"HELP WE ARE TRAPPED IN THE STAIRWELL AND CAN'T BREATHE"

Command and Control:

"CONTROL TO COMMAND - URGENT"

"Control to Command, we have reports of people trapped in stairwell 2"

"Yeah received …. Command to Lobby, we have 2 people trapped in the stairs"

"Yeah received ….
Lobby to Bridgehead, we have people coming down the stairs"

"Yeah received ....
Bridgehead to Search Sector, people are evacuating the building"

"Command to control, Who has?"

This can and has happened!

Communication along the chain can be life critical.

- During a recent training seminar series involving over sixty UK fire officers, a single key learning point was communicated and emphasised through a lone sentence, prior to a table-top exercise taking place. However, in effect, only five percent of students utilised that key piece of information and this negatively impacted on exercise outcomes.

- Communication amongst professionals is as critical as human behaviour is at fires. Yet emergency workers under stress repeatedly experience failings in information transfer on the incident ground that may affect the outcome in some dramatic way. Add to this the time lag between message transfer and receipt so commonly experienced in high-rise firefighting and a sound tactical solution may be compromised by unwanted delays.