible</b> 7:11 8:1 96:17 105:7 106:1 159:22,23 162:8 162:10,13,15 <b>incident</b> 3:18 10:13 10:14,17 15:2 16:7 18:23 22:10 22:15,22 23:24 24:25 25:10,15,24 26:5,25 27:4,9,12 27:13 28:7,8,12 28:16,19,22 29:1 31:8 32:8,9 33:3 36:1,4,19 37:4,13 41:16,17,19,20 42:2 48:19,21 49:15 50:4,17 54:9 55:17 58:7 60:22,24 61:1,9 61:10,16,17,18,25 62:6,12,25 63:1 63:11,13 65:17 66:9,12 68:15 69:7,18 71:9,14 71:17 72:3,9,10 73:19 74:16,17,25
<b>H</b>			<b>I</b>	
<b>habit</b> 55:13,13 <b>half</b> 84:13,25 94:5 103:15 150:11 <b>halfway</b> 32:10 100:20 147:4 170:14 <b>hallways</b> 140:6 <b>handed</b> 65:25 <b>handheld</b> 111:24 <b>handing</b> 143:2 154:16 <b>handle</b> 12:4 34:8 166:7 <b>handled</b> 45:19 <b>handler</b> 5:24 6:17 7:2 <b>handlers</b> 153:8 <b>handling</b> 11:20 118:6 173:6 <b>handover</b> 142:6 <b>hands</b> 98:17 129:21 <b>hands-free</b> 31:23 <b>handwriting</b> 67:4 88:17,18 <b>hanging</b> 150:4 <b>happen</b> 22:14,18 61:11,12 97:14,18 112:12,12 145:12 153:11,20,23 <b>happened</b> 54:7 68:24 100:13 125:12 129:4 140:9 155:24			<b>IC</b> 92:22 111:13 112:18 <b>IC.'</b> 138:4 <b>ICS</b> 61:2 <b>idea</b> 4:21 48:3 49:22 63:24 99:21 103:8,12 104:15 127:25 129:6 166:22 <b>identification</b> 153:13 <b>identified</b> 78:14 <b>identify</b> 104:12 148:25 159:14 <b>ignore</b> 51:22 <b>images</b> 116:11 127:15,17 173:17 <b>imagine</b> 9:15 11:22 14:7 15:18 33:16 37:21 43:9 53:6 53:16,20 54:7,15 59:22 61:7 65:16 72:9 75:8,18 86:8 86:18 87:21 90:8 96:11 97:25 106:12 111:25 117:5 122:13 135:24 146:1 151:18 <b>immediately</b> 38:4 43:22 107:24 113:17 150:4 161:3 166:4 173:15	

79:11,19 81:8,19 82:4,22 91:4,6,7 91:10,12,13 92:18 93:3,9,11,24 94:3 94:13,24 95:3,16 96:7,15,23 98:3 108:8,12,15,16,24 109:8,8,11,12,16 109:16 110:1,11 110:22 111:9,18 111:19,20 112:7,8 112:12,15 113:18 115:5,16,19 117:4 117:6 118:22 122:16 123:19 124:17 127:10 128:23 130:9 134:20,25 135:8 135:12,13 137:1,2 137:12,15,18 138:4,6,8 151:16 153:10,14 154:10 154:12,15 156:8 159:4 173:14 <b>incidents</b> 23:7 24:21 125:12 173:13 <b>include</b> 24:22 26:22 82:14 <b>included</b> 61:19 66:6 <b>including</b> 58:12 68:11 86:3 <b>incoming</b> 152:10 152:11 153:19 <b>incomplete</b> 62:10 67:16 69:23 70:20 72:17 <b>incompletely</b> 68:20 <b>incompleteness</b> 73:8,9 <b>inconvenient</b> 84:14 <b>incorrect</b> 152:13 <b>increasingly</b> 101:1 106:21,23 108:5	108:21 <b>INDEX</b> 175:7 <b>indicate</b> 13:17 34:22 110:18 <b>indicated</b> 98:2 100:23 164:2 <b>indication</b> 107:16 <b>individual</b> 9:20 14:9 26:10 64:10 70:22 125:3 <b>individually</b> 39:19 136:2 <b>individuals</b> 26:4 64:19 67:21 122:21 151:17 165:13 <b>inference[sic]</b> 20:5 <b>info</b> 96:7 <b>inform</b> 35:4 142:7 <b>information</b> 6:8 9:9 10:15,18 15:2 20:2,17,23 25:21 26:24 27:3,6,9,12 27:20 32:14 38:11 38:17,19 39:4 41:2,15,21,25 42:2,9,17,21,22 43:10,20,21 44:1 44:7,25 45:4,9,10 45:22 46:2,3,4,11 46:24 47:9 48:10 49:1,2,5,12 50:4,9 50:9,11 51:6,15 51:18,18 52:5,5 52:12,18,22,24 53:2,7,12,21 54:20 55:5,11,18 55:22 56:4,17 59:13,15,19,25 60:11,18,25 61:5 62:8,9,11 63:1,10 63:21 64:1,18,22 65:8,15,18,21,23 66:1,2,6,20,21,25 67:6,7,12,14,14	68:5 69:23 70:12 70:19,21 71:1,14 71:20 72:1,2,7,13 72:16,18 73:5,15 73:17 74:6,8 75:8 75:19 76:19,24 77:6,16 78:2,5 79:13 80:6 81:8 81:21 82:1,2,3,17 82:20,22 85:6,10 86:3,10,19,22 87:3,19,22 88:2,5 89:3,9,11,14 90:5 90:13,18 92:8,19 92:20 93:5,6 94:9 94:19,24,25 95:2 95:4,10,12,14,21 96:14,17,18,21,23 97:1 113:25 114:11 117:19,20 120:14 127:4 128:22,23 130:3,9 135:15 141:5,25 143:8 149:21 151:19 152:2 163:22 164:21 <b>information's</b> 47:7 <b>information-gath...</b> 65:17 <b>informative</b> 91:5 91:15,22 92:3 93:4,21 94:6 98:1 109:20 110:5,11 110:13,15,19 <b>informed</b> 31:6 117:17 145:3 147:8 <b>informing</b> 33:20 95:8 147:19 <b>initial</b> 77:10 81:20 82:17,22 92:11 94:3 129:10 <b>initially</b> 100:2 101:9 139:22 164:18	<b>inputs</b> 45:22 <b>inputting</b> 50:8,11 <b>inquest</b> 2:14 <b>inquiry</b> 1:24 6:24 108:7 121:7 175:8 <b>inside</b> 58:12 59:16 60:1 63:5 68:12 80:7 128:1 162:8 170:11 <b>instances</b> 80:6 <b>instituted</b> 55:3 <b>instructed</b> 129:18 168:17,23 <b>instruction</b> 88:1 126:25 127:5 152:24 165:18 166:2 <b>instructions</b> 18:22 30:8 166:9 <b>insufficient</b> 95:2 <b>interaction</b> 173:18 <b>interests</b> 1:13 <b>intermediate</b> 13:14 <b>internal</b> 5:4 <b>internally</b> 2:20 21:17 159:18 161:25 <b>interpret</b> 73:3 173:16 <b>interpretation</b> 72:24 <b>interpreting</b> 89:6 <b>interrupted</b> 127:8 <b>introduce</b> 22:22 <b>introduced</b> 43:7 <b>investigate</b> 6:17 <b>investigating</b> 3:17 <b>involve</b> 151:15 <b>involved</b> 3:25 39:14 79:22 81:22 82:6 82:15,24 100:25 106:19 127:12 155:15 <b>involvement</b> 16:6 109:19	<b>involves</b> 2:23 <b>involving</b> 4:15 <b>Irish</b> 148:23 149:2 <b>issued</b> 3:18,20 <b>issues</b> 22:14 65:14 <b>item</b> 22:19 <b>IUP</b> 110:22 <hr/> <b>J</b> <b>Jason</b> 38:10,18 39:1 40:5,24 41:21 42:1,11,21 45:9 47:25 48:20 48:22,23 49:6,13 49:23 50:3 51:8 52:6,11,17,19,23 53:8,13,23 54:12 55:6,15 56:6,11 60:8,8,12 65:23 66:3 67:7,15 68:19 69:3 70:25 71:9,13 72:1,11 72:20 75:10,22 76:7,16 86:19,22 108:13 174:22 <b>JOANNE</b> 1:10 175:8 <b>job</b> 155:22 <b>joined</b> 31:15 <b>joint</b> 25:20 <b>judging</b> 99:24 <b>July</b> 1:1 96:6 175:5 <b>jump</b> 43:5 <b>June</b> 6:25 145:7 <hr/> <b>K</b> <b>Kate</b> 156:5,16 <b>keep</b> 11:5 23:7 26:6 44:19 78:22 84:24 129:21 135:14 140:18 160:6 168:10 171:23 <b>kept</b> 42:6 55:8 142:20 <b>key</b> 21:18 63:1 86:4 <b>kicks</b> 12:24 13:11
--	--	--	--	---

<b>kind</b> 15:13 91:19 151:10 <b>kindly</b> 141:16 <b>kinds</b> 5:3 <b>knew</b> 33:16,17,21 35:3 45:8 52:4 56:13 66:3 97:7 97:13 116:7 128:3 128:21 129:18 130:6 140:7 154:10 156:14 <b>know</b> 7:18,21 8:3 8:17,23 10:12 15:11,25 19:14 21:11 32:13 33:2 33:6 35:7 37:8,15 48:14 51:6 54:25 55:15,20,21 56:4 56:7,10 59:18,20 60:15 61:23 62:1 62:5,12,23 63:4 65:12 67:1 68:14 69:25 70:24 71:22 71:23 73:1 75:17 76:3,9,10 77:18 78:4,6,13,17,18 79:10,23 86:15 87:3,15 88:11,12 88:13,18 89:18 90:5 97:15,20 98:4,6,8,10 107:5 108:24 109:6,7,10 111:24 116:3,18 117:3 123:14 125:19 126:8 128:5 134:15,22 134:24 135:5 137:6 138:9,18 140:5 141:19 142:4 144:25 145:6 149:10 150:24 151:4 153:24 154:2,4,10 156:14,21 159:22 169:23 173:1,16	173:20,25 <b>knowledge</b> 18:13 19:6 115:16 116:2 174:3 <b>known</b> 14:9,15 43:20 51:16 52:22 54:19 61:21 130:20 <b>knows</b> 34:11 54:6 57:8 <hr/> <b>L</b> <hr/> <b>lady</b> 69:11 70:14 76:18 <b>Lakanal</b> 2:14 3:12 3:14,17 19:8 120:22 121:1,3,6 <b>landline</b> 145:14 <b>language</b> 83:1 139:15 166:19,21 167:5 <b>large</b> 17:5 22:13 23:6 32:20 93:12 94:3 159:2 169:17 169:18 <b>large-scale</b> 127:9 <b>lasted</b> 62:16 82:20 104:9,18 <b>lasting</b> 101:16 <b>lasts</b> 104:19 <b>leads</b> 14:20 <b>learn</b> 125:25 <b>learnt</b> 118:11 119:3 158:2 <b>leave</b> 3:8 4:1 5:11 6:2,2 11:8 12:21 12:25 14:16 16:13 16:25 26:7 28:10 71:4 88:13 89:17 94:9 100:13 108:3 114:24 129:11 132:18 139:23 141:2,7 142:7,14 142:23 147:6,9 160:15 163:1,13	164:22 165:4,5,13 165:21,22,24 167:1,1,13 170:10 170:20 <b>leaves</b> 140:12 150:19 <b>leaving</b> 130:2 155:21 <b>left</b> 29:7 89:7,14 90:1 105:9,14 112:4 129:21 147:18,24 155:22 162:12 166:14,22 <b>left-hand</b> 59:5 <b>LEGAL</b> 169:2 <b>leisure</b> 57:4 <b>let's</b> 2:22 14:4 49:23 50:1,14 51:21,25 87:5 91:9 95:21 128:18 <b>level</b> 58:11 68:11 <b>levels</b> 120:24 <b>LFB</b> 19:7,7 32:24 33:1 35:23 44:13 73:14 79:16 137:24,25 <b>LFB's</b> 81:12 <b>LFB00000003</b> 35:24 <b>LFB00000311</b> 6:23 <b>LFB00000366</b> 159:13 <b>LFB00000376</b> 161:23 <b>LFB00000386</b> 167:21 <b>LFB00000557</b> 150:9 <b>LFB00000677</b> 104:7 133:14 <b>LFB00002031</b> 74:22 <b>LFB00002340</b> 73:13 <b>LFB00002784</b> 68:3	<b>LFB00003113</b> 96:3 <b>LFB00003617</b> 17:21 <b>Li</b> 30:15 167:22 171:1 <b>limited</b> 145:15 <b>line</b> 16:15 20:18 34:10,21 40:6 48:25 83:6,25 84:5 139:13 140:25 141:10 150:10 <b>linear</b> 20:25 <b>lines</b> 40:15 131:22 141:11 143:23,24 <b>link</b> 123:5 <b>list</b> 21:25 24:18,24 42:21,24,24 44:18 44:19 54:17,17 <b>listen</b> 77:20 80:25 101:13,23 102:8 103:6 105:11,11 105:15 114:1 125:1,10 168:8 171:21 <b>listened</b> 81:12 100:22 101:7 103:3 114:4 133:24 134:11 <b>listening</b> 52:11,14 80:19 101:5 102:22 111:25 133:8,12,21 <b>little</b> 5:2 29:8,16 43:10 56:22 66:15 76:22 97:5 132:1 143:16 147:2 155:4 <b>live</b> 152:1 169:24 169:25 <b>lived</b> 30:15 155:18 <b>living</b> 90:3 <b>lobbies</b> 129:8 <b>local</b> 145:17 <b>locate</b> 151:16	<b>located</b> 64:19 <b>location</b> 18:19,23 41:18 46:15 51:12 72:13 81:22 95:5 95:10 98:5 102:17 148:24 <b>log</b> 10:13,14,17 35:23 36:23 37:1 37:2,4,13,13 40:17 41:17,19,20 42:3,18 43:14 44:8 45:23 49:15 50:4,9,11,17 54:9 55:17 58:7 68:15 69:7,18 71:10,15 72:9,10 73:19 74:16,17,25 91:7 91:10,13 93:3 109:8,9,16 110:1 110:11 134:25 135:2,3,8,12,13 151:16 <b>logged</b> 37:15 72:23 127:11 <b>logging</b> 41:17 <b>logs</b> 37:17 39:11 42:5 <b>London</b> 138:12 142:5 145:3,19 147:3,5,8,19 148:4,12,20,22 149:6,9,13,17 150:21,21 153:15 <b>long</b> 7:4 18:5 37:15 62:16 98:22 101:17 103:6,14 113:14 118:20 128:17 132:3,23 134:10 139:22 150:24 152:13 156:12 157:6,8 158:15 169:20 <b>longer</b> 83:3 110:5 129:3 136:9 <b>longest</b> 101:10
---	--	---	--	---



102:5 <b>look</b> 3:21,22 5:1,2 6:22 10:14 17:14 17:19 21:1,7 33:25 50:17 56:16 57:2 58:7,15 62:15 63:16,17 69:6,13,18 74:16 74:23 76:23 77:5 78:21 79:3 80:1 81:6 85:17 86:1 86:25 89:22 90:21 91:6,9 95:25 104:3,4,5,8,14 106:3 110:2,8 126:21 137:24 142:11 144:1 147:2 151:19 153:9 159:8,14,17 160:4 167:15 170:4 173:3 175:1 <b>looked</b> 2:4 5:6 17:17 21:7,11 49:19 77:13,22 78:10 79:20 82:2 96:2,5 99:17 127:17 132:6,23 133:6 138:1 150:18 172:2 <b>looking</b> 9:23 12:15 13:25 15:15 17:22 22:5 36:3 41:20 59:14 66:15 67:11 68:14 80:23 81:17 82:10 85:7 113:21 135:11 149:17 160:16 161:22 162:22 <b>looks</b> 52:17 66:19 77:7 78:8,11 79:16 86:9 88:10 88:17,22 89:1 90:2 91:22 104:12 144:8 148:8 150:18 163:3	166:19,22 171:8 171:11 172:3 <b>lose</b> 129:22 <b>lot</b> 33:19 34:9 65:18 86:3 88:21 93:4 144:15 169:6 170:11,16 173:2 174:4 <b>lots</b> 85:9 159:22 160:5 <b>low</b> 129:21 168:10 171:23 <b>lower</b> 14:11 147:2 160:14 <b>lull</b> 19:16 <b>lunch</b> 84:6 85:3 <hr/> <b>M</b> <b>main</b> 62:11 64:18 112:2,23 114:6 119:6 139:12 169:21 <b>maintain</b> 97:18 <b>major</b> 93:9 156:8 <b>majority</b> 18:17 23:6 173:13 <b>make-up</b> 67:12 91:11 110:3 <b>make-ups</b> 94:6 110:22 <b>making</b> 14:24 28:12 37:23 41:16 41:25 135:25 <b>male</b> 103:24 146:21 148:2,22 149:1,8 149:14,18 <b>manage</b> 155:24 <b>managed</b> 66:10 141:4 161:7 <b>manager</b> 31:13 36:9 47:22,22 48:12,12 51:21 111:18 <b>managers</b> 32:13 <b>manner</b> 148:3	<b>manual</b> 19:21 <b>March</b> 144:6,6 <b>mark</b> 36:3 63:17 <b>MARTIN</b> 1:3,7,11 1:18,21 24:1 29:11,16,20 30:3 30:10,23 56:20 57:2,6,10,20,24 70:4,8 74:3 83:9 83:12,15 84:3,8 84:15,18,24 85:2 92:1 98:18,21,25 99:6,12,14 128:16 128:19 131:2,5,13 131:15 146:11 154:20,25 155:2,8 155:10 157:5,10 157:14,25 158:5 158:12,14 169:13 169:20 170:3 172:9 173:25 174:9,13,19,23 <b>mass</b> 156:9 <b>material</b> 66:5 144:20 <b>materially</b> 67:16 <b>matter</b> 7:1 112:16 143:17 <b>matters</b> 17:1 96:15 <b>mean</b> 5:14 10:7 32:7 37:19 44:6 54:9 60:8 68:14 107:2,23,25 120:6 120:10 <b>means</b> 17:2,4 86:7 103:1 145:11 <b>meant</b> 17:8 38:7 62:2,5 142:5 <b>measured</b> 174:5 <b>measures</b> 21:19 <b>mechanics</b> 102:21 112:17 <b>mechanism</b> 102:21 <b>media</b> 127:15 <b>meet</b> 174:17	<b>meeting</b> 96:10 <b>member</b> 127:3 <b>memory</b> 40:21 <b>mention</b> 96:22 <b>mentioned</b> 17:15 51:17 102:11 145:2 <b>mentioning</b> 67:15 <b>Merton</b> 51:12 <b>message</b> 36:1,4,24 51:9 52:2 54:18 67:23,25 68:3,18 68:20 70:10 73:25 74:15,21 75:13 76:4 85:11 91:19 91:22,23 92:6 94:4,12,13 109:20 109:24 110:5,12 110:15,19 111:1,4 111:10,13 112:8 113:5 138:4,7,9 147:18,24 167:14 167:18 171:8 <b>messages</b> 54:23 56:8 58:3 80:1,11 91:3,5 93:21 110:23 111:12 117:15 124:21,25 125:6,9,15,21 126:1,2 135:18 139:12 150:19 155:21 <b>met</b> 44:13 123:18 140:13 <b>MET00007698</b> 172:23 <b>MET00012847</b> 144:3 <b>MET00015924</b> 85:17 <b>MET00016906</b> 58:16 87:5 99:18 <b>MET00016912</b> 58:24 69:14 85:8 89:21	<b>MET00019606</b> 59:5 <b>method</b> 55:5 73:4 125:14 <b>Meyrick</b> 63:20 <b>middle</b> 113:12 116:15 138:2 139:3 141:10 <b>midstream</b> 83:6 <b>Millett</b> 1:6,7,8,18 1:20,25 24:7 29:6 29:14 30:5,11 31:1 56:15,20 57:1,4,9,25 70:4,7 70:10 74:4 83:5 83:11,23 84:4,11 84:17 85:4 92:7 98:12,19,24 99:15 128:18,20 131:1,4 131:17 146:13 154:20,23 155:1,7 155:12,13 156:25 157:9,12,25 158:2 158:15 169:3,16 169:22 170:4 172:15 173:19 174:13,15,21 <b>Millett's</b> 24:1 <b>mind</b> 15:19 24:3 25:8 29:11 65:11 98:16 100:9 150:14 157:18 163:10,14 <b>minds</b> 61:13 <b>mine</b> 3:23 119:15 <b>minute</b> 78:11 103:15 105:11 <b>minutes</b> 29:18 31:6 39:7,8 40:21 51:4 57:11 82:20 83:8 83:15 92:4 98:23 99:2 101:24,25 103:14 104:9 107:16 108:23 113:25 119:14
---	--	---	--	--

120:7 121:18 128:14,18 131:6,9 132:4 147:25 150:11 157:5 158:18 160:21 <b>mischaracterised</b> 126:18 <b>misinterpreted</b> 126:18 <b>missed</b> 55:16,23,24 72:12,17 73:11 <b>missing</b> 65:8 <b>mistaken</b> 70:9 <b>misunderstanding</b> 70:5 <b>mixture</b> 172:4 <b>Mm</b> 131:1 <b>mobile</b> 31:20,21 48:22 49:7,13 51:8 52:19 53:13 54:12 55:6 56:5 56:11 64:24 68:21 76:4,12,16 90:7,8 108:18 117:8,9,13 117:13 144:24 146:20 147:17 148:2 150:11 173:1 <b>mobiles</b> 143:19 <b>mobilise</b> 159:5 <b>mobilised</b> 33:18 <b>mobilising</b> 18:24 32:15 33:20 41:1 122:7 <b>mobility</b> 62:22 65:14 <b>moment</b> 51:22 54:3 56:19 70:10 73:12 114:19 126:14 159:21 <b>Monday</b> 174:18,25 175:5 <b>monitoring</b> 92:19 112:23 <b>MOORE-BICK</b>	1:3,7,11,18,21 24:1 29:11,16,20 30:3,10,23 56:20 57:2,6,10,20,24 70:4,8 74:3 83:9 83:12,15 84:3,8 84:15,18,24 85:2 92:1 98:18,21,25 99:6,12,14 128:16 128:19 131:2,5,13 131:15 146:11 154:20,25 155:2,8 155:10 157:5,10 157:14,25 158:5 158:12,14 169:13 169:20 170:3 172:9 173:25 174:9,13,19,23 <b>morning</b> 1:3,6,7,11 2:1,2 99:17 125:2 126:11 163:17 174:18 <b>motoring</b> 31:24 <b>move</b> 40:25 85:25 99:1 102:10 104:11 <b>moved</b> 30:17 139:25 155:23 <b>moves</b> 37:23 169:5 <b>moving</b> 113:24 <b>multiple</b> 22:2 33:16  <b>N</b> <b>Nadia</b> 30:18 <b>name</b> 47:23 48:14 109:3 <b>names</b> 20:6,11 <b>Naomi</b> 30:15 167:22 <b>national</b> 2:8 21:20 25:6,9 101:2 145:15 <b>nature</b> 41:7,13 101:1 106:20,25 107:2	<b>near</b> 102:13 155:19 <b>nearer</b> 34:16 <b>nearest</b> 102:6 147:21 148:6 162:12 <b>necessarily</b> 20:16 30:20 82:8 <b>necessary</b> 24:4 25:2 25:12,17 26:2 28:8,16 139:19 <b>necessity</b> 139:16 <b>need</b> 3:22 5:12 7:15 14:11 18:22 19:2 22:15 28:9,10,17 33:21 80:24 105:21,21 107:23 110:1 114:17,20 114:23 122:16 139:15 144:12 145:20 150:15 155:4,5 162:2,3 162:18 163:5 165:5 166:13 168:4 170:24 171:17 172:20 <b>needed</b> 18:18 29:3 33:14,21 43:22 66:13 155:17 166:23 167:6 <b>needs</b> 158:10 <b>negative</b> 3:23 <b>neighbour</b> 7:25 <b>neighbour's</b> 8:8 30:17 <b>neighbours</b> 4:3 <b>never</b> 22:19 25:8 56:14 85:20 135:1 135:1 150:14 164:14,15 <b>new</b> 45:4 46:2 136:16,19 144:10 144:19 156:2 <b>news</b> 127:17 172:25 173:11 <b>next-door</b> 159:23	<b>night</b> 17:6 23:20 29:8,15 31:3,14 55:1 60:16 61:3 76:19,22,23 121:22,25 125:11 152:19 159:3 <b>nil</b> 129:23 <b>noise</b> 122:11 123:24 <b>noisy</b> 122:9,24 <b>normal</b> 6:16 19:3 37:11 43:18 55:12 65:17 93:24 94:1 139:17,18 <b>normally</b> 25:4 126:20 <b>Norman</b> 38:9,23 39:6,9,15,21 139:2 165:23 <b>North</b> 142:1 143:4 <b>Northern</b> 148:23 149:1 <b>note</b> 27:1 <b>notes</b> 62:19 86:23 154:23 <b>notification</b> 153:4 <b>number</b> 9:4 17:17 21:18 32:12 37:24 43:24 44:12 54:2 60:25 72:14 78:23 79:5 80:6,6,7,18 81:22 82:5,6,14 82:14,24,24 87:2 89:17 93:13 94:6 94:15 114:10 126:2 138:1 144:25 145:4 146:20 147:17 148:2 150:2,12 152:1,3 158:24 159:2 <b>numbers</b> 30:21 43:17 80:12,13 151:5,6,8,17 152:22	<b>numerous</b> 62:20 64:8  <b>O</b> <b>o'clock</b> 84:14,15,25 99:3,8 175:1 <b>O'Loughlin</b> 109:19 110:3 111:19 112:19 <b>O'Loughlin's</b> 111:8 <b>obtain</b> 83:3 <b>obvious</b> 129:1 <b>obviously</b> 8:22 9:21 15:10 16:14 21:1 32:8 36:18 54:2 54:18 60:5 72:17 84:9 93:12 108:13 172:4,20 <b>occasion</b> 56:22 152:17 <b>occasionally</b> 94:12 <b>occasions</b> 44:16 46:9 62:20 145:21 <b>occupant</b> 150:20,21 152:20 <b>occupants</b> 2:25 12:21 28:14 87:4 <b>occupied</b> 31:12 <b>occur</b> 135:3 <b>occurs</b> 2:25 <b>October</b> 18:7 <b>odd</b> 98:23 <b>off-duty</b> 156:7 <b>offence</b> 31:25 <b>offer</b> 6:15 11:5,24 157:12 <b>offered</b> 28:5 <b>offering</b> 157:7 <b>Office</b> 18:8 <b>officer</b> 20:9 38:10 53:11 56:13 87:23 101:12,15 109:6 138:22 151:15 165:11 <b>officer's</b> 163:10
--	---	--	--	--

<b>officers</b> 4:24 33:20 35:5 39:19 41:25 45:3 46:10 47:6 55:10 64:9 88:8 92:17,19 94:20 108:15 112:25 113:4 116:23,24 116:25 117:2 118:6,12 128:4 129:19 132:15,15 135:5 137:22 139:1 140:1 158:24 159:3 164:15 166:20 167:7 173:16 <b>officers'</b> 163:14 <b>Oh</b> 8:2,9 70:8 110:21 154:25 <b>ok</b> 38:4 <b>okay</b> 1:23 3:21 4:19 4:25 7:2,16 8:2,4 8:9,14,19,23,24 9:1 15:12 19:24 22:24 27:22 32:1 33:8,12,23 34:17 34:20 35:13 36:7 36:12 37:14 39:8 40:2,9,15 41:4 42:2 43:3,12 44:19,24 45:12,21 45:25 47:10,24 49:11 53:10,19 54:22 56:1,15 58:22 69:5 71:21 71:24 74:25 77:2 77:10,17,22 78:7 78:20 79:25 80:9 81:1 85:1,15 87:13 88:22 91:2 91:25 92:7 100:6 100:15 102:15 103:6,20 104:2,4 105:5 106:1,6,17 108:20,24 109:2 110:1,7 111:14	112:16 114:13,25 115:20 116:1 119:25 121:8 122:3 123:20 124:20 125:5,14 130:7,13 134:12 135:16 136:8 137:7,16,22,24 143:14 144:12 145:18,23 146:7 147:15 149:4 156:6,20 158:11 158:16 159:8 160:4,9,10,15 161:6,21 162:2,4 162:11,16,21 165:4,7 166:6 168:8,12 169:1,10 170:7,10,12,17,19 170:20 171:21,25 172:15 173:19 <b>Oliff</b> 40:5 41:21 42:1,21 45:9 47:25 48:20,22 49:6,13,23 50:3 51:8 52:6,11,17 52:19 53:8,13,23 54:12 55:6,15 56:6,11 58:4 60:8 60:8,12 65:23 66:3 67:7,15 68:19 69:3 71:9 71:13 72:1,20 75:10,22 76:7,16 86:19 108:13 174:22 <b>OLIFFE</b> 38:10 <b>OLOUGHLIN</b> 110:14 111:5 <b>OM</b> 139:2 <b>omission</b> 66:5,10 <b>omits</b> 67:13 <b>on--</b> 160:13 <b>once</b> 33:14 42:14 45:16 54:18	<b>one-off</b> 152:20 <b>one-to-one</b> 154:5 173:18 <b>ones</b> 49:19 93:14 124:5 143:7 151:20 <b>open</b> 48:25 <b>operated</b> 135:8 <b>operating</b> 85:23 123:6 <b>operation</b> 40:11 42:20 45:17 65:13 69:1 113:20 <b>operational</b> 12:1 22:3,8,20,22 23:15,24 33:25 78:21 79:6 <b>operationally</b> 25:13 <b>operations</b> 31:13 <b>operator</b> 6:12 7:8 7:10,13,15,18,20 7:23 8:2,6,9,12,14 8:16,19,22,25 9:2 9:7,8,16 10:4,10 10:19 11:4 12:14 12:20 14:1,25 15:8,14,15 18:21 19:2 50:10 52:1 68:10,14 73:21 74:12 83:2 104:25 104:25 105:1,3,5 105:8,11,13,17,20 105:25 134:4 144:2 145:2,4 147:5,8,14 148:22 149:1,6,8,9,14,18 150:5,13 151:24 152:21 159:21,24 160:4,11,15 161:2 161:11 162:1,2,6 162:11,16 163:23 164:3 165:2,4,14 168:1,6,22,23 169:8 170:7,15,19	170:21 171:9 173:6 <b>operators</b> 11:22 26:8 49:18 52:14 61:1 118:6 136:16 138:13,16 140:18 148:12 150:25 151:24 160:23 161:1,8 163:7 164:19 165:19 166:1,10,14 167:4 168:18 172:19 <b>operators'</b> 129:1 <b>opportunity</b> 163:25 <b>opposed</b> 129:8 156:22 <b>option</b> 172:5 <b>optional</b> 171:5 <b>options</b> 94:15 168:20,22 <b>order</b> 28:21 82:8 152:25 <b>ordinarily</b> 6:9 27:10 <b>ordinary</b> 12:6,8 27:18 <b>organisation</b> 31:15 <b>origin</b> 22:1 <b>originally</b> 36:2 <b>ORR</b> 33:25 63:16 77:5,25 81:12 82:11 <b>ought</b> 24:5 131:5 133:13 <b>outside</b> 162:11,13 166:4 170:20 <b>overhear</b> 46:9 47:8 <b>overheard</b> 46:14 60:10,12 65:24 71:11,19 76:20 86:23 111:2 115:3 <b>overhearing</b> 172:14 <b>oversight</b> 32:6 122:14	<b>overspeaking</b> 7:20 8:5,15,20 105:24 106:11 160:2 <b>overview</b> 126:17 <b>overwhelmed</b> 127:6 <b>overwhelming</b> 159:4 <b>owing</b> 100:24 106:19,24 120:18 <hr/> <b>P</b> <b>P</b> 86:6,7 90:15,23 <b>pad</b> 47:4 <b>page</b> 2:20 3:21 5:4 5:5 8:18 10:17 15:8 21:16,21 24:16,19,19,20,20 24:23 26:16,17 27:25 28:3,4 31:5 33:24 36:14 37:4 38:1 40:16 43:13 50:18,20 58:8,9 59:14 63:16 69:7 69:7 74:2,3,5,18 77:5,6,24,25 78:10,22 79:3,7 79:20 80:2 81:24 82:11 91:13 93:2 96:2,4 97:5 100:18,19,20,21 104:8,10,11,12,18 104:23,24,25 106:3 110:11 119:6,7 131:21 134:14 138:2,3 139:11 141:9 143:23,24 144:14 144:16,21 146:14 147:2 148:19 154:19 155:14,16 159:14,18,19,20 160:14,14 161:25 162:1 164:11 165:2 167:23,25
---	---	--	--	--

168:6,6 169:5,7 170:6,14 171:5,15 171:15,20 172:24 <b>paged</b> 31:14,18 <b>pages</b> 21:18 72:10 73:10,11 79:7 <b>Pam</b> 40:22 102:6,6 102:7,11,14,14,18 103:7,8 132:20,25 133:2 134:3 <b>Pam's</b> 100:22 101:7 103:24 114:1 136:7 167:11 <b>paper</b> 42:8,9,17 45:6,6 46:3,6,22 46:24 47:1,5,10 47:19 48:3,5 49:3 49:4,6 59:23 60:11 65:25 71:19 72:5 75:9,24 76:6 <b>paragraph</b> 5:7 17:18 18:10,15 28:4 36:14 81:7 81:24 100:21 119:7 131:22 134:15 139:12 141:9 <b>paragraphs</b> 28:1 <b>Pardon</b> 105:2 <b>part</b> 21:17 22:15,25 23:17,19,21 24:18 25:6 26:16,18 35:8 44:3 65:16 96:6 97:10 104:3 119:2 121:1 144:5 151:7 <b>part-way</b> 172:12 <b>partial</b> 25:1,11,16 26:1,3 <b>participated</b> 132:12 137:3 <b>particular</b> 21:22 22:19 27:22,23 29:2 56:17 65:12 66:9 98:9	<b>particularly</b> 22:5 82:25 <b>partly</b> 144:25 <b>parts</b> 3:3 159:9 <b>pass</b> 38:18 41:22 60:17 63:11 65:22 72:15 81:20 95:6 113:1 136:4 143:7 165:25 168:18 <b>passage</b> 48:3 81:7 <b>passed</b> 10:15,16,18 29:11 41:21 45:1 51:17 52:6 53:4 55:15 56:8 60:13 67:7,15,20 75:8 75:22,23 76:20 77:7 78:4,9,10,15 79:11,15,18 80:4 81:9 82:13 83:4 86:10,14,24 88:3 89:10 113:5 135:18 137:15 148:21 149:8 150:2 151:7 163:22 <b>passes</b> 150:20 <b>passing</b> 27:5,12 38:11,16 39:4 45:10 50:5 52:2 52:11,18,24 54:3 56:11 78:2 81:16 86:19 89:9 124:25 141:24 143:9 152:2 <b>patience</b> 173:22 <b>Pauline</b> 156:5,15 <b>pause</b> 1:9 29:23 57:15,21 74:1,20 84:20 98:19,21 99:7 106:5 131:8 157:1,20 158:8 169:12 <b>pausing</b> 101:4 145:6 147:11 148:8,25	<b>pen</b> 46:22 87:9 <b>people</b> 10:12 11:21 16:9 26:6 48:4 53:21 60:1 62:21 62:22 63:5 65:12 66:7,14,21 67:16 80:7,13 87:2,3,19 88:5,6,22 103:21 107:7,24 114:23 115:24 116:6 119:12 122:22 129:10 136:14,23 137:10 140:10 142:3,13,22 143:18 145:7,20 150:9 152:8,8 153:1 154:11,15 156:2 162:19 166:25 169:22 170:11 <b>people's</b> 30:22 143:19 <b>perceive</b> 136:13 <b>period</b> 91:8 93:23 142:6 <b>periods</b> 1:14 <b>peripheral</b> 37:23 <b>person</b> 28:20 47:11 47:19 50:8 53:13 53:14,16 64:7 67:10 122:20 146:16 170:8 <b>personal</b> 16:6 76:15 131:20 <b>personnel</b> 48:5 86:2 <b>persons</b> 58:12 59:16 60:4,15 61:19 65:8 67:14 68:12 81:22 82:6 82:14,24 138:13 153:15 <b>perspective</b> 116:4 <b>Pete</b> 38:9 150:6,21 152:16,19	<b>Peter</b> 34:13 40:22 102:6 103:18 114:2 115:4 149:3 150:3,3 <b>Peter's</b> 100:22 101:7 102:20 114:2,4 <b>phone</b> 35:5 45:3 48:1,18,21,23,24 49:23 63:20 87:23 95:16 108:12,14 108:18 113:4,18 115:5 117:8,9,13 139:22 140:12,23 140:24,25 141:22 141:23 142:9 144:24 148:3 153:10 161:2 <b>phoned</b> 112:4 <b>phones</b> 36:16 173:2 <b>photo</b> 87:17 <b>photograph</b> 85:7 85:22 <b>photographs</b> 58:17 <b>physical</b> 128:1 <b>physically</b> 49:23 112:16,20 <b>pick</b> 159:18 <b>picked</b> 53:4 75:23 116:8 147:13 153:14 161:3,13 <b>picture</b> 45:14 46:18 56:2 58:23 85:8 87:13 92:16,17 99:16 128:24 <b>piece</b> 46:3,5 47:1 59:23 60:11 65:25 75:24 76:6 <b>pieces</b> 42:17 47:10 47:19 48:3,5 49:3 49:4,5 72:4 <b>place</b> 23:16 25:4,18 41:24 52:23 69:4 84:17 105:10 108:2 127:7,11,22	140:16 156:7 164:5 <b>plan</b> 22:3,8,11,20 22:23 23:3,16 24:5 136:19 <b>planning</b> 21:19 22:17 26:19 <b>plans</b> 21:22 <b>played</b> 121:1 <b>please</b> 1:8 2:20 18:4 21:16 29:24 33:24 57:12,14,16 73:13 77:5 83:16 83:18 84:19 85:17 96:3 99:3,8 131:9 158:7 160:3 <b>pleased</b> 173:25 <b>plus</b> 78:11 <b>pm</b> 83:20,22 99:9 99:11 131:10,12 157:22,24 175:4 <b>point</b> 1:19 17:20 21:25 25:10 26:23 29:10 32:2 38:23 53:8,25 54:15 55:1,2 83:10 89:11 95:15 97:6 97:11 107:13 108:5 111:15 123:19 130:16,19 131:3 155:3 168:16 <b>pointed</b> 79:1 <b>points</b> 24:23 82:7 <b>police</b> 44:14 119:21 122:10,25 123:8 123:10,18 124:18 124:23 125:10,13 126:6,10 144:6 172:19 <b>policies</b> 121:4 145:24 <b>policy</b> 2:3,21,23 3:16 4:14 5:1 9:23 10:24 12:15
---	--	--	--	--

13:15 15:15 16:15 16:16,18 17:18 19:7,10 20:14,21 21:10 22:4 23:4 25:3,6,19 26:6 43:8 80:13,14,24 81:6,17 82:16,21 98:14 101:2,3 106:22 107:5,20 108:6 111:16 113:12 114:15,22 114:22 115:11 119:11,15,20 125:22 133:22 145:5,7,11,11,14 145:16,17,19 146:3,5 152:7,12 153:21 <b>position</b> 103:4 127:12 135:2 149:12 163:25 164:16 <b>positioned</b> 149:12 <b>positions</b> 51:10 124:7 <b>positive</b> 136:20 <b>possibilities</b> 16:17 94:11 <b>possibility</b> 58:3 <b>possible</b> 11:23 76:3 111:16 112:16 147:23 148:16 158:3 159:25 161:16 164:1 169:23 <b>possibly</b> 42:25 56:22 67:2 68:20 164:16 <b>post-2011</b> 20:14 <b>potential</b> 22:2 <b>practical</b> 20:24 57:7 <b>practice</b> 16:25 17:1 17:3,7,9 112:11 143:18 152:13,17	<b>pre-dates</b> 113:19 <b>pre-times</b> 113:20 <b>precise</b> 85:24 132:1 <b>preclude</b> 4:2 <b>preg</b> 66:17 <b>pregnancy</b> 69:20 74:10 <b>pregnant</b> 69:10 70:14 76:18 <b>premise</b> 6:2,3 12:25 16:21 71:5 89:17 108:3 <b>premises</b> 5:9,11 6:5 9:25 10:4,9,25 12:16 13:16 21:22 77:19 <b>present</b> 7:1 38:11 <b>press</b> 32:13 164:6 <b>pressed</b> 98:22 <b>presumably</b> 111:1 <b>presuming</b> 150:2 <b>pretend</b> 168:15 <b>pretty</b> 125:18 140:7 <b>prevented</b> 4:1 18:19 <b>previous</b> 70:24 104:23 172:7 <b>previously</b> 35:10 <b>principle</b> 2:19 <b>principles</b> 13:2 21:15 35:9 <b>prior</b> 19:8 20:3 25:21 93:11 95:21 153:21 161:19 <b>prioritisation</b> 60:22 63:8 65:3 90:16 <b>prioritise</b> 60:18,19 62:1 63:1,13 64:2 64:11 65:1 <b>prioritised</b> 60:16 64:22 90:23 <b>prioritising</b> 62:21 66:12 110:23 <b>priority</b> 20:23	62:11 63:24 82:8 86:7 135:4 142:25 149:22 153:18 <b>probably</b> 11:6 37:23 40:24 41:19 83:13 100:14 129:23 136:6 139:25 151:18 159:18 <b>problem</b> 51:22 96:16,20,24 169:16,17 <b>procedure</b> 19:3 43:18 92:13 98:2 139:17 <b>process</b> 19:15 61:5 63:3 127:4 156:10 <b>programme</b> 174:19 <b>progress</b> 27:21 34:23 81:10,19 82:19 97:2,4 160:22 <b>progress/rescue/f...</b> 96:8 <b>progressed</b> 11:3 47:14 <b>prolonged</b> 27:15 <b>prompt</b> 57:20 92:5 <b>prompted</b> 94:12 <b>proper</b> 85:2 <b>properly</b> 14:23 78:14 82:11 <b>properties</b> 43:17 167:1 <b>property</b> 28:6,11 81:23 <b>protect</b> 11:7 13:2 80:17 107:8 136:18 140:1 164:1 165:16 <b>protection</b> 6:4,15 23:8 107:9 <b>protocol</b> 151:7 <b>protracted</b> 119:10 <b>provide</b> 6:4 9:12	11:15 13:1 16:9 23:8 61:14 64:18 167:4 171:12 <b>provided</b> 88:1 164:21 <b>providing</b> 50:12 80:17 <b>proximity</b> 102:13 <b>published</b> 2:13 <b>pulled</b> 126:24 <b>pump</b> 31:7 <b>pumps</b> 33:10 36:1 36:4 109:10 <b>pure</b> 15:3 <b>purely</b> 148:14 <b>purpose</b> 157:6 <b>purpose-built</b> 2:12 <b>purposes</b> 7:1 18:24 <b>pursue</b> 84:5 <b>put</b> 2:19 3:10 4:17 4:21 14:17 21:20 22:8 25:18 36:2 45:13 51:15 55:12 58:4 86:5 108:10 110:10,10 140:17 141:6 142:9 148:10 153:1,21 158:20,23 162:23 163:8,18,24 164:15 172:18,21 <b>put'</b> 2:21,23 3:7 4:14 22:4 25:3 101:2 106:21	91:9 101:13 112:14 126:19 130:24 154:24 155:10 171:2 172:10,16 <b>questioning</b> 83:6 <b>questions</b> 1:15,24 9:4,6 39:23 43:24 84:2 85:9 99:18 102:16 120:23 134:3,4 150:23 155:1,3,13 157:2 158:1,2,10 173:21 173:23 174:1 175:8 <b>quick</b> 43:22 73:11 119:11 120:4,6 <b>quicker</b> 73:4,6 103:4 <b>quickly</b> 11:23 46:5 63:11 <b>quieter</b> 156:24 <b>quite</b> 18:5 20:25 34:7 42:19 46:5 56:25 83:13 86:3 88:20 93:4 98:19 102:13 144:15 169:6
<b>R</b>				
<b>radio</b> 32:3,4 51:16 52:1,14 53:14,18 53:24 54:3,6,13 55:3 58:4,4 67:23 68:3,19 69:2,24 70:10 71:12 73:14 74:7,12 75:14,20 76:4 80:1 111:3 111:17 112:2,17 112:23 117:11 123:10 124:3,4 <b>radioed</b> 67:25 <b>radios</b> 112:1 <b>raised</b> 120:1,1 137:9				
<b>Q</b>				
<b>query</b> 122:17 <b>question</b> 6:13 12:11 12:15 14:21 15:9 15:13 16:13 22:5 22:24 23:11 24:2 24:6,17 25:14 27:2,9 30:6 36:2 39:22 41:9 46:12 70:18 77:24 81:11 82:10 84:6 85:4				

<b>ran</b> 132:4	<b>reassuring</b> 21:4	<b>recruit</b> 144:10	<b>relayed</b> 115:6	<b>reporting</b> 152:14
<b>rang</b> 6:11	<b>recall</b> 38:24 47:23	<b>red</b> 138:3 141:23	<b>relays</b> 63:20	154:16
<b>range</b> 22:18 125:12	54:25 109:1	<b>redacted</b> 144:25	<b>released</b> 174:12	<b>reports</b> 34:11 126:3
168:20,22	115:13 142:1	146:20 147:17	<b>relevance</b> 66:21	126:6
<b>Ranson</b> 156:5	156:7,14 172:14	148:2	<b>relevant</b> 43:20 45:1	<b>request</b> 30:7 49:19
<b>rapid</b> 135:14	<b>receive</b> 16:8 31:22	<b>reel</b> 42:12	49:7 67:1 72:15	50:22,25 51:3,7
<b>rarity</b> 152:20	32:12 94:3,4	<b>refer</b> 3:18 22:12	84:17 96:22	54:10,16 55:12
173:14	96:18 97:1 137:3	44:15 82:22	<b>reliable</b> 72:1	58:9,14 59:14,19
<b>rationale</b> 120:21	<b>received</b> 9:16 16:10	<b>reference</b> 10:16	<b>reliant</b> 25:24	59:20 63:12,24
<b>re-assess</b> 20:2,7	44:12,13 56:14	20:20 51:23	<b>reliving</b> 114:19	64:5,25 67:24
<b>re-assessing</b> 64:13	63:5 78:3,25 92:3	100:15 143:21,22	<b>reluctance</b> 164:18	69:8 70:11,13
<b>re-assessment</b> 6:20	92:6 94:19 123:7	147:3 150:7	<b>reluctant</b> 128:6	71:4,10,16 74:7,9
19:18 20:1,10	135:21 141:15	172:23	<b>rely</b> 25:15	74:18 75:3,5,15
<b>re-evaluated</b> 28:7	144:23 146:19	<b>references</b> 17:18	<b>relying</b> 26:4 72:4	124:18
<b>re-visit</b> 84:6	148:15	<b>referred</b> 2:7 17:20	<b>remain</b> 3:7 5:9 9:25	<b>requested</b> 93:11
<b>reach</b> 23:10 97:3	<b>receiving</b> 17:4,6	<b>referring</b> 17:25	10:9,25 12:16	<b>requests</b> 32:16
163:12	22:13 33:16 38:20	44:16	13:15 28:5 54:6	41:20 54:17 55:9
<b>reached</b> 64:23	53:12,13 77:12	<b>refers</b> 18:10,11	<b>remaining</b> 107:7	72:22
127:14	95:11	19:20,22	<b>remarks</b> 77:18	<b>require</b> 12:20
<b>reaching</b> 27:16	<b>recipient</b> 124:2	<b>reflect</b> 20:9 24:6	<b>remember</b> 33:10	16:16 56:24 128:8
<b>read</b> 43:23 44:8	<b>recognise</b> 2:5	<b>reflected</b> 121:23	34:4,13 36:3,8	<b>required</b> 22:3 25:9
54:9 77:20 110:20	<b>recognised</b> 19:15	<b>reflections</b> 121:24	38:13,25 41:6	33:9
111:1	<b>recollection</b> 110:4	<b>reflects</b> 49:5 164:11	64:4 65:3 76:17	<b>requires</b> 82:16
<b>reading</b> 18:6 52:23	114:24	165:8 166:9	76:17 87:11 89:9	156:9
72:25 73:3 80:20	<b>recommendations</b>	<b>regard</b> 9:12 23:24	96:18,25 103:21	<b>rescue</b> 3:2,5,8 13:2
90:9	120:22,25 121:3	26:3,5 27:5,7,14	109:15,19,20,24	18:9 97:8,14,16
<b>ready</b> 57:22 158:12	<b>recontacting</b> 154:7	39:19 64:19 77:18	114:18 115:1	97:25 136:9
<b>Real</b> 36:25 37:6	<b>record</b> 46:2 54:11	78:19 93:15 95:4	117:22 125:14	141:17 142:10
38:9 39:12	54:13 55:8 60:3	97:2 98:5 104:1	132:2,7 137:1,17	144:8 145:24
<b>realise</b> 34:15	62:17 85:14	173:12	138:5,7,8 147:11	<b>rescued</b> 140:14
<b>realised</b> 116:9	117:15	<b>regarding</b> 74:13	153:12 156:23	<b>rescues</b> 22:2 97:3
<b>really</b> 6:8 8:22 9:11	<b>record-keeping</b>	90:22 120:24	<b>removal</b> 24:25	<b>rescuing</b> 62:2
10:11 14:8 15:11	143:25	126:11	<b>removed</b> 19:10,14	<b>residential</b> 25:3
15:18 16:13,15	<b>recorded</b> 44:1,2,2	<b>regardless</b> 166:3	<b>REP</b> 169:2	91:16 111:5
32:10 80:20,24	49:14 51:18 55:16	<b>regards</b> 23:25	<b>repeat</b> 12:11 41:9	<b>residents</b> 3:6
101:11 103:25	60:1 70:22 74:11	127:22	44:20 46:12	135:19,21 136:8
128:6 130:23	76:13 79:5 86:2	<b>relate</b> 43:16	<b>repeated</b> 102:18,18	141:14 142:7
<b>reason</b> 18:21 69:20	<b>recording</b> 36:21	<b>relating</b> 72:18	<b>replaced</b> 19:17	151:1
72:20,23 81:11	41:6,12 42:16	81:21	20:1	<b>resource</b> 32:16
101:15 127:13	44:6 55:18 66:1	<b>relation</b> 27:9 29:2	<b>replied</b> 146:24	173:5
<b>reasons</b> 95:19	66:19 67:18 97:19	71:17 99:19 100:4	<b>report</b> 2:11 12:2	<b>resources</b> 22:15
120:5 130:22	97:21,23 141:3	100:7,10	33:25 78:21 79:6	33:20 61:11 62:5
<b>reassurance</b> 20:20	<b>recordings</b> 53:5	<b>Relativity</b> 5:5	79:22 80:2 81:12	66:13 92:4 119:8
21:13 149:13	<b>records</b> 34:1 35:2	<b>relay</b> 46:11 82:3	<b>reported</b> 139:23	120:20 121:14
<b>reassured</b> 23:8	42:5	115:19	153:15	122:16 159:5

<b>respect</b> 62:10 65:12 70:19 167:16 <b>respond</b> 153:18 <b>responded</b> 53:18 112:21 <b>RESPONDER</b> 73:20 <b>responding</b> 32:16 <b>responds</b> 134:3 <b>response</b> 12:1 33:25 78:21 79:6 98:9 <b>responsibility</b> 18:8 137:11,12 <b>responsible</b> 113:10 <b>rest</b> 88:17,18 110:15 <b>resting</b> 84:17 <b>result</b> 3:11 121:6 <b>resume</b> 83:15 174:25 <b>rhythm</b> 122:12 <b>Richard</b> 109:3,17 <b>RIF</b> 20:4,20 126:25 <b>right</b> 1:22 2:17 4:11 6:16,21 8:9 8:14,16,25 9:22 10:15 11:9 13:10 13:13,21,23 14:13 15:25 16:23 17:13 17:25 18:2 19:19 23:11 25:24 27:17 27:24 28:25 29:6 29:18,24 30:3,14 30:24 32:2 34:17 35:11 38:21,25 39:21 40:2 42:11 45:23 46:22 48:2 48:15 50:7,15 52:20,25 54:22 55:2 57:9,13,22 60:3 64:21 67:5 67:22 68:8 69:5 70:6 75:7,21 76:11,15,21 77:3	77:13 78:16 79:25 83:18 84:21,25 86:20 88:16 90:9 92:14 93:18,21 94:17 96:22 97:15 97:19 98:12 100:15 101:18 103:16,20 104:21 104:21,21 105:13 105:15,17,20 106:17 107:18,22 108:4 109:12 110:8 111:14 112:22 113:7,19 113:19 116:13 117:7,24 119:24 120:4,8 123:12 124:8 125:8,25 126:13 127:14,21 129:14 130:18 131:6,9,13 132:22 133:13,15,23 134:12 137:11 138:19,23 139:10 141:8 142:17 143:10 144:12 146:7 149:23 152:16 155:2,8,11 156:20,25 157:16 158:5 159:7 160:11 162:12,21 163:2 165:6 166:6 166:19 167:15 168:21 170:4 171:20 174:17 <b>rightly</b> 37:6 122:15 164:3 <b>ring</b> 38:18 86:6,6,7 86:8 109:3,5 112:6,13 142:15 152:3 155:18 160:11 <b>ringing</b> 21:2 151:11 156:11 <b>rise</b> 18:20 24:21	<b>rises</b> 101:3 <b>risk</b> 21:8 73:8,9 130:1 <b>Roe</b> 138:4,6 <b>role</b> 31:12,12,13 32:6 94:14,14 111:8 113:23 136:5 137:23 <b>roof</b> 126:3 <b>room</b> 4:23 11:18 14:25 16:25 17:2 22:11 23:25 24:8 25:15 26:8,8 28:23 29:2 31:3 31:18 32:11 33:14 36:22 37:12 39:3 39:18,18,21 40:10 41:10 42:6 45:16 47:22 49:14 51:10 52:13,15 53:12 55:4 56:3,3,5 60:17 61:16 64:9 71:1 83:2 85:5 90:3 91:5 92:8,16 92:20 93:7,23 94:9,20 95:11 97:2 100:4 101:12 101:22 102:1 104:16,20 108:7 110:18,24 113:2,3 114:6,12,12 118:5 121:17,22 122:3,9 122:24 123:22 124:22 125:1,16 126:20 127:5,20 128:4 130:8 137:4 138:25 139:3,25 139:25 140:2,18 141:3,22 142:19 142:19 144:2 146:6,20 147:12 147:13 148:12,21 150:25 151:10 154:18 156:9 158:19,21,24	160:7,23 161:8 165:19 166:9,14 166:20 168:1,9,17 168:21,23 169:19 171:22 172:19 173:5,13 <b>room's</b> 140:3 <b>rooms</b> 142:20 143:3 145:16 151:1 <b>roughly</b> 99:23 103:14 113:14 156:17 <b>round</b> 132:14,15,19 135:4,25 136:2 137:21 138:24 139:3 141:22 150:14 156:18 161:1,7 <b>route</b> 15:1 16:2 31:17 35:22 36:8 64:24 130:4 <b>routes</b> 15:10,16 <b>RT4</b> 50:22 52:2,20 58:11 75:14 <b>rubric</b> 51:5 <b>run</b> 50:2 79:1 149:19 <b>run-up</b> 144:15 <b>rung</b> 44:14 108:18 141:24 142:9,10 151:22,25 <b>running</b> 47:20 48:6 48:9,11 163:9 <b>Russ</b> 144:3,9 150:6 <b>Russell</b> 172:21,24	<b>safer</b> 168:3,12 171:16,25 <b>safest</b> 5:9 9:24 12:16 13:15 164:4 <b>safety</b> 2:12 15:1 18:22 <b>sandwiched</b> 168:2 <b>Sarah</b> 172:21,24 <b>sat</b> 102:14 <b>saw</b> 20:4,15 90:13 90:18 93:5 120:14 121:9 127:19 171:5,19 <b>saying</b> 9:18 10:8,10 20:13 35:3 46:13 46:15 48:21 52:15 65:21 68:8 72:16 76:2 79:12 81:1 102:14 118:9 119:3 127:9 130:18,20 136:21 146:4 148:19 162:17 163:4,6 167:11,12 173:10 173:11 <b>says</b> 5:7,21 10:19 10:20 12:16 13:4 13:15 14:1 15:8 18:15,25 19:16 21:21 24:24 26:20 28:4 34:8,10 59:11 63:23 67:13 69:15 74:18 75:14 80:22 81:17,25 87:14,16,16,19 89:25 90:2,13 91:14 93:8 96:6 97:6,12 104:25 107:5 116:22 117:19 131:22 138:2,11 144:20 144:22 145:10 146:18 149:18 159:20 162:1 165:3 167:25
---	---	---	--	---

168:1,6 169:8 170:5,22 171:15 171:20 172:24 <b>scared</b> 163:7 <b>scene</b> 10:12 26:4 87:4 <b>scheme</b> 112:2,23 <b>Scott</b> 47:15,17,17 48:8 127:20 155:17 <b>scrap</b> 71:19 75:9,24 <b>screen</b> 17:22 46:19 49:21 71:10 72:11 72:21 146:11 151:19 169:11,13 169:14,17,21 170:4 173:17 <b>screens</b> 169:18,18 <b>scribble</b> 46:5 <b>scribe</b> 66:24 <b>scribed</b> 67:8,10 <b>scrolling</b> 72:12 73:10 <b>second</b> 22:5 58:22 87:6,7 94:7 97:10 97:10 134:15 139:12 <b>secondary</b> 41:1 <b>seconds</b> 104:9 132:4 <b>section</b> 2:21 26:19 28:2 <b>security</b> 19:17 <b>see</b> 2:18,18 3:21 8:2 13:3,25 20:13,20 21:6 22:24 23:11 25:10 32:17 34:6 35:25 36:15 37:5 40:10 43:1 44:24 45:13 47:24 48:23 50:14 51:5 52:7 52:25 53:5 54:1 56:17 58:13 59:5 59:7 61:2 62:19 63:2 66:8 68:2,6	68:19 69:15,16 70:6 71:2,15 74:8 75:12,21,25 76:25 77:6 78:19 80:5,5 81:4 85:16 86:2 87:5 89:20 91:2 91:17 93:3 97:12 104:18,24 106:9 107:11 110:21,22 110:25 112:10 116:5 118:25 120:10 121:4,8 124:20 134:1,7 135:10 142:12 145:10,23 147:4 150:9 152:16 155:21 161:23 162:10,15 164:3 164:10 165:1,2 167:23 168:4 169:20,23 170:5 171:17 172:9 <b>seeing</b> 70:5 113:1 127:15 175:1 <b>seek</b> 130:8 <b>seen</b> 10:13 12:13 15:7 51:19 52:21 85:20 116:11 127:16 171:2 <b>self-evacuate</b> 138:14,16 <b>send</b> 15:20 54:18 64:23 <b>sending</b> 14:18 54:23 68:20 129:16 <b>senior</b> 31:13 32:13 92:16 109:6 113:4 116:22,25 117:1,2 118:12 <b>sense</b> 19:17 115:21 <b>sensible</b> 29:13 84:10 98:16 154:21 <b>sent</b> 68:18 70:25	75:14,18 76:4,4 110:19 111:10 125:9 141:25 <b>sentence</b> 18:3 19:6 28:15 113:8 <b>seriousness</b> 6:18 <b>service</b> 3:2,5,9 41:19 49:19 50:22 50:25 51:3,7 54:10,16,17 55:9 55:12 58:9,14 59:13,19 67:24 69:8 70:11,13 71:3,10,16 72:21 74:7,8,18 75:2,5 75:15 85:11 123:9 124:8,16 142:10 148:4,15 <b>services</b> 124:17 141:17 142:6,15 144:8 145:24 <b>set</b> 41:23 79:4 113:17 121:13 122:11 124:18 <b>seven</b> 78:1,8,11 80:5 <b>seven-minutes'</b> 37:19 <b>shadowing</b> 31:15 31:16 <b>share</b> 135:15 <b>sharing</b> 20:11 <b>Sharon</b> 51:4,6,19 51:25 52:16,20,21 53:3,14,25 54:11 54:14,15,23 55:9 55:17 58:13 67:24 68:16,17 69:2,25 73:16 75:15 78:1 78:15 80:4 81:16 82:13 85:10 110:13 <b>she'd</b> 38:17 103:8 103:10 <b>sheer</b> 152:10,11	<b>sheet</b> 70:5 <b>sheets</b> 162:20 <b>shift</b> 155:21 <b>short</b> 1:15 10:13,14 10:17 29:13 30:1 37:4 50:17 57:18 58:7 68:4,15 69:7 69:18 71:9,14 72:10 73:19 74:16 74:17,25 83:11,21 91:7,10,13 93:3 99:10 109:7,15 115:2 131:11 134:24 154:21 157:4,23 <b>shorter</b> 1:14 <b>shortly</b> 115:9 138:10 141:21 161:7 <b>show</b> 7:4 24:20 35:22 58:22 73:2 74:22 85:13 87:14 101:21 144:4,5,14 144:18,20 155:16 159:13 167:20 <b>showed</b> 30:11 59:4 86:25 126:24 132:2 <b>showing</b> 72:21 172:25 <b>shown</b> 2:10,20 73:13 79:8 135:24 160:16 <b>shows</b> 67:23 90:11 <b>shut</b> 168:9 171:22 <b>side</b> 57:10 59:5 <b>similar</b> 24:16 43:9 88:17 124:5 <b>simple</b> 99:18 <b>simply</b> 86:11 <b>simultaneous</b> 4:15 4:17,22,24 <b>single</b> 53:3 <b>SIR</b> 1:3,7,11,18,21 24:1 29:11,16,20	30:3,10,23 56:20 57:2,6,10,20,24 70:4,8 74:3 83:9 83:12,15 84:3,8 84:15,18,24 85:2 92:1 98:18,21,25 99:6,12,14 128:16 128:19 131:2,5,13 131:15 146:11 154:20,25 155:2,8 155:10 157:5,10 157:14,25 158:5 158:12,14 169:13 169:20 170:3 172:9 173:25 174:9,13,19,23 <b>sit</b> 167:6 <b>sits</b> 26:18 28:1 <b>sitting</b> 42:11 45:9 51:20 75:22 102:6 174:25 <b>situated</b> 114:2 <b>situation</b> 5:11 6:4 11:5,16,25 14:8 14:18 15:5,21 18:18 20:7,8 41:18 100:23 101:1 103:25 106:20,25 107:2,4 118:3 139:18 145:22 163:19 164:14 165:12 <b>situations</b> 116:7 145:13 <b>size</b> 110:6 <b>slight</b> 110:9 <b>slightly</b> 1:14 23:11 24:17 26:13 35:23 65:10 81:4 115:4 149:25 <b>slower</b> 84:6 <b>small</b> 169:17 <b>smaller</b> 51:12 <b>smaller-scale</b> 27:13 <b>Smith</b> 1:5,8,10 2:1
--	---	--	--	---



30:11 31:2 34:9 84:18 85:4 99:15 131:17 158:9 170:5 173:20 175:8 <b>smoke</b> 5:10,14,16 5:21 6:1,3,5,11,14 6:17,18 7:14 8:4 9:7 10:1,4,5,8,20 10:23 11:1,2,13 12:14,17 13:1,5,6 13:14,16,17 14:1 18:20 64:3,12,15 69:12,21 74:11 77:18 90:22 100:24 120:24 128:24 129:4 139:24,24 140:2,8 159:21 160:7 162:9,14 163:19 163:20 164:2 168:10 170:16,16 171:23 <b>smoke'</b> 146:24 <b>smoke-filled</b> 15:21 <b>smoke-logged</b> 129:17 140:4 <b>smoke-logging</b> 129:11 <b>smokier</b> 108:1 128:7 <b>smoky</b> 6:6 129:12 160:8 168:1 <b>smooth</b> 42:20 <b>smudged</b> 87:15 <b>so-called</b> 14:23 <b>SOM</b> 5:14 22:6 23:13 25:14 34:9 37:11 <b>somebody</b> 126:20 132:7 135:7 <b>someone's</b> 86:5 <b>somewhat</b> 47:15 <b>soon</b> 81:9,18 101:22 108:22	120:11 147:23 154:21 159:25 160:9 <b>sorry</b> 8:20 12:11 23:23 24:14 31:24 33:1 36:2 41:9 48:22 62:4 70:9 78:22 92:1,2 100:1 104:11 110:8 117:1 123:7 127:8 134:3 164:6 169:11 <b>sort</b> 91:19 103:16 103:21 <b>spare</b> 122:20 <b>speak</b> 34:2 39:18 40:6 42:8 57:12 103:1,5 108:16 111:23 112:7,25 114:4 117:5 <b>speaker</b> 123:25 124:2 125:7 <b>speaking</b> 34:13 51:8 113:12 114:1 115:6 116:15 117:3 132:7 133:1 <b>speaks</b> 150:20 <b>specific</b> 18:22 38:24 151:20 <b>speculate</b> 61:15 89:7 <b>speculation</b> 89:13 <b>speed</b> 141:13 <b>spend</b> 18:5 <b>spending</b> 120:15 <b>spoke</b> 25:19 34:18 38:10 40:5,22 113:9 114:14 134:22 136:2 137:21 141:17 142:4 146:21 155:17 <b>spoken</b> 11:14 36:24 40:24,24 62:20 102:2 118:20	119:23 133:5 141:12 148:3 161:4,10 <b>spread</b> 22:1 93:16 147:7 <b>staff</b> 18:11,12 19:18,21 32:11 73:1 89:16 97:23 102:12 127:3 155:15,20 156:7,9 <b>stage</b> 13:10,10,13 13:14,18,18 14:22 14:24 15:10 16:2 18:8 39:5,7 49:24 76:15 81:20 84:7 104:16 108:21,25 163:17 164:6 170:25 172:2 <b>staged</b> 13:3 <b>stages</b> 16:19 108:20 118:10 <b>staircase</b> 162:12 <b>stairs</b> 162:13,14 <b>stairwell</b> 14:18 67:9 129:8,24 140:6,13 150:16 164:3 <b>stairwells</b> 130:21 140:21 <b>stamp</b> 34:1 <b>stand</b> 126:21 <b>standard</b> 91:20,23 <b>standby</b> 37:23 <b>standing</b> 111:2 126:17 <b>start</b> 2:6 40:19 78:25 81:7,20 98:16 107:23,25 113:20 115:11,24 119:12 136:19,20 146:13 <b>started</b> 1:12 16:8 43:11 77:12 85:23 99:25 100:2 104:15 113:22,22	122:12 125:19 132:3 147:7 161:15 <b>starting</b> 103:7 159:10 <b>starts</b> 3:3 21:18 24:19,20 28:2 43:5 63:17 104:13 139:12 160:11,21 161:23,24 162:3 171:3,4 <b>stated</b> 92:12 146:21 146:25 <b>statement</b> 3:15 4:5 4:7 22:12 31:5 36:13 38:1 44:4 100:17 106:18 113:7 115:11 116:14 117:17 119:6,21 131:21 134:15 138:19 139:11 141:10 144:2,5,14 155:14 158:17,19 172:19 172:21 <b>STATES</b> 69:9 <b>stating</b> 146:16 <b>station</b> 47:22 48:12 51:21 <b>status</b> 36:18 <b>stay</b> 2:19,21,23 3:7 3:10 4:14,17,21 8:21 15:9 22:4,8 25:3,18 101:2 106:21 108:10 110:10 140:17,23 148:10 153:1,21 158:23 160:8 162:23 163:18 168:4,10 171:17 171:23 <b>stay-put</b> 2:8 3:16 23:4 26:6 35:15 39:6 40:6 43:8 98:14 107:5,20	108:6 111:16 119:20 126:15 133:22 135:9 136:25 160:17,22 161:17 <b>stayed</b> 140:24 <b>staying</b> 34:10,21 130:1 164:4 <b>stays</b> 140:11 <b>step</b> 2:3 122:14 131:17 <b>steps</b> 95:13 118:5 118:15 135:20,23 136:8 <b>sticking</b> 108:10 <b>stop</b> 54:16,23 84:16 94:13 98:25 99:3 140:2 160:7 <b>stopped</b> 55:4 152:8 153:5 <b>straight</b> 73:5 139:5 139:5 150:17,17 <b>strategy</b> 25:2,12,17 26:1,4 <b>Stratford</b> 31:6 33:3 33:4 51:12 58:20 119:13 123:6 155:19 <b>stream</b> 169:24,25 <b>street</b> 27:19,20 <b>struggling</b> 95:17 119:8 170:12 <b>stuck</b> 53:22 <b>substantial</b> 93:24 <b>subtle</b> 166:23 <b>success</b> 140:10 <b>successful</b> 155:24 <b>successfully</b> 141:4 <b>sufficient</b> 27:20 59:24 63:4 <b>suggest</b> 12:20 84:12 173:4 <b>suggested</b> 29:17 <b>suit</b> 1:15 <b>summarise</b> 2:11
--	--	---	--	--

55:2	135:25 137:20,22	58:15,24 69:14	21:4 46:10	71:25 84:12 92:15
<b>summarised</b> 80:12	146:5 148:14	75:2 96:1 137:25	<b>telephone</b> 21:2 34:2	94:8,23 100:24
82:11	170:9 172:6 174:3	<b>table</b> 77:6,25 80:3	34:19 39:4 46:20	102:21 103:22
<b>summary</b> 49:3	<b>surmise</b> 80:21	<b>tables</b> 79:24	49:3 53:18 54:12	119:19 123:21
78:24 80:1,23	90:21	<b>tackle</b> 92:13	102:5 108:14	128:2 130:1,2
81:13 150:19	<b>surprised</b> 55:22,24	<b>tactics</b> 24:25	112:5 124:3 141:2	136:25 137:11
<b>summation</b> 3:10	80:16 145:10	<b>take</b> 2:3 17:9 19:2	142:11 150:2	140:9 142:18,20
80:11 149:15	<b>Surrey</b> 141:15	20:14 29:13,16	151:8,17 152:1,22	173:6
166:17	142:9,9 143:4	32:14 46:15 47:5	161:11	<b>thank</b> 1:23,25 8:17
<b>summon</b> 3:2	<b>surrounding</b>	47:6 84:9,13	<b>telephones</b> 63:19	9:2 24:13,15 29:6
<b>summons</b> 3:5	142:15 143:3	87:18 95:13	154:17	29:19,22 30:4,5
<b>SUP</b> 91:16 93:4	<b>survival</b> 9:9,11,19	108:20 118:5,10	<b>television</b> 172:17	30:24 32:4 57:20
110:14,17	11:4,9,10 12:6,8	118:15 120:3	173:4	57:24,25 83:17,18
<b>supervisor</b> 36:25	12:19,23,23 13:5	121:13 127:4,7,11	<b>tell</b> 7:5 18:4 35:3,12	83:18 85:1 99:5,6
38:3,6 126:25	13:11 14:12,22	135:20 136:5,8	39:17,24 41:24	99:8,8,14,15
127:2	16:8 26:17,21	146:17 150:8	42:23 61:18 75:13	131:4,9,16 134:13
<b>supervisor's</b>	27:5 28:2,6 29:2	153:8 156:12	77:16 82:18 85:19	157:14,19,21
141:23	33:17 34:23 38:16	158:15 172:14	92:9,23,24 93:6	172:15 173:24
<b>supervisors</b> 32:11	38:19 55:14 63:9	<b>taken</b> 45:4 48:5	100:1 101:21	174:2,7,8,11,23
32:15 101:10	63:13 65:13,20	49:4 62:13 73:2	105:23 106:10	175:3
102:2 110:20	78:3 79:23 80:16	83:2 109:16	107:25 111:7	<b>thanks</b> 9:1 106:2
122:7 126:5 135:3	80:17 81:15 82:12	150:23	114:23 118:15	<b>theme</b> 110:9
155:18 156:3,13	82:18 93:13 97:4	<b>takes</b> 26:15 72:24	129:19 132:17	<b>there[sic]</b> 147:5
159:1	115:15 126:23	112:8 127:22	133:3,17,19	<b>they'd</b> 11:3 93:11
<b>supervisory</b> 38:7	151:12	<b>talk</b> 20:2 26:10	134:18 137:9	101:16 113:22
124:6	<b>surviving</b> 164:17	29:20 64:25 99:4	139:1,3 142:16	141:25
<b>supply</b> 122:15	<b>sweetheart</b> 105:21	112:11 122:21	143:5 144:7 146:1	<b>thick</b> 164:2
<b>support</b> 22:21	<b>switch</b> 123:8,12,19	124:14,15 128:4	147:6 152:9	<b>thing</b> 20:16 104:5
32:10 33:22	<b>switched</b> 123:15	137:21 154:4	153:25 154:11	145:12 149:23
101:11,15 127:1,3	<b>system</b> 40:11,17	<b>talked</b> 35:10 53:17	160:1,5 161:8	163:16 169:21
132:19	41:5,6,12,23	129:2 141:22	164:16 165:19,24	<b>things</b> 21:24 22:18
<b>supporting</b> 137:23	42:13,16 43:4,7	<b>talking</b> 20:5 27:8	166:11,12,20,21	34:8 103:12
151:1	43:14,18 45:2,5	48:1 50:12 58:2	168:24 171:9	122:23 149:19
<b>supportive</b> 136:5	45:17 52:23 53:1	64:7,8,9 75:9	<b>telling</b> 10:3 26:7	155:5 168:8 171:6
<b>suppose</b> 39:9	53:3 55:3 59:23	112:1 113:6 115:4	58:18 59:2 71:4	171:21
<b>supposed</b> 50:1	60:21 68:25 71:25	116:18 140:20	93:17 103:9	<b>think</b> 1:12 2:6 6:12
70:21,23 89:8	92:3 99:25 140:16	145:22 154:5	105:20 116:6	7:7 9:8 10:10
<b>sure</b> 7:19 10:13	141:3 142:21	161:1,11,13	119:12 122:22	11:17,19 12:22
37:24 40:23 41:20	152:25 153:4	163:15	136:17,19 142:3,7	14:6 16:3,7 17:15
42:1,10 47:7	156:7	<b>task</b> 136:19 152:5	142:13 166:25	18:4 20:13,21
62:16,25 64:6,11	<b>systems</b> 28:13 63:8	<b>task-orientated</b>	<b>tells</b> 92:24 104:8	22:12,24 23:12,21
64:16,23 66:11		122:15	<b>tend</b> 61:15	23:23 24:1 26:15
67:18 82:8 102:2	<b>T</b>	<b>tasks</b> 155:23	<b>term</b> 4:17	29:7 30:14 31:9
102:15 108:19	<b>tab</b> 21:10 35:24	<b>technically</b> 9:19	<b>terms</b> 9:15 49:12	31:17 35:21 36:24
114:17 134:5	37:4 50:17 58:8	<b>technique</b> 20:12	53:11 62:2,5	36:25 37:2,5,16

38:15,17 39:1 40:19 42:13 43:6 44:3,15 46:8 47:14 48:8 50:1 51:21 53:3,17 56:20,22 57:1 60:21,23 61:8 62:11 64:14 66:9 66:10 69:15 73:9 73:15,24 74:2,3,4 76:2,12 78:16 79:1,5 84:1,10,25 87:17 91:5 93:15 94:18,25 95:1,4 95:18,19 96:5,17 97:17 98:19,25 99:24 101:6 103:24 106:3 107:3 113:11,22 113:23,25 114:15 114:17,20,22,23 115:2,3,14,17 116:5,8 117:18 118:2 119:3 121:25 122:5,18 123:7 125:5,16 126:2,3 127:19 128:3,16,20 130:3 130:23 131:2,5 132:11,13,13,22 136:22 138:15,17 138:24 139:19 140:23,23 141:21 141:24 143:4 156:17,21 157:3,4 158:25 159:3 163:7,9,10,13,17 163:23 164:12,23 165:5,8,11,14 166:11 167:10,10 167:11,14 169:16 170:3 172:10 <b>thinking</b> 22:14,17 23:17,19,21 43:19 125:8 143:6	<b>third</b> 26:17 36:13 40:6 97:5 100:20 139:13 141:9 168:7 169:8 170:5 <b>thought</b> 34:16 84:24 110:5 115:7 123:1,5 133:6,20 143:14 163:9 171:19 <b>thoughts</b> 32:19 33:13 107:12,19 108:8 121:19 <b>threatened</b> 4:4 <b>three</b> 5:17 10:1 87:25 88:10,22 89:1,15 100:3 159:9 <b>three-quarters</b> 100:19 <b>thrust</b> 24:1 <b>Thursday</b> 1:1 <b>time</b> 3:24 11:17 14:7 15:22 17:11 18:6 19:7 23:12 30:16 31:17 34:1 35:6,16 36:3,17 37:1 40:22 41:23 42:6 43:6,10 47:14,21 52:19 53:6,20,21 54:7 54:25 57:5,7,12 61:4,6 63:17 71:3 72:24 73:2,11 76:22 77:8 78:8 78:25 84:5,7,16 85:23,24 88:21 91:8,23 92:6,9 94:18 95:7,18 96:9 99:21 100:9 100:13 101:17 102:3,9 103:16 107:12 108:13 110:11 111:10 112:13 117:25 118:17,18,19	119:11 120:4,6 121:19 127:16,19 132:11 133:10,15 138:9,12,19,21 139:22 145:7 148:18 149:22 150:8 151:18 154:14 155:4,11 155:13 156:17 159:14 161:2,12 173:2,3 <b>timed</b> 6:25 68:4 73:17 <b>timeline</b> 78:19 <b>times</b> 10:20 17:17 43:20 44:17 100:5 164:23 <b>timing</b> 84:12 104:21 131:18 133:20 134:17 <b>today</b> 77:22 113:21 138:1 <b>today's</b> 1:4 <b>told</b> 6:5 7:25 10:23 12:14 28:19 31:19 31:20 32:18 34:25 36:9,11 38:17 39:1 88:13 89:16 90:16 100:12 109:15 116:17 118:4,12 126:14 132:16,25 135:7 136:2,3 141:7,19 142:2,10,13 148:3 149:5,7 151:24 153:1,2,21 164:7 165:9 166:12 <b>tomorrow</b> 174:25 <b>top</b> 21:24 28:1 50:20 77:6,25 80:3 87:1 104:12 104:25 118:14 131:22 155:16,16 162:1 <b>topic</b> 98:15,22 99:1	154:22 <b>torrent</b> 55:14 <b>total</b> 78:11 79:5,10 79:17 <b>totality</b> 73:25 169:4 <b>totals</b> 79:8 <b>tour</b> 150:24 <b>towel</b> 147:22 <b>towels</b> 129:20 150:16 162:20 169:9 <b>tower</b> 7:7,9 9:16 11:21 62:2 63:8 107:13 145:3 146:22 <b>track</b> 140:9,18 <b>traffic</b> 54:3 <b>trained</b> 166:1 173:16 <b>training</b> 4:20 18:10 19:21 20:9,18 24:21 25:9 <b>transcribers</b> 143:22 <b>transcript</b> 6:22,24 7:6 10:17 12:13 13:24 15:7 30:11 52:10 68:2 73:14 73:19 77:14,20 80:20 81:13 100:16 104:4,4 132:3,6 133:11,14 134:6 143:21,22 149:17 150:8,13 159:17 169:2 171:14 <b>transcripts</b> 159:9,9 <b>transfer</b> 76:24 81:8 <b>transferred</b> 44:25 62:12 <b>transit</b> 31:2 <b>translated</b> 167:3 <b>transmission</b> 47:10 49:12 54:13 69:25 73:14 74:13	<b>transmissions</b> 55:4 <b>transmitted</b> 49:6 51:9 69:25 70:1,1 74:12 76:7 90:6 <b>trap</b> 31:24 <b>trapped</b> 53:21 68:12 69:11 73:22 76:18 125:3 126:11 138:13 <b>tried</b> 63:10 112:20 122:5 146:9,15 147:16 165:13 <b>trigger</b> 110:4 <b>triggers</b> 34:6 <b>triumph</b> 174:16 <b>trouble</b> 84:8 86:4 144:16 <b>try</b> 1:19 12:12 21:4 21:4,5 22:25 23:11 105:1,3,4,5 105:5,21,22 148:4 149:14,18 153:18 160:6,7 162:20 163:25 165:16 167:8 168:10 170:10,13,15,19 170:23 171:23 172:6 <b>trying</b> 10:22 11:23 12:4 20:6 31:24 36:17 46:10,18 48:2 50:18 52:16 61:4 67:19 107:3 107:8 110:10 140:1 146:17 151:16 159:25 162:16 166:7 <b>turn</b> 21:16 24:16 24:23 81:6,24 96:2 124:23 161:25 <b>turned</b> 85:13 <b>turning</b> 91:3 <b>TV</b> 127:15,23 172:25 173:11,15
--	--	--	---	--

173:17 <b>two</b> 17:5 21:24 51:10 56:16 58:12 58:17 59:1,15 60:4 61:19,22,23 62:8 65:19 66:6 66:13 67:9 68:12 70:13 79:24 82:7 87:24 88:10,22 89:1,15 90:11 91:5 93:21 99:18 101:8,9 102:8 124:6 126:23 150:10 156:3,12 157:3 168:8 169:6 171:6,21 <b>two-thirds</b> 164:10 <b>two-way</b> 27:19,20 <b>type</b> 135:8 <b>typed</b> 55:11	<b>unfair</b> 80:23 166:12,24 167:10 172:22 <b>unfortunately</b> 76:14 <b>Uniform</b> 68:10 73:21 <b>unique</b> 164:13 <b>unit</b> 38:12,18 41:22 45:1,11 48:1 49:7 52:2,12,19 53:11 53:15,17 54:13,14 55:6 56:5,11,13 64:5 65:1 69:3 73:5 85:13 88:24 95:13 112:5,6,13 <b>units</b> 119:10 135:19 137:19 154:16 <b>unprecedented</b> 31:8 <b>untenable</b> 22:4 23:5 <b>unusual</b> 17:8 111:23 152:6 <b>up-to-date</b> 142:20 <b>update</b> 11:24 22:17 25:21 27:14 34:3 44:21 48:24 59:23 71:2 73:2 151:11 <b>updated</b> 32:14 42:12 44:18 45:4 45:22 46:17 62:18 67:21 82:21 89:3 89:14 <b>updates</b> 56:8,12 <b>updating</b> 41:18 45:2,8 48:18 61:1 66:1 <b>upgrade</b> 110:23 <b>upgraded</b> 31:7,19 <b>upset</b> 21:2 <b>urgently</b> 113:1 <b>use</b> 28:12 41:1 58:20 81:15 93:10 110:18 124:18	139:15 150:16 <b>useful</b> 173:5 <b>user</b> 37:7 49:20 <b>uses</b> 124:8 <b>usher</b> 29:20 57:14 131:7 157:18 174:10 <b>usual</b> 16:25 17:1,3 17:7 <b>usually</b> 5:9 9:24 12:16 13:15 112:6 172:25 <b>utilised</b> 40:17 43:14	99:21 101:4 106:7 110:2 144:4 146:11 150:8,9 155:15 159:13 163:24 168:14 170:18,18 174:1 <b>wanted</b> 22:22 108:16 112:25 167:20 <b>wanting</b> 11:22 32:13 <b>wants</b> 54:4 <b>warn</b> 57:2 <b>Warner</b> 156:5 <b>wasn't</b> 11:9 14:7 23:18 31:24 32:2 43:25 53:6 56:7 70:21 72:3 76:4 79:22 86:16 93:19 96:24 105:14 107:9 108:12 123:6 126:8 128:10 130:24 140:6 169:4 <b>watch</b> 47:22 48:12 144:10 <b>way</b> 3:1,4 12:12 22:25 23:12 26:17 27:10,11 35:19 36:21 38:3 44:2 50:14 55:2 58:5 58:14 60:16 65:10 65:25 67:21 70:22 70:23 72:8,15 75:19 81:5 84:1 85:13 95:9 97:5 100:19 109:5 110:23 112:3 135:15 143:6,10 147:22 150:14,17 154:6 156:16 164:11 167:9 168:3,7,9,11,12 169:8 170:5,13 171:5,16,22,24	172:6 174:6 <b>we'll</b> 1:21 21:9 29:16,17 56:22 57:12 63:16 70:10 83:15 85:24 89:20 99:3 155:10 157:16,16,21 159:14 160:8 174:17,24,25 <b>we're</b> 7:19 54:3 82:10 89:5 98:22 104:5 110:9 159:25 160:12,12 174:24 <b>we've</b> 9:15 12:13 13:25 15:7 32:24 35:9 47:8 62:13 62:19,20 63:2,5 73:21 79:19 86:21 88:1 106:13 124:9 124:10,10 149:16 150:18 151:18 160:5 163:10 171:2 <b>wear</b> 102:12 <b>week</b> 174:15,20 <b>Welch</b> 36:9 92:22 109:3,17 111:18 112:19 <b>Welcome</b> 1:3 <b>well-equipped</b> 94:8 <b>went</b> 61:13 87:4 88:2 102:7,11 132:15 136:1 137:21 138:24 139:3 146:10,16 <b>weren't</b> 15:25 16:5 44:6 76:14 92:5 104:15 112:23 154:11 <b>West</b> 142:1 143:4 <b>wet</b> 129:20 147:22 148:5 150:16 162:20,20 <b>whilst</b> 39:3 50:11
<hr/> <b>U</b> <hr/> <b>Ultimately</b> 137:8 <b>unable</b> 12:24 69:11 117:18 119:8 146:17 147:1 <b>unanswered</b> 153:11 <b>uncomfortable</b> 101:2 106:21,23 107:5,7 108:6,22 111:16 164:19,20 168:19 <b>understand</b> 14:20 19:25 25:1,11 26:14 27:7 30:19 30:21 44:19 65:6 71:8 72:16 73:3 81:1 123:5 151:22 159:24 <b>understanding</b> 25:25 <b>understood</b> 24:2 135:21 136:9 161:4	<hr/> <b>V</b> <hr/> <b>valuable</b> 55:11 <b>variety</b> 119:18 120:18 <b>vary</b> 146:3,5 <b>vast</b> 18:16 63:2 148:17 173:13 <b>version</b> 87:14 <b>view</b> 64:12,13 <b>views</b> 107:12 <b>visibility</b> 129:22 <b>visible</b> 51:13 <b>Vision</b> 73:1 <b>visual</b> 46:18 <b>vital</b> 72:12 <b>voice</b> 54:4 88:4 <b>volume</b> 11:19 17:5 17:8 43:21 55:14 116:6 148:14,17 152:10,11 <b>volunteered</b> 96:20	<hr/> <b>W</b> <hr/> <b>wait</b> 169:11 <b>waiting</b> 61:2,4 <b>walked</b> 39:2 <b>walking</b> 46:7 47:3 141:21 <b>want</b> 5:6 7:4 15:20 17:20 18:3,5 28:15 61:11 65:9 73:18 76:25 99:17		

92:15 113:12,17 115:3 116:15 128:10 155:23 173:2 <b>white</b> 40:17 43:14 43:17 54:20 144:3 144:9 148:19 149:16 150:6,19 <b>whiteboard</b> 40:11 41:5 42:10,11,13 43:4,6 44:18,19 44:21 45:1,7,10 45:16 46:17 47:6 47:11,20 48:4,6,9 48:11,16,17 49:2 49:4,5 50:6 51:11 51:19 52:22,24 53:2,22 55:3 58:5 59:18,20,22 62:7 62:9 65:7,25 66:4 66:15,20,25 67:19 67:21 69:2,13,19 69:22 70:12,15,19 70:21 71:13 72:4 72:7 75:11 76:1,6 85:6,7,22 86:11 86:15,17,21,25 88:19,25 89:12,21 90:4,10,13,19,20 99:16,24 122:11 141:6 142:12 <b>whiteboards</b> 40:25 41:3 43:11 58:20 59:1 113:17,21,24 114:3 <b>wider</b> 38:22 <b>window</b> 7:16 <b>wisdom</b> 107:20 108:10 <b>wiser</b> 98:25 <b>wish</b> 4:1 <b>wished</b> 120:1 <b>witness</b> 1:17,23 29:19 30:4,7 31:5 56:25 57:23 83:7	83:14,23 84:2,9 84:12,23 85:1 99:5,13 131:14,16 144:2 155:9 157:11 158:6,11 158:13 169:15,20 172:10 174:6,8,12 174:18,21 <b>witnessing</b> 89:10 <b>WM</b> 63:20 <b>women</b> 90:3 <b>wonder</b> 68:2 101:19 131:25 <b>wondering</b> 154:20 <b>word</b> 27:1 <b>wording</b> 44:3 <b>words</b> 5:13 7:11 44:8 111:11 114:16 120:11 <b>work</b> 2:3 10:22 49:22 57:7 173:2 173:5 <b>working</b> 52:17 71:13 81:14 107:10 140:3 155:20 <b>worry</b> 23:14,18 <b>worse</b> 15:21 100:24 128:6 162:3 163:8 163:24 164:16 <b>worsening</b> 20:10 44:18,21 129:5 <b>would've</b> 11:4,20 11:20 14:14,17 16:20 17:3 27:13 39:7 46:8 49:18 51:9,11,16 53:16 54:19,19 55:10 59:24 61:21 64:16 65:4,18 67:2,3,6,7 67:8 70:1 71:11 71:12,18 72:8,11 72:12 73:2,9,10 76:20 86:18 87:22 88:8 89:3,11 90:5	93:10 95:6,20 100:14 102:1,1,2 102:4,5 108:19 109:10,11 112:21 130:21 132:14,20 132:20,21 133:11 133:12 134:21 143:1 145:17 147:13 150:2 152:2,3,24 153:6 161:2,3,4,10 165:11 172:6 <b>wouldn't</b> 4:23 9:11 9:19 14:15 17:11 22:10,20 36:10 60:3,18,19 62:1,5 67:17 71:21 72:20 77:16 78:17,18 94:4,10,13 112:3 112:20 122:13 129:22 132:25 133:2,10 135:11 142:24 152:5 153:16,24 154:8,8 161:13 166:4 167:6 <b>wrap</b> 170:8 <b>wrapped</b> 155:6 <b>write</b> 41:2 <b>writing</b> 42:17 45:4 45:5,5 47:3,4 48:16 87:11 88:14 113:24 135:12 <b>written</b> 25:7,19 42:5,24 43:11 66:3 71:3 87:22 89:12 90:22 100:12,14 <b>wrong</b> 2:8 45:20 123:1 133:22 150:14 <b>wrongly</b> 36:2 <b>wrote</b> 42:9 48:17 67:3 87:2,10,11 88:10,13 99:19,22	99:24 100:10 <hr/> <b>X</b> <hr/> <b>Y</b> <hr/> <b>yeah</b> 7:10,15,17,20 7:25 8:2,6,7,13 46:21 105:1,12,16 105:22 106:1 159:24 170:10 <b>year</b> 144:6 <b>years</b> 69:10 120:21 <b>yellow</b> 97:10 <b>yesterday</b> 2:4,7 5:6 17:15,25 20:4,21 21:8,11 34:25 49:19 68:8 76:12 77:14,23 79:1 82:3 96:2,5 121:9 122:5 142:4 143:17,23 152:7 <hr/> <b>Z</b> <hr/> <b>0</b> <hr/> <b>01.14</b> 91:10,11 <b>01.16.02</b> 91:11 <b>01.21</b> 79:8 <b>01.21.24</b> 78:25 <b>01.30.38</b> 6:25 30:13 30:16 <b>01.32.29</b> 10:16 <b>01.34</b> 79:9 <b>01.34.50</b> 79:2 <b>01.36</b> 79:9 <b>01.38.38</b> 104:13 <b>01.41</b> 79:9 <b>01.41.21</b> 79:18 <b>01.43.13</b> 78:3 79:20 <b>01.50.49</b> 63:17 <b>01.57,21</b> 34:1 <b>02.04</b> 109:7 <b>02.04.09</b> 35:25 <b>02.04.20</b> 92:22 <b>02.16.58</b> 110:2 <b>02.22.33</b> 37:6	<b>02.23.33</b> 50:2 <b>02.29.31</b> 50:21 58:10 <b>02.30</b> 138:20 <b>02.30.42</b> 68:1,4 <b>02.31.07</b> 51:4 58:13 <b>02.34</b> 138:22 <b>02.35</b> 138:20 <b>02.37</b> 159:10,15 161:15 <b>02.40</b> 74:18 <b>02.40.11</b> 69:7 74:17 75:2 <b>02.41</b> 75:4 <b>02.42.03</b> 93:2 110:13 <b>02.43</b> 161:23 <b>02.43.55</b> 161:24 <b>02.44.15</b> 138:3 <b>02.45</b> 138:17 <b>02.48</b> 74:15 <b>02.48.07</b> 73:17 <b>02.48.35</b> 74:24 <b>02.51</b> 171:3 <b>02.51.09</b> 100:7 <b>02.56</b> 147:25 <b>02:45est</b> 138:12 <b>02:48</b> 144:23 <b>02:50</b> 146:9,15 <b>02:51</b> 146:19 <b>02:54</b> 147:16 <b>0215hrs</b> 119:14 <b>0230-0235hrs</b> 119:16 <b>03.00.10</b> 150:7 <b>03.02.06</b> 100:7 <b>03.02.35</b> 150:10 <b>03.05.09</b> 100:7 <b>03:00</b> 148:20 <hr/> <b>1</b> <hr/> <b>1</b> 18:10 69:1 84:14 84:15,25 89:6 124:9 159:22 160:2,10 175:8,8
---	---	--	--	---

<b>1-7</b> 68:11	73:18,22 74:14	<b>2.15</b> 37:2,16 39:11	<b>25</b> 77:9 143:23	113:25 128:14,18
<b>1.20</b> 16:9	85:8 86:1,2,3,10	121:18	<b>27</b> 2:20	131:6,9 154:19
<b>1.35</b> 77:8 78:10	86:14,16 146:22	<b>2.20</b> 37:3	<b>29</b> 27:25 28:4	155:14,16 157:5
79:21	147:12,17 148:1	<b>2.22</b> 37:18,19 39:11		159:18 160:14
<b>1.36</b> 79:4	148:22,24 150:20	<b>2.25</b> 39:9,12 95:20	<b>3</b>	172:24
<b>1.38</b> 132:4	150:22	<b>2.30</b> 50:1,19 95:22	<b>3</b> 5:2,4 31:5 36:14	<b>5.1</b> 81:7,17
<b>1.41</b> 79:4	<b>15th</b> 95:17 117:20	131:24 158:20	36:18 38:1 43:13	<b>5.19</b> 17:18
<b>1.43</b> 78:8,9,14	117:22,23,24	<b>2.35</b> 131:24 158:20	66:18 69:10 86:6	<b>5.5</b> 81:24
<b>10</b> 39:7,8 82:20	118:4,13,23 119:4	<b>2.37</b> 132:10 133:16	86:8 89:15 90:3	<b>5/10</b> 108:23
87:2,2,19 88:5,6	<b>16</b> 5:4,5 63:21	160:20 161:6,7	100:18,19 123:10	<b>539</b> 5:1 17:18 20:21
88:22 89:13 110:3	175:5	<b>2.40</b> 94:18 104:19	124:8,11,13 138:1	121:4
119:14 120:7	<b>17</b> 21:16 91:13	<b>2.42</b> 93:16,23 94:18	138:2 168:6 171:5	<b>54</b> 96:1
158:18 175:1	<b>17th</b> 50:23 58:11	94:22,24	171:20	<b>59</b> 104:9 132:4
<b>10.00</b> 1:2 175:6	59:7,9 60:1,14	<b>2.43</b> 164:6 166:8	<b>3.2</b> 21:9 121:9	
<b>10.40</b> 29:25	63:4 68:11,11	167:16	<b>3.32</b> 157:22	<b>6</b>
<b>10.45</b> 1:19 29:17,24	<b>18</b> 10:17 26:16,17	<b>2.45</b> 128:18 131:10	<b>3.40</b> 157:7,8,12,17	<b>6</b> 124:11 148:19
30:2	<b>182</b> 63:22	<b>2.50</b> 131:9,12	157:21,24	<b>60</b> 77:5,6 78:10
<b>10/93</b> 17:15	<b>183</b> 66:17	<b>2.51.09</b> 167:21	<b>300</b> 72:10	<b>61</b> 78:22,23 79:7
<b>100</b> 11:20	<b>18th</b> 69:15 73:23	<b>20</b> 24:16,23 61:4	<b>33rd</b> 12:2	<b>62</b> 78:22 79:7
<b>107</b> 143:24	115:7 117:18,22	92:4 121:18		<b>68</b> 69:14
<b>11</b> 64:8 78:12,14	118:13 119:9	<b>200-plus</b> 151:18	<b>4</b>	<b>7</b>
79:9,10,13,18,19	146:25	<b>2009</b> 120:23	<b>4</b> 79:20 96:2 112:23	<b>7</b> 21:10 35:24 68:10
144:6	<b>19</b> 2:21 24:20	<b>2011</b> 19:11,12 20:5	119:6 124:10	73:21 79:19
<b>11.23</b> 57:17	<b>19.1</b> 2:23	20:8,18	131:21 134:14	137:25 143:23
<b>11.40</b> 56:24 57:9,12	<b>19.2</b> 3:23	<b>2012</b> 2:10,13 3:11	139:11 141:9	<b>71</b> 58:15
57:16,19	<b>19.3</b> 4:13	33:7	143:23 144:14,16	<b>73</b> 67:8 77:24 79:3
<b>11th</b> 66:16 125:4	<b>192</b> 89:22,25 90:10	<b>2014</b> 21:9,20	144:21 146:14	79:7,20 80:2
126:12	90:11	<b>2017</b> 31:16 96:6	159:19,20 161:25	82:11
<b>11YRS</b> 69:10	<b>193</b> 7:7 30:17 87:14	145:7	164:11	<b>74</b> 79:3,7
<b>12</b> 1:1 18:7 89:8	87:16 88:25 99:20	<b>2018</b> 1:1 175:5	<b>4.00</b> 156:19	<b>790</b> 25:19 81:6
<b>12.25</b> 83:20	100:4,10 159:15	<b>20th</b> 8:3,10,10 67:8	<b>4.05</b> 175:4	121:4,9
<b>12.30</b> 83:12,16,18	161:22 167:16,21	<b>21</b> 143:23	<b>4.30</b> 156:19	
83:22	167:23	<b>21st</b> 63:22 66:17	<b>40</b> 33:9,18 36:4	<b>8</b>
<b>12.55</b> 99:9	<b>195</b> 30:16	<b>22</b> 7:13 37:4 50:18	109:10	<b>8</b> 63:19 169:5,7
<b>13</b> 79:2,8	<b>1993</b> 18:7 20:15	143:24	<b>40'</b> 36:1	170:6
<b>133</b> 63:21		<b>22nd</b> 7:5,11 8:11,12	<b>40-pump</b> 32:18,22	<b>81</b> 63:16
<b>14</b> 6:25	<b>2</b>	8:13 9:18 10:5,12	32:24 33:13,17	<b>83</b> 66:16
<b>142</b> 50:22 58:11	<b>2</b> 13:18 14:22,24	14:9 15:23 30:12	37:22	<b>86</b> 33:24
59:6,8 60:14 68:5	15:10 18:15 57:11	67:9 87:14 89:22	<b>44</b> 104:9 132:4	
68:10,10	66:17 69:2 89:7,8	89:25 159:16	<b>45</b> 82:20 83:8	<b>9</b>
<b>15</b> 57:4 61:4 82:20	89:15 90:3,13	<b>23</b> 37:4 50:17,20	107:16	<b>9</b> 143:24
119:14 120:7	99:3,8 147:25	58:8,8,9 59:14	<b>4th</b> 147:8	<b>93</b> 87:16
121:18 158:18	163:17 167:23,25	69:7 74:18 75:2		<b>98</b> 104:10,18,23
<b>152</b> 69:9 70:6	171:15,15	93:2 110:11	<b>5</b>	<b>999</b> 5:12 12:2,6,8
<b>153</b> 69:11,15 70:7,8	<b>2.00</b> 99:11	<b>24</b> 79:8,10,17	<b>5</b> 29:18 40:21 59:11	135:19 153:5,9,18
			83:15 90:14 99:2	