

<p>1 Tuesday, 10 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 now going to hear from</p> <p>5 a different witness, I think.</p> <p>6 Is that right, Mr Millett?</p> <p>7 MR MILLETT: Good morning, Mr Chairman.</p> <p>8 Yes, we are now going to hear from Daniel Meyrick,</p> <p>9 if he could please be called.</p> <p>10 DANIEL MEYRICK (affirmed)</p> <p>11 Questions by COUNSEL TO THE INQUIRY</p> <p>12 SIR MARTIN MOORE-BICK: Thank you very much, Mr Meyrick.</p> <p>13 Yes, Mr Millett.</p> <p>14 MR MILLETT: Yes.</p> <p>15 Good morning, Mr Meyrick.</p> <p>16 First of all, could you please give the inquiry your</p> <p>17 full name?</p> <p>18 <b>A. Daniel James Meyrick.</b></p> <p>19 Q. Can I just say, first, thank you very much for coming</p> <p>20 here today to assist the investigation of the matters in</p> <p>21 our inquiry. It really is very much appreciated.</p> <p>22 My questions are intended to be short and simple;</p> <p>23 they don't always work out that way. If at any stage</p> <p>24 you don't understand the question or don't hear it, I'm</p> <p>25 very happy to repeat it or to put it in a different way,</p> <p style="text-align: center;">Page 1</p>	<p>1 Q. You also have some contemporaneous notes dated</p> <p>2 16 June 2017, which are at MET00005459. We may need to</p> <p>3 look at those as well. They should also be in your</p> <p>4 file.</p> <p>5 SIR MARTIN MOORE-BICK: There's a tab B I think in your file</p> <p>6 and you will probably find the notes behind there, but</p> <p>7 they will come up on the screen as well.</p> <p>8 <b>A. Okay.</b></p> <p>9 MR MILLETT: In fact, they're on the screen at the moment.</p> <p>10 Could you just confirm for us that those are yours?</p> <p>11 <b>A. I haven't had the chance to review my contemporaneous</b></p> <p>12 <b>notes recently, just ...</b></p> <p>13 Q. Well, let's not take time on that now.</p> <p>14 <b>A. Yes.</b></p> <p>15 Q. I may go back to the notes as we go, I may not.</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. If we go to the notes and there's anything in there that</p> <p>18 you disagree with or you want to correct, that's not</p> <p>19 a problem.</p> <p>20 <b>A. Okay.</b></p> <p>21 Q. Can I just start by asking you about your career.</p> <p>22 When did you join the London Fire Brigade?</p> <p>23 <b>A. July 2003.</b></p> <p>24 Q. And what is your present rank?</p> <p>25 <b>A. Watch manager.</b></p> <p style="text-align: center;">Page 3</p>
<p>1 just say.</p> <p>2 <b>A. Okay.</b></p> <p>3 Q. Similarly, if you want to sit down or at any stage you</p> <p>4 want a break, just signal and we will take a break.</p> <p>5 <b>A. Okay.</b></p> <p>6 Q. Could I ask you, please, to start by taking your witness</p> <p>7 statement dated 27 October 2017. That is MET00007760.</p> <p>8 That should be in the little bundle in front of you.</p> <p>9 You also have on your desk in front of you to your</p> <p>10 right a screen on which your statement and any other</p> <p>11 documents I am going to show you will be exhibited, and</p> <p>12 if you want, you can also look at the screens at the</p> <p>13 back of the room, it's up to you. So when we go to</p> <p>14 a particular passage, what tends to happen is that the</p> <p>15 documents director, who is there, will highlight the</p> <p>16 particular passage in yellow and we look at it close up.</p> <p>17 Have you read your statement recently?</p> <p>18 <b>A. I have.</b></p> <p>19 Q. Can you please confirm that the statement is true?</p> <p>20 <b>A. It is.</b></p> <p>21 Q. It is.</p> <p>22 Have you discussed your statement or your evidence</p> <p>23 that you are going to give today with anybody before you</p> <p>24 came here?</p> <p>25 <b>A. No.</b></p> <p style="text-align: center;">Page 2</p>	<p>1 Q. As at 13/14 June, were you a watch manager?</p> <p>2 <b>A. I was.</b></p> <p>3 Q. Were you at Fulham?</p> <p>4 <b>A. I was.</b></p> <p>5 Q. What did that role involve?</p> <p>6 <b>A. I was a command support officer.</b></p> <p>7 Q. What's that?</p> <p>8 <b>A. A command support officer rides the command unit.</b></p> <p>9 <b>Command units are called to four-pump fires and above</b></p> <p>10 <b>and special service incidents, and any incident that</b></p> <p>11 <b>an incident commander would require the facilities of</b></p> <p>12 <b>a command unit.</b></p> <p>13 Q. And the command unit, was that kept or held at Fulham</p> <p>14 fire station?</p> <p>15 <b>A. It is, yes.</b></p> <p>16 Q. Right.</p> <p>17 Now, on the call-out to Grenfell Tower, you say in</p> <p>18 your statement, at the bottom of page 1:</p> <p>19 "On Wednesday the 14th June 2017 I was on duty at</p> <p>20 01.15 am when I was mobilised to a six pump fire along</p> <p>21 with WM Kentfield at Fulham Fire Station, to Grenfell</p> <p>22 Tower in Kensington."</p> <p>23 Now, Watch Manager Kentfield, he was also a watch</p> <p>24 manager at Fulham with you, wasn't he?</p> <p>25 <b>A. Yes, it was the two of us riding the command unit that</b></p> <p style="text-align: center;">Page 4</p>

<p>1 <b>night.</b></p> <p>2 Q. Was he also a command support officer?</p> <p>3 <b>A. Yes.</b></p> <p>4 Q. Right. Who was the senior of the two?</p> <p>5 <b>A. We're both equal. He was the designated team leader for</b></p> <p>6 <b>the shift, I was the designated driver. It doesn't</b></p> <p>7 <b>necessarily mean that he was in charge, it's just the</b></p> <p>8 <b>role that he takes for the shift and the role that</b></p> <p>9 <b>I take.</b></p> <p>10 Q. Right. And how was that role distributed?</p> <p>11 <b>A. We decide between ourselves, usually alternating.</b></p> <p>12 Q. Is there a station manager at Fulham that you or he or</p> <p>13 both of you report to?</p> <p>14 <b>A. Yes, there was a station manager at Fulham. The</b></p> <p>15 <b>station -- as a command unit, we work as a team. We</b></p> <p>16 <b>work between ourselves to make the decisions. But any</b></p> <p>17 <b>reporting up the chain will go to the station manager.</b></p> <p>18 <b>The station manager, though, isn't command unit trained,</b></p> <p>19 <b>so doesn't know the intricate details of the command</b></p> <p>20 <b>unit.</b></p> <p>21 Q. Who was the station manager on duty that night?</p> <p>22 <b>A. I'm just trying to think, because we had a few changes,</b></p> <p>23 <b>but I believe it was -- bear with me -- Jason Jones.</b></p> <p>24 <b>Station Manager Jason Jones.</b></p> <p>25 Q. Right, thank you.</p> <p style="text-align: center;">Page 5</p>	<p>1 <b>generally. We have four PCs on the command unit with</b></p> <p>2 <b>various functions. We have access to Brigade policies,</b></p> <p>3 <b>procedures. Whiteboards for noting down things.</b></p> <p>4 <b>There's a downloadable link through to police</b></p> <p>5 <b>helicopters, so we can get aerial views if there's</b></p> <p>6 <b>a police helicopter in the area. Yeah, and various</b></p> <p>7 <b>functions on the PCs themselves.</b></p> <p>8 Q. And what about a CSS, a command support service?</p> <p>9 <b>A. That's one of the computer systems.</b></p> <p>10 Q. What does that do?</p> <p>11 <b>A. Again, that can be used for mapping, and on that you can</b></p> <p>12 <b>show sectorisation. Where -- not individuals are --</b></p> <p>13 <b>well, you can show where individuals are, but obviously</b></p> <p>14 <b>individuals move around all the time, but certainly</b></p> <p>15 <b>sectors, machines, ladders, things like that.</b></p> <p>16 <b>It records all messages to control, so if you need</b></p> <p>17 <b>to refer back to anything that's already been sent.</b></p> <p>18 <b>There is an organisational chart, which is</b></p> <p>19 <b>essentially a plan of the structure of command at</b></p> <p>20 <b>an incident: the monitoring officer, the incident</b></p> <p>21 <b>commander, sector commanders and various operations that</b></p> <p>22 <b>are taking part underneath those individuals.</b></p> <p>23 <b>You can download images onto there.</b></p> <p>24 <b>Sorry, I'm just trying to work my way through all</b></p> <p>25 <b>the different things.</b></p> <p style="text-align: center;">Page 7</p>
<p>1 Now, you say were mobilised to Grenfell Tower at</p> <p>2 1.15 am. Did anybody else go with you apart from Watch</p> <p>3 Manager Kentfield?</p> <p>4 <b>A. No, just the two of us on the command unit.</b></p> <p>5 Q. CU8 is your command unit?</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. And that has normally a two-man crew?</p> <p>8 <b>A. Minimum of two, maximum of four.</b></p> <p>9 Q. Right.</p> <p>10 Could you just explain in very brief terms, if you</p> <p>11 can, what a command unit does?</p> <p>12 <b>A. Essentially, it supports the incident commander with the</b></p> <p>13 <b>command and control of the incident.</b></p> <p>14 <b>On arrival at an incident, the team leader would don</b></p> <p>15 <b>their fire gear and go and liaise with the incident</b></p> <p>16 <b>commander. They then agree if the command unit was to</b></p> <p>17 <b>take over as the incident command pump. Even though</b></p> <p>18 <b>it's not a pumping appliance, it's still referred to as</b></p> <p>19 <b>an incident command pump or ICP.</b></p> <p>20 <b>On doing that, the team leader would then relay that</b></p> <p>21 <b>message back to, in this case, me as the driver, staying</b></p> <p>22 <b>on the unit. I would then inform control that Charlie</b></p> <p>23 <b>Uniform 8 had become the ICP. So all messages to</b></p> <p>24 <b>control would then go through the command unit.</b></p> <p>25 <b>Other things that we do, we would map an incident,</b></p> <p style="text-align: center;">Page 6</p>	<p>1 <b>There's a conferencing facility to be able to</b></p> <p>2 <b>exchange dialogue with other people at control, and</b></p> <p>3 <b>there's the ability to record video and audio on the</b></p> <p>4 <b>unit itself.</b></p> <p>5 Q. You mentioned a minute ago that the CSS would record</p> <p>6 messages sent to control.</p> <p>7 <b>A. Yes.</b></p> <p>8 Q. Would it also record messages received from control?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. And how would they come up? They would come up on</p> <p>11 a screen, would they?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. The messages that were coming from control, let's say by</p> <p>14 radio transmission, would they appear on the screen or</p> <p>15 would they have to be sent by control through</p> <p>16 a different system?</p> <p>17 <b>A. All messages to and from control, control type out, and</b></p> <p>18 <b>it's recorded and then transmitted from there.</b></p> <p>19 Q. Right. So can you just tell me --</p> <p>20 <b>A. Sorry to interrupt, that can take a couple of minutes,</b></p> <p>21 <b>for them to type up the messages.</b></p> <p>22 Q. So control types up a message. Is that on the Vision</p> <p>23 system?</p> <p>24 <b>A. From the control point of view?</b></p> <p>25 Q. Yes.</p> <p style="text-align: center;">Page 8</p>

<p>1 <b>A. I believe it is, but I'm afraid I'm not the expert on</b>  2 <b>that.</b>  3 Q. All right. I'm just trying to get a feel for what the  4 CSS system receives, but it's a typed message which  5 comes from control, is it?  6 <b>A. Yes.</b>  7 Q. Then when you're sending a message back to control using  8 the CSS, is somebody in the command unit also typing?  9 <b>A. I don't know if we're getting crossed wires. All radios</b>  10 <b>messages from the command unit to control, control will</b>  11 <b>type up, and then we have access to those typed</b>  12 <b>messages.</b>  13 <b>There is a separate facility for sending and</b>  14 <b>receiving messages, which is very rarely used. In fact,</b>  15 <b>I have never used that facility. But you do, like</b>  16 <b>I say, have access to the radio messages that have been</b>  17 <b>sent.</b>  18 Q. So the CSS system, just so I have it in my head clearly,  19 is a system whereby control records the radio message  20 which comes from the control unit --  21 <b>A. Yes.</b>  22 Q. -- they type it up and record it and send it back to you  23 essentially as a written confirmation of the message  24 you've sent them?  25 <b>A. Yes.</b></p> <p style="text-align: center;">Page 9</p>	<p>1 <b>A. I'm afraid I really can't remember.</b>  2 Q. Right.  3 As a watch manager, would you have had training in  4 any event as to incident command and the policies around  5 incident command?  6 <b>A. In my previous role as a crew manager, then, yes, I'd</b>  7 <b>had training on incident command and various scenarios,</b>  8 <b>high-rise incidents being one of those.</b>  9 As a command unit, we did training amongst  10 ourselves, refreshing ourselves on policy and being  11 familiar with our role at the incidents themselves, the  12 way we would -- the roles that we would take at the  13 high-rise incident.  14 Q. Did you have any training specifically on policy 790,  15 which is fire survival guidance?  16 <b>A. Yes. The training would be -- certainly the refresher</b>  17 <b>training that we would do would be a case of going</b>  18 <b>through the policy ourselves, refreshing ourselves. As</b>  19 <b>watch managers, we were allowed to train that way.</b>  20 Q. Just so that we are clear entirely, can I ask you to be  21 shown policy 790, which is in tab 5 of the policies  22 bundle we have here. This is entitled "Fire survival  23 guidance calls" and it's the policy current as  24 at April 2014.  25 There's the first page. I don't know whether that</p> <p style="text-align: center;">Page 11</p>
<p>1 Q. I follow.  2 What other methods of communication does a command  3 unit such as CU8 have with Brigade control?  4 <b>A. There's two fixed phones, there's the mobile phone,</b>  5 <b>there's a main scheme radio, there's handheld radios,</b>  6 <b>but you can't communicate with control with that.</b>  7 <b>So, yeah, the main scheme radio, the fixed phones</b>  8 <b>and the mobile phone would be the three different ways.</b>  9 Q. What about Airwave radios?  10 <b>A. No, we -- I mean, Airwave works as main scheme, so</b>  11 <b>that's essentially the same kind of thing.</b>  12 Q. Okay.  13 Now, does the command unit require specialist  14 training?  15 <b>A. Yes.</b>  16 Q. You've had specialist training, have you?  17 <b>A. I have, yes.</b>  18 Q. Can you just explain what that training involves?  19 <b>A. I think it was an eight-day course which I undertook</b>  20 <b>in March 2015. It is essentially dealing with the</b>  21 <b>functions of the command unit, so you wouldn't</b>  22 <b>necessarily do training on specific types of incidents.</b>  23 Q. Right, I see.  24 Did you get training at all on how to manage fire  25 survival guidance calls from within the command unit?</p> <p style="text-align: center;">Page 10</p>	<p>1 prompts a recollection of this particular policy --  2 <b>A. Yes.</b>  3 Q. -- from your training.  4 I'm not going to run you through the detail at all,  5 I just wanted to show you paragraph 5, which is  6 a lengthy paragraph dealing with information transfer to  7 the incident.  8 <b>A. Mm-hm.</b>  9 Q. If you go to paragraph 5, which is on page 2 internally  10 at the bottom of the page, and then just over the next  11 page, just scan it. I'm not going to ask you details.  12 If you go to the next page, you can see that there's  13 a long list of things that control has to do by way of  14 gathering information, contacting the initial command  15 pump and then what the ICP radio operator should do at  16 5.7.  17 Then 5.9:  18 "All FSG call information must be passed to the IC  19 who will decide what action should be taken."  20 Et cetera, and matters like that.  21 Is that something that you remember being trained  22 on?  23 <b>A. It's something I'm familiar with. I can't remember my</b>  24 <b>training exactly. I will have had training on this.</b>  25 Q. Right.</p> <p style="text-align: center;">Page 12</p>

3 (Pages 9 to 12)

<p>1 Paragraphs 8 and 9. 8 is the advice for fire 2 survival guidance callers and 9 is communication with 3 control. 4 9 particularly: 5 "It is vital that control is kept informed of the 6 actions being taken to resolve each FSG call; the fact 7 that control is aware of the actions being carried out 8 on the incident ground will greatly enhance the advice 9 given to FSG callers." 10 Just in general terms, were you trained on how to go 11 about adhering to that policy? 12 <b>A. Yes.</b> 13 Q. As at your role in Grenfell Tower, was that training 14 something you had in your mind -- 15 <b>A. Yes.</b> 16 Q. -- as to how to go about keeping communications going? 17 <b>A. Mm-hm.</b> 18 Q. Yes, okay. 19 Can I then ask you, going back to the night itself, 20 you say at the top of page 2, third line: 21 "As I was the driver of the fire vehicle call sign 22 CU8 I never had the chance to read any mobile data 23 terminal information." 24 Do you know whether Watch Manager Kentfield looked 25 at it?</p> <p style="text-align: center;">Page 13</p>	<p>1 you hear the multiple calls en route? 2 <b>A. I can't remember that message being sent. It may have</b> 3 <b>been, I just can't remember.</b> 4 Q. What about persons reported, can you remember that? 5 <b>A. I'm sure it did, but I can't actually remember the</b> 6 <b>message.</b> 7 Q. Was there anything in particular that you, as the driver 8 of command unit 8, would be listening out for, given the 9 role that you would be playing? 10 <b>A. Yes, all the messages, really, to get an idea of what to</b> 11 <b>expect when we get there.</b> 12 Q. Would that include FSG information specifically? 13 <b>A. Yes.</b> 14 Q. It would? 15 <b>A. Yes.</b> 16 Q. Did you hear any FSG information or FSG calls? 17 <b>A. No. The first FSG information I remember hearing was</b> 18 <b>after we arrived, when Watch Manager Kentfield rigged</b> 19 <b>and went to liaise with the IC. I got onto the back of</b> 20 <b>the command unit to start readying the functions on</b> 21 <b>there, and I could hear control trying to contact the</b> 22 <b>ICP, because we hadn't taken over by then. They</b> 23 <b>couldn't get through and, having seen the fire already</b> 24 <b>and assuming that all personnel were most probably</b> 25 <b>involved in other roles, I intercepted the message and</b></p> <p style="text-align: center;">Page 15</p>
<p>1 <b>A. I'm afraid I don't, no.</b> 2 Q. Did you have any discussion with Watch Manager Kentfield 3 en route as to what to expect when you got there? 4 <b>A. As we were approaching, we approached from the south,</b> 5 <b>I believe it was along Sirdar Road, and we could already</b> 6 <b>see the tower in bits, just in gaps between the houses,</b> 7 <b>and between about eight and ten floors of the tower were</b> 8 <b>already alight, so we already had an idea of what we</b> 9 <b>were expecting when we got there.</b> 10 Q. Right. What did you think when you saw that? 11 <b>A. Not only did we have a big fire, but immediately</b> 12 <b>I realised this is something that neither of us would</b> 13 <b>have dealt with before.</b> 14 Q. Right. 15 Did you hear any radio messages as you were en 16 route? 17 <b>A. Yes, we heard -- the initial call was to a six-pump</b> 18 <b>fire. Often high-rise incidents will go straight to six</b> 19 <b>pumps, even if they're only small fires, so we didn't</b> 20 <b>think it would be anything out of the ordinary.</b> 21 <b>However, it was made up a number of times as we were</b> 22 <b>en route, which instantly tells us this is something</b> 23 <b>quite significant.</b> 24 Q. Right. 25 Were you getting what we call multiple calls? Could</p> <p style="text-align: center;">Page 14</p>	<p>1 <b>it was FSG information that was coming through. So</b> 2 <b>I collected that information.</b> 3 Q. I'm going to come to some specifics about that later 4 because that's something I do want to ask you about. 5 <b>A. Mm-hm.</b> 6 Q. But just en route, you, of course, were the first 7 command unit to be mobilised to the incident. 8 <b>A. Yes.</b> 9 Q. Did you know that? 10 <b>A. Yes.</b> 11 Q. So in terms of the system that you would expect to be in 12 place for managing FSG information before you got there, 13 what were you expecting? 14 <b>A. It depends on what the IC wants us to do. The first CU</b> 15 <b>would usually take over as the ICP, but often with FSGs,</b> 16 <b>just because of the level of priority that they are, the</b> 17 <b>incident commander can request that we would become --</b> 18 <b>the first CU would become the designated FSG command</b> 19 <b>unit. It depends on what the IC wants us to do.</b> 20 Q. Okay. 21 Just going on in your statement, you say something 22 to that effect. At the top of page 4 of your statement, 23 you say: 24 "Brigade policy is that one of the first pumps in 25 attendance will be designated ICP by the IC until</p> <p style="text-align: center;">Page 16</p>

<p>1 relived by a command unit. At which stage the incident</p> <p>2 commander would normally be based on the command unit</p> <p>3 for the majority of the time."</p> <p>4 And then in the third paragraph you say:</p> <p>5 "The standard practice would be when trapped</p> <p>6 residents call 999, control would relay the information</p> <p>7 to the ICP, who would then relay this information to the</p> <p>8 Fire Fighters."</p> <p>9 Were you expecting that to be the case here?</p> <p>10 <b>A. Yes.</b></p> <p>11 Q. Did you manage to find out anything on your way --</p> <p>12 because we're still en route at the moment --</p> <p>13 <b>A. Mm-hm.</b></p> <p>14 Q. -- to the incident about whether that procedure was</p> <p>15 being followed at that time?</p> <p>16 <b>A. I'm sorry, I don't quite understand the question.</b></p> <p>17 Q. Okay. On the way to the incident --</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. -- did you find out whether the procedure you've</p> <p>20 described here in the third paragraph was being</p> <p>21 followed?</p> <p>22 <b>A. So whether control was passing information to the ICP on</b></p> <p>23 <b>scene at the time?</b></p> <p>24 Q. Yes.</p> <p>25 <b>A. I wouldn't know.</b></p> <p style="text-align: center;">Page 17</p>	<p>1 be able to use it.</p> <p>2 <b>A. Sir, can I help myself to a drink?</b></p> <p>3 <b>SIR MARTIN MOORE-BICK: Of course, yes, I'm sorry. The</b></p> <p>4 <b>usher would normally have done that for you, but I think</b></p> <p>5 <b>you can manage, can't you?</b></p> <p>6 <b>A. Yes.</b></p> <p>7 <b>(Pause)</b></p> <p>8 MR MILLETT: If I could just ask you to look at MET00013034.</p> <p>9 It will come up on the screen.</p> <p>10 This is a map. In fact, this is an exhibit to an</p> <p>11 earlier firefighter's witness statement, Mr Abell's</p> <p>12 witness statement, and it's quite a good map showing the</p> <p>13 tower and the north, east, south and west orientations.</p> <p>14 Roughly where do you think you parked CU8?</p> <p>15 <b>A. If I may, it's not actually on this map. It would be --</b></p> <p>16 <b>I believe this is Grenfell Road here and Bomore Road</b></p> <p>17 <b>runs down here (Indicates).</b></p> <p>18 Q. It's lower down.</p> <p>19 <b>A. So we were on the junction just off the map.</b></p> <p>20 Q. Right, okay. I can show you something better, actually,</p> <p>21 MET00013078, which is an exhibit to Justin O'Beirne's</p> <p>22 witness statement.</p> <p>23 That is a less clear map. You have the tower ...</p> <p>24 <b>A. That's the tower there, yes?</b></p> <p>25 Q. That's the tower there, and that is actually looking</p> <p style="text-align: center;">Page 19</p>
<p>1 Q. Okay.</p> <p>2 <b>A. I don't remember hearing FSG information being passed</b></p> <p>3 <b>en route.</b></p> <p>4 Q. Right.</p> <p>5 Did you find out which appliance had been designated</p> <p>6 ICP before you arrived?</p> <p>7 <b>A. I heard it, I heard the call sign, because I heard</b></p> <p>8 <b>control trying to contact them, but I can't remember</b></p> <p>9 <b>what one it was.</b></p> <p>10 Q. Did you know who was manning it and taking FSG</p> <p>11 information?</p> <p>12 <b>A. No, I wouldn't, no.</b></p> <p>13 Q. Now, on arrival -- I just want to focus on the moment of</p> <p>14 arrival with you, if I can -- we have your arrival time</p> <p>15 as 01.30.48.</p> <p>16 Would that sound about right to you?</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. Okay.</p> <p>19 Now, at the bottom of page 3 of your statement, you</p> <p>20 say:</p> <p>21 "I sighted[sic] the Command Unit on Bomore Road</p> <p>22 junction with Grenfell Road where the vehicle I was</p> <p>23 driving was parked up and remained for the duration."</p> <p>24 I wonder if we can just identify where that is.</p> <p>25 I am going to show you a map that isn't yours but we may</p> <p style="text-align: center;">Page 18</p>	<p>1 sort of north to south as you go up --</p> <p>2 <b>A. Oh, right, yes.</b></p> <p>3 Q. -- the page. It may be the wrong way round, in fact.</p> <p>4 <b>A. Yeah, is that Bomore Road?</b></p> <p>5 Q. Yes.</p> <p>6 <b>A. So if we go back to where you were.</b></p> <p>7 Q. I think we can just turn it round so that it orientates</p> <p>8 north to south and then we can probably see Bomore Road</p> <p>9 a bit more clearly.</p> <p>10 Yes. That's very good.</p> <p>11 Now --</p> <p>12 <b>A. Right.</b></p> <p>13 Q. Bomore Road is to the south east.</p> <p>14 <b>A. Just there. (Indicates)</b></p> <p>15 Q. Right. So where it says A?</p> <p>16 <b>A. Yes, where it says "Cycle hire station".</b></p> <p>17 Q. Okay. And that's where you parked CU7[sic]?</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. That's very clear.</p> <p>20 Now, roughly how long do you think it would take to</p> <p>21 walk from where you parked just there to the tower?</p> <p>22 <b>A. A minute, two minutes.</b></p> <p>23 Q. Right. After you parked, did you leave the command unit</p> <p>24 or did you stay with it?</p> <p>25 <b>A. No, I stayed with it. Watch Manager Kentfield went to</b></p> <p style="text-align: center;">Page 20</p>

<p>1 <b>liaise with the IC, I stayed with the command unit.</b></p> <p>2 Q. When you parked -- maybe you were too far away -- did</p> <p>3 you see a watch manager working on the bonnet of a car</p> <p>4 with a forward information board?</p> <p>5 <b>A. Not to my memory, no.</b></p> <p>6 Q. Did you speak to the incident commander yourself?</p> <p>7 <b>A. No.</b></p> <p>8 Q. So that was Watch Manager Kentfield, was it?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. Do you remember who the incident commander was at the</p> <p>11 time you arrived?</p> <p>12 <b>A. No. Usually all messages sent -- no, usually all</b></p> <p>13 <b>informative messages start with the name of the incident</b></p> <p>14 <b>commander. Had an informative message been sent,</b></p> <p>15 <b>I would've heard it. I can't specifically remember</b></p> <p>16 <b>hearing it at that time.</b></p> <p>17 <b>Also, another thing that we're in the habit of doing</b></p> <p>18 <b>is a poster on the command unit, which is another</b></p> <p>19 <b>organisational chart like I was describing earlier on</b></p> <p>20 <b>the PC, but this is one on the whiteboard. I'd write</b></p> <p>21 <b>with a marker the name of the IC there.</b></p> <p>22 <b>I can't remember if I specifically did it then, but</b></p> <p>23 <b>it's something that we were in the habit of doing at</b></p> <p>24 <b>every incident that we went to.</b></p> <p>25 Q. Did you manage to locate the appliance that was acting</p> <p style="text-align: right;">Page 21</p>	<p>1 <b>But just to get the thing turned on or the computers</b></p> <p>2 <b>on, it can take a good 3/4, maybe 5 minutes.</b></p> <p>3 <b>Also, computers being computers, it can depend how</b></p> <p>4 <b>long they decide they want to take to turn on.</b></p> <p>5 Q. Yes. Yes.</p> <p>6 Did you have any problems with the CSS on CU8?</p> <p>7 <b>A. In general or on that night?</b></p> <p>8 Q. On that night.</p> <p>9 <b>A. Not that I can remember.</b></p> <p>10 Q. Okay.</p> <p>11 <b>A. I'll be honest, though, I used very little of the</b></p> <p>12 <b>computers that night because almost as soon as I was</b></p> <p>13 <b>starting to get everything ready, I could hear</b></p> <p>14 <b>control -- I intercepted the call from control to the</b></p> <p>15 <b>ICP.</b></p> <p>16 Q. Right.</p> <p>17 Do you remember whether your computer, your CSS,</p> <p>18 crashed on your CU?</p> <p>19 <b>A. I don't know. I don't remember that happening.</b></p> <p>20 Q. Right.</p> <p>21 Now, on arrival, before you did the intercept, do</p> <p>22 you know what system was in place for the management of</p> <p>23 FSG calls?</p> <p>24 <b>A. What the crews would've been doing on the ground?</b></p> <p>25 Q. Yes.</p> <p style="text-align: right;">Page 23</p>
<p>1 as the incident command pump?</p> <p>2 <b>A. It wouldn't have been my job to do that. I wouldn't</b></p> <p>3 <b>have been looking for that.</b></p> <p>4 Q. Whose job was that?</p> <p>5 <b>A. Watch Manager Kentfield -- well, he wouldn't have gone</b></p> <p>6 <b>directly to the ICP; he would've gone directly to the</b></p> <p>7 <b>incident commander.</b></p> <p>8 Q. Yes.</p> <p>9 <b>A. I believe that's what he did, anyway.</b></p> <p>10 Q. Okay.</p> <p>11 Now, on page 4 of your statement, if you look at</p> <p>12 paragraph 2, you say in the first line, second sentence:</p> <p>13 "I set up the various Command Support System</p> <p>14 Functions (CSS)."</p> <p>15 And you've described what those are for us.</p> <p>16 How long did it take you to set up those systems?</p> <p>17 <b>A. You turn the generator on, which takes seconds; you turn</b></p> <p>18 <b>the PCs on, and then it takes a while for the PCs to</b></p> <p>19 <b>warm up, as it does with most PCs; the lights; there's</b></p> <p>20 <b>a mast that needs to go up; and, like I say, with the</b></p> <p>21 <b>organisational chart on the wall, I'd start filling out</b></p> <p>22 <b>the details of that.</b></p> <p>23 <b>It's not a case of from start to finish, it's pretty</b></p> <p>24 <b>much an ongoing process. As the information starts</b></p> <p>25 <b>coming in then you start gathering that.</b></p> <p style="text-align: right;">Page 22</p>	<p>1 <b>A. Yes.</b></p> <p>2 Q. Do you remember what they were doing?</p> <p>3 <b>A. I don't know what they were doing specifically, but</b></p> <p>4 <b>I know what the procedure is.</b></p> <p>5 Q. Right. Okay.</p> <p>6 Well, let's just see how we go in terms of what</p> <p>7 actually happened.</p> <p>8 Did you make contact with the ICP to find out what</p> <p>9 FSG information was coming in to it?</p> <p>10 <b>A. No, but then I wouldn't at that time.</b></p> <p>11 Q. Right. Who would?</p> <p>12 <b>A. Watch Manager Kentfield would liaise with the IC, and</b></p> <p>13 <b>any information like that would be passed on to him.</b></p> <p>14 Q. Would he also pass it back to you?</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. Okay.</p> <p>17 <b>A. To be honest, actually, not necessarily. In the greater</b></p> <p>18 <b>scheme of things, yes, you would, but obviously it's</b></p> <p>19 <b>a very dynamic incident, things are taking course as</b></p> <p>20 <b>a matter of priority. So the calls coming in were the</b></p> <p>21 <b>priority. The calls that the incident command would've</b></p> <p>22 <b>already had would've been passed on. That's information</b></p> <p>23 <b>that they got, and later, with collecting the</b></p> <p>24 <b>information when we're trying to get a rounder picture,</b></p> <p>25 <b>yes, we'd want that then. But at the time, the calls</b></p> <p style="text-align: right;">Page 24</p>

<p>1 <b>coming in and the information going to the bridgehead is</b></p> <p>2 <b>a priority. If they've already got that information,</b></p> <p>3 <b>then there's no point -- at that time, it's not</b></p> <p>4 <b>a priority to pass that information back to me.</b></p> <p>5 Q. Right.</p> <p>6 Was it important, though, for you, when setting up</p> <p>7 and, as it were, coming into an already dynamic</p> <p>8 situation, to find out what the existing system was for</p> <p>9 receiving information on the fire ground from control</p> <p>10 about FSG calls and then how it was being communicated</p> <p>11 to the bridgehead?</p> <p>12 <b>A. Like I say, almost as soon as I was starting to get the</b></p> <p>13 <b>functions ready on the back of the CU, I could hear</b></p> <p>14 <b>control trying to contact the ICP. I didn't have time</b></p> <p>15 <b>to find out those other bits beforehand.</b></p> <p>16 Q. Right.</p> <p>17 Now, in his contemporaneous notes, Watch Manager</p> <p>18 Kentfield says that he helped set up the fire survival</p> <p>19 guidance system or communications system with a watch</p> <p>20 manager called Sadler on the bonnet of a car between CU8</p> <p>21 and the tower.</p> <p>22 Do you remember that happening? I know you said you</p> <p>23 couldn't see it happening, but do you remember the fact</p> <p>24 that he was doing that?</p> <p>25 <b>A. All I can say is not long after Watch Manager Kentfield</b></p> <p style="text-align: center;">Page 25</p>	<p>1 Q. Can you just tell us in brief terms how that process</p> <p>2 changed?</p> <p>3 <b>A. So I was --</b></p> <p>4 Q. We'll come back to it and explore it in some detail,</p> <p>5 I suspect.</p> <p>6 <b>A. I was taking information from control, I was writing it</b></p> <p>7 <b>down, I was passing it on to Watch Manager Kentfield,</b></p> <p>8 <b>and then, almost as soon as I'd do that, control would</b></p> <p>9 <b>get back to me with more information and I'd follow the</b></p> <p>10 <b>same process until, at a given point -- and I'm afraid</b></p> <p>11 <b>I -- at a very rough guess, 10/15 minutes into the</b></p> <p>12 <b>incident, the command unit mobile phone, which I was</b></p> <p>13 <b>carrying and I would've done as a driver, that rang and</b></p> <p>14 <b>it was Station Manager Oliff at control, who then</b></p> <p>15 <b>started to pass the information via the mobile rather</b></p> <p>16 <b>than the main scheme radio.</b></p> <p>17 <b>So I carried on the same process with passing that</b></p> <p>18 <b>information to Watch Manager Kentfield until Charlie</b></p> <p>19 <b>Uniform 7, Wembley's command unit, arrived with Watch</b></p> <p>20 <b>Managers Peckham and Harrison. They and then Station</b></p> <p>21 <b>Manager Egan as well, and shortly after Group Manager</b></p> <p>22 <b>Goodall, from then on we all worked as an FSG team the</b></p> <p>23 <b>rest of the night. I was collecting the information,</b></p> <p>24 <b>they would then pass it on.</b></p> <p>25 <b>So at a point, and I'm afraid I can't remember when</b></p> <p style="text-align: center;">Page 27</p>
<p>1 <b>left the CU, I was receiving the FSG information and</b></p> <p>2 <b>then passing it on to him on the incident ground. How</b></p> <p>3 <b>he was going about doing that, I never asked him.</b></p> <p>4 Q. Right.</p> <p>5 <b>A. I never asked him because it wasn't a priority for me to</b></p> <p>6 <b>know that information.</b></p> <p>7 Q. Okay. I see.</p> <p>8 So as soon as you started getting FSG information</p> <p>9 from control, you passed it to Watch Manager Kentfield?</p> <p>10 <b>A. Yes, on the handheld radios on channel 10. Channel 10</b></p> <p>11 <b>generally is used between command support officers, so</b></p> <p>12 <b>we wouldn't be interfering with the fire ground</b></p> <p>13 <b>messages, which are on channel 1.</b></p> <p>14 Q. Right. Okay. I didn't realise. So CU officers have</p> <p>15 their own designated channel?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. Did you have any communication difficulties in using</p> <p>18 channel 10?</p> <p>19 <b>A. Not that I remember.</b></p> <p>20 Q. Right. And so you communicated with ease, did you, with</p> <p>21 Watch Manager Kentfield throughout the night?</p> <p>22 <b>A. Yes, it wasn't -- it was just in the beginning stages of</b></p> <p>23 <b>the incident that I was passing that information on to</b></p> <p>24 <b>him. Things changed shortly afterwards. Probably</b></p> <p>25 <b>within the first half hour, the process changed.</b></p> <p style="text-align: center;">Page 26</p>	<p>1 <b>it was, I stopped passing the information on to Watch</b></p> <p>2 <b>Manager Kentfield. I would give it to them and they</b></p> <p>3 <b>would deal with it.</b></p> <p>4 <b>We then moved on to Charlie Uniform 7, which became</b></p> <p>5 <b>the designated FSG CU.</b></p> <p>6 Q. Right, you say Charlie --</p> <p>7 <b>A. Charlie Uniform 7, Wembley's command unit.</b></p> <p>8 Q. I follow, right.</p> <p>9 Now, in terms of how you initially receive messages</p> <p>10 from Brigade control to CU7[sic] right at the start, you</p> <p>11 say it was by radio. Was that the main scheme radio?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. So that's channel 1?</p> <p>14 <b>A. Channel 4.</b></p> <p>15 Q. Channel 4. I see, because we see references to RT4 in</p> <p>16 the short incident log we're going to come to. That</p> <p>17 would be channel 4, would it?</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. Right. Now, on page 4 in paragraph 2 -- we've just been</p> <p>20 looking at the CSS -- you say in the second line:</p> <p>21 "Within moments of arriving control were trying to</p> <p>22 contact the Incident Command Pump (ICP) to pass on fire</p> <p>23 survival guidance information (FSG)."</p> <p>24 Then you say:</p> <p>25 "Due to the heavy radio traffic they were struggling</p> <p style="text-align: center;">Page 28</p>

7 (Pages 25 to 28)

<p>1 to get through. I intercepted the calls from control 2 but I never took over as ICP at any time." 3 How did you know that control was struggling to get 4 through? 5 <b>A. Nobody was answering their radio on the ICP. They were</b> 6 <b>calling them but nobody was answering it.</b> 7 Q. Who was telling you that? 8 <b>A. I was listening to it. It's an open radio channel so</b> 9 <b>I can hear -- all the radio messages sent on channel 4,</b> 10 <b>I would've been able to hear everybody would've been</b> 11 <b>able to hear on that channel.</b> 12 Q. Could you also see the fact that they were sending 13 messages to the incident command pump on the CSS 14 computer screen? 15 <b>A. No, no. No, on the CSS, it only shows the messages</b> 16 <b>between yourself, that vehicle -- so in our case,</b> 17 <b>Charlie Uniform 8 -- and control, it wouldn't show every</b> 18 <b>message being sent.</b> 19 Q. No, I understand. I understand. 20 So in terms of what you were hearing, you could hear 21 control radioing the ICP but not getting anything in 22 response? 23 <b>A. Yes.</b> 24 Q. Who at control, do you know, was doing that? Was it 25 people who were actually on the other end of a 999 call</p> <p style="text-align: center;">Page 29</p>	<p>1 just take it slowly. 2 At offence 01.35.24 at the bottom of the page, there 3 is a record that: 4 "OM Norman rings the team leader WM Daniel Meyrick 5 on CU 8 who had booked in attendance at the incident at 6 01:30:48. She says she needs crews to go and check some 7 flats. The CU says they are in the process of setting 8 up. WM Meyrick he also asks if the message has already 9 been sent by radio. OM Norman says she doesn't know. 10 Then she says that's the 18th floor, referring to the 11 question about Radio Message. She says 'oh my god there 12 are so many'. She says 'its going to be every floor.'" 13 Then over the page we see some information passed to 14 CU8. 15 <b>A. Sorry, is that what the operator said to me?</b> 16 Q. Well, I'm going to show you the transcript because, yes, 17 we have transcript of that call. 18 But just first of all, in general terms, do you 19 remember this conversation? 20 <b>A. I don't remember those words, but I remember the</b> 21 <b>conversation.</b> 22 Q. Do you remember whether this was a call to you on the 23 radio, the main scheme radio, or was this on the mobile 24 already? 25 <b>A. I'm afraid -- I'm pretty sure the only person I spoke to</b></p> <p style="text-align: center;">Page 31</p>
<p>1 or was it a supervisor? 2 <b>A. Just a -- I don't know, it was a control operator.</b> 3 Q. Right. And that's on channel 4? 4 <b>A. Yes.</b> 5 Q. Right. 6 How did you intercept the calls, as you say you did? 7 <b>A. They called a number of times -- two, three, maybe four</b> 8 <b>times -- they weren't getting an answer, and because we</b> 9 <b>were there, we were going to be taking over as the ICP,</b> 10 <b>and I think, to be honest, I probably had an idea what</b> 11 <b>the information was going to be, I answered the radio,</b> 12 <b>and I can't remember what I said but words to the effect</b> 13 <b>of, "We're in attendance, is there any information we</b> 14 <b>can take?"</b> 15 Q. Do you remember who you spoke to? 16 <b>A. The control operator. I wouldn't know who that was.</b> 17 Q. Can I just show you something in the ORR, the 18 operational response report. 19 Now, this is, just so you know what it is, 20 a document compiled by the London Fire Brigade in May 21 this year, which is a detailed timeline of the first 22 hour at Grenfell Tower. I just want to show you 23 page 59. 24 In fact, we have a transcript as well, which I will 25 also show you, but this is a summary of it, so let's</p> <p style="text-align: center;">Page 30</p>	<p>1 <b>on the mobile phone was Station Manager Oliff. Like</b> 2 <b>I say, I can remember intercepting the radio call,</b> 3 <b>taking FSG information, I can then remember spending</b> 4 <b>most of the rest of the night on the mobile phone, but</b> 5 <b>I can remember very little of exact words that were</b> 6 <b>exchanged.</b> 7 Q. I am going to show you the transcript of that call, 8 which is in tab 72 of the documents bundle. It's 9 INQ00000194. 10 Just so you know what this is and can help us with 11 it, it's a transcript which has been created from 12 an admin line call, and it's timed at 01.35.24. You can 13 see it says: 14 "Control_FSG_information_Flat_111_and_Flat_175_CU8." 15 And at page 2 at the start it says: 16 "UNKNOWN: (Several inaudible words) is occupied. 17 "CONTROL: Going on. 18 "CU8: Charlie Uniform 8. 19 "CONTROL: Hi ya it's control here. Listen I need -- 20 I know you just got there but I need some flats to be 21 checked at this place." 22 <b>A. Sorry to interrupt, this is a radio conversation?</b> 23 Q. Yes. This is what we understand to be -- well, this is 24 one of my questions, actually. We have this recorded in 25 the operational response report as a radio message --</p> <p style="text-align: center;">Page 32</p>



<p>1 well, an admin call, that's what we've been told it is, 2 it's an admin call and it's a transcript of an admin 3 call. 4 My first question was going to be: how would this 5 have been transmitted to you? Would it be a radio call? 6 <b>A. The phrase "admin call" is not something I'm familiar 7 with, I'm afraid. If you go through it, it might bring 8 something back.</b> 9 Q. Let's do that and let's see if it does bring something 10 back. 11 She says, a quarter of the way down the page: 12 "CONTROL: Hi ya it's control here. Listen I need -- 13 I know you just got there but I need some flats to be 14 checked at this place. 15 "CU8: Yeah, I know I could hear you trying to get 16 through to 271. We're in attendance. We're in the 17 process of taking over. 18 "CONTROL: Right, can I just give you these flat 19 numbers please for you to go and check because we are 20 inundated with calls over here? 21 "CU8: Sorry, say that again? 22 "CONTROL: I need you to, I need you to get the crews 23 to go and check people in flats, that are trapped in 24 flat. 25 "CU8: Yeah go ahead, what flat numbers?"</p> <p style="text-align: center;">Page 33</p>	<p>1 <b>as saying "One in 111?" Then somebody has put in 2 "Overspeaking".</b> 3 <b>Is it possible to overspeak on a radio 4 communication?</b> 5 <b>A. No.</b> 6 MR MILLETT: Right. 7 <b>A. No, only one person can speak at a time.</b> 8 <b>SIR MARTIN MOORE-BICK: Thank you.</b> 9 MR MILLETT: Okay. 10 So on the basis of that, would you conclude that 11 this was a telephone conversation and not a radio 12 discussion? 13 <b>A. All I can say is it sounds more like a telephone 14 conversation.</b> 15 Q. Right, okay. 16 Let's just push that a little bit further -- yes 17 that's right, on page 2, CU8, you say, a third of the 18 way down: 19 "CU8: Yeah, I know I could hear you trying to get 20 through to 271. We're in attendance. We're in the 21 process of taking over." 22 That reference to control trying to get through to 23 271, is that a reference, do you remember, to what you 24 heard on the radio to start with? 25 <b>A. I'm sure it will be, yeah.</b></p> <p style="text-align: center;">Page 35</p>
<p>1 Just pausing there, do you remember this initial or 2 early conversation with control? 3 <b>A. Yes. Like I say, I remember having the conversations. 4 The first conversation I remember having -- I remember 5 having -- was on the radio with control. This doesn't 6 sound like radio conversation; this sounds like a phone 7 conversation.</b> 8 Q. I see. 9 <b>A. It may not be, I don't know, it's just radio 10 conversations tend to be a bit more formal than that, 11 but it may not be.</b> 12 Q. Right. 13 <b>A. I -- yeah, I can remember being on the radio, taking 14 information. This is how I remember it. Whether my 15 mind is playing tricks with me, they may have called me 16 on the phone first, I don't know, but this sounds more 17 like a phone conversation.</b> 18 Q. You say that because there's none of the formal radio 19 speak? 20 <b>A. Yes. And less words -- "Over, Charlie Uniform 8, this 21 is control", whatever. Unless that's being left out of 22 this message, it doesn't sound like a radio 23 conversation.</b> 24 <b>SIR MARTIN MOORE-BICK: Can I just ask, if you go to the 25 next page, about halfway down, you see CU8 is recorded</b></p> <p style="text-align: center;">Page 34</p>	<p>1 Q. Okay. 2 Then at the bottom of page 3, still on the subject 3 of these communications, the penultimate entry: 4 "CU8: Okay, can you just confirm I think I've heard 5 your colleague just transmit that message. Do you know 6 if that is the case?" 7 That's a reference to the people trapped by the 8 smoke in 111. 9 When you say "I think I've heard your colleague just 10 transmit that message", how would you have heard that? 11 <b>A. Can we read through a little bit before it, just to put 12 it in a bit more context, please?</b> 13 Q. Yes. I'll read it from the bottom of page 2, where you 14 ask the flat numbers: 15 "CONTROL: Right, so I've got flat number 111. 16 "CU8: 111. 17 "CONTROL: Which is on the 14th floor. 18 "CU8: 14th floor. 19 "CONTROL: And number 175. 20 "CU8: Number 175. 21 "CONTROL: Which is on the 20th, 2-0 floor. 22 "CU8: 20th floor. 23 "CONTROL: yeah, they've both got a lot of smoke 24 coming in so -- but they're all stuck in they can't -- 25 there's five people in 175.</p> <p style="text-align: center;">Page 36</p>

<p>1 "CU8: Five people in 175. 2 "CONTROL: One in 111. 3 "CU8: One in 111? What (Overspeaking) 4 "CONTROL: Yeah, but they're all trapped by the 5 smoke, okay? They've all got smoke coming into their 6 premises. 7 "CU8: Okay, can you just confirm I think I've heard 8 your colleague just transmit that message. Do you know 9 if that is the case?" 10 Just pausing there to repeat my question now I've 11 shown you the context: how do you think you heard 12 control's colleague transmit the message? 13 <b>A. And this is definitely the first conversation that took</b> 14 <b>place between myself and control, is it?</b> 15 Q. I don't know that, and it may well not be. And the 16 reason I say that is -- let me just take you back a tab 17 to a different document, since you're asking me, fairly, 18 whether it is the first conversation. If you go to 19 a document entitled LFB00003078, which is in tab 71 of 20 the documents bundle -- 21 <b>A. Just while that is being looked up, an earlier question</b> 22 <b>of yours has been answered because I do at one point</b> 23 <b>say, "I heard you trying to talk to 271", so I would</b> 24 <b>have known at that point who the ICP was.</b> 25 Q. Right.</p> <p style="text-align: right;">Page 37</p>	<p>1 <b>A. Yes.</b> 2 Q. And "FN" -- "N" is north, I suspect. "F" is what? What 3 does "FN" stand for? 4 <b>A. I'm not sure. I couldn't tell you for definite.</b> 5 Q. All right. 6 Now, just going back to the next transcript, which 7 we were looking at a minute ago, she then goes on to say 8 at the bottom of page 3: 9 "CONTROL: I don't know to be honest with you. We've 10 got loads of calls going on loads of calls waiting on 11 all sorts." 12 And then there's a bit more conversation and then 13 CU8 says on page 4: 14 "CU8: It's just radio traffic's going to be a bit of 15 a nightmare because we've already got about two 16 people ..." 17 Then there's overspeaking. 18 Do you remember what that might be about? 19 <b>A. I don't. I mean, you asked earlier about people talking</b> 20 <b>over each other on the radio. What can happen is people</b> 21 <b>pressing the press to talk switch pretty much at the</b> 22 <b>same time when somebody finishes a statement, and then</b> 23 <b>somebody else is talking over when they realise that</b> 24 <b>they can't actually get through. So maybe I'm referring</b> 25 <b>to that.</b></p> <p style="text-align: right;">Page 39</p>
<p>1 This document is a transcript of something timed at 2 01.43.07. That looks like a later conversation, or 3 01.40.50, similar, and it's an RT, if you look at the 4 legend at the very top. And it says: 5 "CALLER: FN, this is Charlie Uniform 8, we're in the 6 process of setting up here. Is there any information 7 you want to pass to us? 8 "OPERATOR: Yeah." 9 Now -- 10 <b>A. That sounds like my intercepted message.</b> 11 Q. Right. 12 <b>A. So starting by saying "FN" -- "FN" is how you'd address</b> 13 <b>channel 4 control staff. Essentially, there's two</b> 14 <b>channels that are generally used: channel 4, FN, north</b> 15 <b>of the river; south of the river, it's FS, channel 2.</b> 16 <b>So I would be addressing them as "FN, this is Charlie</b> 17 <b>Uniform 8", that sounds like a radio message, and it</b> 18 <b>sounds like that was my message intercepting their</b> 19 <b>attempts to call Golf 271.</b> 20 Q. I see, okay. It may well be that the timing isn't quite 21 right at the top of that, but you think that's the 22 intercepting message, and that would be by radio, do you 23 think? 24 <b>A. Yes, I think so.</b> 25 Q. On channel 4?</p> <p style="text-align: right;">Page 38</p>	<p>1 Q. Okay. 2 "CONTROL: No, that's another one. That's the one on 3 the 18th floor. 4 "CU8: So there's one on the 18th floor, as well? 5 "CONTROL: We've got one on the 18th floor. Hold on. 6 18th floor, oh my God there's so many. Top floor, 7 adults and eight, adults and eight children, smoke 8 coming in. I don't know what number that is. 9 "CU8: You, you -- oh sorry is that the 18th floor 10 but you don't know the 11 "CONTROL: No, it's just there's a flat on the top 12 floor. 13 "CU8: Top floor? 14 "CONTROL: And two adults and eight children. There's 15 smoke going in, into the flat so there's no flat number, 16 they left the call. 17 "CU8: Okay, all right mate (Overspeaking) 18 "CONTROL: And there's one on the 18th floor but we 19 don't -- it's going to be every floor but we haven't got 20 a number for that either. 21 "CU8: One on the 18th floor? Okay, all right. 22 Okay, thank you, cheers." 23 And the conversation ends. 24 Now, I've read to the end, Mr Meyrick, because 25 I just want to ask you a couple of general questions</p> <p style="text-align: right;">Page 40</p>

<p>1 about it.</p> <p>2 Do you remember this particular call?</p> <p>3 <b>A. No, I don't. Like I say, I remember having the</b></p> <p>4 <b>conversations; I cannot remember any of the details of</b></p> <p>5 <b>the conversations. I can remember from immediately</b></p> <p>6 <b>taking the calls, being aware of just the numbers, and</b></p> <p>7 <b>if that was a conversation that took place, then I'd</b></p> <p>8 <b>been told before I got any information that there was</b></p> <p>9 <b>a lot of them.</b></p> <p>10 Normally, we record FSG information on the</p> <p>11 information control pad. This is a pad which the pages</p> <p>12 are in quadruplicate. You fill out all the details, one</p> <p>13 copy is retained on the command unit and three other</p> <p>14 copies can be distributed wherever they are needed on</p> <p>15 the incident ground.</p> <p>16 I realised straight away with the amount of calls</p> <p>17 that this wasn't going to be practical, there was just</p> <p>18 going to be paper everywhere, so I just got a blank</p> <p>19 piece of paper and I was recording the flat number, the</p> <p>20 floor the flat was on, I think I was recording adults</p> <p>21 and children involved, and then conditions within the</p> <p>22 flat to make an order of the priority. If there was</p> <p>23 heavy smoke-logging then that would be more of</p> <p>24 a priority than if there's light smoke-logging.</p> <p>25 That's how I remember it. The details of</p> <p style="text-align: right;">Page 41</p>	<p>1 Norman, what did you then do with the pieces of paper?</p> <p>2 <b>A. When we moved over to Charlie Uniform 7, everything went</b></p> <p>3 <b>with us. Like I said, Watch Managers Harrison and</b></p> <p>4 <b>Peckham were recording it on the whiteboard. We didn't</b></p> <p>5 <b>take the -- we do have -- most of the whiteboards are</b></p> <p>6 <b>fixed to the wall, but sometimes we do have loose</b></p> <p>7 <b>whiteboards. I don't think they took one across.</b></p> <p>8 <b>I think we took photos of what we'd already written</b></p> <p>9 <b>down, as well as any loose pieces of paper.</b></p> <p>10 All the paperwork that we could transfer across did</p> <p>11 go across to Charlie Uniform 7.</p> <p>12 Q. Before you got to that stage, then, in terms of the</p> <p>13 information that you'd recorded on these blank pieces of</p> <p>14 paper, what was your next step with that information?</p> <p>15 What did you do with it next?</p> <p>16 <b>A. As I said, in the very first stages, I was relaying that</b></p> <p>17 <b>to Watch Manager Kentfield.</b></p> <p>18 Q. Did you relay that all in one chunk or did you do it FSG</p> <p>19 by FSG?</p> <p>20 <b>A. The way I remember it, I was getting a handful of calls,</b></p> <p>21 <b>I'd pass that information on, control would then almost</b></p> <p>22 <b>be straight back to me with a handful more calls,</b></p> <p>23 <b>I would pass that on. So it wasn't one at a time, it</b></p> <p>24 <b>wasn't dozens at a time; it was in smaller chunks. But</b></p> <p>25 <b>the numbers I couldn't give you, I'm afraid.</b></p> <p style="text-align: right;">Page 43</p>
<p>1 conversations, no, I can't remember.</p> <p>2 Q. No. Okay.</p> <p>3 Can you remember, first of all, what was your</p> <p>4 general impression of the scale and number of the FSG</p> <p>5 calls?</p> <p>6 <b>A. It was huge, and I could tell it was going to get a lot</b></p> <p>7 <b>bigger because I could see the fire, I could see what</b></p> <p>8 <b>was going on. And bearing in mind the time of day, most</b></p> <p>9 <b>people were going to be in bed. I realised this was</b></p> <p>10 <b>going to be -- yeah, something else.</b></p> <p>11 Q. Okay.</p> <p>12 Now, in terms of recording the information that</p> <p>13 we've just seen recorded in this call, or information</p> <p>14 like it, you say you wrote it down, did you write it</p> <p>15 down on an FSG information pad?</p> <p>16 <b>A. No, as I said, I realised that that just wasn't going to</b></p> <p>17 <b>be practical, so it was just a blank piece of paper.</b></p> <p>18 <b>I was recording on a blank piece of paper.</b></p> <p>19 When Watch Managers Harrison and Peckham arrived</p> <p>20 from Charlie Uniform 7, Wembley's command unit, they</p> <p>21 were then starting to record that information on the</p> <p>22 whiteboard and helping to make more of a sense of it and</p> <p>23 helping me to pass it on.</p> <p>24 Q. Having written down the information such as the</p> <p>25 information we've just seen passed to you by Alex</p> <p style="text-align: right;">Page 42</p>	<p>1 Q. Right.</p> <p>2 Can I then ask you to turn on to page 70 of the ORR,</p> <p>3 the operational response report.</p> <p>4 Now, at the bottom of that page, at 01.40.50 we have</p> <p>5 a record of a priority radio message being sent by radio</p> <p>6 by control to G271, which was North Kensington's pump</p> <p>7 ladder, which doesn't respond.</p> <p>8 At page 73, if you just look on, at 01.43.07,</p> <p>9 3 minutes or so later, that shows that a radio message</p> <p>10 was sent by you in CU8 back to control, where you're</p> <p>11 recorded as saying that you're offering to take the FSG</p> <p>12 calls information on behalf of G271, who are not</p> <p>13 responding to the priority call from control.</p> <p>14 Do you remember that?</p> <p>15 <b>A. Yeah, I think this goes back to the unanswered call from</b></p> <p>16 <b>control to Golf 271 when I intercepted the message.</b></p> <p>17 Q. Right. That may tie it up then for us.</p> <p>18 If you go back to tab 71 of the documents bundle and</p> <p>19 that very short radio transcript we saw earlier, perhaps</p> <p>20 the time is correct. This is LFB00003078.</p> <p>21 Is that what you're referring to?</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. Right, I see. So we can tie those together.</p> <p>24 Then the time, 01.43.07, is the link with the ORR</p> <p>25 and that's correct.</p> <p style="text-align: right;">Page 44</p>

<p>1 But before that, it seems that you were having</p> <p>2 conversations already with control because we've seen</p> <p>3 the transcript at the next tab, tab 72, at 01.35.24,</p> <p>4 taking quite a lot of detail about fire survival</p> <p>5 guidance calls.</p> <p>6 So the question is: in terms of timing, it looks</p> <p>7 from this as if you were agreeing to take FSG calls</p> <p>8 intended for G271 a little bit of time after you started</p> <p>9 actually getting details of fire survival guidance calls</p> <p>10 direct from control; would that be right?</p> <p>11 <b>A. All I could say is as I remember it, which was the first</b></p> <p>12 <b>time I can remember taking FSG information from control,</b></p> <p>13 <b>the first communication that I can remember having,</b></p> <p>14 <b>appears to be this first one, "This is Charlie</b></p> <p>15 <b>Uniform 8, we're setting up, is there any information we</b></p> <p>16 <b>can take?" over the main scheme radio. That's the first</b></p> <p>17 <b>conversation I can remember having.</b></p> <p>18 Q. Right.</p> <p>19 <b>A. I was then passed information via the main scheme. Some</b></p> <p>20 <b>time later, that changed to the mobile.</b></p> <p>21 <b>That first conversation that you've shown me, I'm</b></p> <p>22 <b>not saying I didn't have that conversation, but it's not</b></p> <p>23 <b>ringing any bells with me. I don't remember having that</b></p> <p>24 <b>conversation, certainly not before that RT message, the</b></p> <p>25 <b>main scheme radio message, saying, "Can we pass on</b></p> <p style="text-align: right;">Page 45</p>	<p>1 <b>a cycle park there and cars everywhere, so it was a bit</b></p> <p>2 <b>of manoeuvring to get it in the space. I was</b></p> <p>3 <b>concentrating on that. There is a chance the phone</b></p> <p>4 <b>rang, I passed it to him and he took the information.</b></p> <p>5 <b>I'm afraid I just have no memory of that happening if</b></p> <p>6 <b>that was the case.</b></p> <p>7 Q. Your status 3 arrived just literally just after 1.30;</p> <p>8 this call is at 1.35.24.</p> <p>9 <b>A. Right, some minutes later; I don't know.</b></p> <p>10 Q. Just exploring that as a possibility. Either way, you</p> <p>11 definitely don't remember having this call on an admin</p> <p>12 line, which you can't help us with --</p> <p>13 <b>A. No, I don't remember that.</b></p> <p>14 Q. -- at 1.35.24? Okay. But you do remember this radio</p> <p>15 transmission --</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. -- as a take over?</p> <p>18 Do you remember that at the time you took over, or</p> <p>19 rather you told control through this very short radio</p> <p>20 message that you're in the process of setting up,</p> <p>21 whether information was being sent to G271 but not</p> <p>22 getting through?</p> <p>23 <b>A. No, I don't know.</b></p> <p>24 Q. Okay. Do you remember whether you at CU8 were using</p> <p>25 both the radio RT4 channel and the Brigade mobile at</p> <p style="text-align: right;">Page 47</p>
<p>1 <b>information?"</b></p> <p>2 Q. Is it possible -- if you don't know, don't speculate,</p> <p>3 even though I'm inviting you to -- that Watch Manager</p> <p>4 Kentfield didn't leave CU8 immediately but stayed with</p> <p>5 you while you set up?</p> <p>6 <b>A. Yes, I mean, you've got to get from the -- not that it's</b></p> <p>7 <b>a great journey -- cab onto the back. It may be that if</b></p> <p>8 <b>that's a mobile conversation, he took the call, he took</b></p> <p>9 <b>that information, and then whilst I was getting onto the</b></p> <p>10 <b>back of the machine -- if that happened, I've no memory</b></p> <p>11 <b>of it.</b></p> <p>12 Q. Okay.</p> <p>13 You don't remember him telling you that he had taken</p> <p>14 a set of FSG call information from control?</p> <p>15 <b>A. I don't remember him saying that, but that doesn't mean</b></p> <p>16 <b>to say it didn't happen, I'm afraid.</b></p> <p>17 Q. Just in terms of the mobile telephone that was on CU8 as</p> <p>18 opposed to the radio which would use RT4, where would</p> <p>19 that physically be located? Would it be in the cab or</p> <p>20 would it be in the business end of CU8?</p> <p>21 <b>A. The mobile, it would be on my hip, I would've had it on</b></p> <p>22 <b>my belt. If I'm driving, I can't answer it, so it could</b></p> <p>23 <b>be that I pass it to him. This does occasionally</b></p> <p>24 <b>happen, so I may have handed it to him. Parking was</b></p> <p>25 <b>tricky. I mean, like it showed on the map, there's</b></p> <p style="text-align: right;">Page 46</p>	<p>1 this point?</p> <p>2 <b>A. At which point, sorry?</b></p> <p>3 Q. At this point, 1.43. Going back to the top of page 73</p> <p>4 of the ORR, at 1.43.07, when you contact Brigade control</p> <p>5 and offer to take the FSG calls, which is what we've</p> <p>6 just looked at.</p> <p>7 At that point, were you using both the radio and the</p> <p>8 Brigade mobile?</p> <p>9 <b>A. When I offered to intercept the information, that was on</b></p> <p>10 <b>the main scheme radio. I would've had the Brigade --</b></p> <p>11 <b>the command unit mobile phone then, but I wouldn't have</b></p> <p>12 <b>been using it then.</b></p> <p>13 Q. Okay, right.</p> <p>14 Can I take you back then to the bottom of page 60 of</p> <p>15 the operational response report document.</p> <p>16 I am sorry to take you back in time, but in the</p> <p>17 light of where we've got to, it may make some sense to</p> <p>18 do this at this stage.</p> <p>19 At the bottom of page 60, you'll see a time mark of</p> <p>20 01.35.54, and that says:</p> <p>21 "Golf 261 Acton's Pump Ladder interrupt the CRO</p> <p>22 attempting to pass the radio message to Golf 271, North</p> <p>23 Kensington's Pump Ladder, saying they will take the</p> <p>24 'priority' message on behalf of Golf 271, North</p> <p>25 Kensington's Pump Ladder, who have not responded. The</p> <p style="text-align: right;">Page 48</p>

<p>1 CRO passes FSG call information to Golf 261 Acton's Pump 2 Ladder saying they have a caller on the 18th floor with 3 thick smoke in their flat, individuals on the 22nd floor 4 with smoke in their flat and a further call to fire on 5 the 20th floor. In flat 82 people are also trapped. 6 Golf 261 Acton's Pump Ladder are still on there way to 7 the incident and they state that they will pass on the 8 information to Golf 271, North Kensington's pump ladder, 9 when they arrive." 10 First of all, do you remember hearing over the main 11 scheme radio that discussion? 12 <b>A. No, I don't. To be honest, as far as I can remember,</b> 13 <b>the first FSG information I heard being recorded was by</b> 14 <b>me, was the information I got on the radio message from</b> 15 <b>control when I intercepted their attempt to contact</b> 16 <b>Golf 271.</b> 17 Q. That may answer my next question, but I'll still ask it 18 to see how far we get, if you don't mind. 19 In the next paragraph at the top of page 61 of the 20 ORR, it says: 21 "During the phone conversation that OM Norman had at 22 01:35:24 with CU 8 [that's the one with the overspeaking 23 in it that looks like it was done on the mobile] the CRO 24 can be heard sending the information to Golf 261 Acton's 25 Pump Ladder ..."</p> <p style="text-align: right;">Page 49</p>	<p>1 01.43.13: 2 "CRO Darby contacts CU 8 and passes the following 3 information about fire survival calls they have recently 4 been received." 5 Then a source is given as radio message. 6 Then there is a summary of information underneath it 7 with some seven floors and numbers of people in some 8 cases and some remarks. The floor numbers are 10, 23, 9 12, 14, 17, 12 and 18. 10 First of all, do you remember receiving information 11 like that from Sharon Darby in the control room? 12 <b>A. As I remember it, this was the first FSG information</b> 13 <b>I received.</b> 14 Q. Right. Do you know how she contacted you? 15 <b>A. Main scheme radio.</b> 16 Q. Did you record that information? 17 <b>A. Yes, on a blank piece of paper.</b> 18 Q. Right. That's what you remember? 19 <b>A. Yeah.</b> 20 Q. Okay. And what did you do with that information? 21 <b>A. I contacted Watch Manager Kentfield via the handheld</b> 22 <b>radio on channel 10, and I passed on the information as</b> 23 <b>I had it.</b> 24 Q. Did you form a view at the time about whether the 25 information that Sharon Darby was giving you was</p> <p style="text-align: right;">Page 51</p>
<p>1 Obviously you don't recall that conversation, but as 2 a prompt, do you remember having a conversation with the 3 control room during which the control room officer can 4 be heard sending information to G261 Acton? 5 <b>A. No, I don't remember that.</b> 6 Q. Okay. 7 Do you remember in general terms having a picture in 8 your head that control was sending FSG messages to CU8, 9 G271 and G261 at the same time? 10 <b>A. Control sending FSG information to those three different</b> 11 <b>places?</b> 12 Q. Yes. 13 <b>A. No. Like I say, as far as I can remember, I thought all</b> 14 <b>the FSG information was coming to me.</b> 15 Q. Right. 16 Now, if I can ask you, then, to go forward in time 17 a little bit and forward in the ORR a little bit to 18 page 73 of the ORR. 19 This is just after the very short radio conversation 20 about interception that we talked about at 01.43.07. 21 This time we're looking at 01.43.13 -- I'm sorry, 22 01.43.07, the top of the page, I'm so sorry. That's the 23 message we looked at with the transcript at tab 71, 24 where you say, "we're in the process of setting up". 25 Then immediately below it, to give you the context,</p> <p style="text-align: right;">Page 50</p>	<p>1 sufficient without the flat numbers and, in many cases, 2 the numbers of persons? 3 <b>A. Sorry, say that again.</b> 4 Q. Let me try it a different way. 5 You'll see the summary of the information. In some 6 cases you're not given a flat number, and in some 7 cases -- in fact, all cases except two -- you're not 8 given numbers of people. 9 Did you form a view about whether that was 10 sufficient fire survival guidance information? 11 SIR MARTIN MOORE-BICK: I think that's the wrong section 12 we're looking at. You want the top box, don't you? 13 MR MILLETT: Yes, that's right, the top box. We're looking 14 at 01.43.13. 15 <b>A. The control information pad that I referred to earlier</b> 16 <b>has a number of different boxes to record as much</b> 17 <b>information as you possibly can to paint as clear</b> 18 <b>a picture as possible. Understanding the weight of</b> 19 <b>calls that were coming through, I realised it wasn't</b> 20 <b>possible to get all that information. I just wanted the</b> 21 <b>most pertinent pieces of information.</b> 22 <b>I don't know if you've got a transcript of the exact</b> 23 <b>conversation that took place between me and control, but</b> 24 <b>I think they were relaying, and bits that weren't</b> 25 <b>relayed I was asking for specifically, the flat numbers,</b></p> <p style="text-align: right;">Page 52</p>

<p>1 and at the top one where -- well, there's a few where 2 it's not given, my assumption is that they probably 3 didn't have the flat numbers at the time. But what 4 I was asking for was the flat numbers, the floor 5 numbers, the amount of people, and by remarks, I mean 6 the conditions within the flat.</p> <p>7 Normally, like I say, we'd be exchanging more 8 information, control would pass on more information, 9 I would be asking for more information, but I could tell 10 the amount of calls that were coming through. That was 11 the priority. Those details were the priority.</p> <p>12 Q. Right. Okay.</p> <p>13 Did you tell her anything, or did you just receive 14 the information, wrote it down and passed it on?</p> <p>15 A. Like I say, on a couple of points, I do remember, where 16 certain information wasn't given, whether it was 17 conditions or whatever, I would ask that. But about 18 specifics, I don't know.</p> <p>19 And that's why I say when I look at these flat 20 numbers where it's not given, my assumption is at the 21 time control weren't given those flats numbers, but that 22 is just an assumption.</p> <p>23 Q. Right.</p> <p>24 Was any of this information recorded on the CSS, do 25 you think?</p> <p style="text-align: center;">Page 53</p>	<p>1 We did subsequently -- I say "we", I didn't, but 2 other people on the FSG CU -- as far as I'm aware, 3 complete all of these forms where necessary, but at the 4 time I couldn't practically do that.</p> <p>5 MR MILLETT: No. That's very helpful. Thank you very much.</p> <p>6 Mr Chairman, it's almost 11.15.</p> <p>7 SIR MARTIN MOORE-BICK: Yes.</p> <p>8 MR MILLETT: We've been going for an hour and a quarter. 9 I've not nearly finished this particular line. There 10 are more questions along this theme for a while.</p> <p>11 SIR MARTIN MOORE-BICK: Even so, that would be a convenient 12 point?</p> <p>13 MR MILLETT: As good a point as any for a break.</p> <p>14 SIR MARTIN MOORE-BICK: Mr Meyrick, you probably would like 15 a break -- in fact, we all would. We'll stop for 16 quarter of an hour and resume at 11.30.</p> <p>17 I must ask you not to talk about your evidence or 18 anything to do with it during the break. All right?</p> <p>19 If you would like to go with the usher, she'll look 20 after you. Thank you.</p> <p>21 11.30, then, please. Thank you.</p> <p>22 (11.15 am)</p> <p>23 (A short break)</p> <p>24 (11.30 am)</p> <p>25 SIR MARTIN MOORE-BICK: You can have a minute to settle down</p> <p style="text-align: center;">Page 55</p>
<p>1 A. No, not at that time. CSS probably hadn't even started 2 up by then. Like a normal computer program, you start 3 the computer up, you wait until it's going and then you 4 open that specific program, and I'm sure it was before 5 that had had a chance to happen that this was coming 6 through. And standard practice is not for us to do that 7 as we're recording the information anyway; the standard 8 practice is to record it on the control information pad 9 and then relay it on.</p> <p>10 As I said, the only thing I didn't do with regard to 11 standard practice was use the control information pad; 12 it was just a blank piece of paper.</p> <p>13 Q. Just so we're absolutely clear about what you mean when 14 you refer to the control information pad, can you please 15 be shown FSG policy 790, tab 5 of the policies bundle, 16 appendix 2, which is on page 8 internally of that 17 policy.</p> <p>18 Is that what you mean when you refer to a control 19 information pad?</p> <p>20 A. Yes.</p> <p>21 Q. Right. Okay. Just to be clear.</p> <p>22 A. As I said, that form is in quadruplicate, as it says at 23 the bottom, white copy, yellow copy, blue, green, and 24 I realised there was going to be paper all over the 25 place.</p> <p style="text-align: center;">Page 54</p>	<p>1 because we are running a minute early, surprisingly!</p> <p>2 Is Mr Meyrick there? I hope he is. Yes ...</p> <p>3 (Pause)</p> <p>4 All right, Mr Meyrick, are you happy to carry on?</p> <p>5 THE WITNESS: Good, sir.</p> <p>6 SIR MARTIN MOORE-BICK: Yes, Mr Millett.</p> <p>7 MR MILLETT: Mr Meyrick, can I just ask you one or two 8 questions to go back over a little bit of material we've 9 covered before this morning.</p> <p>10 You say that Watch Manager Kentfield went to find 11 the incident commander. Were you aware that he found 12 him or not?</p> <p>13 A. I believe he did, yes.</p> <p>14 Q. Did he tell you that?</p> <p>15 A. I'm pretty sure he did.</p> <p>16 Q. How would he have told you that?</p> <p>17 A. He wouldn't necessarily -- the procedure isn't 18 necessarily that he would meet the IC then radio back to 19 me to say, "Yes, I've found him". He would go there, 20 speak to the IC, "We're here, what do you want from us?" 21 and then he'd relay back any information to me.</p> <p>22 I think it may well have been -- Watch Manager 23 Kentfield would've been gone from the CU moments before 24 that call was -- before I intercepted that call and was 25 then taking FSG information.</p> <p style="text-align: center;">Page 56</p>

<p>1 <b>I remember Watch Manager Kentfield came back to the</b>  2 <b>command unit at some point. I'm afraid I can't remember</b>  3 <b>exactly why that was.</b>  4 Q. Now, you told us a little bit or gave us an impression  5 of this computer system gearing up, and you said it took  6 a few minutes to gear up.  7 Do you know whether that's normal? Is it normal on  8 arrival at an incident for a command unit's computer  9 systems to take a while to warm up and get ready for  10 use?  11 <b>A. It's just like any computer. Any PC takes a few minutes</b>  12 <b>to warm up.</b>  13 Q. Right.  14 This system, is this system capable of doing video  15 conferencing or --  16 <b>A. Yes.</b>  17 Q. It is, okay. What about taking video footage? Is that  18 a facility that's available on the CU?  19 <b>A. Only within the CU, yes.</b>  20 Q. Within the CU?  21 <b>A. Yes.</b>  22 Q. Okay.  23 <b>A. It's not something that you can take out onto the</b>  24 <b>incident ground.</b>  25 Q. Going back to where we were in terms of fire survival</p> <p style="text-align: right;">Page 57</p>	<p>1 to you that he was recording it or saying it to somebody  2 else who was recording it?  3 <b>A. I couldn't tell.</b>  4 Q. What did you think he was doing by way of recording this  5 important information you were giving him?  6 <b>A. It would've been written down. Well, I just can't think</b>  7 <b>of any other way he would've recorded it other than</b>  8 <b>writing it down. Whether he was relaying it to somebody</b>  9 <b>else to write down, I'm afraid I don't know.</b>  10 Q. Now, if we look at the short incident log, which you'll  11 find in tab 23 of the documents bundle, I'd like you to  12 go to page 19 of that document.  13 At that page you'll find, next to time stamp  14 01.43.19, a message. This is close to, or as close as  15 I can get to, the message recorded in the ORR at  16 01.43.13 that we've just been looking at, that bunch of  17 messages that you recorded. Here we have at 01.43.19,  18 so just a second or two later, in the middle of the  19 page, PD sends a service request:  20 "Service Request Created: RT4 - G271 - PEOPLE STUCK  21 IN FLATS ON 10TH FLOOR."  22 Now, it looks like it was sent to G271, but it also  23 looks as if, if we can just flip back to page 73 of the  24 ORR -- and I'm sorry to jump between documents -- if the  25 documents director just highlights the first entry in</p> <p style="text-align: right;">Page 59</p>
<p>1 guidance, we were looking at page 73 of the ORR.  2 Perhaps let's have it up again. 01.43.13 is the FSG  3 information that Sharon Darby sends to CU8 by radio  4 message, and there are the details and you told us about  5 that before.  6 You said that you passed that on to Watch Manager  7 Kentfield on the incident ground by radio.  8 <b>A. Yes.</b>  9 Q. That's right, is it?  10 <b>A. Yes.</b>  11 Q. Now, do you know what he did with it?  12 <b>A. No.</b>  13 Q. Okay. Did he come back to you and say, "Received and  14 understood", so that you were sure he'd got it?  15 <b>A. Yes.</b>  16 Q. Do you know how he recorded it? There's quite a lot of  17 detail there.  18 <b>A. No, I don't. Standard procedure when you pass</b>  19 <b>information, especially something as critical as that,</b>  20 <b>as was done in the conversation between myself and</b>  21 <b>control, is you would confirm it back. So I'd read some</b>  22 <b>of the details out, he'd then confirm it back to me.</b>  23 <b>I cannot remember that exactly taking place, but that's</b>  24 <b>our procedure.</b>  25 Q. Did you get an impression from what he was saying back</p> <p style="text-align: right;">Page 58</p>	<p>1 the table under 01.43.13, you can see flat number "Not  2 given", floor number 10, remarks, "People stuck".  3 So it looks as if it's the same message, but it  4 looks as if this one is going to G271 and not to command  5 unit 8.  6 Can you help me with that? Was that message that  7 goes to 271 the same message that came to CU8?  8 <b>A. I couldn't say that.</b>  9 <b>Can I ask you to go back to the previous one that</b>  10 <b>was highlighted?</b>  11 Q. Yes. To page 73?  12 <b>A. If you can just remove the highlighted section. Thank</b>  13 <b>you.</b>  14 Q. Is that the document you want to look at?  15 <b>A. Yeah, that's good.</b>  16 <b>This is from our BOSS mobilising system, and it will</b>  17 <b>relay all messages, all actions taken by controls, and</b>  18 <b>it lists everything. And I'm afraid on a standard small</b>  19 <b>incident, you can have reams of paperwork that comes</b>  20 <b>through and a lot of it doesn't make a great deal of</b>  21 <b>sense to myself or most other people in my position.</b>  22 <b>You can pick the odd bits out when informative messages,</b>  23 <b>priority messages, things like that come through. But</b>  24 <b>I'm afraid I don't know exactly what that is stating by</b>  25 <b>that.</b></p> <p style="text-align: right;">Page 60</p>

<p>1 Q. Okay. Let's see if I can get at this in a slightly 2 different way. 3 You can see the message at 01.43.19 in this log, 4 which is the short incident log created by the LFB. 5 If you look further down the same page, just looking 6 at the entries, you can see there are numerous service 7 requests from 01.43.58 onwards on RT4 to G271. So 8 there's one at 01.43.58, there's one at 01.44.56, 9 01.45.01, et cetera, all the way down the page, in fact. 10 Every single entry on the rest of that page, and indeed 11 over to the next page, are messages RT4 to G271 12 providing fire survival guidance call information in 13 relation to different flats and different floors. 14 My question is: did you know around this time -- so 15 after you'd taken over receipt of the FSG calls into 16 CU8 -- that FSG calls were continuing to be sent to G271 17 by control? 18 <b>A. As I said earlier, as far as I was aware, from when 19 I started taking FSG calls, I thought all the FSG calls 20 were coming to me. We can only have one person speaking 21 on any one channel at a given time, so if control are 22 passing information to me on channel 4 and then I'm 23 answering to them, nobody else could be passing 24 information on channel 4.</b> 25 <b>Now, when I'm relaying information to Watch Manager</b></p> <p style="text-align: center;">Page 61</p>	<p>1 if all of the service requests are going via RT4 to G271 2 and don't go to CU8 until 02.02.36. 3 Can you explain that? 4 <b>A. No, I'm afraid I can't. All I can say is from when 5 I was taking the calls, at a time that I couldn't 6 give -- if it's been recorded correctly or not, I don't 7 know.</b> 8 Q. To the best of your recollection, were FSG messages 9 continuing to go to G271 via RT4 for a good half an hour 10 or 25 minutes after you had taken over? 11 <b>A. No. No, as far as I'm aware, I recorded -- from when 12 I intercepted that message, all FSG calls were coming 13 through me, to the best of my knowledge. I would be 14 very surprised if that wasn't the case, because I was on 15 the radio, I was using the radio most of the time, so 16 for other messages to be passed on channel 4 would be 17 very unlikely.</b> 18 <b>SIR MARTIN MOORE-BICK: Can I just ask, could you hear the 19 messages going to 271?</b> 20 <b>A. Yeah, we would do, yeah. Because it was a priority 21 message going to Golf 271 that wasn't answered that 22 I then intercepted.</b> 23 <b>SIR MARTIN MOORE-BICK: I'm just wondering whether you, as 24 it were, treated them as being sent to you even though 25 they had been sending them to 271, because we don't see</b></p> <p style="text-align: center;">Page 63</p>
<p>1 <b>Kentfield on the handheld radio, another conversation 2 could've been taking place. I think that is highly 3 unlikely. I certainly can't remember, because 4 I would've heard it, I would've been sat by the radio, 5 other conversations were taking place. Certainly not 6 other conversations passing FSG information.</b> 7 <b>So as far as I'm aware, from when I took over on 8 channel 4, I was the only person who was collecting FSG 9 information.</b> 10 Q. Right. Just exploring that a little bit further, if you 11 continue down on page 20 of the short incident log, all 12 the way down to halfway down page 21 -- indeed, about 13 two-thirds of the way down that page -- you can see that 14 the first RT4 to CU8 entry is at 02.02.36, RT4 to CU8. 15 There's a message immediately before that which 16 looks like a longer message being passed to CU8 at 17 approximately 01.50. That looks like a recorded earlier 18 message which has been typed in. But the first "Service 19 Request Created" we have, I think, is at 02.02.36. Do 20 you see that? 21 <b>A. Yes.</b> 22 Q. "RT4 TO CU8 TWO PERSONS TRAPPED IN FLAT 74 ON THE 10TH 23 FLOOR LEVEL." 24 Until that time, apart from the one at 02.01.43, 25 which relates to an earlier message anyway, it looks as</p> <p style="text-align: center;">Page 62</p>	<p>1 messages being sent to CU8 until later. 2 <b>A. So are you saying that it may have been recorded as 3 going to Golf 271 whereas it's actually going to Charlie 4 Uniform 8?</b> 5 <b>SIR MARTIN MOORE-BICK: It might have been sent to 271 and 6 you might have heard it going to 271; is that possible?</b> 7 <b>A. I spoke to control to confirm that I was Charlie 8 Uniform 8, and then when they passed the message, when 9 they were passing the FSG information, I was recording 10 that as Charlie Uniform 8. So it wasn't as if they were 11 passing the information to Golf 271 and I was just 12 overhearing it and recording it as they were passing it 13 to Golf 271.</b> 14 <b>SIR MARTIN MOORE-BICK: Yes, all right. Thank you.</b> 15 <b>MR MILLETT: So just so that I'm clear -- and I'm afraid 16 I can't pick that up on the screen because my screen is 17 frozen -- when you were sitting in CU8, did you hear 18 over RT4 calls destined for G271?</b> 19 <b>A. The only call that I heard was the initial priority call 20 that Golf 271 didn't answer. I then stated Charlie 21 Uniform 8 could take the information. From then on, 22 I didn't hear any further calls to Golf 271.</b> 23 Q. Now, going back to page 21 of tab 23, which is the short 24 incident log, looking at the time mark of 02.01.43, 25 which I showed you a minute ago in passing, it says</p> <p style="text-align: center;">Page 64</p>



<p>1 "Key" and then a set of FSG messages, which you can see  2 there. It says at the end:  3 "... ALL CALLS PASSED TO CU8 AT APPROX 01:50."  4 First of all, do you know why that would appear in  5 the short incident log about 11 minutes later?  6 <b>A. No.</b>  7 Q. Okay.  8 Again, it may be difficult to keep these two open at  9 the same time, but if you note the detail:  10 "FLAT 161, 23RD FLR 10 PERSONS, FLAT 204 ON 23RD  11 FLR, ONE PERSON, FLAT 14, ONE PERSON, FLAT 9, 2 ADULTS,  12 3 CHILDREN ONE IN WHEELCHAIR, FLAT 175 20TH FLR, 5  13 PERSONS INSIDE ALL CALLS PASSED ..."  14 Just looking at those details. Now if I can ask you  15 to turn to the ORR, the operational response report, at  16 page 78.  17 I'm not sure it's possible to have these two  18 documents up at the same time. Mr Documents Director,  19 if we can do that, that would be tremendously helpful.  20 So page 21 of the short incident log at the same time as  21 page 78 of the ORR, if we can split the screens. Yes.  22 If I can just ask you to look at the bottom of  23 page 78 of the ORR time marked 01.47.44. It says:  24 "OM Norman rings CU 8 and passes over a request for  25 the flats below to be checked."</p> <p style="text-align: right;">Page 65</p>	<p>1 Q. Right.  2 <b>A. Until -- with the specifics of those calls, I don't know</b>  3 <b>if by then I'd been -- yeah, I don't know if then I'd</b>  4 <b>been joined by Watch Managers Harrison and Peckham who</b>  5 <b>then were assisting with passing on the information.</b>  6 Q. Okay. We're going to come to their arrival shortly, but  7 I think to answer your question, they arrive at about  8 2 o'clock. You say that in your statement.  9 <b>A. Okay, so if that was before 2 o'clock then it would've</b>  10 <b>been me passing the information via handheld radio to</b>  11 <b>Watch Manager Kentfield.</b>  12 Q. Just so we're clear in your mind specifically, we do  13 have arrival times for Goodall as 02.04 and Egan as  14 01.58. So it looks as if that would have been before  15 that.  16 <b>A. Yes.</b>  17 Q. Okay.  18 Now, if you go to your statement at page 4, can  19 I just ask you to look at the second paragraph on that  20 page. We've looked at it before, but I just want to  21 come back to it.  22 You say at the very end of that paragraph in the  23 last sentence:  24 "I intercepted the calls from control but I never  25 took over as ICP at any time."</p> <p style="text-align: right;">Page 67</p>
<p>1 And the source is Vision.  2 Then you can see flat number 161, floor 23, number  3 of people, 10, and there's a remark about 161 not being  4 on the 23rd floor.  5 Then over the page, you can see more details,  6 flats 204, 14, 9, and 175, and that looks as if it  7 corresponds with the details which are recorded in the  8 short incident log which are passed over to CU8 at  9 approximately 1.50.  10 So having put those two together, do you remember  11 how that message would have been sent to CU8?  12 <b>A. I'm afraid not.</b>  13 Q. Might it have been by Brigade mobile or by RT4?  14 <b>A. If it was from an operator then it most probably would</b>  15 <b>have been via radio, because I'm pretty sure that the</b>  16 <b>only person I spoke to on a mobile phone was Station</b>  17 <b>Manager Oliff.</b>  18 Q. Right. I see.  19 Have you any idea why the short incident log would  20 not record those messages as having been sent by RT4?  21 <b>A. No.</b>  22 Q. Okay. And in relation to this particular information,  23 do you know what you in CU8 did with it?  24 <b>A. As I say, I was recording it on a blank piece of paper</b>  25 <b>and then passing it on to Watch Manager Kentfield.</b></p> <p style="text-align: right;">Page 66</p>	<p>1 Can I ask you, why was that? Why didn't you take  2 over as ICP?  3 <b>A. As I say, the standard procedure is that the team leader</b>  4 <b>would liaise with the incident commander, ask if they</b>  5 <b>wanted us to take over. In this situation, the answer</b>  6 <b>would've been yes. He would relay that back to me and</b>  7 <b>then I'd pass that information on to control.</b>  8 <b>That never happened, probably because, as short as</b>  9 <b>that dialogue would've been and the communication needed</b>  10 <b>to transfer that information, it was low down on the</b>  11 <b>order of priorities. I can't speak for what happened to</b>  12 <b>Watch Manager Kentfield when he met with the incident</b>  13 <b>commander but, like I say, almost as soon as he left the</b>  14 <b>command unit, I was receiving FSG calls.</b>  15 Q. Right, okay.  16 Did the fact that you never actually took over as  17 incident command pump mean that control was still  18 communicating with G271, which was the initial command  19 pump?  20 <b>A. Like I said, all radio communications to them would most</b>  21 <b>likely be on channel 4 because we were north of the</b>  22 <b>river, and I was, as far as I'm aware, taking all of</b>  23 <b>those calls, and it was all FSG.</b>  24 Q. Okay. I see, okay.  25 Now, in the last paragraph of page 4 of your</p> <p style="text-align: right;">Page 68</p>

<p>1 statement, at the foot of the page, you say that after 2 CU7 arrived, CU8 remained as the ICP. 3 Can you just square that with your statement earlier 4 on the same page in paragraph 2, which we've just looked 5 at, where you said "I never took over as ICP at any 6 time"?</p> <p>7 <b>A. Yeah. As far as I'm aware, officially it was never made 8 the ICP. For me, that message was never sent. Whether 9 it was sent later in the incident, I don't know. My 10 assumption is that control assumed that we'd taken over 11 as the ICP, I don't know. But whether it was or not 12 officially, it was certainly dealt with as the ICP on 13 the incident ground and at control.</b></p> <p>14 Q. What, CU8 was?</p> <p>15 <b>A. CU8 was. CU7 was the FSG command unit.</b></p> <p>16 <b>Sorry, I don't know if I -- or if this has been 17 explained, but when there's FSG calls, there will 18 automatically be a command unit that is sent 19 specifically to deal with that role of FSGs, and that 20 was CU7.</b></p> <p>21 Q. That was CU7?</p> <p>22 <b>A. Yes.</b></p> <p>23 Q. Okay. So just so I'm clear, CU8 wasn't the ICP and 24 never became the ICP?</p> <p>25 <b>A. I never made it the ICP. Whether it was done after</b></p> <p style="text-align: right;">Page 69</p>	<p>1 <b>the flat's got heavy smoke-logging, that would be the 2 priority over one with light smoke-logging.</b></p> <p>3 Q. I see. So when you say highlighting the priority 4 calls --</p> <p>5 <b>A. Stating the conditions within the flats.</b></p> <p>6 Q. Right. And were you expecting Mark Kentfield to do his 7 own prioritisation on the basis of the information you 8 were giving him?</p> <p>9 <b>A. That would be down to the incident commander or whoever 10 the incident commander has delegated to oversee the 11 committing of the crews.</b></p> <p>12 Q. Right. Okay.</p> <p>13 Again, similar question to one I asked earlier, in 14 terms of priorities, do you know to whom Mark Kentfield 15 passed the priority details?</p> <p>16 <b>A. No, I don't.</b></p> <p>17 Q. Was there a system in place -- still at the time of CU8, 18 before you moved to CU7 -- for ensuring that the results 19 of any search and rescue mission which were initiated in 20 response to an FSG call that you were passing on was 21 being monitored?</p> <p>22 <b>A. Sorry, could you ask the question again?</b></p> <p>23 Q. Was there any system in place for ensuring that the 24 results of a deployment in response to an FSG call that 25 you had handled on the CU8 --</p> <p style="text-align: right;">Page 71</p>
<p>1 <b>I left, because I moved on to CU7, I don't know.</b></p> <p>2 Q. I see. I was going to ask you about that, because after 3 you personally moved to CU7, what use was made of CU8?</p> <p>4 <b>A. I'm afraid I don't know. I was wrapped up with the FSG 5 information. I was most of the time on the mobile 6 phone, so I don't know.</b></p> <p>7 Q. Staying with page 4, looking at the third paragraph -- 8 again, we've looked at this a little bit before -- can 9 I just ask you to look halfway down that paragraph. You 10 say:</p> <p>11 "As the usual FSG recording methods were impractical 12 I had to improvise by noting floor numbers, flat numbers 13 and numbers of people and conditions. I then passed on 14 this information to WM Mark KENTFIELD via radio, 15 highlighting the priority calls."</p> <p>16 Now, I think we've covered this in some detail. 17 In terms of priorities, were you the one who was 18 doing the prioritisation?</p> <p>19 <b>A. I was passing on the information as I was given it. So 20 if -- and like I say I can't remember the specifics of 21 any calls -- if a flat was heavily smoke-logged, I would 22 be saying it's heavily smoke-logged; if the room was 23 lightly smoke-logged, that was lightly smoke-logged. 24 I wouldn't be saying, "This is your priority, then that 25 one, then that one, then that one"; it's understood if</b></p> <p style="text-align: right;">Page 70</p>	<p>1 <b>A. The feedback from committed crews?</b></p> <p>2 Q. Yes.</p> <p>3 <b>A. No, and there wasn't any throughout the incident.</b></p> <p>4 <b>Later in the incident, we were asking, from the FSG 5 CU, for feedback. We asked on a number of occasions; we 6 weren't getting any. And all of us on the -- I believe 7 all of us, really I can only speak for myself -- 8 certainly I assumed that the reason we weren't getting 9 any feedback was because there wasn't the personnel, 10 there wasn't the line of communications, there wasn't 11 the physical space within the building to be able to 12 deal with a second line of communication.</b></p> <p>13 <b>The priority was to get the information out, get the 14 crews committed, make sure they knew where they were 15 going. As much as everybody would have wanted that line 16 of communication to come back, it wasn't practical.</b></p> <p>17 Q. Right. Who were you asking for feedback?</p> <p>18 <b>A. We were discussing it between ourselves on the FSG CU. 19 I was only dealing with receiving the information from 20 control, I didn't pass any messages on to anybody else, 21 and I'm afraid I couldn't say who was passing those 22 messages on.</b></p> <p>23 Q. Just on the subject of priorities, just go back a minute 24 or two in your evidence, and about how priorities were 25 done, can I ask you, please, to look at page 81, of the</p> <p style="text-align: right;">Page 72</p>

<p>1 ORR. This is a time mark of 01.50.49, so just shortly  2 after the passing to you of the bunch of information at  3 01.43 that we saw and at 01.50, which might be the same.  4 Here at 01.50.49 we see it records:  5 "CRO Adams telephones the CU believed to be CU 8 and  6 WM Meyrick answers the phone. CRO Adams relays the  7 following FSG Calls information; flat 133, Floor 16 and  8 flat 182, 21st floor."  9 Just pausing there, that's a record of a telephone  10 conversation. Does that help you recall at what time  11 you started using the telephone?  12 <b>A. That sounds about right. If we arrived at 01.30, it was</b>  13 <b>roughly 20 minutes later that we changed from receiving</b>  14 <b>the information via the main scheme radio to the mobile.</b>  15 Q. Now, earlier you said that the only person in the  16 control room you spoke to by mobile was Jason Oliff.  17 <b>A. Yes, to the best of my memory. Obviously this</b>  18 <b>contradicts that, and it may well be that I spoke to</b>  19 <b>somebody else. To the best of my mind, I only remember</b>  20 <b>speaking to one person. But it could've been -- because</b>  21 <b>although I spent most of the night on a mobile, calls</b>  22 <b>were cut off every now and again, so we'd end a call and</b>  23 <b>there would be another call. So it may be that this --</b>  24 <b>if this was the first call or not, I spoke to somebody</b>  25 <b>else, and I just assumed later that it had been the same</b></p> <p style="text-align: right;">Page 73</p>	<p>1 <b>A. So we could then prioritise.</b>  2 Q. -- so you can prioritise.  3 To the best of your recollection, did control then  4 start passing on information based on smoke density or  5 other things that allowed you to prioritise from that  6 point?  7 <b>A. Yes. As I said earlier, the main things that I can</b>  8 <b>remember either being told or asking for were the flat</b>  9 <b>numbers, the floor numbers, the numbers of adults and</b>  10 <b>children and the conditions within the flat.</b>  11 Q. Right.  12 Looking down at this information that we've got  13 there, for those two particular flats, 133, 16, "smoke  14 coming in", and then for flat 182 on floor 21, "can't  15 stop smoke coming through front door so has moved to  16 living room", was that enough information to allow you  17 or Mark Kentfield to be able to prioritise?  18 <b>A. No, not really, and I don't want to speak for control,</b>  19 <b>but if that's the only information that they've been</b>  20 <b>given, that's all that they can pass to us.</b>  21 Q. Yes. Did you at any stage tell control that that wasn't  22 sufficient to allow you to make a proper prioritisation?  23 <b>A. I can't remember but, like I've already said, we were</b>  24 <b>trying to get an idea of conditions so that we could</b>  25 <b>prioritise. So I would've thought that I would have,</b></p> <p style="text-align: right;">Page 75</p>
<p>1 <b>person I'd been speaking to the whole time.</b>  2 Q. But -- okay.  3 The next paragraph says:  4 "CU request an idea of priority from Control who  5 confirm the following;  6 "flat 133 not too panicked, smoke coming in, told to  7 block door, flat 182, can't stop smoke coming through  8 front door so has moved to living room. CU ask if  9 Control can prioritise calls based on smoke density  10 going forward."  11 Do you remember doing that? Do you remember asking  12 them to prioritise in that way?  13 <b>A. Yeah, like I said earlier, a bit of -- I do remember</b>  14 <b>asking for clarification on levels of smoke just so we</b>  15 <b>could prioritise them. So, again, just for me to</b>  16 <b>clarify, it's not me asking control, "Which do we do</b>  17 <b>first, which do we do second?", if you can give us</b>  18 <b>an idea of conditions then we can know the order that we</b>  19 <b>send people.</b>  20 Q. Right. So I'm clear, you wanted to prioritise -- or  21 rather you wanted to get information so that  22 prioritisation could be done --  23 <b>A. Yes.</b>  24 Q. -- and you asked control to give you details of  25 conditions in flats --</p> <p style="text-align: right;">Page 74</p>	<p>1 <b>but I don't remember saying it in those exact words.</b>  2 Q. Right.  3 Do you remember at any stage going back to control  4 while you were on CU8, or indeed on CU7, and saying to  5 them, "We need better information about smoke, fire,  6 heat, in order to be able to prioritise"?  7 <b>A. Certainly as the incident progressed, that was becoming</b>  8 <b>apparent from the information that they were passing to</b>  9 <b>us; we weren't needing to ask, we were being told.</b>  10 <b>Almost with the very first set of information that</b>  11 <b>was passed to me, that was when I'm pretty sure I did</b>  12 <b>ask: can we have an idea on conditions? I wouldn't have</b>  13 <b>said so we can prioritise -- well, I may have done.</b>  14 <b>I don't remember saying that, but I would have seen that</b>  15 <b>as a given that that's why I'm asking for conditions.</b>  16 Q. Okay.  17 From the time when Mark Kentfield left you on CU8,  18 were you alone on CU8?  19 <b>A. Yes.</b>  20 Q. That was until the CU7 personnel turned up?  21 <b>A. No.</b>  22 Q. When did you stop being alone, perhaps I can put it that  23 way?  24 <b>A. I was alone, I'm pretty sure, until the first FSGs</b>  25 <b>started coming in, and then other people started coming</b></p> <p style="text-align: right;">Page 76</p>

<p>1 onto the command unit, as they would do at any incident</p> <p>2 for a number of reasons. Being very focused on trying</p> <p>3 to get that information recorded and passed on</p> <p>4 correctly, I wasn't taking a great deal of notice of who</p> <p>5 else was getting on.</p> <p>6 Q. Okay. Let's just see if we can take this slowly.</p> <p>7 First of all, when roughly do you think you were</p> <p>8 joined by other personnel on CU8?</p> <p>9 A. Time-wise, I've no idea. I mean, from what you've shown</p> <p>10 me, it looks like it was 20 minutes from arrival to me</p> <p>11 taking FSG information via mobile for the first time,</p> <p>12 which sounds about right, but if you'd asked me for the</p> <p>13 figure I would've said between 15 minutes and</p> <p>14 30 minutes. My timeline for the whole night is all over</p> <p>15 the place, as it was just in those first few minutes.</p> <p>16 Q. Sure.</p> <p>17 A. People coming and going; I'm looking down at the desk</p> <p>18 that I'm sat at, recording that information.</p> <p>19 There's a couple of things that I do remember.</p> <p>20 I remember Group Manager Welch getting on the CU.</p> <p>21 I think he asked me to make pumps 25. I'm sure he asked</p> <p>22 me to declare a major incident, and to declare that he</p> <p>23 was now the IC.</p> <p>24 Apart from that, there's no specifics, certainly of</p> <p>25 times or orders of people getting on to the CU, because</p> <p style="text-align: right;">Page 77</p>	<p>1 to the short incident log at page 21, you can see at</p> <p>2 02.04. 20:</p> <p>3 "Informative</p> <p>4 "CU7 GM WELCH NOW IC."</p> <p>5 Can you just explain that message for us?</p> <p>6 A. No, I'm afraid I can't. I'm very sure I sent that from</p> <p>7 CU8.</p> <p>8 Q. Just above that, at 02.03.41, it says:</p> <p>9 "Make Up</p> <p>10 "IUP G271 MAKE PUMPS 25"</p> <p>11 Do you think that's correct? Do you recall that?</p> <p>12 A. It may not have been, no. The ... no, maybe I made it</p> <p>13 40, maybe I didn't make it up at all. I certainly</p> <p>14 remember sending a message that Group Manager Welch was</p> <p>15 now the IC, and I'm pretty sure I remember sending major</p> <p>16 incident declared.</p> <p>17 I thought I sent a make-up as well, but that may be</p> <p>18 a false memory.</p> <p>19 Q. No, it may very well be that a reference to 25 should be</p> <p>20 a reference to 40 --</p> <p>21 A. It could be.</p> <p>22 Q. -- because that's about the right time, but in terms of</p> <p>23 the make-up to a major incident, or declaration, if you</p> <p>24 look down the page, page 21, to 02.06.38, you can see:</p> <p>25 "Make Up.</p> <p style="text-align: right;">Page 79</p>
<p>1 I was very much focused on recording that information.</p> <p>2 Q. Right.</p> <p>3 Welch joining you, is that on CU8 or --</p> <p>4 A. Yes.</p> <p>5 Q. -- when you went to CU7?</p> <p>6 A. Yes, this is CU8.</p> <p>7 Q. Okay. The others joining you on CU8, can you identify</p> <p>8 them? Do you know who they were?</p> <p>9 A. The only other people that I know got on are Watch</p> <p>10 Managers Peckham, Harrison, and I later found out that</p> <p>11 Station Manager Egan -- and I don't know what time Group</p> <p>12 Manager Goodall joined us, if he came on to CU8 and we</p> <p>13 all moved over together.</p> <p>14 They actually -- because we all moved across as</p> <p>15 an FSG team, they moved across with all the information</p> <p>16 they had, and then I followed later. I think that was</p> <p>17 because I was on the phone taking information at that</p> <p>18 point.</p> <p>19 So when I walked across, I walked across on my own.</p> <p>20 They'd already gone across and started to utilise CU7</p> <p>21 for FSG.</p> <p>22 Q. Right. Okay.</p> <p>23 Now, just to pick up in terms of time what you just</p> <p>24 said a minute ago about Richard Welch coming to CU8, we</p> <p>25 have Richard Welch at a status 3 at 1.57 and, if you go</p> <p style="text-align: right;">Page 78</p>	<p>1 "IUP CU7 FROM GM WELCH THIS IS A MAJOR INCIDENT."</p> <p>2 A. Yes. I definitely did not go over to CU7 to declare</p> <p>3 Group Manager Welch as the IC and then come back to CU8</p> <p>4 to make it a major incident.</p> <p>5 Q. So you think the reference at 02.04.20, "CU7 GM WELCH</p> <p>6 NOW IC", is a mistake, which is consistent with 02.06.38</p> <p>7 major incident. Okay.</p> <p>8 Okay, yes, all right.</p> <p>9 Now, in terms of when you were on your own and</p> <p>10 before you were joined, do you think you were able to</p> <p>11 cope with the volume of FSG information coming through</p> <p>12 CU8?</p> <p>13 A. Well, you could only record one thing at a time. They</p> <p>14 can only pass on one piece of information at a time. If</p> <p>15 there had been more lines of communication, then the</p> <p>16 information would've been collected and passed on</p> <p>17 quicker.</p> <p>18 In terms of if I was able to cope, I'm very</p> <p>19 confident that I collected all the information and</p> <p>20 passed on all the information.</p> <p>21 Q. I suppose what I'm really asking you is: did you think</p> <p>22 at the time that you would've been better served and</p> <p>23 helped by having more people on CU8 with you to receive</p> <p>24 the FSG calls and pass them on?</p> <p>25 A. If there had been more people on the CU, like I say,</p> <p style="text-align: right;">Page 80</p>

<p>1 only one person can be on the radio at a time, so one  2 person would've been doing that. Yes, more people to  3 help with collecting the information, with -- I could've  4 been on the main scheme radio collecting the  5 information, somebody could've been on the handheld  6 radio passing on that information -- yes, in that sense,  7 it definitely would've made it a lot easier.</p> <p>8 Also, like I said earlier, there's multiple roles  9 that the CU carries out. Somebody else -- we could've  10 done with a dozen people on the CU in those first  11 few minutes carrying out different roles.</p> <p>12 Q. Now, I just want to turn to the subject of FSG runners.  13 In his contemporaneous notes -- and I won't show  14 them to you unless you want to see them -- Watch Manager  15 Kentfield says that he got more people to act as runners  16 for the passage of information from the FSG command  17 unit.</p> <p>18 Do you remember runners coming to collect FSG  19 information from the door of CU8?</p> <p>20 A. I'm afraid I don't.</p> <p>21 Q. Okay.</p> <p>22 A. That doesn't mean that it didn't happen. Maybe I didn't  23 have anything -- maybe I was just collecting it and  24 giving it to somebody else who passed it on. I just  25 don't remember runners.</p> <p style="text-align: right;">Page 81</p>	<p>1 A. Yes.</p> <p>2 Q. Right, okay.</p> <p>3 Was there a system for keeping track of what  4 information had been passed to the runners which  5 Mr Kentfield refers to?</p> <p>6 A. Yes. All information that was collected was recorded as  7 well as being passed on.</p> <p>8 Q. Where was it recorded?</p> <p>9 A. On paperwork, on whiteboards, across CU8 to start with  10 and then CU7 afterwards.</p> <p>11 Q. Okay. We're going to look at those shortly.</p> <p>12 I think you may have answered this question before  13 but let me ask it again because it's a slightly  14 different question: was there any system in place for  15 you to keep track of what action had been taken in  16 relation to the FSG messages that were coming out of  17 CU8?</p> <p>18 A. Sorry, were we keeping track of what we had recorded?</p> <p>19 Q. No, were you keeping track of what action had been taken  20 in response --</p> <p>21 A. Whether the crews had been committed or not?</p> <p>22 Q. Yes.</p> <p>23 A. No, like I said, it was a one-way line of communication.  24 We weren't getting information back.</p> <p>25 Q. The same answer.</p> <p style="text-align: right;">Page 83</p>
<p>1 Q. Do you have a recollection of what happened to the  2 pieces of paper on which you were writing the FSG  3 information?</p> <p>4 A. Like I say, I was recording the information, speaking to  5 Watch Manager Kentfield over the radio. As more people  6 came onto the CU, I was pasting the information on to  7 them and then just dealing with collecting the  8 information.</p> <p>9 Q. Right, I see.</p> <p>10 Do you remember when a system of giving FSG  11 information to runners started? Or did it start when  12 you were based in CU8?</p> <p>13 A. No, I don't know.</p> <p>14 Q. Okay. Do you remember it starting at all?</p> <p>15 A. No.</p> <p>16 Q. Okay.</p> <p>17 Do you remember whether any runners would come back  18 and provide you in CU8 -- or, indeed, CU7 -- with  19 information that they were getting from the fire ground?</p> <p>20 A. As I said earlier, I don't remember any information  21 coming back from the fire ground regarding committed  22 crews to FSGs.</p> <p>23 Q. So as far as you were concerned, throughout your  24 involvement, all the FSG information was one way, was  25 it?</p> <p style="text-align: right;">Page 82</p>	<p>1 A. Yes.</p> <p>2 Speculation now: there may have been feedback on  3 a couple of specific rescues, but, no, I was just  4 consumed with collecting the information, so I'm afraid  5 that's just guesswork.</p> <p>6 Q. Okay.</p> <p>7 Now, coming back to your statement at page 4, you  8 say in the second-last paragraph on that page:</p> <p>9 "At approximately 02.00 hrs CU7 arrived from Wembley  10 with WM Norman Harrison and WM Tony Peckham along with  11 GM Tom Goodall and SM Dan Egan."</p> <p>12 Now, just in terms of times, I don't think we have  13 a recorded status 3 for CU7, arrival, but we do have  14 their status 2, mobile to incident, at 01.23.15. So  15 that would mean it would take them 30 minutes or so,  16 35 minutes, to get from Wembley to Grenfell Tower.</p> <p>17 Would that be about right?</p> <p>18 A. It could be, because it's not just the time it takes you  19 to drive there. I don't know what the pumps had been  20 made at that point, but clearly there was a lot of  21 machines around and then they've got to find the ICP  22 when they get there. So when I put down 02.00 hours  23 that's an estimate -- well, approximately. I certainly  24 don't know for definite what exact time they arrived.</p> <p>25 Q. That's helpful.</p> <p style="text-align: right;">Page 84</p>

<p>1 Now, you then say in that came paragraph:  2 "They began assisting me collecting the FSG  3 information."  4 Again, I think you've answered this already, but  5 they started off, did they, by coming to CU8?  6 <b>A. Yes.</b>  7 Q. So they parked CU7 and came to CU8 to see you, as it  8 were?  9 <b>A. Yeah, yeah.</b>  10 Q. You then say:  11 "By this time we had stopped using the radio and  12 I was receiving FSG information from the officer of the  13 day SM Oliff via the brigade mobile."  14 And that's by the time CU7 arrived, is it, so we  15 have a time mark?  16 <b>A. They were near enough the same time. To be honest,</b>  17 <b>I don't know which happened first, whether they arrived</b>  18 <b>and then I went onto the mobile or whether it was the</b>  19 <b>other way around.</b>  20 Q. Okay. So do you remember how long you'd been using the  21 mobile for to communicate with control prior to the  22 arrival of CU7?  23 <b>A. No.</b>  24 Q. Now, we've got records of radio messages continuing to  25 go from control to CU8, even after 2 o'clock. If</p> <p style="text-align: right;">Page 85</p>	<p>1 the Brigade mobile?  2 <b>A. Not at the same time. As I remember, it was one then</b>  3 <b>the other.</b>  4 Q. But looking at this document, that would suggest  5 otherwise?  6 <b>A. Yes.</b>  7 Q. I see. Right.  8 Having looked at this document which suggests  9 otherwise, how do you remember it?  10 <b>A. No, I still remember it the same way.</b>  11 Q. Okay.  12 Even though you were using the Brigade mobile whilst  13 still on CU8, were you continuing to monitor RT4?  14 <b>A. Yes.</b>  15 Q. What could you hear on RT4?  16 <b>A. I don't remember hearing anything. I suppose this goes</b>  17 <b>back to what I was saying earlier about any further FSG</b>  18 <b>information, I'm sure I would've heard it. I'm sure</b>  19 <b>I would've been aware of it.</b>  20 <b>That said, because of the importance of FSG</b>  21 <b>information, when that was being passed over the mobile,</b>  22 <b>I would've been very focused on getting that information</b>  23 <b>right and passing it on correctly.</b>  24 <b>So with that said, there is a possibility that</b>  25 <b>messages could've been passed via the main scheme, but</b></p> <p style="text-align: right;">Page 87</p>
<p>1 I could just show you, going back to the short incident  2 log at page 21 -- we looked at these earlier but I just  3 want to pick these up with you -- for example, at  4 02.05.55 -- this is page 21 of the short incident log,  5 tab 23 of the documents bundle -- we have:  6 "Service Request  7 "Service Request Completed: RT4 TO CU8 TWO PERSONS  8 TRAPPED IN FLAT 74 ON THE 10TH FLOOR LEVEL."  9 Then again at 02.06.06:  10 "Service Request Created: RT TO CU8 FURTHER CALL X2  11 ADULTS AND 1 CHILD TRAPPED INSIDE FLAT 82 ON FLOOR 11."  12 Those are just two examples of how after 2 am, we're  13 still getting radio calls on RT4 to CU8.  14 Is that as you recall it?  15 <b>A. It could be. It could be after that time that I --</b>  16 <b>well, you've got previous documentation that shows I was</b>  17 <b>on the mobile before then. I don't remember --</b>  18 <b>I remember being on the radio and then going onto the</b>  19 <b>mobile; I don't remember being backwards and forwards</b>  20 <b>between the two.</b>  21 Q. Right.  22 Now, I mean, looking at that and looking at the fact  23 that we also have messages by mobile which we've been  24 looking at as well, do you remember having two methods  25 of communication with control, one via RT4 and one via</p> <p style="text-align: right;">Page 86</p>	<p>1 <b>I'm sure at least I would've heard the noise of it, even</b>  2 <b>if I couldn't pick up what the message was, and I don't</b>  3 <b>remember that happening.</b>  4 Q. You don't remember it happening.  5 Do you remember whether you were writing down  6 messages which you were collecting over the mobile from  7 control room and not collecting information that was  8 coming at the same time over RT4, the radio?  9 <b>A. Like I say, there is a possibility, but I'm sure</b>  10 <b>I would've at least been aware of it.</b>  11 Q. Right. If you had been aware of it, what would you have  12 done? Would you have gone back to control by mobile and  13 said, "I heard a message over RT4, could you repeat it"?  14 <b>A. Yes, and I would just be very surprised that they're</b>  15 <b>sending FSG via two lines of communication, to two</b>  16 <b>different sources as well.</b>  17 Q. Yes.  18 When you switched from communicating with control by  19 radio to communicating with control by mobile, was there  20 any change in how the information coming in from control  21 was recorded by you?  22 <b>A. As I refer to earlier, communication over the main</b>  23 <b>scheme radio tends to be fairly formal. Mobile</b>  24 <b>conversation is just a regular conversation. In many</b>  25 <b>ways, it's a lot easier to pass information via</b></p> <p style="text-align: right;">Page 88</p>

<p>1 a mobile. So the passing of information would've been</p> <p>2 easier over the mobile phone.</p> <p>3 Q. Yes.</p> <p>4 A. The details of it -- flat number, floor, the rest of</p> <p>5 it -- would've been the same.</p> <p>6 Q. And would you have recorded it in the same way --</p> <p>7 A. Yes.</p> <p>8 Q. -- as you had when you were on the radio?</p> <p>9 A. Yes.</p> <p>10 Q. Okay.</p> <p>11 Now, you say in --</p> <p>12 A. Sorry, sorry, just to stop you there, at that point,</p> <p>13 I would've; it did change later when we went on to CU7.</p> <p>14 Q. I am about to come to that, absolutely. I understand.</p> <p>15 Just on that, then, in the second-last paragraph,</p> <p>16 you list the people who joined you on CU8, and we've</p> <p>17 been through that: Harrison, Peckham, Goodall and Egan.</p> <p>18 Did they all come at once as a group of four?</p> <p>19 A. I doubt very much they would've done.</p> <p>20 Q. Do you remember how they arrived?</p> <p>21 A. Watch Managers Harrison and Peckham came on the same</p> <p>22 machine, so they likely would've come on at the same</p> <p>23 time, but not necessarily; one could've been parking the</p> <p>24 machine while the other came to us. So I don't know.</p> <p>25 Q. Okay. And do you remember whether Group Manager Goodall</p> <p style="text-align: center;">Page 89</p>	<p>1 Again, I'll have to point out that for the majority</p> <p>2 of this time, I was on the mobile phone collecting</p> <p>3 information, so I would just have been very focused on</p> <p>4 that. There were things happening around me that I was</p> <p>5 not taking any notice of.</p> <p>6 Q. When Norman Harrison arrived with Tony Peckham, do you</p> <p>7 remember whether he told you -- and, indeed, everybody</p> <p>8 else present in CU8 -- that he thought the advice being</p> <p>9 given out to callers needed to be changed?</p> <p>10 A. No, that's not a conversation I had with anybody at that</p> <p>11 time.</p> <p>12 Q. Right. You don't remember Mr Harrison saying anything</p> <p>13 like that?</p> <p>14 A. No.</p> <p>15 Q. Okay.</p> <p>16 Do you remember any discussion about the need to</p> <p>17 change the advice that control room operators were</p> <p>18 giving callers before you left CU8 to go to CU7?</p> <p>19 A. There certainly -- when you say "discussion", it sounds</p> <p>20 like you're saying did we all have a conversation</p> <p>21 between ourselves, and there certainly wasn't the time</p> <p>22 for that. Things may have been said between certain</p> <p>23 individuals. I don't remember having a conversation</p> <p>24 like that with anybody.</p> <p>25 We're all being given a designated role, so we tend</p> <p style="text-align: center;">Page 91</p>
<p>1 arrived later?</p> <p>2 A. No. It was -- again, as I said earlier, certainly Watch</p> <p>3 Managers Peckham and Harrison moved across to Charlie</p> <p>4 Uniform 7. I then later went across, and it was from</p> <p>5 there Group Manager Goodall -- it was apparent that he</p> <p>6 was the FSG co-ordinator, so in charge of the FSG</p> <p>7 command unit, and we realised -- we were told: this is</p> <p>8 the team that we've got, we're all going to be working</p> <p>9 on the FSGs, and that's when we established that.</p> <p>10 So, yeah, they went across, and I can't remember</p> <p>11 exactly when Station Manager Egan or Group Manager</p> <p>12 Goodall came onto the CU and when they moved across, but</p> <p>13 I'm pretty sure they were on CU7 by the time I got on</p> <p>14 there.</p> <p>15 Q. Right.</p> <p>16 Station Manager Egan said that Group Manager Goodall</p> <p>17 took over about 45 minutes after he did, once you were</p> <p>18 all on CU7. Is that how you remember it?</p> <p>19 A. Certainly he took over on CU7, yes.</p> <p>20 Q. But about that period of time after?</p> <p>21 A. After when, sorry?</p> <p>22 Q. After Egan had been on CU7.</p> <p>23 A. Difficult to say. To the best of my memory, I'd not</p> <p>24 been on CU7 that long when it was apparent that Group</p> <p>25 Manager Goodall was in charge of us.</p> <p style="text-align: center;">Page 90</p>	<p>1 not to speculate. You do, you do think about other</p> <p>2 things that are going on in the job, but you're very</p> <p>3 much focused on what your role is within that job and</p> <p>4 concentrating on getting that done properly.</p> <p>5 Q. Right.</p> <p>6 Do you recall hearing anybody -- Harrison or anybody</p> <p>7 else -- saying that they thought the advice being given</p> <p>8 out by control room operators to 999 callers should be</p> <p>9 changed?</p> <p>10 A. No.</p> <p>11 Q. Okay.</p> <p>12 Do you remember Mr Egan being asked to take over the</p> <p>13 management of FSG calls?</p> <p>14 A. No, I'm afraid I don't.</p> <p>15 Q. Do you remember a station manager called Brett Loft?</p> <p>16 A. No. I know the name Brett Loft but, no, I don't</p> <p>17 remember his involvement at the incident.</p> <p>18 Q. So you don't remember anything to do with him about FSG</p> <p>19 calls?</p> <p>20 A. No.</p> <p>21 Q. Right.</p> <p>22 Just going back to your statement in the penultimate</p> <p>23 paragraph, you say in the second line:</p> <p>24 "They began assisting me collecting the FSG</p> <p>25 information."</p> <p style="text-align: center;">Page 92</p>

<p>1 That was on CU8, was it, at that point?</p> <p>2 <b>A. At that point, yes.</b></p> <p>3 Q. Right.</p> <p>4 What system did they adopt when they began assisting</p> <p>5 you?</p> <p>6 <b>A. I don't know. I was recording information myself and</b></p> <p>7 <b>I was passing it on to them.</b></p> <p>8 Q. What were they doing?</p> <p>9 <b>A. I don't know. I don't know. I was just passing it on</b></p> <p>10 <b>to them and then I was focusing on the next call that</b></p> <p>11 <b>was coming through.</b></p> <p>12 Q. So just to be clear, when you say, "They began assisting</p> <p>13 me", what did they do to assist you?</p> <p>14 <b>A. I was passing the information on to them.</b></p> <p>15 <b>I believe they were recording it on the whiteboard,</b></p> <p>16 <b>but in what format, I'm afraid I don't know.</b></p> <p>17 Q. In terms of whiteboards, can you help me with this: do</p> <p>18 you remember whether the whiteboards or the whiteboard</p> <p>19 and grid system was implemented on CU8?</p> <p>20 <b>A. No, CU7.</b></p> <p>21 Q. It was CU7, okay.</p> <p>22 So at this stage, on CU8, what were they doing with</p> <p>23 the information that you were recording?</p> <p>24 <b>A. To the best of my memory, they were just writing it out</b></p> <p>25 <b>in a similar way as I was on the paper. But all I knew</b></p> <p style="text-align: center;">Page 93</p>	<p>1 message coming through?</p> <p>2 SIR MARTIN MOORE-BICK: Which message are we looking at?</p> <p>3 MR MILLETT: 02.23.33, Mr Chairman. It should be</p> <p>4 highlighted.</p> <p>5 SIR MARTIN MOORE-BICK: It is now.</p> <p>6 MR MILLETT: Sorry, I hadn't noticed it hadn't been</p> <p>7 highlighted.</p> <p>8 SIR MARTIN MOORE-BICK: It was just the wrong one.</p> <p>9 MR MILLETT: Yes. So it says:</p> <p>10 "Key</p> <p>11 "CU7 RUN ALL FSG CALLS VIA CU7."</p> <p>12 Do you remember that?</p> <p>13 <b>A. I don't remember it specifically, but it would've done</b></p> <p>14 <b>as a matter of course.</b></p> <p>15 Q. Do you know why that message was sent only at that stage</p> <p>16 and not immediately CU7 arrived at about 2 o'clock, if</p> <p>17 that's the right time of arrival?</p> <p>18 <b>A. Because it takes time for these things to be -- the jobs</b></p> <p>19 <b>to be delegated and then to establish -- first of all,</b></p> <p>20 <b>you've got to collect the information from CU8, first of</b></p> <p>21 <b>all, before moving over, and going back to what I said</b></p> <p>22 <b>earlier, it's often the case that the initial command</b></p> <p>23 <b>unit takes over as the FSG command unit.</b></p> <p>24 So with everything that was going on, it may just</p> <p>25 have taken a little bit of time to establish CU7 is what</p> <p style="text-align: center;">Page 95</p>
<p>1 <b>was I was aware of them writing the information out;</b></p> <p>2 <b>I wasn't observing how they were writing it out.</b></p> <p>3 Q. Did you observe what they did with the information?</p> <p>4 <b>A. No.</b></p> <p>5 Q. Okay.</p> <p>6 <b>A. No. Again, I was consumed with recording the</b></p> <p>7 <b>information I was being given, either over the radio or</b></p> <p>8 <b>over the mobile phone.</b></p> <p>9 Q. Yes.</p> <p>10 Do you remember whether any of those others, while</p> <p>11 on CU8 -- Harrison, Peckham and, if so, Egan and</p> <p>12 Goodall -- took calls or radio messages themselves from</p> <p>13 control?</p> <p>14 <b>A. I'm very sure they didn't.</b></p> <p>15 Q. So the only person taking calls or radio messages from</p> <p>16 control on CU8 was you; is that right?</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. Now, if you go back to the short incident log, please,</p> <p>19 at page 21, tab 23 of the documents bundle, we have</p> <p>20 a rough time of arrival of CU7 of about 2 o'clock.</p> <p>21 If you turn to page 22 -- I'll come back to this in</p> <p>22 a moment -- halfway down page 22, you can see, next to</p> <p>23 the time mark of 02.23.33, it says:</p> <p>24 "CU7 RUN ALL FSG CALLS VIA CU7."</p> <p>25 Do you remember that, at roughly that time, that</p> <p style="text-align: center;">Page 94</p>	<p>1 <b>we're going to use, transfer all the information over,</b></p> <p>2 <b>and then once we're ready on CU7, for that to take over,</b></p> <p>3 <b>and this probably comes back to why I was the last</b></p> <p>4 <b>person to move over there, because I was the one</b></p> <p>5 <b>receiving the information. Once we're ready, then we'll</b></p> <p>6 <b>send a message to CU7 saying, "CU7 is now the FSG</b></p> <p>7 <b>command unit".</b></p> <p>8 Q. Just to continue on a bit of a similar theme we looked</p> <p>9 at before, if you look at the bottom of page 21 and</p> <p>10 please have highlighted 02.09.08 -- this is the page</p> <p>11 before, still within the short incident log, 02.09.08 --</p> <p>12 that says:</p> <p>13 "Service Request Created: RT4 - G271 - FIRE IN</p> <p>14 CORRIDOR FLOOR 12 - CALLER TRAPPED FLAT 95."</p> <p>15 Then, again, the same message at 02.10.21, two</p> <p>16 entries below that.</p> <p>17 It looks as if at that time, 02.09 and 02.10, FSG</p> <p>18 messages were still being sent by radio, RT4, to G271.</p> <p>19 Do you remember that that was happening?</p> <p>20 <b>A. As I said, no. I mean -- and the message in between</b></p> <p>21 <b>those two messages is to CU8.</b></p> <p>22 Q. Exactly, I was about to ask you that next.</p> <p>23 <b>A. No, I've no idea why that would be.</b></p> <p>24 Q. It looks from that -- you're absolutely right, there's</p> <p>25 a sandwich: G271, CU8, G271, same message -- that two</p> <p style="text-align: center;">Page 96</p>



<p>1 separate FSG messages were being sent by RT4 more or 2 less simultaneously, one to G271 and one to CU8. 3 Do you remember that happening? 4 <b>A. No. Just to point out the times, the second message</b> 5 <b>there, the one in the middle, 02.10.09, you've then got</b> 6 <b>12 seconds later the message being sent to Golf 271.</b> 7 <b>It would take more than 12 seconds for control to</b> 8 <b>send that middle message to CU8, have that information</b> 9 <b>confirmed, and then come back to Golf 271 with a further</b> 10 <b>call.</b> 11 Q. What does that tell us? 12 <b>A. It seems -- your speculation is as good as mine on that</b> 13 <b>one, I'm afraid.</b> 14 Q. Right. Okay. That's something we'll have to pursue 15 with somebody else, I suspect. 16 My question was simply, though, whether you were 17 aware at the time -- 18 <b>A. I wasn't aware of it, no.</b> 19 Q. -- after CU7 arrived, that nonetheless messages were 20 still being sent both to CU8 and to G271. 21 <b>A. No. Like I say, as far as I was aware, all the calls</b> 22 <b>were coming to me.</b> 23 Q. Now, at the bottom of page 4 of your statement, you say: 24 "I remained on the phone for some time as the 25 information was coming pretty quickly. At some time we</p> <p style="text-align: center;">Page 97</p>	<p>1 <b>have been able to remember.</b> 2 Q. Right. Okay. 3 Now, do you remember where CU7 was located? 4 <b>A. Yes.</b> 5 Q. Where? 6 <b>A. Grenfell Road.</b> 7 Q. Grenfell Road. Was that closer to the tower than CU8? 8 <b>A. Yes.</b> 9 Q. It was. 10 Do you remember how it was able to get closer to 11 Grenfell Tower than CU8 even though it arrived half 12 an hour later or so than CU8? 13 <b>A. As I was on the back of CU8 at the time, I can only</b> 14 <b>guess the road was clear enough for them to drive down</b> 15 <b>and it was the first space they saw.</b> 16 Q. Right. 17 <b>A. The reason I didn't get any closer on CU8 is because</b> 18 <b>there were so many people all over the place and I'd</b> 19 <b>found a convenient space. We tried to leave entry and</b> 20 <b>exit routes for ambulance -- usually for ambulance</b> 21 <b>service, and I didn't want to go down the road, find</b> 22 <b>there were no spaces and block the road off completely.</b> 23 <b>So that's why I parked on the junction of Bomore Road.</b> 24 Q. Now, after the move to CU7 -- and you're right to take 25 02.23.33 because that's what's in the short incident log</p> <p style="text-align: center;">Page 99</p>
<p>1 were instructed to use CU7 as the FSG command unit. I 2 would say it was around 20 to 30 minutes of our arrival. 3 We physically moved from CU8 onto CU7. At this stage 4 CU8 remained as the ICP." 5 Now, just to be clear on timings, we have your 6 arrival, CU8's arrival, at about 1.30, we looked at that 7 earlier, and you told us you thought CU7 arrived at 8 about 2 o'clock. 9 So when you say here that you were moved to CU7 10 around 20 to 30 minutes after your arrival -- you say 11 "of our arrival" -- do you mean 20 to 30 minutes after 12 CU7's arrival or after CU8's arrival? 13 <b>A. Well, looking at it now and knowing the timelines that</b> 14 <b>I know now, it was more like 20 to 30 minutes after the</b> 15 <b>arrival of CU7.</b> 16 Q. So around 2.30 am? 17 <b>A. Yes. As I've said before, my timeline for that night is</b> 18 <b>all over the place, so it doesn't surprise me that you</b> 19 <b>show me that it was 2.23 or whatever it was.</b> 20 Q. Correct. 21 <b>A. Yes.</b> 22 Q. Right. Okay. 23 But does that help your recollection or are you 24 still -- 25 <b>A. It puts a figure -- puts a time on it which I wouldn't</b></p> <p style="text-align: center;">Page 98</p>	<p>1 at page 22 -- can I just ask you, did CU8 continue 2 thereafter to receive FSG calls, to your recollection? 3 <b>A. All FSG calls that I'm aware of came to CU8 early on,</b> 4 <b>and when I moved across to CU7, no more calls went to</b> 5 <b>CU8 that I know of.</b> 6 Q. Right. 7 <b>A. Yeah, I was collecting all the information. I took the</b> 8 <b>mobile phone across with me, and it was CU8's mobile</b> 9 <b>phone that I had on CU7, so all the calls were coming</b> 10 <b>into that. But once I started on the mobile phone,</b> 11 <b>I wasn't taking any more calls on the main scheme radio,</b> 12 <b>so when I moved across, control kept that same line of</b> 13 <b>communication, that same mobile phone.</b> 14 Q. Can I just ask you, if you look, please, first of all, 15 at the short incident log, page 22, and then we'll look 16 onto the next page as well and the page after that, we 17 have calls still running RT4 to CU8, FSG calls, at -- 18 look at the bottom of page 22 -- 02.27, and then if you 19 look at page 23 -- let's just take it a bit more slowly. 20 02.27.48, and you can then continue on this page 21 that we have up on the screen, you'll see 02.29, RT4 to 22 CU8, and then 02.40.11, RT4 to CU8, caller states fire 23 is now in flat 152; and then the next entry, 02.41.27, 24 update, RT4, CU8, and so on. And even as late as 25 03.10.51 on page 24, of the short incident log, so a bit</p> <p style="text-align: center;">Page 100</p>

<p>1 lower down:</p> <p>2 "Service Request Completed: CU8 RT4 PERSONS IN FLAT</p> <p>3 153 ..."</p> <p>4 So it looks as if, as late as 3.10 -- so some</p> <p>5 40 minutes after you thought you moved across to CU7 --</p> <p>6 CU8 was still getting fire survival guidance messages</p> <p>7 via the radio.</p> <p>8 <b>A. If that's what that means, then yes, and I would have</b></p> <p>9 <b>no -- I have no knowledge of that happening.</b></p> <p>10 Q. Right. Who was operating or running CU8 after you moved</p> <p>11 to CU7, do you know?</p> <p>12 <b>A. I'm afraid I don't know. I know at some point</b></p> <p>13 <b>Mark Kentfield went back on to CU8, but I don't think he</b></p> <p>14 <b>was back on it by the time I left.</b></p> <p>15 Q. Okay. How long do you think it took you physically to</p> <p>16 move from CU8 to CU7?</p> <p>17 <b>A. A minute or two.</b></p> <p>18 Q. Right.</p> <p>19 What did you need to take with you? I think you</p> <p>20 mentioned earlier pieces of paper; what else did you</p> <p>21 take?</p> <p>22 <b>A. Yes, the mobile phone and I think that was it.</b></p> <p>23 Q. Right, what about whiteboards or --</p> <p>24 <b>A. I didn't take any whiteboards. Whiteboards may have</b></p> <p>25 <b>been taken across, I'm not sure.</b></p> <p style="text-align: right;">Page 101</p>	<p>1 <b>information on to Watch Managers Harrison and Peckham.</b></p> <p>2 Q. Right, just to focus again on what you say in your</p> <p>3 statement, you say:</p> <p>4 "GM Goodall and SM Egan had by now established</p> <p>5 communications with the bridge head ..."</p> <p>6 Let me just take it in stages.</p> <p>7 What do you mean by "by now"?</p> <p>8 <b>A. As far as I was aware, by the time we got onto CU7,</b></p> <p>9 <b>they'd established a chain of communication to the</b></p> <p>10 <b>bridgehead.</b></p> <p>11 Q. Okay. Now --</p> <p>12 <b>A. So this line of communication, whether it was through</b></p> <p>13 <b>them, through Watch Managers Harrison and Peckham, I'm</b></p> <p>14 <b>not sure, but there was already a line of communication</b></p> <p>15 <b>from me passing the information to Watch Manager</b></p> <p>16 <b>Kentfield. When I was then receiving help on CU8, other</b></p> <p>17 <b>people were then passing on the information. I wasn't</b></p> <p>18 <b>asking how they were passing it on; it wasn't</b></p> <p>19 <b>a need-to-know basis for me. It was a need-to-know --</b></p> <p>20 <b>I didn't need to know it.</b></p> <p>21 <b>So we already had that link before we moved on to</b></p> <p>22 <b>CU7.</b></p> <p>23 Q. Yes.</p> <p>24 <b>A. When we got onto CU7, as far as I'm aware, that passage</b></p> <p>25 <b>of information just continued. If it changed in some</b></p> <p style="text-align: right;">Page 103</p>
<p>1 Q. Now, at the top of page 5 of your statement, you say:</p> <p>2 "GM Goodall and SM Egan had by now established</p> <p>3 communications with the bridge head to pass on the FSG</p> <p>4 information ..."</p> <p>5 I'll just pause there.</p> <p>6 Can you explain what that system was that they had</p> <p>7 established?</p> <p>8 <b>A. No, I'm afraid I can't.</b></p> <p>9 Q. How did you know that Group Manager Goodall and Station</p> <p>10 Manager Egan had established communications with the</p> <p>11 bridgehead?</p> <p>12 <b>A. Because I was collecting the information of the calls,</b></p> <p>13 <b>I was passing it to them and they were passing it on.</b></p> <p>14 <b>I know runners were used, I know radios were used, but</b></p> <p>15 <b>in what way, it wouldn't be fair for me to elaborate on.</b></p> <p>16 Q. This is once you were on CU7, is it?</p> <p>17 <b>A. Yes.</b></p> <p>18 Q. Once you were on CU7, how were you collecting the</p> <p>19 information and recording it?</p> <p>20 <b>A. That's still on the mobile phone.</b></p> <p>21 <b>On the mobile phone -- certainly as soon as the grid</b></p> <p>22 <b>was created, that was how it was being recorded by</b></p> <p>23 <b>myself. I was physically writing on that board.</b></p> <p>24 <b>The control information pad was then being used for</b></p> <p>25 <b>every caller, I believe, and so I was passing the</b></p> <p style="text-align: right;">Page 102</p>	<p>1 <b>way -- it may have done -- I wouldn't have been aware;</b></p> <p>2 <b>I was just dealing with collecting the information and</b></p> <p>3 <b>then passing it on to my team.</b></p> <p>4 Q. Okay. Right.</p> <p>5 So you can't help us, I think, in expanding further</p> <p>6 on what the system of communications was with the</p> <p>7 bridgehead --</p> <p>8 <b>A. No, I'm afraid not.</b></p> <p>9 Q. -- that Goodall and Egan established? Right.</p> <p>10 In terms of recording the FSG information coming to</p> <p>11 you, I think you say you were still receiving it on the</p> <p>12 Brigade mobile?</p> <p>13 <b>A. Mm-hm.</b></p> <p>14 Q. That was coming from the control room from Jason Oliff,</p> <p>15 was it?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. Once you got into CU7, did you start recording that</p> <p>18 information?</p> <p>19 <b>A. Yes.</b></p> <p>20 Q. On what?</p> <p>21 <b>A. Eventually onto the grid system that you referred to</b></p> <p>22 <b>earlier.</b></p> <p>23 Q. We'll look at that shortly, but just at the very start</p> <p>24 of your stay on CU7, what were you doing to record the</p> <p>25 information?</p> <p style="text-align: right;">Page 104</p>

<p>1 <b>A. In all honestly, I can't remember exactly how I was</b>  2 <b>recording it. Whether I was still writing it down in</b>  3 <b>the same way I had been on CU8 or whether I was just</b>  4 <b>passing the information directly to other people within</b>  5 <b>the team and they were writing it on the whiteboard or</b>  6 <b>the control information pad, I'm afraid I can't remember</b>  7 <b>that period of time.</b>  8 MR MILLETT: Right.  9 Mr Chairman, I have a few more questions. I'm  10 about -- I wouldn't say to change topic completely, but  11 to take a slightly different line within the same topic.  12 Is that a convenient moment?  13 SIR MARTIN MOORE-BICK: Well, it could be.  14 MR MILLETT: It is to me; is it to you and is it to the  15 witness?  16 SIR MARTIN MOORE-BICK: You would probably like a break now,  17 wouldn't you?  18 THE WITNESS: I'll go along with whatever.  19 SIR MARTIN MOORE-BICK: Thank very much.  20 MR MILLETT: We're making very good progress.  21 SIR MARTIN MOORE-BICK: If we were to break for lunch now,  22 can you give us any idea of how long you might need the  23 witness after lunch?  24 MR MILLETT: It would only be an idea, but not more than  25 an hour.</p> <p style="text-align: center;">Page 105</p>	<p>1 THE WITNESS: Yes.  2 SIR MARTIN MOORE-BICK: Thank you.  3 MR MILLETT: Mr Meyrick, can I go back to the CSS system and  4 just ask you one or two questions about functionality.  5 Can I ask you to be shown policy 790, which is in tab 5  6 of the policies bundle, FSG, and turn internally in that  7 to page 4.  8 At paragraph 7.5, if we can just have that  9 highlighted -- I'll read it, it says:  10 "The Command Support System (CSS) has a messages  11 screen that records messages sent to and from the  12 incident ground once a CU has been mobilised. Messages  13 sent by Firelink radio relating to FSG calls are  14 recorded here. There is also a conferencing facility on  15 CSS which is available for remote users. Control has  16 CSS access and sensitive information relating to  17 specific calls can be communicated by this method."  18 First of all, looking at what the policy requires or  19 expects of a CSS on a CU, did that functionality that we  20 see there expressed in the policy exist in CU8 on the  21 night?  22 <b>A. Yes.</b>  23 Q. It did.  24 Did you find anything in your operation of the CSS  25 system that would indicate that there was a problem with</p> <p style="text-align: center;">Page 107</p>
<p>1 SIR MARTIN MOORE-BICK: He might derive some encouragement  2 from that!  3 MR MILLETT: He might.  4 SIR MARTIN MOORE-BICK: All right. I think then we can  5 probably break until 2 o'clock, can we?  6 MR MILLETT: Yes, we can.  7 SIR MARTIN MOORE-BICK: So a slightly longer lunch hour.  8 Well, Mr Meyrick, we'll have a break now. You'll  9 have a chance to get some lunch. We'll start again at  10 2 o'clock.  11 THE WITNESS: Okay.  12 SIR MARTIN MOORE-BICK: Please don't talk about your  13 evidence or anything to do with it over the adjournment.  14 All right? See you at 2 o'clock. Thank you very much.  15 (Pause)  16 Thank you, 2 o'clock, then, please.  17 (12.45 pm)  18 (The short adjournment)  19 (2.00 pm)  20 SIR MARTIN MOORE-BICK: Shall we have Mr Meyrick back then,  21 please?  22 MR MILLETT: Yes, Mr Chairman, thank you very much.  23 (Pause)  24 SIR MARTIN MOORE-BICK: All right, Mr Meyrick, ready to  25 carry on?</p> <p style="text-align: center;">Page 106</p>	<p>1 its functionality at all?  2 <b>A. Like I said earlier, I started up the computers, I most</b>  3 <b>probably started up the CSS, but I never actually used</b>  4 <b>them.</b>  5 Q. Just looking at the functionality that the policy  6 indicates should be available and you say was available,  7 it looks as if the screen records messages going both  8 ways, both from control to the incident ground and from  9 the incident ground to control.  10 <b>A. Yes.</b>  11 Q. Did it do that on the night, do you think?  12 <b>A. Like I said, I didn't refer to the computers on the</b>  13 <b>night or the CSS.</b>  14 Q. You didn't use it at all; is that right?  15 <b>A. I don't think I did. I think, to the best of my memory,</b>  16 <b>I'd started the generator, I was starting the computers,</b>  17 <b>turn the lights on, everything else, getting it ready,</b>  18 <b>when I could hear control trying to contact Golf 271.</b>  19 Q. Just in the second sentence of that paragraph on the  20 screen there, it says:  21 "Messages sent by Firelink radio relating to FSG  22 calls are recorded here."  23 What is Firelink radio?  24 <b>A. I think it's referring to the main scheme radio. And</b>  25 <b>again, this is what I was referring to earlier when</b></p> <p style="text-align: center;">Page 108</p>

<p>1 I was saying messages between myself and control --</p> <p>2 between the machine that I'm on, Charlie Uniform 8, and</p> <p>3 control -- are all recorded so we can refer back to them</p> <p>4 later.</p> <p>5 Q. Right. Would that mean if you were communicating with</p> <p>6 the control room about FSG calls by the Brigade mobile,</p> <p>7 those messages wouldn't be captured by the CSS?</p> <p>8 A. I don't think they would be, no.</p> <p>9 Q. No. So why was it better for you to communicate with</p> <p>10 the control room by Brigade mobile rather than through</p> <p>11 the radio?</p> <p>12 A. It wasn't a decision that I took; it was control who</p> <p>13 contacted me by mobile phone. From my point of view, it</p> <p>14 was certainly a method of passing that information that</p> <p>15 was easier. It's easier to pass information by mobile</p> <p>16 phone than it is by main scheme radio.</p> <p>17 Q. Okay. And if -- I know it's an "if" -- the CSS system</p> <p>18 had been used to communicate FSG information from</p> <p>19 control room to CU8, would that information have been</p> <p>20 visible or accessible, for example by the incident</p> <p>21 commander, by remote use?</p> <p>22 A. The incident commander being remote from the command</p> <p>23 unit?</p> <p>24 Q. Yes.</p> <p>25 A. No. The only way that that could happen is we could</p> <p style="text-align: center;">Page 109</p>	<p>1 the CU?</p> <p>2 A. Yes. Names, for an example, are something that wouldn't</p> <p>3 be passed via main scheme radio in case somebody else</p> <p>4 intercepts it, and as may have been referred to earlier,</p> <p>5 all front-line appliances have speakers on the back of</p> <p>6 their machines, so it makes sense, for obvious reasons,</p> <p>7 you wouldn't want names being transmitted backwards and</p> <p>8 forwards. That is one way of passing the information.</p> <p>9 The mobile phone is another way of passing that</p> <p>10 information as well.</p> <p>11 Q. I see.</p> <p>12 Another question. You explained, and we'll look</p> <p>13 a little bit more in a moment, about the move from CU8</p> <p>14 to CU7. I should have asked you earlier: why did you</p> <p>15 need to move from CU8 to CU7?</p> <p>16 A. Just because that had been labelled as the designated</p> <p>17 FSG CU.</p> <p>18 Q. Given that it arrived on the fire ground half an hour</p> <p>19 later, and given that you were already operating fire</p> <p>20 survival guidance calls from within CU8, do you know why</p> <p>21 it was thought necessary to change CU8 to CU7?</p> <p>22 A. I'm afraid not, no. It wasn't a decision that I made.</p> <p>23 Q. Do you know whose decision it was?</p> <p>24 A. I believe Group Manager Welch was the IC at that point.</p> <p>25 But, no, I'm pretty sure it was his decision for us to</p> <p style="text-align: center;">Page 111</p>
<p>1 print the messages off and take them out to him. It</p> <p>2 takes some moments for those messages to be recorded</p> <p>3 onto the CSS, so it doesn't happen instantaneously, we</p> <p>4 have to wait a few moments, it would come through and</p> <p>5 then we could print it off, by which time, in all</p> <p>6 honesty, the method we were using would've been a lot</p> <p>7 quicker.</p> <p>8 Q. Just so I can really understand this functionality, it</p> <p>9 says there's a conferencing facility on CSS available</p> <p>10 for remote users. Is that a voice conferencing facility</p> <p>11 or is it a visual conferencing facility where you can</p> <p>12 see the messages on the system visually?</p> <p>13 A. To be honest, it's a system that's not used very often</p> <p>14 at all, to the extent that I have never used that. I'm</p> <p>15 aware that we've got it, but again, the system that we</p> <p>16 had, passing the information over the mobile phone, was</p> <p>17 the easiest way of passing that information.</p> <p>18 Q. And just -- I'm sorry to grind on with this -- it says</p> <p>19 then:</p> <p>20 "Control has CSS access and sensitive information</p> <p>21 relating to specific calls can be communicated by this</p> <p>22 method."</p> <p>23 What does that mean? Does that mean control can</p> <p>24 access the CSS and then type in sensitive information</p> <p>25 about specific calls so that they're on the screen in</p> <p style="text-align: center;">Page 110</p>	<p>1 move across. Why he made that decision -- it wasn't</p> <p>2 anything completely out of the ordinary. Sometimes the</p> <p>3 first attending CU can be designated FSG, but not</p> <p>4 necessarily; it all depends on what the IC wants done at</p> <p>5 any given time. So it may be that something else was</p> <p>6 happening on CU8 that made him want to keep it as the</p> <p>7 ICP.</p> <p>8 Q. Right. So CU8 would stay as ICP, but you don't know</p> <p>9 what that was that would prompt that decision?</p> <p>10 A. No. I'd been told to go across to CU7. I didn't</p> <p>11 question it. I didn't see any reason to question it.</p> <p>12 Q. Did you hear Group Manager Welch make that decision?</p> <p>13 A. I was told at some point. I can't remember who told me</p> <p>14 or when, but I know that I was told at some point to</p> <p>15 move across to CU7.</p> <p>16 Q. Right.</p> <p>17 Now, you told us this morning -- just on a slightly</p> <p>18 different topic -- that all the fire survival guidance</p> <p>19 information that you wrote down while you were in CU8,</p> <p>20 you wrote on pieces of paper, you then communicated by</p> <p>21 radio to Mark Kentfield.</p> <p>22 A. Yes.</p> <p>23 Q. Watch Manager Kentfield.</p> <p>24 He, in his contemporaneous notes -- and I don't need</p> <p>25 to take you to them but I'll tell you what he says -- he</p> <p style="text-align: center;">Page 112</p>

<p>1 says that he helped set up the FSG with Watch Manager</p> <p>2 Sadler from Hotel 22 over the bonnet of a car and</p> <p>3 located one watch manager and one firefighter to assist</p> <p>4 him.</p> <p>5 Do you remember him doing that?</p> <p>6 <b>A. No. That makes sense, but I don't know if he did that</b></p> <p>7 <b>or how he went about that.</b></p> <p>8 Q. Was Watch Manager Kentfield the only person on the fire</p> <p>9 ground that you spoke to about the fire survival</p> <p>10 guidance call messages that you were processing within</p> <p>11 CU8?</p> <p>12 <b>A. I believe he was, yes.</b></p> <p>13 Q. You don't remember speaking to Watch Manager Sadler?</p> <p>14 <b>A. I don't recall speaking to anybody else.</b></p> <p>15 Q. Now, can I ask you to look at your own contemporaneous</p> <p>16 notes and ask you to go to page 2. You say there, it's</p> <p>17 the second main paragraph down:</p> <p>18 "GM Goodall and SM Egan had established comms with</p> <p>19 the bridgehead to pass FSG information [that's something</p> <p>20 you put in your statement, we looked at it already],</p> <p>21 WM Harrison drew a plan of Grenfell tower showing each</p> <p>22 flat so we could record FSG information in a practical</p> <p>23 easy to read way. We established a key showing numbers</p> <p>24 of adults, children and level of priority."</p> <p>25 Now, I just want to see if I can identify what that</p> <p style="text-align: center;">Page 113</p>	<p>1 <b>However, there's only enough space, I think, for</b></p> <p>2 <b>seven different calls on that pad, for seven different</b></p> <p>3 <b>flats. So there was no point in us using that because</b></p> <p>4 <b>we would've needed to use several of them. So we had to</b></p> <p>5 <b>come up with another way of doing it.</b></p> <p>6 <b>I believe it was Watch Manager Harrison who came up</b></p> <p>7 <b>with this idea which, to be honest, was about as clear</b></p> <p>8 <b>a way as you could get of recording what was going on in</b></p> <p>9 <b>what flat at any given time.</b></p> <p>10 Q. Yes. And --</p> <p>11 <b>A. As far as who was filling out the details of the numbers</b></p> <p>12 <b>within the flats, I was doing it whilst I was on the</b></p> <p>13 <b>phone. We also -- because we had information before</b></p> <p>14 <b>this was created, Watch Managers Harrison and Peckham</b></p> <p>15 <b>were filling that out with the information that we</b></p> <p>16 <b>already had as well.</b></p> <p>17 <b>This became a bit of a fluid chart, so as the</b></p> <p>18 <b>information came into us, as it was changing, we changed</b></p> <p>19 <b>the numbers on the board.</b></p> <p>20 Q. I am going to come to that in a little bit of detail in</p> <p>21 a moment. Can I just take a step back and just put this</p> <p>22 in its policy context, because I am interested in the</p> <p>23 evolution of this method.</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. You refer to the casualty information poster. Can</p> <p style="text-align: center;">Page 115</p>
<p>1 looked like.</p> <p>2 Can I ask, first of all, that you be shown tab 42 of</p> <p>3 the documents bundle, MET00015933.</p> <p>4 Is that the plan of the tower that you're referring</p> <p>5 to?</p> <p>6 <b>A. Yes.</b></p> <p>7 Q. Can you explain the procedure that you followed in</p> <p>8 filling it in?</p> <p>9 I mean, first of all, who held the pen when creating</p> <p>10 it? Who actually drew the lines and the numbers?</p> <p>11 <b>A. I believe it was Watch Manager Harrison.</b></p> <p>12 Q. Right. And --</p> <p>13 <b>A. It may have been Watch Manager Peckham but I believe it</b></p> <p>14 <b>was Watch Manager Harrison.</b></p> <p>15 Q. Okay. And whose idea was that?</p> <p>16 <b>A. It was something that none of us had ever done before.</b></p> <p>17 <b>We have a poster, a casualty information poster, which</b></p> <p>18 <b>we used for fire survival guidance incidents to record</b></p> <p>19 <b>the information.</b></p> <p>20 <b>It's set out a little bit like the control -- no,</b></p> <p>21 <b>it's not really set out like the control information</b></p> <p>22 <b>pad, sorry. In a rough way, it's set out a bit like</b></p> <p>23 <b>this, where you would record flat numbers, floor level,</b></p> <p>24 <b>things like that. It's at the end of the FSG policy, if</b></p> <p>25 <b>you want to refer to that.</b></p> <p style="text-align: center;">Page 114</p>	<p>1 I just take you back, then, to the policy you referred</p> <p>2 to, which is policy 790, fire survival guidance calls,</p> <p>3 tab 5, and we can I think pick this up at paragraph 7.2</p> <p>4 on page 4 of the policy.</p> <p>5 Correct me if I'm wrong, Mr Meyrick, because I think</p> <p>6 this is what you're referring to:</p> <p>7 "CUs carry a Casualty Information poster (see</p> <p>8 Appendix 3) to record information on all the separate</p> <p>9 FSG calls. This eases the transfer of information</p> <p>10 between CUs. It is recommended that it is completed in</p> <p>11 pen to reduce the risk of information being erased</p> <p>12 accidentally."</p> <p>13 Is that what you're referring to?</p> <p>14 <b>A. Yes.</b></p> <p>15 Q. Then the poster itself is at appendix 3, which is on</p> <p>16 page 9 internally of the policy, if we just go to that.</p> <p>17 Is that it?</p> <p>18 <b>A. Yes.</b></p> <p>19 Q. Right. And you can see the detail on the number of</p> <p>20 columns, and you're right, it's seven.</p> <p>21 So this was the origin of the idea of the gridded</p> <p>22 whiteboard, is it?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. Can you just help me while I'm on the policy, going back</p> <p>25 to paragraph 7.2 of the policy, if you would, on page 4,</p> <p style="text-align: center;">Page 116</p>

<p>1 why would there be transfer of information between CUs?</p> <p>2 <b>A. Well, there was a transfer of information between CUs;</b></p> <p>3 <b>we moved from one to another.</b></p> <p>4 Q. Would that be normal? Would that be common?</p> <p>5 <b>A. Like I say, it depends on what the IC requests, if he</b></p> <p>6 <b>wants to keep us, the FSG CU, as the first one in</b></p> <p>7 <b>attendance or move us across. So it is something that</b></p> <p>8 <b>happens at FSG incidents.</b></p> <p>9 Q. In a normal incident, where you've got FSGs, would you</p> <p>10 normally record FSG information on this poster?</p> <p>11 <b>A. Yes.</b></p> <p>12 Q. What would you do with that information, normally?</p> <p>13 <b>A. The bridgehead would have a forward information board,</b></p> <p>14 <b>a FIB, that has a laminated copy of the same poster. We</b></p> <p>15 <b>can then transfer the information so they can record it</b></p> <p>16 <b>in the same way that we've got recorded on the CU.</b></p> <p>17 Q. How would you normally transfer the information from the</p> <p>18 CU, which you've written down in the poster, to the</p> <p>19 bridgehead?</p> <p>20 <b>A. It could be radios, it could be runners.</b></p> <p>21 Q. If it were runners, what would they be carrying?</p> <p>22 <b>A. They would be carrying copies of the control information</b></p> <p>23 <b>pad.</b></p> <p>24 Q. That's appendix 2, is it?</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: right;">Page 117</p>	<p>1 information that you'd taken with you from CU8?</p> <p>2 <b>A. Yes, and the information that was then coming in.</b></p> <p>3 Q. Right.</p> <p>4 <b>A. So the information that we already had we put on there,</b></p> <p>5 <b>as well as the new information that we were getting in</b></p> <p>6 <b>once we were on CU7.</b></p> <p>7 Q. Yes. I see.</p> <p>8 The information that was coming into CU7, how was</p> <p>9 that coming in? What was the method with which</p> <p>10 information was coming in from control?</p> <p>11 <b>A. It was the same; it was on the mobile phone to me.</b></p> <p>12 Q. Right. Were you the only person on CU7, once it had</p> <p>13 started up and running, receiving messages from control?</p> <p>14 <b>A. I don't remember giving the phone to anybody else at any</b></p> <p>15 <b>other time. As far as I can remember, I had the phone</b></p> <p>16 <b>the whole time.</b></p> <p>17 Q. Do you remember whether CU7's CSS system was working?</p> <p>18 <b>A. Yes, I think it was.</b></p> <p>19 Q. Did you see it working?</p> <p>20 <b>A. Yes, I think I did.</b></p> <p>21 Q. Did the CU7 system crash at any time?</p> <p>22 <b>A. Not that I can remember, but it's not uncommon for it to</b></p> <p>23 <b>crash.</b></p> <p>24 Q. Isn't it?</p> <p>25 <b>A. No.</b></p> <p style="text-align: right;">Page 119</p>
<p>1 Q. Which is the F6178 form. Same policy, appendix 2.</p> <p>2 <b>A. Forgive me, I don't know the number of it, but, yeah,</b></p> <p>3 <b>the one before.</b></p> <p>4 Q. Right, the one before. Good. Okay, that's helpful.</p> <p>5 So going back to the picture at tab 42, who held the</p> <p>6 pen in terms of writing in the information, do you</p> <p>7 remember?</p> <p>8 You have the information about the flats and the</p> <p>9 floors. Who filled in the information in the green and</p> <p>10 black ink?</p> <p>11 <b>A. Most of it was me, but it wasn't just me. A lot of the</b></p> <p>12 <b>time, I'd be on the mobile phone, taking the information</b></p> <p>13 <b>and writing it down on there, but at times, if</b></p> <p>14 <b>circumstances dictated, somebody else would be recording</b></p> <p>15 <b>it as well.</b></p> <p>16 Q. Who was that?</p> <p>17 <b>A. So there wasn't one designated person who was stood at</b></p> <p>18 <b>the board with a pen recording everything.</b></p> <p>19 Q. So we have the origins, the documentary origins of this,</p> <p>20 but just in terms of the history of this whiteboard, we</p> <p>21 start off with it in blank, and then who started filling</p> <p>22 it in at the very beginning?</p> <p>23 <b>A. All I can tell you is as a team, we were all filling it</b></p> <p>24 <b>in.</b></p> <p>25 Q. At the very beginning, were you filling it in from</p> <p style="text-align: right;">Page 118</p>	<p>1 Q. Right. What happens when it crashes?</p> <p>2 <b>A. Try rebooting it. If that doesn't work then we'll</b></p> <p>3 <b>either carry on without it or we would use another</b></p> <p>4 <b>command unit.</b></p> <p>5 <b>With this chart, from my opinion, we'd established</b></p> <p>6 <b>a very good way of collecting the information. I'm sure</b></p> <p>7 <b>the CSS was used for some reasons, but as far as</b></p> <p>8 <b>collecting the information and then passing it on,</b></p> <p>9 <b>I don't think we were using the CSS a great deal for</b></p> <p>10 <b>that part of our role.</b></p> <p>11 Q. Right.</p> <p>12 To the best of your recollection, were any FSG</p> <p>13 messages coming from control over the radio, RT4?</p> <p>14 <b>A. I don't remember any FSG information coming from the</b></p> <p>15 <b>main scheme radio from control once we were on CU7.</b></p> <p>16 Q. Right.</p> <p>17 Now, just turning on a tab to tab 43 and looking at</p> <p>18 a different picture of the grid, this is MET00015924, we</p> <p>19 can see the full key.</p> <p>20 Do you remember who invented the key and the</p> <p>21 colour-coding?</p> <p>22 <b>A. I certainly came up with a few of them but, again, it</b></p> <p>23 <b>was – I think to be honest I probably came up with most</b></p> <p>24 <b>of those, but if other people realised there was</b></p> <p>25 <b>something needed added, then they would add it.</b></p> <p style="text-align: right;">Page 120</p>

<p>1 Q. We can see that some numbers next to some flats are in 2 green and that looks like it corresponds with adults. 3 Is that right? 4 <b>A. Yes.</b> 5 Q. And some numbers next to some flats are in black. Does 6 that correspond with kids? 7 <b>A. Yes.</b> 8 Q. Then there's a third element in the key, which is a red 9 asterisk: "BA have gone there", but we don't see any 10 asterisks on the grid itself. 11 Can you explain? 12 <b>A. I think that's because at that time, as we were speaking</b> 13 <b>about earlier, the two-way line of communications and</b> 14 <b>having updates from the bridgehead as to the actions of</b> 15 <b>the crews, we were hoping to get that information. But</b> 16 <b>as the incident went on, we weren't getting that</b> 17 <b>information, so I think that's why it hasn't been</b> 18 <b>recorded on the board.</b> 19 Q. Okay. 20 Can you see there are red ticks -- 21 <b>A. Yes.</b> 22 Q. -- in the third column, fourth column and fifth column 23 from the left, and there's one, actually, in the top 24 left-hand corner in the first column. Can you explain 25 what those red ticks are?</p> <p style="text-align: right;">Page 121</p>	<p>1 <b>information coming back from the bridgehead.</b> 2 Q. Right. So, I mean, just summarising where I think we've 3 got to with this: to the best of your recollection, all 4 of that information on that whiteboard there is 5 information you'd received from Brigade control? 6 <b>A. Yes.</b> 7 Q. Okay. 8 Can you just help with a little bit more. You can 9 see that P is in a ring is "Priority". 10 <b>A. Yes.</b> 11 Q. At that stage, how was prioritisation being carried out? 12 <b>A. If flats were affected by heavy smoke or fire. Or ...</b> 13 <b>yeah, no, I think it was just heavy smoke and fire.</b> 14 <b>Sorry, but I know there were a couple of flats where</b> 15 <b>we were told of people with certain disabilities.</b> 16 Q. Yes. 17 <b>A. In fact, in 204, we'd written that down there, so</b> 18 <b>I think that may be one of the reasons why that was</b> 19 <b>circled as a priority as well.</b> 20 Q. Thank you, yes. 21 Immediately underneath that you have 194, with one 22 adult, but also has a P and a ring. So not a child, not 23 a disabled person, what would that signify? 24 <b>A. Just the conditions within the flat.</b> 25 Q. Okay. Do you know whether there was a system of</p> <p style="text-align: right;">Page 123</p>
<p>1 <b>A. I'm afraid I can't.</b> 2 Q. Mr Egan, when he gave evidence, initially thought that 3 those had been flats that had been cleared. 4 What was your -- 5 <b>A. It could be.</b> 6 Q. -- recollection about what those means? 7 <b>A. It could be, but, I can't remember for definite.</b> 8 <b>I cannot even -- that would be a guess. It may be that</b> 9 <b>it was that, but that would be a guess.</b> 10 Q. Did any of the information that we see on that grid 11 there -- which is obviously a collection of information 12 as it had gathered dynamically through the night until 13 the point when this picture was taken -- represent 14 reports that you were getting back from the tower? 15 <b>A. As I say, we -- I wasn't told about any reports coming</b> 16 <b>back from the tower.</b> 17 Q. Okay. 18 So you can't help me understand whether any of this 19 information reflects consequences of actions or 20 deployments of BA wearers into the tower? 21 <b>A. No. We took the information from control, we recorded</b> 22 <b>it here, we recorded it on the control information</b> 23 <b>forms, passed the information on to the bridgehead, and</b> 24 <b>we didn't get a great deal, if any, information back</b> 25 <b>from the bridgehead. Like I said, I don't know of any</b></p> <p style="text-align: right;">Page 122</p>	<p>1 prioritising elderly people or children? 2 <b>A. No. We would pass on the information as we would have</b> 3 <b>it and then it would be down to whoever was in control</b> 4 <b>of crews being committed as to the level of priority.</b> 5 Q. Then if you look at the key, underneath P in a ring 6 there's P in a square, which I think reads, "Priority 7 line gone dead". 8 <b>A. Yes.</b> 9 Q. Can you just help me with that signifies? 10 <b>A. Yes, that meant that the member of control staff had</b> 11 <b>been speaking to the occupant of that flat and the line</b> 12 <b>had gone dead.</b> 13 Q. Were they prioritised because the line had gone dead or 14 were there already priority calls for whom the line had 15 gone dead? 16 <b>A. Like I said, this board was fluid, so it changed. So</b> 17 <b>the chances are those flats would've been P with</b> 18 <b>a circle beforehand.</b> 19 Q. Right. 20 <b>A. And then it would be increased in the level of priority.</b> 21 <b>That information would be passed on to the bridgehead</b> 22 <b>that the line had gone dead.</b> 23 Q. Right. 24 Then just to run through the key, there's a little 25 blue dot with a mark next to it which we can't</p> <p style="text-align: right;">Page 124</p>

<p>1 interpret. Can you help us with that?</p> <p>2 <b>A. Oh, the blue one?</b></p> <p>3 Q. Yes, the dot and it looks like an F; what's that?</p> <p>4 <b>A. No, it looks like somebody started to write something</b></p> <p>5 <b>and then decided not to, but I have no idea what that</b></p> <p>6 <b>is.</b></p> <p>7 Q. Okay. Then you have two more: a green dot, "Left</p> <p>8 premise" and a black cross, "Left flat".</p> <p>9 What's the difference between "Left premise" and</p> <p>10 "Left flat"?</p> <p>11 <b>A. I can't remember exactly. I can only guess that "Left</b></p> <p>12 <b>premise" is having left the building, "Left flat" may</b></p> <p>13 <b>well mean they've moved on to somebody else's flat, but</b></p> <p>14 <b>I can't remember that for definite.</b></p> <p>15 Q. You're guessing but you don't know?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. In terms of "Left flat", do you know whether that's left</p> <p>18 flat as a result of a successful rescue, or as a result</p> <p>19 of self-evacuation?</p> <p>20 <b>A. I'm pretty sure that was self-evacuation.</b></p> <p>21 Q. Right.</p> <p>22 <b>A. So we would've had an update from control saying these</b></p> <p>23 <b>people have left the flat for whatever reason.</b></p> <p>24 Q. That was my next question, thank you.</p> <p>25 In terms of determining priorities, were you</p> <p style="text-align: right;">Page 125</p>	<p>1 <b>I was trying to write down smoke levels, whatever the</b></p> <p>2 <b>conditions were.</b></p> <p>3 Q. Yes.</p> <p>4 <b>A. So it may be that when a call came through for a flat</b></p> <p>5 <b>we'd pass on: this is what it is, these are the</b></p> <p>6 <b>conditions in the flat, and every firefighter who knows</b></p> <p>7 <b>about FSGs, every firefighter within London, would know</b></p> <p>8 <b>that if it's light smoke, it's not a heavy priority. If</b></p> <p>9 <b>there's heavy smoke in there, it's a higher priority,</b></p> <p>10 <b>higher level of priority.</b></p> <p>11 <b>So it would be a common language that we'd both</b></p> <p>12 <b>understand.</b></p> <p>13 Q. Yes.</p> <p>14 <b>A. Whether we turned around to them and said, "These are</b></p> <p>15 <b>your priorities, send people to them first and then</b></p> <p>16 <b>these ones after", in all honestly now, I'm afraid I'm</b></p> <p>17 <b>not sure.</b></p> <p>18 Q. Okay.</p> <p>19 <b>A. I was collecting the information, I was writing it down</b></p> <p>20 <b>and then it was being passed on. I didn't have anything</b></p> <p>21 <b>to do with the passing on of the information.</b></p> <p>22 Q. Okay. I mean, somebody in CU7 was recording</p> <p>23 a prioritisation and I am just --</p> <p>24 <b>A. Yes.</b></p> <p>25 Q. -- trying to get to the bottom of who that was.</p> <p style="text-align: right;">Page 127</p>
<p>1 involved in determining priorities or was the</p> <p>2 prioritisation of these residents and evacuees done by</p> <p>3 somebody else?</p> <p>4 <b>A. No, we recorded the information we got stating the</b></p> <p>5 <b>conditions within the flat, the smoke, if there was fire</b></p> <p>6 <b>in the flat, and we passed that on to the bridgehead.</b></p> <p>7 Q. Right. At the stage this was being written up, though,</p> <p>8 a decision had been made about prioritisation because</p> <p>9 you put P on the board.</p> <p>10 So the question is: who was making a decision about</p> <p>11 whether particular calls should be prioritised?</p> <p>12 <b>A. Yes, in all fairness, yes, from that, from the</b></p> <p>13 <b>information we were getting from control, these are the</b></p> <p>14 <b>conditions within this flat -- yeah, sorry, I perhaps</b></p> <p>15 <b>haven't made that clear, or ... now thinking about it</b></p> <p>16 <b>out loud, yes, we've got that information from control,</b></p> <p>17 <b>these are the conditions, that's the priority.</b></p> <p>18 <b>So looking at it from that point of view, I do</b></p> <p>19 <b>apologise, but, yes, we would probably then, passing</b></p> <p>20 <b>on -- sorry, but I'm trying to go back over this in my</b></p> <p>21 <b>head.</b></p> <p>22 Q. I know. Take your time. It's okay.</p> <p>23 <b>A. Because this was also being recorded on the control</b></p> <p>24 <b>information pad, we ... and certainly what I was doing</b></p> <p>25 <b>earlier on when I was writing the information down,</b></p> <p style="text-align: right;">Page 126</p>	<p>1 <b>A. Yes.</b></p> <p>2 <b>If we got a call saying that there's heavy</b></p> <p>3 <b>smoke-logging in this flat, it was logged as priority.</b></p> <p>4 <b>It's not this priority is above that priority; it's just</b></p> <p>5 <b>it's a priority. If there's light smoke-logging, that's</b></p> <p>6 <b>not a priority.</b></p> <p>7 Q. No.</p> <p>8 <b>A. That's how we were recording it.</b></p> <p>9 Q. I understand.</p> <p>10 Sorry to press you a little bit more, but a decision</p> <p>11 was being taken within CU7 as to whether something was</p> <p>12 or wasn't a priority, and all I am just trying to get to</p> <p>13 is who made that prioritisation decision?</p> <p>14 <b>A. Yes. Now, whether that was passed on from CU7 to the</b></p> <p>15 <b>bridgehead: these are your priorities and these are the</b></p> <p>16 <b>other ones, or it's just a case of: this flat, these are</b></p> <p>17 <b>the conditions; this flat, these are the conditions, and</b></p> <p>18 <b>so on, I'm afraid I don't know.</b></p> <p>19 Q. But who was saying in CU7, "That's a priority" or</p> <p>20 "That's not a priority"? Was anyone in CU7 actually</p> <p>21 making that decision?</p> <p>22 <b>A. It may well have been me. I think if I was taking the</b></p> <p>23 <b>calls and I'd been told there's heavy smoke-logging in</b></p> <p>24 <b>that flat, I would label that as a priority.</b></p> <p>25 Q. Can I ask you to look at another photograph. This is at</p> <p style="text-align: right;">Page 128</p>



<p>1 tab 48 of the documents bundle. It's MET00015936.</p> <p>2 Now, it looks -- and Mr Egan told us this when he</p> <p>3 gave evidence last week on the same thing -- as if this</p> <p>4 was set up next door to the left of the whiteboard which</p> <p>5 contained the flat's grid on it.</p> <p>6 Can you just explain what we see on this whiteboard?</p> <p>7 <b>A. I didn't have a great deal to do with recording of this</b></p> <p>8 <b>information; I was primarily dealing with other one.</b></p> <p>9 Q. Right.</p> <p>10 <b>A. So ... yeah, it would appear that we were getting some</b></p> <p>11 <b>feedback and that has been recorded on a column on the</b></p> <p>12 <b>left.</b></p> <p>13 Q. Feedback from where, do you know?</p> <p>14 <b>A. No, I don't know.</b></p> <p>15 Q. Okay.</p> <p>16 <b>A. I mean ... with this being 12 months ago, I'm afraid I'm</b></p> <p>17 <b>just looking at that -- it's not triggering much of</b></p> <p>18 <b>a memory and I'm trying to put it together, so it would</b></p> <p>19 <b>be speculation to say what that is.</b></p> <p>20 Q. Okay. Can I then just ask one more question: did you</p> <p>21 remember who was recording information on a whiteboard</p> <p>22 to the left of the one where you were recording</p> <p>23 information?</p> <p>24 <b>A. No, I'm afraid not.</b></p> <p>25 Q. Can I ask you to look at another document, which is</p> <p style="text-align: center;">Page 129</p>	<p>1 <b>A. No, I'm not sure. To the best of my recollection it</b></p> <p>2 <b>was. It may well be that this is the earlier stages of</b></p> <p>3 <b>the incident, we wouldn't have had a massive amount of</b></p> <p>4 <b>resources and we were only showing light smoke on</b></p> <p>5 <b>flat 204, whereas we've got a number of other flats with</b></p> <p>6 <b>asterisks. So whereas a disabled person would be</b></p> <p>7 <b>a priority, not as much as people who are in conditions</b></p> <p>8 <b>of heavy smoke or fire.</b></p> <p>9 Q. Are you telling me that from your memory or from just</p> <p>10 trying to work it out on the document you see?</p> <p>11 <b>A. No, that's trying to work it out from what I can see.</b></p> <p>12 <b>Not surprisingly, my memory is a little bit hazy.</b></p> <p>13 Q. Absolutely, that's perfectly understandable.</p> <p>14 Can I then ask you to look at tab 44, which is</p> <p>15 another photograph. This is MET00015927.</p> <p>16 First of all, do you recognise where this was taken?</p> <p>17 <b>A. Yes, this was on Charlie Uniform 7.</b></p> <p>18 Q. CU7, and do you know what that list is on the right-hand</p> <p>19 side?</p> <p>20 <b>A. The board that says "Grenfell Tower" on it?</b></p> <p>21 Q. Yes.</p> <p>22 <b>A. That was a plaque taken from the building.</b></p> <p>23 Q. That's the plaque. And do you know who obtained that</p> <p>24 plaque?</p> <p>25 <b>A. I think it was Watch Manager Kentfield.</b></p> <p style="text-align: center;">Page 131</p>
<p>1 tab 41 of the documents bundle, which is MET00015930.</p> <p>2 Have you ever seen that before, that list or board?</p> <p>3 It looks like a laminated board with writing on it.</p> <p>4 <b>A. Yes, I think that may have been what was first used on</b></p> <p>5 <b>Charlie Uniform 8 to record the information before we</b></p> <p>6 <b>moved across to Charlie Uniform 7. So essentially</b></p> <p>7 <b>that's the same information that has then been put into</b></p> <p>8 <b>the grid when we moved across.</b></p> <p>9 Q. Right. I see.</p> <p>10 So who wrote that up there, do you know?</p> <p>11 <b>A. Well, I wrote quite a bit of that, and I think Watch</b></p> <p>12 <b>Manager Harrison and Watch Manager Peckham wrote some of</b></p> <p>13 <b>that as well.</b></p> <p>14 Q. Right. Okay.</p> <p>15 Do you know what the red asterisks mean?</p> <p>16 <b>A. To the best of my recollection, I think that was</b></p> <p>17 <b>priority.</b></p> <p>18 Q. Right.</p> <p>19 The reason I ask is because although you can see for</p> <p>20 flat 204 on floor 23 one person disabled, you haven't</p> <p>21 given that a red asterisk.</p> <p>22 <b>A. No.</b></p> <p>23 Q. Whereas that same flat did get a P in a ring when you</p> <p>24 got to do the grid on CU7.</p> <p>25 So are you sure that the red asterisk was priority?</p> <p style="text-align: center;">Page 130</p>	<p>1 Q. Kentfield. Do you have a memory of that?</p> <p>2 <b>A. I'm quite sure I do.</b></p> <p>3 Q. Right. Do you know where he got it from inside the</p> <p>4 tower?</p> <p>5 <b>A. No.</b></p> <p>6 Q. Did he get it from inside the tower?</p> <p>7 <b>A. I think he did get it from the tower, yes.</b></p> <p>8 Q. Okay.</p> <p>9 Do you know what stage in the incident Watch Manager</p> <p>10 Kentfield obtained that plaque?</p> <p>11 <b>A. No, I don't. But the reason why it was brought on to</b></p> <p>12 <b>CU7 was to help us with having an understanding of the</b></p> <p>13 <b>layout of the building, how many floors, how many flats</b></p> <p>14 <b>on each floor.</b></p> <p>15 Q. Right.</p> <p>16 In that connection can I just ask you something</p> <p>17 slightly different. Do you remember any discussion with</p> <p>18 anybody about getting hold of the plans for</p> <p>19 Grenfell Tower?</p> <p>20 <b>A. I didn't have a discussion with anybody for getting the</b></p> <p>21 <b>plans of the tower.</b></p> <p>22 Q. Do you know whether Mr Kentfield was interested in</p> <p>23 getting a flat floor plan?</p> <p>24 <b>A. As a general rule, we certainly would be trying to get</b></p> <p>25 <b>that, but I don't know of any efforts that Watch Manager</b></p> <p style="text-align: center;">Page 132</p>

<p>1 <b>Kentfield made to get it.</b></p> <p>2 Q. You don't, okay. He says in his contemporaneous notes</p> <p>3 that he obtained a flat floor plan and sent this to the</p> <p>4 FSG CU7 via a runner.</p> <p>5 <b>A. Right.</b></p> <p>6 Q. Do you remember getting those?</p> <p>7 <b>A. I don't remember that, but that may well have happened.</b></p> <p>8 Q. Let me see if another document triggers a memory while</p> <p>9 we're on the subject of plans.</p> <p>10 Can I ask you to be shown LFB00001968, page 49.</p> <p>11 Now, here are some plans of Grenfell Tower, first</p> <p>12 and second floors, third-floor walkway and then four,</p> <p>13 a typical residential floor, which are the TMO plans.</p> <p>14 Do these look familiar to you?</p> <p>15 <b>A. They do, but I don't know if they're familiar from the</b></p> <p>16 <b>night or whether I've seen them before.</b></p> <p>17 Q. That's my next question.</p> <p>18 <b>A. Or whether I've seen them since, sorry.</b></p> <p>19 Q. Do you remember receiving plans like this or these plans</p> <p>20 on the night?</p> <p>21 <b>A. I don't remember them.</b></p> <p>22 Q. Okay. As I say, according to Watch Manager Kentfield's</p> <p>23 contemporaneous notes, he got some plans and sent them</p> <p>24 to CU7 via a runner. You don't remember receiving</p> <p>25 these?</p> <p style="text-align: right;">Page 133</p>	<p>1 <b>this in 12 months, so I'm just trying to jog my memory.</b></p> <p>2 Q. I understand. Don't speculate about it, just tell me</p> <p>3 what you remember, if you can.</p> <p>4 <b>A. So we started to record some of the details. Why we</b></p> <p>5 <b>would've stopped ... It may be that we stopped</b></p> <p>6 <b>recording it because we realised it wasn't the best way</b></p> <p>7 <b>to record it -- as you can see, it's a bit cramped -- or</b></p> <p>8 <b>maybe there were just no more reports from that moment,</b></p> <p>9 <b>from that last recording. I'm afraid I don't know which</b></p> <p>10 <b>it would be.</b></p> <p>11 Q. Can I just ask you this: it looks, though, as if this</p> <p>12 detailed information about what's happening in or at the</p> <p>13 building, was that information, information coming from</p> <p>14 the fire ground or being routed to CU7 via control?</p> <p>15 <b>A. No, with people passing by the command unit, many of</b></p> <p>16 <b>which not being firefighters -- and even if some were</b></p> <p>17 <b>firefighters, not all would've known that we were the</b></p> <p>18 <b>FSG CU, so police, for example, would knock on the door</b></p> <p>19 <b>or open the door and come in and say, "We've just been</b></p> <p>20 <b>told of this."</b></p> <p>21 <b>So bits of this information, whilst it's not</b></p> <p>22 <b>relevant to the role that we were carrying out, of</b></p> <p>23 <b>course we'd try and record it and we'd pass it on to the</b></p> <p>24 <b>IC or whoever needed the information.</b></p> <p>25 Q. Again, in that connection, can I just ask you to look at</p> <p style="text-align: right;">Page 135</p>
<p>1 <b>A. They may well have done, it's just it wasn't part of the</b></p> <p>2 <b>role I was carrying out.</b></p> <p>3 Q. Very well.</p> <p>4 Going back to tab 44 and the plaque, which is</p> <p>5 MET00015927, if you can just get that back up on the</p> <p>6 screen.</p> <p>7 Can you tell us, how was that used during the night,</p> <p>8 once you'd got hold of it?</p> <p>9 <b>A. That helped us create the grid that you saw earlier.</b></p> <p>10 Q. Okay.</p> <p>11 In terms of the timeline on the whiteboard behind</p> <p>12 it, what's that, can you help us with that?</p> <p>13 <b>A. There's many different ways of running incidents and</b></p> <p>14 <b>different incident commanders prefer things to be done</b></p> <p>15 <b>differently. It's not everything done exactly the same</b></p> <p>16 <b>way at every incident. Some incident commander's like</b></p> <p>17 <b>to keep a timeline.</b></p> <p>18 <b>It appears that at some point we started to create</b></p> <p>19 <b>the timeline. If that's 04.02 then that's well into the</b></p> <p>20 <b>incident. For whatever reason, we decided -- well:</b></p> <p>21 <b>"Time line, persons hanging from 6th, 7th, 8th, 9th</b></p> <p>22 <b>[floor] on west of building."</b></p> <p>23 <b>Yes, we were getting reports of somebody seen in</b></p> <p>24 <b>that area. So I think we started to create</b></p> <p>25 <b>a timeline -- again, this is the first time I've seen</b></p> <p style="text-align: right;">Page 134</p>	<p>1 one or two further documents.</p> <p>2 Can I just ask you to be shown LFB00001968, and</p> <p>3 I just want to start with page 44 of that.</p> <p>4 Just to tell you what these are, we are told that</p> <p>5 these are documents from CU7. Now, I can't help you any</p> <p>6 more than that.</p> <p>7 This is, at page 44, a control information form with</p> <p>8 a priority on it: flats 123, 415, 113, floor 14, "line</p> <p>9 gone dead", and the time is 03.21, additional</p> <p>10 information, "Call from" -- now, that looks like "CU",</p> <p>11 but can you help with what that means?</p> <p>12 <b>A. I wasn't filling these forms out. It looks to me like</b></p> <p>13 <b>it was the information -- again, I'm having to speculate</b></p> <p>14 <b>here, I'm afraid, because I didn't fill this out, but it</b></p> <p>15 <b>either could be because I'd taken a call over the phone</b></p> <p>16 <b>or it could be, as happened a couple of times, people</b></p> <p>17 <b>approached us and said, "I've been speaking to somebody</b></p> <p>18 <b>within the tower."</b></p> <p>19 Q. Okay.</p> <p>20 Then if you look at page 45, you can see that this</p> <p>21 is identical, but it looks like one of the carbon copies</p> <p>22 underneath the top copy, or at least a subsequent copy,</p> <p>23 because it's got the same information in slightly</p> <p>24 fainter writing. Can you see?</p> <p>25 <b>A. Yes.</b></p> <p style="text-align: right;">Page 136</p>

<p>1 Q. Then under, "Additional information", just underneath 2 where it says "Call from CU", it says or someone has 3 added: "Flat 113 4 person left building." 4 Do you know or can you account for how that document 5 or that copy had that extra writing on it? 6 <b>A. No, I can't. I mean, what can happen with these forms,</b> 7 <b>they're filled out, the sheets are sent to whoever needs</b> 8 <b>them, and then if we have further information to change</b> 9 <b>it, it's then a bit of a job because all four copies</b> 10 <b>have gone in different directions. So it may be that</b> 11 <b>we've distributed them and we've had an update on that</b> 12 <b>particular call and we've just had to write it in pen</b> 13 <b>over the top.</b> 14 <b>I'm not saying that's what happened in this case,</b> 15 <b>but that's what can happen with the control information</b> 16 <b>pads.</b> 17 Q. In CU7, were you using these quadruplicate control 18 information documents? 19 <b>A. I wasn't, and I didn't to start with for the reasons</b> 20 <b>I gave earlier. But we did -- well, I didn't, other</b> 21 <b>members of the team that I was working with did then go</b> 22 <b>back through all the calls we had, and I believe for</b> 23 <b>every single call they filled out one of these control</b> 24 <b>information pads.</b> 25 Q. Did they then distribute the yellow copy, blue copy and</p> <p style="text-align: center;">Page 137</p>	<p>1 Q. Right, but was there a systematic means of communication 2 from the bridgehead back to the command unit of -- 3 <b>A. Not that I knew of.</b> 4 Q. -- what was happening on particular deployments? 5 <b>A. Not that I knew of.</b> 6 Q. No. So I think to summarise your evidence, you were 7 reliant on people stopping by and knocking on the door 8 of the command unit, or -- 9 <b>A. I wouldn't say we were reliant on that; it just happened</b> 10 <b>on a number of occasions.</b> 11 Q. Okay. 12 I have a similar run of questions on pages 47 and 13 48. We can take this quickly, I think. 14 47, control information form, "Flat 74 10 floor, 15 people on roof", timed at 2.16. 16 Then we see the same thing on the copy at page 48, 17 if we just turn to that, but now we see other 18 information: "(G34) Louisa Da Silva[sic]" at the top and 19 "WM Sadler (H22) Paul", someone has written that on 20 that. 21 Do you know whether that information would've been 22 inscribed within CU7 or somewhere else? 23 <b>A. It looks to me like the first copy is the one that has</b> 24 <b>been completed on the command unit. This yellow copy's</b> 25 <b>then been distributed and somebody else has written on</b></p> <p style="text-align: center;">Page 139</p>
<p>1 green copy to runners? 2 <b>A. I believe they did. Where exactly they went to, I don't</b> 3 <b>know. I would assume to the bridgehead. I don't know</b> 4 <b>if any copies went anywhere else but, yeah, I believe</b> 5 <b>they did.</b> 6 Q. How many copies were retained in CU7? 7 <b>A. A copy of all of them would've been kept.</b> 8 Q. Sorry, a bad question. 9 When I say how many copies, how many of the four, 10 the white, yellow, blue or green, were retained? 11 <b>A. I'm afraid I don't know. I don't know how many were</b> 12 <b>distributed.</b> 13 Q. My question really is: is it possible, to the best of 14 your recollection, that the information "Flat 113 4 15 person left building" was information which had come 16 back to CU7 and was being recorded by whoever was 17 writing on these control information forms? 18 <b>A. It could be.</b> 19 Q. How would that information have come back? 20 <b>A. How would that information have come back?</b> 21 Q. You mentioned people coming to the command unit itself. 22 <b>A. It could be a further update from control to me, it</b> 23 <b>could be a runner coming from the bridgehead, it could</b> 24 <b>be a passer by who'd spoken to somebody inside the</b> 25 <b>building. I'm afraid a number of different reasons.</b></p> <p style="text-align: center;">Page 138</p>	<p>1 <b>it.</b> 2 Q. Okay. 3 Just one more document in this run. If I can just 4 ask you to look at page LFB00001968 and look at page 12. 5 Leaving aside the content of this document, the 6 scheme of this document, is what? What is this format? 7 <b>A. This is me recording information -- I believe it's me --</b> 8 <b>at what point, I'm afraid I'm not sure.</b> 9 Q. Right. Is this from a pad? 10 <b>A. This is -- that's the control information -- no, sorry,</b> 11 <b>this is just a message pad. So when we send messages to</b> 12 <b>control, we'd fill it out on that pad. I've just used</b> 13 <b>it as a blank pad for the sake of this.</b> 14 Q. Okay. Would this pad be available in CU8 and CU7? 15 <b>A. Yes.</b> 16 Q. Right. 17 Turning on, if we can, just to page 27 within the 18 same LFB Relativity number, this is a blank piece of 19 paper or a non-format piece of paper which says at the 20 top "CU7", then it looks like "Da Silva" or "Da Silvo". 21 Do you recognise the handwriting? 22 <b>A. No, I don't.</b> 23 Q. It's not yours? 24 <b>A. No.</b> 25 Q. Then it says, "Brett Loft IC". Does that make sense to</p> <p style="text-align: center;">Page 140</p>

<p>1 you?</p> <p>2 <b>A. I understand what is meant by that, yes.</b></p> <p>3 Q. Do you remember being told or do you remember anybody</p> <p>4 discussing the fact that Brett Loft had been made</p> <p>5 incident commander?</p> <p>6 <b>A. No.</b></p> <p>7 Q. Okay. Can you account for why somebody has written</p> <p>8 "Brett Loft IC" here?</p> <p>9 <b>A. No, I'm afraid not.</b></p> <p>10 Q. All right.</p> <p>11 Can I just go now back to your statement. If we go</p> <p>12 to page 2.</p> <p>13 At the very bottom of the page, you have two</p> <p>14 paragraphs. The last-but-one is generally about the</p> <p>15 stay-put policy, and the last paragraph says:</p> <p>16 "The guidance was changed at Grenfell, SM OLIFF</p> <p>17 asked me to confirm with AC Andy OE ..."</p> <p>18 That should be Roe, I think, Andy Roe -- tell me if</p> <p>19 that's wrong, I'm assuming that's what you mean.</p> <p>20 <b>A. Yes.</b></p> <p>21 Q. "... that control staff could change their advice to</p> <p>22 callers. Which I did, I relayed back to SM OLIFF that</p> <p>23 the advice had been changed. I cannot recall what time</p> <p>24 all this occurred."</p> <p>25 I read all that to you because I have a number of</p> <p style="text-align: center;">Page 141</p>	<p>1 <b>a great deal of what else was going on. So changes in</b></p> <p>2 <b>command was something that it wasn't necessary for me to</b></p> <p>3 <b>know as a priority. My priority was dealing with what</b></p> <p>4 <b>I was doing.</b></p> <p>5 <b>I knew subsequently, later on, that AC Roe was the</b></p> <p>6 <b>incident commander, so I think it's just after the</b></p> <p>7 <b>incident I've put two and two together and thought he</b></p> <p>8 <b>must have been the IC then. I can't confirm now that</b></p> <p>9 <b>I know it was him.</b></p> <p>10 Q. Let's see if we can take this a little bit more in</p> <p>11 stages.</p> <p>12 First of all, do you remember how Station Manager</p> <p>13 Oliff communicated to you this message?</p> <p>14 <b>A. Mobile phone.</b></p> <p>15 Q. Mobile phone. And prior to getting that message from</p> <p>16 Station Manager Oliff by mobile phone, had you been</p> <p>17 aware of what fire survival guidance so far as stay put</p> <p>18 was concerned was being given by control room officers</p> <p>19 to callers?</p> <p>20 <b>A. It certainly was my assumption, because that's our</b></p> <p>21 <b>default procedure, and I'm sure that would've been</b></p> <p>22 <b>confirmed with the conversations I was having with</b></p> <p>23 <b>control.</b></p> <p>24 <b>It's our default setting for incidents like this, so</b></p> <p>25 <b>there's no reason why I would've thought it would've</b></p> <p style="text-align: center;">Page 143</p>
<p>1 questions.</p> <p>2 You say "I cannot recall what time all this</p> <p>3 occurred"; did it all occur at once or did what you're</p> <p>4 relating there occur over a period?</p> <p>5 <b>A. Station Manager Oliff I'd been speaking to over the</b></p> <p>6 <b>mobile phone at some point said to me words to the</b></p> <p>7 <b>effect of, "Can we change the advice we're giving to</b></p> <p>8 <b>callers?" I then would have to run that past the IC.</b></p> <p>9 <b>I believe I used the handheld radio to contact Charlie</b></p> <p>10 <b>Uniform 8, the ICP, to ask them to put that message to</b></p> <p>11 <b>AC Roe. And it was within 5 minutes at the most that</b></p> <p>12 <b>they got back to me to say, yes, change the advice, so</b></p> <p>13 <b>I passed that on to Station Manager Oliff.</b></p> <p>14 Q. So it all happened quite quickly?</p> <p>15 <b>A. Yes.</b></p> <p>16 Q. Do you remember who the incident commander was at the</p> <p>17 time of that discussion?</p> <p>18 <b>A. It was AC Andy Roe.</b></p> <p>19 Q. Andy Roe. Okay, now --</p> <p>20 <b>A. Sorry, but you've got me questioning myself now.</b></p> <p>21 Q. Well, I didn't mean to.</p> <p>22 <b>A. I can't say for definite now that I know that.</b></p> <p>23 <b>I knew -- we weren't ... I was so consumed with my role</b></p> <p>24 <b>of collecting the information over the phone, passing it</b></p> <p>25 <b>on to my colleagues on the CU, that I didn't know</b></p> <p style="text-align: center;">Page 142</p>	<p>1 <b>been anything other than that.</b></p> <p>2 Q. Okay.</p> <p>3 Were you aware of whether there had been any</p> <p>4 discussion of the stay-put policy by anybody at the</p> <p>5 incident ground before getting the message from Station</p> <p>6 Manager Oliff?</p> <p>7 <b>A. No.</b></p> <p>8 Q. Did you overhear any discussions between any of the</p> <p>9 officers that came on either to CU8 or to CU7 when you</p> <p>10 joined it about changing the stay-put policy?</p> <p>11 <b>A. No. That doesn't mean they didn't happen, but I wasn't</b></p> <p>12 <b>aware of them.</b></p> <p>13 Q. Okay.</p> <p>14 Having spoken to Station Manager Oliff, do you</p> <p>15 remember, what was the actual change in the advice that</p> <p>16 he was passing on to you?</p> <p>17 <b>A. Sorry, can you repeat the question?</b></p> <p>18 Q. Yes. In your statement, you say that Oliff asked you to</p> <p>19 confirm with Andy Roe that control staff could change</p> <p>20 their advice to callers, and you did.</p> <p>21 Now, what was the change?</p> <p>22 <b>A. As far as I knew, as opposed to "stay put", it was</b></p> <p>23 <b>"evacuate if possible".</b></p> <p>24 Q. Right. Do you know or did you get a sense from Station</p> <p>25 Manager Oliff that he was aware of the conditions inside</p> <p style="text-align: center;">Page 144</p>

<p>1 the lobbies and the stairwell in Grenfell Tower at the</p> <p>2 time of that decision to change the advice?</p> <p>3 <b>A. Would he have known what the conditions were like</b></p> <p>4 <b>inside?</b></p> <p>5 Q. Well, my question is: did you get a sense that he knew</p> <p>6 what the conditions were like inside?</p> <p>7 <b>A. I can't answer that question, I'm afraid.</b></p> <p>8 Q. Okay.</p> <p>9 Did you ask yourself or did you have any thoughts</p> <p>10 about whether it was safe to change that advice at that</p> <p>11 stage?</p> <p>12 <b>A. No. No, I couldn't give a valid opinion on that because</b></p> <p>13 <b>I didn't know what the conditions were like inside</b></p> <p>14 <b>myself.</b></p> <p>15 Q. Well, except that you had been receiving FSG calls --</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. -- about density of smoke on different levels --</p> <p>18 <b>A. In people's flats.</b></p> <p>19 Q. In people's flats, right. So is this right: you weren't</p> <p>20 getting any information from control about what the</p> <p>21 conditions were like in the lobbies and in the</p> <p>22 stairwell?</p> <p>23 <b>A. Certainly not the stairwell. It may well have been with</b></p> <p>24 <b>lobby areas, there's heavy smoke outside the flat, we</b></p> <p>25 <b>can't get out. There was -- I'm sure there were</b></p> <p style="text-align: center;">Page 145</p>	<p>1 Q. You say on CU8; was that while you were still on CU8?</p> <p>2 <b>A. No, I was speaking to that individual on CU8. I was on</b></p> <p>3 <b>CU7.</b></p> <p>4 Q. Oh, I see. Okay.</p> <p>5 So let me just get this right: when you were told to</p> <p>6 communicate the change in stay-put advice by Station</p> <p>7 Manager Oliff, you communicated it to somebody who was</p> <p>8 on CU8, did you?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. Right. Just to ask the question again, do you remember</p> <p>11 who that was?</p> <p>12 <b>A. No, I think it might have been Watch Manager Kentfield,</b></p> <p>13 <b>but I'm not sure.</b></p> <p>14 Q. Was Watch Manager Kentfield back on CU by then or might</p> <p>15 he still have been on the incident ground?</p> <p>16 <b>A. If it was him, he must have been.</b></p> <p>17 Q. Right, I see.</p> <p>18 You say in your statement:</p> <p>19 "Which I did, I relayed back to SM OLIFF that the</p> <p>20 advice had been changed."</p> <p>21 How soon after speaking to whoever it was you spoke</p> <p>22 to on CU8 about the advice were you able to go back to</p> <p>23 Station Manager Oliff and confirm that the advice had</p> <p>24 been changed?</p> <p>25 <b>A. Straight away. I may even have been on the phone to him</b></p> <p style="text-align: center;">Page 147</p>
<p>1 messages to that effect, there was a lot of messages,</p> <p>2 and ... yeah, I can't remember ... there were so many</p> <p>3 messages that I can't remember any individual ones.</p> <p>4 <b>I just remember a general picture of them.</b></p> <p>5 Q. Yes. Okay.</p> <p>6 You say in your statement you were asked to confirm</p> <p>7 with Andy Roe. Do you remember whether Station Manager</p> <p>8 Oliff asked you to communicate with him or did he ask</p> <p>9 you to communicate with the incident commander?</p> <p>10 <b>A. No, it would've been with the incident commander. I'm</b></p> <p>11 <b>afraid that's me making an assumption knowing that</b></p> <p>12 <b>AC Roe had been in charge by the end of the incident.</b></p> <p>13 <b>That's me assuming he was in charge then; he may not</b></p> <p>14 <b>have been.</b></p> <p>15 Q. Do you remember who it was you spoke to about the change</p> <p>16 in stay-put advice?</p> <p>17 <b>A. It would've been one of the command support staff, so</b></p> <p>18 <b>someone else like myself on Charlie Uniform 8.</b></p> <p>19 Q. Right. So did you have a conversation with the incident</p> <p>20 commander directly?</p> <p>21 <b>A. I didn't directly, no.</b></p> <p>22 Q. Do you know who did?</p> <p>23 <b>A. I think it might have been Watch Manager Kentfield</b></p> <p>24 <b>I spoke to on CU8, but it might not have been. I'm sure</b></p> <p>25 <b>it was one of the other staff, though.</b></p> <p style="text-align: center;">Page 146</p>	<p>1 <b>at the time.</b></p> <p>2 Q. Okay.</p> <p>3 <b>A. I only say that because I spent so much of the night on</b></p> <p>4 <b>the phone to him.</b></p> <p>5 Q. After the advice had changed, or rather after you had</p> <p>6 communicated what Station Manager Oliff had asked you to</p> <p>7 communicate to those on CU7, did that change the role</p> <p>8 that you were carrying out?</p> <p>9 <b>A. No.</b></p> <p>10 Q. Do you think that changed the nature of the advice that,</p> <p>11 from what you could tell, control were giving callers?</p> <p>12 <b>A. No, not that I remember, no.</b></p> <p>13 Q. Do you know of any way in which the change in advice was</p> <p>14 communicated by control to callers?</p> <p>15 <b>A. No, I don't.</b></p> <p>16 Q. Okay.</p> <p>17 <b>A. No. Just to go back to your last question, though, the</b></p> <p>18 <b>calls coming through from control to me before and after</b></p> <p>19 <b>that decision was taken, there was no noticeable change</b></p> <p>20 <b>in the advice coming through.</b></p> <p>21 Q. Right. Thank you.</p> <p>22 I have one more question, and I'm afraid I'm going</p> <p>23 to have to ask you to go back to a picture. If you can</p> <p>24 please go back to the picture at tab 43, which is</p> <p>25 MET00015924. It's just another point of detail.</p> <p style="text-align: center;">Page 148</p>

<p>1 You have numbers which have black or blue rings</p> <p>2 round them. So, for example, 133. You have a green 2,</p> <p>3 and then a black 2 with a ring round it.</p> <p>4 Are you able to help us with what that signifies?</p> <p>5 <b>A. The key states below green is adult and black is</b></p> <p>6 <b>children.</b></p> <p>7 Q. Yes.</p> <p>8 <b>A. Sorry, I'm just trying to ... I'm afraid I don't</b></p> <p>9 <b>remember. The circled numbers, I don't remember.</b></p> <p>10 Q. Okay.</p> <p>11 SIR MARTIN MOORE-BICK: If you look further up, against 153,</p> <p>12 you have a black 5, which would be children?</p> <p>13 <b>A. Yes.</b></p> <p>14 <b>SIR MARTIN MOORE-BICK: Then you have a black 3 in a circle.</b></p> <p>15 <b>Does that help you remember anything?</b></p> <p>16 <b>A. Yes. Is that not a blue 3?</b></p> <p>17 <b>SIR MARTIN MOORE-BICK: Well ...</b></p> <p>18 <b>A. It could be. Either way, no, I'm afraid I don't.</b></p> <p>19 <b>I can't remember.</b></p> <p>20 MR MILLETT: So you can't help. Because you have four</p> <p>21 adults, five children, then a black 3, so you don't know</p> <p>22 what that means? That's a good example.</p> <p>23 And 176, if you could just have a look -- there's</p> <p>24 another one, this might help -- all you have there is</p> <p>25 a 3 in a circle. Do you remember what that might</p> <p style="text-align: center;">Page 149</p>	<p>1 witnesses for this afternoon, so it's an early finish.</p> <p>2 SIR MARTIN MOORE-BICK: Well, I don't think many people</p> <p>3 would be blaming you for that.</p> <p>4 MR MILLETT: Well, I hope not.</p> <p>5 We do have our next witness tomorrow morning at</p> <p>6 10 o'clock, if that's an appropriate start time. That</p> <p>7 will be Joanna Smith.</p> <p>8 SIR MARTIN MOORE-BICK: Good. All right, thank you.</p> <p>9 Nothing else we need do today?</p> <p>10 MR MILLETT: Not today, thank you.</p> <p>11 SIR MARTIN MOORE-BICK: Well, thank you very much. So we'll</p> <p>12 break there and resume at 10 o'clock tomorrow, please.</p> <p>13 Thank you.</p> <p>14 (3.05 pm)</p> <p>15 (The hearing adjourned until Wednesday, 11 July 2018 at</p> <p>16 10.00 am)</p> <p>17 INDEX</p> <p>18 DANIEL MEYRICK (affirmed) .....1</p> <p>Questions by COUNSEL TO THE INQUIRY .....1</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 151</p>
<p>1 signify?</p> <p>2 <b>A. No, I'm afraid not.</b></p> <p>3 MR MILLETT: All right.</p> <p>4 Mr Meyrick, thank you very much indeed. I have no</p> <p>5 further questions for you.</p> <p>6 Mr Chairman, I don't know whether you have any</p> <p>7 further questions?</p> <p>8 SIR MARTIN MOORE-BICK: No, I have no further questions.</p> <p>9 MR MILLETT: Thank you very much.</p> <p>10 I just want to say I'm extremely grateful to you for</p> <p>11 coming to the inquiry and helping us with our</p> <p>12 investigations. We are extremely grateful. Thank you.</p> <p>13 THE WITNESS: Okay, thank you.</p> <p>14 SIR MARTIN MOORE-BICK: I endorse that, Mr Meyrick.</p> <p>15 We rely on having good evidence from people who were</p> <p>16 there at the time so that we can understand what was</p> <p>17 going on, and I think the evidence you've given about</p> <p>18 how fire survival guidance was communicated is going to</p> <p>19 be very helpful, so thank you very much indeed.</p> <p>20 THE WITNESS: Thank you.</p> <p>21 SIR MARTIN MOORE-BICK: Would you like to go with the usher.</p> <p>22 That's it, you are free to go. Thank you.</p> <p>23 (The witness was released)</p> <p>24 MR MILLETT: Now, Mr Chairman, thank you very much.</p> <p>25 I'm afraid to say that we do not have any further</p> <p style="text-align: center;">Page 150</p>	

<p><b>A</b></p> <p><b>Abell's</b> 19:11</p> <p><b>ability</b> 8:3</p> <p><b>able</b> 8:1 19:1 29:10 29:11 72:11 75:17 76:6 80:10,18 99:1,10 147:22 149:4</p> <p><b>absolutely</b> 54:13 89:14 96:24 131:13</p> <p><b>AC</b> 141:17 142:11 142:18 143:5 146:12</p> <p><b>access</b> 7:2 9:11,16 107:16 110:20,24</p> <p><b>accessible</b> 109:20</p> <p><b>accidentally</b> 116:12</p> <p><b>account</b> 137:4 141:7</p> <p><b>act</b> 81:15</p> <p><b>acting</b> 21:25</p> <p><b>action</b> 12:19 83:15 83:19</p> <p><b>actions</b> 13:6,7 60:17 121:14 122:19</p> <p><b>Acton</b> 50:4</p> <p><b>Acton's</b> 48:21 49:1 49:6,24</p> <p><b>actual</b> 144:15</p> <p><b>Adams</b> 73:5,6</p> <p><b>add</b> 120:25</p> <p><b>added</b> 120:25 137:3</p> <p><b>additional</b> 136:9 137:1</p> <p><b>address</b> 38:12</p> <p><b>addressing</b> 38:16</p> <p><b>adhering</b> 13:11</p> <p><b>adjourned</b> 151:15</p> <p><b>adjournment</b> 106:13,18</p> <p><b>admin</b> 32:12 33:1,2 33:2,6 47:11</p> <p><b>adopt</b> 93:4</p>	<p><b>adult</b> 123:22 149:5</p> <p><b>adults</b> 40:7,7,14 41:20 65:11 75:9 86:11 113:24 121:2 149:21</p> <p><b>advice</b> 13:1,8 91:8 91:17 92:7 141:21 141:23 142:7,12 144:15,20 145:2 145:10 146:16 147:6,20,22,23 148:5,10,13,20</p> <p><b>aerial</b> 7:5</p> <p><b>affirmed</b> 1:10 151:18</p> <p><b>afraid</b> 9:1 11:1 14:1 27:10,25 31:25 33:7 43:25 46:16 47:5 57:2 59:9 60:18,24 63:4 64:15 66:12 70:4 72:21 79:6 81:20 84:4 92:14 93:16 97:13 101:12 102:8 104:8 105:6 111:22 122:1 127:16 128:18 129:16,24 135:9 136:14 138:11,25 140:8 141:9 145:7 146:11 148:22 149:8,18 150:2,25</p> <p><b>afternoon</b> 151:1</p> <p><b>ago</b> 8:5 39:7 64:25 78:24 129:16</p> <p><b>agree</b> 6:16</p> <p><b>agreeing</b> 45:7</p> <p><b>ahead</b> 33:25</p> <p><b>Airwave</b> 10:9,10</p> <p><b>Alex</b> 42:25</p> <p><b>alight</b> 14:8</p> <p><b>allow</b> 75:16,22</p> <p><b>allowed</b> 11:19 75:5</p> <p><b>alternating</b> 5:11</p>	<p><b>ambulance</b> 99:20 99:20</p> <p><b>amount</b> 41:16 53:5 53:10 131:3</p> <p><b>Andy</b> 141:17,18 142:18,19 144:19 146:7</p> <p><b>answer</b> 30:8 46:22 49:17 64:20 67:7 68:5 83:25 145:7</p> <p><b>answered</b> 30:11 37:22 63:21 83:12 85:4</p> <p><b>answering</b> 29:5,6 61:23</p> <p><b>answers</b> 73:6</p> <p><b>anybody</b> 2:23 6:2 72:20 91:10,24 92:6,6 113:14 119:14 132:18,20 141:3 144:4</p> <p><b>anyway</b> 22:9 54:7 62:25</p> <p><b>apart</b> 6:2 62:24 77:24</p> <p><b>apologise</b> 126:19</p> <p><b>apparent</b> 76:8 90:5 90:24</p> <p><b>appear</b> 8:14 65:4 129:10</p> <p><b>appears</b> 45:14 134:18</p> <p><b>appendix</b> 54:16 116:8,15 117:24 118:1</p> <p><b>appliance</b> 6:18 18:5 21:25</p> <p><b>appliances</b> 111:5</p> <p><b>appreciated</b> 1:21</p> <p><b>approached</b> 14:4 136:17</p> <p><b>approaching</b> 14:4</p> <p><b>appropriate</b> 151:6</p> <p><b>APPROX</b> 65:3</p> <p><b>approximately</b></p>	<p>62:17 66:9 84:9 84:23</p> <p><b>April</b> 11:24</p> <p><b>area</b> 7:6 134:24</p> <p><b>areas</b> 145:24</p> <p><b>arrival</b> 6:14 18:13 18:14,14 23:21 57:8 67:6,13 77:10 84:13 85:22 94:20 95:17 98:2 98:6,6,10,11,12 98:12,15</p> <p><b>arrive</b> 49:9 67:7</p> <p><b>arrived</b> 15:18 18:6 21:11 27:19 42:19 47:7 69:2 73:12 84:9,24 85:14,17 89:20 90:1 91:6 95:16 97:19 98:7 99:11 111:18</p> <p><b>arriving</b> 28:21</p> <p><b>aside</b> 140:5</p> <p><b>asked</b> 26:3,5 39:19 71:13 72:5 74:24 77:12,21,21 92:12 111:14 141:17 144:18 146:6,8 148:6</p> <p><b>asking</b> 3:21 37:17 52:25 53:4,9 72:4 72:17 74:11,14,16 75:8 76:15 80:21 103:18</p> <p><b>asks</b> 31:8</p> <p><b>assist</b> 1:20 93:13 113:3</p> <p><b>assisting</b> 67:5 85:2 92:24 93:4,12</p> <p><b>assume</b> 138:3</p> <p><b>assumed</b> 69:10 72:8 73:25</p> <p><b>assuming</b> 15:24 141:19 146:13</p> <p><b>assumption</b> 53:2,20 53:22 69:10</p>	<p>143:20 146:11</p> <p><b>asterisk</b> 121:9 130:21,25</p> <p><b>asterisks</b> 121:10 130:15 131:6</p> <p><b>attempt</b> 49:15</p> <p><b>attempting</b> 48:22</p> <p><b>attempts</b> 38:19</p> <p><b>attendance</b> 16:25 30:13 31:5 33:16 35:20 117:7</p> <p><b>attending</b> 112:3</p> <p><b>audio</b> 8:3</p> <p><b>automatically</b> 69:18</p> <p><b>available</b> 57:18 107:15 108:6,6 110:9 140:14</p> <p><b>aware</b> 13:7 41:6 55:2 56:11 61:18 62:7 63:11 68:22 69:7 87:19 88:10 88:11 94:1 97:17 97:18,21 100:3 103:8,24 104:1 110:15 143:17 144:3,12,25</p> <p><b>B</b></p> <p><b>B</b> 3:5</p> <p><b>BA</b> 121:9 122:20</p> <p><b>back</b> 2:13 3:15 6:21 7:17 9:7,22 13:19 15:19 20:6 24:14 25:4,13 27:4,9 33:8,10 37:16 39:6 43:22 44:10 44:15,18 46:7,10 48:3,14,16 56:8 56:18,21 57:1,25 58:13,21,22,25 59:23 60:9 64:23 67:21 68:6 72:16 72:23 76:3 80:3 82:17,21 83:24</p>
--	--	---	---	--

84:7 86:1 87:17 88:12 92:22 94:18 94:21 95:21 96:3 97:9 99:13 101:13 101:14 106:20 107:3 109:3 111:5 115:21 116:1,24 118:5 122:14,16 122:24 123:1 126:20 134:4,5 137:22 138:16,19 138:20 139:2 141:11,22 142:12 147:14,19,22 148:17,23,24 <b>backwards</b> 86:19 111:7 <b>bad</b> 138:8 <b>based</b> 17:2 74:9 75:4 82:12 <b>basis</b> 35:10 71:7 103:19 <b>bear</b> 5:23 <b>bearing</b> 42:8 <b>becoming</b> 76:7 <b>bed</b> 42:9 <b>began</b> 85:2 92:24 93:4,12 <b>beginning</b> 26:22 118:22,25 <b>behalf</b> 44:12 48:24 <b>believe</b> 5:23 9:1 14:5 19:16 22:9 56:13 72:6 93:15 102:25 111:24 113:12 114:11,13 115:6 137:22 138:2,4 140:7 142:9 <b>believed</b> 73:5 <b>bells</b> 45:23 <b>belt</b> 46:22 <b>best</b> 63:8,13 73:17 73:19 75:3 90:23 93:24 108:15	120:12 123:3 130:16 131:1 135:6 138:13 <b>better</b> 19:20 76:5 80:22 109:9 <b>big</b> 14:11 <b>bigger</b> 42:7 <b>bit</b> 20:9 34:10 35:16 36:11,12 39:12,14 45:8 47:1 50:17,17 56:8 57:4 62:10 70:8 74:13 95:25 96:8 100:19,25 111:13 114:20,22 115:17,20 123:8 128:10 130:11 131:12 135:7 137:9 143:10 <b>bits</b> 14:6 25:15 52:24 60:22 135:21 <b>black</b> 118:10 121:5 125:8 149:1,3,5 149:12,14,21 <b>blaming</b> 151:3 <b>blank</b> 41:18 42:17 42:18 43:13 51:17 54:12 66:24 118:21 140:13,18 <b>block</b> 74:7 99:22 <b>blue</b> 54:23 124:25 125:2 137:25 138:10 149:1,16 <b>board</b> 21:4 102:23 115:19 117:13 118:18 121:18 124:16 126:9 130:2,3 131:20 <b>Bomore</b> 18:21 19:16 20:4,8,13 99:23 <b>bonnet</b> 21:3 25:20 113:2 <b>booked</b> 31:5	<b>BOSS</b> 60:16 <b>bottom</b> 4:18 12:10 18:19 31:2 36:2 36:13 39:8 44:4 48:14,19 54:23 65:22 96:9 97:23 100:18 127:25 141:13 <b>box</b> 52:12,13 <b>boxes</b> 52:16 <b>break</b> 2:4,4 55:13 55:15,18,23 105:16,21 106:5,8 151:12 <b>Brett</b> 92:15,16 140:25 141:4,8 <b>bridge</b> 102:3 103:5 <b>bridgehead</b> 25:1,11 102:11 103:10 104:7 113:19 117:13,19 121:14 122:23,25 123:1 124:21 126:6 128:15 138:3,23 139:2 <b>brief</b> 6:10 27:1 <b>brigade</b> 3:22 7:2 10:3 16:24 28:10 30:20 47:25 48:4 48:8,10 66:13 85:13 87:1,12 104:12 109:6,10 123:5 <b>bring</b> 33:7,9 <b>brought</b> 132:11 <b>building</b> 72:11 125:12 131:22 132:13 134:22 135:13 137:3 138:15,25 <b>bunch</b> 59:16 73:2 <b>bundle</b> 2:8 11:22 32:8 37:20 44:18 54:15 59:11 86:5 94:19 107:6 114:3	129:1 130:1 <b>business</b> 46:20 <hr/> <b>C</b> <hr/> <b>cab</b> 46:7,19 <b>call</b> 12:18 13:6,21 14:17,25 17:6 18:7 23:14 29:25 31:17,22 32:2,7 32:12 33:1,2,3,5,6 38:19 40:16 41:2 42:13 44:13,15 46:8,14 47:8,11 49:1,4 56:24,24 61:12 64:19,19 71:20,24 73:22,23 73:24 86:10 93:10 97:10 113:10 127:4 128:2 136:10,15 137:2 137:12,23 <b>call-out</b> 4:17 <b>called</b> 1:9 4:9 25:20 30:7 34:15 92:15 <b>caller</b> 38:5 49:2 96:14 100:22 102:25 <b>callers</b> 13:2,9 91:9 91:18 92:8 141:22 142:8 143:19 144:20 148:11,14 <b>calling</b> 29:6 <b>calls</b> 10:25 11:23 14:25 15:1,16 23:23 24:20,21,25 25:10 29:1 30:6 33:20 39:10,10 41:6,16 42:5 43:20,22 44:12 45:5,7,9 48:5 51:3 52:19 53:10 61:15 61:16,19,19 63:5 63:12 64:18,22 65:3,13 67:2,24 68:14,23 69:17	70:15,21 71:4 73:7,21 74:9 80:24 86:13 92:13 92:19 94:12,15,24 95:11 97:21 100:2 100:3,4,9,11,17 100:17 102:12 107:13,17 108:22 109:6 110:21,25 111:20 115:2 116:2,9 124:14 126:11 128:23 137:22 145:15 148:18 <b>capable</b> 57:14 <b>captured</b> 109:7 <b>car</b> 21:3 25:20 113:2 <b>carbon</b> 136:21 <b>career</b> 3:21 <b>carried</b> 13:7 27:17 123:11 <b>carries</b> 81:9 <b>carry</b> 56:4 106:25 116:7 120:3 <b>carrying</b> 27:13 81:11 117:21,22 134:2 135:22 148:8 <b>cars</b> 47:1 <b>case</b> 6:21 11:17 17:9 22:23 29:16 36:6 37:9 47:6 63:14 95:22 111:3 128:16 137:14 <b>cases</b> 51:8 52:1,6,7 52:7 <b>casualty</b> 114:17 115:25 116:7 <b>certain</b> 53:16 91:22 123:15 <b>certainly</b> 7:14 11:16 45:24 62:3 62:5 69:12 72:8 76:7 77:24 79:13
--	--	--	--	--



84:23 90:2,19 91:19,21 102:21 109:14 120:22 126:24 132:24 143:20 145:23 <b>cetera</b> 12:20 61:9 <b>chain</b> 5:17 103:9 <b>Chairman</b> 1:7 55:6 95:3 105:9 106:22 150:6,24 <b>chance</b> 3:11 13:22 47:3 54:5 106:9 <b>chances</b> 124:17 <b>change</b> 88:20 89:13 91:17 105:10 111:21 137:8 141:21 142:7,12 144:15,19,21 145:2,10 146:15 147:6 148:7,13,19 <b>changed</b> 26:24,25 27:2 45:20 73:13 91:9 92:9 103:25 115:18 124:16 141:16,23 147:20 147:24 148:5,10 <b>changes</b> 5:22 143:1 <b>changing</b> 115:18 144:10 <b>channel</b> 26:10,10 26:13,15,18 28:13 28:14,15,17 29:8 29:9,11 30:3 38:13,14,15,25 47:25 51:22 61:21 61:22,24 62:8 63:16 68:21 <b>channels</b> 38:14 <b>charge</b> 5:7 90:6,25 146:12,13 <b>Charlie</b> 6:22 27:18 28:4,6,7 29:17 32:18 34:20 38:5 38:16 42:20 43:2 43:11 45:14 64:3	64:7,10,20 90:3 109:2 130:5,6 131:17 142:9 146:18 <b>chart</b> 7:18 21:19 22:21 115:17 120:5 <b>check</b> 31:6 33:19 33:23 <b>checked</b> 32:21 33:14 65:25 <b>cheers</b> 40:22 <b>child</b> 86:11 123:22 <b>children</b> 40:7,14 41:21 65:12 75:10 113:24 124:1 149:6,12,21 <b>chunk</b> 43:18 <b>chunks</b> 43:24 <b>circle</b> 124:18 149:14,25 <b>circled</b> 123:19 149:9 <b>circumstances</b> 118:14 <b>clarification</b> 74:14 <b>clarify</b> 74:16 <b>clear</b> 11:20 19:23 20:19 52:17 54:13 54:21 64:15 67:12 69:23 74:20 93:12 98:5 99:14 115:7 126:15 <b>cleared</b> 122:3 <b>clearly</b> 9:18 20:9 84:20 <b>close</b> 2:16 59:14,14 <b>closer</b> 99:7,10,17 <b>co-ordinator</b> 90:6 <b>colleague</b> 36:5,9 37:8,12 <b>colleagues</b> 142:25 <b>collect</b> 81:18 95:20 <b>collected</b> 16:2 80:16,19 83:6	<b>collecting</b> 24:23 27:23 62:8 81:3,4 81:23 82:7 84:4 85:2 88:6,7 91:2 92:24 100:7 102:12,18 104:2 120:6,8 127:19 142:24 <b>collection</b> 122:11 <b>colour-coding</b> 120:21 <b>column</b> 121:22,22 121:22,24 129:11 <b>columns</b> 116:20 <b>come</b> 3:7 8:10,10 16:3 19:9 27:4 28:16 58:13 60:23 67:6,21 72:16 80:3 82:17 89:14 89:18,22 94:21 97:9 110:4 115:5 115:20 135:19 138:15,19,20 <b>comes</b> 9:5,20 60:19 96:3 <b>coming</b> 1:19 8:13 16:1 22:25 24:9 24:20 25:1,7 36:24 37:5 40:8 50:14 52:19 53:10 54:5 61:20 63:12 74:6,7 75:14,15 76:25,25 77:17 78:24 80:11 81:18 82:21 83:16 84:7 85:5 88:8,20 93:11 95:1 97:22 97:25 100:9 104:10,14 119:2,8 119:9,10 120:13 120:14 122:15 123:1 135:13 138:21,23 148:18 148:20 150:11 <b>command</b> 4:6,8,8,9	4:12,13,25 5:2,15 5:18,19 6:4,5,11 6:13,16,17,19,24 7:1,8,19 9:8,10 10:2,13,21,25 11:4,5,7,9 12:14 15:8,20 16:7,18 17:1,2 18:21 20:23 21:1,18 22:1,13 24:21 26:11 27:12,19 28:7,22 29:13 41:13 42:20 48:11 57:2,8 60:4 68:14 68:17,18 69:15,18 77:1 81:16 90:7 95:22,23 96:7 98:1 107:10 109:22 120:4 135:15 138:21 139:2,8,24 143:2 146:17 <b>commander</b> 4:11 6:12,16 7:21 16:17 17:2 21:6 21:10,14 22:7 56:11 68:4,13 71:9,10 109:21,22 141:5 142:16 143:6 146:9,10,20 <b>commander's</b> 134:16 <b>commanders</b> 7:21 134:14 <b>committed</b> 72:1,14 82:21 83:21 124:4 <b>committing</b> 71:11 <b>common</b> 117:4 127:11 <b>comms</b> 113:18 <b>communicate</b> 10:6 85:21 109:9,18 146:8,9 147:6 148:7 <b>communicated</b>	25:10 26:20 107:17 110:21 112:20 143:13 147:7 148:6,14 150:18 <b>communicating</b> 68:18 88:18,19 109:5 <b>communication</b> 10:2 13:2 26:17 35:4 45:13 68:9 72:12,16 80:15 83:23 86:25 88:15 88:22 100:13 103:9,12,14 139:1 <b>communications</b> 13:16 25:19 36:3 68:20 72:10 102:3 102:10 103:5 104:6 121:13 <b>compiled</b> 30:20 <b>complete</b> 55:3 <b>completed</b> 86:7 101:2 116:10 139:24 <b>completely</b> 99:22 105:10 112:2 <b>computer</b> 7:9 23:17 29:14 54:2,3 57:5 57:8,11 <b>computers</b> 23:1,3,3 23:12 108:2,12,16 <b>concentrating</b> 47:3 92:4 <b>concerned</b> 82:23 143:18 <b>conclude</b> 35:10 <b>conditions</b> 41:21 53:6,17 70:13 71:5 74:18,25 75:10,24 76:12,15 123:24 126:5,14 126:17 127:2,6 128:17,17 131:7 144:25 145:3,6,13
--	--	---	--	---

145:21	8:17,17,22,24 9:5	139:14 140:10,12	<b>could've</b> 62:2 73:20	57:18,19,20 65:24
<b>conferencing</b> 8:1	9:7,10,10,19,20	141:21 143:18,23	81:3,5,9 87:25	72:5,18 73:5,5
57:15 107:14	10:3,6 12:13 13:3	144:19 145:20	89:23	74:4,8 77:20,25
110:9,10,11	13:5,7 15:21 17:6	148:11,14,18	<b>COUNSEL</b> 1:11	80:25 81:9,10
<b>confident</b> 80:19	17:22 18:8 23:14	<b>control's</b> 37:12	151:18	82:6 90:12 107:12
<b>confirm</b> 2:19 3:10	23:14 25:9,14	<b>Control_FSG_in...</b>	<b>couple</b> 8:20 40:25	107:19 111:1,17
36:4 37:7 58:21	26:9 27:6,8,14	32:14	53:15 77:19 84:3	112:3 117:6,16,18
58:22 64:7 74:5	28:10,21 29:1,3	<b>controls</b> 60:17	123:14 136:16	135:18 136:10
141:17 143:8	29:17,21,24 30:2	<b>convenient</b> 55:11	<b>course</b> 10:19 16:6	137:2 142:25
144:19 146:6	30:16 32:17,19,19	99:19 105:12	19:3 24:19 95:14	147:14
147:23	33:12,12,18,22	<b>conversation</b> 31:19	135:23	<b>CU7</b> 69:2,15,20,21
<b>confirmation</b> 9:23	34:2,5,21 35:22	31:21 32:22 34:2	<b>covered</b> 56:9 70:16	70:1,3 71:18 76:4
<b>confirmed</b> 97:9	36:15,17,19,21,23	34:4,6,7,17,23	<b>cramped</b> 135:7	76:20 78:5,20
143:22	37:2,4,14 38:13	35:11,14 37:13,18	<b>crash</b> 119:21,23	79:4 80:1,2,5
<b>connection</b> 132:16	39:9 40:2,5,11,14	38:2 39:12 40:23	<b>crashed</b> 23:18	82:18 83:10 84:9
135:25	40:18 41:11 43:21	41:7 45:17,21,22	<b>crashes</b> 120:1	84:13 85:7,14,22
<b>consequences</b>	44:6,10,13,16	45:24 46:8 49:21	<b>create</b> 134:9,18,24	89:13 90:13,18,19
122:19	45:2,10,12 46:14	50:1,2,19 52:23	<b>created</b> 32:11	90:22,24 91:18
<b>consistent</b> 80:6	47:19 48:4 49:15	58:20 62:1 73:10	59:20 61:4 62:19	93:20,21 94:20,24
<b>consumed</b> 84:4	50:3,3,8,10 51:11	88:24,24 91:10,20	86:10 96:13	94:24 95:11,11,16
94:6 142:23	52:15,23 53:8,21	91:23 146:19	102:22 115:14	95:25 96:2,6,6
<b>contact</b> 15:21 18:8	54:8,11,14,18	<b>conversations</b> 34:3	<b>creating</b> 114:9	97:19 98:1,3,7,9
24:8 25:14 28:22	58:21 61:17,21	34:10 41:4,5 42:1	<b>crew</b> 6:7 11:6	98:15 99:3,24
48:4 49:15 108:18	64:7 67:24 68:7	45:2 62:5,6	<b>crews</b> 23:24 31:6	100:4,9 101:5,11
142:9	68:17 69:10,13	143:22	33:22 71:11 72:1	101:16 102:16,18
<b>contacted</b> 51:14,21	72:20 73:16 74:4	<b>cope</b> 80:11,18	72:14 82:22 83:21	103:8,22,24
109:13	74:9,16,24 75:3	<b>copies</b> 41:14 117:22	121:15 124:4	104:17,24 111:14
<b>contacting</b> 12:14	75:18,21 76:3	136:21 137:9	<b>critical</b> 58:19	111:15,21 112:10
<b>contacts</b> 51:2	85:21,25 86:25	138:4,6,9	<b>CRO</b> 48:21 49:1,23	112:15 119:6,8,12
<b>contained</b> 129:5	88:7,12,18,19,20	<b>copy</b> 41:13 54:23	51:2 73:5,6	119:21 120:15
<b>contemporaneous</b>	91:17 92:8 94:13	54:23 117:14	<b>cross</b> 125:8	127:22 128:11,14
3:1,11 25:17	94:16 97:7 100:12	136:22,22 137:5	<b>crossed</b> 9:9	128:19,20 130:24
81:13 112:24	102:24 104:14	137:25,25 138:1,7	<b>CSS</b> 7:8 8:5 9:4,8	131:18 132:12
113:15 133:2,23	105:6 107:15	139:16,23	9:18 22:14 23:6	133:4,24 135:14
<b>content</b> 140:5	108:8,9,18 109:1	<b>copy's</b> 139:24	23:17 28:20 29:13	136:5 137:17
<b>context</b> 36:12 37:11	109:3,6,10,12,19	<b>corner</b> 121:24	29:15 53:24 54:1	138:6,16 139:22
50:25 115:22	110:20,23 114:20	<b>correct</b> 3:18 44:20	107:3,10,15,16,19	140:14,20 144:9
<b>continue</b> 62:11	114:21 117:22	44:25 79:11 98:20	107:24 108:3,13	147:3 148:7
96:8 100:1,20	119:10,13 120:13	116:5	109:7,17 110:3,9	<b>CU7's</b> 98:12 119:17
<b>continued</b> 103:25	120:15 122:21,22	<b>correctly</b> 63:6 77:4	110:20,24 119:17	<b>CU7[sic]</b> 20:17
<b>continuing</b> 61:16	123:5 124:3,10	87:23	120:7,9	28:10
63:9 85:24 87:13	125:22 126:13,16	<b>correspond</b> 121:6	<b>CU</b> 16:14,18 23:18	<b>CU8</b> 6:5 10:3 13:22
<b>contradicts</b> 73:18	126:23 135:14	<b>corresponds</b> 66:7	25:13 26:1,14	19:14 23:6 25:20
<b>control</b> 6:13,22,24	136:7 137:15,17	121:2	28:5 31:5,7 49:22	31:14 32:18 33:15
7:16 8:2,6,8,13,15	137:23 138:17,22	<b>CORRIDOR</b> 96:14	51:2 55:2 56:23	33:21,25 34:25

35:17,19 36:4,16 36:18,20,22 37:1 37:3,7 39:13,14 40:4,9,13,17,21 44:10 46:4,17,20 47:24 50:8 58:3 60:7 61:16 62:14 62:14,16,22 63:2 64:1,17 65:3 66:8 66:11,23 69:2,14 69:15,23 70:3 71:17,25 76:4,17 76:18 77:8 78:3,6 78:7,12,24 79:7 80:3,12,23 81:19 82:12,18 83:9,17 85:5,7,25 86:7,10 86:13 87:13 89:16 91:8,18 93:1,19 93:22 94:11,16 95:20 96:21,25 97:2,8,20 98:3,4 99:7,11,12,13,17 100:1,3,5,17,22 100:22,24 101:2,6 101:10,13,16 103:16 105:3 107:20 109:19 111:13,15,20,21 112:6,8,19 113:11 119:1 140:14 144:9 146:24 147:1,1,2,8,22 <b>CU8's</b> 98:6,12 100:8 <b>current</b> 11:23 <b>CUs</b> 116:7,10 117:1 117:2 <b>cut</b> 73:22 <b>cycle</b> 20:16 47:1	<b>Daniel</b> 1:8,10,18 31:4 151:18 <b>Darby</b> 51:2,11,25 58:3 <b>data</b> 13:22 <b>dated</b> 2:7 3:1 <b>day</b> 42:8 85:13 <b>dead</b> 124:7,12,13 124:15,22 136:9 <b>deal</b> 28:3 60:20 69:19 72:12 77:4 120:9 122:24 129:7 143:1 <b>dealing</b> 10:20 12:6 72:19 82:7 104:2 129:8 143:3 <b>dealt</b> 14:13 69:12 <b>decide</b> 5:11 12:19 23:4 <b>decided</b> 125:5 134:20 <b>decision</b> 109:12 111:22,23,25 112:1,9,12 126:8 126:10 128:10,13 128:21 145:2 148:19 <b>decisions</b> 5:16 <b>declaration</b> 79:23 <b>declare</b> 77:22,22 80:2 <b>declared</b> 79:16 <b>default</b> 143:21,24 <b>definite</b> 39:4 84:24 122:7 125:14 142:22 <b>definitely</b> 37:13 47:11 80:2 81:7 <b>delegated</b> 71:10 95:19 <b>density</b> 74:9 75:4 145:17 <b>depend</b> 23:3 <b>depends</b> 16:14,19 112:4 117:5	<b>deployment</b> 71:24 <b>deployments</b> 122:20 139:4 <b>derive</b> 106:1 <b>described</b> 17:20 22:15 <b>describing</b> 21:19 <b>designated</b> 5:5,6 16:18,25 18:5 26:15 28:5 91:25 111:16 112:3 118:17 <b>desk</b> 2:9 77:17 <b>destined</b> 64:18 <b>detail</b> 12:4 27:4 45:4 58:17 65:9 70:16 115:20 116:19 148:25 <b>detailed</b> 30:21 135:12 <b>details</b> 5:19 12:11 22:22 41:4,12,25 45:9 53:11 58:4 58:22 65:14 66:5 66:7 71:15 74:24 89:4 115:11 135:4 <b>determining</b> 125:25 126:1 <b>dialogue</b> 8:2 68:9 <b>dictated</b> 118:14 <b>difference</b> 125:9 <b>different</b> 1:5,25 7:25 8:16 10:8 37:17 50:10 52:4 52:16 61:2,13,13 81:11 83:14 88:16 105:11 112:18 115:2,2 120:18 132:17 134:13,14 137:10 138:25 145:17 <b>differently</b> 134:15 <b>difficult</b> 65:8 90:23 <b>difficulties</b> 26:17 <b>direct</b> 45:10	<b>directions</b> 137:10 <b>directly</b> 22:6,6 105:4 146:20,21 <b>director</b> 2:15 59:25 65:18 <b>disabilities</b> 123:15 <b>disabled</b> 123:23 130:20 131:6 <b>disagree</b> 3:18 <b>discussed</b> 2:22 <b>discussing</b> 72:18 141:4 <b>discussion</b> 14:2 35:12 49:11 91:16 91:19 132:17,20 142:17 144:4 <b>discussions</b> 144:8 <b>distribute</b> 137:25 <b>distributed</b> 5:10 41:14 137:11 138:12 139:25 <b>document</b> 30:20 37:17,19 38:1 48:15 59:12 60:14 87:4,8 129:25 131:10 133:8 137:4 140:3,5,6 <b>documentary</b> 118:19 <b>documentation</b> 86:16 <b>documents</b> 2:11,15 32:8 37:20 44:18 59:11,24,25 65:18 65:18 86:5 94:19 114:3 129:1 130:1 136:1,5 137:18 <b>doing</b> 6:20 21:17 21:23 23:24 24:2 24:3 25:24 26:3 29:24 57:14 59:4 70:18 74:11 81:2 93:8,22 104:24 113:5 115:5,12 126:24 143:4	<b>don</b> 6:14 <b>door</b> 74:7,8 75:15 81:19 129:4 135:18,19 139:7 <b>dot</b> 124:25 125:3,7 <b>doubt</b> 89:19 <b>download</b> 7:23 <b>downloadable</b> 7:4 <b>dozen</b> 81:10 <b>dozens</b> 43:24 <b>drew</b> 113:21 114:10 <b>drink</b> 19:2 <b>drive</b> 84:19 99:14 <b>driver</b> 5:6 6:21 13:21 15:7 27:13 <b>driving</b> 18:23 46:22 <b>Due</b> 28:25 <b>duration</b> 18:23 <b>duty</b> 4:19 5:21 <b>dynamic</b> 24:19 25:7 <b>dynamically</b> 122:12
<b>E</b>				
				<b>earlier</b> 19:11 21:19 37:21 39:19 44:19 52:15 61:18 62:17 62:25 69:3 71:13 73:15 74:13 75:7 81:8 82:20 86:2 87:17 88:22 90:2 95:22 98:7 101:20 104:22 108:2,25 111:4,14 121:13 126:25 131:2 134:9 137:20 <b>early</b> 34:2 56:1 100:3 151:1 <b>ease</b> 26:20 <b>eases</b> 116:9 <b>easier</b> 81:7 88:25 89:2 109:15,15 <b>easiest</b> 110:17

<b>east</b> 19:13 20:13	102:2,7,10 103:4	114:7 121:11,24	<b>FIB</b> 117:14	<b>first</b> 1:16,19 11:25
<b>easy</b> 113:23	103:9 104:9	129:6	<b>fifth</b> 121:22	15:17 16:6,14,18
<b>effect</b> 16:22 30:12	113:18,23 120:5	<b>explained</b> 69:17	<b>Fighters</b> 17:8	16:24 22:12 26:25
142:7 146:1	<b>estimate</b> 84:23	111:12	<b>figure</b> 77:13 98:25	30:21 31:18 33:4
<b>efforts</b> 132:25	<b>et</b> 12:20 61:9	<b>explore</b> 27:4	<b>file</b> 3:4,5	34:4,16 37:13,18
<b>Egan</b> 27:21 67:13	<b>evacuate</b> 144:23	<b>exploring</b> 47:10	<b>fill</b> 41:12 136:14	42:3 43:16 45:11
78:11 84:11 89:17	<b>evacuees</b> 126:2	62:10	140:12	45:13,14,16,21
90:11,16,22 92:12	<b>event</b> 11:4	<b>expressed</b> 107:20	<b>filled</b> 118:9 137:7	49:10,13 51:10,12
94:11 102:2,10	<b>Eventually</b> 104:21	<b>extent</b> 110:14	137:23	59:25 62:14,18
103:4 104:9	<b>everybody</b> 29:10	<b>extra</b> 137:5	<b>filling</b> 22:21 114:8	65:4 73:24 74:17
113:18 122:2	72:15 91:7	<b>extremely</b> 150:10	115:11,15 118:21	76:10,24 77:7,11
129:2	<b>evidence</b> 2:22	150:12	118:23,25 136:12	77:15 81:10 85:17
<b>eight</b> 14:7 40:7,7,14	55:17 72:24		<b>find</b> 3:6 17:11,19	95:19,20 99:15
<b>eight-day</b> 10:19	106:13 122:2	<b>F</b>	18:5 24:8 25:8,15	100:14 107:18
<b>either</b> 40:20 47:10	129:3 139:6	<b>F</b> 39:2 125:3	56:10 59:11,13	112:3 114:2,9
75:8 94:7 120:3	150:15,17	<b>F6178</b> 118:1	84:21 99:21	117:6 121:24
136:15 144:9	<b>evolution</b> 115:23	<b>facilities</b> 4:11	107:24	127:15 130:4
149:18	<b>exact</b> 32:5 52:22	<b>facility</b> 8:1 9:13,15	<b>finish</b> 22:23 151:1	131:16 133:11
<b>elaborate</b> 102:15	76:1 84:24	57:18 107:14	<b>finished</b> 55:9	134:25 139:23
<b>elderly</b> 124:1	<b>exactly</b> 12:24 57:3	110:9,10,11	<b>finishes</b> 39:22	143:12
<b>element</b> 121:8	58:23 60:24 90:11	<b>fact</b> 3:9 9:14 13:6	<b>fire</b> 3:22 4:14,20,21	<b>five</b> 36:25 37:1
<b>else's</b> 125:13	96:22 105:1	19:10 20:3 25:23	6:15 10:24 11:15	149:21
<b>en</b> 14:3,15,22 15:1	125:11 134:15	29:12 30:24 52:7	11:22 13:1,21	<b>fixed</b> 10:4,7 43:6
16:6 17:12 18:3	138:2	55:15 61:9 68:16	14:11,18 15:23	<b>flat</b> 33:18,24,25
<b>encouragement</b>	<b>example</b> 86:3	86:22 123:17	17:8 25:9,18	36:14,15 40:11,15
106:1	109:20 111:2	141:4	26:12 28:22 30:20	40:15 41:19,20,22
<b>endorse</b> 150:14	135:18 149:2,22	<b>fainter</b> 136:24	42:7 45:4,9 49:4	49:3,4,5 52:1,6,25
<b>ends</b> 40:23	<b>examples</b> 86:12	<b>fair</b> 102:15	51:3 52:10 57:25	53:3,4,6,19 60:1
<b>enhance</b> 13:8	<b>exchange</b> 8:2	<b>fairly</b> 37:17 88:23	61:12 76:5 82:19	62:22 65:10,10,11
<b>ensuring</b> 71:18,23	<b>exchanged</b> 32:6	<b>fairness</b> 126:12	82:21 96:13	65:11,12 66:2
<b>entirely</b> 11:20	<b>exchanging</b> 53:7	<b>false</b> 79:18	100:22 101:6	70:12,21 73:7,8
<b>entitled</b> 11:22	<b>exhibit</b> 19:10,21	<b>familiar</b> 11:11	111:18,19 112:18	74:6,7 75:8,10,14
37:19	<b>exhibited</b> 2:11	12:23 33:6 133:14	113:8,9 114:18	86:8,11 89:4
<b>entries</b> 61:6 96:16	<b>exist</b> 107:20	133:15	116:2 123:12,13	96:14 100:23
<b>entry</b> 36:3 59:25	<b>existing</b> 25:8	<b>far</b> 21:2 49:12,18	126:5 131:8	101:2 113:22
61:10 62:14 99:19	<b>exit</b> 99:20	50:13 55:2 61:18	135:14 143:17	114:23 115:9
100:23	<b>expanding</b> 104:5	62:7 63:11 68:22	150:18	123:24 124:11
<b>equal</b> 5:5	<b>expect</b> 14:3 15:11	69:7 82:23 97:21	<b>firefighter</b> 113:3	125:8,10,12,13,17
<b>erased</b> 116:11	16:11	103:8,24 115:11	127:6,7	125:18,23 126:5,6
<b>especially</b> 58:19	<b>expecting</b> 14:9	119:15 120:7	<b>firefighter's</b> 19:11	126:14 127:4,6
<b>essentially</b> 6:12	16:13 17:9 71:6	143:17 144:22	<b>firefighters</b> 135:16	128:3,16,17,24
7:19 9:23 10:11	<b>expects</b> 107:19	<b>feedback</b> 72:1,5,9	135:17	130:20,23 131:5
10:20 38:13 130:6	<b>expert</b> 9:1	72:17 84:2 129:11	<b>Firelink</b> 107:13	132:23 133:3
<b>establish</b> 95:19,25	<b>explain</b> 6:10 10:18	129:13	108:21,23	137:3 138:14
<b>established</b> 90:9	63:3 79:5 102:6	<b>feel</b> 9:3	<b>fires</b> 4:9 14:19	139:14 145:24

<b>flat's</b> 71:1 129:5 <b>flats</b> 31:7 32:20 33:13,23 53:21 59:21 61:13 65:25 66:6 71:5 74:25 75:13 115:3,12 118:8 121:1,5 122:3 123:12,14 124:17 131:5 132:13 136:8 145:18,19 <b>flip</b> 59:23 <b>floor</b> 31:10 36:17 36:18,21,22 40:3 40:4,5,6,6,9,12,13 40:18,19,21 41:20 49:2,3,5 51:8 53:4 59:21 60:2 62:23 66:2,4 70:12 73:7 73:8 75:9,14 86:8 86:11 89:4 96:14 114:23 130:20 132:14,23 133:3 133:13 134:22 136:8 139:14 <b>floor.'</b> 31:12 <b>floors</b> 14:7 51:7 61:13 118:9 132:13 133:12 <b>FLR</b> 65:10,11,12 <b>fluid</b> 115:17 124:16 <b>FN</b> 38:5,12,12,14 38:16 39:2,3 <b>focus</b> 18:13 103:2 <b>focused</b> 77:2 78:1 87:22 91:3 92:3 <b>focusing</b> 93:10 <b>follow</b> 10:1 27:9 28:8 <b>followed</b> 17:15,21 78:16 114:7 <b>following</b> 51:2 73:7 74:5 <b>foot</b> 69:1 <b>footage</b> 57:17	<b>Forgive</b> 118:2 <b>form</b> 51:24 52:9 54:22 118:1 136:7 139:14 <b>formal</b> 34:10,18 88:23 <b>format</b> 93:16 140:6 <b>forms</b> 55:3 122:23 136:12 137:6 138:17 <b>forward</b> 21:4 50:16 50:17 74:10 117:13 <b>forwards</b> 86:19 111:8 <b>found</b> 56:11,19 78:10 99:19 <b>four</b> 6:8 7:1 30:7 89:18 133:12 137:9 138:9 149:20 <b>four-pump</b> 4:9 <b>fourth</b> 121:22 <b>free</b> 150:22 <b>front</b> 2:8,9 74:8 75:15 <b>front-line</b> 111:5 <b>frozen</b> 64:17 <b>FS</b> 38:15 <b>FSG</b> 12:18 13:6,9 15:12,16,16,17 16:1,12,18 18:2 18:10 23:23 24:9 25:10 26:1,8 27:22 28:5,23 32:3 41:10 42:4 42:15 43:18,19 44:11 45:7,12 46:14 48:5 49:1 49:13 50:8,10,14 51:12 54:15 55:2 56:25 58:2 61:15 61:16,19,19 62:6 62:8 63:8,12 64:9 65:1 68:14,23	69:15,17 70:4,11 71:20,24 72:4,18 73:7 77:11 78:15 78:21 80:11,24 81:12,16,18 82:2 82:10,24 83:16 85:2,12 87:17,20 88:15 90:6,6 92:13,18,24 94:24 95:11,23 96:6,17 97:1 98:1 100:2,3 100:17 102:3 104:10 107:6,13 108:21 109:6,18 111:17 112:3 113:1,19,22 114:24 116:9 117:6,8,10 120:12 120:14 133:4 135:18 145:15 <b>FSGs</b> 16:15 69:19 76:24 82:22 90:9 117:9 127:7 <b>Fulham</b> 4:3,13,21 4:24 5:12,14 <b>full</b> 1:17 120:19 <b>functionality</b> 107:4 107:19 108:1,5 110:8 <b>functions</b> 7:2,7 10:21 15:20 22:14 25:13 <b>further</b> 35:16 49:4 61:5 62:10 64:22 86:10 87:17 97:9 104:5 136:1 137:8 138:22 149:11 150:5,7,8,25	64:18 68:18 79:10 96:13,18,25,25 97:2,20 <b>G34</b> 139:18 <b>gaps</b> 14:6 <b>gathered</b> 122:12 <b>gathering</b> 12:14 22:25 <b>gear</b> 6:15 57:6 <b>gearing</b> 57:5 <b>general</b> 13:10 23:7 31:18 40:25 42:4 50:7 132:24 146:4 <b>generally</b> 7:1 26:11 38:14 141:14 <b>generator</b> 22:17 108:16 <b>getting</b> 9:9 14:25 26:8 29:21 30:8 43:20 45:9 46:9 47:22 72:6,8 77:5 77:20,25 82:19 83:24 86:13 87:22 92:4 101:6 108:17 119:5 121:16 122:14 126:13 129:10 132:18,20 132:23 133:6 134:23 143:15 144:5 145:20 <b>give</b> 1:16 2:23 28:2 33:18 43:25 50:25 63:6 74:17,24 105:22 145:12 <b>given</b> 13:9 15:8 27:10 51:5 52:6,8 53:2,16,20,21 60:2 61:21 70:19 75:20 76:15 91:9 91:25 92:7 94:7 111:18,19 112:5 115:9 130:21 143:18 150:17 <b>giving</b> 51:25 59:5 71:8 81:24 82:10	91:18 119:14 142:7 148:11 <b>GM</b> 79:4 80:1,5 84:11 102:2 103:4 113:18 <b>go</b> 2:13 3:15,15,17 5:17 6:2,15,24 12:9,12 13:10,16 14:18 20:1,6 22:20 24:6 31:6 33:7,19,23,25 34:24 37:18 43:11 44:18 50:16 55:19 56:8,19 59:12 60:9 63:2,9 67:18 72:23 78:25 80:2 85:25 91:18 94:18 99:21 105:18 107:3 112:10 113:16 116:16 126:20 137:21 141:11,11 147:22 148:17,23,24 150:21,22 <b>god</b> 31:11 40:6 <b>goes</b> 39:7 44:15 60:7 87:16 <b>going</b> 1:4,8 2:11,23 11:17 12:4,11 13:16,19 16:3,21 18:25 25:1 26:3 28:16 30:9,11 31:12,16 32:7,17 33:4 39:6,10,14 40:15,19 41:17,18 42:6,8,9,10,16 48:3 54:3,24 55:8 57:25 60:4 63:1 63:19,21 64:3,3,6 64:23 67:6 70:2 72:15 74:10 76:3 77:17 83:11 86:1 86:18 90:8 92:2 92:22 95:21,24 96:1 108:7 115:8
---	---	---	---	--

115:20 116:24 118:5 134:4 143:1 148:22 150:17,18 <b>Golf</b> 38:19 44:16 48:21,22,24 49:1 49:6,8,16,24 63:21 64:3,11,13 64:20,22 97:6,9 108:18 <b>good</b> 1:3,7,15 19:12 20:10 23:2 55:13 56:5 60:15 63:9 97:12 105:20 118:4 120:6 149:22 150:15 151:8 <b>Goodall</b> 27:22 67:13 78:12 84:11 89:17,25 90:5,12 90:16,25 94:12 102:2,9 103:4 104:9 113:18 <b>grateful</b> 150:10,12 <b>great</b> 46:7 60:20 77:4 120:9 122:24 129:7 143:1 <b>greater</b> 24:17 <b>greatly</b> 13:8 <b>green</b> 54:23 118:9 121:2 125:7 138:1 138:10 149:2,5 <b>Grenfell</b> 4:17,21 6:1 13:13 18:22 19:16 30:22 84:16 99:6,7,11 113:21 131:20 132:19 133:11 141:16 145:1 <b>grid</b> 93:19 102:21 104:21 120:18 121:10 122:10 129:5 130:8,24 134:9 <b>gridded</b> 116:21 <b>grind</b> 110:18	<b>ground</b> 13:8 23:24 25:9 26:2,12 41:15 57:24 58:7 69:13 82:19,21 107:12 108:8,9 111:18 113:9 135:14 144:5 147:15 <b>group</b> 27:21 77:20 78:11 79:14 80:3 89:18,25 90:5,11 90:16,24 102:9 111:24 112:12 <b>guess</b> 27:11 99:14 122:8,9 125:11 <b>guessing</b> 125:15 <b>guesswork</b> 84:5 <b>guidance</b> 10:25 11:15,23 13:2 25:19 28:23 45:5 45:9 52:10 58:1 61:12 101:6 111:20 112:18 113:10 114:18 116:2 141:16 143:17 150:18	81:22 109:25 110:3 137:6,15 144:11 <b>happened</b> 24:7 46:10 68:8,11 82:1 85:17 133:7 136:16 137:14 139:9 142:14 <b>happening</b> 23:19 25:22,23 47:5 88:3,4 91:4 96:19 97:3 101:9 112:6 135:12 139:4 <b>happens</b> 117:8 120:1 <b>happy</b> 1:25 56:4 <b>Harrison</b> 27:20 42:19 43:3 67:4 78:10 84:10 89:17 89:21 90:3 91:6 91:12 92:6 94:11 103:1,13 113:21 114:11,14 115:6 115:14 130:12 <b>hazy</b> 131:12 <b>head</b> 9:18 50:8 102:3 103:5 126:21 <b>hear</b> 1:4,8,24 14:15 15:1,16,21 23:13 25:13 29:9,10,11 29:20 33:15 35:19 63:18 64:17,22 87:15 108:18 112:12 <b>heard</b> 14:17 18:7,7 18:7 21:15 35:24 36:4,9,10 37:7,11 37:23 49:13,24 50:4 62:4 64:6,19 87:18 88:1,13 <b>hearing</b> 1:4 15:17 18:2 21:16 29:20 49:10 87:16 92:6 151:15	<b>heat</b> 76:6 <b>heavily</b> 70:21,22 <b>heavy</b> 28:25 41:23 71:1 123:12,13 127:8,9 128:2,23 131:8 145:24 <b>held</b> 4:13 114:9 118:5 <b>helicopter</b> 7:6 <b>helicopters</b> 7:5 <b>help</b> 19:2 32:10 47:12 60:6 73:10 81:3 93:17 98:23 103:16 104:5 116:24 122:18 123:8 124:9 125:1 132:12 134:12 136:5,11 149:4,15 149:20,24 <b>helped</b> 25:18 80:23 113:1 134:9 <b>helpful</b> 55:5 65:19 84:25 118:4 150:19 <b>helping</b> 42:22,23 150:11 <b>Hi</b> 32:19 33:12 <b>high-rise</b> 11:8,13 14:18 <b>higher</b> 127:9,10 <b>highlight</b> 2:15 <b>highlighted</b> 60:10 60:12 95:4,7 96:10 107:9 <b>highlighting</b> 70:15 71:3 <b>highlights</b> 59:25 <b>highly</b> 62:2 <b>hip</b> 46:21 <b>hire</b> 20:16 <b>history</b> 118:20 <b>hold</b> 40:5 132:18 134:8 <b>honest</b> 23:11 24:17 30:10 39:9 49:12	85:16 110:13 115:7 120:23 <b>honestly</b> 105:1 127:16 <b>honesty</b> 110:6 <b>hope</b> 56:2 151:4 <b>hoping</b> 121:15 <b>Hotel</b> 113:2 <b>hour</b> 26:25 30:22 55:8,16 63:9 99:12 105:25 106:7 111:18 <b>hours</b> 84:22 <b>houses</b> 14:6 <b>hrs</b> 84:9 <b>huge</b> 42:6
	<b>H</b>			<b>I</b>
	<b>H22</b> 139:19 <b>habit</b> 21:17,23 <b>half</b> 26:25 63:9 99:11 111:18 <b>halfway</b> 34:25 62:12 70:9 94:22 <b>handed</b> 46:24 <b>handful</b> 43:20,22 <b>handheld</b> 10:5 26:10 51:21 62:1 67:10 81:5 142:9 <b>handled</b> 71:25 <b>handwriting</b> 140:21 <b>hanging</b> 134:21 <b>happen</b> 2:14 39:20 46:16,24 54:5			<b>IC</b> 12:18 15:19 16:14,19,25 21:1 21:21 24:12 56:18 56:20 77:23 79:4 79:15 80:3,6 111:24 112:4 117:5 135:24 140:25 141:8 142:8 143:8 <b>ICP</b> 6:19,23 12:15 15:22 16:15,25 17:7,22 18:6 22:6 23:15 24:8 25:14 28:22 29:2,5,21 30:9 37:24 67:25 68:2 69:2,5,8,11 69:12,23,24,25 84:21 98:4 112:7 112:8 142:10 <b>idea</b> 14:8 15:10 30:10 66:19 74:4 74:18 75:24 76:12 77:9 96:23 105:22 105:24 114:15 115:7 116:21 125:5 <b>identical</b> 136:21

<b>identify</b> 18:24 78:7 113:25 <b>images</b> 7:23 <b>immediately</b> 14:11 41:5 46:4 50:25 62:15 95:16 123:21 <b>implemented</b> 93:19 <b>importance</b> 87:20 <b>important</b> 25:6 59:5 <b>impractical</b> 70:11 <b>impression</b> 42:4 57:4 58:25 <b>improvise</b> 70:12 <b>inaudible</b> 32:16 <b>incident</b> 4:10,11 6:12,13,14,15,17 6:19,25 7:20,20 11:4,5,7,13 12:7 13:8 16:7,17 17:1 17:14,17 21:6,10 21:13,24 22:1,7 24:19,21 26:2,23 27:12 28:16,22 29:13 31:5 41:15 49:7 56:11 57:8 57:24 58:7 59:10 60:19 61:4 62:11 64:24 65:5,20 66:8,19 68:4,12 68:17 69:9,13 71:9,10 72:3,4 76:7 77:1,22 79:1 79:16,23 80:1,4,7 84:14 86:1,4 92:17 94:18 96:11 99:25 100:15,25 107:12 108:8,9 109:20,22 117:9 121:16 131:3 132:9 134:14,16 134:16,20 141:5 142:16 143:6,7 144:5 146:9,10,12	146:19 147:15 <b>incidents</b> 4:10 10:22 11:8,11 14:18 114:18 117:8 134:13 143:24 <b>include</b> 15:12 <b>increased</b> 124:20 <b>INDEX</b> 151:17 <b>indicate</b> 107:25 <b>indicates</b> 19:17 20:14 108:6 <b>individual</b> 146:3 147:2 <b>individuals</b> 7:12,13 7:14,22 49:3 91:23 <b>inform</b> 6:22 <b>information</b> 12:6 12:14,18 13:23 15:12,16,17 16:1 16:2,12 17:6,7,22 18:2,11 21:4 22:24 24:9,13,22 24:24 25:1,2,4,9 26:1,6,8,23 27:6,9 27:15,18,23 28:1 28:23 30:11,13 31:13 32:3 34:14 38:6 41:8,10,11 42:12,13,15,21,24 42:25 43:13,14,21 44:12 45:12,15,19 46:1,9,14 47:4,21 48:9 49:1,8,13,14 49:24 50:4,10,14 51:3,6,10,12,16 51:20,22,25 52:5 52:10,15,17,20,21 53:8,8,9,14,16,24 54:7,8,11,14,19 56:21,25 58:3,19 59:5 61:12,22,24 61:25 62:6,9 64:9 64:11,21 66:22	67:5,10 68:7,10 70:5,14,19 71:7 72:13,19 73:2,7 73:14 74:21 75:4 75:12,16,19 76:5 76:8,10 77:3,11 77:18 78:1,15,17 80:11,14,16,19,20 81:3,5,6,16,19 82:3,4,6,8,11,19 82:20,24 83:4,6 83:24 84:4 85:3 85:12 87:18,21,22 88:7,20,25 89:1 91:3 92:25 93:6 93:14,23 94:1,3,7 95:20 96:1,5 97:8 97:25 100:7 102:4 102:12,19,24 103:1,15,17,25 104:2,10,18,25 105:4,6 107:16 109:14,15,18,19 110:16,17,20,24 111:8,10 112:19 113:19,22 114:17 114:19,21 115:13 115:15,18,25 116:7,8,9,11 117:1,2,10,12,13 117:15,17,22 118:6,8,9,12 119:1,2,4,5,8,10 120:6,8,14 121:15 121:17 122:10,11 122:19,21,22,23 122:24 123:1,4,5 124:2,21 126:4,13 126:16,24,25 127:19,21 129:8 129:21,23 130:5,7 135:12,13,13,21 135:24 136:7,10 136:13,23 137:1,8 137:15,18,24	138:14,15,17,19 138:20 139:14,18 139:21 140:7,10 142:24 145:20 <b>informative</b> 21:13 21:14 60:22 79:3 <b>informed</b> 13:5 <b>initial</b> 12:14 14:17 34:1 64:19 68:18 95:22 <b>initially</b> 28:9 122:2 <b>initiated</b> 71:19 <b>ink</b> 118:10 <b>INQ00000194</b> 32:9 <b>inquiry</b> 1:11,16,21 150:11 151:18 <b>inscribed</b> 139:22 <b>inside</b> 65:13 86:11 132:3,6 138:24 144:25 145:4,6,13 <b>instantaneously</b> 110:3 <b>instantly</b> 14:22 <b>instructed</b> 98:1 <b>intended</b> 1:22 45:8 <b>intercept</b> 23:21 30:6 48:9 <b>intercepted</b> 15:25 23:14 29:1 38:10 44:16 49:15 56:24 63:12,22 67:24 <b>intercepting</b> 32:2 38:18,22 <b>interception</b> 50:20 <b>intercepts</b> 111:4 <b>interested</b> 115:22 132:22 <b>interfering</b> 26:12 <b>internally</b> 12:9 54:16 107:6 116:16 <b>interpret</b> 125:1 <b>interrupt</b> 8:20 32:22 48:21 <b>intricate</b> 5:19	<b>inundated</b> 33:20 <b>invented</b> 120:20 <b>investigation</b> 1:20 <b>investigations</b> 150:12 <b>inviting</b> 46:3 <b>involve</b> 4:5 <b>involved</b> 15:25 41:21 126:1 <b>involvement</b> 82:24 92:17 <b>involves</b> 10:18 <b>IUP</b> 79:10 80:1
<hr/>				
<b>J</b>				
<hr/>				
<b>James</b> 1:18 <b>Jason</b> 5:23,24 73:16 104:14 <b>Joanna</b> 151:7 <b>job</b> 22:2,4 92:2,3 137:9 <b>jobs</b> 95:18 <b>jog</b> 135:1 <b>join</b> 3:22 <b>joined</b> 67:4 77:8 78:12 80:10 89:16 144:10 <b>joining</b> 78:3,7 <b>Jones</b> 5:23,24 <b>journey</b> 46:7 <b>July</b> 1:1 3:23 151:15 <b>jump</b> 59:24 <b>junction</b> 18:22 19:19 99:23 <b>June</b> 3:2 4:1,19 <b>Justin</b> 19:21				
<hr/>				
<b>K</b>				
<hr/>				
<b>keep</b> 65:8 83:15 112:6 117:6 134:17 <b>keeping</b> 13:16 83:3 83:18,19 <b>Kensington</b> 4:22 <b>Kensington's</b> 44:6				

48:23,25 49:8 <b>Kentfield</b> 4:21,23 6:3 13:24 14:2 15:18 20:25 21:8 22:5 24:12 25:18 25:25 26:9,21 27:7,18 28:2 43:17 46:4 51:21 56:10,23 57:1 58:7 62:1 66:25 67:11 68:12 70:14 71:6,14 75:17 76:17 81:15 82:5 83:5 101:13 103:16 112:21,23 113:8 131:25 132:1,10,22 133:1 146:23 147:12,14 <b>Kentfield's</b> 133:22 <b>kept</b> 4:13 13:5 100:12 138:7 <b>key</b> 65:1 95:10 113:23 120:19,20 121:8 124:5,24 149:5 <b>kids</b> 121:6 <b>kind</b> 10:11 <b>knew</b> 72:14 93:25 139:3,5 142:23 143:5 144:22 145:5 <b>knock</b> 135:18 <b>knocking</b> 139:7 <b>know</b> 5:19 9:9 11:25 13:24 16:9 17:25 18:10 23:19 23:22 24:3,4 25:22 26:6 29:3 29:24 30:2,16,19 31:9 32:10,20 33:13,15 34:9,16 35:19 36:5 37:8 37:15 39:9 40:8 40:10 46:2 47:9 47:23 51:14 52:22	53:18 57:7 58:11 58:16 59:9 60:24 61:14 63:7 65:4 66:23 67:2,3 69:9 69:11,16 70:1,4,6 71:14 74:18 78:8 78:9,11 82:13 84:19,24 85:17 89:24 92:16 93:6 93:9,9,16 95:15 98:14 100:5 101:11,12,12 102:9,14,14 103:20 109:17 111:20,23 112:8 112:14 113:6 118:2 122:25 123:14,25 125:15 125:17 126:22 127:7 128:18 129:13,14 130:10 130:15 131:18,23 132:3,9,22,25 133:15 135:9 137:4 138:3,3,11 138:11 139:21 142:22,25 143:3,9 144:24 145:13 146:22 148:13 149:21 150:6 <b>knowing</b> 98:13 146:11 <b>knowledge</b> 63:13 101:9 <b>known</b> 37:24 135:17 145:3 <b>knows</b> 127:6 <hr/> <b>L</b> <hr/> <b>label</b> 128:24 <b>labelled</b> 111:16 <b>ladder</b> 44:7 48:21 48:23,25 49:2,6,8 49:25 <b>ladders</b> 7:15	<b>laminated</b> 117:14 130:3 <b>language</b> 127:11 <b>last-but-one</b> 141:14 <b>late</b> 100:24 101:4 <b>layout</b> 132:13 <b>leader</b> 5:5 6:14,20 31:4 68:3 <b>leave</b> 20:23 46:4 99:19 <b>Leaving</b> 140:5 <b>left</b> 26:1 34:21 40:16 68:13 70:1 76:17 91:18 101:14 121:23 125:7,8,9,10,11 125:12,12,17,17 125:23 129:4,12 129:22 137:3 138:15 <b>left-hand</b> 121:24 <b>legend</b> 38:4 <b>lengthy</b> 12:6 <b>let's</b> 3:13 8:13 24:6 30:25 33:9,9 35:16 58:2 61:1 77:6 100:19 143:10 <b>level</b> 16:16 62:23 86:8 113:24 114:23 124:4,20 127:10 <b>levels</b> 74:14 127:1 145:17 <b>LFB</b> 61:4 140:18 <b>LFB00001968</b> 133:10 136:2 140:4 <b>LFB00003078</b> 37:19 44:20 <b>liaise</b> 6:15 15:19 21:1 24:12 68:4 <b>light</b> 41:24 48:17 71:2 127:8 128:5 131:4	<b>lightly</b> 70:23,23 <b>lights</b> 22:19 108:17 <b>line</b> 13:20 22:12 28:20 32:12 47:12 55:9 72:10,12,15 83:23 92:23 100:12 103:12,14 105:11 121:13 124:7,11,13,14,22 134:21 136:8 <b>lines</b> 80:15 88:15 114:10 <b>link</b> 7:4 44:24 103:21 <b>list</b> 12:13 89:16 130:2 131:18 <b>Listen</b> 32:19 33:12 <b>listening</b> 15:8 29:8 <b>lists</b> 60:18 <b>literally</b> 47:7 <b>little</b> 2:8 23:11 32:5 35:16 36:11 45:8 50:17,17 56:8 57:4 62:10 70:8 95:25 111:13 114:20 115:20 123:8 124:24 128:10 131:12 143:10 <b>living</b> 74:8 75:16 <b>loads</b> 39:10,10 <b>lobbies</b> 145:1,21 <b>lobby</b> 145:24 <b>locate</b> 21:25 <b>located</b> 46:19 99:3 113:3 <b>Loft</b> 92:15,16 140:25 141:4,8 <b>log</b> 28:16 59:10 61:3,4 62:11 64:24 65:5,20 66:8,19 79:1 86:2 86:4 94:18 96:11 99:25 100:15,25 <b>logged</b> 128:3	<b>London</b> 3:22 30:20 127:7 <b>long</b> 12:13 20:20 22:16 23:4 25:25 85:20 90:24 101:15 105:22 <b>longer</b> 62:16 106:7 <b>look</b> 2:12,16 3:3 19:8 22:11 38:3 44:8 53:19 55:19 59:10 60:14 61:5 65:22 67:19 70:9 72:25 79:24 83:11 96:9 100:14,15,18 100:19 104:23 111:12 113:15 124:5 128:25 129:25 131:14 133:14 135:25 136:20 140:4,4 149:11,23 <b>looked</b> 13:24 37:21 48:6 50:23 67:20 69:4 70:8 86:2 87:8 96:8 98:6 113:20 114:1 <b>looking</b> 19:25 22:3 28:20 39:7 50:21 52:12,13 58:1 59:16 61:5 64:24 65:14 70:7 75:12 77:17 86:22,22,24 87:4 95:2 98:13 107:18 108:5 120:17 126:18 129:17 <b>looks</b> 38:2 45:6 49:23 59:22,23 60:3,4 62:16,17 62:25 66:6 67:14 77:10 96:17,24 101:4 108:7 121:2 125:3,4 129:2 130:3 135:11 136:10,12,21
---	--	---	--	---



<p>139:23 140:20  <b>loose</b> 43:6,9  <b>lot</b> 36:23 41:9 42:6  45:4 58:16 60:20  81:7 84:20 88:25  110:6 118:11  146:1  <b>loud</b> 126:16  <b>Louisa</b> 139:18  <b>low</b> 68:10  <b>lower</b> 19:18 101:1  <b>lunch</b> 105:21,23  106:7,9</p> <hr/> <p><b>M</b></p> <p><b>machine</b> 46:10  89:22,24 109:2  <b>machines</b> 7:15  84:21 111:6  <b>main</b> 10:5,7,10  27:16 28:11 31:23  45:16,19,25 48:10  49:10 51:15 73:14  75:7 81:4 87:25  88:22 100:11  108:24 109:16  111:3 113:17  120:15  <b>major</b> 77:22 79:15  79:23 80:1,4,7  <b>majority</b> 17:3 91:1  <b>make-up</b> 79:17,23  <b>making</b> 105:20  126:10 128:21  146:11  <b>manage</b> 10:24  17:11 19:5 21:25  <b>management</b> 23:22  92:13  <b>manager</b> 3:25 4:1  4:23,24 5:12,14  5:17,18,21,24 6:3  11:3,6 13:24 14:2  15:18 20:25 21:3  21:8 22:5 24:12</p>	<p>25:17,20,25 26:9  26:21 27:7,14,18  27:21,21 28:2  32:1 43:17 46:3  51:21 56:10,22  57:1 58:6 61:25  66:17,25 67:11  68:12 77:20 78:11  78:12 79:14 80:3  81:14 82:5 89:25  90:5,11,11,16,16  90:25 92:15 102:9  102:10 103:15  111:24 112:12,23  113:1,3,8,13  114:11,13,14  115:6 130:12,12  131:25 132:9,25  133:22 142:5,13  143:12,16 144:6  144:14,25 146:7  146:23 147:7,12  147:14,23 148:6  <b>managers</b> 11:19  27:20 42:19 43:3  67:4 78:10 89:21  90:3 103:1,13  115:14  <b>managing</b> 16:12  <b>manning</b> 18:10  <b>manoeuvring</b> 47:2  <b>many'</b> 31:12  <b>map</b> 6:25 18:25  19:10,12,15,19,23  46:25  <b>mapping</b> 7:11  <b>March</b> 10:20  <b>mark</b> 48:19 64:24  70:14 71:6,14  73:1 75:17 76:17  85:15 94:23  101:13 112:21  124:25  <b>marked</b> 65:23  <b>marker</b> 21:21</p>	<p><b>MARTIN</b> 1:3,12  3:5 19:3 34:24  35:8 52:11 55:7  55:11,14,25 56:6  63:18,23 64:5,14  95:2,5,8 105:13  105:16,19,21  106:1,4,7,12,20  106:24 107:2  149:11,14,17  150:8,14,21 151:2  151:8,11  <b>massive</b> 131:3  <b>mast</b> 22:20  <b>mate</b> 40:17  <b>material</b> 56:8  <b>matter</b> 24:20 95:14  <b>matters</b> 1:20 12:20  <b>maximum</b> 6:8  <b>mean</b> 5:7 10:10  39:19 46:6,15,25  53:5 54:13,18  68:17 77:9 81:22  84:15 86:22 96:20  98:11 103:7 109:5  110:23,23 114:9  123:2 125:13  127:22 129:16  130:15 137:6  141:19 142:21  144:11  <b>means</b> 101:8 122:6  136:11 139:1  149:22  <b>meant</b> 124:10  141:2  <b>meet</b> 56:18  <b>member</b> 124:10  <b>members</b> 137:21  <b>memory</b> 21:5 46:10  47:5 73:17 79:18  90:23 93:24  108:15 129:18  131:9,12 132:1  133:8 135:1</p>	<p><b>mentioned</b> 8:5  101:20 138:21  <b>message</b> 6:21 8:22  9:4,7,19,23 15:2,6  15:25 21:14 29:18  31:8,11 32:25  34:22 36:5,10  37:8,12 38:10,17  38:18,22 44:5,9  44:16 45:24,25  47:20 48:22,24  49:14 50:23 51:5  58:4 59:14,15  60:3,6,7 61:3  62:15,16,18,25  63:12,21 64:8  66:11 69:8 79:5  79:14 88:2,13  95:1,2,15 96:6,15  96:20,25 97:4,6,8  140:11 142:10  143:13,15 144:5  <b>messages</b> 6:23 7:16  8:6,8,13,17,21  9:10,12,14,16  14:15 15:10 21:12  21:13 26:13 28:9  29:9,13,15 50:8  59:17 60:17,22,23  61:11 63:8,16,19  64:1 65:1 66:20  72:20,22 83:16  85:24 86:23 87:25  88:6 94:12,15  96:18,21 97:1,19  101:6 107:10,11  107:12 108:7,21  109:1,7 110:1,2  110:12 113:10  119:13 120:13  140:11 146:1,1,3  <b>met</b> 68:12  <b>MET00005459</b> 3:2  <b>MET00007760</b> 2:7  <b>MET00013034</b></p>	<p>19:8  <b>MET00013078</b>  19:21  <b>MET00015924</b>  120:18 148:25  <b>MET00015927</b>  131:15 134:5  <b>MET00015930</b>  130:1  <b>MET00015933</b>  114:3  <b>MET00015936</b>  129:1  <b>method</b> 107:17  109:14 110:6,22  115:23 119:9  <b>methods</b> 10:2 70:11  86:24  <b>Meyrick</b> 1:8,10,12  1:15,18 31:4,8  40:24 55:14 56:2  56:4,7 73:6 106:8  106:20,24 107:3  116:5 150:4,14  151:18  <b>middle</b> 59:18 97:5  97:8  <b>Millett</b> 1:6,7,13,14  3:9 19:8 35:6,9  52:13 55:5,8,13  56:6,7 64:15 95:3  95:6,9 105:8,14  105:20,24 106:3,6  106:22 107:3  149:20 150:3,9,24  151:4,10  <b>mind</b> 13:14 34:15  42:8 49:18 67:12  73:19  <b>mine</b> 97:12  <b>Minimum</b> 6:8  <b>minute</b> 8:5 20:22  39:7 55:25 56:1  64:25 72:23 78:24  101:17</p>
---	--	---	--	---

<b>minutes</b> 8:20 20:22 23:2 27:11 44:9 47:9 57:6,11 63:10 65:5 73:13 77:10,13,14,15 81:11 84:15,16 90:17 98:2,10,11 98:14 101:5 142:11	135:1 <b>MOORE-BICK</b> 1:3,12 3:5 19:3 34:24 35:8 52:11 55:7,11,14,25 56:6 63:18,23 64:5,14 95:2,5,8 105:13,16,19,21 106:1,4,7,12,20 106:24 107:2 149:11,14,17 150:8,14,21 151:2 151:8,11	33:22 76:5 91:16 101:19 103:20 105:22 111:15 112:24 151:9 <b>need-to-know</b> 103:19,19 <b>needed</b> 41:14 68:9 91:9 115:4 120:25 135:24 <b>needing</b> 76:9 <b>needs</b> 22:20 31:6 137:7 <b>neither</b> 14:12 <b>never</b> 9:15 13:22 26:3,5 29:2 67:24 68:8,16 69:5,7,8 69:24,25 108:3 110:14 <b>new</b> 119:5 <b>night</b> 5:1,21 13:19 23:7,8,12 26:21 27:23 32:4 73:21 77:14 98:17 107:21 108:11,13 122:12 133:16,20 134:7 148:3	133:2,23 <b>notice</b> 77:4 91:5 <b>noticeable</b> 148:19 <b>noticed</b> 95:6 <b>noting</b> 7:3 70:12 <b>number</b> 14:21 30:7 36:15,19,20 40:8 40:15,20 41:19 42:4 52:6,16 60:1 60:2 66:2,2 72:5 77:2 89:4 116:19 118:2 131:5 138:25 139:10 140:18 141:25 <b>numbers</b> 33:19,25 36:14 41:6 43:25 51:7,8 52:1,2,8,25 53:3,4,5,20,21 70:12,12,13 75:9 75:9,9 113:23 114:10,23 115:11 115:19 121:1,5 149:1,9 <b>numerous</b> 61:6	<b>occurred</b> 141:24 142:3 <b>October</b> 2:7 <b>odd</b> 60:22 <b>OE</b> 141:17 <b>offence</b> 31:2 <b>offer</b> 48:5 <b>offered</b> 48:9 <b>offering</b> 44:11 <b>officer</b> 4:6,8 5:2 7:20 50:3 85:12 <b>officers</b> 26:11,14 143:18 144:9 <b>officially</b> 69:7,12 <b>oh</b> 20:2 31:11 40:6 40:9 125:2 147:4 <b>okay</b> 2:2,5 3:8,20 10:12 13:18 16:20 17:17 18:1,18 19:20 20:17 22:10 23:10 24:5,16 26:7,14 35:9,15 36:1,4 37:5,7 38:20 40:1,17,21 40:22 42:2,11 46:12 47:14,24 48:13 50:6 51:20 53:12 54:21 57:17 57:22 58:13 61:1 65:7 66:22 67:6,9 67:17 68:15,24,24 69:23 71:12 74:2 76:16 77:6 78:7 78:22 80:7,8 81:21 82:14,16 83:2,11 84:6 85:20 87:11 89:10 89:25 91:15 92:11 93:21 94:5 97:14 98:22 99:2 101:15 103:11 104:4 106:11 109:17 114:15 118:4 121:19 122:17 123:7,25 125:7
<b>mission</b> 71:19 <b>mistake</b> 80:6 <b>Mm-hm</b> 12:8 13:17 16:5 17:13 104:13 <b>mobile</b> 10:4,8 13:22 27:12,15 31:23 32:1,4 45:20 46:8,17,21 47:25 48:8,11 49:23 66:13,16 70:5 73:14,16,21 77:11 84:14 85:13 85:18,21 86:17,19 86:23 87:1,12,21 88:6,12,19,23 89:1,2 91:2 94:8 100:8,8,10,13 101:22 102:20,21 104:12 109:6,10 109:13,15 110:16 111:9 118:12 119:11 142:6 143:14,15,16 <b>mobilised</b> 4:20 6:1 16:7 107:12 <b>mobilising</b> 60:16 <b>moment</b> 3:9 17:12 18:13 94:22 105:12 111:13 115:21 135:8 <b>moments</b> 28:21 56:23 110:2,4 <b>monitor</b> 87:13 <b>monitored</b> 71:21 <b>monitoring</b> 7:20 <b>months</b> 129:16	<b>morning</b> 1:3,7,15 56:9 112:17 151:5 <b>move</b> 7:14 96:4 99:24 101:16 111:13,15 112:1 112:15 117:7 <b>moved</b> 28:4 43:2 70:1,3 71:18 74:8 75:15 78:13,14,15 90:3,12 98:3,9 100:4,12 101:5,10 103:21 117:3 125:13 130:6,8 <b>moving</b> 95:21 <b>multiple</b> 14:25 15:1 81:8	<b>nightmare</b> 39:15 <b>noise</b> 88:1 <b>non-format</b> 140:19 <b>normal</b> 54:2 57:7,7 117:4,9 <b>normally</b> 6:7 17:2 19:4 41:10 53:7 117:10,12,17 <b>Norman</b> 31:4,9 43:1 49:21 65:24 84:10 91:6 <b>north</b> 19:13 20:1,8 38:14 39:2 44:6 48:22,24 49:8 68:21 <b>note</b> 65:9 <b>notes</b> 3:1,6,12,15 3:17 25:17 81:13 112:24 113:16	<b>O</b> <b>O'Beirne's</b> 19:21 <b>o'clock</b> 67:8,9 85:25 94:20 95:16 98:8 106:5,10,14 106:16 151:6,12 <b>observe</b> 94:3 <b>observing</b> 94:2 <b>obtained</b> 131:23 132:10 133:3 <b>obvious</b> 111:6 <b>obviously</b> 7:13 24:18 50:1 73:17 122:11 <b>occasionally</b> 46:23 <b>occasions</b> 72:5 139:10 <b>occupant</b> 124:11 <b>occupied</b> 32:16 <b>occur</b> 142:3,4	
	<b>N</b> N 39:2 <b>name</b> 1:17 21:13,21 92:16 <b>names</b> 111:2,7 <b>nature</b> 148:10 <b>near</b> 85:16 <b>nearly</b> 55:9 <b>necessarily</b> 5:7 10:22 24:17 56:17 56:18 89:23 112:4 <b>necessary</b> 55:3 111:21 143:2 <b>need</b> 3:2 7:16 32:19 32:20 33:12,13,22			

126:22 127:18,22 129:15,20 130:14 132:8 133:2,22 134:10 136:19 139:11 140:2,14 141:7 142:19 144:2,13 145:8 146:5 147:4 148:2 148:16 149:10 150:13 <b>Oliff</b> 27:14 32:1 66:17 73:16 85:13 104:14 141:16,22 142:5,13 143:13 143:16 144:6,14 144:18,25 146:8 147:7,19,23 148:6 <b>OM</b> 31:4,9 49:21 65:24 <b>once</b> 89:18 90:17 96:2,5 100:10 102:16,18 104:17 107:12 119:6,12 120:15 134:8 142:3 <b>one-way</b> 83:23 <b>ones</b> 127:16 128:16 146:3 <b>ongoing</b> 22:24 <b>onwards</b> 61:7 <b>open</b> 29:8 54:4 65:8 135:19 <b>operating</b> 101:10 111:19 <b>operation</b> 107:24 <b>operational</b> 30:18 32:25 44:3 48:15 65:15 <b>operations</b> 7:21 <b>operator</b> 12:15 30:2,16 31:15 38:8 66:14 <b>operators</b> 91:17 92:8 <b>opinion</b> 120:5	145:12 <b>opposed</b> 46:18 144:22 <b>order</b> 41:22 68:11 74:18 76:6 <b>orders</b> 77:25 <b>ordinary</b> 14:20 112:2 <b>organisational</b> 7:18 21:19 22:21 <b>orientates</b> 20:7 <b>orientations</b> 19:13 <b>origin</b> 116:21 <b>origins</b> 118:19,19 <b>ORR</b> 30:17 44:2,24 48:4 49:20 50:17 50:18 58:1 59:15 59:24 65:15,21,23 73:1 <b>outside</b> 145:24 <b>overhear</b> 144:8 <b>overhearing</b> 64:12 <b>oversee</b> 71:10 <b>overspeak</b> 35:3 <b>overspeaking</b> 35:2 37:3 39:17 40:17 49:22 <hr/> <b>P</b> <b>P</b> 123:9,22 124:5,6 124:17 126:9 130:23 <b>pad</b> 41:11,11 42:15 52:15 54:8,11,14 54:19 102:24 105:6 114:22 115:2 117:23 126:24 140:9,11 140:12,13,14 <b>pads</b> 137:16,24 <b>page</b> 4:18 11:25 12:9,10,11,12 13:20 16:22 18:19 20:3 22:11 28:19 30:23 31:2,13	32:15 33:11 34:25 35:17 36:2,13 39:8,13 44:2,4,8 48:3,14,19 49:19 50:18,22 54:16 58:1 59:12,13,19 59:23 60:11 61:5 61:9,10,11 62:11 62:12,13 64:23 65:16,20,21,23 66:5 67:18,20 68:25 69:1,4 70:7 72:25 79:1,24,24 84:7,8 86:2,4 94:19,21,22 96:9 96:10 97:23 100:1 100:15,16,16,18 100:19,20,25 102:1 107:7 113:16 116:4,16 116:25 133:10 136:3,7,20 139:16 140:4,4,17 141:12 141:13 <b>pages</b> 41:11 139:12 <b>paint</b> 52:17 <b>panicked</b> 74:6 <b>paper</b> 41:18,19 42:17,18 43:1,9 43:14 51:17 54:12 54:24 66:24 82:2 93:25 101:20 112:20 140:19,19 <b>paperwork</b> 43:10 60:19 83:9 <b>paragraph</b> 12:5,6,9 17:4,20 22:12 28:19 49:19 67:19 67:22 68:25 69:4 70:7,9 74:3 84:8 85:1 89:15 92:23 107:8 108:19 113:17 116:3,25 141:15 <b>paragraphs</b> 13:1	141:14 <b>park</b> 47:1 <b>parked</b> 18:23 19:14 20:17,21,23 21:2 85:7 99:23 <b>parking</b> 46:24 89:23 <b>part</b> 7:22 120:10 134:1 <b>particular</b> 2:14,16 12:1 15:7 41:2 55:9 66:22 75:13 126:11 137:12 139:4 <b>particularly</b> 13:4 <b>pass</b> 24:14 25:4 27:15,24 28:22 38:7 42:23 43:21 43:23 45:25 46:23 48:22 49:7 53:8 58:18 68:7 72:20 75:20 80:14,24 88:25 102:3 109:15 113:19 124:2 127:5 135:23 <b>passage</b> 2:14,16 81:16 103:24 <b>passed</b> 12:18 18:2 24:13,22 26:9 31:13 42:25 45:19 47:4 51:22 53:14 58:6 62:16 63:16 64:8 65:3,13 66:8 70:13 71:15 76:11 77:3 80:16,20 81:24 83:4,7 87:21,25 111:3 122:23 124:21 126:6 127:20 128:14 142:13 <b>passer</b> 138:24 <b>passes</b> 49:1 51:2 65:24 <b>passing</b> 17:22 26:2	26:23 27:7,17 28:1 61:22,23 62:6 64:9,11,12 64:25 66:25 67:5 67:10 70:19 71:20 72:21 73:2 75:4 76:8 81:6 87:23 89:1 93:7,9,14 102:13,13,25 103:15,17,18 104:3 105:4 109:14 110:16,17 111:8,9 120:8 126:19 127:21 135:15 142:24 144:16 <b>pasting</b> 82:6 <b>Paul</b> 139:19 <b>pause</b> 19:7 56:3 102:5 106:15,23 <b>pausing</b> 34:1 37:10 73:9 <b>PC</b> 21:20 57:11 <b>PCs</b> 7:1,7 22:18,18 22:19 <b>PD</b> 59:19 <b>Peckham</b> 27:20 42:19 43:4 67:4 78:10 84:10 89:17 89:21 90:3 91:6 94:11 103:1,13 114:13 115:14 130:12 <b>pen</b> 114:9 116:11 118:6,18 137:12 <b>penultimate</b> 36:3 92:22 <b>people</b> 8:2 29:25 33:23 36:7,25 37:1 39:16,19,20 42:9 49:5 51:7 52:8 53:5 55:2 59:20 60:2,21 66:3 70:13 74:19 76:25 77:17,25
---	---	--	--	--

78:9 80:23,25 81:2,10,15 82:5 89:16 99:18 103:17 105:4 120:24 123:15 124:1 125:23 127:15 131:7 135:15 136:16 138:21 139:7,15 150:15 151:2 <b>people's</b> 145:18,19 <b>perfectly</b> 131:13 <b>period</b> 90:20 105:7 142:4 <b>person</b> 31:25 35:7 61:20 62:8 65:11 65:11 66:16 73:15 73:20 74:1 81:1,2 94:15 96:4 113:8 118:17 119:12 123:23 130:20 131:6 137:3 138:15 <b>personally</b> 70:3 <b>personnel</b> 15:24 72:9 76:20 77:8 <b>persons</b> 15:4 52:2 62:22 65:10,13 86:7 101:2 134:21 <b>pertinent</b> 52:21 <b>phone</b> 10:4,8 27:12 32:1,4 34:6,16,17 47:3 48:11 49:21 66:16 70:6 73:6 78:17 89:2 91:2 94:8 97:24 100:8 100:9,10,13 101:22 102:20,21 109:13,16 110:16 111:9 115:13 118:12 119:11,14 119:15 136:15 142:6,24 143:14 143:15,16 147:25 148:4	<b>phones</b> 10:4,7 <b>photograph</b> 128:25 131:15 <b>photos</b> 43:8 <b>phrase</b> 33:6 <b>physical</b> 72:11 <b>physically</b> 46:19 98:3 101:15 102:23 <b>pick</b> 60:22 64:16 78:23 86:3 88:2 116:3 <b>picture</b> 24:24 50:7 52:18 118:5 120:18 122:13 146:4 148:23,24 <b>piece</b> 41:19 42:17 42:18 51:17 54:12 66:24 80:14 140:18,19 <b>pieces</b> 43:1,9,13 52:21 82:2 101:20 112:20 <b>place</b> 16:12 23:22 32:21 33:14 37:14 41:7 52:23 54:25 58:23 62:2,5 71:17,23 77:15 83:14 98:18 99:18 <b>places</b> 50:11 <b>plan</b> 7:19 113:21 114:4 132:23 133:3 <b>plans</b> 132:18,21 133:9,11,13,19,19 133:23 <b>plaque</b> 131:22,23 131:24 132:10 134:4 <b>playing</b> 15:9 34:15 <b>please</b> 1:9,16 2:6,19 33:19 36:12 54:14 55:21 72:25 94:18 96:10 100:14 106:12,16,21	148:24 151:12 <b>pm</b> 106:17,19 151:14 <b>point</b> 8:24 25:3 27:10,25 37:22,24 48:1,2,3,7 55:12 55:13 57:2 75:6 78:18 84:20 89:12 91:1 93:1,2 97:4 101:12 109:13 111:24 112:13,14 115:3 122:13 126:18 134:18 140:8 142:6 148:25 <b>points</b> 53:15 <b>police</b> 7:4,6 135:18 <b>policies</b> 7:2 11:4,21 54:15 107:6 <b>policy</b> 11:10,14,18 11:21,23 12:1 13:11 16:24 54:15 54:17 107:5,18,20 108:5 114:24 115:22 116:1,2,4 116:16,24,25 118:1 141:15 144:4,10 <b>position</b> 60:21 <b>possibility</b> 47:10 87:24 88:9 <b>possible</b> 35:3 46:2 52:18,20 64:6 65:17 138:13 144:23 <b>possibly</b> 52:17 <b>poster</b> 21:18 114:17,17 115:25 116:7,15 117:10 117:14,18 <b>practical</b> 41:17 42:17 72:16 113:22 <b>practically</b> 55:4 <b>practice</b> 17:5 54:6	54:8,11 <b>prefer</b> 134:14 <b>premise</b> 125:8,9,12 <b>premises</b> 37:6 <b>present</b> 3:24 91:8 <b>press</b> 39:21 128:10 <b>pressing</b> 39:21 <b>pretty</b> 22:23 31:25 39:21 56:15 66:15 76:11,24 79:15 90:13 97:25 111:25 125:20 <b>previous</b> 11:6 60:9 86:16 <b>primarily</b> 129:8 <b>print</b> 110:1,5 <b>prior</b> 85:21 143:15 <b>priorities</b> 68:11 70:17 71:14 72:23 72:24 125:25 126:1 127:15 128:15 <b>prioritisation</b> 70:18 71:7 74:22 75:22 123:11 126:2,8 127:23 128:13 <b>prioritise</b> 74:9,12 74:15,20 75:1,2,5 75:17,25 76:6,13 <b>prioritised</b> 124:13 126:11 <b>prioritising</b> 124:1 <b>priority</b> 16:16 24:20,21 25:2,4 26:5 41:22,24 44:5,13 53:11,11 60:23 63:20 64:19 70:15,24 71:2,3 71:15 72:13 74:4 113:24 123:9,19 124:4,6,14,20 126:17 127:8,9,10 128:3,4,4,5,6,12 128:19,20,24	130:17,25 131:7 136:8 143:3,3 <b>priority'</b> 48:24 <b>probably</b> 3:6 15:24 20:8 26:24 30:10 53:2 54:1 55:14 66:14 68:8 96:3 105:16 106:5 108:3 120:23 126:19 <b>problem</b> 3:19 107:25 <b>problems</b> 23:6 <b>procedure</b> 17:14,19 24:4 56:17 58:18 58:24 68:3 114:7 143:21 <b>procedures</b> 7:3 <b>process</b> 22:24 26:25 27:1,10,17 31:7 33:17 35:21 38:6 47:20 50:24 <b>processing</b> 113:10 <b>program</b> 54:2,4 <b>progress</b> 105:20 <b>progressed</b> 76:7 <b>prompt</b> 50:2 112:9 <b>prompts</b> 12:1 <b>proper</b> 75:22 <b>properly</b> 92:4 <b>provide</b> 82:18 <b>providing</b> 61:12 <b>pump</b> 4:20 6:17,19 12:15 22:1 28:22 29:13 44:6 48:21 48:23,25 49:1,6,8 49:25 68:17,19 <b>pumping</b> 6:18 <b>pumps</b> 14:19 16:24 77:21 79:10 84:19 <b>pursue</b> 97:14 <b>push</b> 35:16 <b>put</b> 1:25 35:1 36:11 66:10 76:22 84:22 113:20 115:21
---	--	---	--	--

119:4 126:9 129:18 130:7 142:10 143:7,17 144:22 <b>puts</b> 98:25,25	34:18,22 35:3,11 35:24 38:17,22 39:14,20 44:5,5,9 44:19 45:16,25 46:18 47:14,19,25 48:7,10,22 49:11 49:14 50:19 51:5 51:15,22 56:18 58:3,7 62:1,4 63:15,15 66:15 67:10 68:20 70:14 73:14 81:1,4,6 82:5 85:11,24 86:13,18 88:8,19 88:23 89:8 94:7 94:12,15 96:18 100:11 101:7 107:13 108:21,23 108:24 109:11,16 111:3 112:21 120:13,15 142:9 <b>radioing</b> 29:21 <b>radios</b> 9:9 10:5,9 26:10 102:14 117:20 <b>rang</b> 27:13 47:4 <b>rank</b> 3:24 <b>rarely</b> 9:14 <b>read</b> 2:17 13:22 36:11,13 40:24 58:21 107:9 113:23 141:25 <b>reads</b> 124:6 <b>ready</b> 23:13 25:13 57:9 96:2,5 106:24 108:17 <b>readying</b> 15:20 <b>realise</b> 26:14 39:23 <b>realised</b> 14:12 41:16 42:9,16 52:19 54:24 90:7 120:24 135:6 <b>really</b> 1:21 11:1 15:10 72:7 75:18 80:21 110:8	114:21 138:13 <b>reams</b> 60:19 <b>reason</b> 37:16 72:8 99:17 112:11 125:23 130:19 132:11 134:20 143:25 <b>reasons</b> 77:2 111:6 120:7 123:18 137:19 138:25 <b>rebooting</b> 120:2 <b>recall</b> 50:1 73:10 79:11 86:14 92:6 113:14 141:23 142:2 <b>receipt</b> 61:15 <b>receive</b> 28:9 53:13 80:23 100:2 <b>received</b> 8:8 51:4 51:13 58:13 123:5 <b>receives</b> 9:4 <b>receiving</b> 9:14 25:9 26:1 51:10 68:14 72:19 73:13 85:12 96:5 103:16 104:11 119:13 133:19,24 145:15 <b>recognise</b> 131:16 140:21 <b>recollection</b> 12:1 63:8 75:3 82:1 98:23 100:2 120:12 122:6 123:3 130:16 131:1 138:14 <b>recommended</b> 116:10 <b>record</b> 8:3,5,8 9:22 31:3 41:10 42:21 44:5 51:16 52:16 54:8 66:20 73:9 80:13 104:24 113:22 114:18,23 116:8 117:10,15 130:5 135:4,7,23	<b>recorded</b> 8:18 32:24 34:25 42:13 43:13 44:11 49:13 53:24 58:16 59:7 59:15,17 62:17 63:6,11 64:2 66:7 77:3 83:6,8,18 84:13 88:21 89:6 102:22 107:14 108:22 109:3 110:2 117:16 121:18 122:21,22 126:4,23 129:11 138:16 <b>recording</b> 41:19,20 42:12,18 43:4 54:7 59:1,2,4 64:9 64:12 66:24 70:11 77:18 78:1 82:4 93:6,15,23 94:6 102:19 104:10,17 105:2 115:8 118:14,18 127:22 128:8 129:7,21,22 135:6,9 140:7 <b>records</b> 7:16 9:19 73:4 85:24 107:11 108:7 <b>red</b> 121:8,20,25 130:15,21,25 <b>reduce</b> 116:11 <b>refer</b> 7:17 54:14,18 88:22 108:12 109:3 114:25 115:25 <b>reference</b> 35:22,23 36:7 79:19,20 80:5 <b>references</b> 28:15 <b>referred</b> 6:18 52:15 104:21 111:4 116:1 <b>referring</b> 31:10 39:24 44:21 108:24,25 114:4	116:6,13 <b>refers</b> 83:5 <b>reflects</b> 122:19 <b>refresher</b> 11:16 <b>refreshing</b> 11:10,18 <b>regard</b> 54:10 <b>regarding</b> 82:21 <b>regular</b> 88:24 <b>relates</b> 62:25 <b>relating</b> 107:13,16 108:21 110:21 142:4 <b>relation</b> 61:13 66:22 83:16 <b>Relativity</b> 140:18 <b>relay</b> 6:20 17:6,7 43:18 54:9 56:21 60:17 68:6 <b>relayed</b> 52:25 141:22 147:19 <b>relaying</b> 43:16 52:24 59:8 61:25 <b>relays</b> 73:6 <b>released</b> 150:23 <b>relevant</b> 135:22 <b>reliant</b> 139:7,9 <b>relived</b> 17:1 <b>rely</b> 150:15 <b>remained</b> 18:23 69:2 97:24 98:4 <b>remark</b> 66:3 <b>remarks</b> 51:8 53:5 60:2 <b>remember</b> 11:1 12:21,23 15:2,3,4 15:5,17 18:2,8 21:10,15,22 23:9 23:17,19 24:2 25:22,23 26:19 27:25 30:12,15 31:19,20,20,22 32:2,3,5 34:1,3,4 34:4,13,14 35:23 39:18 41:2,3,4,5 41:25 42:1,3
--	---	--	---	--

43:20 44:14 45:11 45:12,13,17,23 46:13,15 47:11,13 47:14,18,24 49:10 49:12 50:2,5,7,13 51:10,12,18 53:15 57:1,2 58:23 62:3 66:10 70:20 73:19 74:11,11,13 75:8 75:23 76:1,3,14 77:19,20 79:14,15 81:18,25 82:10,14 82:17,20 85:20 86:17,18,19,24 87:2,9,10,16 88:3 88:4,5 89:20,25 90:10,18 91:7,12 91:16,23 92:12,15 92:17,18 93:18 94:10,25 95:12,13 96:19 97:3 99:1,3 99:10 105:1,6 112:13 113:5,13 118:7 119:14,15 119:17,22 120:14 120:20 122:7 125:11,14 129:21 132:17 133:6,7,19 133:21,24 135:3 141:3,3 142:16 143:12 144:15 146:2,3,4,7,15 147:10 148:12 149:9,9,15,19,25 <b>remote</b> 107:15 109:21,22 110:10 <b>remove</b> 60:12 <b>repeat</b> 1:25 37:10 88:13 144:17 <b>report</b> 5:13 30:18 32:25 44:3 48:15 65:15 <b>reported</b> 15:4 <b>reporting</b> 5:17 <b>reports</b> 122:14,15	134:23 135:8 <b>represent</b> 122:13 <b>request</b> 16:17 59:19,20 62:19 65:24 74:4 86:6,7 86:10 96:13 101:2 <b>requests</b> 61:7 63:1 117:5 <b>require</b> 4:11 10:13 <b>requires</b> 107:18 <b>rescue</b> 71:19 125:18 <b>rescues</b> 84:3 <b>residential</b> 133:13 <b>residents</b> 17:6 126:2 <b>resolve</b> 13:6 <b>resources</b> 131:4 <b>respond</b> 44:7 <b>responded</b> 48:25 <b>responding</b> 44:13 <b>response</b> 29:22 30:18 32:25 44:3 48:15 65:15 71:20 71:24 83:20 <b>rest</b> 27:23 32:4 61:10 89:4 <b>result</b> 125:18,18 <b>results</b> 71:18,24 <b>resume</b> 55:16 151:12 <b>retained</b> 41:13 138:6,10 <b>review</b> 3:11 <b>Richard</b> 78:24,25 <b>rides</b> 4:8 <b>riding</b> 4:25 <b>rigged</b> 15:18 <b>right</b> 1:6 2:10 4:16 5:4,10,25 6:9 8:19 9:3 10:23 11:2 12:25 14:10,14,24 18:4,16 19:20 20:2,12,15,23 23:16,20 24:5,11	25:5,16 26:4,14 26:20 28:6,8,10 28:19 30:3,5 33:18 34:12 35:6 35:15,17 36:15 37:25 38:11,21 39:5 40:17,21 44:1,17,23 45:10 45:18 47:9 48:13 50:15 51:14,18 52:13 53:12,23 54:21 55:18 56:4 57:13 58:9 62:10 64:14 66:18 67:1 68:15 71:6,12 72:17 73:12 74:20 75:11 76:2 77:12 78:2,22 79:22 80:8 82:9 83:2 84:17 86:21 87:7 87:23 88:11 90:15 91:12 92:5,21 93:3 94:16 95:17 96:24 97:14 98:22 99:2,16,24 100:6 101:10,18,23 103:2 104:4,9 105:8 106:4,14,24 108:14 109:5 112:8,16 114:12 116:19,20 118:4 119:3,12 120:1,11 120:16 121:3 123:2 124:19,23 125:21 126:7 129:9 130:9,14,18 132:3,15 133:5 139:1 140:9,16 141:10 144:24 145:19,19 146:19 147:5,10,17 148:21 150:3 151:8 <b>right-hand</b> 131:18 <b>ring</b> 123:9,22 124:5	130:23 149:3 <b>ringing</b> 45:23 <b>rings</b> 31:4 65:24 149:1 <b>risk</b> 116:11 <b>river</b> 38:15,15 68:22 <b>road</b> 14:5 18:21,22 19:16,16 20:4,8 20:13 99:6,7,14 99:21,22,23 <b>Roe</b> 141:18,18 142:11,18,19 143:5 144:19 146:7,12 <b>role</b> 4:5 5:8,8,10 11:6,11 13:13 15:9 69:19 91:25 92:3 120:10 134:2 135:22 142:23 148:7 <b>roles</b> 11:12 15:25 81:8,11 <b>roof</b> 139:15 <b>room</b> 2:13 50:3,3 51:11 70:22 73:16 74:8 75:16 88:7 91:17 92:8 104:14 109:6,10,19 143:18 <b>rough</b> 27:11 94:20 114:22 <b>roughly</b> 19:14 20:20 73:13 77:7 94:25 <b>round</b> 20:3,7 149:2 149:3 <b>rounder</b> 24:24 <b>route</b> 14:3,16,22 15:1 16:6 17:12 18:3 <b>routed</b> 135:14 <b>routes</b> 99:20 <b>RT</b> 38:3 45:24 66:13 86:10	<b>RT4</b> 28:15 46:18 47:25 59:20 61:7 61:11 62:14,14,22 63:1,9 64:18 66:20 86:7,13,25 87:13,15 88:8,13 96:13,18 97:1 100:17,21,22,24 101:2 120:13 <b>rule</b> 132:24 <b>run</b> 12:4 94:24 95:11 124:24 139:12 140:3 142:8 <b>runner</b> 133:4,24 138:23 <b>runners</b> 81:12,15 81:18,25 82:11,17 83:4 102:14 117:20,21 138:1 <b>running</b> 56:1 100:17 101:10 119:13 134:13 <b>runs</b> 19:17
<b>S</b>				
<b>Sadler</b> 25:20 113:2 113:13 139:19 <b>safe</b> 145:10 <b>sake</b> 140:13 <b>sandwich</b> 96:25 <b>sat</b> 62:4 77:18 <b>saw</b> 14:10 44:19 73:3 99:15 134:9 <b>saying</b> 35:1 38:12 44:11 45:22,25 46:15 48:23 49:2 58:25 59:1 64:2 70:22,24 76:1,4 76:14 87:17 91:12 91:20 92:7 96:6 109:1 125:22 128:2,19 137:14 <b>says</b> 20:15,16 25:18 31:6,7,9,10,11,12				

32:13,15 33:11	<b>see</b> 10:23 12:12	<b>sensitive</b> 107:16	68:8 79:1 86:1,4	63:18,23 64:5,14
38:4 39:13 48:20	14:6 20:8 21:3	110:20,24	94:18 96:11 99:25	95:2,5,8 105:13
49:20 54:22 64:25	24:6 25:23 26:7	<b>sent</b> 7:17 8:6,15	100:15,25 106:18	105:16,19,21
65:2,23 74:3 79:8	28:15,15 29:12	9:17,24 15:2	<b>shortly</b> 26:24 27:21	106:1,4,7,12,20
81:15 94:23 95:9	31:13 32:13 33:9	21:12,14 29:9,18	67:6 73:1 83:11	106:24 107:2
96:12 107:9	34:8,25 38:20	31:9 44:5,10	104:23	149:11,14,17
108:20 110:9,18	42:7,7 44:23	47:21 59:22 61:16	<b>show</b> 2:11 7:12,13	150:8,14,21 151:2
112:25 113:1	48:19 49:18 52:5	63:24 64:1,5	12:5 18:25 19:20	151:8,11
131:20 133:2	60:1 61:1,3,6	66:11,20 69:8,9	29:17 30:17,22,25	<b>Sirdar</b> 14:5
137:2,2 140:19,25	62:13,20 63:25	69:18 79:6,17	31:16 32:7 81:13	<b>sit</b> 2:3
141:15	65:1 66:2,5,18	95:15 96:18 97:1	86:1 98:19	<b>sitting</b> 64:17
<b>scale</b> 42:4	68:24 70:2 71:3	97:6,20 107:11,13	<b>showed</b> 46:25	<b>situation</b> 25:8 68:5
<b>scan</b> 12:11	73:4 77:6 79:1,24	108:21 133:3,23	64:25	<b>six</b> 4:20 14:18
<b>scenarios</b> 11:7	81:14 82:9 85:7	137:7	<b>showing</b> 19:12	<b>six-pump</b> 14:17
<b>scene</b> 17:23	87:7 94:22 100:21	<b>sentence</b> 22:12	113:21,23 131:4	<b>slightly</b> 61:1 83:13
<b>scheme</b> 10:5,7,10	106:14 107:20	67:23 108:19	<b>shown</b> 11:21 37:11	105:11 106:7
24:18 27:16 28:11	110:12 111:11	<b>separate</b> 9:13 97:1	45:21 54:15 77:9	112:17 132:17
31:23 45:16,19,25	112:11 113:25	116:8	107:5 114:2	136:23
48:10 49:11 51:15	116:7,19 119:7,19	<b>served</b> 80:22	133:10 136:2	<b>slowly</b> 31:1 77:6
73:14 81:4 87:25	120:19 121:1,9,20	<b>service</b> 4:10 7:8	<b>shows</b> 29:15 44:9	100:19
88:23 100:11	122:10 123:9	59:19,20 61:6	86:16	<b>SM</b> 84:11 85:13
108:24 109:16	129:6 130:9,19	62:18 63:1 86:6,7	<b>side</b> 131:19	102:2 103:4
111:3 120:15	131:10,11 133:8	86:10 96:13 99:21	<b>sighted[sic]</b> 18:21	113:18 141:16,22
140:6	135:7 136:20,24	101:2	<b>sign</b> 13:21 18:7	147:19
<b>screen</b> 2:10 3:7,9	139:16,17 143:10	<b>set</b> 22:13,16 25:18	<b>signal</b> 2:4	<b>small</b> 14:19 60:18
8:11,14 19:9	147:4,17	46:5,14 65:1	<b>significant</b> 14:23	<b>smaller</b> 43:24
29:14 64:16,16	<b>seen</b> 15:23 42:13,25	76:10 113:1	<b>signifies</b> 124:9	<b>Smith</b> 151:7
100:21 107:11	45:2 76:14 130:2	114:20,21,22	149:4	<b>smoke</b> 36:8,23 37:5
108:7,20 110:25	133:16,18 134:23	129:4	<b>signify</b> 123:23	37:5 40:7,15 49:3
134:6	134:25	<b>setting</b> 25:6 31:7	150:1	49:4 74:6,7,9,14
<b>screens</b> 2:12 65:21	<b>self-evacuation</b>	38:6 45:15 47:20	<b>Silva</b> 140:20	75:4,13,15 76:5
<b>search</b> 71:19	125:19,20	50:24 143:24	<b>Silvo</b> 140:20	123:12,13 126:5
<b>second</b> 22:12 28:20	<b>send</b> 9:22 74:19	<b>settle</b> 55:25	<b>Silvo[sic]</b> 139:18	127:1,8,9 131:4,8
59:18 67:19 72:12	96:6 97:8 127:15	<b>seven</b> 51:7 115:2,2	<b>similar</b> 38:3 71:13	145:17,24
74:17 92:23 97:4	140:11	116:20	93:25 96:8 139:12	<b>smoke-logged</b>
108:19 113:17	<b>sending</b> 9:7,13	<b>Sharon</b> 51:11,25	<b>Similarly</b> 2:3	70:21,22,23,23
133:12	29:12 49:24 50:4	58:3	<b>simple</b> 1:22	<b>smoke-logging</b>
<b>second-last</b> 84:8	50:8,10 63:25	<b>she'll</b> 55:19	<b>simply</b> 97:16	41:23,24 71:1,2
89:15	79:14,15 88:15	<b>sheets</b> 137:7	<b>simultaneously</b>	128:3,5,23
<b>seconds</b> 22:17 97:6	<b>sends</b> 58:3 59:19	<b>shift</b> 5:6,8	97:2	<b>somebody</b> 9:8 35:1
97:7	<b>senior</b> 5:4	<b>short</b> 1:22 28:16	<b>single</b> 61:10 137:23	39:22,23 59:1,8
<b>section</b> 52:11 60:12	<b>sense</b> 42:22 48:17	44:19 47:19 50:19	<b>sir</b> 1:3,12 3:5 19:2	73:19,24 81:5,9
<b>sector</b> 7:21	60:21 81:6 111:6	55:23 59:10 61:4	19:3 34:24 35:8	81:24 97:15 111:3
<b>sectorisation</b> 7:12	113:6 140:25	62:11 64:23 65:5	52:11 55:7,11,14	118:14 125:4,13
<b>sectors</b> 7:15	144:24 145:5	65:20 66:8,19	55:25 56:5,6	126:3 127:22

134:23 136:17 138:24 139:25 141:7 147:7 <b>soon</b> 23:12 25:12 26:8 27:8 68:13 102:21 147:21 <b>sorry</b> 7:24 8:20 17:16 19:3 31:15 32:22 33:21 40:9 48:2,16 50:21,22 52:3 59:24 69:16 71:22 83:18 89:12 89:12 90:21 95:6 110:18 114:22 123:14 126:14,20 128:10 133:18 138:8 140:10 142:20 144:17 149:8 <b>sort</b> 20:1 <b>sorts</b> 39:11 <b>sound</b> 18:16 34:6 34:22 <b>sounds</b> 34:6,16 35:13 38:10,17,18 73:12 77:12 91:19 <b>source</b> 51:5 66:1 <b>sources</b> 88:16 <b>south</b> 14:4 19:13 20:1,8,13 38:15 <b>space</b> 47:2 72:11 99:15,19 115:1 <b>spaces</b> 99:22 <b>speak</b> 21:6 34:19 35:7 56:20 68:11 72:7 75:18 <b>speakers</b> 111:5 <b>speaking</b> 61:20 73:20 74:1 82:4 113:13,14 121:12 124:11 136:17 142:5 147:2,21 <b>special</b> 4:10 <b>specialist</b> 10:13,16 <b>specific</b> 10:22 54:4	84:3 107:17 110:21,25 <b>specifically</b> 11:14 15:12 21:15,22 24:3 52:25 67:12 69:19 95:13 <b>specifics</b> 16:3 53:18 67:2 70:20 77:24 <b>speculate</b> 46:2 92:1 135:2 136:13 <b>speculation</b> 84:2 97:12 129:19 <b>spending</b> 32:3 <b>spent</b> 73:21 148:3 <b>split</b> 65:21 <b>spoke</b> 30:15 31:25 64:7 66:16 73:16 73:18,24 113:9 146:15,24 147:21 <b>spoken</b> 138:24 144:14 <b>square</b> 69:3 124:6 <b>staff</b> 38:13 124:10 141:21 144:19 146:17,25 <b>stage</b> 1:23 2:3 17:1 43:12 48:18 75:21 76:3 93:22 95:15 98:3 123:11 126:7 132:9 145:11 <b>stages</b> 26:22 43:16 103:6 131:2 143:11 <b>stairwell</b> 145:1,22 145:23 <b>stamp</b> 59:13 <b>stand</b> 39:3 <b>standard</b> 17:5 54:6 54:7,11 58:18 60:18 68:3 <b>start</b> 2:6 3:21 15:20 21:13 22:21,23,25 28:10 32:15 35:24 54:2 75:4 82:11 83:9 104:17,23	106:9 118:21 136:3 137:19 151:6 <b>started</b> 26:8 27:15 45:8 54:1 61:19 73:11 76:25,25 78:20 82:11 85:5 100:10 108:2,3,16 118:21 119:13 125:4 134:18,24 135:4 <b>starting</b> 23:13 25:12 38:12 42:21 82:14 108:16 <b>starts</b> 22:24 <b>state</b> 49:7 <b>stated</b> 64:20 <b>statement</b> 2:7,10,17 2:19,22 4:18 16:21,22 18:19 19:11,12,22 22:11 39:22 67:8,18 69:1,3 84:7 92:22 97:23 102:1 103:3 113:20 141:11 144:18 146:6 147:18 <b>states</b> 100:22 149:5 <b>stating</b> 60:24 71:5 126:4 <b>station</b> 4:14,21 5:12,14,15,17,18 5:21,24 20:16 27:14,20 32:1 66:16 78:11 90:11 90:16 92:15 102:9 142:5,13 143:12 143:16 144:5,14 144:24 146:7 147:6,23 148:6 <b>status</b> 47:7 78:25 84:13,14 <b>stay</b> 20:24 104:24 112:8 143:17 144:22	<b>stay-put</b> 141:15 144:4,10 146:16 147:6 <b>stayed</b> 20:25 21:1 46:4 <b>staying</b> 6:21 70:7 <b>step</b> 43:14 115:21 <b>stood</b> 118:17 <b>stop</b> 55:15 74:7 75:15 76:22 89:12 <b>stopped</b> 28:1 85:11 135:5,5 <b>stopping</b> 139:7 <b>straight</b> 14:18 41:16 43:22 147:25 <b>structure</b> 7:19 <b>struggling</b> 28:25 29:3 <b>stuck</b> 36:24 59:20 60:2 <b>subject</b> 36:2 72:23 81:12 133:9 <b>subsequent</b> 136:22 <b>subsequently</b> 55:1 143:5 <b>successful</b> 125:18 <b>sufficient</b> 52:1,10 75:22 <b>suggest</b> 87:4 <b>suggests</b> 87:8 <b>summarise</b> 139:6 <b>summarising</b> 123:2 <b>summary</b> 30:25 51:6 52:5 <b>supervisor</b> 30:1 <b>support</b> 4:6,8 5:2 7:8 22:13 26:11 107:10 146:17 <b>supports</b> 6:12 <b>suppose</b> 80:21 87:16 <b>sure</b> 15:5 31:25 35:25 39:4 54:4 56:15 58:14 65:17	66:15 72:14 76:11 76:24 77:16,21 79:6,15 87:18,18 88:1,9 90:13 94:14 101:25 103:14 111:25 120:6 125:20 127:17 130:25 131:1 132:2 140:8 143:21 145:25 146:24 147:13 <b>surprise</b> 98:18 <b>surprised</b> 63:14 88:14 <b>surprisingly</b> 56:1 131:12 <b>survival</b> 10:25 11:15,22 13:2 25:18 28:23 45:4 45:9 51:3 52:10 57:25 61:12 101:6 111:20 112:18 113:9 114:18 116:2 143:17 150:18 <b>suspect</b> 27:5 39:2 97:15 <b>switch</b> 39:21 <b>switched</b> 88:18 <b>system</b> 8:16,23 9:4 9:18,19 16:11 22:13 23:22 25:8 25:19,19 57:5,14 57:14 60:16 71:17 71:23 82:10 83:3 83:14 93:4,19 102:6 104:6,21 107:3,10,25 109:17 110:12,13 110:15 119:17,21 123:25 <b>systematic</b> 139:1 <b>systems</b> 7:9 22:16 57:9
---	---	---	---	--



<b>T</b>	78:15 90:8 104:3	129:3 139:16	<b>thoughts</b> 145:9	77:14 98:17
<b>tab</b> 3:5 11:21 32:8	105:5 118:23	<b>things</b> 6:25 7:3,15	<b>three</b> 10:8 30:7	134:11,17,19,25
37:16,19 44:18	137:21	7:25 12:13 24:18	41:13 50:10	<b>timelines</b> 98:13
45:3,3 50:23	<b>telephone</b> 35:11,13	24:19 26:24 60:23	<b>ticks</b> 121:20,25	<b>times</b> 14:21 30:7,8
54:15 59:11 64:23	46:17 73:9,11	75:5,7 77:19 91:4	<b>tie</b> 44:17,23	67:13 77:25 84:12
86:5 94:19 107:5	<b>telephones</b> 73:5	91:22 92:2 95:18	<b>time</b> 3:13 7:14 17:3	97:4 118:13
114:2 116:3 118:5	<b>tell</b> 8:19 27:1 39:4	114:24 134:14	17:15,23 18:14	136:16
120:17,17 129:1	42:6 53:9,13	<b>think</b> 1:5 3:5 5:22	21:11,16 24:10,25	<b>timing</b> 38:20 45:6
130:1 131:14	56:14 59:3 75:21	10:19 14:10,20	25:3,14 29:2 35:7	<b>timings</b> 98:5
134:4 148:24	97:11 112:25	19:4,14 20:7,20	39:22 42:8 43:23	<b>TMO</b> 133:13
<b>table</b> 60:1	118:23 134:7	30:10 36:4,9 37:7	43:24 44:20,24	<b>today</b> 1:20 2:23
<b>take</b> 2:4 3:13 5:9	135:2 136:4	37:11 38:21,23,24	45:8,12,20 47:18	151:9,10
6:17 8:20 11:12	141:18 148:11	41:20 43:7,8	48:16,19 50:9,16	<b>today's</b> 1:4
16:15 20:20 22:16	<b>telling</b> 29:7 46:13	44:15 52:11,24	50:21 51:24 53:3	<b>told</b> 33:1 41:8
23:2,4 30:14 31:1	131:9	53:25 56:22 59:4	53:21 54:1 55:4	47:19 56:16 57:4
37:16 43:5 44:11	<b>tells</b> 14:22	59:6 62:2,19 67:7	59:13 61:14,21	58:4 74:6 75:8
45:7,16 47:17	<b>ten</b> 14:7	70:16 77:7,21	62:24 63:5,15	76:9 90:7 91:7
48:5,14,16,23	<b>tend</b> 34:10 91:25	78:16 79:11 80:5	64:24 65:9,18,20	98:7 112:10,13,13
57:9,23 64:21	<b>tends</b> 2:14 88:23	80:10,21 83:12	65:23 67:25 69:6	112:14,17 122:15
68:1,5 77:6 84:15	<b>terminal</b> 13:23	84:12 85:4 92:1	70:5 71:17 73:1	123:15 128:23
92:12 96:2 97:7	<b>terms</b> 6:10 13:10	101:13,15,19,22	73:10 74:1 76:17	129:2 135:20
99:24 100:19	16:11 24:6 27:1	104:5,11 106:4	77:11 78:11,23	136:4 141:3 147:5
101:19,21,24	28:9 29:20 31:18	108:11,15,15,24	79:22 80:13,14,22	<b>Tom</b> 84:11
103:6 105:11	42:12 43:12 45:6	109:8 115:1 116:3	81:1 84:18,24	<b>tomorrow</b> 151:5,12
110:1 112:25	46:17 50:7 57:25	116:5 119:18,20	85:11,14,15,16	<b>Tony</b> 84:10 91:6
115:21 116:1	70:17 71:14 78:23	120:9,23 121:12	86:15 87:2 88:8	<b>top</b> 13:20 16:22
126:22 139:13	79:22 80:9,18	121:17 123:2,13	89:23 90:13,20	38:4,21 40:6,11
143:10	84:12 93:17	123:18 124:6	91:2,11,21 94:20	40:13 48:3 49:19
<b>taken</b> 12:19 13:6	104:10 118:6,20	128:22 130:4,11	94:23,25 95:17,18	50:22 52:12,13
15:22 46:13 60:17	125:17,25 134:11	130:16 131:25	95:25 96:17 97:17	53:1 102:1 121:23
61:15 63:10 69:10	<b>thank</b> 1:12,19 5:25	132:7 134:24	97:24,25 98:25	136:22 137:13
83:15,19 95:25	35:8 40:22 55:5	139:6,13 141:18	99:13 101:14	139:18 140:20
101:25 119:1	55:20,21 60:12	143:6 146:23	103:8 105:7 110:5	<b>topic</b> 105:10,11
122:13 128:11	64:14 105:19	147:12 148:10	112:5 115:9	112:18
131:16,22 136:15	106:14,16,22	150:17 151:2	118:12 119:15,16	<b>tower</b> 4:17,22 6:1
148:19	107:2 123:20	<b>thinking</b> 126:15	119:21 121:12	13:13 14:6,7
<b>takes</b> 5:8 22:17,18	125:24 148:21	<b>third</b> 13:20 17:4,20	126:22 134:21,25	19:13,23,24,25
57:11 84:18 95:18	150:4,9,12,13,19	35:17 70:7 121:8	136:9 141:23	20:21 25:21 30:22
95:23 110:2	150:20,22,24	121:22	142:2,17 145:2	84:16 99:7,11
<b>talk</b> 37:23 39:21	151:8,10,11,13	<b>third-floor</b> 133:12	148:1 150:16	113:21 114:4
55:17 106:12	<b>theme</b> 55:10 96:8	<b>thought</b> 50:13	151:6	122:14,16,20
<b>talked</b> 50:20	<b>they'd</b> 78:20 103:9	61:19 75:25 79:17	<b>Time-wise</b> 77:9	131:20 132:4,6,7
<b>talking</b> 39:19,23	<b>thick</b> 49:3	91:8 92:7 98:7	<b>timed</b> 32:12 38:1	132:19,21 133:11
<b>team</b> 5:5,15 6:14,20	<b>thing</b> 10:11 21:17	101:5 111:21	139:15	136:18 145:1
27:22 31:4 68:3	23:1 54:10 80:13	122:2 143:7,25	<b>timeline</b> 30:21	<b>track</b> 83:3,15,18,19

<b>traffic</b> 28:25 <b>traffic's</b> 39:14 <b>train</b> 11:19 <b>trained</b> 5:18 12:21 13:10 <b>training</b> 10:14,16 10:18,22,24 11:3 11:7,9,14,16,17 12:3,24,24 13:13 <b>transcript</b> 30:24 31:16,17 32:7,11 33:2 38:1 39:6 44:19 45:3 50:23 52:22 <b>transfer</b> 12:6 43:10 68:10 96:1 116:9 117:1,2,15,17 <b>transmission</b> 8:14 47:15 <b>transmit</b> 36:5,10 37:8,12 <b>transmitted</b> 8:18 33:5 111:7 <b>trapped</b> 17:5 33:23 36:7 37:4 49:5 62:22 86:8,11 96:14 <b>treated</b> 63:24 <b>tremendously</b> 65:19 <b>tricks</b> 34:15 <b>tricky</b> 46:25 <b>tried</b> 99:19 <b>triggering</b> 129:17 <b>triggers</b> 133:8 <b>true</b> 2:19 <b>try</b> 52:4 120:2 135:23 <b>trying</b> 5:22 7:24 9:3 15:21 18:8 24:24 25:14 28:21 33:15 35:19,22 37:23 75:24 77:2 108:18 126:20 127:1,25 128:12	129:18 131:10,11 132:24 135:1 149:8 <b>Tuesday</b> 1:1 <b>turn</b> 20:7 22:17,17 23:4 44:2 65:15 81:12 94:21 107:6 108:17 139:17 <b>turned</b> 23:1 76:20 127:14 <b>turning</b> 120:17 140:17 <b>two</b> 4:25 5:4 6:4,8 10:4 20:22 30:7 38:13 39:15 40:14 52:7 56:7 59:18 62:22 65:8,17 66:10 72:24 75:13 86:7,12,20,24 88:15,15 96:15,21 96:25 101:17 107:4 125:7 136:1 141:13 143:7,7 <b>two-man</b> 6:7 <b>two-thirds</b> 62:13 <b>two-way</b> 121:13 <b>type</b> 8:17,21 9:11 9:22 110:24 <b>typed</b> 9:4,11 62:18 <b>types</b> 8:22 10:22 <b>typical</b> 133:13 <b>typing</b> 9:8	<b>understandable</b> 131:13 <b>understanding</b> 52:18 132:12 <b>understood</b> 58:14 70:25 <b>undertook</b> 10:19 <b>Uniform</b> 6:23 27:19 28:4,7 29:17 32:18 34:20 38:5,17 42:20 43:2,11 45:15 64:4,8,10,21 90:4 109:2 130:5,6 131:17 142:10 146:18 <b>unit</b> 4:8,12,13,25 5:15,18,20 6:4,5 6:11,16,22,24 7:1 8:4 9:8,10,20 10:3 10:13,21,25 11:9 15:8,20 16:7,19 17:1,2 18:21 20:23 21:1,18 27:12,19 28:7 41:13 42:20 48:11 57:2 60:5 68:14 69:15,18 77:1 81:17 90:7 95:23 95:23 96:7 98:1 109:23 120:4 135:15 138:21 139:2,8,24 <b>unit's</b> 57:8 <b>units</b> 4:9 <b>UNKNOWN</b> 32:16 <b>update</b> 100:24 125:22 137:11 138:22 <b>updates</b> 121:14 <b>use</b> 19:1 46:18 54:11 57:10 70:3 96:1 98:1 108:14 109:21 115:4 120:3	<b>users</b> 107:15 110:10 <b>usher</b> 19:4 55:19 150:21 <b>usual</b> 70:11 <b>usually</b> 5:11 16:15 21:12,12 99:20 <b>utilise</b> 78:20	74:21 <b>wants</b> 16:14,19 112:4 117:6 <b>warm</b> 22:19 57:9 57:12 <b>wasn't</b> 4:24 26:5,22 41:17 42:16 43:23 43:24 52:19 53:16 63:14,21 64:10 69:23 72:3,9,10 72:10,16 75:21 77:4 91:21 94:2 97:18 100:11 103:17,18 109:12 111:22 112:1 118:11,17 122:15 128:12 134:1 135:6 136:12 137:19 143:2 144:11 <b>watch</b> 3:25 4:1,23 4:23 6:2 11:3,19 13:24 14:2 15:18 20:25 21:3,8 22:5 24:12 25:17,19,25 26:9,21 27:7,18 27:19 28:1 42:19 43:3,17 46:3 51:21 56:10,22 57:1 58:6 61:25 66:25 67:4,11 68:12 78:9 81:14 82:5 89:21 90:2 103:1,13,15 112:23 113:1,3,8 113:13 114:11,13 114:14 115:6,14 130:11,12 131:25 132:9,25 133:22 146:23 147:12,14 <b>way</b> 1:23,25 7:24 11:12,19 12:13 17:11,17 20:3 33:11 35:18 43:20 47:10 49:6 52:4
---	--	--	--	--

59:4,7 61:2,9 62:12,13 74:12 76:23 82:24 85:19 87:10 89:6 93:25 102:15 104:1 105:3 109:25 110:17 111:8,9 113:23 114:22 115:5,8 117:16 120:6 134:16 135:6 148:13 149:18 <b>ways</b> 10:8 88:25 108:8 134:13 <b>we'll</b> 27:4 55:15 96:5 97:14 100:15 104:23 106:8,9 111:12 120:2 151:11 <b>we're</b> 5:5 9:9 17:12 21:17 24:24 28:16 30:13 33:16,16 35:20,20 38:5 45:15 50:21,24 52:12,13 54:7,13 56:20 67:6,12 83:11 86:12 90:8 91:25 96:1,2,5 105:20 133:9 142:7 <b>we've</b> 28:19 33:1 39:9,15 40:5 42:13,25 45:2 48:5,17 55:8 56:8 59:16 67:20 69:4 70:8,16 75:12 85:24 86:23 89:16 90:8 110:15 117:16 123:2 126:16 131:5 135:19 137:11,11 137:12 <b>wearers</b> 122:20 <b>Wednesday</b> 4:19 151:15	<b>week</b> 129:3 <b>weight</b> 52:18 <b>Welch</b> 77:20 78:3 78:24,25 79:4,14 80:1,3,5 111:24 112:12 <b>Welcome</b> 1:3 <b>Wembley</b> 84:9,16 <b>Wembley's</b> 27:19 28:7 42:20 <b>went</b> 15:19 20:25 21:24 43:2 56:10 78:5 85:18 89:13 90:4,10 100:4 101:13 113:7 121:16 138:2,4 <b>weren't</b> 30:8 52:24 53:21 72:6,8 76:9 83:24 121:16 142:23 145:19 <b>west</b> 19:13 134:22 <b>WHEELCHAIR</b> 65:12 <b>whilst</b> 46:9 87:12 115:12 135:21 <b>white</b> 54:23 138:10 <b>whiteboard</b> 21:20 42:22 43:4 93:15 93:18 105:5 116:22 118:20 123:4 129:4,6,21 134:11 <b>whiteboards</b> 7:3 43:5,7 83:9 93:17 93:18 101:23,24 101:24 <b>wires</b> 9:9 <b>witness</b> 1:5 2:6 19:11,12,22 56:5 105:15,18,23 106:11 107:1 150:13,20,23 151:5 <b>witnesses</b> 151:1 <b>WM</b> 4:21 31:4,8	70:14 73:6 84:10 84:10 113:21 139:19 <b>wonder</b> 18:24 <b>wondering</b> 63:23 <b>words</b> 30:12 31:20 32:5,16 34:20 76:1 142:6 <b>work</b> 1:23 5:15,16 7:24 120:2 131:10 131:11 <b>worked</b> 27:22 <b>working</b> 21:3 90:8 119:17,19 137:21 <b>works</b> 10:10 <b>would've</b> 21:15 22:6 23:24 24:21 24:22 27:13 29:10 29:10 46:21 48:10 56:23 59:6,7 62:4 62:4 67:9 68:6,9 75:25 77:13 80:16 80:22 81:2,7 87:18,19,22 88:1 88:10 89:1,5,13 89:19,22 95:13 110:6 115:4 124:17 125:22 135:5,17 138:7 139:21 143:21,25 143:25 146:10,17 <b>wouldn't</b> 10:21 17:25 18:12 22:2 22:2,5 24:10 26:12 29:17 30:16 48:11 56:17 70:24 76:12 98:25 102:15 104:1 105:10,17 109:7 111:2,7 131:3 139:9 <b>wrapped</b> 70:4 <b>write</b> 21:20 42:14 59:9 125:4 127:1 137:12	<b>writing</b> 27:6 59:8 82:2 88:5 93:24 94:1,2 102:23 105:2,5 118:6,13 126:25 127:19 130:3 136:24 137:5 138:17 <b>written</b> 9:23 42:24 43:8 59:6 117:18 123:17 126:7 139:19,25 141:7 <b>wrong</b> 20:3 52:11 95:8 116:5 141:19 <b>wrote</b> 42:14 53:14 112:19,20 130:10 130:11,12 <hr/> <b>X</b> <hr/> <b>X2</b> 86:10 <hr/> <b>Y</b> <hr/> <b>ya</b> 32:19 33:12 <b>yeah</b> 7:6 10:7 20:4 33:15,25 34:13 35:19,25 36:23 37:4 38:8 42:10 44:15 51:19 60:15 63:20,20 67:3 69:7 74:13 85:9,9 90:10 100:7 118:2 123:13 126:14 129:10 138:4 146:2 <b>year</b> 30:21 <b>yellow</b> 2:16 54:23 137:25 138:10 139:24 <hr/> <b>Z</b> <hr/> <b>0</b> <hr/> <b>01.15</b> 4:20 <b>01.23.15</b> 84:14 <b>01.30</b> 73:12 <b>01.30.48</b> 18:15 <b>01.35.24</b> 31:2 32:12	45:3 <b>01.35.54</b> 48:20 <b>01.40.50</b> 38:3 44:4 <b>01.43</b> 73:3 <b>01.43.07</b> 38:2 44:8 44:24 50:20,22 <b>01.43.13</b> 50:21 51:1 52:14 58:2 59:16 60:1 <b>01.43.19</b> 59:14,17 61:3 <b>01.43.58</b> 61:7,8 <b>01.44.56</b> 61:8 <b>01.45.01</b> 61:9 <b>01.47.44</b> 65:23 <b>01.50</b> 62:17 73:3 <b>01.50.49</b> 73:1,4 <b>01.58</b> 67:14 <b>01:30:48</b> 31:6 <b>01:35:24</b> 49:22 <b>01:50</b> 65:3 <b>02.00</b> 84:9,22 <b>02.01.43</b> 62:24 64:24 <b>02.02.36</b> 62:14,19 63:2 <b>02.03.41</b> 79:8 <b>02.04</b> 67:13 79:2 <b>02.04.20</b> 80:5 <b>02.05.55</b> 86:4 <b>02.06.06</b> 86:9 <b>02.06.38</b> 79:24 80:6 <b>02.09</b> 96:17 <b>02.09.08</b> 96:10,11 <b>02.10</b> 96:17 <b>02.10.09</b> 97:5 <b>02.10.21</b> 96:15 <b>02.23.33</b> 94:23 95:3 99:25 <b>02.27</b> 100:18 <b>02.27.48</b> 100:20 <b>02.29</b> 100:21 <b>02.40.11</b> 100:22 <b>02.41.27</b> 100:23 <b>03.10.51</b> 100:25
---	--	--	---	---

<b>03.21</b> 136:9	<b>17</b> 51:9	<b>22</b> 94:21,22 100:1	<b>42</b> 114:2 118:5	45:15 49:22 51:2
<b>04.02</b> 134:19	<b>175</b> 36:19,20,25	100:15,18 113:2	<b>43</b> 120:17 148:24	54:16 60:5 64:4,8
<hr/> <b>1</b> <hr/>	37:1 65:12 66:6	<b>22nd</b> 49:3	<b>44</b> 131:14 134:4	64:10,21 65:24
<b>1</b> 4:18 26:13 28:13	<b>176</b> 149:23	<b>23</b> 51:8 59:11 64:23	136:3,7	73:5 109:2 130:5
86:11 151:18,18	<b>18</b> 51:9	66:2 86:5 94:19	<b>45</b> 90:17 136:20	142:10 146:18
<b>1.15</b> 6:2	<b>182</b> 73:8 74:7 75:14	100:19 130:20	<b>47</b> 139:12,14	<b>81</b> 72:25
<b>1.30</b> 47:7 98:6	<b>18th</b> 31:10 40:3,4,5	<b>23rd</b> 65:10,10 66:4	<b>48</b> 129:1 139:13,16	<b>82</b> 49:5 86:11
<b>1.35.24</b> 47:8,14	40:6,9,18,21 49:2	<b>24</b> 100:25	<b>49</b> 133:10	<b>8th</b> 134:21
<b>1.43</b> 48:3	<b>19</b> 59:12	<b>25</b> 63:10 77:21	<hr/> <b>5</b> <hr/>	<hr/> <b>9</b> <hr/>
<b>1.43.07</b> 48:4	<b>194</b> 123:21	79:10,19	<b>5</b> 11:21 12:5,9 23:2	<b>9</b> 13:1,2,4 65:11
<b>1.50</b> 66:9	<hr/> <b>2</b> <hr/>	<b>261</b> 48:21 49:1,6,24	54:15 65:12 102:1	66:6 116:16
<b>1.57</b> 78:25	<b>2</b> 12:9 13:20 22:12	<b>27</b> 2:7 140:17	107:5 116:3	<b>95</b> 96:14
<b>10</b> 1:1 26:10,10,18	28:19 32:15 35:17	<b>271</b> 33:16 35:20,23	142:11 149:12	<b>999</b> 17:6 29:25 92:8
51:8,22 60:2	36:13 38:15 54:16	37:23 38:19 44:16	<b>5.7</b> 12:16	<b>9th</b> 134:21
65:10 66:3 139:14	65:11 67:8,9 69:4	48:22,24 49:8,16	<b>5.9</b> 12:17	
151:6,12	84:14 85:25 86:12	60:7 63:19,21,25	<b>59</b> 30:23	
<b>10.00</b> 1:2 151:16	94:20 95:16 98:8	64:3,5,6,11,13,20	<hr/> <b>6</b> <hr/>	
<b>10/15</b> 27:11	106:5,10,14,16	64:22 97:6,9	<b>60</b> 48:14,19	
<b>10TH</b> 59:21 62:22	106:5,10,14,16	108:18	<b>61</b> 49:19	
86:8	113:16 117:24	<hr/> <b>3</b> <hr/>	<b>6th</b> 134:21	
<b>11</b> 65:5 86:11	118:1 141:12	<b>3</b> 18:19 36:2 39:8	<hr/> <b>7</b> <hr/>	
151:15	149:2,3	44:9 47:7 65:12	<b>7</b> 27:19 28:4,7	
<b>11.15</b> 55:6,22	<b>2-0</b> 36:21	78:25 84:13 116:8	42:20 43:2,11	
<b>11.30</b> 55:16,21,24	<b>2.00</b> 106:19	116:15 149:14,16	90:4 130:6 131:17	
<b>111</b> 35:1 36:8,15,16	<b>2.16</b> 139:15	149:21,25	<b>7.2</b> 116:3,25	
37:2,3	<b>2.23</b> 98:19	<b>3.05</b> 151:14	<b>7.5</b> 107:8	
<b>113</b> 136:8 137:3	<b>2.30</b> 98:16	<b>3.10</b> 101:4	<b>70</b> 44:2	
138:14	<b>20</b> 62:11 73:13	<b>3/4</b> 23:2	<b>71</b> 37:19 44:18	
<b>12</b> 51:9,9 96:14	77:10 79:2 98:2	<b>30</b> 77:14 84:15 98:2	50:23	
97:6,7 129:16	98:10,11,14	98:10,11,14	<b>72</b> 32:8 45:3	
135:1 140:4	<b>2003</b> 3:23	<b>35</b> 84:16	<b>73</b> 44:8 48:3 50:18	
<b>12.45</b> 106:17	<b>2014</b> 11:24	<hr/> <b>4</b> <hr/>	58:1 59:23 60:11	
<b>123</b> 136:8	<b>2015</b> 10:20	<b>4</b> 16:22 22:11 28:14	<b>74</b> 62:22 86:8	
<b>13/14</b> 4:1	<b>2017</b> 2:7 3:2 4:19	28:15,17,19 29:9	139:14	
<b>133</b> 73:7 74:6 75:13	<b>2018</b> 1:1 151:15	30:3 38:13,14,25	<b>78</b> 65:16,21,23	
149:2	<b>204</b> 65:10 66:6	39:13 61:22,24	<b>790</b> 11:14,21 54:15	
<b>14</b> 51:9 65:11 66:6	123:17 130:20	62:8 63:16 67:18	107:5 116:2	
136:8	131:5	68:21,25 70:7	<b>7th</b> 134:21	
<b>14th</b> 4:19 36:17,18	<b>20th</b> 36:21,22 49:5	84:7 97:23 107:7	<hr/> <b>8</b> <hr/>	
<b>15</b> 77:13	65:12	116:4,25 137:3	<b>8</b> 6:23 13:1,1 15:8	
<b>152</b> 100:23	<b>21</b> 62:12 64:23	138:14	29:17 31:5 32:18	
<b>153</b> 101:3 149:11	65:20 75:14 79:1	<b>40</b> 79:13,20 101:5	34:20 38:5,17	
<b>16</b> 3:2 73:7 75:13	79:24 86:2,4	<b>41</b> 130:1		
<b>161</b> 65:10 66:2,3	94:19 96:9	<b>415</b> 136:8		
	<b>21st</b> 73:8			