

Thursday, 2 October 2025

1
 2 (10.00 am)
 3 HAMZA ALI (sworn)
 4 Questioned by MR BOYLE
 5 SIR ADRIAN FULFORD: Thank you very much. Please have
 6 a seat.
 7 Yes, Mr Boyle?
 8 MR BOYLE: Mr Ali, could you give your full name please.
 9 A. Hamza Ali.
 10 Q. Thank you. Please could we have HMA000002 on screen.
 11 Mr Ali, do you recognise that document as your witness
 12 statement?
 13 A. Correct.
 14 Q. Thank you. We can see in the top right that it is dated
 15 5 September 2025; do you see that?
 16 A. Yes.
 17 Q. Thank you. Could we please go to paragraphs 13 and 14
 18 which are on, first of all, page 3. If we could just
 19 expand paragraph 13. You say:
 20 "I have been informed by the Inquiry that on 13 July
 21 2025 ... an online order [was made] ..."
 22 Should that read "2024"?
 23 A. No, I was contacted by the Inquiry, so Southport Inquiry
 24 told me about the case.
 25 Q. But the orders that we are talking about clearly were in

1

1 you started your career as a delivery driver for Yodel
 2 in May 2022, correct?
 3 A. Yes, correct.
 4 Q. Thank you. You then worked as a driver for Amazon Flex
 5 from November 2022 to April 2024; is that right?
 6 A. Correct.
 7 Q. That was work as a self-employed driver for Amazon; is
 8 that right?
 9 A. Correct.
 10 Q. Would you have used your own vehicle when you were
 11 making those deliveries?
 12 A. Correct.
 13 Q. You then went on, after April 2024, to work for Condor
 14 Carriers; is that right?
 15 A. Yes.
 16 Q. Were you self-employed but a contractor with Condor
 17 Carriers?
 18 A. Yes, I think so, it was self-employed, yes.
 19 Q. You were still delivering Amazon parcels for Condor
 20 Carriers; is that correct?
 21 A. Correct, yes.
 22 Q. So Condor Carriers is what's called a Delivery Service
 23 Provider for Amazon?
 24 A. DSP, yes.
 25 Q. What vehicle did you use to make those deliveries?

3

1 2024?
 2 A. Sorry, can you repeat that?
 3 Q. The orders and delivery that we are talking about
 4 happened last year, didn't they?
 5 A. Oh, did it happen last year?
 6 Q. Yes.
 7 A. I'm not aware of when the actual thing happened. I'm
 8 not aware of the dates.
 9 Q. You weren't working for Amazon in July this year, were
 10 you?
 11 A. This year? I think I was still working until -- no,
 12 not July, sorry, not July.
 13 Q. If we turn over the page as well, at paragraph 14, you
 14 say you have been informed by the Inquiry that you
 15 delivered the knife on behalf of Amazon through Condor
 16 Carriers on 15 July 2025. Again, if I was to tell you
 17 that it was 2024, would your answer be you can't
 18 remember?
 19 A. I don't remember but if you say that the case happened
 20 in 2024 then I assume that I delivered it at 2024.
 21 Q. Thank you. With that context, can you confirm that this
 22 statement is true to the best of your knowledge and
 23 belief?
 24 A. It's the best to my knowledge, I'm sorry.
 25 Q. Thank you very much. You tell us in your statement that

2

1 A. So with Condor Carriers, it will be a van, so a Transit
 2 van or a Sprinter van.
 3 Q. Amazon branded?
 4 A. Yes, most of the time Amazon branded, yes.
 5 Q. What were the differences for you between delivering for
 6 Amazon Flex and delivering for Condor Carriers?
 7 A. So with Amazon Flex, it's like -- it's an app which you
 8 have to use and you have to find your own shifts,
 9 whereas Condor Carriers they give you guaranteed shifts,
 10 so it's more reliable.
 11 Q. That's why you moved from one to the other?
 12 A. Yes, correct.
 13 Q. I think your memory on this was a bit unsure, but you
 14 say, at paragraph 4 of your statement, that you stopped
 15 working as a delivery driver in April or May of this
 16 year. Does that sound right to you now?
 17 A. Yes, some time this year I stopped working.
 18 Q. Thank you. You were completing your university degree
 19 and finding that difficult to juggle against delivery
 20 work?
 21 A. Yes, working at the same time and doing uni is very
 22 difficult.
 23 Q. Thank you. Could we have up on screen please page 1 of
 24 your statement. I'm looking at paragraph 4. You say --
 25 just starting at the bottom and going over the page:

4

1 "I was the type of person to get my packages
2 delivered as quickly as possible and some days would be
3 more difficult than others so racing against the time,
4 sunlight and energy was difficult to juggle."
5 Is that right?
6 **A.** Yes, correct.
7 **Q.** You say later in your statement that you were delivering
8 more than 250 parcels a day; is that right?
9 **A.** Correct.
10 **Q.** You were working five days a week?
11 **A.** It would alternate against my uni timetable, so some
12 weeks I would be working three, some I will be working
13 four and then some other weeks I will be working five.
14 **Q.** Thank you. On any given day, when you had to complete
15 your deliveries, did they have to be done by a certain
16 time?
17 **A.** I think the max time is about 9.00/10.00 pm, but because
18 I said I've got uni as well, so I've got to keep that
19 work and education balance, so I tried to finish as fast
20 as possible.
21 **Q.** Was that time up until 9.00 or 10.00 pm enough for you
22 to do the deliveries?
23 **A.** No, so my target would be about 7.00 -- 6.00 and then
24 obviously I can reach home by 7.00 and then do my uni
25 stuff.

5

1 **A.** What do you mean by that?
2 **Q.** It was never suggested to you that you had not carried
3 out the proper checks?
4 **A.** No, I always did it correctly.
5 **Q.** Thank you. I want to move on to ask you about your
6 training. Can you remember what training you had when
7 you started working for Amazon Flex?
8 **A.** Right, so Amazon Flex -- I don't really think there was
9 much. It was literally, as soon as you download the
10 app, it gives you a tutorial, so it will be about
11 13 pages with two videos and then, as soon as you have
12 completed that, you can start working for Amazon Flex.
13 **Q.** Is this right, I think there were ten training videos,
14 one of which related to age-verified deliveries; is that
15 right?
16 **A.** So are you talking about Condor Carriers or Amazon Flex,
17 sorry.
18 **Q.** I'm just talking about Amazon Flex at this stage.
19 **A.** Right, so we're talking about two to three years back,
20 so I'm not really sure how many tutorials or what there
21 is now compared to what it was.
22 **Q.** Thank you. But you didn't have any in-person training
23 at that time?
24 **A.** No. There was no -- sorry, can you repeat that?
25 **Q.** When you started with Amazon Flex, you didn't have any

7

1 **Q.** Did that put you under time pressure to try and do your
2 deliveries in time?
3 **A.** Of course, especially being the last wave out of the
4 depot with Condor Carriers, it's difficult to be the
5 first one to finish.
6 **Q.** So, sorry, the Condor Carriers was the last people to
7 leave the depot, were they?
8 **A.** As in there's other DSPs, so it goes in order, so
9 I think we will be the last few people to come out the
10 depot.
11 **Q.** Thank you. You tell us in your statement that you never
12 had any issues when delivering and colleagues and
13 employees would notice the extra help you would give to
14 the team?
15 **A.** Sorry, can you repeat that?
16 **Q.** Yes, so paragraph 2 of your statement, you say you never
17 had any issues with delivering and your colleagues would
18 vouch for your additional help --
19 **A.** Correct.
20 **Q.** -- to the team. How regularly were you making
21 age-verified deliveries when you were working for Amazon
22 Flex and Condor Carriers.
23 **A.** I would say more than a couple of times a day.
24 **Q.** Is this right, you were never disciplined for failing to
25 carry out any sort of age verification check?

6

1 in-person training before --
2 **A.** No, there was no in person training, no.
3 **Q.** Can you take your mind back to when you started work for
4 Amazon Flex. Did you feel that you had enough training
5 to carry out age-verified deliveries?
6 **A.** Personally, I don't think there was enough training.
7 I personally got trained by another person, so
8 a relative of mine who also does it, and he trained me,
9 but that was informally; it wasn't done by Amazon.
10 **Q.** Is this when you were working for Amazon Flex?
11 **A.** This was Amazon Flex.
12 **Q.** Okay, so you informally worked with another Amazon Flex
13 driver?
14 **A.** Yes, so I did -- I would go with him so he can work and
15 I would watch him do it and I will help him out here and
16 there, but that's how I picked it up, how to do this
17 role.
18 **Q.** That was something that you arranged yourself?
19 **A.** Yes, that's -- yes.
20 **Q.** So Amazon Flex drivers aren't expected to do that?
21 **A.** No.
22 **Q.** Having done that, did you feel comfortable with making
23 the age-verified deliveries?
24 **A.** Personally, I felt comfortable about executing it but,
25 morally, it's not done correctly because they don't

8

1 teach you how to do it properly.
 2 **Q.** I think my question was perhaps not specific enough.
 3 When you joined Condor Carriers, you were given two days
 4 of classroom training; is that right?
 5 **A.** Yes, two days of classroom training.
 6 **Q.** Yes, and that included training on age-verified
 7 deliveries; is that right?
 8 **A.** Yes, I presume so, yes. It was a classroom and then
 9 an exam at the end, yes.
 10 **Q.** So you were tested on age-verified deliveries --
 11 **A.** Yes, yes.
 12 **Q.** -- and other matters in the training, thank you. Did
 13 you spend two days riding with another Condor Carrier's
 14 driver?
 15 **A.** Yes, so after the two days' classroom, we did two days
 16 with a ride along, with another Condor Carriers
 17 employee.
 18 **Q.** Again, after that training, did you feel you had enough
 19 knowledge to carry out an age-verified delivery?
 20 **A.** Yes.
 21 **Q.** Is it right that Condor Carriers gave you a driver
 22 handbook, contract and policy documents?
 23 **A.** Yes.
 24 **Q.** And that those also emphasised the importance of
 25 age-verified delivery?

9

1 **A.** Yes, so all the deliveries we make is done through the
 2 Amazon app.
 3 **Q.** Thank you. Does that Amazon app take you through what
 4 you need to do with your route and also when you reach
 5 each doorstep?
 6 **A.** As soon as you leave the depot, you're using the app,
 7 all the way until you finish and come back. So you're
 8 always using the app.
 9 **Q.** To complete the deliveries, is this right, you had to go
 10 through the stages on the app?
 11 **A.** Yes, correct. You had to go -- yes, through each of
 12 them.
 13 **Q.** So I think we have here the start of the process that
 14 you would have to go through to make an age-verified
 15 delivery. Looking at the left, on the first tile, you
 16 first of all had to specify who the recipient was, so
 17 I assume that, in this example, Hermione is the person
 18 receiving the parcel.
 19 Just looking at that top section, you were able to
 20 deliver the age verified item to either Hermione or
 21 another household member; is that right?
 22 **A.** Yes.
 23 **Q.** So you didn't have to give an age-verified delivery to
 24 the person that was named on the package, correct?
 25 **A.** Correct.

11

1 **A.** Correct.
 2 **Q.** You had no refresher training but you tell us at
 3 paragraph 7 of your statement that, when you had
 4 questions, the manager and the team at Condor Carriers
 5 were -- you found them helpful and responsive?
 6 **A.** Yes.
 7 **Q.** Were you given reminders and messages about the
 8 importance of age-verified delivery?
 9 **A.** Yes, constantly, yes.
 10 **Q.** I want to go through the process of making that
 11 age-verified delivery and the app that you had but,
 12 before we do, can I just ask: can you remember the age
 13 of the person that you needed --
 14 **A.** No chance.
 15 **Q.** -- to seek ID from when you made a delivery?
 16 **A.** Are you asking me if I remember each --
 17 **Q.** No, sorry, when you made a delivery to anyone, did you
 18 need to seek a ID from them?
 19 **A.** If they look under the age of 25, yes.
 20 **Q.** Thank you. I want to pull up, please, the app that you
 21 would have used at the time you made a delivery, which
 22 is at AMA000065. Just while we wait for this to load,
 23 when you made your deliveries and did your route, did
 24 you have an app on your phone, or were you given a PDA
 25 to make those deliveries?

10

1 **Q.** Thank you. Then I think we see at the second and third
 2 bullet point alternatively you were able to give that
 3 parcel to a receptionist, doorman or mail room
 4 attendant?
 5 **A.** Correct.
 6 **Q.** Thank you. I think below that we have some information
 7 about the address. Having pressed "Continue" at the
 8 bottom of that left-hand tile, you then would have been
 9 taken to the next screen, which is one from the right;
 10 is that correct?
 11 **A.** Correct.
 12 **Q.** There you were asked to enter the recipient's birth
 13 year. How would you get that?
 14 **A.** What, the birth year?
 15 **Q.** Yes.
 16 **A.** You would ask the -- whoever is receiving the parcel,
 17 ask them their name and their age.
 18 **Q.** Thank you. So you just ask and take the year of birth
 19 that's given?
 20 **A.** Yes.
 21 **Q.** Then you would enter that in the top form there and
 22 below, is this right, you get a notification suggesting
 23 what the age --
 24 **A.** Yes.
 25 **Q.** -- is of that person. You are then asked "Does the

12

1 recipient look over 25?", yes or no. So you then have
 2 to assess whether the person you are giving the parcel
 3 looks of age or not?
 4 **A.** Yes.
 5 **Q.** Thank you. I say "of age": over 25.
 6 If we look one to the right, so the third over,
 7 third tile over, we see what would happen if you were to
 8 press "No". So if you press "No", the recipient -- they
 9 have given the birth year of 1995, which would make them
 10 old enough but, to you, they look under 25, it then
 11 says, "You'll be asked to check ID for age on the next
 12 screen", and then "Continue", and then, on the
 13 right-hand side, you then enter the information as it
 14 appears on the recipient's ID; is that right?
 15 **A.** Correct.
 16 **Q.** So you then put the details of the ID in. Can we go to
 17 the next set of images, please. So we see there on the
 18 left, date of birth. In this scenario, the date of
 19 birth is of age. You get the green screen and then, on
 20 the right-hand side, you are able to complete the
 21 delivery; is that right?
 22 **A.** Yes, correct.
 23 **Q.** One of the questions is "What's the recipient's name".
 24 Were you expected to take the name of the recipient at
 25 this stage?

13

1 **Q.** You are presumably not able to complete the delivery on
 2 the app at that stage, correct?
 3 **A.** Yes.
 4 **Q.** And you are instructed to take the package home, to
 5 refuse delivery, take the package with you?
 6 **A.** Yes, take it back to depot, yes.
 7 **Q.** Thank you. Finally, I think page 6, I think this is if
 8 someone refused to provide a year of birth, so if we
 9 look at the bottom of the first tile, you have
 10 "Recipient won't share year" and, in that scenario, you
 11 again get that red screen.
 12 **A.** Yes.
 13 **Q.** I think the only possible outcome that we haven't seen
 14 is if you got to the stage of checking the ID and it
 15 showed under 18. I assume in those circumstances you
 16 would come to the same red screen?
 17 **A.** Yes, return back.
 18 **Q.** Yes, thank you. So just to wrap that all up, you asked
 19 all customers their year of birth, if the year of birth
 20 makes them under 25 then you have to check their ID,
 21 correct?
 22 **A.** Yes.
 23 **Q.** But if they look under 25 in that scenario you also have
 24 to check the ID?
 25 **A.** Yes. It's a good habit to -- regardless of what they

15

1 **A.** Yes. First thing you ask the name and then the age --
 2 no, sorry, you ask the age first and then you ask the
 3 name after and then, obviously, if you need to check the
 4 ID, then you check the ID.
 5 **Q.** Fine. Did you have to enter a name at this stage to
 6 continue afterwards?
 7 **A.** I'm not sure if it comes before or after but you do have
 8 to type a name in, yes.
 9 **Q.** You have to type a name in, thank you. Could we go
 10 please to page 3. I think we have another scenario
 11 here, which again is about age verification, and I think
 12 we have already effectively seen the content at the top
 13 of that. Could we look at the bottom section -- is
 14 that, I think, over the page? Thank you. I think here
 15 we just see what would happen if the person gives a year
 16 of birth that's old enough and also looks over 25. In
 17 those circumstances, you can swipe to finish and
 18 complete the delivery.
 19 **A.** Yes.
 20 **Q.** So that's perhaps the most straightforward scenario.
 21 Then please can we go over to page 5. So we see
 22 there you asked for the year. In this example, it's
 23 given as 2010, you continue and you get a red screen
 24 saying, "Don't deliver the parcel"?
 25 **A.** Yes.

14

1 look like, still ask for the ID.
 2 **Q.** Thank you. But if they look over 25 and the year of
 3 birth is over 25 then you don't need to check an ID?
 4 **A.** Correct.
 5 **Q.** Could we have your statement up please at page 2,
 6 paragraph 8. I think you give an explanation here of
 7 what we have just seen, the delivery process.
 8 You don't, I think, mention here that, if the year
 9 of birth you were given made someone under 25 then you
 10 would need to look at their ID. Did you know that at
 11 the time?
 12 **A.** Sorry, can you repeat that, the last bit?
 13 **Q.** Yes, so you say here:
 14 "I would ask whoever is receiving the parcel for
 15 their date of birth, if they looked under 25, I would
 16 have to ask them to provide a form of ID which I would
 17 then review."
 18 You haven't mentioned here that, if they gave a year
 19 of birth that made them under 25 --
 20 **A.** Yes.
 21 **Q.** -- they would also have to provide an ID --
 22 **A.** Yes, so --
 23 **Q.** Did you know that at the time you were making the
 24 deliveries?
 25 **A.** So that's what we have been told but what I do,

16

1 regardless -- unless they've got white hair and they
 2 obviously look very old, then I won't ask for ID. But
 3 if they do look a bit young, then I will definitely ask
 4 for ID, even if they go up to 30/35 years old, I will
 5 still ask for ID.

6 **Q.** Okay, so you were taken through that process by the app.
 7 Can we go to page 4 and paragraph 17. You said there:
 8 "As for the age verification, the normal process
 9 would be to wait for the customer, ask their age and
 10 then if it is above 18 hand them the parcel. If they
 11 'look' under 18 then ask for ID."

12 You describe how the app takes you through this. We
 13 have seen, haven't we, that actually, where you say 18
 14 there, you mean 25?

15 **A.** Yes.

16 **Q.** Elsewhere in your statement you have used the age 25,
 17 but does this show a little bit of confusion about the
 18 process that you were supposed to be going through?

19 **A.** No, it's the same process what I used but, obviously,
 20 I have accidentally written 18 and not 25, so there's
 21 a mistake there.

22 **Q.** So you got the age wrong there?

23 **A.** Yes.

24 **Q.** But were you in any doubt as to the age when you were
 25 making deliveries?

17

1 What did you understand that to mean?

2 **A.** So regardless of what -- so, obviously, Amazon they've
 3 got their own app and if it says -- if they look over 25
 4 you don't need to ask for the ID, so like I have already
 5 said, even if they look 30 or 35, I still ask them for
 6 ID. So even if they're 18, I always check ID. Unless,
 7 like I said, if they've got white hair and they
 8 obviously look old, I will not ask for the age.

9 **Q.** Can we just go up the page and look at paragraph 11 as
 10 well because there is maybe some slightly clearer
 11 wording. So looking in the middle it says:
 12 "The schedule [again to the contract] specified that
 13 'For all AVD, the Driver needs to ask for
 14 identification ...'."

15 Were you told by Condor Carriers to ask for ID for
 16 every age-verified delivery that you did?

17 **A.** Yes.

18 **Q.** It sounds like you took an approach somewhere between
 19 the two: you didn't ask for ID at every delivery but
 20 many of them?

21 **A.** Yes, so, obviously, in them cases, where they look old,
 22 I feel like I'm disrespecting them for asking their age.
 23 So I just don't ask their age.

24 **Q.** You were being given two different instructions, one by
 25 Amazon and one by Condor Carriers, did you find that

19

1 **A.** No.

2 **Q.** Okay. Can I just ask you about one thing in relation to
 3 Condor Carriers. Could we have up, please, COND000033.
 4 Thank you. This is the statement of Mr Pass who was
 5 a director at Condor Carriers. Can we have page 4,
 6 please. If we just look at paragraph 13, so Mr Pass is
 7 talking about the contract that you had to sign as
 8 a contractor for Condor Carriers and do you see he
 9 refers to schedule 4, which said:
 10 "... 'Clearly state "AGE 18" and the delivery
 11 date ... in the top right-hand corner of the label' ..."

12 So these are contractual requirements that Condor
 13 Carriers placed on you:
 14 "... 'Must be delivered to the address on the
 15 delivery label' ... 'Cannot be left with a "Neighbour",
 16 in a secure location "As Instructed" or "Posted" ..."

17 That's all I think consistent with the training you
 18 had been given by Amazon, isn't it?

19 **A.** Yes.

20 **Q.** Then the last section of that is:
 21 "The policy clearly stated: 'The policy IS ALWAYS to
 22 request Age Verification and enter the recipient's date
 23 of birth when prompted by the end user client's "rabbit"
 24 application. If Age Verification is not provided,
 25 return the item to the delivery station'."

18

1 confusing?

2 **A.** At the beginning, yes, but with my ride alongs, they
 3 said "If you're unsure, just ask for ID straightaway".

4 **Q.** Thank you. Coming on now, please, to the packaging.
 5 Could we have your statement back up please and page 4.
 6 Thank you. I'm looking at paragraph 18. You give
 7 reflection on improvements, and you say:
 8 "On reflection, Amazon should label their packages
 9 with dangerous items label. Even though it's 18+ the
 10 drivers may assume that it may be alcohol or other adult
 11 accessories."

12 Then you give your view that weapons distribution
 13 should be banned because it poses a risk to the delivery
 14 driver.

15 **A.** Yes.

16 **Q.** Your view was that the packages only had a 18-plus label
 17 on them; is that right?

18 **A.** Yes, so, normally, they would have 18-plus, corrosive
 19 and heavy items label -- mainly them three are the
 20 labels that you will see, but they don't say "Dangerous
 21 package" or "Weapons", or -- you know, it puts us
 22 at risk as well.

23 **Q.** Could we have up, please, AMA000017. I think this is
 24 some of the training content that you would have been
 25 given as part of the training you did as a driver.

20

1 A. Yes.

2 Q. If we look, please, at page 3, this was the training and
3 we see there examples of two types of package. Do you
4 see in the top right it says for both "Age 18+"?

5 A. Yes.

6 Q. Then in the middle of the page, circled, we have, on the
7 left "Age Verified", and on the right "Bladed Article"?

8 A. Yes.

9 Q. Were you unaware of that "bladed article" wording?

10 A. I've never seen it. I've never seen "Bladed Article"
11 ever on the box.

12 Q. What would you have looked at on the label when you did
13 the delivery?

14 A. So even the 18-plus don't really need to -- obviously
15 it's there on the box, I could see it, but it will also
16 be there on the app and my eyes are constantly on the
17 app, so it will say on the app if it's 18-plus, but
18 where there are packages, where it's corrosive or bladed
19 article, it's -- bladed article, like it says here,
20 I feel like it needs to be more -- like either
21 a different colour or more bolded out or more
22 noticeable.

23 Q. What does the corrosive warning look like?

24 A. Normally it will have like a green sticker on it with
25 like the chemical symbol on it.

21

1 Q. We will look at those videos but, when you first
2 received a letter from the Inquiry, that was a bolt from
3 the blue for you, was it?

4 A. Yes.

5 Q. It was a shock. Let's play the videos. Just before we
6 start them, I would like to give some context. They are
7 taken from the ring doorbell camera of AR's next-door
8 neighbour. As you look at the video, AR's house is to
9 the right of the camera and the video starts at 5.40.11
10 in the afternoon on 15 July 2024. Could we play that
11 first video, it's ILT000055.

12 (Video played)

13 Thank you. So it plays through to 5.40.33 seconds
14 we can see in the bottom right-hand side corner. We see
15 dead ahead there your Amazon van; is that right?

16 A. Correct.

17 Q. You enter the shot, you enter the footage from the
18 right-hand side, you don't come directly from the van;
19 is that right?

20 A. I don't come directly from?

21 Q. So we don't see you walking towards the camera from the
22 van, we see you coming from the right-hand side.

23 A. Yes, so I might have had a delivery that's on the other
24 side of the street, so you probably can't see me coming
25 round the van behind the blue car and then to the

23

1 Q. Did you find that noticeable?

2 A. Yes.

3 Q. Okay. I think we see here that, in your training, you
4 were told the possibility of either age verified or
5 bladed article there. I think your evidence is that you
6 didn't appreciate that at the time you made the
7 deliveries; is that right?

8 A. Yes, I did not see it, no.

9 Q. Taking that on, you therefore weren't able to give any
10 sort of warning to someone that you made a delivery
11 about what was inside the package; is that right?

12 A. Yes. We don't know what's inside the package.

13 Q. I want to turn, please, now to the delivery on 15 July
14 2025. So to give you the context, we know that two
15 knives were delivered to AR, the perpetrator's address
16 at 10 Old School Close, on this date, and one of those
17 two knives was then used in the attack. You tell us in
18 your statement that you don't remember delivering the
19 parcel, correct?

20 A. Yes. At the time I was contacted, I had no idea what
21 I'm being contacted about. When I have written the
22 statement still -- obviously, I had a rough idea about
23 AR and the whole case and about everything, but once
24 I received the video evidence, it's come back to me
25 a bit, and I have --

22

1 neighbour.

2 Q. Is it possible that you rung the doorbell at 10 Old
3 School Close next door first, and then came to this
4 address?

5 A. I may have, I may have, because it's a 18-plus parcel,
6 just to get that a little bit time kill, ring the
7 doorbell, drop the other parcel, come back while the
8 neighbour -- AR's address has opened the door.

9 Q. Just on dropping the other parcel, you wouldn't have
10 been allowed to leave an age-verified item unattended,
11 would you?

12 A. No, never.

13 Q. I think we see in that footage -- it might be worth just
14 playing it again, as we go through -- (Video played) --
15 you are holding one larger parcel and one smaller one?

16 A. So the one that looks like a box, I'm assuming is going
17 to AR's house.

18 Q. So that one that we see there, then --

19 A. So I put the smaller one down.

20 Q. -- at the top we see a smaller one, which you put down,
21 and then you walk back over. Yes, thank you very much.

22 The next video doesn't start immediately after the
23 end of that one. Might that be because it is motion
24 activated, the doorbell camera? I don't know if you're
25 familiar with that.

24

- 1 **A.** Yes.
- 2 **Q.** So the next video starts 10 seconds after the last video
3 at 5.40.42. That's ILT000056. Can we have that played,
4 please.
- 5 *(Video played)*
- 6 I think we will now see you reversing away. You are
7 back in shot walking away from 10 Old School Close at
8 5.40.47; did you see that?
- 9 **A.** Yes.
- 10 **Q.** You are no longer holding the larger parcel at that
11 stage?
- 12 **A.** Yes.
- 13 **Q.** You seem to be using your app or the phone. Do you know
14 what you would have been doing?
- 15 **A.** So trying to move on to the next -- my next stop but,
16 obviously, I have done a U-turn and I have forgot to
17 scan the parcel behind this black car so I have come
18 back, no one has taken it, so I have put it in a hidden
19 place, taken a picture of it and then go on my way.
- 20 **Q.** Do you have to scan all packages before you deliver
21 them?
- 22 **A.** Yes, so we scan it, then hand them over, yes.
- 23 **Q.** When you are stood at the door to this address in the
24 first video --
- 25 **A.** Yes.

25

- 1 **Q.** Thank you. The video has sound and one can hear voices
2 shortly before you walk away from 10 Old School Close,
3 AR's property. Sir, the Inquiry has used an audio
4 forensic expert, Mr Paul Baker, to try to enhance that
5 audio. I'm not going to play it in court. I don't
6 think the sound will probably come out very well here
7 but, just for your note, Mr Baker has given
8 a declaration which is at MERP008150, and the two audio
9 files that he has created are MERP008148 and MERP008149.
- 10 Mr Ali, you have heard those audio clips before you
11 gave evidence today?
- 12 **A.** Yes.
- 13 **Q.** Did they assist your memory in determining in any way
14 who you delivered the parcel to?
- 15 **A.** No chance.
- 16 **Q.** Thank you. The time that we see from you being at the
17 neighbour's property to AR's property, and then
18 appearing back in shot, is 23 seconds, so it's 23
19 seconds from you leaving 8 Old School Close to you
20 reappearing in that camera walking away from the
21 property.
- 22 **A.** Yes.
- 23 **Q.** Is that long enough to carry out an age-verified
24 delivery?
- 25 **A.** Yes, more than ample time, yes.

27

- 1 **Q.** -- you are looking to your left, your left -- to the
2 view on this video's right -- towards 10 Old School
3 Close. You then put that first package down and walk
4 over, but without scanning it.
- 5 **A.** So I have -- I have scanned, say -- normally I scan both
6 of them when coming out of the van, so I have probably
7 scanned both of them. I have dropped -- I have knocked
8 on AR's door, then I have gone to the neighbour's door,
9 while AR is getting the door, I'm doing this parcel
10 here, the neighbour's parcel, and then because AR has
11 opened the door, I'm guessing, I have gone to talk with
12 him, sort his parcel out.
- 13 At the same time, I have also rang this door, the
14 neighbour's door, so I'm assuming that they have taken
15 their parcel by now, I'm walking back to my van but
16 obviously I have not completed it on my app, so I have
17 come back and I have seen the parcel still behind the
18 car, so that's why I moved it.
- 19 **Q.** So you think that you might have pressed the door to 10
20 Old School Close, gone to the neighbour's property,
21 started the delivery there, seen the door open at 10 Old
22 School Close, put the package down, gone over to 10 Old
23 School Close and completed the delivery there, and then
24 finished the delivery at the neighbour's property?
- 25 **A.** Yes.

26

- 1 **Q.** Thank you. We know from Mr Boumphrey's statement from
2 Amazon, which is -- but we don't, I think need it up --
3 AMA000081, at paragraph 17.7, that the age that was
4 entered into the app for this delivery -- or, sorry, the
5 year of birth was 1978. It is the Inquiry's
6 understanding that AR's father's year of birth was 1975
7 and his mother's was 1972 and, as far as we are aware,
8 there wasn't another adult living at the property.
- 9 Are you able to help with why the year recorded
10 doesn't seem to match the year of the two adults living
11 at the property?
- 12 **A.** I don't remember. Whoever has answered the door gave me
13 1978, you said? Yes, so whatever age they have given
14 me, I have written 1978.
- 15 **Q.** Would you in any circumstances just put a year in to
16 complete the delivery?
- 17 **A.** Never, no.
- 18 **Q.** Okay. If you were given that year of birth and the
19 recipient looked old enough to you, you wouldn't need to
20 review an ID, correct?
- 21 **A.** No.
- 22 **Q.** From that 1978 year of birth entered, how confident are
23 you that you gave the knives to an adult?
- 24 **A.** If they look -- if they are 1978 and they were saying
25 the truth, then obviously they're old enough to take the

28

1 knives. I'm comfortable with it.

2 **Q.** If you were to have seen AR, who was 17 at the time, is
3 there any way that you could have entered 1978 in the
4 app and given the parcel over?

5 **A.** No.

6 **Q.** When you met the recipient at 10 Old School Close, you
7 would have asked them their year of birth to get the
8 1978 back, correct?

9 **A.** Yes.

10 **Q.** But you wouldn't have told them "There are knives in
11 this package"; is that right?

12 **A.** No. I wouldn't know myself that there's knives in the
13 package.

14 **Q.** Thank you. Is there anything else that you would like
15 to say?

16 **A.** No, nothing much.

17 **MR BOYLE:** Thank you. Just let's see if there are any other
18 questions.

19 No. Thank you.

20 **SIR ADRIAN FULFORD:** You have been extremely clear in your
21 evidence. Thank you very much indeed for coming. We
22 are grateful to you. You can withdraw now.

23 Mr Boyle, you are moving on to the next witness now,
24 I think, aren't we?

25 **MR BOYLE:** Yes.

29

1 changed that day. Their powerful testimonies of trauma,
2 grief, resilience and of bravery will stay with me
3 forever.

4 I was deeply shocked and saddened by these tragic
5 events and my thoughts remain with all those affected.
6 While I recognise that nothing can undo what happened,
7 I am committed to playing an active and constructive
8 role in this Inquiry's vital work.

9 Amazon takes its responsibilities extremely
10 seriously and we are determined to be part of ensuring
11 that such a tragedy can never happen again.

12 **Q.** Thank you, Mr Boumphrey. I just want to go through your
13 statements, please. Can we first have AMA000081 on the
14 screen. Is this right, this is your first and
15 substantive statement?

16 **A.** Correct.

17 **Q.** Thank you. It is dated 14 August 2025. Are you able to
18 confirm that's true to the best of your knowledge and
19 belief?

20 **A.** Yes, I am.

21 **Q.** Thank you. Could we have AMA000083 on screen, please.
22 That's your second statement, dated 16 September 2025,
23 where you addressed Amazon's internal review, the sale
24 of smoke grenades, that we will come on to, and updated
25 on changes Amazon had made to online age verification

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1 **SIR ADRIAN FULFORD:** I have left something downstairs so we
2 are going to rise just for five minutes while I collect
3 it and then I will come back.

4 (10.41 am)

(Short Break)

6 (10.46 am)

7 JOHN BOUMPHREY (affirmed)

8 Questioned by MR BOYLE

9 **SIR ADRIAN FULFORD:** Thank you very much. Please have
10 a seat.

11 **MR BOYLE:** Mr Boumphrey, could you give your full name,
12 please.

13 **A.** John Boumphrey.

14 **Q.** Thank you. You are the Vice President and Amazon UK and
15 Ireland Country Manager; is that correct?

16 **A.** Yes.

17 **Q.** I understand you have something you would like to say at
18 the start of your evidence?

19 **A.** Yes, please. I'm just going to read from a short
20 statement that I have written.

21 Before I begin my evidence, I want to acknowledge
22 the profound impact of the devastating events of 29 July
23 2024. A few weeks ago, I came to Liverpool to hear
24 first-hand the deeply moving impact statements from some
25 of the individuals and families whose lives were forever

30

1 and age-verified delivery; is that right?

2 **A.** That is right, yes.

3 **Q.** Thank you. Can you confirm that is true to the best of
4 your knowledge and belief?

5 **A.** Yes.

6 **Q.** Thank you. The third is AMA000110 and, in this
7 statement, which is dated 29 September, you made
8 corrections, which we will come on to, the table of AR's
9 order history and addressed Amazon's involvement in the
10 police investigation; is that right?

11 **A.** That is right, yes.

12 **Q.** Again, is this true to the best of your knowledge and
13 belief?

14 **A.** It is.

15 **Q.** Thank you. I want to start, please, with your own
16 background, Mr Boumphrey. You have been Vice President
17 and Country Manager for Amazon since 2020, correct?

18 **A.** That's correct, yes.

19 **Q.** Thank you. In brief, can you tell us what that role
20 entails?

21 **A.** I'm responsible for three things: first of all, I'm
22 responsible for the business of Amazon.co.uk, and that
23 means that I'm ultimately the person responsible for
24 customers' purchase and delivery experience using
25 Amazon.co.uk; secondly, I'm responsible for the 75,000

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1 people who work for Amazon in the UK; and, thirdly, I'm
 2 responsible for engaging externally, whether that's with
 3 policy makers, with journalists or, indeed, with various
 4 community organisations.

5 **Q.** You have been in retail for 19 years and previously you
 6 were trading director at Homebase; is that right?

7 **A.** That's correct, yes.

8 **Q.** Thank you. You joined Amazon back in 2011?

9 **A.** Yes.

10 **Q.** What areas of Amazon's work have you been in between
 11 2011 and 2020?

12 **A.** I have worked within our retail business, I have worked
 13 in different divisions, different product categories, if
 14 you will, and I have always been in broad commercial
 15 roles.

16 **Q.** You tell us in your first statement that you were
 17 assisted by Mr Thomas Winkler, who is Director of the
 18 Trustworthy Shopping Experience, Europe. Are you able
 19 to just explain in plain English what that role means?

20 **A.** So that role focuses on a lot of compliance topics and
 21 that would include, for example, the online age
 22 verification process.

23 **Q.** Thank you. You were also assisted by Ms Nicola Fyfe,
 24 who is Vice President of Amazon Logistics Europe and
 25 I assume that related to the actual logistics of

33

1 1 billion parcels across the UK, so it's millions per
 2 day.

3 **Q.** Thank you. You mentioned you have 75,000 staff in the
 4 UK. Can you, in outline, just explain how the staff are
 5 structured, so what the divisions, for example, are in
 6 Amazon?

7 **A.** There are a large number of different divisions within
 8 Amazon. The majority of our people would work in our
 9 operations teams, typically in our warehouses or
 10 fulfilment centres. We also have the retail business,
 11 which I lead, as well as other divisions, which would
 12 include things like Amazon Web Services, which is our
 13 cloud computing division, or Prime Video which is the TV
 14 and movie production distribution arm of Amazon.

15 **Q.** Amazon Retail, so you talked about people, if I can put
 16 it colloquially, working in the warehouse. In terms of
 17 central management, is that sort of at HQ structured in
 18 a certain way?

19 **A.** In terms of the retail business, whether in addition to
 20 the people working in the warehouse there are people who
 21 will work in the centre whose job it is -- will be to
 22 buy the products, to manage the supply chain, yes, they
 23 would be central functions.

24 **Q.** Are those working on the technical side of the website
 25 in retail?

35

1 completing deliveries; is that right?

2 **A.** Correct. The final mile, as it is sometimes called,
 3 yes.

4 **Q.** Thank you. So we should understand that you're familiar
 5 with the systems in place but you are not a specialist
 6 in the technical processes that sit behind online age
 7 verification or delivery; is that right?

8 **A.** Correct.

9 **Q.** Thank you. You have worked with Mr Winkler and Ms Fyfe
 10 to be able to answer the questions that the Inquiry has
 11 put to you and to prepare for your evidence.

12 **A.** That's correct, yes.

13 **Q.** Thank you. Moving on, please, to Amazon's structure and
 14 processes. I suspect that those listening don't need
 15 much introduction to Amazon, but a few points of detail:
 16 firstly, the scale of Amazon in the UK. I have no issue
 17 with approximations to these questions if I'm putting
 18 you on the spot, but are you able to give me an idea of
 19 the number of items listed on Amazon UK?

20 **A.** It's in excess of 250 million items.

21 **Q.** How many items are sold a day?

22 **A.** I would have to work that out.

23 **Q.** Or I'm happy to take a week or a month or a year, if you
 24 know any of those?

25 **A.** Well, if I told you that last year we shipped more than

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1 **A.** Some of them are. Many of them will be working in
 2 different teams across the business.

3 **Q.** Thank you. Perhaps we will touch on these structures as
 4 we go through the process.

5 Is this right, there are two ways that products are
 6 offered in store: firstly, Amazon Retail; and, secondly,
 7 by sellers making their own sales. Could you explain
 8 that distinction?

9 **A.** Yes, absolutely. The first way that products are sold
 10 on the site is when Amazon buys the products from the
 11 supplier, sets the price and lists them on the website.

12 The second way is when a seller, typically
 13 a third-party business, they buy the products, they set
 14 the price and they then list them on Amazon, and those
 15 two parts of the business sit side by side, so that when
 16 customers are shopping on Amazon.co.uk, they will see
 17 products offered both by Amazon Retail, first party, and
 18 by third-party sellers as well.

19 **Q.** Thank you. So I think the Amazon Retail structure is,
 20 for a layperson, fairly easy to understand. For sellers
 21 that are making sales on the Amazon website, what level
 22 of oversight does Amazon itself have of those sales?

23 **A.** So it might be helpful if I explain the two different
 24 types of ways in which sellers can fulfil their items
 25 because the answer differs between the two of them.

36

- 1 Q. Yes.
- 2 A. Amazon offers a service called "Fulfilment by Amazon"
3 and, in that case, the seller will send their products
4 into an Amazon warehouse and Amazon will own the
5 end-to-end distribution of that product to the end
6 customer. In that case, Amazon takes responsibility for
7 the fulfilment, including the final mile.
- 8 The other option for a seller is that they will take
9 responsibility for the logistics and the distribution of
10 the product. That's known as Merchant Fulfilment
11 Network, and they are the two ways.
- 12 In both cases, Amazon would have visibility of the
13 product that's being listed but the extent of
14 responsibility about the delivery and the logistics
15 would vary between the two.
- 16 Q. Okay, so in all cases, obviously, Amazon is the owner of
17 the website and therefore has -- I don't know if we can
18 talk about it in these terms -- but custody of the
19 listing: it's on Amazon's website that the listing goes
20 up, clearly.
- 21 A. Correct.
- 22 Q. Amazon therefore has oversight of those listings; is
23 that right?
- 24 A. Yes, that would be fair.
- 25 Q. Thank you. But as you have explained, in the Merchant
37

- 1 A. I think following the Offensive Weapons Act that came
2 into force and the requirement for the -- extra
3 requirements for bladed products, we made a decision
4 that, because we have more oversight and control over
5 the -- Amazon's element of the fulfilment network,
6 retail and FBA, we made a decision to restrict bladed
7 products to just those channels.
- 8 Q. Is that a sort of control mechanism on the way in which
9 bladed articles are -- particularly the way they are
10 delivered?
- 11 A. Yes.
- 12 Q. Thank you. While we are on delivery, we have touched on
13 this with Mr Ali, but I think there are three mechanisms
14 for that. One is Amazon Flex, which is a self-employed,
15 independent contractor, who use their own vehicle to
16 make deliveries?
- 17 A. *(The witness nodded)*
- 18 Q. One is a delivery service provider, which is a third
19 party company, that contract delivery service provider
20 drivers to make deliveries using Amazon vans; is that
21 right?
- 22 A. That's correct.
- 23 Q. The third is that Amazon will use third party carriers
24 such as Royal Mail but that's particularly in remote
25 areas which are not covered by DSPs or Flex; is that
39

- 1 Fulfilment Network side of things Amazon doesn't
2 actually have physical possession of the product at any
3 stage?
- 4 A. Correct.
- 5 Q. And in the Fulfilment by Amazon route, Amazon only gets
6 possession from the delivery stage; is that right?
7 I might have slightly oversimplified that.
- 8 A. The seller will send the product prior to delivery, so
9 the seller will ship all of their items to Amazon, so
10 they will be stored in the warehouse and, at such
11 a point as an item is ordered by a customer, it will
12 then be distributed to that customer. So we would take
13 ownership -- sorry, we would receive that item further
14 upstream in the process.
- 15 Q. Thank you for clarifying. You tell us in your statement
16 that, unsurprisingly, sellers are required to comply
17 with all applicable laws, rules and regulations by their
18 agreement with Amazon?
- 19 A. Yes, that's correct.
- 20 Q. Thank you. Bladed articles can only be sold via Amazon
21 Retail, so that's directly by Amazon, or by sellers who
22 use Fulfilment by Amazon, which is where you have
23 custody of the item before it is delivered, correct?
- 24 A. That is correct.
- 25 Q. Can you explain why that is?
38

- 1 right?
- 2 A. That is correct, yes.
- 3 Q. I want to come on to the legal framework around sales
4 and, just in terms of what is allowed to be sold by
5 Amazon. Later, we will talk about the legal
6 requirements on deliveries.
- 7 You tell us in your statement that Amazon doesn't
8 sell products which are prohibited by law. No great
9 surprise there.
- 10 SIR ADRIAN FULFORD: Which paragraph is this, Mr Boyle?
- 11 MR BOYLE: It's paragraph 7, sir.
- 12 But you do sell products that are legal but subject
13 to age restrictions, such as kitchen knives.
- 14 A. That is correct.
- 15 Q. Thank you. Are you able to give a broad figure of the
16 number of bladed articles sold a year by Amazon?
- 17 A. We sell millions of bladed items per year.
- 18 Q. Thank you. You tell us at your paragraph 5 that you
19 take the responsibility around the sale and delivery of
20 bladed articles extremely seriously.
- 21 A. *(The witness nodded)*
- 22 Q. You tell us at your paragraph 7 -- could we have that on
23 the screen, please? It's page 2, paragraph 7. I'm just
24 looking at the middle of that paragraph, "We have
25 worked", about a third up from the bottom:
40

1 "We have worked, and continue to work, on our
2 processes relating to the sale and delivery of bladed
3 articles to ensure that we comply with the law and are
4 sufficiently mitigating any risks of harm to customers
5 or their communities."

6 Just as a general question, is Amazon looking to
7 meet its legal obligations or do more?

8 **A.** We will always look to meet our legal obligations and,
9 where there are opportunities to improve our processes
10 or increase the manner in which we deliver safely to
11 customers, we are always looking at ways that we can do
12 that.

13 **Q.** Thank you. I think perhaps we can see that in the
14 context of what is defined as weapons and the type of
15 bladed articles that you will sell. Could we have
16 AMA000001 on the screen, please. We have here the
17 Amazon guidance on weapons; is that right?

18 **A.** Yes, that is correct.

19 **Q.** We have "Examples of permitted listings" here and, at
20 the bottom of the page, you have this bullet pointed
21 list which is examples of permitted listings because
22 they're not classified as weapons, that includes bows,
23 and the Inquiry has heard evidence about that; pallet
24 knives; by giving examples, saw blades, scissors,
25 et cetera; knives included in ordinary cutlery sets with

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1 not sell items whose primary purpose we believe to be
2 a weapon.

3 **Q.** Thank you. So you take a broader definition of weapon
4 than some of the other knife retailers we have heard
5 from in the other evidence?

6 **A.** Correct.

7 **Q.** I will ask you later about your wider reflections of
8 retail in this area but I think you refer in your
9 statement to Amazon liaising with the police and the
10 Home Office on the sale of knives, and that Amazon is
11 a signatory to the Home Office's voluntary agreement on
12 the responsible sale of knives and has been since 2016;
13 is that correct?

14 **A.** That is correct, yes.

15 **Q.** I want to move on please to the listing on Amazon of
16 age-verified items and consider the measures that Amazon
17 takes to stop prohibited products from being listed on
18 the Amazon website and also to ensure that age
19 restricted products are identified and handled
20 appropriately.

21 I think we have already covered that, under the
22 terms of the agreement with the seller, they're not
23 permitted to put those sort of items as a listing?

24 **A.** Correct.

25 **Q.** When someone lists an item, is that reviewed by Amazon

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1 forks and spoons. I don't think kitchen knives are
2 specifically mentioned here but they are a permitted
3 item; is that right?

4 **A.** That is correct. My understanding of this document --
5 at the top it says "Seller Central". I believe this may
6 be guidance that is available to all third party
7 sellers, including Merchant Fulfilled. So, in other
8 words, Merchant Fulfilled Network sellers would not be
9 permitted to sell kitchen knives. However, FBA sellers
10 would and I believe this needs to be looked at in
11 conjunction with the other exhibit around FBA prohibited
12 items, I believe.

13 **Q.** Okay, and it is a slightly more restrictive listing
14 because Merchant Fulfilment Network sellers are not
15 allowed to sell kitchen knives.

16 **A.** Correct, yes.

17 **Q.** I think, for our context, we only need to look overleaf
18 at the next page please, at the examples of prohibited
19 listings. I think, relevant to some of the other
20 evidence we have heard, we see on that list "crossbows"
21 and, if we look at the last bullet pointed list, we see
22 machetes, scythes, swords are not permitted, and is it
23 right that's not permitted not just by the Merchant
24 Fulfilment Network but all sellers on Amazon?

25 **A.** That's correct. We have a global policy that we will

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1 on every occasion, so when someone submits, for example,
2 the photographs of the item?

3 **A.** That would be -- go through automated review by Amazon
4 systems, yes.

5 **Q.** Thank you. How does that automated review work, without
6 going into technical detail?

7 **A.** I don't have the detail in front of me but, broadly
8 speaking, when a seller lists a product on Amazon, we
9 would go through a number of checks, we would provide
10 guidance as to how that item should be listed and we
11 would subsequently, to the best of my understanding, run
12 checks to see whether that item has been listed in the
13 correct category with the right designations around it.

14 **Q.** So again, in broad terms, if a photograph of the item is
15 uploaded, that is reviewed by automated technology
16 initially; is that right?

17 **A.** That is my understanding. I would want to go and check
18 with the relevant technical team but that is my
19 understanding of how that works.

20 **Q.** Thank you. But regardless of the stage at which it
21 happens, I think you tell us at your paragraph 21 that
22 there are keyword filters, automated imaging, technology
23 and human reviews of listings as well, correct?

24 **A.** That is absolutely true, yes, that's right.

25 **Q.** At your paragraph 21.7, you tell us that there are

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1 screening tools and processes, machine learning and
 2 keyword based classifiers. Are those partially
 3 automated techniques, which are used to try and catch
 4 items that are being listed?
 5 **A.** They would be predominantly automated, given the number
 6 of items that we sell and the number of changes that
 7 happen, they would be largely automated systems, yes.
 8 **Q.** There's a code of conduct for sellers and you also
 9 publish educational content and hold training sessions
 10 for sellers too; is that right?
 11 **A.** That's correct.
 12 **Q.** I think we have seen evidence unrelated to Amazon which
 13 might suggest that not all sellers can be relied upon to
 14 comply with such agreements. How is that policed by
 15 Amazon? Is it through the techniques that we have
 16 covered?
 17 **A.** Yes, it would be.
 18 **Q.** Aside from the automated technology, what human level of
 19 intervention is there in the listing of products and
 20 reviewing listing of products?
 21 **A.** To the best of my understanding, automated systems would
 22 flag up items that are incorrectly listed and that would
 23 happen in an automated way. There will be some where
 24 judgement is required and they would be flagged up for
 25 a manual reviewer. So the systems will predominantly

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1 **A.** Largely speaking, yes.
 2 **Q.** I think you do give us a figure that age-restricted
 3 products in January this year were 99 per cent correctly
 4 attributed with appropriate classifiers; is that right?
 5 **A.** That is correct.
 6 **Q.** That's 21.7. But, of course, that's 99 per cent of
 7 quite a large number.
 8 **A.** Absolutely. Our goal is 100 per cent. My understanding
 9 is that the majority of the products that -- in the
 10 0.81 per cent would be products that were brand new that
 11 had not yet been listed on the website and that would be
 12 caught by automated systems. But our goal is
 13 100 per cent, very clearly.
 14 **Q.** So there is a level of check before something actually
 15 goes live on the website; is that right?
 16 **A.** Correct.
 17 **SIR ADRIAN FULFORD:** Human check or automated check?
 18 **A.** Predominantly automated, it would be, yeah.
 19 **SIR ADRIAN FULFORD:** How would you know whether there needs
 20 to be a human check? If you're saying it's
 21 predominantly automated, there must be some mechanism
 22 for deciding that a human check is going to take place
 23 in relation to a particular item. How does that happen?
 24 **A.** While I don't have operational oversight of that team,
 25 my understanding is that the items that meet all the

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1 work in an automated way but, in certain cases, my
 2 understanding is that they would then be flagged up for
 3 review by one of our team.
 4 **Q.** Thank you. Is this right, did you say that there were
 5 1 billion items listed on Amazon UK?
 6 **A.** We list more than 250 million individual products but we
 7 delivered -- or rather we shipped more than 1.2 billion,
 8 I think, products last year.
 9 **Q.** Sorry, thank you. Clearly, that will be beyond many
 10 companies' ability to keep track of through human
 11 resources. Do you know how many people Amazon has that
 12 are applying this human level of review, in addition to
 13 the automated technology?
 14 **A.** Would you mind if I just reminded myself of the witness
 15 statement? Because I think in the paragraph you just
 16 talked about we might actually mention how many people
 17 we have working --
 18 **Q.** Yes, so I was actually looking at paragraph 21.7, which
 19 is at page 19.
 20 **SIR ADRIAN FULFORD:** Take your time, Mr Boumphrey.
 21 **A.** We actually refer to it in 21.1. We say "thousands of
 22 people". So there are thousands of people employed to
 23 deal with this on a global basis.
 24 **Q.** Thank you. Are you satisfied that these mechanisms are
 25 effective?

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1 criteria would automatically go through and be listed.
 2 Where there are items that perhaps don't quite meet all
 3 the criteria, or there is some grey area, they would be
 4 flagged for human review. But, given the volume of
 5 products that we are listing and selling, we would
 6 attempt to handle those in an automated way, wherever
 7 possible.
 8 **SIR ADRIAN FULFORD:** I understand. That's very helpful.
 9 **MR BOYLE:** Thank you, sir.
 10 Could we have AMA000039 and page 2. We have here
 11 a step-wise process of purchasing the knife and, for
 12 now, I'm going beyond the process of opening an account,
 13 which I will come on to next but, just while we look at
 14 what's listed on the website, I think we see, to start
 15 with, an example of a search for "knife" and then
 16 I think we can see the results below.
 17 If we could then go to the next page, please. So
 18 this is now an individual listing for a chef's knife; is
 19 that right?
 20 **A.** It looks like that, yes.
 21 **Q.** We see at the bottom, "Age Verification Required".
 22 Could we just scroll down. Is there a bit more text
 23 there? Thank you. So when age-verified items are
 24 listed there is this warning that age verification is
 25 required; is that right?

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1 A. That is correct, yes.
 2 Q. Thank you. Before we move through the process of
 3 purchasing that knife, I now want to come on to opening
 4 an account, and then we will move through to making an
 5 order, delivery and receipt of that order.

6 Opening an account, which you deal with at
 7 section 14 of your witness statement. Could we go to
 8 page 1, please, of that document -- thank you -- and
 9 could we zoom in to step 1, the top half of the page.
 10 Thank you very much. So is this the page that someone
 11 sees when they have to open an Amazon account?

12 A. It is, yes.

13 Q. We see there the details that are required: a name,
 14 mobile number and password; is that right?

15 A. Correct, mobile number or email, yes.

16 Q. Do we see in the small writing under "Continue", the
 17 conditions of use and sale, so:

18 "By creating an account, you agree to Amazon's
 19 Conditions of Use & Sale."

20 A. That's right.

21 Q. Could we zoom out, please, on that exhibit and into step
 22 2. If we could just enlarge step 2, thank you very
 23 much. So there is a term and condition which relates to
 24 children, correct?

25 A. (*The witness nodded*)

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1 sale?

2 A. I think it would depend on the retailer but I would
 3 accept it may be different for Amazon.

4 Q. Perhaps it will be easier when we come to some examples.

5 There's no requirement when opening an account to
 6 provide an ID or a date of birth; is that right?

7 A. That is correct.

8 Q. Realistically, do you think many customers are clicking
 9 on the terms and conditions and reading that term about
 10 children?

11 A. I don't know but I don't imagine many customers would.

12 Q. At your paragraph 14.1, you give us some detail about
 13 what AR did, so I would like to just look at this within
 14 that context. You tell us that AR opened an account on
 15 25 April 2019 using his email address,
 16 a.megalaria7@yahoo.com. Do you know what name he used
 17 to open the account?

18 A. I believe that may be in the order history exhibit.

19 Q. We will come to look at it. Just before we put it up,
 20 a lot of the entries just show "AR". Could he have just
 21 entered "AR" --

22 A. It could be. We don't put any restrictions around what
 23 a customer puts in the account name. We know that many
 24 customers will set up accounts that may have the word
 25 "gift" in the title or "business", or a nickname. We

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1 Q. To access this, you would have to click on the link that
 2 we saw in the previous page; is that right?

3 A. You would, correct, yes.

4 Q. So you're not obliged to look at this to open
 5 an account, correct?

6 A. Correct.

7 Q. The term is that:

8 "We do not sell products for purchase by children.

9 We sell children's products for purchase by adults. If
 10 you are under 18 you may use the Amazon Services only
 11 with the involvement of a parent or guardian."

12 Are you able to help us with what's meant by the
 13 "involvement of a parent or guardian"?

14 A. One example might be that there is a -- a parent has set
 15 up an account and the under 18 may be also able to shop
 16 on that account with the permission and knowledge of the
 17 parent.

18 Q. In your paragraph 14.2, you make an analogy with a child
 19 going into a shop and say most retailers online have
 20 a similar practice and that physical retailers don't
 21 prevent children from coming into their store to shop;
 22 do you remember that?

23 A. Correct, yes.

24 Q. Would you accept that the position might be a little bit
 25 different for Amazon, given the range of products on

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1 don't place any restrictions on what the account name,
 2 *per se*, is.

3 Q. Okay, so when we look at that top left, "Your name",
 4 actually you don't require a given name to be put in
 5 there?

6 A. No.

7 Q. You say that AR was required to link a credit or debit
 8 card to his account and you explain to us at 14.4 that
 9 he made purchases using his parents' cards initially, as
 10 well as his own, but I think from 27 October 2021 he was
 11 using his card only; is that right?

12 A. I believe that's correct.

13 Q. Thank you. Could we have, please, document MERP001464.
 14 Mr Boumphrey, just to give you context to this, it's
 15 a review of what are called cached files that were found
 16 on AR's tablet, which was exhibit SMG/3 by Merseyside
 17 Police. So this was a tablet found when AR's property
 18 was searched after the attack and, just to give you
 19 context, the earliest date, I think, we found of data
 20 that's been pulled from this tablet is 22 June 2021. So
 21 I won't pull up the background evidence to that but the
 22 citation is MERP007633.

23 This was described as the old tablet because it was
 24 used less after AR received a further tablet, SMG/2.

25 So the majority of the use of this tablet was from

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1 2021 to 2023 and a full download was taken of that
 2 tablet and the Merseyside Police investigation has
 3 extracted some of the files we, which we see at the top
 4 "Images Assessed as Possible Evidence for the Hart
 5 Street Attack". So they have extracted, as we can see
 6 there, images that might have been relevant to the
 7 attack.

8 Could we zoom in on the top left, please. So we
 9 see, I think, on the left-hand side, the file name and,
 10 on the right-hand side, we see, I think, some of the
 11 data that sits behind the image, and we can see -- do
 12 you see there it's -- obviously it's a string, but it
 13 says "amazon.mShop.android". Would that indicate to you
 14 that these images might have come from the Amazon app on
 15 Android?

16 **A.** It looks that way, yes. It looks like these might be
 17 part of his browsing history.

18 **Q.** Just zooming out again. Do those images look like the
 19 sort of images that you might see on a listing on
 20 Amazon?

21 **A.** They do.

22 **Q.** Just take my word for it, every single one of those file
 23 paths has Amazon in the file name.

24 Can we scroll through those to the bottom of page 3,
 25 are you able to help us about that image at the bottom,

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1 axes, for example?

2 **A.** Yes, they can be found, yes.

3 **Q.** Would you agree that that is not content that a 15-year
 4 old, which is how old AR was in 2022, should be
 5 browsing?

6 **A.** As I said, it's very difficult to look at a list of
 7 products knowing what subsequently happened and a lot of
 8 these items are legal and they're legal for 15-year olds
 9 to purchase. But it is -- yes, as I say, it's difficult
 10 to look at this list.

11 **Q.** So I understand your answer about the hindsight risk
 12 here but, actually, isn't this illuminating what certain
 13 people might do if they have access to your website?

14 **A.** Possibly, yes.

15 **Q.** There were no mechanisms to stop a child from being able
 16 to browse this content, other than the term in the
 17 conditions, is that right?

18 **A.** That is correct.

19 **Q.** Of course, if a child can browse those -- and we will
 20 come on to some of the purchases -- but it makes it
 21 easier for them to attempt to buy it, if they have an
 22 account, doesn't it?

23 **A.** I suppose if they are able to access the website, they
 24 can both browse and purchase, so yes.

25 **Q.** Putting this correctly, they could browse without an

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1 what that might be of?

2 **A.** I believe that is a bill hook.

3 **Q.** What's that used for?

4 **A.** I believe it's used for gardening or agriculture.

5 **Q.** Thank you. Can we just scroll through the rest of those
 6 to the end, please.

7 *(Pause)*

8 Mr Boumphrey, we see at the bottom there perhaps
 9 a good example, secateurs. I think that most of these
 10 items might have had mainstream uses -- secateurs, axes,
 11 the bill hook -- but would you agree that scrolling
 12 through that, that it suggests that AR was able to view
 13 an arsenal of weapons when he was browsing on Amazon --
 14 sorry, let me put that more specifically: items that
 15 could have been used in the wrong hands as weapons?

16 **A.** It is very difficult to look at that list but, yes,
 17 I would agree with you.

18 **Q.** Thank you. You say, I think, that only a small
 19 percentage of items on Amazon are age restricted but,
 20 clearly, to a determined person looking for them, they
 21 can be found, can't they?

22 **A.** Items -- you mean items that are age restricted?

23 **Q.** Yes --

24 **A.** Yes.

25 **Q.** -- so some of these items would be age restricted, the

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1 account, but the account is the mechanism to take the
 2 step to buy.

3 **A.** Correct.

4 **Q.** Just -- we will come on to the purchases, but we see
 5 secateurs there, we know another purchase was
 6 a sledgehammer, by way of example. There was no age
 7 verification to stop the sale of the sledgehammer or,
 8 for example, the arrows that we have seen in that image?

9 **A.** That's correct.

10 **Q.** So while a sledgehammer might have a good use in
 11 a number of scenarios, would you agree that it is
 12 unlikely to be put to good use by a 15-year old teenager
 13 living in Banks?

14 **A.** I know that 16-year olds -- children of any age could go
 15 into a DIY store but, if you had a 16-year old who is
 16 working as a labourer, they could walk into a DIY shop
 17 and purchase a sledgehammer for completely legitimate
 18 purposes and those items aren't age restricted in law.

19 **Q.** So it's actually this becomes more worrying perhaps when
 20 you look at things in the round and I will come and wrap
 21 things up at the end but, having now seen that, would
 22 you agree that there is a case for requiring someone to
 23 add an ID to open an account?

24 **A.** In your specific question of whether having ID at the
 25 start of opening an account, I'm not sure if that is the

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1 way to prevent this from happening. I'm not aware of
 2 any retailers that do ID checks before opening an
 3 account and you would run the risk of an adult opens an
 4 account and a child in the household is still able to
 5 look at the items. So the way we would think about that
 6 is where items are -- require age verification by law or
 7 by our policies, but by law, we would make sure that
 8 those items have the strict controls around them, if
 9 that makes sense.

10 **Q.** But recognising, firstly, that you won't capture every
 11 single age verification because you don't have
 12 100 per cent success and also that some of these items,
 13 whilst they might have legitimate use, could be used in
 14 the wrong hands as a weapon, doesn't that point towards
 15 some sort of check on the age of a person opening an
 16 account?

17 **A.** I understand where that line of questioning comes from.
 18 We would want to make sure that customers are able to
 19 come in and browse with -- customers who have legitimate
 20 reasons are able to come in and browse and, like other
 21 retailers, we wouldn't want to make that harder for
 22 people with legitimate purposes to come in and do so, so
 23 I understand where the question comes from but I'm not
 24 sure that would be an approach we would want to take.

25 **Q.** Just on the bill hook, was that something that should

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1 without the supervision or permission of a parent or
 2 guardian, we would take action to close that account.

3 **MR BOYLE:** Sir, is that an appropriate moment to break?

4 **SIR ADRIAN FULFORD:** It is, Mr Boyle. Thank you.

5 While we have been sitting, there has been tragic
 6 breaking news in relation to an attack on those
 7 attending a synagogue in Manchester. A number of people
 8 were stabbed, certainly injuries of significance.
 9 I don't know at the moment as to whether any individuals
 10 have died.

11 This will obviously have an impact on all of us
 12 involved in this Inquiry but, of course, most
 13 particularly the victims and the families whose
 14 circumstances we are particularly investigating and I am
 15 sure that you would all join with me in sending our best
 16 wishes to all of those and our thoughts and condolences
 17 to all of those who have been affected by what has
 18 happened in Manchester this morning.

19 I will sit again at 11.55.

20 (11.31 am)

(Short Break)

22 (11.58 am)

23 **SIR ADRIAN FULFORD:** Yes, Mr Boyle.

24 **MR BOYLE:** Mr Boumphrey, I want to now ask you about AR's
 25 order history in general terms and then we will move on

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1 have been listed on Amazon?

2 **A.** I had a look at the bill hook when I received this
 3 evidence three days ago. That particular product is not
 4 available. I would need to go and refresh my memory.
 5 I believe it is not permitted by any third-party seller
 6 and it is no longer available on Amazon but I would need
 7 to check the specifics.

8 **Q.** Is there a risk that that's something that, to put it
 9 colloquially, slipped through the net?

10 **A.** That is possible.

11 **Q.** Just on the same topic, but a slightly different issue,
 12 you have given us the standard operating procedure for
 13 closing an account for an under 18.
 14 Sir, again, I don't intend to pull it up but, just
 15 for your note, AMA000055.
 16 That includes action that would be taken by Amazon
 17 if a parent or guardian reports that a minor has set up
 18 an account without permission; is that right?

19 **A.** That's correct, yes.

20 **Q.** So if a parent were to contact Amazon and say, "I'm
 21 worried about the purchases my child is making", what
 22 would Amazon do in response?

23 **A.** I think you are referring to the exhibit which is the
 24 guidance that we give to customer services. In the
 25 event we were made aware of a minor using an account

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1 to some of the orders.

2 Amazon provided the Inquiry with a spreadsheet of
 3 AR's purchases, including the name of the retailer; is
 4 that right?

5 **A.** Including -- the retailer at --

6 **Q.** Which included the name of the online retailer or the
 7 name of the person that listed the item?

8 **A.** The seller of the product, yes, correct.

9 **Q.** Yes, sorry, that's the correct word. You tell us in
 10 your third witness statement there was an error in
 11 copying across the seller information, so that some
 12 sellers were listed incorrectly; is that right?

13 **A.** That's correct.

14 **Q.** Also that if one item in an order had been cancelled,
 15 the spreadsheet showed that all items in that order had
 16 been cancelled.

17 **A.** That is correct.

18 **Q.** You have now provided corrected versions of the
 19 spreadsheet which are AMA000096 and AMA000097. Please
 20 could we pull up AMA000096. Thank you. I just wanted
 21 to -- can we start by scrolling to the left, so the
 22 column A. So we see the site there, the order date, IP
 23 address, customer email. Column F is customer name: is
 24 that the name of the account holder?

25 **A.** I would need to check whether it's the account holder --

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1 I think if you scroll to the right-hand side maybe
 2 the -- the name of the recipient is also, I believe, in
 3 there.
 4 Q. Yes, so we have, I think, that first row, which we saw
 5 as customer name and if we keep going -- sorry, I think
 6 we want column AC, thank you. So we see the shipping
 7 name there.
 8 A. I see.
 9 Q. Then if we keep going still to column AT, we have the CC
 10 name: is that the card name?
 11 A. I believe that is, yes.
 12 Q. Thank you. As we mentioned before, there are some
 13 transactions -- some of the early purchases were done
 14 with AR's parents' cards?
 15 A. Yes.
 16 Q. But from October 2021 they are from AR's throughout.
 17 So sorry, does that help with the question about
 18 whether --
 19 A. It does, yes. I believe that is the name on the
 20 account, yes, to answer your question.
 21 Q. Could we just go back to that, please. It was column F.
 22 The name changes, so we see the first five transactions
 23 are in the name of "Daniel Rysen", which would suggest
 24 that AR was using a false name initially. Do you see
 25 that?

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1 A. That does.
 2 Q. I think the change that results from the amendment to
 3 the spreadsheet in particular is in relation to the
 4 retailers of the bows and arrows and which of those
 5 purchases were effective. Does that sound right to you?
 6 A. It does, yes.
 7 Q. The knock-on effect is we will need to issue
 8 a correction to the opening statement and also issue
 9 further Rule 9s to the new retailers, which we will do.
 10 Could we pull up, please, document AMA00046. This
 11 document has three zeros not four, like the others, if
 12 that helps.
 13 So this is a letter from Amazon's recognised legal
 14 representative about disclosure to the Inquiry. Do you
 15 see it is dated, on the right-hand side, 10 July 2025?
 16 Could we go to page 3, please. A series of requests and
 17 a number of responses, and Request 5 was:
 18 "The names and all companies and personnel involved
 19 in the delivery of all age-verified delivery products
 20 purchased by AR."
 21 The response is:
 22 "As stated above, the only age-restricted items AR
 23 purchased and received was the one order of the two
 24 knives."
 25 Is that right in terms of delivery but only

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1 A. I see he used "Daniel Rysen", yes.
 2 Q. The name changes. Is it possible to change the name
 3 that is associated with an account, do you know?
 4 A. I believe it is relatively straightforward to do so.
 5 Q. So it looks as though AR may have changed the name that
 6 was with an account and, if we just scroll down that
 7 column F, I think we can see that most of the purchases
 8 are made simply with AR -- sorry, all are, apart from
 9 the initial. Thank you. I won't scroll through it
 10 because we can see the headings at the top, but we have
 11 also got the order dates, the IP address, which we can
 12 see in column D, which we see changes a fair amount. Is
 13 that indicating potential use of a VPN?
 14 A. Of a virtual private network, yes.
 15 Q. Thank you. Column L, you have told us whether
 16 age-verified delivery was used, and at column O we have
 17 an item description and we have seen already -- scrolled
 18 past the prices and the shipping details and billing
 19 address.
 20 The rows that are in red are corrected from the
 21 previous version; is that right?
 22 A. I believe so, yes.
 23 Q. I think the writing that's now in grey is showing what
 24 is cancelled, orders that are cancelled. Does that
 25 sound right to you?

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1 a partial answer in terms of online age verification?
 2 A. I believe that is true in the case of items that were
 3 delivered through Amazon that were age restricted, if
 4 that makes sense.
 5 Q. But we now know that some of the smoke grenades that
 6 were sold should have been subject to age verification;
 7 is that right?
 8 A. Correct.
 9 Q. You say, I think in your second statement -- sir,
 10 I won't pull it up but it is second statement,
 11 paragraph 4.5.1?
 12 **SIR ADRIAN FULFORD:** Thank you.
 13 **MR BOYLE:** -- that an error was made about whether the smoke
 14 grenades should have been age verified in Amazon's only
 15 internal review as well.
 16 A. That's correct. In the review that we conducted on
 17 7 February, there was a statement suggesting that smoke
 18 grenades did not require age verification. That was
 19 incorrect: they do require, we believe, age
 20 verification.
 21 Q. So that was only appreciated at a later stage in the
 22 investigations?
 23 A. Correct, that's right.
 24 Q. Do you know why it is that Amazon wasn't immediately
 25 aware about the need for age verification for smoke

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1 grenades?

2 **A.** I don't, I'm afraid.

3 **Q.** I appreciate that the spreadsheet was a manual error and
4 they are certainly not mistakes that were made by you
5 but do they raise any questions about Amazon's ability
6 to keep track of its retailers and listings?

7 **A.** Well, first of all, I would like to apologise for the
8 error that was made. The underlying data is correct.
9 We made a manual error in how we put that together.
10 I do not have concerns around the underlying data.

11 **Q.** Could we have up, please, your third statement,
12 AMA000110, and could we have page 2 and paragraph 4.5.
13 So we see there the revised number of purchases made by
14 AR and I just pull that up to give that background: 48
15 orders, of which many were cancelled, in 2022; and
16 lessening numbers of transactions as time went on.

17 Just while we're looking at this, we see that AR
18 would quite frequently purchase items, cancel them and
19 then we see as well from what table that he would then
20 sometimes order that item again. From Amazon's
21 perspective, is there any reason for him to have done
22 that?

23 **A.** I don't know if there's a reason from our perspective
24 but cancelling orders is something that happens very
25 frequently.

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1 legislation relating to ricin and castor beans. I'm
2 just going to paraphrase what is said there, but you can
3 see it on the text and tell me if you disagree, that
4 castor beans are not illegal to possess or grow in the
5 UK, and they are available in garden centres, online
6 seed retailers and online marketplaces; is that your
7 experience as well?

8 **A.** That is my experience, yes.

9 **Q.** Thank you. Ricin, on the other hand, is an offence to
10 manufacture or retain under Section 1 of the Biological
11 Weapons Act and section 2 of the Chemical Weapons Act,
12 and AR was charged with an offence under the Biological
13 Weapons Act after the attack, on the basis that he had
14 used castor beans to make a crude preparation of ricin.
15 Thank you.

16 If we could turn over the page, please, just at the
17 bottom, we see that alcohol that was also purchased,
18 that's not age restricted in its pure form; is that
19 right?

20 **A.** That's my understanding, yes.

21 **Q.** The Home Office says that the purchases that were made
22 were not illegal and that it continues to keep dangerous
23 materials under review to ensure appropriate regulation
24 and controls for sales are in place.

25 Thank you, if we just zoom out from that, just back

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1 **Q.** Could it have been any attempt to try and bypass age
2 verification methods on the website?

3 **A.** I don't know. With hindsight, that's certainly
4 possible. But I don't know why he cancelled them at the
5 time.

6 **Q.** Do you have any reason to think that that would have
7 been successful?

8 **A.** No. You mean, if he cancelled as a way of bypassing
9 that would have worked? No, that would not have worked.

10 **Q.** Thank you. I want to move to, please, one of AR's
11 purchases, which was for castor seeds and, at around the
12 same time, alcohol and apparatus, laboratory type
13 apparatus and that was in January to February 2022.
14 Before we come to the purchase itself could we have up
15 the statement of Cathryn Ellsmore, which is at
16 HOM000078. Just to explain, Mr Boumphrey, Ms Ellsmore
17 is the witness for the Home Office, for the Home
18 Secretary.

19 If we could just turn over the page, please, and
20 keep going, sorry, to the start of the statement. Thank
21 you. So we see that Ms Ellsmore is actually a Director
22 of Prevent but she has assisted us in relation to
23 poisons and other matters.

24 Could we turn to page 85 of that statement. So
25 there's a section here where Ms Ellsmore sets out the

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1 to the page. Thank you very much.

2 Could we go back, please, to the spreadsheet, that's
3 AMA000096, just to see the purchases that were made.
4 Thank you. I don't know if it's -- we're looking at row
5 34. If it's possible to highlight that, that would be
6 helpful, or select it. Brilliant, thank you very much.
7 So we see the purchase from Premier Seeds Direct and, if
8 we're able to scroll across, we will see that the
9 purchase was made for £7 on 19 January in column Z and,
10 if we keep going, the shipping name was to Alfonse R, so
11 AR's father. The address was 8 Old School Close, so
12 AR's neighbour's address and, if we keep going across,
13 please, we see the billing name is given as "Al Rud".
14 That doesn't match the card name. Would that be
15 sufficient for the purchase to go through?

16 **A.** The billing name -- I believe it would be sufficient for
17 that to go through.

18 **Q.** Because we see in column AT, AR's full name there.
19 Thank you.

20 Mr Boumphrey, just through you I just wanted to
21 raise the evidence of Philip Redman, who is the Managing
22 Director of Premier Seeds Direct, so it is going to be
23 summarised later, so I will just give the reference
24 which is PREM000002, and he will say see that
25 recognising that the provision of bulk packing of the

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1 seeds was increasing access to a larger number, they
2 have taken a decision to reduce the packet size, after
3 this has been brought to their attention.

4 Are restrictions on the quantity of things like this
5 something that Amazon considers?

6 **A.** It can be. As a retailer, we're not experts in
7 quantities of certain products and we would typically
8 rely on government or law enforcement guidance around
9 those.

10 **Q.** Thank you. So I'm just going to come on to that point
11 in a bit more detail but, before I do -- I'm sorry to
12 jump back to the spreadsheet, but if we can just have
13 that up again, AMA000096, I just want to finish off this
14 order because we see in row 38 that is the purchase of
15 alcohol, so 99 per cent alcohol there, which I think was
16 on the same day, on the 19th. I think if we scroll to
17 the right we should get the date -- sorry, to the left,
18 thank you.

19 If we look at rows 39 to 47 we also see on
20 25 January the purchase of food storage container,
21 measuring cup, conical flask, pestle and mortar, safety
22 goggles, then later in row 48 a Büchner funnel on
23 1 February 2022.

24 It is right there was no legal restriction on the
25 sale of these items on their own, individually, clearly?

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1 report those suspicions to the Home Office; is that
2 right?

3 **A.** I believe so, yes.

4 **Q.** Does the Home Office issue guidance to the retailers to
5 assist with identifying what a suspicious transaction is
6 for a regulated or reportable item?

7 **A.** They do.

8 **Q.** Are you familiar, Mr Boumphrey, with whether one of the
9 features of the guidance flags that it may be relevant
10 where a customer tries to buy a combination of
11 purchases?

12 **A.** I am not aware of that specific phrase. I'm broadly
13 aware that that exists but not the specific details.

14 **Q.** Without going into detail, for any regulated or
15 reportable explosives, or other precursors under the
16 Poisons Act, is it the case that, as an online retailer,
17 you may be able to identify a combination of purchases
18 giving rise to a concern of a suspicious transaction?

19 **A.** That's correct.

20 **Q.** But there's no requirement on you as a retailer to
21 report suspicious transactions in respect of other
22 products that don't come within the Poisons Act?

23 **A.** That is correct.

24 **Q.** If there was such a requirement for other products,
25 could similar measures be adopted to assist in the

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1 **A.** Correct.

2 **Q.** I just want to ask you about combinations of purchases
3 because, in hindsight, we can so see that the seeds were
4 bought in relatively close proximity to the items that
5 were then found in AR's bedroom and used to make the
6 ricin. I'm going to ask questions in this area with
7 care because I don't want to draw evidence that might
8 help hostile actors in the future, and so I'm asking you
9 these questions in general terms. I am not seeking to
10 draw your opinion on any particular combination of
11 purchases; do you understand?

12 **A.** I do.

13 **Q.** Thank you. Is this right, under the Poisons Act there
14 are certain substances which are either regulated or
15 reportable?

16 **A.** Yes.

17 **Q.** Some of those substances relate to poisons and others to
18 explosives?

19 **A.** Yes.

20 **Q.** To sell a regulated substance, a licence is needed; is
21 that right?

22 **A.** I believe that's correct.

23 **Q.** Reportable substances which are listed in the Poisons
24 Act don't require a licence but retailers are required
25 to monitor their purchase for suspicious activity and

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1 identification of these suspicious transactions?

2 **A.** Yes, they could.

3 **Q.** Thank you. Just putting to one side the responsibility
4 to report to the Home Office, does Amazon have the
5 technical ability to analyse combinations of purchases
6 internally?

7 **A.** We do have that ability.

8 **Q.** Does Amazon consider carrying out its own analysis on
9 purchases of these sorts to ensure that they are not to
10 be selling to someone who is a hostile actor?

11 **A.** We typically wouldn't do that. As a retailer, we would
12 not be experts in law enforcement or, indeed, which
13 combinations of products, and that is why we would work
14 very closely with and seek guidance from the Home Office
15 and Government as to which combinations of products may
16 be of interest.

17 **Q.** Thank you. I'm going to move on, please, to the
18 purchase of the smoke grenades that we have touched on
19 already. If we could have up, please, the spreadsheet
20 again. It's AMA000096. We're looking at row 76. So
21 this is a purchase that the seller is Inevitable UK.

22 Sir, we have put a Rule 9 Request to them and await
23 a response but they have informally responded to it and
24 they are in contact with the Inquiry.

25 At column O, we see "Inevitable Party Pack of 4 Ring

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1 Pull Smoke Grenade ... for Paintball, Weddings,
 2 Photoshoots & Special Effects". I think we can see from
 3 this description that this wasn't a smoke grenade of the
 4 sort that might be used by the military or by policing,
 5 for example; is that right?
 6 **A.** That's my understanding, yes.
 7 **Q.** If we could scroll to the right, please, we have seen
 8 that the customer name, I think, will be AR, and just
 9 those initials. If we could stop there we see the
 10 shipping name there, so it is effectively in AR's name,
 11 albeit abbreviated, and the same is true for the billing
 12 name. Do you see those, Mr Boumphrey?
 13 **A.** I can, yes.
 14 **Q.** Thank you. If we could keep scrolling across, we see
 15 the credit card name remains AR's own name in full.
 16 You tell us in your statement at paragraph 5.2 that
 17 Amazon doesn't sell smoke grenades via retail, so Amazon
 18 Retail, or Fulfilment by Amazon, because of the storage
 19 and handling conditions. So does that mean Amazon
 20 itself is not able or does not wish to store and handle
 21 smoke grenades?
 22 **A.** That's correct and, indeed, the broader category of F2
 23 fireworks that would apply to, yes.
 24 **Q.** But they can be sold by retailers using the Merchant
 25 Fulfilment Network --

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1 **A.** That's right, yes. At the time that we looked into
 2 this, we saw that product had this message on it on the
 3 website.
 4 **Q.** Okay, and the restriction on the sale of these items is
 5 not as specific as the restriction on knives which
 6 requires certain measures to be in place; is that right?
 7 **A.** That's correct, yes.
 8 **Q.** But at the same time, they are not to be made available
 9 to under 18-year olds?
 10 **A.** That's correct.
 11 **Q.** You are unable to say whether that warning on the
 12 website was in place at the time AR made the purchase?
 13 **A.** Correct. We don't keep that history of the listings,
 14 yes.
 15 **Q.** Is this right, there wouldn't have been an online age
 16 verification for the sale of that item?
 17 **A.** No.
 18 **Q.** Could we have up, please, MERP007641 and page 8. If we
 19 could go straight to page 8 of that, please. We will
 20 need, I think, to get the evidence from Inevitable UK
 21 about how the item was sent but this is a picture taken
 22 by Merseyside Police when they carried out searches of
 23 AR's home and we can see one of these smoke grenades
 24 coming out of a parcel, which, on the top right-hand
 25 corner, we can see was delivered by Evri and we know

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1 **A.** That's right.
 2 **Q.** -- and their own delivery mechanisms. Can I just ask
 3 how that compares to the approach to bladed items
 4 because, on bladed items, you preclude the sale of
 5 Merchant Fulfilment Network and I think you said that
 6 was as a kind of control mechanism.
 7 **A.** That's right.
 8 **Q.** But it seems like for smoke grenades the opposite
 9 approach is being taken: you have ceded control to the
 10 merchant.
 11 **A.** It's less, I think, about an opposite approach and more
 12 that those items are -- have a lower level of
 13 restriction in law. They're not required to have online
 14 age verification, for example, and because of the nature
 15 of the product, we're simply unable to carry those items
 16 within our warehouses and, therefore, we enable sellers
 17 to deliver those to customers via the Merchant Fulfilled
 18 Network.
 19 **Q.** Can we have your statement up which addresses this, so
 20 it's AMA0000833 and paragraph 5.3. As you have already
 21 said, these smoke grenades fall within the definition of
 22 an F2 firework and so they should not be made available
 23 to under 18-year olds and we see there the current
 24 listing gives a minimum age limit for purchase to
 25 18 years of age. You see that there?

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1 from evidence that we have heard yesterday that Evri
 2 doesn't ship age-verified deliveries. Does that suggest
 3 to you that there was no age-verified delivery on this
 4 order?
 5 **A.** It appears that way, yes.
 6 **Q.** So there was effectively no restriction of any sort on
 7 AR making this purchase, correct?
 8 **A.** At that time that would appear to be the case.
 9 **Q.** So far as we can tell at the moment.
 10 Does that come back to the point that I made before,
 11 that AR made this purchase, about whether a date of
 12 birth should be provided when one opens an account?
 13 **A.** I don't know if the opening of the account *per se* would
 14 have been helpful to capture the age. What I would add
 15 is, in this case, it's discovering -- going deeper into
 16 the smoke grenades, we have done two things. We have
 17 firstly written to all of the sellers of these items to
 18 remind them of their obligations to distribute these to
 19 customers using age-verified methods and, secondly, we
 20 have put a further warning on all the product pages of
 21 all of these items.
 22 **Q.** Mr Boumphrey, I want to come on now, please, to the
 23 order of the knives and, first of all, start with the
 24 online purchase and, just to do that, I'm going to give
 25 the legal framework. I appreciate you are not a lawyer

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1 and the technicalities around this are not part of your
 2 day-to-day job, but are you familiar or have you become
 3 familiar, when preparing for this Inquiry, with the
 4 mechanisms that are -- the legal framework that's in
 5 place?
 6 **A.** Yes, I have.
 7 **Q.** Thank you. We have heard that given a number of times
 8 in evidence, so I don't propose to go through it in
 9 full, but there's a provision, isn't there, under
 10 Section 141A of the Criminal Justice Act, which makes it
 11 an offence to sell a knife, axe or other bladed or
 12 pointed article to someone under the age of 18.
 13 **A.** Yes.
 14 **Q.** There is then a defence, if the person charged can show
 15 that he took all reasonable precautions and exercised
 16 all due diligence to avoid the commission of the
 17 offence, so to avoid the sale to an under 18-year old?
 18 **A.** Yes.
 19 **Q.** There are, for remote sellers, four conditions on the
 20 way that can be met, which are set out at Section 141B,
 21 subsection 4, and slightly paraphrasing, but the first
 22 is that the seller operated a system for checking that
 23 the persons who bought articles were not under the age
 24 of 18?
 25 **A.** Yes.

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1 16.1 and the two subparagraphs, we see that on 13 July
 2 AR made the following purchases and we might be able to
 3 cross-reference it later on the table. But the account
 4 name was AR, the shipping name was AR's name abbreviated
 5 as there, the shipping address was 10 Old School Close
 6 and the way the order was made is that, at 8.16 pm, one
 7 knife was bought but cancelled within minutes of placing
 8 the order and, at 8.20, two units were bought and it was
 9 confirmed that the products were scheduled to be
 10 delivered on 14 July 2024.

11 The order, as you say, was sold and fulfilled by
 12 Amazon Retail, as is required for bladed articles; is
 13 that right?

14 **A.** Well, it -- it would also be acceptable to be fulfilled
 15 by Fulfilment by Amazon but, in this case, it was the
 16 first-party business that sold the knife.

17 **Q.** Thank you. We see there the notice that would have
 18 appeared that we have already, I think, looked at.

19 16.4, so once the product has been added to the
 20 basket and the customer clicks "Proceed to checkout",
 21 they are taken to the "Verify your age" page, which
 22 repeats the requirement they must be over the age of 18
 23 and:

24 "The below screenshot would have been visible when
 25 AR made the purchase, upon clicking the "Why am I seeing

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1 **Q.** And that system was likely to prevent someone underage
 2 from buying the articles?
 3 **A.** Yes.
 4 **Q.** Then moving on to the packaging: when the packaging
 5 contained the article, it was clearly marked to indicate
 6 that it contained an article with a blade, or which was
 7 sharply pointed, and that it should only be delivered
 8 into the hands of a person aged 18 and over.
 9 **A.** *(The witness nodded)*
 10 **Q.** It wasn't necessary at that time, and still isn't yet,
 11 to deliver it to the recipient.
 12 **A.** Yes.
 13 **Q.** Or, sorry, the person who made the purchase, yes.
 14 Condition C relates to that, so taking all reasonable
 15 precautions and exercising all due diligence to ensure
 16 that, when finally delivered, the package would be
 17 delivered into the hands of a person aged 18 and over.
 18 Condition D is not to deliver to a locker?
 19 **A.** I beg your pardon?
 20 **Q.** Not to deliver to a locker?
 21 **A.** Yes.
 22 **Q.** Can we have up your first witness statement please,
 23 AMA000081, and page 10. Thank you. You have helpfully,
 24 in your statement here, set out the process of the
 25 purchase, so I just want to go through that in full, so

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1 this?' question."

2 Can we have overleaf, please, that image. I think
 3 we want page 11, please. Thank you. Top of the page,
 4 thank you. So that is the warning that would have been
 5 seen if you click on the "Why am I seeing this?", which
 6 gives the explanation that:

7 "The information you provide will be shared with and
 8 verified by Experian for the purposes of identity
 9 verification against public and other databases."

10 Is that right?

11 **A.** It is.

12 **Q.** Thank you. If we could zoom out, please, and then zoom
 13 in to paragraph 16.5, and the section below. So this is
 14 the "Verify your age" form that AR would have had to
 15 fill in at this stage of purchasing the knives; is that
 16 correct?

17 **A.** That is correct.

18 **Q.** We can see there that he is required to provide a date
 19 of birth, a legal name, which "must be as it appears on
 20 your ID", the first name, last name and then an address
 21 as well; is that right?

22 **A.** That's correct.

23 **Q.** That would then be checked against Experian to see
 24 whether the person who provided that information was
 25 over 18 and the address corresponded with the details

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1 that Experian held; is that correct?
 2 **A.** That's correct.
 3 **Q.** If that wasn't the case, then the customer wouldn't be
 4 able to complete the purchase?
 5 **A.** Correct.
 6 **Q.** Thank you. Could we move now, please, to paragraph 16.7
 7 overleaf. You explain there at your paragraph 16.7 what
 8 AR did in his "purchase journey", as it is called. So
 9 at 7.40, so before the purchases had been made, he
 10 enabled 2-step verification and you make the point that
 11 that would have made it more difficult for unauthorised
 12 persons to access the account; is that right?
 13 **A.** That's right.
 14 **Q.** He initiated the order at 7.44, so before the completed
 15 purchases, clicked "Proceed to checkout" and/or reloaded
 16 the page several times and you can't see why he did
 17 this. Again, might that have been an attempt to bypass
 18 the age verification?
 19 **A.** It may have been, it may have been.
 20 **Q.** He then would have reached the form and you say he was
 21 required to fill in the details, so whatever he was
 22 doing was not successful at bypassing the form in any
 23 way, and he entered his father's details, Alfonse R,
 24 into the "Verify your age" form, instead of his own, and
 25 those were transmitted to Experian and the information

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1 **Q.** So couldn't almost any child that could use a computer
 2 have passed Amazon's online age verification at that
 3 time?
 4 **A.** They could.
 5 **Q.** It would have been, quite literally, child's play to
 6 pass, wouldn't it?
 7 **A.** They could have done that and I would just add that we
 8 have made a number of changes very swiftly. So the
 9 manner in which AR circumvented the process would no
 10 longer be possible.
 11 **Q.** I will allow you to come on to those and explain that.
 12 Could we have up please the spreadsheet to look at
 13 this order, so that's AMA000096, and could we have row
 14 98. Thank you. So the bottom row we see is the final
 15 completed order for the two knives and we see, in the
 16 row above that, the cancelled order for the one knife.
 17 Can we scroll to the right, please -- sorry, actually
 18 could we just go back to the left quickly.
 19 So we see under the customer name it is still under
 20 the AR name there. If we go back to the right, we will
 21 see the further details. Keep going, please. Stop
 22 there, thank you. Sorry, just one column to the left,
 23 thank you. So the shipping name AR but abbreviated, "Ax
 24 Rud", and the -- sorry, the billing name is the same; do
 25 you see that there?

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1 matched on Experian's checks and the online age
 2 verification was passed; is that right?
 3 **A.** That is correct.
 4 **Q.** Just to finish the sequence, before we consider that
 5 further, AR completed the order but then cancelled it,
 6 as we have discussed and, at 16.7.2, we see that he
 7 changed his IP address, so presumably using a virtual
 8 private network, to make the second order that went
 9 through of the two knives, correct?
 10 **A.** Correct.
 11 **Q.** Of course although that hid his IP address, Amazon still
 12 had the details to make the order, including his address
 13 and his name.
 14 **A.** We did, yes.
 15 **Q.** So that wouldn't have been a successful way to hide his
 16 identity, would it?
 17 **A.** No.
 18 **Q.** Going back then, please, to the online age verification,
 19 what AR had to do to pass was to enter his father's
 20 details, correct?
 21 **A.** That's how he did pass the process, yes.
 22 **Q.** Would you agree that virtually every child in the
 23 country lives with an adult and would be able to obtain
 24 that adult's date of birth?
 25 **A.** Yes.

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1 **A.** Yes.
 2 **Q.** Column AK. Keep going across, please. The card details
 3 are again AR's name in full, correct?
 4 **A.** Yes.
 5 **Q.** So Alfonse R's details were in no way connected to the
 6 purchase, were they?
 7 **A.** The father's details?
 8 **Q.** Yes.
 9 **A.** They were not, sorry.
 10 **Q.** Alfonse is the father's name.
 11 **A.** Yes, sorry, just checking, yes.
 12 **Q.** So there was no requirement for the online age
 13 verifications to match any of the details for the order.
 14 **A.** At the time, that is correct.
 15 **Q.** If that had been a requirement, Amazon would at least
 16 have known that an adult was either receiving the
 17 delivery or an adult's card details had been used to
 18 make the purchase; is that right?
 19 **A.** Correct. Yes, that's fair.
 20 **Q.** We have heard from a number of retailers over the past
 21 couple of days who have sold age-verified items. Some
 22 were checking IDs but some were checking the electoral
 23 roll, which has similarities to the Experian check, but
 24 I think it's right to say that all of those who checked
 25 the electoral roll were checking details used to make

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1 the purchase, which meant that they had the comfort of
2 knowing that either an adult's card details would be
3 used or the item was being delivered to an adult's name.
4 Do you see that?

5 **A.** At a high level I understand that, yes.

6 **Q.** Wasn't the lack of that a fundamental flaw in Amazon's
7 system last year?

8 **A.** I think that's fair.

9 **Q.** I think you explain that people sometimes have different
10 card details or they use maiden names, things like that,
11 but isn't the solution to that to require those people
12 to provide further details like a marriage certificate
13 or a proof of address, or something along those lines?

14 **A.** Sorry, in what circumstance would we request that from
15 a customer?

16 **Q.** So, for example, someone was making an order and their
17 ID showed their maiden name, which might have been
18 different to the card name or the delivery name; do you
19 follow?

20 **A.** I do. That isn't something that we currently do. For
21 a law-abiding adult to have to go through multiple steps
22 to share a marriage certificate, a lot of customers
23 would have concerns around privacy and sharing those
24 documents, so we would want to design a process for
25 customers that was relatively straightforward, as

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1 **Q.** Yes, understood. Can we just have up, please, document
2 AMA000008. So this is quite a technical document. It's
3 called the Online Age Verification Runbook, and I think
4 it's guidance to customer service persons at Amazon on
5 how to handle queries about online age verification; is
6 that right?

7 **A.** I actually believe it's for an internal technical team
8 who would implement the online age verification.

9 **Q.** Understood, so they deal with issues, for example, of if
10 the Experian system is down --

11 **A.** Correct.

12 **Q.** -- and what customers do in those circumstances. Could
13 we go to page 4, please. Thank you. We have the bottom
14 section of that, the last paragraph enlarged. Can you
15 help us with what this is, Mr Boumphrey? Is it a sort
16 of example response that might be given to someone
17 raising a customer service query?

18 **A.** That's exactly what it is, yes. So a customer raising
19 a query about the online age verification process under
20 certain situations would potentially have received this
21 message.

22 **Q.** The example wording is:

23 "You've reached the correct ..."

24 Can you help us with "CTI"?

25 **A.** I'm going to forget what "CTI" stands for. It

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1 straightforward as possible.

2 **Q.** So you've got to do an element of balance of sort of
3 convenience and simplicity --

4 **A.** Correct.

5 **Q.** -- against rigorousness of the check?

6 **A.** Correct.

7 **Q.** Would you agree? But it might be said that the system
8 in 2024, as it stood, got that balance wrong between the
9 practicalities and the need to be sufficiently rigorous
10 on the name and how that was connected to the ID; would
11 you agree?

12 **A.** With hindsight I agree, yes.

13 **Q.** In that respect Amazon fell short, in this case?

14 **A.** In that case, we fell short. I would add: this was the
15 only instance we are aware of, of a minor circumventing
16 the online age verification process but, yes, it fell
17 short.

18 **Q.** Isn't that arguably more concerning, if you are not
19 aware of other examples, because, given the simplicity
20 of the system, that's bound to have happened, isn't it?

21 **A.** I don't know. As I say, that was the only instance. We
22 think about -- we're obviously talking about online age
23 verification but we do think about this as a system that
24 works in concert with the age verification upon delivery
25 as well.

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1 effectively is a ticketing system that means that -- the
2 word "place" works fine but it is a technical system
3 about how our various tickets are sorted.

4 **Q.** Thank you. It says:

5 "We cannot resolve verification failures for
6 individual customers."

7 So this is a response to someone raising an issue
8 with a verification failure. It says:

9 "In such cases we recommend to try and submit the
10 details of someone else in their household."

11 In the case of an adult that might be an acceptable
12 solution, but if a child were to get this message aren't
13 they being directed to a way around the online age
14 verification measures that were in place at the time?

15 **A.** Potentially. That is not an acceptable message in the
16 case of a minor receiving that.

17 **Q.** It is right that that has now been changed?

18 **A.** That was changed as soon as we discovered this, yes.

19 **Q.** I want to move on now from the online age verification
20 stage to the packaging stage, please, so I think we have
21 already seen Amazon placed labels on the packaging.
22 I think we can see an example -- if we could just have
23 it up quickly -- at AMA000059. So you heard Mr Ali's
24 evidence on this, that he perhaps wasn't aware or hadn't
25 noticed the "Bladed Article" wording because he was

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1 focused on his app.
 2 **A.** *(The witness nodded)*
 3 **Q.** But it is right, isn't it, that there was that "Bladed
 4 Article" warning there at the time this delivery was
 5 made in 2024?
 6 **A.** Yes, that's correct.
 7 **Q.** In the top right-hand corner, we see "Age 18+". This is
 8 an example of the label, albeit with different details,
 9 that would have been put on the package AR made for the
 10 two knives, correct?
 11 **A.** Yes. This is an example of a label that would have been
 12 in place at the point he made the purchase, yes.
 13 **Q.** Thank you. I suspect we are all familiar with the size
 14 of these labels from Amazon orders, but can we please
 15 just look at some other labels that we have seen from
 16 other evidence, so could we have up first, please,
 17 MERP008267. So this is the packaging from Springfields
 18 and we heard from Mr Bullock two days ago. Could we
 19 just zoom in on the label. Now, I understand
 20 Springfields is selling a range of different items and
 21 it is probably not right to compare all retailers and
 22 lump them together but would you agree that that warning
 23 label in red and saying "Bladed items, delivery to 18+
 24 only", together in one place, is clearer than the Amazon
 25 label was?

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1 delivery as well. So I think it's very important that
 2 we look to continuously improve all aspects of that
 3 process.
 4 **Q.** Aside from the label, one other thing that Amazon
 5 delivery drivers could do, to bring a bladed article to
 6 the recipient's notice, is tell them "This is a bladed
 7 article". Given Mr Ali hadn't appreciated that it was
 8 a bladed article, clearly he was not doing that; do you
 9 agree?
 10 **A.** I agree, yes.
 11 **Q.** I haven't seen anything -- so correct me if I am
 12 wrong -- in the training that suggests that delivery
 13 drivers should do that.
 14 **A.** You mean inform the customer that the item they are
 15 handing over is that of a bladed product?
 16 **Q.** Yes. So to be clear, for context, they will obviously
 17 ask for the year of birth, which ought to give the
 18 recipient notice that there is an age-verified item --
 19 **A.** Yes.
 20 **Q.** -- that's being delivered. But would it help to train
 21 your drivers to also say, "I need your year of birth
 22 because I'm giving you a bladed article"?
 23 **A.** I think that's a very interesting proposal. I would
 24 like to take that back to my teams, thank you.
 25 **Q.** Moving on now, please, to the delivery. You heard

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1 **A.** I would, yes.
 2 **Q.** Could we have TACA000009. This was the label provided
 3 by Tactical Archery, who are retailers of bows and
 4 crossbows. Again, would you agree that, although we
 5 don't have sense of scale, that looks like a more
 6 noticeable label?
 7 **A.** Yes, I would.
 8 **Q.** I should say, in fairness to you, that we saw other
 9 examples that were less prominent than these. These are
 10 perhaps the two most prominent but, in your view, could
 11 Amazon's labelling of this be improved?
 12 **A.** I believe it could. The teams are indeed looking into
 13 what they could do around the labelling, particularly as
 14 a result of seeing some of these other examples.
 15 I would add though that we don't just rely on the label.
 16 The app notification for drivers is also very important
 17 as a means of flagging that the item they're about to
 18 deliver will require age verification upon delivery.
 19 **Q.** If there's problems with the online age verification and
 20 issues with the labelling, is there a risk that too much
 21 weight is being placed on the age-verified delivery?
 22 **A.** As I have highlighted earlier, there were issues with
 23 the online age verification, which we have sought to
 24 close, and we view this as a system and there are
 25 opportunities to improve the age verification on

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1 Mr Ali's evidence and I asked -- the year that we've got
 2 is 1978, so the recipient gave a year and Mr Ali entered
 3 1978 in his app, in the PDA. So for important context,
 4 that obviously suggests that the delivery was accepted
 5 by an adult in this case.
 6 **A.** Yes.
 7 **Q.** The difficulty is that year of birth does not appear to
 8 match the year of birth of either of the two adults at
 9 the address and you can imagine that for this Inquiry,
 10 but also detection of other crimes, it is important to
 11 know exactly who has received the knife; do you agree?
 12 **A.** I can see why that would be important, yes.
 13 **Q.** Has Amazon considered doing more than just taking a year
 14 of birth -- sorry, actually I think there's one
 15 important point to make on this. I don't believe that
 16 Amazon has been able to get a name of the recipient; is
 17 that right?
 18 **A.** I'm -- I'm not actually sure whether we have been able
 19 to provide that.
 20 **Q.** I think in your statement you give us a year but you
 21 don't say a name was provided. I think we saw in the
 22 app that you are -- the driver is expected to give
 23 a name.
 24 **A.** I believe that is correct. I also believe it may be
 25 possible for the driver to skip the name, but I want to

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1 check whether that is indeed the case.

2 **Q.** I did ask Mr Ali about that because I wondered. He said

3 that you had to do it. Would you, Amazon, please be

4 able to come back to us and clarify this --

5 **A.** Of course.

6 **Q.** -- and also if a name was taken.

7 **A.** Yes.

8 **Q.** Thank you. Aside from the name, we have evidence from

9 other delivery companies that will be adduced, that DPD,

10 I think, takes a name and also takes a photograph of the

11 package. I think they're not permitted for data

12 protection reasons to take a photograph of the

13 recipient, strictly speaking.

14 **A.** That's right.

15 **Q.** Yes. I think Royal Mail take a name, a signature and,

16 I believe, a photograph. Has Amazon considered any of

17 those further measures?

18 **A.** We have in the past used -- required signatures and

19 indeed we do take photographs but maybe I can explain.

20 Prior to Covid, we required signatures for certain

21 deliveries. We stopped that for obvious reasons during

22 Covid and we haven't seen -- we haven't put that back in

23 place since.

24 In terms of photographs -- and I believe we saw that

25 in Mr Ali's evidence -- if a parcel is left unattended,

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1 that be a deterrent to someone accepting a delivery when

2 they are not of age?

3 **A.** I don't know about a deterrent. It might make it harder

4 for someone and that would make it harder for someone,

5 whether they were over 18 or under 18.

6 **Q.** Thank you. I want to now please move on to the audits

7 that Amazon does of age-verified deliveries. Could we

8 have up, please, your first statement at AMA000081, and

9 page 29. So at the top there, you explain how this

10 works and you say that there were upwards of 23,000

11 audits in 2024, and almost 14,000 audits so far to June

12 2025; is that right?

13 **A.** That's correct.

14 **Q.** The mystery shoppers that are used for this audit are

15 aged, I think, between 18 and 24; is that right?

16 **A.** That's correct.

17 **Q.** So the audits are not actually deliveries that are made

18 to people who are underage?

19 **A.** Correct.

20 **Q.** For good reason, no doubt, but important context to the

21 results. Could we go down the page to 28.3. The audit

22 has four possible outcomes: abort, so where there is an

23 issue with the delivery, the auditors confirmed they did

24 not personally receive the package, or the auditor's

25 notes were unclear; pass, where the Challenge 25 plus

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1 in other words -- and obviously this would not be the

2 case for a bladed item -- but for a regular product, if

3 it was left on a doorstep, the driver is required to

4 take a photograph. If an item is handed to an

5 individual, because they are not allowed to take the

6 photograph including the likeness of the person, we

7 don't require that additional step to take the

8 photograph.

9 So for certain things we do take photographs. We

10 have required signatures in the past for certain items.

11 Neither of those, however, as I understand it, directly

12 relates to age verification *per se*.

13 **Q.** Okay. You have removed the signature and haven't

14 brought it back. Is that something that you would

15 consider?

16 **A.** That wasn't, as I recall, just in the instance of age

17 verification on delivery. We could certainly explore

18 that but, as I understand from the operational teams,

19 they haven't seen the need to bring back signatures but

20 it's something we could, of course, consider.

21 **Q.** I think we will consider with AR's parents the signature

22 that we received from Royal Mail but it might not be

23 particularly easy to decipher it. Is that one risk?

24 **A.** For example, yes.

25 **Q.** But asking the recipient to provide more details, could

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1 process was followed in full; a partial pass where the

2 driver asked for the year of birth and the date of birth

3 but did not request to see ID, and could that include

4 a case where someone gave a year of birth or date of

5 birth that was under the age of 25?

6 **A.** Yes, it could and, in fact, in this case, it would be

7 because the participants were all 18 to 24.

8 **Q.** Yes, so the -- oh, and sorry the participants would have

9 given their actual year of birth, would they?

10 **A.** Yes, I believe so.

11 **Q.** Understood. So that would be a failure to follow the

12 Challenge 25 process --

13 **A.** Yes, it would.

14 **Q.** -- or, sorry, Amazon's process.

15 **A.** It would, yes, that's right.

16 **Q.** Then the other option is the fail where the driver does

17 not request year of birth or government issued ID, or

18 leaves the package unattended at the address.

19 Just thinking about the partial pass again, that

20 means that the driver is entirely reliant on what the

21 recipient says, is that right, or is it simply a failure

22 to follow the process to take the ID?

23 **A.** I think it's both of those things.

24 **Q.** Thank you. Yes, sorry, that's right.

25 Can we go, please, to paragraph 28.6 which is

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1 overleaf, the bottom half of the page, so we see there
 2 a collation of the outcome of these audits and, in 2023,
 3 the full compliance is 81 per cent, that means the
 4 passes, not including both partial fails and -- sorry,
 5 partial passes and fails, correct?
 6 **A.** That's correct, yes.
 7 **Q.** Then in 2024, 83 per cent and 2025, 85 per cent. You
 8 tell us in your statement that the internal goal for
 9 this is 90 per cent; is that right?
 10 **A.** I would like to clarify that, actually. The short-term
 11 goal is 90 per cent and we're getting close to that.
 12 However, our long-term goal and the only goal we should
 13 have is 100 per cent, although I accept I write in the
 14 witness statement it is 90 per cent.
 15 **Q.** Yes, thank you. If we go to 28.8, you say that, in
 16 response to the drop, in 2023, those various steps were
 17 taken: regular communication, attending at roundtable
 18 meetings with DSPs and launch of an interactive training
 19 video.
 20 We saw the percentage then did rise by a few per
 21 cent --
 22 **A.** That's right.
 23 **Q.** -- in 2024 and 2025. Are you satisfied that those
 24 measures are having an impact?
 25 **A.** Well, I'm satisfied the measures in 28.8 had an impact.

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1 Flex drivers and that's why there was a different
 2 approach taken. We have now harmonised the approach.
 3 **Q.** I think at the bottom of the page, we see where the
 4 audit identifies a partial pass and, as you have said,
 5 this has now changed: DSP drivers were offered in-app
 6 training, Flex drivers were given an email alert and
 7 then, if they had another pass or fail, they were
 8 off-boarded and then, for a fail, DSP drivers were
 9 off-boarded -- last sentence on that page and turning
 10 over -- the Flex drivers, an email alert they need to
 11 comply with the AVD process and, if they have another
 12 partial pass or fail, they are off-boarded. So the Flex
 13 drivers have a kind of two strikes process?
 14 **A.** That was the case at this time, yes.
 15 **Q.** Can I ask, the penalties for Flex drivers were more
 16 lenient than the penalties for DSP drivers because they
 17 had had less training and they had less support around
 18 them, correct?
 19 **A.** That's partly the case. Also they would -- a flex
 20 driver might only be driving for two to four hours,
 21 typically, in a standard block, whereas the DSP drivers
 22 would typically be professional drivers doing several
 23 hours a day, so the level of expertise may be different
 24 between the two.
 25 **Q.** So I appreciate this has now been looked at and changed

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1 Following becoming aware of this incident, in January
 2 this year, we have put some further steps in place which
 3 have seen a further increase here but, just to be very
 4 clear, we now will off-board, in other words prevent
 5 individuals who do not pass -- who do a partial pass, we
 6 immediately prevent them from delivering parcels for
 7 Amazon in the future, whether that's DSP or Flex, but we
 8 may come on to that.
 9 **Q.** Thank you. Can I just ask you about one point on that.
 10 Was there a stage where there were different penalties
 11 for drivers that drove for Amazon Flex and drivers that
 12 drove for DSPs?
 13 **A.** There were and I believe the statement goes on to
 14 outline what they are but, yes, the penalties were
 15 previously different.
 16 **Q.** Was that because Amazon Flex drivers had less intensive
 17 training, in other words, as we heard from Mr Ali, they
 18 were required to view the videos but they didn't have
 19 two days of classroom training and they didn't have any
 20 ride along training as well?
 21 **A.** It's partly because of that and also because of the
 22 support available to the drivers who drive for DSPs.
 23 Because there is an on-the-road manager, who is there --
 24 and I think Mr Ali referred to the person that he was
 25 able to get advice from -- that doesn't exist for the

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1 but it might be said that the solution to Amazon Flex
 2 drivers having less training was not to be more lenient
 3 when they failed an audit but to actually give them more
 4 training, so they didn't fail it in the first place.
 5 Would you agree?
 6 **A.** I agree with that and, in addition to what I have
 7 already described, we have gone back and enhanced and
 8 updated the training that is given to Flex drivers and,
 9 at any stage, whether someone driving for a DSP or for
 10 Flex, they can always access the age verification
 11 training at any time.
 12 **Q.** Thank you. We have seen some of the content of that and
 13 we know that they have the app as well.
 14 Could we just briefly, sir, have one minute or two
 15 just before we break for lunch.
 16 Could we have up AMA000068. Could we go to slide
 17 11. So we have I think Amazon's pass rate, compared to
 18 other competitors, and is this age-verified delivery --
 19 is this for age-verified delivery?
 20 **A.** That's correct, yes.
 21 **Q.** We see that Amazon has that 85 per cent figure and see
 22 that competitors are much lower. I think you have also
 23 provided the next year in which we see the competitors
 24 are improved.
 25 Aside from the point of Amazon's improved results,

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1 is it concerning that we see -- is it six competitors
2 with pass rates or compliance rates at around 50 per
3 cent or lower?

4 **A.** Yes, it is.

5 **Q.** It might be suggested that that raises fundamental
6 questions about the age-verified delivery process at
7 all; would you agree?

8 **A.** I would agree. I would also add that three of those
9 competitors -- I believe it is three -- are
10 a combination of online deliveries and in store
11 purchases as well.

12 **MR BOYLE:** Thank you, that's helpful context.

13 Sir, I'm moving on to my next topic, so I wonder if
14 now is a convenient moment?

15 **SIR ADRIAN FULFORD:** Yes, that was -- this document is
16 a November 2024 document.

17 **MR BOYLE:** Yes. Sir, the 2025 document is AMA000069 --

18 **SIR ADRIAN FULFORD:** Thank you very much.

19 **MR BOYLE:** -- and page 10.

20 **SIR ADRIAN FULFORD:** Thank you. We will have a break now,
21 Mr Boumphrey. We will sit again at 2.05.

22 (1.05 pm)

(The lunch break)

24 (2.05 pm)

25 **MR BOYLE:** Mr Boumphrey, in fairness to you I think I need
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1 of drivers, does it concern you that Mr Ali could have
2 come through both Amazon Flex training and DSP, or
3 Condor Carriers, training and still be unfamiliar with
4 the labels on the packaging?

5 **A.** That was surprising and, yes, it would be concerning.

6 **Q.** We heard that Condor Carriers instructed drivers to
7 always ask for an ID. Without wanting to criticise them
8 for putting a higher standard, perhaps, than the
9 Challenge 25 type process Amazon was using, do you agree
10 that it might be confusing for a driver to be given more
11 than one different set of instructions?

12 **A.** Absolutely, yes.

13 **Q.** Are there mechanisms whereby Amazon can make sure that
14 consistent advice is given to drivers?

15 **A.** Well, I think Amazon gives consistent advice to all the
16 delivery service providers. The delivery service
17 providers are then free to choose to add additional
18 restrictions or processes on top of what has been
19 recommended by Amazon.

20 **Q.** Is there a risk that the use of delivery service
21 providers and contractors complicates this process at
22 all?

23 **A.** I don't believe so, although maybe, if you are
24 suggesting that two sets of instructions happen because
25 the Amazon instruction and the DSP one, which appear to
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1 to preface this by saying you have had no notice of
2 this, but we have had a response over lunch from
3 Inevitable UK who sold the smoke grenades -- it is not
4 in a final statement form but, of course, we will put
5 that out -- which said first of all there was an age
6 warning on the smoke grenade items since 2020, so
7 I think that is one piece of information. The other is
8 that, when they were asked how did they ensure that
9 smoke grenades were not sold to those under 18, the
10 response was:

11 "We assume that the buyer was over 18 due to having
12 been able to use an account on Amazon.co.uk. You have
13 to be 18 years or older to open an Amazon account.
14 Parents can set up child accounts, which are added to
15 their own account, however they then bear responsibility
16 for the account."

17 I think I have covered this issue with you already
18 but it might be suggested that that again points towards
19 the requirement for some kind of test or hurdle to jump
20 in terms of providing age when one opens an account.
21 Would you agree?

22 **A.** That is further -- yes, that is further basis to raise
23 that question.

24 **Q.** Can I move on, please. So still in the topic of
25 age-verified deliveries and just covering the training
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1 contradict each other, then in that particular case it
2 would be confusing.

3 **Q.** Could we have up, please, Mr Pass of Condor Carriers'
4 statement, which is COND000033 and page 8. Thank you.
5 Mr Pass says at paragraph 32:

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

17 Just before I ask you about the ride along, the
18 classroom training has been halved in length; is that
19 right?

20 **A.** So I read Mr Charles Pass' witness statement and
21 followed up with the team. What they explained to me
22 was that, previously, there were two days of Amazon
23 training. That is now one day and, in addition to that,
24 the delivery service providers are required to provide
25 additional safety training. So the total amount of
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1 training, I believe, is similar, that drivers receive.
 2 The question is around how that is delivered.
 3 To be clear though, all the age verification upon
 4 delivery training all happens within the Amazon section,
 5 so that itself hasn't been reduced.
 6 **Q.** Thank you. In terms of the issue raised about the ride
 7 along training, is that something you're aware of?
 8 **A.** Again, I asked the question around this and one thing
 9 that I would want to do is make sure that the delivery
 10 service providers understood the background to why this
 11 had changed, but it is something that I am aware of and
 12 am in discussion with our respective teams regarding.
 13 **Q.** Should drivers have refresher training?
 14 **A.** Drivers have the ability to -- DSPs have the ability to
 15 assign refresher training to their drivers, or to
 16 drivers at any stage.
 17 **Q.** Can Amazon mandate that?
 18 **A.** I believe the -- I don't know whether Amazon can mandate
 19 that. I believe the DSP could choose to do that.
 20 **Q.** Moving on, please, to the police investigation, so we
 21 have covered the delivery now and I'm moving to the
 22 aftermath. Could we have your third statement up,
 23 please, which is AMA000110, at page 3 please,
 24 paragraph 5.1. So you have addressed there DCI Pye's
 25 evidence about communications between Merseyside Police

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1 as well:
 2 "This data is necessary to investigate how the
 3 suspect was able to buy the murder weapon from internet
 4 shopping when aged 17, despite the product being age
 5 restricted to 18+.
 6 "Please provide:
 7 "Details of how the delivery was signed for and by
 8 whom.
 9 "Details of how the age verification needed for
 10 delivery was satisfied.
 11 "Copies of any documentation, photographs taken for
 12 delivery, identification and signatures recorded for the
 13 delivery."
 14 So I think those are the questions that you are
 15 referring to which are framed in the context of
 16 delivery; is that right?
 17 **A.** That's right.
 18 **Q.** That's the information that Amazon provided but would
 19 you agree that a fuller answer might have gone simply
 20 beyond providing the delivery details and recognised,
 21 with that context, that the online age verification
 22 information would have assisted the police
 23 investigation?
 24 **A.** A fuller reading of that would absolutely have suggested
 25 that, yes.

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1 and Amazon in the aftermath of the attack and I think we
 2 have had a letter from Merseyside Police this morning.
 3 If we just go to the bottom of that page, please, you
 4 have quoted the transcript and then you have said that
 5 the question appears to be about online age
 6 verification, whereas the request made by the Merseyside
 7 Police was about age-verified delivery and, going over
 8 the page, I think Amazon didn't receive a request about
 9 the OAV process. Have I summarised that correctly?
 10 **A.** Yes, you have.
 11 **Q.** Thank you. Could we have AMA000070, please. Thank you.
 12 So we have, I think, the request that was made, "Law
 13 enforcement", and we can see the name of a Merseyside
 14 Police Officer at the top of that page. Could we have
 15 page 3, please. Thank you. Sorry, could we just go one
 16 page on.
 17 So I think we see in the bottom right-hand corner
 18 the date of that is 13 December 2024. Back a page,
 19 please. So we see in the middle of the page "Relevance
 20 of data requested and purpose", and we see Operation
 21 Greenbank, investigation into the murder of three
 22 children in Southport and attempted murder of further
 23 children and adults. The police officer then provided
 24 you with details of the attack, named AR, and named the
 25 order number, and named the tracking number and emails

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1 **Q.** I think you accept in your statement that this should
 2 have been escalated within Amazon?
 3 **A.** That's right. This particular -- despite the details
 4 provided here, this information was not provided to the
 5 relevant UK teams in December last year.
 6 **Q.** So I think it was processed in a large -- I'm going to
 7 call it a data centre, that's probably the wrong
 8 terminology -- but in America, a large team in America?
 9 **A.** That's right. We have a single team that oversees all
 10 global requests from law enforcement and it was that
 11 team that processed this and, indeed, the other requests
 12 that came in.
 13 **Q.** The name of Mr Ali was not provided and we can see it's
 14 not requested here, I don't think. But, instead,
 15 Merseyside Police were moved on to Condor Carriers who
 16 said that they didn't have detail of the delivery
 17 driver; is that right?
 18 **A.** I assume that's correct, the latter part. The first
 19 part, I believe, is correct. Historically, we -- in all
 20 requests relating to delivery drivers, we would direct
 21 law enforcement typically to the delivery service
 22 provider. In light of what's happened here, we have
 23 reviewed that guidance and where it would be more useful
 24 for us to provide the delivery driver's name, we will do
 25 that directly going forward.

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1 Q. Thank you. I just want to look at AR's Amazon use in
 2 the round now and then we will come on to changes that
 3 have been made since. We have dealt with some
 4 particular orders, the ricin seeds, the smoke grenades,
 5 the knives. Could we just have MERP000865. Could we
 6 scroll through this but just to page 8 -- please don't
 7 pull up page 9. These are screenshots of completed
 8 purchases by AR, so I think the Merseyside Police
 9 investigation took the orders and I think will have gone
 10 on to Amazon and tried to find matching purchases; do
 11 you see that?

12 I mean we know already what the items are and, if we
 13 could just stop there, there is a sledgehammer. In
 14 addition, we know that there was a bow and arrow
 15 purchased and also items that could have been used to
 16 make a petrol bomb.

17 None of those other items needed age verification,
 18 correct?

19 A. That's my understanding, yes.

20 Q. Looking back on this now, in conjunction with the
 21 browsing history; do you agree that it's a concerning
 22 picture?

23 A. With hindsight, yes.

24 Q. We have also covered that some of AR's activity as
 25 a buyer was perhaps unusual, would you agree with that,

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1 A. Well, as a retailer, I'm not sure how we would go about
 2 identifying what those concerning patterns would be and
 3 that's why we would work closely with law enforcement
 4 and/or government and, if there were to be published
 5 guidance around those types of suspicious patterns, of
 6 course we would always comply with the law and the
 7 regulations, but -- yes.

8 Q. Mr Boumphrey, you have said, I think, that Amazon has
 9 automated technology to look at listings and things like
 10 that. Isn't it Amazon that has the expertise in how to
 11 review the matters that it is selling, not law
 12 enforcement?

13 A. In terms of the items that we sell, I think that's fair.
 14 So I think that the way we would think about that is for
 15 items that require age restriction, our focus would be
 16 on making sure that that age restriction is as robust as
 17 possible, yes.

18 Q. Shouldn't you also be looking at items which don't
 19 require age restriction but if used in the wrong hands,
 20 like a sledgehammer, could be weapons?

21 A. I think it would be very difficult for a retailer to
 22 define what those items might be, given the other common
 23 items like sporting goods, like a cricket bat, or
 24 a hockey stick, or any of those items may meet a similar
 25 definition.

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1 in terms of his cancelled orders, using various
 2 different names and addresses, using what appeared to be
 3 a false name and that it had no connection with any
 4 other details provided?

5 A. I don't know how unusual all those things are. I do
 6 know that it is common to cancel orders. I know that we
 7 don't look at account name in particular, people can
 8 have the account name called whatever they want. So,
 9 with hindsight, when you look at the purchase history
 10 and some of that behaviour, it does suggest a pattern.
 11 But, individually, I'm not sure that that behaviour in
 12 and of itself is suspicious.

13 Q. Yes, I think you have the point.

14 We questioned a number of smaller retailers about
 15 things that might have aroused their suspicion when
 16 dealing with purchasers, for example training they give
 17 to their staff to spot suspicious enquiries, false
 18 identifications and transactions as well. The number of
 19 transactions that those smaller retailers were doing,
 20 I assume, are multiple factors lower than those for
 21 Amazon and I can see that that makes it harder for
 22 a human to be able to join the dots on these things, but
 23 isn't it therefore incumbent on Amazon to look at some
 24 other way to identify issues with purchasers' behaviour
 25 to see if there are concerning patterns?

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1 Q. Is this something that Amazon is looking at or
 2 considering?

3 A. It will be something that we would be very happy to
 4 discuss with the Home Office, with law enforcement and,
 5 if there is specific guidance around that, of course we
 6 would follow that.

7 Q. Can I ask you now, please, about changes that have been
 8 made. So I promised I would ask you about the changes
 9 to the online age verification. Is this right that now
 10 someone has to do online age verification for every
 11 age-verified purchase they make?

12 A. That's correct.

13 Q. Thank you. That the online age verification is made for
 14 the card holder that makes the purchase?

15 A. That's correct.

16 Q. If that card holder is verified, then the bank will give
 17 the card holder a pass code to a mobile device to verify
 18 that it is them making the purchase?

19 A. That's correct.

20 Q. That came in, I think, in September 2025. Was it in
 21 response to this Inquiry?

22 A. It was, yes.

23 Q. Would Amazon have had reason to bring that in at an
 24 earlier stage, do you think?

25 A. I don't believe so.

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1 Q. Why is that?
 2 A. The first instance that we were aware of, of a minor
 3 being able to circumvent online age verification in the
 4 manner that AR did, was in January this year.
 5 Q. That was AR, was it?
 6 A. It was following -- yes, that's correct.
 7 Q. But this Inquiry arises out of a criminal attack. There
 8 were no mechanisms to proactively identify that before
 9 this happened.
 10 A. Proactively identify what, sorry?
 11 Q. Proactively whether children were bypassing the online
 12 age verification, as it stood last year?
 13 A. That wasn't something that had been raised to us.
 14 Q. If the current system that is in place now had been in
 15 place in 2024, would it have stopped AR from making the
 16 purchase?
 17 A. I believe it would, yes.
 18 Q. I think we have covered probably a lot of the other
 19 changes in terms of the bolstering of the training for
 20 drivers on age-verified delivery, and you are looking at
 21 the labelling and we looked at the compliance levels of
 22 the AVD -- age-verified delivery -- too.
 23 Can I ask you just some wider questions. You have
 24 created a store front for blunt end knives; is that
 25 right?

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1 not -- is an adult but often not the same adult who
 2 purchased the goods. That might be because it is
 3 a partner who is at home or it might be because an item
 4 has been delivered to the reception or to a block of
 5 flats and there's someone there to receive the parcels.
 6 I think the third consideration is around delivery
 7 drivers. If you bring in measures that suggest that the
 8 person who purchases has to be the same as the person
 9 who receives the goods, that would require you to get
 10 some form of ID from all recipients. We have experience
 11 of running that particular system, which we ran from
 12 2019 to 2021, where irrespective of how old someone
 13 looked, we gathered -- we asked them for their ID.
 14 Customers had a couple of concerns. The first was
 15 around privacy. They didn't understand why someone who
 16 was 40, 50, 60-plus would need to provide a delivery
 17 driver with a government ID. So there's a privacy
 18 concern.
 19 The second is frustration. Customers are not used
 20 to handing over ID if they are visibly over 25 when they
 21 go and buy a similar product in a store and they don't
 22 understand why they have to do that for online delivery.
 23 Unfortunately, we saw a higher level of driver
 24 assaults for age-verified deliveries when we ran that
 25 process and that reduced, I think, four times when we

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1 A. That's right.
 2 Q. That was following contact with Ms Lucas and the Let's
 3 Be Blunt campaign?
 4 A. That's right.
 5 Q. The Crime and Policing Bill is obviously being
 6 considered now. Is it right that you worked with the
 7 Home Office on proposed measures?
 8 A. It is, as we would in any legislation.
 9 Q. What is your view of the measures in the bill as
 10 drafted?
 11 A. Broadly, we are very supportive of the direction of that
 12 bill and of course we will comply with whatever
 13 legislation is put in place.
 14 If I might highlight one particular provision that
 15 the person who purchases a bladed product be the same as
 16 the person who receives the delivery, I believe there
 17 are three practical considerations to bear in mind. The
 18 first is that, currently, one in ten deliveries of
 19 bladed products are to an address that is different to
 20 the account address. Typically that would be to work so
 21 that an item would be delivered to a reception or a mail
 22 room because an individual is not at home during the
 23 day. Indeed, that case would also cover gifts.
 24 The second reason would be that today the
 25 recipient -- the person who receives an item is often

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1 moved to the Challenge 25 plus model in 2021.
 2 Q. Thank you. Some of the retailers that we spoke to talk
 3 about the idea that it would be useful to have an
 4 industry-wide database of, for example, purchasers of
 5 concern. Is that something that Amazon has considered?
 6 A. I don't believe it is something that we have considered
 7 but, when it comes to industry cooperation, we would be
 8 willing to consider any proposals.
 9 Q. Thank you. Finally this, we have seen evidence that
 10 eBay prohibits the sale of all knives. I appreciate
 11 it's a very different marketplace to Amazon, is that
 12 right context that you would want to give?
 13 A. I have seen some of that. In my own research for bill
 14 hooks, I observed that some of those items were
 15 available, actually, on eBay.
 16 Q. Thank you. Mr Ashworth of Evri said that Evri doesn't
 17 do age-verified delivery and did question whether knives
 18 should be sold online at all, and we have obviously
 19 raised various issues that can crop up.
 20 With the changes to be made and the impact of the
 21 Crime and Policing Bill, is it your view that it is
 22 still appropriate to sell knives online?
 23 A. I believe it is, yes. There are many customers who
 24 really appreciate the convenience of being able to shop
 25 online, customers who may have a physical disability,

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1 for example, and our ability to offer legal products and
2 have them delivered safely, in accordance with the law,
3 is something we take extremely seriously and I believe
4 there is a strong case for continuing to enable citizens
5 to be able to purchase on Amazon.

6 **Q.** Thank you. Is there anything else you want to add?

7 **A.** No, not from my side, thank you.

8 **MR BOYLE:** Thank you. I will just look to see if there are
9 any further questions. Yes.

10 **SIR ADRIAN FULFORD:** Yes.

11 Questioned by MR ILLINGWORTH

12 **MR ILLINGWORTH:** Thank you, sir. Good afternoon,
13 Mr Boumphrey. I ask questions on behalf of the families
14 of the other child victims.

15 You have been asked about the fact a child was able
16 to browse the range of items that Mr Boyle showed to you
17 earlier. You have also been asked about your terms and
18 conditions about children's access to Amazon. I just
19 have a couple of additional questions for you on that
20 topic please.

21 Is it right that a minor cannot be the main account
22 holder of an Amazon account?

23 **A.** I believe that's correct.

24 **Q.** AR was, of course, the main account holder of his
25 account, wasn't he?

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1 do a sort of --

2 **SIR ADRIAN FULFORD:** How close to us is Mr McNamee?

3 **MR BOYLE:** Mr McNamee might be close but Mr Goss, who is
4 asking the questions, may be a bit further.

5 **SIR ADRIAN FULFORD:** Shall I rise for five minutes?

6 **MR BOYLE:** Please.

7 (2.31 pm)

(Short Break)

9 (2.35 pm)

10 PC ALEXANDER MCNAMEE (affirmed)

11 Questioned by MR GOSS

12 **SIR ADRIAN FULFORD:** Please have a seat. Yes, Mr Goss.

13 **MR GOSS:** Thank you, sir. May it please the court.

14 **A.** PC Alex McNamee.

15 **Q.** Just keep your voice up a little bit, PC McNamee, so
16 everybody can hear you. Could we have LANC000269
17 please. Is that your witness statement for the Inquiry?

18 **A.** It is.

19 **Q.** If we could look to page 19, you can see that, beneath
20 the redaction, you signed that on 30 July this year.

21 **A.** Yes.

22 **Q.** Are the contents of that statement true to the best of
23 your knowledge and belief?

24 **A.** They are.

25 **Q.** If we could also have LANC000020, please. That's

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1 **A.** I believe so.

2 **Q.** You have given evidence that there is no requirement on
3 account creation to supply a date of birth or to verify
4 the age of the user. Is it fair that there's no way of
5 knowing how many children may be the main account holder
6 for an Amazon account and be using those accounts to
7 browse items or to make purchases?

8 **A.** That would be fair.

9 **Q.** How feasible would it be to proactively identify
10 accounts where the main account holder is a child and,
11 if necessary, close those accounts?

12 **A.** I think it would be very difficult to do that
13 proactively. I think you would -- I'm not sure what
14 signals or data you would look at. As I said in
15 evidence earlier, when we are notified of accounts
16 having been opened by minors without the supervision of
17 a parent or guardian, we will take action to close them.

18 **MR ILLINGWORTH:** Thank you, Mr Boumphrey.

19 Thank you, sir.

20 **SIR ADRIAN FULFORD:** Thank you very much.

21 Mr Boumphrey, thank you very much indeed for your
22 evidence and for attending this afternoon. You are now
23 free to go.

24 **A.** Thank you.

25 **MR BOYLE:** Sir, the next witness is PC McNamee. We need to

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1 a witness statement that you gave to Merseyside Police
2 in the course of their criminal investigation?

3 **A.** It is.

4 **Q.** That's also signed beneath a statement of truth?

5 **A.** Yes.

6 **Q.** Can we just get a little bit out from you about your
7 background, please. You have been a police officer
8 since February 2018, when you were in your mid-20s?

9 **A.** That's it, yes.

10 **Q.** It follows then that in October 2019 you were around
11 18 months into your service as a police officer?

12 **A.** Yes, that's right.

13 **Q.** You have been a response officer throughout your career,
14 with a secondment to a unit working on intelligence,
15 targeting county lines gangs and drug dealers?

16 **A.** Yes, that's true.

17 **Q.** Was that secondment after you finished your probation?

18 **A.** Yes.

19 **Q.** So it took place after the events that we're dealing
20 with here in late 2019?

21 **A.** Yes.

22 **Q.** In terms of the role of a Response Officer, you have
23 described it in your witness statement at paragraph 4 as
24 "Responding to emergency and priority incidents as they
25 are reported". Is there anything you would want to add

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- 1 to that about a Response Officer's role?
- 2 **A.** No.
- 3 **Q.** By this point that we're dealing with in 2019, how much
4 experience had you had of working with children?
- 5 **A.** A moderate amount. We have calls most sets or weeks
6 involving children.
- 7 **Q.** Again, if you just keep your voice up a bit, PC McNamee.
8 It's a large room and it gets lost a little.
- 9 In the course of that work that, as you say, you got
10 calls on from time to time, had that involved you
11 dealing with children with special educational needs or
12 autism spectrum disorders?
- 13 **A.** Yes.
- 14 **Q.** Were those topics that were covered in your initial
15 training as a police officer?
- 16 **A.** Yes, they were covered.
- 17 **Q.** You weren't alone when you were deployed to the incident
18 we're going to come to in October 2019, you were with
19 PC Wood. Can you help us at all with PC Wood's level of
20 experience, length of service in 2019?
- 21 **A.** I think PC Wood has probably got a few more years than
22 me, maybe perhaps, at that time, four or five. At that
23 time he was a Student Development Officer, so he
24 developed people in probation.
- 25 **Q.** You were still in your probationary period?

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- 1 **Q.** That telephone call leads to the creation of log,
2 I think, 1383 of 7 October. We will look at that in
3 a moment.
- 4 For good measure, the NCA also send in an email.
5 Does that contain essentially the same information as is
6 conveyed in the call?
- 7 **A.** I believe so, yes.
- 8 **Q.** I think that briefly led to the creation of a further
9 log that was then closed as a duplicate?
- 10 **A.** That's it, yes.
- 11 **Q.** Would you either have seen the email or heard the
12 telephone call in the course of your dealings with this
13 incident?
- 14 **A.** No, I didn't see either.
- 15 **Q.** Can we look then to the log, 1383. It is LANC000041.
16 If we could go, please, to page 4 and if the section
17 bottom below "ISR Comments" can just be made bigger.
18 Thank you. So we can see it's opened at 19.42, so a few
19 minutes after that initial call, and it sets out the
20 information that is in that call.
- 21 **A.** Yes.
- 22 **Q.** It talks about "Person has taken a knife into school
23 before and will use it", "Child has said they want to
24 kill the person who is bullying them". You see that
25 there?

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- 1 **A.** Yes.
- 2 **Q.** Can we turn then to October 2019 and I think on
3 7 October you were on a late shift, crewing a marked
4 police car with PC Wood which had the call sign SBCAR1L?
- 5 **A.** Yes.
- 6 **Q.** I think that breaks down as, is that, Skelmersdale Car 1
7 Lates?
- 8 **A.** Yes, so S is for south division, B is for Skelmersdale
9 and Car 1 Lates.
- 10 **Q.** If we can have up please, LANC000065. At 19.38 on
11 7 October there was a call-in to the Lancashire Force
12 Control Room from the National Crime Agency reporting
13 information that the NCA had, in turn, received from
14 Childline. You wouldn't have been on that call but you
15 became aware of it subsequently.
- 16 **A.** Yes.
- 17 **Q.** We've got the transcript of that call here and it refers
18 to a threat to life from Childline. It's a young
19 person. He is saying that they are repeatedly bullied
20 at school and they have taken a knife into school before
21 and will use it if that person gets really annoyed with
22 them. When they see that person, they want to kill them
23 and becomes more angry when he gets pushed around by
24 that person.
- 25 **A.** Yes.

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- 1 **A.** Yes.
- 2 **Q.** If we could go to the next page, please, and again, if
3 we could make the top third of that page -- thank you.
4 What we can see at 19.54 is it looks as though there
5 were some checks carried out. The address of 10 Old
6 School Close has been identified but the only person who
7 that is linked to is someone we now know to be AR's
8 mother.
- 9 **A.** I think that was from the subscriber check on the IP
10 address, rather than at the house.
- 11 **Q.** You didn't therefore, when you were assigned this log,
12 as a result of any information on Lancashire
13 Constabulary systems, know that you were going to deal
14 with AR himself, did you?
- 15 **A.** No.
- 16 **Q.** We don't need to go to it but I think your police
17 statement from 2024 suggests you may have known it was
18 AR already. That's not right, all you knew was an
19 address and the name of the subscriber?
- 20 **A.** Yes, that's correct.
- 21 **Q.** I think you were dispatched at 8.30 pm to this call?
- 22 **A.** Yes.
- 23 **Q.** Can we look at LANC000411. This is the radio transcript
24 of you being dispatched:
25 "Are you clear for a Grade, er, (inaudible) ...

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1 concern over in Banks?"
 2 "Yes, yes."
 3 "Thanks. I'll attach you to it ... we've had a call
 4 from the NCA who's had a referral from Childline ...
 5 young person saying they've been bullied and they're
 6 going to take things further in school with a knife to
 7 said bully."
 8 They say they will attach you to the log. Would
 9 that give you access to the contents of the log?
 10 **A.** Yes, via our PDA.
 11 **Q.** Would you have looked at the log as well as relying on
 12 what the operator said to you on the call?
 13 **A.** Yes, I imagine we did, yes.
 14 **Q.** Can we go back then to the log, LANC000041, and if we
 15 could go to page 4, and the entry at 19.44.27, which we
 16 have looked at before, just bottom of that page, so
 17 again:
 18 "Person has taken a knife into school before and
 19 will use it.
 20 "Child has said they want to kill the person who is
 21 bullying them."
 22 So you would have been aware that that was the
 23 context of the call you were going to?
 24 **A.** Yes.
 25 **Q.** I have been asked to explore with you one further line
 125

1 **A.** No.
 2 **Q.** Do you think, given that that reference to "tomorrow"
 3 doesn't appear in the transcript or in the email from
 4 the NCA, do you think that's information that came into
 5 the Force Control Room, or do you think that is
 6 a comment by the Force Control Room about when this
 7 needs to be dealt with because of the possible risk?
 8 **A.** I think it's a comment from the control room due to the
 9 risk. They wouldn't -- I think -- I'm not sure what day
 10 we attended but it was a weekday and he was expected to
 11 be in school the next day.
 12 **Q.** In other words, "We can't leave this until tomorrow
 13 lunchtime because there is a risk that something might
 14 happen tomorrow morning"?
 15 **A.** Yes.
 16 **Q.** Setting aside questions of "tomorrow", when you were
 17 tasked to deal with this, based on the log, you were
 18 aware of the potential that the child in question was
 19 intending to use the knife to seriously injure or kill
 20 someone, potentially in the near future.
 21 **A.** Yes.
 22 **Q.** When you were tasked to deal with that, were you
 23 treating that as a potential criminal offence or as
 24 a child safety issue?
 25 **A.** I think it was a mixture of both.
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1 on this log, in particular. Can we go to the next page,
 2 please, and look at the entry at 19.47.55. There's an
 3 entry there that says:
 4 "Please make supervision aware, child has said this
 5 and may be attended [that's 'attending'] school tomorrow
 6 with intention of killing the bully with use of
 7 a knife."
 8 That's put on by the person who is creating the log
 9 in the first place, isn't it?
 10 **A.** Yes.
 11 **Q.** We have looked already at the call from the NCA. The
 12 suggestion that there's an intention of attending school
 13 tomorrow in order to kill the bully with use of a knife,
 14 that doesn't appear in that call, does it?
 15 **A.** No.
 16 **Q.** It also doesn't appear -- we can call it up if need
 17 be -- in the email that the NCA sent in?
 18 **A.** I'm not sure, I have not seen the email.
 19 **Q.** Can we have a quick look at that then. It's LANC000144.
 20 The five-line central paragraph is the key bit for these
 21 purposes and it repeats the same quote that we have seen
 22 on the log, doesn't it?
 23 **A.** Yes.
 24 **Q.** It doesn't talk about "tomorrow" being a particular day
 25 where there is a particular intention to do anything?
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1 **Q.** Whose decision would that be about which way to go on
 2 this?
 3 **A.** Probably -- we initially have the discretion, but we
 4 would discuss it with our supervision if we felt like we
 5 needed to do more.
 6 **Q.** At the point that you were tasked with this, 8.30 that
 7 night -- we have established that you didn't know you
 8 were dealing with AR, you presumably didn't know his
 9 age?
 10 **A.** No, we didn't know anything about him.
 11 **Q.** You didn't know which school he was going to?
 12 **A.** No.
 13 **Q.** You couldn't therefore try to speak to the school --
 14 admittedly it would be out of hours but you couldn't
 15 even try to speak to the school and find out about
 16 alleged bullying, for example?
 17 **A.** No.
 18 **Q.** Can we turn then to arrival at the address. You arrived
 19 at about 9.05 that evening.
 20 **A.** Yes.
 21 **Q.** You were allowed into the property by AR's mother.
 22 **A.** Yes.
 23 **Q.** Parents are going to be an important source of
 24 information when you are responding to a call like this,
 25 aren't they?
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1 A. Yes.

2 Q. Tell us about the initial conversation you had with AR's
3 mother? What did you say to her about why you were
4 there?

5 A. I can't remember specifics but I think she already knew
6 why we were there. She almost immediately called AR
7 down and we went into the living room. There wasn't
8 a prior conversation before speaking with AR.

9 Q. Again, sorry, could you just keep your voice up a little
10 bit, PC McNamee. Thank you.

11 So when you arrived and you told her that you were
12 attending in response to this report of a knife being
13 carried at school, she was able very quickly to say,
14 "That will be relating to AR"?

15 A. Yes.

16 Q. Did you find out how she had become aware of this, why
17 this wasn't a surprise to her?

18 A. I don't remember.

19 Q. Did you ask about whether she had told anybody else
20 about it?

21 A. I don't remember.

22 Q. Do you know how long she had been aware of it?

23 A. I don't remember.

24 Q. At some point in your discussion, and it may have been
25 at this stage or it may have been slightly later on, did

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1 downstairs or --

2 A. *(The witness shook his head)*

3 Q. So at some point he was called to come down?

4 A. He was called down almost immediately.

5 Q. Thank you. I think at some point AR's father also
6 joined you?

7 A. He did, yes.

8 Q. What did you make of the attitude of AR's parents
9 towards the fact that their son had been carrying
10 a knife?

11 A. I think they were concerned by it. They seemed to
12 engage with us quite well and wanted that behaviour to
13 stop.

14 Q. Did you detect any difference of opinion between AR's
15 mother and AR's father at all?

16 A. I don't remember it. We spoke to the mum primarily.
17 I think his dad came back at some point during the
18 conversation.

19 Q. I see. We can see from the log -- and you deal with
20 this at paragraph 11 of your witness statement -- that
21 you carried out PNC and Connect checks on AR at 9.10?

22 A. Yes.

23 Q. So presumably, at that point, you have obviously got his
24 details and you've got something you can then run
25 through police systems.

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1 she tell you that knives had been locked away in the
2 house?

3 A. She said as a result of her realising a knife had gone
4 missing, she had got the knife off AR and then she had
5 locked them away.

6 Q. Did you reinforce that as a step to take?

7 A. Yes, I think between PC Wood and I, we did, yes.

8 Q. Did you see knives locked away or was that just what you
9 were told and you were reliant on what the parent had
10 told you?

11 A. I can't remember exactly how it went but I think it was
12 PC Wood that went into the kitchen, but I can't remember
13 exactly.

14 Q. Were you told by AR's mother about any mental health
15 assessment or any mental health challenges that AR had?

16 A. She mentioned he was suspected of potentially having
17 autism.

18 Q. Did you know about any engagement that was going on with
19 mental health services, were you told about that?

20 A. No.

21 Q. Did you ask any questions about that?

22 A. Yes, I think we did. I think it was a case of he was
23 looking to be assessed for it, rather than currently
24 under assessment.

25 Q. Was all of this conversation prior to AR coming

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1 A. Yes.

2 Q. I think he was no trace on either system?

3 A. That's the case, yes.

4 Q. You discussed with him what he had said to Childline and
5 he accepted taking the knife into school?

6 A. He did.

7 Q. He was initially flippant and dismissive about it; is
8 that right?

9 A. Yes.

10 Q. He said he had done it about ten times.

11 A. Yes.

12 Q. He said that that was because he was being bullied by
13 a named pupil.

14 A. Yes.

15 Q. Forgive me, if I just go back. PNC we have heard about
16 already. Connect, is that a Lancashire Constabulary
17 information system?

18 A. Yes, it's the local system that we keep for things like
19 referrals and other things that don't get sent to PNC.

20 Q. So PNC is a national system, as in the name?

21 A. Yes.

22 Q. Connect covers Lancashire-only data?

23 A. Yes.

24 Q. Thank you. You asked AR in your conversation with him
25 about the referral that you had received, what he would

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1 do with the knife. He said he believed he would use it
 2 when he got angry at the bullying.
 3 **A.** Yes.
 4 **Q.** Do you recall him saying that he was pretty certain he
 5 would use it?
 6 **A.** I think that's what I wrote down, yes.
 7 **Q.** That's what you enter on the log at about 10.15 that
 8 night.
 9 **A.** That's PC Wood, yes.
 10 **Q.** So it wasn't just a case of him carrying a knife in
 11 misguided self-defence, he was carrying a knife because
 12 he was intending to hurt somebody with it?
 13 **A.** Yes.
 14 **Q.** Would it be fair to characterise this as a boy in their
 15 early teens who had both the means and intention to
 16 carry out a murder?
 17 **A.** Yes.
 18 **Q.** Were you thinking about it in those terms at the time?
 19 **A.** I think that was certainly one of the considerations,
 20 yes.
 21 **Q.** Given what he had admitted to, given that one of your
 22 considerations was that this was potentially somebody
 23 minded on carrying out a killing, a murder, did you
 24 think about cautioning him at any point in this
 25 conversation?

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1 **A.** Yes.
 2 **Q.** Did you explore at all the issue of whether he was
 3 actually being bullied with him or was it taken as he
 4 said he was and, therefore, that was the basis you
 5 worked on?
 6 **A.** Yes, we worked on the basis that he felt like he was
 7 bullied, being bullied, so if that's his perception,
 8 that's how he was reacting.
 9 **Q.** Did his parents express any view about the bullying at
 10 all?
 11 **A.** Yes, they agreed and said he was being bullied and the
 12 school wasn't dealing with it.
 13 **Q.** Did he express anything to you about the fact at that
 14 Childline had, I should say entirely properly, breached
 15 confidentiality of any communications he had with them?
 16 **A.** I don't remember him mentioning that, no.
 17 **Q.** You didn't think that he fully understood the
 18 consequences of what he was proposing to do?
 19 **A.** I don't think he fully understood, no.
 20 **Q.** Is that the consequences for himself or the consequences
 21 for others?
 22 **A.** Both.
 23 **Q.** One thing you say in your statement, again paragraph 13,
 24 is that he appeared fixated. What was it he appeared
 25 fixated on?

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1 **A.** No.
 2 **Q.** Why not?
 3 **A.** I think we wanted to speak to him sort of more
 4 informally to get as much as we could out of him.
 5 **Q.** By the end of that conversation, he had admitted to
 6 committing a dangerous criminal offence, carrying
 7 a knife on school premises on multiple occasions?
 8 **A.** Yes.
 9 **Q.** Did you think about arresting him?
 10 **A.** Yes.
 11 **Q.** You didn't arrest him though?
 12 **A.** No.
 13 **Q.** Why not?
 14 **A.** We felt that because of his age and his vulnerabilities
 15 with potential learning difficulties and the fact that
 16 we could put other preventative measures in place, that
 17 we could deal with it in other ways.
 18 **Q.** We will come to those other ways in a moment,
 19 PC McNamee. Just asking about some of the perceptions
 20 that you had of him from this discussion, this
 21 conversation with him -- you set some of these out at
 22 paragraph 13 of your witness statement -- you perceived
 23 him as being frustrated by the bullying and also by what
 24 he felt was the school's failure to deal with the
 25 bullying.

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1 **A.** Being bullied and it not being dealt with.
 2 **Q.** But, as a result of the conversation that you had with
 3 him, is it right that you thought he at least appeared
 4 to recant from his position somewhat?
 5 **A.** Somewhat, yes.
 6 **Q.** I think "recanted somewhat" is the language you used in
 7 2024 when you gave a statement to Merseyside Police.
 8 Why do you say only "somewhat"?
 9 **A.** Well, he became tearful but he still had this feeling
 10 that he was being bullied and he was a victim of that
 11 injustice at school.
 12 **Q.** Did you think he was still likely to want to take
 13 a knife into school?
 14 **A.** I felt that the immediate risk had been lowered by our
 15 actions. Longer term, it's difficult to say.
 16 **Q.** Did you think at all at the time about whether this was
 17 genuine remorse, genuine recantation?
 18 **A.** He became tearful, yes. I felt like he did -- he didn't
 19 want to take a knife in or he said he didn't want to
 20 take a knife in again.
 21 **Q.** I think you and PC Wood advised him about the severity
 22 and the repercussions of what he had already done and
 23 what he was potentially going to do.
 24 **A.** Yes.
 25 **Q.** You won't recall the exact words, of course, but can you

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1 give us a sense of how you would have conveyed that to
 2 him?
 3 **A.** It would have been explaining what an arrest means for
 4 his future, the impact on other people that he might
 5 hurt and their families, and the impact on his family
 6 should he be arrested.
 7 **Q.** Was that before or after his apparent recantation?
 8 **A.** It was probably -- that's what probably led to that
 9 recant.
 10 **Q.** Looking at the last line of paragraph 13 of your witness
 11 statement you say:
 12 "He stated that he would not take a knife into
 13 school again."
 14 **A.** Yes.
 15 **Q.** Have you got a clear recollection of that?
 16 **A.** I believe so, yes.
 17 **Q.** I think, at that point, you say that you believed he
 18 did, at least to some extent, understand the seriousness
 19 of what he had done --
 20 **A.** Yes.
 21 **Q.** -- even if that didn't necessarily mean that he
 22 understood all of the repercussions.
 23 **A.** Could you just repeat that, please?
 24 **Q.** Sorry. Even if that didn't necessarily mean he
 25 understood all of the repercussions --

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1 **A.** I think it's quite difficult to say that, especially
 2 sort of six years after. I don't remember them going on
 3 and on about the bullying. I remember the conversation
 4 was more about the knife.
 5 **Q.** Thank you. We have talked already a little about knives
 6 being secured. I think you would agree that's
 7 a short-term measure, rather than addressing the wider
 8 issues?
 9 **A.** Yes.
 10 **Q.** By itself, just locking knives away is not a sufficient
 11 response by parents to information that their child is
 12 carrying a knife into school?
 13 **A.** No.
 14 **Q.** Did they tell you anything about any other steps they
 15 might take?
 16 **A.** I don't think so, no.
 17 **Q.** Do you think you should have perhaps asked them, you
 18 know, "What are you going to do about this?"
 19 **A.** Well, we knew they were already -- they have already
 20 explained to us that he is potentially getting assessed
 21 for autism, which is an underlying cause -- or
 22 potentially an underlying cause of picking up the knife
 23 and maybe not understanding the possible repercussions.
 24 Unfortunately, they will have to get the knives out
 25 eventually to do usual kitchen work, so it will just

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1 **A.** Yes.
 2 **Q.** -- he at least had some understanding of the severity of
 3 what he had done already.
 4 **A.** Yes.
 5 **Q.** You have talked about the immediate risk being lowered.
 6 Is that because, essentially, between, first of all the
 7 police, second of all his parents, thirdly the school
 8 and, fourthly, any other agencies, such as Social
 9 Services or mental health services, there was scope to
 10 address the longer-term, wider issues that his conduct
 11 had raised?
 12 **A.** Yes.
 13 **Q.** Am I right that his parents were present when he
 14 admitted to carrying a knife into school on ten
 15 occasions?
 16 **A.** The mum definitely was. I don't know if the dad turned
 17 up after that.
 18 **Q.** Likewise, when he said he was pretty certain to use it?
 19 **A.** Again, yes.
 20 **Q.** Did you think that they understood the serious risk that
 21 this posed?
 22 **A.** Yes, I think so.
 23 **Q.** They understood that risk, you have mentioned them also
 24 sharing AR's views about the bullying. Did they seem
 25 more concerned about the knife or about the bullying?

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1 be -- I felt like they had the competence to stop him
 2 getting one of their kitchen knives.
 3 **Q.** I think you were at the address for just over 20 minutes
 4 in total; is that right?
 5 **A.** That's what the ARLS says, yes.
 6 **Q.** We don't need to bring it up but, at LANCO00231, I think
 7 there was a review of the GPS data from your radios that
 8 helped with the timings on that.
 9 **A.** Yes.
 10 **Q.** So we can be pretty accurate about the time you were
 11 there?
 12 **A.** Yes.
 13 **Q.** Do you think 20 minutes was long enough for an in-depth
 14 exploration of the fact that a child not previously
 15 known to the police was carrying a knife to school
 16 repeatedly with an intention to use it?
 17 **A.** I think we got the necessary information to progress
 18 that on, yes.
 19 **Q.** In terms of progressing that on, when you arrived back
 20 the police station, you contacted AR's school, the Range
 21 High School, via a web form?
 22 **A.** That's it, yes.
 23 **Q.** The intent for that was to ensure that the school had
 24 information they needed as soon as possible.
 25 **A.** Yes.

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1 Q. There was going to be what's known as an Op Encompass
 2 referral, which I think is a direct notification from
 3 police to school but, because the school was in
 4 Merseyside not Lancashire, you had some concerns about
 5 whether that would be received in time for the next
 6 school day.

7 A. Yes, I don't really know what the mechanism for getting
 8 an Op Encompass referral to an outside Lancashire school
 9 is. So I didn't know how long it would take, so
 10 I thought I would just do it myself.

11 Q. I think you couldn't find an email address on their
 12 website but there was a form to contact them.

13 A. Yes.

14 Q. We've got that form at LANC000018, please. You set out
 15 who you are and some basic details like the log number,
 16 and you set out the information that had come from
 17 Childline, about AR carrying a knife recently at school
 18 because of bullying, and you set out some of the steps
 19 that you have taken -- he seemed remorseful, said he
 20 won't take knives to school again, mother is on side and
 21 is hiding the kitchen knives -- but you point out that
 22 they will have to take additional safeguarding, ideally
 23 searching him and speaking to him regarding this.

24 A. Yes.

25 Q. What you don't mention there is any intention on his
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1 you. Just a little higher than that I think, and
 2 a little more, perhaps two lines more, if you could
 3 please, thank you. Thank you.

4 So this really is updating the log for what you and
 5 PC Wood have done in response to being tasked to it. It
 6 covers AR admitting having a kitchen knife in his bag
 7 for the past ten days, saying he was pretty certain he
 8 was willing to use it. I think earlier I suggested you
 9 may have updated that -- you may have said that, in fact
 10 it was PC Wood on the log.

11 A. Yes.

12 Q. But you would accept that, if he has used that there and
 13 said "pretty certain", that would reflect what he was
 14 told by AR up at the house.

15 A. Yes.

16 Q. It covers the removal of the knife by the mother and
 17 knives in the home address being locked away, and he
 18 expresses the view that now:
 19 "... so he has no opportunity of getting one from
 20 the address. There is no apparent possibility of him
 21 getting any further knife from the address nor does he
 22 have the capability of getting one outside of school."
 23 I think you would agree that that is a little
 24 overstated. Your impression was that his parents were
 25 taking this seriously but, at paragraph 50 of your
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1 part to use the knife; is that fair?

2 A. Yes.

3 Q. In fact, you actually refer to him taking the knife to
 4 school to protect himself.

5 A. Yes.

6 Q. Given that you agreed earlier this wasn't just misguided
 7 self-defence but actually rather more serious than that,
 8 do you think this email perhaps slightly underplays the
 9 risk?

10 A. I think it gives AR's perception: he was taking it in to
 11 protect himself, that was what his perception was. But
 12 I accept that I could have said that we challenged him
 13 on that and he said that he would use it.

14 Q. Because, of course, it's not just your role to convey
 15 his perception --

16 A. Yes.

17 Q. -- it's to convey your objective view of it as a police
 18 officer, isn't it?

19 A. Yes, yes.

20 Q. I think at the same time as you were sending this form,
 21 PC Wood was updating the incident log.

22 A. Yes.

23 Q. Again, if we could go back to LANC000041, page 6,
 24 please. If we could have the entries at 22.15, from
 25 872, in the right-hand column, expanded, please. Thank
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1 witness statement, you say a determined teenager will be
 2 likely to be able to get hold of a knife if they really
 3 wanted to.

4 A. Yes.

5 Q. We know that AR ultimately purchased two knives,
 6 including the one used in the attack, for just under £10
 7 online.

8 A. Yes.

9 Q. Besides arresting somebody -- and, of course, keeping in
 10 mind the criminal law around the sale of knives -- are
 11 you aware of any specific police powers to prevent
 12 a teenager getting hold of a knife if they're determined
 13 to do it?

14 A. No.

15 Q. Other than the discussion about locking knives in the
 16 home address away, was there any discussion with AR's
 17 parents about preventing him from obtaining knives from
 18 elsewhere?

19 A. I don't remember.

20 Q. You could, for example, have discussed the possibility
 21 of him trying to obtain weapons online with them?

22 A. Yes.

23 Q. Do you think that might have been a useful bit of advice
 24 to give?

25 A. Yes.

1 Q. We can see that PC Wood says that:
 2 "This log will be brought to the attention of SB20
 3 [Earlies] at 7.00 am ..."
 4 Is that the morning Response Sergeant?
 5 A. Yes.
 6 Q. To make contact with Range High School. So in other
 7 words, there's the Op Encompass referral but you weren't
 8 sure how long that would take because it's an out of
 9 area school, you have sent a webform message and then,
 10 as a further means of contact with the school, once they
 11 are open, the Response Sergeant was being asked to
 12 contact them and convey this information as well.
 13 A. Yes.
 14 Q. You, I think, then filled out what's referred to here as
 15 a high risk PVP.
 16 A. Yes.
 17 Q. PVP?
 18 A. Stands for protecting vulnerable person form. That was
 19 what it used to be called on the old system, so it's
 20 a bit out of date now.
 21 Q. I think is that now a vulnerable child report, in this
 22 context?
 23 A. Yes.
 24 Q. Can we look at that form, which is at LANC000248. We
 25 can see that it is you creating it and, at the bottom of

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1 A. The way I remember it is that he had said if things got
 2 to a certain point with the bully he would use the
 3 knife, so when I say "may use the knife" I think I'm
 4 referring to the fact that, if it got to that point,
 5 rather than him being pretty certain that he would use
 6 it if it got to that point.
 7 Q. I think this report is then automatically forwarded to
 8 something known as the MASH.
 9 A. Yes.
 10 Q. That's the Multi-Agency Safeguarding Hub.
 11 A. Yes.
 12 Q. As a high-level outline only, they assess safeguarding
 13 referrals and pass them to appropriate agencies.
 14 A. Yes.
 15 Q. We will hear more about them from others in due course.
 16 What did you expect to happen as a result of this
 17 referral going into the MASH?
 18 A. I expected he would get some sort of input from child
 19 social care.
 20 Q. We know that this also created an automatic Op Encompass
 21 referral.
 22 A. Yes.
 23 Q. We don't need to look at it.
 24 Sir, for your note, LANC000126.
 25 It also automatically creates a vulnerable child

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1 that page, it sets out the summary with the now familiar
 2 information about what was received from Childline, AR
 3 taking a knife from his kitchen to school on several
 4 occasions, and, if we could just go over the page,
 5 please, it sets out a note of your discussion with AR
 6 and his reaction, and some of the steps that have been
 7 taken already, and also sets out some suggestion from
 8 AR's mother that he may suffer from autism:
 9 "... however this is not diagnosed nor confirmed."
 10 You graded this as a high-risk referral. It might
 11 be obvious but can you just help us with why?
 12 A. The potential for harm was high.
 13 Q. Looking at what you said here about AR's intentions, you
 14 said, top paragraph on that page:
 15 "He seemed honest throughout and told us that if
 16 things escalated with ..."
 17 I'm going to call them "the bully" but that's not
 18 implying that they were or weren't, in fact, engaged in
 19 that:
 20 "... if it things escalated with [the bully] then he
 21 believes he may use the knife."
 22 A. Yes.
 23 Q. Again, if he had said that he was pretty certain to use
 24 it, do you think that this was again slightly
 25 downplaying his intent?

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1 investigation within police systems.
 2 A. Yes.
 3 Q. We've got the report for that at LANC000066, please. If
 4 we look at the third line down in there, "Primary
 5 offence", "Vulnerable child"?
 6 A. Yes.
 7 Q. What's the scope and purpose of this vulnerable child
 8 investigation?
 9 A. It makes other agencies, as well as the police, aware of
 10 vulnerability in the -- with that child.
 11 Q. So it's the sharing out to the MASH that makes other
 12 agencies aware.
 13 A. Yes.
 14 Q. This is an internal police log, isn't it?
 15 A. Yes.
 16 Q. What are the police then going to do with this as
 17 a vulnerable child investigation once it has been
 18 created?
 19 A. It depends what happens afterwards. Often, they get
 20 closed once they have been dealt with by MASH. Other
 21 times, they can be updated with what happens afterwards.
 22 Q. Who is responsible for taking it forward once it has
 23 been opened?
 24 A. Well, it goes back to the officer who created it, after
 25 it has been sort of given out to Social Services and

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1 whoever else, and then it is up to them to close it if
 2 it needs closing or --
 3 **Q.** I think we can see that you were down as the OIC, the
 4 officer in the case --
 5 **A.** Yes.
 6 **Q.** -- on this particular referral, this particular report.
 7 Just below your name it says "Investigation type:
 8 Non-crime"?
 9 **A.** Yes.
 10 **Q.** So this isn't a criminal investigation?
 11 **A.** No.
 12 **Q.** He had admitted to having a knife in school on multiple
 13 occasions. You decided not to arrest him but why wasn't
 14 this being created as a criminal offence?
 15 **A.** Because the school was in Merseyside it would be
 16 recorded by Merseyside Police, so that's why it's not
 17 been crimed initially on Lancashire police systems.
 18 **Q.** So it is simply the geography of the school having
 19 happened to be across a police force boundary is why
 20 this wasn't created as or alongside a crime report?
 21 **A.** Yes. What I could have done is crimed it or reported
 22 the crime on ours so it had come up as an included
 23 offence or a primary offence as the possession of the
 24 knife and then transferred it to Merseyside.
 25 **Q.** Okay, we will come back to that, PC McNamee.

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1 **Q.** It repeats the point about AR -- he believes he may use
 2 the knife in a bullying situation, which we have covered
 3 from the other -- from the email to the Range. Rather
 4 than suggesting, actually he says he is pretty certain
 5 that if pushed he would use it to kill a specific
 6 person.
 7 **A.** Yes.
 8 **Q.** Do you think this covers off all of the risks?
 9 **A.** I think it covers the risk that I wanted to convey, yes.
 10 **Q.** You talk in that risk assessment about a need for
 11 intervention around carrying knives. What form did you
 12 expect that to take?
 13 **A.** It can take a lot of forms. It can be through the
 14 school itself, Social Services. The knife carrying was,
 15 I thought, a symptom of other things going on in his
 16 life, whether it's the bullying or the suspected ASD, so
 17 I think it -- when those things were sort of challenged
 18 as well.
 19 **Q.** Might the police have a role in an intervention around
 20 carrying knives?
 21 **A.** Yes, definitely.
 22 **Q.** If we can go back a page, please. If we can look at the
 23 bottom below the dotted line of that and have that
 24 enlarged, thank you. This, I think, is an update to the
 25 report, so this wasn't text entered by you.

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1 I think as well as generating an investigation
 2 report, does the safeguarding referral, the PVP form,
 3 also generate a risk assessment?
 4 **A.** Yes.
 5 **Q.** Is that something that's shared with the MASH?
 6 **A.** Yes.
 7 **Q.** Can we look at that at LANC000067. If we could go to
 8 the next page, please, and one further on I think. We
 9 can see there you set out the same details and, again,
 10 presumably, because it is automatically created, it is
 11 simply being filled from what you had put in on the
 12 original referral?
 13 **A.** Yes.
 14 **Q.** If we could then go to the risk assessment, which is on
 15 the next page we can see -- have you filled out this
 16 box?
 17 **A.** Yes.
 18 **Q.** "Reason for starting", and so on. Do you think the
 19 assessment of risk here is focused on AR or on others?
 20 **A.** I think it's AR.
 21 **Q.** It doesn't, for example, identify AR's intended
 22 victim --
 23 **A.** No.
 24 **Q.** -- and think about the risk that AR might pose to them?
 25 **A.** No.

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1 **A.** No.
 2 **Q.** This is the -- as it says -- "Information added by
 3 MASH"?
 4 **A.** Yes.
 5 **Q.** So it shows that there had been checks with CSC,
 6 Children's Social Care: AR is not known to CSC; has been
 7 referred to them; been the victim of bullying at school;
 8 resorted to taking a knife into school as the matter has
 9 not been resolved; his actions place both himself and
 10 other at risk of harm.
 11 Then it sets out, "Shared with [Children's Social
 12 Care], Education and Health".
 13 Would that information come back to you after it has
 14 been added by the MASH?
 15 **A.** Do you mean just that update at the bottom?
 16 **Q.** Yes.
 17 **A.** Yes. Once I got the investigation back on my workload
 18 I would be able to see that.
 19 **Q.** Yes, because I think, although you submitted this on
 20 7 October, am I right that, once you submit it then,
 21 essentially, is returned to you at a later date.
 22 **A.** Yes.
 23 **Q.** In this case, as a result of difficulties with the
 24 Connect system, it didn't come back to you until
 25 22 November; is that right?

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1 A. Yes, that's the case.
 2 Q. Connect, I think, was a relatively new system at the
 3 time. Was this quite a common issue with reports you
 4 were submitting around this time?
 5 A. Yes.
 6 Q. Is it an issue that is still a problem today?
 7 A. No, it's resolved.
 8 Q. What was the impact of that six-week delay in getting
 9 the investigation back on how you handled this
 10 investigation?
 11 A. It was difficult -- more difficult to update it, if
 12 I did get any updates, I would have sort of have to go
 13 into the systems to look for it, yes.
 14 Q. Just to close off the contact with the school, I think
 15 the webform contact was successful and got acknowledged
 16 the same night.
 17 A. I think --
 18 Q. LANC000055, just briefly. In fact, early the next
 19 morning. Then, equally, the plan for the early turn
 20 sergeant to make contact was also successful. They also
 21 managed to speak to the school and got an update from
 22 them.
 23 A. Yes.
 24 Q. We can see on the incident log. I think, as a result of
 25 your contact with the school later that day, 8 October,
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1 concerned that the two incidents are related.
 2 "SS [Social Services] have said that the incident
 3 has been stepped down to L2 which is learning support
 4 and the issue regarding the teacher should be referred
 5 back to the police."
 6 Then it sets out that there has been contact from
 7 you. Would you have known what "steps down to L2 which
 8 is learning support" meant?
 9 A. I'm not sure at the time, no.
 10 Q. Did you get any sense as to whether social services were
 11 taking this referral seriously from that?
 12 A. I don't remember thinking anything about it, I'm sorry.
 13 Q. There's another new piece of information there about AR
 14 being in detention and making reference to teachers
 15 getting murdered. That is something that elevates the
 16 level of risk?
 17 A. I think that was the week before we had discovered about
 18 the knives.
 19 Q. There came a point then when, in fact, as well as this
 20 being put into the log, you spoke to Mr Cregeen via the
 21 telephone?
 22 A. Yes, I rang him when I got his email, I think.
 23 Q. What did he tell you? Was it the same as the
 24 information that we have just seen on the log?
 25 A. Yes, it was -- I think he explained that he had had
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1 the Force Control Room put you in touch with David
 2 Cregeen, the designated safeguarding lead for Range High
 3 School?
 4 A. Yes.
 5 Q. We don't need to call it up but LANC000143, sir, is the
 6 Force Control Room putting PC McNamee in contact.
 7 Could we go back -- I'm sorry, I think we have just
 8 taken it down -- LANC000046 because we can see the Force
 9 Control Room put an update on the log, based on their
 10 contact, initial contact with Mr Cregeen.
 11 A. Yes.
 12 Q. It's on page 6 and it's at the bottom of the page,
 13 starting at 14.37:
 14 "Call from the school -- contacted Social
 15 Services -- more information for the officers to be made
 16 aware.
 17 "When they spoke to [AR] this morning -- he was
 18 searched, he didn't have anything on him -- but he
 19 admitted to bringing it ..."
 20 In context "it" must be the knife:
 21 "... in before.
 22 "They asked him what he would do with it and then he
 23 said that he would use it to stab someone.
 24 "He has also been in detention and has made
 25 reference to teachers getting murdered -- [informant] is
 154

1 pretty much the same conversation we had had the night
 2 before, with AR.
 3 Q. What do you mean by the same conversation?
 4 A. So he had confronted him about the alleged knife
 5 carrying. AR had said that he felt like he might -- or
 6 he would use it, yes.
 7 Q. Did it seem as though having somewhat recanted the night
 8 before, to some degree AR was going back on that?
 9 A. I don't think I was expecting AR to go into school sort
 10 of teary and apologising but I would have expected
 11 a level of contrition that didn't seem to -- didn't seem
 12 to be there from when I spoke to Mr Cregeen.
 13 Q. There's some evidence -- and again, sir, for your note
 14 MERP001413 -- that AR had attacked a fellow student in
 15 class on 6 or perhaps 7 October, a student who was said
 16 to have been bullying AR and AR had been sent home as
 17 a result. Do you recall being made aware of that at
 18 all?
 19 A. No.
 20 Q. Would that have been a significant thing for you to have
 21 been made aware in of in the context of --
 22 A. Yes, I updated the investigation with the conversation
 23 I had with Mr Cregeen and it wasn't in that.
 24 Q. One thing that you have said is you think that it may
 25 have been in this call that you advised Mr Cregeen to
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1 report what had happened to Merseyside Police.
 2 **A.** Yes.
 3 **Q.** I think you don't mention giving that advice on the log,
 4 is that fair?
 5 **A.** Yes, that's fair.
 6 **Q.** But you are sure that, at some point, you did give that
 7 advice.
 8 **A.** Yes.
 9 **Q.** You're just not sure whether it was this call in which
 10 you did so?
 11 **A.** Yes, that's right.
 12 **Q.** As you say, you updated it on the log, the investigation
 13 log, so LANC000066, and page 2, it is the entry at the
 14 bottom of the page:
 15 "Spoke with David Cregeen ..."
 16 So as you say at the end of that the comment about
 17 "This is why teachers get murdered", in context, this is
 18 additionally concerning?
 19 **A.** Yes.
 20 **Q.** Did he say anything with you about what Social Services'
 21 response to this had been?
 22 **A.** I can't remember.
 23 **Q.** I think you have now identified, although may not have
 24 known at the time, that updating this investigation
 25 report does not automatically re-share the update with
 157

1 about how Social Services were dealing with it, did this
 2 not merit reconsideration of going down the criminal
 3 justice route?
 4 **A.** I don't think so. Like I have written there, the school
 5 felt that it was an off-the-cuff spontaneous response to
 6 getting a detention. I don't believe that they had made
 7 Merseyside Police aware at the time.
 8 **Q.** In terms of how other agencies were going to deal with
 9 it, is it fair to say that, aside from this direct
 10 contact with Mr Cregeen, you were essentially dependent
 11 on what Lancashire Constabulary's contribution to the
 12 MASH did in terms of engaging other agencies.
 13 **A.** Yes.
 14 **Q.** You didn't have a direct route in to Social Services or
 15 mental health services?
 16 **A.** No.
 17 **MR GOSS:** Sir, I'm making good progress. I'm about to move
 18 to another topic. I wonder if we could take a short
 19 break?
 20 **SIR ADRIAN FULFORD:** How long, Mr Goss?
 21 **MR GOSS:** Five minutes, sir.
 22 **SIR ADRIAN FULFORD:** Certainly. Well, we will make it
 23 slightly longer. I will sit again at 3.40 to.
 24 **(3.32 pm)**

(Short Break)
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1 the MASH.
 2 **A.** Yes.
 3 **Q.** At the time did you think that it did?
 4 **A.** I can't remember. It's possible I did, yes.
 5 **Q.** Did you know that there had been direct contact between
 6 the school and Social Services though?
 7 **A.** I'm not sure if I knew at the time, I don't know.
 8 **Q.** I think we may well hear from Mr Cregeen in due course
 9 that he did pass his concerns directly to the MASH after
 10 speaking with you on this occasion and suggested that
 11 this should be managed at what's known as level 4 rather
 12 than level 2.
 13 But, for your part, in terms of the Police response,
 14 did this extra information from Mr Cregeen prompt you to
 15 reconsider how to deal with AR at all?
 16 **A.** I think we were satisfied with what we -- with the
 17 action that we had taken at that stage.
 18 **Q.** We now have an occasion when AR was talking in the
 19 recent past expressly about murder in essentially
 20 positive terms.
 21 **A.** Yes.
 22 **Q.** That's combined with his admitted carriage of a knife on
 23 multiple occasions and with what he has said about being
 24 pretty certain to use it if pushed to a certain point.
 25 Putting to one side what you may or may not have known
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1 **(3.41 pm)**
 2 **MR GOSS:** Thank you, sir.
 3 Could we have LANC000069 up, please. We're moving
 4 forward now to 28 October, PC McNamee, and I think you
 5 received an email and, as ever with emails, we have to
 6 start at the back, so if we could go to the last page of
 7 that please, penultimate page, that one doesn't take us
 8 very far. Thank you.
 9 You got an email from AR's father.
 10 **A.** Yes.
 11 **Q.** Am I summarising it fairly that you were told that there
 12 was going to be a decision about AR's permanent
 13 exclusion from school and AR's father was asking for you
 14 to come and essentially speak on AR's behalf.
 15 **A.** That's right, yes.
 16 **Q.** If we look at the first page of that document we have
 17 your response. You refused, perhaps unsurprisingly.
 18 **A.** Yes.
 19 **Q.** You noted that AR had admitted to committing a criminal
 20 offence multiple times: carrying a knife at school?
 21 **A.** Yes.
 22 **Q.** "When talking to him he said several times to us that he
 23 would have used it on the male in question due to
 24 'bullying'. This is completely unacceptable."
 25 You said in the end of the next paragraph:
 160

1 "... though [he] admitted to doing it, he did not
2 seem to fully understand the possible repercussions, nor
3 show any remorse."

4 **A.** Yes.

5 **Q.** When you left the house on 7 October, you have told us
6 that you did think he seemed to understand the
7 seriousness, at least to some degree, of what he had
8 done. Is it fair to say that your position by this
9 point in time has hardened somewhat?

10 **A.** Yes.

11 **Q.** Why is that?

12 **A.** As I said before, it's probably as a result of
13 conversations with Mr Cregeen about his subsequent
14 conversations with AR where he has again not shown any
15 contrition when he has spoken to the school staff.

16 **Q.** And also, on another occasion, talked about teachers
17 getting murdered.

18 **A.** Yes.

19 **Q.** You have also got, in the email from AR's father
20 a frankly almost justification for what AR had been
21 doing, haven't you?

22 **A.** Yes.

23 **Q.** It doesn't look like AR's father is taking this as
24 seriously as you perhaps hoped he would have done on
25 7 October.

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1 **A.** No.

2 **Q.** AR was permanently excluded.

3 **A.** Yes.

4 **Q.** I think you came to know about that at some point -- we
5 know the meeting was on 5 November. You came to know
6 about it at some point before 24 November, but you can't
7 help us with how that happened?

8 **A.** No.

9 **Q.** It might have been a phone call from Mr Cregeen, it
10 might have been an email that no longer survives,
11 something like that?

12 **A.** Yes.

13 **Q.** And I think you updated the investigation log,
14 LANC000066, page 3. We can see in the bottom box in the
15 top table, 7.15 am on 24 November, you say:

16 "[AR] has been permanently expelled from school."

17 **A.** Yes.

18 **Q.** I think you then request that this log be closed?

19 **A.** Yes, the investigation, yes.

20 **Q.** The investigation be closed. Why was that the point
21 where you said "Okay, this can now be closed"?

22 **A.** I felt like there had been appropriate and proportionate
23 action taken. He had been expelled from school. I was
24 aware that he had been put into a more appropriate
25 school and setting and I believed that he was getting

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1 **A.** Yes, that's fair.

2 **Q.** Did that also contribute to this hardening of your
3 position about actually how serious this is?

4 **A.** Certainly, yes.

5 **Q.** Given that your view as to how serious this was had
6 toughened, hardened, did you take any steps to share
7 that with any other agencies, back through the MASH for
8 example?

9 **A.** I don't think I shared anything from that email, no.

10 **Q.** You didn't share anything from the email. Did you share
11 the email chain itself?

12 **A.** I don't believe so, no.

13 **Q.** When you combined that, that your view now is that,
14 "Actually, this might be a little bit more serious, he
15 doesn't seem to understand the repercussions, I had
16 thought he did, and he is not getting the parental
17 support to challenge this that I had hoped he was
18 getting", and then also with the fact that you perhaps
19 understated slightly the risk on the safeguarding
20 referral, talking about he believes he may use it, do
21 you think that might have meant, in combination, that
22 other agencies didn't realise or didn't have a full
23 picture of quite how serious this was?

24 **A.** I'm not sure. I don't know.

25 **Q.** You didn't attend the meeting?

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1 more input from CSC.

2 **Q.** What was the basis for that belief that he was getting
3 more input from CSC?

4 **A.** Again, I think that was from speaking with perhaps
5 Mr Cregeen.

6 **Q.** Closing the police log doesn't stop the work of other
7 agencies, does it?

8 **A.** No.

9 **Q.** The request for closure was refused, wasn't it?

10 **A.** Yes.

11 **Q.** It was refused by a sergeant who wanted to know if this
12 matter had been reported to Merseyside Police because of
13 its location, as you have told us, and said that their
14 log numbers were needed before the log could be closed.

15 **A.** Yes.

16 **Q.** Can I just explore with you why it was important that
17 those log numbers were obtained. Firstly, you have told
18 us that because of the location, it would be for
19 Merseyside Police to carry out any criminal
20 investigation.

21 **A.** Yes.

22 **Q.** So it ensures that there has been a criminal
23 investigation, to whatever degree is necessary, by the
24 Police Force that has responsibility for doing so?

25 **A.** Yes.

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1 Q. It ensures that the fact that a criminal offence has
2 been committed is properly recorded?
3 A. Yes.
4 Q. And it means that a police force that may well come into
5 contact with AR in future, particularly given where he
6 lives, right on the border, has information about his
7 conduct and behaviour that would help them in any future
8 dealings?
9 A. Yes.
10 Q. So it's an important thing to take place, isn't it?
11 A. Yes.
12 Q. Is there a frequent issue of cross-border offending, if
13 I can put it that way, individuals based in Lancashire
14 but offending in Merseyside or vice versa?
15 A. Yes.
16 Q. Is that split responsibility something that causes
17 issues for the two forces, in your experience?
18 A. It can do. I think in this case it would have been
19 fairly simple though to be honest.
20 Q. Are there systems or arrangements in place for managing
21 cases like that where you have people crossing between
22 police areas to offend?
23 A. Yes. My understanding is that it will be recorded
24 wherever it is reported, so in this case Lancs, and then
25 it would be transferred to which ever force it was ...

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1 rather than it being conveyed third party through me, it
2 would be better to go straight from them.
3 Q. You had the information from Childline?
4 A. Yes.
5 Q. You had the first account from AR where he admitted
6 carrying the knife. You certainly had sufficient to
7 report this to Merseyside yourself, didn't you?
8 A. Yes.
9 Q. It wouldn't have been difficult for you to do so. You
10 set out in your witness statement two possibilities: one
11 would be to create a crime report on Lancashire systems
12 and then have it transferred to Merseyside, would that
13 be quite a routine thing to do?
14 A. It would be via email, yes.
15 Q. Or you could have sent them the incident log and asked
16 Merseyside "Could you open a crime report into this and
17 take this one on, we think it's for you because of where
18 it took place"?
19 A. That's what I should have done. I should have attached
20 the investigation bundle to that email.
21 Q. I think you candidly accept that that's something that
22 should have happened?
23 A. Yes.
24 Q. Can you help us at all, from your experience, with what
25 the likely outcome would have been if that had happened?

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1 Q. I think you contacted Merseyside to ask if the school
2 had made a direct report to them?
3 A. Yes.
4 Q. Can we look at LANC000070 please. Your email at the
5 bottom. Can I pick up first of all the penultimate
6 paragraph of your email. You say there:
7 "I asked the school to notify you ..."
8 Does that help us at all with your recollection
9 that, at some point, you had told Mr Cregeen he should
10 report directly to Merseyside?
11 A. Yes.
12 Q. You wouldn't have said that in that email if you
13 hadn't --
14 A. No.
15 Q. -- previously asked them to do it.
16 A. No.
17 Q. But the next paragraph is clear that you are not
18 reporting this yourself, are you? You are asking if
19 they have reported it?
20 A. Yes.
21 Q. Why did you think it was for the school to report this
22 to Merseyside Police themselves?
23 A. I felt they were better placed because they had the
24 details of the other pupil that was involved and they
25 also had any disciplinary issues that AR had had, so

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1 A. I can't really speak for Merseyside. It might be that
2 they would have accepted the outcome that we had already
3 had, which is that he had been expelled from school, put
4 in a better place and appropriate safeguarding had been
5 put in place, or they could have pursued a criminal
6 investigation. I don't know.
7 Q. I think we will probably look to explore with others how
8 that might have unfolded, who may be better placed than
9 you. I mean no disrespect in that at all.
10 A. That's fine.
11 Q. Just to finish off this point though about the Range
12 making the referral to Merseyside. You think you spoke
13 to Mr Cregeen, again, I think, on 5 December, jumping
14 forward again a little bit.
15 A. That's based on the pocket notebook entry I made, yes.
16 Q. So you made a pocket notebook entry on 5 December with
17 Mr Cregeen's contact details; is that correct?
18 A. Yes.
19 MR GOSS: Sir, that's at LANC000050 but we don't need to
20 look it up.
21 SIR ADRIAN FULFORD: Thank you.
22 MR GOSS: You don't have any recollection of a call with him
23 on that date?
24 A. A very vague one, yes, but I --
25 Q. You can't help us with what the content of that call

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1 might have been?
 2 **A.** No.
 3 **Q.** Whatever he said though, it doesn't seem to have
 4 prompted you to come back to this and go, "Oh, they said
 5 they're not going to report it, I ought to"?
 6 **A.** No.
 7 **Q.** Ultimately, this never was reported formally to
 8 Merseyside to open a criminal investigation, was it?
 9 **A.** I don't think so, no.
 10 **Q.** Despite the Sergeant's direction on 24 November,
 11 ultimately the log was closed on 9 December without any
 12 MerPol reference numbers being added?
 13 **A.** Yes.
 14 **Q.** It doesn't look like it was you who made the request for
 15 it to be closed the second time but, in the round, do
 16 you think it really should have been kept open until
 17 MerPol confirmed how they were going to deal with this
 18 offence that had been committed in their area?
 19 **A.** Yes, definitely.
 20 **Q.** Can I turn then to events in early December 2019, when
 21 you got contacted by Joanne Hodson of the Acorns School
 22 and Acorns was the more appropriate schooling that you
 23 mentioned a few moments ago, which AR had moved to after
 24 he had been expelled from the Range?
 25 **A.** Yes.

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1 Then 3 December:
 2 "... working with oil pastels colouring in Call of
 3 Duty images."
 4 That's the combat video game:
 5 "AR commented saying 'Why can we have these with
 6 guns but can't look at guns on the internet' and then
 7 said 'Can we have a picture of a severed head then' ..."
 8 He tried to mention the topic again after it was
 9 shut down. Really concerning new information that you
 10 are receiving from the school.
 11 **A.** Yes.
 12 **Q.** If we could just look at the addressees for that email,
 13 fair to point out that Lucy Parkinson was a support
 14 worker from Lancashire County Council who had been
 15 allocated to work with AR. Were you aware of that and
 16 that that was who she was?
 17 **A.** I don't think I was at the time.
 18 **Q.** All right. But you reply, if we could look at that
 19 reply, please. First page, thank you. I think you
 20 reply on LANC000059. Next page, please, and the next
 21 one thank you. So you try and make contact. As you
 22 say, AR's behaviour "Certainly seems quite concerning"
 23 and you set out what you did when you dealt with him:
 24 "... referred to the relevant services ... Once that
 25 happens I can only see that he has been referred to

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1 **Q.** Was it a school you were familiar with?
 2 **A.** I was aware of it. I don't think I had had any dealings
 3 with it prior.
 4 **Q.** Can we look at LANC000058. Sir, we're at paragraph 32,
 5 in the witness statement.
 6 **SIR ADRIAN FULFORD:** Thank you.
 7 **MR GOSS:** Again, if we could go towards the back of that
 8 email -- thank you, penultimate page, thank you -- again
 9 summarising, Mrs Hodson is setting out to you her
 10 concerns over the past few weeks about AR's behaviour.
 11 **A.** Yes.
 12 **Q.** 15 November: researching school shootings in America on
 13 the internet.
 14 29 November: refusing to sit down, punching his hand
 15 hard, working on something about promoting businesses
 16 and he insisted that telling people his business was new
 17 to the area would not be good because people would think
 18 he would kill them as they did not know him:
 19 "He said that people don't trust others they don't
 20 know in case they get murdered. He was regularly out of
 21 his seat and then he walked to the highest part of the
 22 ceiling, jumped up and punched a laminate hanging from
 23 it very hard."
 24 So both concerning things he was saying but also
 25 aggressive behaviour that he was displaying.

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1 Social Services. I unfortunately do not have any
 2 further information about what intervention he has had.
 3 "I assume that with regards the incidents you have
 4 outlined that the relevant referrals have been made?"
 5 I think we briefly saw from the last email that we
 6 put up you also spoke at some point to Mrs Hodson on the
 7 telephone --
 8 **A.** Yes.
 9 **Q.** -- and gave what might be characterised as sort of
 10 immediate safety advice, namely search and wand AR, make
 11 sure he isn't carrying any weapons, and call 999 if
 12 concerned for safety.
 13 **A.** Yes.
 14 **Q.** If we could look at the first page of that email,
 15 please, Mrs Hodson then sets out -- she identifies who
 16 Ms Parkinson is and that there is early help in place.
 17 That's the level 2 that we looked at earlier. She sets
 18 out the difficulties they are having with CAMHS
 19 referrals, child and adolescent mental health services.
 20 Is that a matter that you, as a Response Officer in the
 21 police, or indeed the police generally, have any
 22 influence over?
 23 **A.** No.
 24 **Q.** She sets out the possibility of some input from what she
 25 calls Project 2000, some parenting intervention starting

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1 in January, and she says:
 2 "Is there anything else we should be doing? [I'm]
 3 really worried that with a West Lancs address and
 4 a Sefton GP, he is going to fall between the cracks. We
 5 are concerned there is potential for a serious incident,
 6 if we can't access the right support."
 7 She is reaching out, therefore, to a number of
 8 different agencies, including you, to try and get
 9 assistance with AR; is that fair?
 10 **A.** Yes.
 11 **Q.** We have talked about the call back that you gave her,
 12 you gave immediate safety advice. Do you think there
 13 was any other role for the police at this stage?
 14 **A.** I don't believe so, no.
 15 **Q.** Is that for the police, in the sense of you as
 16 a Response Officer, or for the police more generally?
 17 **A.** So the three incidents she had outlined were concerning
 18 each in their own right but none of them were criminal
 19 and, if we were to do a referral, it would go to the
 20 exact same place that it would if the school made
 21 a referral for support. So there wasn't a requirement
 22 for us to do anything there and then. With regards the
 23 potential falling through the cracks at CAMHS, as far as
 24 I'm aware, there's no way for the police to sort of
 25 influence that kind of decision.

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1 **Q.** Did you convey that view to Ms Hodson to say, "Look,
 2 I can give you the advice I can give you but this is for
 3 you and for Social Services to deal with"?
 4 **A.** I think I hinted at it in the email. I don't know if
 5 I said it more forcefully on the phone call.
 6 **Q.** The investigation log at this point is still open. Did
 7 you update it with this new information from Acorns?
 8 **A.** No.
 9 **Q.** Ought there to have been an update?
 10 **A.** I'm not sure what function that would sort of fulfil.
 11 Even if it was sent back to the MASH it would be the
 12 same information that had already been conveyed by the
 13 school.
 14 **Q.** It would mean that the next time somebody came into
 15 contact with AR from the police and looked at that
 16 investigation log, they knew about the concerns that the
 17 school had raised, wouldn't it?
 18 **A.** Yes, potentially.
 19 **Q.** Otherwise, they're in your emails but they're not part
 20 of the corporate knowledge of the Police.
 21 **A.** I understand that.
 22 **Q.** Again, do you think there should have been an update of
 23 this further information about a still open vulnerable
 24 child log?
 25 **A.** There certainly could have been, yes.

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1 **Q.** In effect, the lever you have to pull is a MASH
 2 referral.
 3 **A.** Could you just repeat that, sorry?
 4 **Q.** The lever that you have to pull is a MASH referral.
 5 **A.** Yes.
 6 **Q.** But she is already trying to access the services that
 7 that would lead to.
 8 **A.** Yes.
 9 **Q.** You gave advice about dealing with the imminent risk,
 10 which is what is within your expertise as a Response
 11 Officer.
 12 **A.** Yes.
 13 **Q.** When you deal with this in your statement, you talk
 14 about it being for Social Services or the school to have
 15 primacy on that. Just give me one moment, sir, I will
 16 find the paragraph. Paragraph 69.
 17 **SIR ADRIAN FULFORD:** That's very helpful. Thank you very
 18 much.
 19 **MR GOSS:** You say:
 20 "I was ... aware from Joanne's email dated
 21 4 December that AR had an Early Help Worker called Lucy
 22 Parkinson who was aware of these incidents. It was my
 23 opinion that she or the school would take primacy with
 24 regards to the incidents at Acorns."
 25 **A.** Yes.

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1 **Q.** We know that you spoke -- we think you spoke to
 2 Mr Cregeen on 5 December. We have covered your
 3 recollection of that and the fact that you don't really
 4 recall what that was about.
 5 **A.** Yes.
 6 **Q.** Might that have been prompted by the conversation you
 7 had with Ms Hodson via email and telephone?
 8 **A.** I think it has more likely been prompted by the request
 9 to get the crime number from Merseyside. I don't see
 10 why I would ring Mr Cregeen for an issue where he
 11 can't --
 12 **Q.** If it was prompted by the request to get the crime
 13 number from Merseyside, isn't it a bit surprising that
 14 there were then no further steps taken about referring
 15 things to Merseyside?
 16 **A.** Yes.
 17 **Q.** Again, would it have been helpful for whatever the
 18 content of that conversation was, for it to have been
 19 updated on the log?
 20 **A.** Yes, definitely.
 21 **Q.** Is there any reason that you didn't put these things
 22 onto the log?
 23 **A.** I can't remember. The issue with being a Response
 24 Officer is that I might have made these phone calls when
 25 I was going to an incident on handsfree or something

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1 like that. I don't know. It should have been noted
 2 down, I will accept that.

3 **Q.** I think, after 5 December, which was the telephone call
 4 with Mr Cregeen, potentially, you didn't have any
 5 further direct dealings with AR's case?

6 **A.** No.

7 **Q.** You weren't contacted by anyone from Lancashire
 8 Constabulary's early action or community safety team
 9 in -- there came a point when you were, but in and
 10 around 5, 6, 7 December, no contact?

11 **A.** I don't think -- I've got a very vague recollection of
 12 being in their office but it could have been about
 13 somebody else. I don't know.

14 **Q.** That was a team you knew about then?

15 **A.** Yes.

16 **Q.** Did you think they might have a role in dealing with AR?

17 **A.** Yes.

18 **Q.** Did you put a referral in to them at all?

19 **A.** I don't think so, no.

20 **Q.** Could and should you have done?

21 **A.** I could have done, yes.

22 **Q.** Should you have done?

23 **A.** I probably would now, yes.

24 **Q.** I don't think you have ever had any direct contact from
 25 Lancashire County Council's early help team?

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1 **A.** Yes.

2 **Q.** Whatever interventions might have been arranged as
 3 a result of your referral, and you had had some insight
 4 from Ms Hodson that things may not have been going
 5 smoothly, they hadn't been able to control the risk
 6 posed by AR, had they?

7 **A.** Not fully, no.

8 **Q.** Was that a concern to you?

9 **A.** Yes.

10 **Q.** Did you do anything about that concern?

11 **A.** No, I don't think there was anything for me to do after
 12 that had happened.

13 **Q.** Sergeant Bramhall says that "the finger of blame" will
 14 not be pointed in your direction, "due to your timely
 15 PVP". Would you ordinarily expect the question of blame
 16 to be one that was circulating in a case like this?

17 **A.** It was a surprising email. I suppose if it somebody
 18 says, "The finger of blame will not be pointing in your
 19 direction", it kind of gives the impression that it
 20 might have been at some point, but I don't think --
 21 I don't know.

22 **Q.** Did you know PS Bramhall well?

23 **A.** No, not particularly.

24 **Q.** The interventions that you had hoped would be in place
 25 after your MASH referral hadn't been effective.

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1 **A.** No.

2 **Q.** What you did get -- and it's at LANC000194 -- is
 3 an email from Sergeant Bramhall of the early action team
 4 on 17 December. Just for context, this is now some six
 5 days after the incident where AR had attended the Range
 6 with a knife in his backpack and with a hockey stick and
 7 he had used that hockey stick to assault another pupil
 8 there. He was arrested by Merseyside Police for that.

9 As a result of that there was a multi-agency meeting
 10 on 17 December, which Sergeant Bramhall, along with many
 11 other agencies, attended and we will hear more about
 12 that meeting next week. But this is really by way of an
 13 update to you after that meeting to you, isn't it?

14 **A.** Yes.

15 **Q.** "On another matter I went to a multi-agency meeting this
 16 morning where you had attended an address and recognised
 17 some serious concerns for a young man [AR] in Banks.
 18 You did exactly the right thing by inputting a PVP on
 19 Connect that was then shared with other agencies. [AR]
 20 has since gone to his old school in Southport and
 21 committed a serious offence. Due to your timely PVP the
 22 finger of blame will not be pointed in your direction."
 23 In other words, the very thing that you had been
 24 concerned about maybe happening in October had, in fact,
 25 occurred just over two months later.

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1 Thinking about other possible interventions, would one
 2 have been a Prevent referral?

3 **A.** No.

4 **Q.** Why not?

5 **A.** Prevent is for suspected terror or extremist thinking
 6 and there was no indication of that at all.

7 **Q.** What sort of training had you received on Prevent?

8 **A.** I believe there's a Prevent input in the initial
 9 training.

10 **Q.** By its nature, it's trying to prevent someone from
 11 becoming involved in terror-related activities, it's
 12 looking at vulnerability to being drawn into them,
 13 rather than have they committed them; is that your
 14 understanding of it?

15 **A.** Yes.

16 **Q.** You didn't think you had a basis for a Prevent referral
 17 as at 7 October. Is that because taking a knife to
 18 school, allegedly in response to bullying, it's serious
 19 and it's dangerous but it's not extremist, it's not
 20 terror related and it doesn't, of itself, suggest
 21 a vulnerability of being drawn into those things.

22 **A.** Exactly right, yes.

23 **Q.** Do you think the further information you received from
 24 the Acorns might have caused you to reconsider,
 25 "Actually, perhaps there is a vulnerability to being

180

1 drawn into extremism/terror-related incidents here"?

2 **A.** No, I don't think so.

3 **Q.** We know that Acorns did, in fact, make a Prevent

4 referral on 5 December and Counter-Terrorism Police

5 subsequently had contact with the early action team. Do

6 you think with your direct experience of AR on

7 7 October, you might have been able to provide those

8 assessing that referral with additional and helpful

9 information and context about him?

10 **A.** In addition to what I had written on the report, you

11 mean?

12 **Q.** Yes.

13 **A.** I don't think -- I don't think much was missed from that

14 report, no.

15 **Q.** You might have been able to provide them with a better

16 understanding of how certain he was to use the knife.

17 **A.** Yes, perhaps.

18 **Q.** One point that you have been told about by Ms Hodson was

19 that he had been using the internet to research school

20 shootings.

21 **A.** Yes.

22 **Q.** Was that not something that might be characteristic of

23 vulnerability to being drawn into the kind of things

24 Prevent is there to deal with?

25 **A.** I don't think so, no.

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1 like that was specifically what she was asking for help

2 with from myself. So far as I'm aware, there's no way

3 for me to influence the allocation of mental health or

4 health resources.

5 **Q.** Are you, as a Response Officer, best placed to try to

6 deal with longer-term issues?

7 **A.** No.

8 **Q.** From that perspective, as a Response Officer, for each

9 of the periods where you were involved with AR, who did

10 you understand was the lead agency for assessing and

11 addressing the risk that he posed to others: so first of

12 all on the night of 7 October?

13 **A.** I felt the schools were best placed to intervene.

14 **Q.** Then after you have made the MASH referral?

15 **A.** Given that he was then moved to a SEN school, I still

16 think that the school was best placed.

17 **Q.** After Ms Hodson contacted you on 3 December, who did you

18 think was best placed to assess -- who was the lead

19 agency --

20 **A.** I would still think the school.

21 **Q.** Still think the school. Within the police, again from

22 your perspective as a Response Officer, was there anyone

23 responsible for assessing and addressing that risk?

24 **A.** Not that I'm aware above me, no.

25 **Q.** Is there anything else you would like to add,

183

1 **Q.** Why not?

2 **A.** There's potentially legitimate reasons to look up a --

3 albeit it's concerning for a 13-year old and he

4 shouldn't -- ideally, he wouldn't be looking at it.

5 I don't think it would reach the threshold to be

6 looking -- it's a bit of a jump to suspect that he is

7 then looking at terrorist or extremist-related content.

8 **Q.** Even if it's something that, by itself, there might be

9 a reason for, in the wider context of carrying a knife,

10 talking about, "Why can't we look at guns on the

11 internet?", talking about beheadings, is that not enough

12 to think, "Actually we need to take some sort of step

13 here, maybe I should explore a Prevent referral"?

14 **A.** I didn't think that, no.

15 **Q.** Speak to a supervisor about how this case could be

16 handled and the risk could be managed?

17 **A.** Potentially, yes.

18 **Q.** One thing that you say at paragraph 74 of your statement

19 is that:

20 "... it often feels as though other agencies think

21 the police can have more influence in certain areas than

22 we can."

23 Can you expand on that a bit?

24 **A.** I think that was in relation to Ms Hodson saying about

25 falling through the cracks relating to CAMHS. I feel

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1 PC McNamee, to what you have told the Chair already this

2 afternoon?

3 **A.** No.

4 **MR GOSS:** I will just turn to my left and see if there's

5 anything from others. No.

6 Sir, do you have anything?

7 **SIR ADRIAN FULFORD:** It has been a long afternoon for you,

8 Mr McNamee. Thank you very much for your assistance and

9 your evidence this afternoon. You are now free to go.

10 **A.** Thank you, sir.

11 **MR MOSS:** Sir, I note the time. We do have a presentation

12 on the remainder of the evidence of the purchase of

13 weapons but, with your permission, we might postpone

14 that to Monday morning.

15 **SIR ADRIAN FULFORD:** As long as that is convenient, Mr Moss.

16 **MR MOSS:** Entirely and so, on Monday, we will have that

17 presentation and then the witnesses, Sergeant Bramhall,

18 DC Murphy and PC Fairclough and we will start again,

19 sir, with your permission, at 11.00 as usual on Monday

20 if we may.

21 **SIR ADRIAN FULFORD:** Thank you very much. Then I will rise

22 and sit again at 11.00 o'clock on Monday.

23 **(4.16 pm)**

24 (The Inquiry adjourned until 11.00 am

25 on Monday, 6 October 2025)

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