

Witness Name: Mark Charles-Pass

Exhibits: MCP/01-MCP/06

Dated: 27 August 2025

THE SOUTHPORT INQUIRY

FIRST WITNESS STATEMENT OF MARK CHARLES-PASS

I, Mark Charles-Pass, will say as follows: -

Introduction and Background

- 1 I am the Director and owner of Condor Carriers Ltd ("Condor").
- 2 This witness statement is made to assist the Southport Inquiry (the "Inquiry") with the matters set out in the Rule 9 Request dated 6 August 2025.

- 3 I started Condor in conjunction with Amazon in 2020. By September 2025 I will have run the business for five years. From the outset I have been responsible, and I continue to be responsible, for building the business, which has grown from five drivers to over one hundred drivers today.

Condors' work with Amazon and provision of delivery services

- 4 Condor works hand in glove with Amazon in what is known as a Delivery Service Provider 2.0 ("DSP" 2.0) partnership. Condor is responsible for the last section of the delivery of a parcel in an area for Amazon. This is often known as the "last mile". We operate Amazon-branded vans and deliver to geographical areas known as Regional Geographical Units ("RGUs"). Amazon provides us with the volumes of orders and the geographical allocations, and we in turn recruit and manage drivers and vehicles to service those areas. Our drivers are engaged on a self-employed contractor basis.
- 5 Condor takes delivery of packed parcels from Amazon and the drivers make the delivery using the Amazon parcel tracking software and Delivery App which navigates the drivers from delivery to delivery. Neither Condor nor the drivers are aware of the content of any packages, although the software makes clear when packages require age verification on delivery. The Amazon Delivery App then prompts the driver as to the checks needed.

Recruitment and Onboarding of Drivers

- 6 We recruit drivers from the general population, mainly via Indeed.com, with some word of mouth applicants. Applicants apply, and we contact them through Indeed and by phone. They are invited to our site at Leyland (the naming convention that Amazon uses for this site is "DPR1") for interview. At interview we present the details of the role, the payment structure, and conditions. Both parties assess suitability at this stage. We ask applicants to disclose any criminal and / or driving convictions at the point of interview, along with any points on their licenses. If we have any concerns about the applicant, their safety, or their suitability, they will not proceed. If we agree to put them forward and the candidate wishes to proceed, an Amazon driver account is created. The process involves the candidate uploading their personal details and documents via the Amazon system, and Amazon carry out a more detailed background check of the relevant candidates. They must provide right-to-work documents, passport and identification, and undergo a DBS check

through Accurate (an American company engaged by Amazon). At the time of Mr Hamza Ali's ("Mr Ali") recruitment, candidates also completed a drug and alcohol test.

Training of Drivers

- 7 At the time of Mr Ali's recruitment, new drivers were required to complete four days of training. This consisted of two days of classroom training delivered by Amazon staff, followed by two days of ride-along training with an experienced driver from Condor. Drivers were also provided with a Driver Handbook, contract for services and relevant policy documents. All Condor managers, including myself have completed this training. The Amazon classroom training included health and safety training, site safety, manual handling, and delivery process modules. The final modules covered Age-Verified Deliveries ("AVD"). A test was completed at the end of the two days which candidates had to pass.

Amazon's AVD Process

- 8 Amazon's AVD process is as follows: at the point of delivery, the Delivery App alerts the driver that the parcel is an age-restricted item. The driver must acknowledge this alert before being able to proceed with the delivery. The parcel label itself also displays an 18+ symbol.
- 9 The driver asks for the recipient's name and year of birth. The year is entered into the Delivery App, which calculates the age. If the year indicates the person is over 25 and the driver assesses that they appear over 25, delivery may proceed. If the driver considers the customer does not look over 25, they must ask for formal ID to verify age. If the year entered shows between 18 and 25, the app will also prompt the driver to check ID. If the year indicates under 18, the parcel cannot be delivered and must be returned to station. No signature is required for AVD deliveries.

Contract for Services

- 10 Mr Ali entered into a Contract for Services (Self-Employment) with Condor Carriers Ltd on 26 April 2024. This contract set out the framework under which he would provide delivery services as an independent contractor. The contract specified that Mr Ali would *"provide the services with all due care, skill and ability, to the standard expected of a comparable professional service provider"* and required him to *"promptly provide the Company any/all information necessary to enable the Company to review the quality of the services provided in accordance with the*

requirements of the Company." I exhibit the Contract for Services as MCP/01 -

COND000034.

- 11 The contract included specific requirements for Age Verification Deliveries as Schedule 4. This schedule stated that *"Age Verification Deliveries (AVD) are deliveries that, by law, have to be signed for. This applies to deliveries to customers that involve alcohol and knives, and, as such, the Supplier is required to verify the recipient's age."* The schedule specified that *"For all AVD, the Driver needs to ask for Identification (ID).* I note that this is a more onerous requirement than set out for Amazon's process, which requires the driver to assess a customer's age and only if there are concerns, request identification. Notwithstanding Amazon's AVD procedure, our policy, and preference, is that drivers should always ask for proof of age identification, as this will always ensure that deliveries are conducted correctly.
- 12 The schedule continues: *"If the recipient passes age verification, you can only offer delivery to either the Customer, Front Desk, or Mailroom."* Importantly, it stated that *"Neighbour, Mail-slot or Left-as-Instructed is not available for Age Verified deliveries (AVD)."*
- 13 Schedule 4 of the contract further specified that parcels requiring age verification *"Clearly state 'AGE18' and the delivery date 'DD/MM' in the top right-hand corner of the label"* and *"Must be delivered to the address on the delivery label"* and *"Cannot be left with a 'Neighbour', in a secure location 'As Instructed' or 'Posted'."* The policy clearly stated: *"The policy IS ALWAYS to request Age Verification and enter the recipient's date of birth when prompted by the End-user client's 'rabbit' application. If Age Verification is not provided, return the item to the delivery station."*

Health and Safety Requirements

- 14 Schedule 3 of the contract set out comprehensive Health & Safety and Security Requirements that drivers, including Mr Ali, were required to meet before commencing services. These included requirements to *"pass a criminal background check, including but not limited to driving offences," "pass a drug and alcohol screening test,"* and confirmation that a driver could *"speak fluent English, has a high level of written English skills, and passes appropriate numeracy tests."* The contract also required ongoing compliance checks, stating that *"During the provision of the services the Supplier agrees and consents that the Company may undertake ongoing checks at such intervals as it deems appropriate, with no further notification to the Supplier, of any or all of the conditions listed in Schedule 3."*

Driver Handbook

- 15 Mr Ali received a comprehensive Driver Handbook which forms part of the training and ongoing development process at Condor. I exhibit a copy of the Driver Handbook as MCP/02 – **COND000009**
- 16 The Driver Handbook contains a dedicated section on "AGE VERIFICATION DELIVERIES (AVD)" starting at page 18. This section emphasises that "*Age Verification shipments CANNOT BE DELIVERED TO NEIGHBOURS*" and provides clear guidance on identifying AVD deliveries. The handbook states that "*Shipments that require age verification are clearly marked AGE18 and details the purchase date DD/MM on the top of the shipping label*" and that "*Additionally the Hand Held will prompt the driver to verify the recipient's age before it will allow them to complete an Age Verified Delivery.*"

Identification Requirements and Process

- 17 The Driver Handbook provides detailed guidance on acceptable forms of identification for AVD deliveries (pages 20-21). It lists specific acceptable forms including "*A passport (any Nationality),*" "*A European Union (photo-card) any driving licence,*" and other official documents. Importantly, the Driver Handbook states that "*However, we know that personal identification comes in many forms and from many different countries. For that reason, the 3 pieces of information you should check for when accepting an ID from the customer are: a photograph, their signature and their Date of Birth.*" The Driver Handbook prominently displays the rule: "*NO ID SHOWN = NO DELIVERY*" (page 21).
- 18 On 26 April 2024, Mr Ali signed a Service Provider Policy Sign-Off Disclaimer which confirmed that he had "*been given the opportunity and read over all the documentation listed above and understand, as a service provider/independent contractor providing services to Condor Carriers Ltd, it is my responsibility to raise any concerns with my POC or Condor Carriers Ltd Management.*" I exhibit this Service Provider Policy Sign-Off Disclaimer as MCP/03 – **COND000030**
- 19 This document required Mr Ali to initial against each policy "*indicating that I have read them and signed and dated this document accordingly.*" The document lists comprehensive policies and Standard Operating Procedures (SOPs) that Mr Ali was required to acknowledge, including specifically "*Age Verification Deliveries (detailed in Contract for services Schedule 4)*" which he initialed as "HA" indicating his

acknowledgment. Other relevant policies he acknowledged included "*Health & Safety Policy and Statement*," "*Drugs & Alcohol Policy*," "*Company Safe Driving Policy*," and the "*Driver Handbook*." The document also included SOPs for "*Road Safety (detailed in Drivers handbook)*," "*Vehicle Security (detailed in Drivers handbook)*," "*The Perfect Delivery (detailed in Drivers handbook)*," and "*Safe delivery (detailed in Drivers handbook)*."

- 20 This policy sign-off document demonstrates that Mr Ali was made aware of and acknowledged the Age Verification Delivery requirements as part of his comprehensive onboarding process, with his initials "HA" appearing against the AVD policy line, confirming he had read and understood these requirements before commencing his delivery duties.
- 21 Mr Ali completed his Amazon classroom training on 29 and 30 April 2024. Mr Ali then completed two further ride-along days on 11 and 12 May 2024 with an experienced driver. These routes were set at around 65% of a full route, and the format followed; explanation, demonstration, imitation and practice. We do not have documentation relating to those two days, but the expectation is that all delivery types, including AVD, were covered and practiced.

Audit and Compliance

- 22 Amazon operates daily AVD audits in our routes using a "mystery shopper" process through third-party contractors. Drivers are aware that they may be audited on any given day. Failure to comply results in the driver being off-boarded by Amazon. This is referred to as a Tier 1 or 'T1' off-boarding, which means the driver is permanently unable to deliver Amazon parcels. Neither the DSP nor the driver is aware in advance which routes will be audited.
- 23 Amazon are solely responsible for this process.
- 24 In terms of our own compliance procedures, Amazon provide Condor with driver's performance data on a weekly basis. As set out in Schedule 1 of the Contract for Services, drivers agree to meet the service level standards and understand that their performance will be monitored using key service levels. These include how often deliveries are successful on the first attempt, how many customer complaints are valid, and how many deliveries aren't properly recorded. If the supplier doesn't consistently meet the minimum targets, Condor may reduce or stop using their services until improvements are made.

- 25 We also send reminders regarding procedures as and when they may be required. For example, when we have been made aware of Amazon 'off-boarding' drivers due to incorrectly following AVD procedures, we sent the following reminder to drivers:

"IMPORTANT

Evening all, I want to make sure everyone is correctly delivering AVD (Age Verification Deliveries)

Moving forward please check everyone's ID regardless of age and enter the details from the driving license or passport. This ensure you will not fail an AVD.

Amazon have just automatically offboarded 2 great drivers for not following process, and unfortunatley [sic] we do not get any say in this as it's a legal requirement.

Anyone who is unsure please contact me."

- 26 A screenshot of this message as sent is exhibited to this statement as MCP/04. This message was sent by the Senior Ops Manager Tom Kenwright on the 26 February 2025 at 22:04. This is an example of a WhatsApp message that we send to the Condor Carriers Information WhatsApp group. All drivers have access to this group and review this on a daily basis. The business only sends important messages and information into this group and only the managers can send messages.

Delivery in Question

- 27 We do not have any access to historical delivery data. Amazon are the sole keepers of this information.
- 28 I have reviewed the Ring doorbell footage relating to the delivery in question. The recording shows Mr Ali moving to the right and out of shot towards AR's address. If the door had been answered immediately, the 22 seconds available would have been sufficient to complete the AVD process in full compliance with Amazon's prescribed procedure.
- 29 As stated previously, our drivers are instructed to request and check customer ID for every AVD delivery. Provided the customer had their ID to hand, 22 seconds would have been more than adequate to complete the verification process compliantly.
- 30 The footage also shows Mr Ali using his device while walking away from both delivery points. In my assessment, this indicates that he was simply swiping to complete the

deliveries within the Delivery App while moving on to his next stop. This action would immediately trigger the navigation function for his subsequent delivery.

Reflections and Improvements

- 31 At the start of June 2024, we introduced ride-along check sheets for both instructors and trainees. I exhibit a copy of the ride-along check sheets as MCP/05 - **COND000036** and MCP/06 - **COND000037**. These require explicit confirmation that all key topics, including AVD, are covered, signed and dated by both parties. This system was in place before we knew of our involvement in the Southport incident.

- 32 More recently, Amazon have reduced classroom training to one day, delivered virtually by a third party, still with two days of ride-along. At the same time, ride-along routes now carry higher parcel and stop counts. I and other DSP owners have raised concerns that this reduces the quality of training. My recommendation is that Amazon reduce the load on ride-along training routes to allow instructors and trainees to complete the process at a slower pace thereby giving the trainee a better learning experience enabling thorough absorption of the information.

Mr Ali's Conduct and Departure

- 33 Mr Ali provided services for Condor Carriers without any recorded issues in relation to AVD audits or his conduct. He later stopped providing services after notifying us on 30 May 2025. His last shift with Condor was on 16 April 2025. To my knowledge, his decision to leave was because he had secured alternative employment.

STATEMENT OF TRUTH

I believe that the facts stated in this witness statement are true. I understand that proceedings may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed: **SIGNATURE** _____

Name: Mark Charles Pass

Date: 27/08/25

Annex 1 - Index to the Witness Statement of Mark Charles-Pass

Exhibit No.	Inquiry Reference No.	Document Description
MCP/01	COND000034	Contract for Services (Self-Employment) between Mr Ali and Condor Carriers Ltd dated 26 April 2024
MCP/02	COND000009	Driver Handbook provided to Mr Ali during onboarding
MCP/03	COND000030	Service Provider Policy Sign-Off Disclaimer signed by Mr Ali on 26 April 2024
MCP/04	COND000035	Screenshot of AVD reminder message sent to drivers regarding ID checks
MCP/05	COND000036	Ride-along check sheet for instructors introduced in June 2024
MCP/06	COND000037	Ride-along check sheet for trainees introduced in June 2024