

Tuesday, 30 September 2025

1
2 (10.00 am)
3 **SIR ADRIAN FULFORD:** Yes, Mr Moss.
4 **MR MOSS:** Thank you, sir. Our first witness this morning is
5 Joseph Wheeler, please.
6 JOSEPH WHEELER (sworn)
7 Questioned by MR MOSS
8 **SIR ADRIAN FULFORD:** Thank you very much, Mr Wheeler. Have
9 a seat and please remember to keep your voice up.
10 **A.** Sorry.
11 **MR MOSS:** Mr Wheeler, just start, if you would, by giving us
12 your full name.
13 **A.** It is Joseph James Wheeler.
14 **Q.** Thank you. Could we have on the screen, please,
15 KWA000006. Can you just confirm that this is the
16 statement that you have provided to this Inquiry which,
17 as we can see, you provided on 10 August this year?
18 **A.** That's correct.
19 **Q.** Are the contents of that statement, Mr Wheeler, true to
20 the best of your knowledge and belief?
21 **A.** They are, yes.
22 **Q.** Mr Wheeler, the Inquiry, in order to get that statement
23 from you, sent you a formal request under the Inquiry
24 rules and I should acknowledge that you provided this
25 statement cooperatively and in very good time. Thank

1

1 **Q.** You are in charge on a day-to-day basis?
2 **A.** Yes, I am.
3 **Q.** Give us an idea of the size of the company: how many
4 people are employed; is it just you, are there others?
5 **A.** It is just a small team of three.
6 **Q.** Where are you physically based?
7 **A.** In Leighton Buzzard.
8 **Q.** Just give us the overview; what type of products
9 generally are sold on the Knife Warehouse site?
10 **A.** Lots of pocket knives, bushcraft knives and throwing
11 knives have become very popular and throwing axes.
12 **Q.** How do you choose, how do you select what products to
13 stock?
14 **A.** Really just what the suppliers have. We were just
15 trying to be broad and cover everyone's knife
16 requirements, I suppose, but now that's changed.
17 **Q.** Thank you. Mr Wheeler, would you forgive me for this,
18 you are very kindly positioned in a way that you are
19 facing the Chair but, if you pull your chair in a little
20 bit and speak into the microphones, we will probably
21 pick you up just a little bit better and the Chair won't
22 mind if you face towards the microphones when you give
23 your answers. Thank you very much.
24 So generally suppliers may recommend, what, new
25 products to you and you will see whether you think it's

3

1 you for that.
2 Can we also have on the screen, please, MERP001253.
3 Can you just confirm for us that this is the earlier
4 witness statement that you provided on 4 October to
5 Merseyside police?
6 **A.** Yes, it is.
7 **Q.** We can see that when you provided that statement you
8 signed it with the standard declaration for this type of
9 statement, saying it was true to the best of your
10 knowledge and belief also.
11 **A.** That's correct, yes.
12 **Q.** Thank you. If we go back to your statement to this
13 Inquiry, KWA000006, just tell us a little bit about
14 your role. I think you're the Managing Director of
15 Artemis Web Limited; is that right?
16 **A.** That's correct, yes.
17 **Q.** How long have you held that position?
18 **A.** It's 15 years.
19 **Q.** Knife Warehouse is the name we see on the web. Is that
20 a trading name of Artemis Web Limited?
21 **A.** Yes, that's the website name.
22 **Q.** Yes. Just keep your voice up. What are your
23 responsibilities for Knife Warehouse?
24 **A.** Well, I suppose all of them as the director, yes,
25 marketing and --

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1 appropriate for your company?
2 **A.** Yes. As the laws change we have been cutting back
3 different ones. Now we have stopped machetes. I know
4 there was two left on the website but they're out of
5 stock, they shouldn't be visible.
6 **Q.** All right. I'll come back to that.
7 **A.** Okay.
8 **Q.** In terms of where you source your stock from, again
9 I just want to get the general understanding, how many
10 sort of different suppliers do you stock products from?
11 **A.** There's two from America, a couple from China, there's
12 several British suppliers and we have sourced from
13 Finland and Italy and Spain in the past.
14 **Q.** I follow. You have mentioned that you had to change
15 things and take things out of stock as the law changes.
16 Would you agree that, in recent years, the law in
17 relation to knives, bladed weapons, has changed quite
18 frequently?
19 **A.** It has, yes, yes.
20 **Q.** Have you been able, do you think, to keep up with those
21 changes or has that been a struggle?
22 **A.** No, not really. We have -- when a law has been
23 announced -- it normally takes a long time to come
24 through, but as soon as it is announced, we stop selling
25 them maybe a year before they've actually been banned.

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1 Q. Thank you. Do you get a lead-in time before the change
2 in the law comes into effect, so you're put on notice
3 and you have some time to make adjustments?
4 A. Yes, yes. Sometimes quite a long time.
5 Q. Thank you. You will understand that the context in
6 which you are called to give evidence is that a machete
7 that was sold by Knife Warehouse was delivered to AR's
8 home address and because of that I want to ask you first
9 about the mechanics of placing an order on the Knife
10 Warehouse site. So can we look at that.
11 A customer would add the product from the website
12 into a basket, a shopping basket, in the usual way,
13 presumably?
14 A. Yes, just like any normal website.
15 Q. Yes, and they fill out their details, payment method,
16 and so on. If we could have on the screen KWAW000003,
17 please. Is it right that, once they have done that,
18 your website at the time, in 2023, made clear:
19 "We are legally required to verify your age, all
20 customers must be aged 18 or older."
21 And:
22 "To enable us to process your order the first time
23 you purchase from us, please upload a form of
24 identification."
25 Yes?

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1 Q. How would they be blocked? Would you be blocked from
2 somebody using the same email or the same address?
3 A. Yes, on Worldpay, the payment processing, you can block
4 by IP address or email.
5 Q. Which did you do; by IP address or by email or both?
6 A. I didn't -- well, I didn't block this one.
7 Q. No, no, but just in general terms. I'm not asking about
8 AR.
9 A. Oh, in general --
10 Q. But in general terms, if somebody didn't provide the
11 verification, on the face of things, it sounds a robust
12 thing to do, to block them, and I'm just asking how you
13 went about that with people generally?
14 A. In general, it would be the email.
15 Q. Thank you. Now, when it came to the age verification,
16 we have seen that they had to put identification in,
17 would you agree that because many of the items sold by
18 Knife Warehouse are potentially lethal weapons, as well
19 as their appropriate uses, they are capable of causing
20 significant harm to people? It's obvious, isn't it?
21 A. Well, there's potential.
22 Q. So would you agree that, quite apart from the legal
23 requirements, which we will come on to, that potential
24 for harm requires a very careful approach to be taken to
25 the online sale of such items?

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1 A. That's correct.
2 Q. So we should recognise that, at the time of AR's order
3 with you, you did have a fairly prominent, on your
4 website, statement of the need for customers to be 18 or
5 older; would you agree?
6 A. I do agree.
7 Q. You required them to upload identification, driving
8 licence or passport. Did you accept other forms of
9 identification?
10 A. A PASS card. Do you know what they are?
11 Q. A PASS card for what sort of thing?
12 A. It's called P-A-S-S, to prove someone is over 18.
13 Q. A proof of age, thank you. Thank you. What happened if
14 the customer didn't provide a proof of age and
15 identification at that stage?
16 A. They get an SMS message and an email requesting ID and,
17 if we don't get anything back within a couple of days,
18 we cancel the order.
19 Q. Thank you. I think you said in paragraph 6 of your
20 statement that the goods are never shipped until after
21 proof of age has been provided and, if it is not
22 provided, the user will be refunded and their account
23 blocked. Was that right in 2023?
24 A. Yes. Every user account we have a verified and yes or
25 no. If we click it "No", then it's blocked.

6

1 A. Yes, agree.
2 Q. In particular, there's a risk, isn't there, of those
3 under-18 trying to use online retailers to buy knives
4 when they might find it difficult to do in a physical
5 store?
6 A. Yes, but when the age-verified delivery came in, the
7 amount of under-18s attempting reduced dramatically
8 because they knew that they would be IDed on the
9 doorstep as well, just like in a shop, so that played
10 a massive part in reducing --
11 Q. So your experience was that that was a positive change
12 because you found fewer under-18s trying to buy items,
13 once they knew it would be age verified on delivery?
14 A. Yes, that really reduced it a lot. We used to get a lot
15 of quite badly made fake IDs come in and people using
16 specimens from the internet, very easy to spot but they
17 would give it a go but then it seemed to stop.
18 Q. Given the potential harms in the business in which you
19 were engaged and still are engaged, can I ask you this:
20 other than the specific criminal law requirements around
21 selling knives was there any other regulation of you as
22 an online knife seller? Did you have to be registered
23 with the Home Office or registered with the local
24 authority, anything like that?
25 A. No, but I know they're discussing that in the spring, to

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1 bring in licensing, which -- we have had police meetings
 2 and we suggested that in the past and maybe importers'
 3 licences, that came up as well.
 4 Q. Thank you. Would you support the licensing of online
 5 knife sellers --
 6 A. Definitely, yes.
 7 Q. -- to ensure good standards are kept and maintained?
 8 A. Definitely.
 9 Q. Looking at the age verification process in a little bit
 10 more detail, if we have on the screen, please,
 11 KWA000002. You deal with this in your statement but
 12 I'm bringing it up in fairness to you and to Knife
 13 Warehouse because I think that this was the age
 14 verification policy that came up under the "Age
 15 Restrictions" section of your website; is that right?
 16 A. That's right.
 17 Q. "Click to Upload ID", a big clear sign, no under-18s,
 18 and headlines:
 19 "It is illegal to sell knives, swords or crossbows
 20 to anyone less than 18 years of age."
 21 "We cannot and will not sell to any person less than
 22 18 years of age. If you are underage, please do not
 23 attempt to purchase from us as your order will be
 24 cancelled, it is also against the law for you to attempt
 25 to purchase any knife or weapon."

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1 "It is illegal to sell knives [in bold], swords and
 2 crossbows to anyone less than 18 years of age. WE WILL
 3 CHECK YOUR AGE BEFORE WE SHIP ANY ORDERS."
 4 So, again, I think in fairness to you, your website
 5 emphasising this in a number of ways and in a number of
 6 places; would you agree?
 7 A. I do agree.
 8 Q. You tell us in paragraph 18 of your statement -- we
 9 don't need to bring it up -- that, effectively, even at
 10 this time in 2023, you had two protections in place:
 11 there's the age verification at time of purchase and the
 12 age verification at the time of delivery.
 13 A. That's correct.
 14 Q. Can you help the Inquiry, please, with how the age
 15 verification at the time of purchase worked? If, as AR
 16 did, he put a form of photo ID in, in his case it was
 17 a driving licence, how do you check that? What did you
 18 do to try to verify that it was genuine and it was
 19 an identification from the person who was contacting
 20 you?
 21 A. I don't know, just match the name and date of birth, and
 22 the ID looked very genuine. I believe it was a genuine
 23 ID but not his.
 24 Q. So you matched the name and date of birth. Match it
 25 with what?

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1 If we can just leave where it is on screen at the
 2 moment please, right at the bottom we see:
 3 "We have to be sure every customer is over 18 for
 4 obvious reasons so please do not take offence when asked
 5 to prove your age, we are very strict with this and make
 6 no exceptions ... Please do not send the ID of another
 7 person, it sounds silly but we get it every day, we are
 8 trying to identify the customer's age, no one else's.
 9 NO SELFIES, please, they are clearly not proof of age,
 10 it could be a photo of anyone."
 11 If we just scroll down a little bit now -- I think
 12 that's the end of that section.
 13 So the guidance there at least warning people
 14 against the use of other people's identification, yes?
 15 A. Yes.
 16 Q. Was that in place at the time -- you have exhibited to
 17 your statement, was that what you had at the time of the
 18 sale to AR in 2023 or is that updated more recently?
 19 A. No, I'm sure that's been there for years.
 20 Q. Thank you. As a company, you also had -- can we look at
 21 it please, KWA000005 -- reinforcing the same message,
 22 you had a "Legal Information" section, saying that:
 23 "Knife Warehouse is a responsible knife retailer."
 24 A brief overview was given and, at the bottom of the
 25 page, a warning that:

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1 A. With the driver's licence and the details put in.
 2 Q. So you check that the person who is emailing you, the
 3 name that's given on the email and the forms, matches
 4 the identification; is that right?
 5 A. Well, the delivery name was the same as the driver's
 6 licence, it appeared genuine, there was no
 7 suspicious ...
 8 Q. Thank you. You mentioned earlier in your evidence,
 9 I think, that you used to see a lot of fake IDs. Did
 10 you get a bit of experience, in practical terms, in
 11 spotting at least obviously fake IDs?
 12 A. Yes. I used to go on the internet and look up specimen
 13 passports and drivers' licences and they all seemed to
 14 have the same name, and there's some foreign websites
 15 that you can buy fake ID from and there's slight
 16 differences with the drivers' licences, so I would print
 17 them off and --
 18 Q. You would check that?
 19 A. -- try and memorise them, yes.
 20 Q. Did you do any monitoring to try to keep an idea of the
 21 levels of pass/fail of age verification. Did you keep
 22 records of that?
 23 A. Sorry, can you say that again?
 24 Q. Did you keep any audit trail of the pass/fail of ID
 25 verification? Did you keep an eye on the statistics of

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1 how many people would fail age verification?
 2 **A.** No, I don't have any of that.
 3 **Q.** You have indicated that you would have a system for
 4 blocking, which was based, I think you said, on the
 5 email. Would you try to block a delivery to the same
 6 address if somebody had provided fake identification?
 7 **A.** I don't know if I can block addresses.
 8 **Q.** While a system whereby you acquired a driving licence or
 9 a PASS ID or a passport appears on its face to have
 10 complied with the legal requirements at the time, would
 11 you agree that it was open to abuse, in that somebody
 12 who had got hold of a genuine identification, which is
 13 what AR appeared to have done, and claimed to be that
 14 person, that they could get through the age verification
 15 test, just by saying, "Oh, yes, my name is John but
 16 I have an ID in Tom Smith", they email you as Tom Smith,
 17 the ID, and that passes that process?
 18 **A.** I do now. At the time, it didn't seem to be an issue,
 19 didn't seem to come up. I can't remember another time.
 20 **Q.** Yes. I will come back at the end to reflections and the
 21 future but having a process -- given that it is
 22 knives -- whereby you have to have the person on screen
 23 and do a video check that the person actually looks like
 24 the form of identification, that would be
 25 a strengthening, wouldn't it?

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1 There's UPS, DPD and Royal Mail, but we have always used
 2 Royal Mail.
 3 **Q.** Thank you. In paragraph 22 of your statement, you say:
 4 "Royal Mail's age-verified delivery service is used
 5 for all deliveries of any bladed items. Parcels are
 6 clearly marked as 'Contains a bladed item, Delivery to
 7 over 18 only', and are marked as age-verified delivery".
 8 How confident are you that the items that you were
 9 sending out in 2023 contained packaging that said
 10 "Contains a bladed item"?
 11 **A.** Yes, confident. It was on the actual Royal Mail label
 12 as well, as a template.
 13 **Q.** We may come back to that. The evidence the Inquiry has
 14 received, which will be presented in due course,
 15 suggests that Royal Mail for this delivery did indeed do
 16 age verification and the evidence may suggest that the
 17 machete, in AR's case, was handed over to AR's father,
 18 and it is right that I should make that clear, in
 19 fairness both to you and to Royal Mail. But, as an
 20 online seller of knives, did you have any process for
 21 spot checks or checks with the customers who received
 22 your items, that age verification was being done? Did
 23 you run any system of spot checking that?
 24 **A.** I have tested other retailers to see if they were using
 25 age-verified delivery and also for Amazon as well.

15

1 **A.** Yes, that would. Actually, they're talking about the
 2 digital ID at the moment. That sounds ideal for this.
 3 **Q.** I follow. But in terms -- although there was that
 4 vulnerability in your processes, did you understand at
 5 the time that the type of checks that you were doing
 6 were compliant with the law as it then stood?
 7 **A.** Yes, it was.
 8 **Q.** Turning to the age-verified delivery, you explain in
 9 your statement that, at the time, what that required was
 10 that when the bladed item was delivered, if the person
 11 who was taking it appeared under the age of 25, they
 12 would need to provide identification on delivery to
 13 prove that they were over 18; is that right in basic
 14 terms?
 15 **A.** That's right and I've checked it and the postman or post
 16 lady they ask for a year of birth, as well, and put that
 17 into their scanner.
 18 **Q.** Thank you. Then you explain -- and we know it was the
 19 case with AR -- that it was Royal Mail that you used for
 20 deliveries and you booked their age-verification
 21 delivery service?
 22 **A.** That's correct, yes.
 23 **Q.** Was there a reason why you chose that service from Royal
 24 Mail?
 25 **A.** There's not many options for age-verified delivery.

14

1 I sent one to my daughter, who was 12, just to see if
 2 they would deliver it to her but my wife answered the
 3 door for that one. But -- yes, so I have done spot
 4 checks to see if it works.
 5 **Q.** That's spot checks on other retailers. What about
 6 checking at the point of delivery that your sales were
 7 being age verified? Again, I raise that with some
 8 caution because the evidence suggests that Royal Mail
 9 did it in AR's case, but did you have any system for
 10 just checking with a proportion of customers, checking
 11 in with them, "Can we just check that your knife was age
 12 verified when it was delivered"?
 13 **A.** No, I haven't done that, but they have always age
 14 verified when they have returned to me and, obviously,
 15 I'm over 18 but they still asked for my year of birth.
 16 **Q.** Is doing some sampling of your customers to double check
 17 that age verification is appropriate something that you
 18 might think about in the future?
 19 **A.** Definitely, yes. I hadn't thought of that.
 20 **Q.** You also explain, in paragraph 19 of your statement,
 21 that your understanding is that Knife Warehouse as
 22 a site is something that will be picked up on parental
 23 controls and blocked if parental controls are set
 24 appropriately?
 25 **A.** Yes, it is. I can't -- if I'm in a Pret or a coffee

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1 shop and I use their internet, I can't get on my own
 2 website, so they do block.
 3 Q. Thank you. Let us turn then from the general matters to
 4 AR's order. Can we have on the screen, please,
 5 KWA000009. This is another of your helpful exhibits
 6 and we see the confirmation of customer order. So just
 7 picking up a few of the details here, we can see the
 8 date, 3 October 2023, yes?
 9 A. Yes.
 10 Q. It's not a particularly expensive item, at just short of
 11 £25; would you agree?
 12 A. Not that expensive, no.
 13 Q. The order was placed and we have redacted part of the
 14 name for data protection reasons but Olakunle also has
 15 a name of Samuel, so that's the billing address and the
 16 shipping address, both going to AR's home address, 10
 17 Old School Close; would you agree?
 18 A. Yes.
 19 Q. The item, a Black Panther -- it says "Kurki", but
 20 I think that should be kukri; is that right?
 21 A. Yes, I think it's just the style of blades, a curved
 22 blade.
 23 Q. A Black Panther machete, yes?
 24 A. Yes.
 25 Q. If we look at MERP000486, this is one of the exhibits

17

1 Q. "Kukri", what is kukri?
 2 A. I believe it's just the style of blade.
 3 Q. What is kukri most associated with, Mr Wheeler?
 4 A. I don't know, to be honest. I think -- I thought it was
 5 just a curved machete.
 6 Q. Are you not aware that what a kukri is most famed for is
 7 the weapon of choice for the Gurkhas?
 8 A. Oh, right. No.
 9 Q. And that for those interested in knives, for the
 10 kukri-style of machete, widely used in Nepal, has that
 11 particular resonance that it is the weapon used for
 12 a long time by the Gurkha regiment. Were you really not
 13 aware of that?
 14 A. Well, not this thing.
 15 Q. But the name, you didn't realise that it might have
 16 a connotation with military use by a regiment best known
 17 for their bravery and fierceness?
 18 A. No, I thought it was just the shape of the machete, or
 19 the blade, rather.
 20 Q. Black Panther, what does that suggest to you,
 21 Mr Wheeler?
 22 A. It was just the brand name.
 23 Q. Well, it may be the brand name but what does it suggest
 24 to you in the real world?
 25 A. I don't know, it's just an animal.

19

1 that you provided, I think, to the police. Could the
 2 top of that just be expanded, please. Very helpfully
 3 for us, and I'm sure for the police, you provided, at
 4 a time when they couldn't find the as-delivered machete,
 5 how it would have appeared on your website.
 6 Entirely black in colour?
 7 A. Yes.
 8 Q. Why is that?
 9 A. I have no idea. That's just how they come. Black seems
 10 to be the most popular colour.
 11 Q. Why do you think that is?
 12 A. I don't know. People just prefer black.
 13 Q. Really?
 14 A. That's what I found when we have had different colours.
 15 We have pocket knives of red, blue, gold, but black
 16 always outsells any other colour.
 17 Q. If a machete was being used for agricultural purposes,
 18 it wouldn't matter what colour it was, would it?
 19 A. No.
 20 Q. In the real world, a black machete, a machete with
 21 an entirely black silhouette, looks more sinister.
 22 A. I suppose so, yes.
 23 Q. There's no "suppose so" about it. It makes it look more
 24 like a sinister weapon; would you agree?
 25 A. Yes.

18

1 Q. A friendly animal?
 2 A. No, no.
 3 Q. Black Panther kukri machete, with a completely black
 4 silhouette, it might be thought, is named and branded in
 5 a way to make it look as ferocious as a weapon as
 6 possible; is that fair?
 7 A. Maybe so. I never thought about that at the time, or
 8 I didn't think of it in that way.
 9 Q. But this, Mr Wheeler, is your -- if I may use the
 10 phrase -- chosen specialist subject. Did it really
 11 never occur to you that a machete advertised in this
 12 way, "Black Panther Kukri Machete", with a completely
 13 black silhouette, is really speaking to its use as
 14 a weapon or to frighten or intimidate people? That's
 15 the truth, isn't it?
 16 A. That wasn't my intention, no.
 17 Q. But it's the objective effect and it's your website.
 18 A. It is, yes, and I suppose it's -- some people would look
 19 at it like that.
 20 Q. Thinking about it now, was that responsible, in terms of
 21 a machete, to advertise and market in that way? Was
 22 that a responsible thing to do?
 23 A. Now I wouldn't sell them. At the time, Black Panther
 24 didn't mean anything to me particularly and I didn't
 25 think of it as a weapon of particular menace or anything

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1 like that. At the time, it was just another product.
 2 **Q.** Just another product?
 3 **A.** Yes.
 4 **Q.** That's your evidence?
 5 **A.** Sorry?
 6 **Q.** That's your evidence: just another product, you hadn't
 7 thought about it that much?
 8 **A.** Not a couple of years ago.
 9 **Q.** Just remind us, how long had you been in the trade:
 10 since 2010?
 11 **A.** 2010.
 12 **Q.** Thank you. That can be taken from the screen. AR then
 13 uploaded as proof of age -- can we have on the screen
 14 MERP000392, please. Could that just be rotated, thank
 15 you very much.
 16 Now, a lot of this licence -- because this appears
 17 to be a genuine licence in somebody else's identity, we
 18 have obviously blacked out those details but you have
 19 been able to see the unredacted version, haven't you?
 20 **A.** Yes, I do have a copy.
 21 **Q.** Again, in fairness to you, this has all the hallmarks,
 22 as far as you can tell from this image, of being
 23 a genuine driving licence?
 24 **A.** Yes, I believed it to be genuine.
 25 **Q.** The driving licence though belonged to a black gentleman

21

1 **Q.** I don't want to be ageist about it, but did you wonder
 2 why a gentleman in his 60s in Uxbridge was ordering an
 3 agricultural knife, if that's really what it can be
 4 described as, and wanting it shipped to Banks in
 5 Lancashire?
 6 **A.** No, I didn't, not at the time.
 7 **Q.** Or what a man in his 60s might want with a Black Panther
 8 machete in the first place?
 9 **A.** No, I didn't think about it at the time.
 10 **Q.** Do you think you should have thought about it at the
 11 time?
 12 **A.** Yes, I do now.
 13 **Q.** Thank you. That can be taken from the screen. Again,
 14 Mr Wheeler, you have very helpfully and very promptly
 15 provided copies of the exchange of emails and, again,
 16 we're grateful for all the detail that you have provided
 17 in your evidence.
 18 Sir, just for your note, at KAW000007, KAW000008
 19 and KAW000009, Mr Wheeler, you have provided the
 20 exchange of emails, but I think, insofar as your company
 21 was concerned, those were automated emails about the
 22 order process. There was no specific exchange in which
 23 AR was saying things to you or you were saying things to
 24 him. It was just standard automated emails.
 25 **A.** No, it was just the welcome email, the order email,

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1 born in 1961, therefore in his 60s, living in Uxbridge.
 2 **A.** Yes.
 3 **Q.** Where was the order for the machete being delivered to?
 4 **A.** It was to AR's address that we saw earlier in the other
 5 exhibit.
 6 **Q.** Yes, in Banks in Lancashire.
 7 **A.** Yes.
 8 **Q.** Just over, I think, 200 miles away from Uxbridge. Did
 9 that not ring alarm bells?
 10 **A.** I can't remember because it was two years ago, but it
 11 didn't -- I didn't spot anything or don't remember
 12 anything at the time.
 13 **Q.** Would you personally have looked at this driving licence
 14 and checked it as the ID?
 15 **A.** Yes.
 16 **Q.** Looking at it now, does that strike you as strange?
 17 **A.** Yes. This year, we have been asking for proof of
 18 address as well. A lot of people have just moved and,
 19 so far, everyone has been sending in utility bills or
 20 council tax to prove they do live at the address it is
 21 being shipped to. But at that time, there was -- it
 22 wasn't a requirement.
 23 **Q.** What's the legitimate use for a machete? If it's not
 24 used as a weapon, what's its legitimate use in the UK?
 25 **A.** To cut vegetation, I think, is its primary design.

22

1 I believe, and then a feedback email that gets sent from
 2 another company.
 3 **Q.** Thank you. Mr Wheeler, at the time of your statement to
 4 the police, and indeed at the time of your statement to
 5 this Inquiry, no criticism of you at all, neither the
 6 police nor the Inquiry had available imagery of the
 7 machete as-delivered, but since you provided your
 8 statement, we now do have that. You have been put on
 9 notice of this, so can we have on the screen, please,
 10 MERP008292. This is the first of a series of
 11 photographs that the Merseyside Police have provided.
 12 If we could go to page 3, please. Does that look
 13 like the grey packaging, with a packaging label -- we
 14 will come to the label in a moment -- but then the black
 15 box for the Black Panther machete itself?
 16 **A.** Yes, that looks like the one.
 17 **Q.** Thank you. Page 4, please. There was, on the inside of
 18 the packaging, that red circular warning "Extremely
 19 sharp, case for storage only", that looks like the
 20 manufacturer's standard warning on the packaging,
 21 presumably so that people don't injure themselves when
 22 unpacking.
 23 **A.** Yes, that's correct.
 24 **Q.** Thank you. Page 5, please. There is the nylon sheaf,
 25 I think, that it came with and the Black Panther machete

24

1 in a wrapping.
 2 Page 7 please. We see that the machete unfurled.
 3 Again, I dealt with that in terms of the description but
 4 it doesn't seem particularly stylised for the lawful
 5 legitimate agricultural use, does it: all black in that
 6 way?
 7 A. I don't know what the colour makes it more offensive
 8 but --
 9 Q. Really?
 10 A. I don't -- well, black -- I don't know.
 11 Q. It's not more threatening in a way, more sinister, Black
 12 Panther?
 13 A. Maybe so, but I didn't think so.
 14 Q. Page 19, please. Could that just be rotated please.
 15 Thank you very much. We can see the return address of
 16 your company, so presumably you are happy this is the
 17 item that you shipped?
 18 A. Yes.
 19 Q. Thank you very much. Again, in fairness to you, the
 20 packaging label here has got a clear "Age Verification"
 21 stamp. A bit smaller -- we will see it in the next
 22 photograph a bit clearer -- but "Age Verification, Over
 23 18 Only".
 24 You mentioned earlier on, and you remember that
 25 I said I would come back to it, that parcels are clearly

25

1 with it, you would entrust that to the Royal Mail
 2 service that I have asked you about?
 3 A. I do, yes.
 4 Q. As I have covered already, but just to re-emphasise,
 5 Royal Mail in their evidence to this Inquiry say that
 6 they have done checks, they have carried out interviews,
 7 that the item was age verified and that the information
 8 that's been given by the driver tends to suggest that
 9 the recipient at the address was AR's father. So I'm
 10 not for a moment going to suggest that you hadn't
 11 ordered an age-verified delivery and I'm not going to
 12 suggest that age verification did not take place because
 13 the evidence suggests that it does. Do you follow?
 14 A. I do.
 15 Q. Thank you. Can I ask a few more questions about
 16 concerns that might arise from those seeking to order
 17 knives. I'm asked to explore with you whether you have
 18 any specific safeguards in relation to customers making
 19 bulk orders. Is that something that you have in place?
 20 A. That's part of the new Ronan's Law, where they haven't
 21 really given us any guidance but, yes, any bulk orders
 22 we are meant to tell a knife intelligence officer.
 23 Q. So that's something -- bulk orders -- at the time you
 24 didn't have in place, but it sounds like you are
 25 introducing as a result to changes in the law; would

27

1 marked as "Contains a bladed item". Where do we see
 2 that? Take your time.
 3 A. I don't -- only the age restricted item and the 18 plus
 4 symbol.
 5 Q. Yes, but it doesn't say "Contains a bladed item", does
 6 it?
 7 A. No. It's usually shows Dymo labels, we print them off.
 8 Q. Were you aware that there was a legal requirement at the
 9 time, in terms of the labelling and packaging, not just
 10 to make it clear that it was age restricted but there
 11 was a legal obligation, when you were selling knives, to
 12 make sure that the packaging said that it contained
 13 a bladed item?
 14 A. Yes, I was aware of all the laws.
 15 Q. You did not meet your legal duty in that respect, in
 16 terms of this delivery; would you agree?
 17 A. Well, this is the first time I've seen this parcel but
 18 it appears not to be on there, yes.
 19 Q. Then over the page, please, to 21, if that can just
 20 be -- no, that's fine, thank you. But, again, in
 21 fairness, there is the "Over 18 Only", so that aspect
 22 clearly stamped on the label; would you agree?
 23 A. I agree.
 24 Q. Thank you very much. Turning to the delivery itself,
 25 presumably you wouldn't then have any further dealings

26

1 that be fair?
 2 A. That's fair, yes.
 3 Q. Insofar as it may be relevant, back in 2023/2024, would
 4 you have voluntarily, as a matter of your discretion,
 5 intervened if somebody was trying to make a bulk order
 6 or would you just have seen that as good business: if
 7 they're ordering 30 machetes, "That's good for us"?
 8 A. No, not that amount, no. It would be rare to buy more
 9 than a few items.
 10 Q. Your statement details some changes that you have made
 11 since the incident. One of the things that you tell us
 12 about in your statement is that your website now has
 13 a pop up. Does that come up on first entry into your
 14 website?
 15 A. Yes. That was suggested by the Inquiry and I thought
 16 that was a good idea. It doesn't stop people from still
 17 going into the site but they can't see anything until
 18 they get a warning saying they must be over 18.
 19 Q. Yes. You will forgive me being a fussy lawyer but
 20 I don't think it is quite right that it was suggested by
 21 the Inquiry. I think the query to you for your
 22 statement asked if you had precautions such as a pop up?
 23 A. Okay.
 24 Q. But I think seeing that, you then thought, "That's
 25 a good idea, I will do that", would that be fair?

28

1 A. That's right, yes, that makes sense.

2 Q. Thank you. The Inquiry team have been able to have

3 a look at that. Does that warn, when someone first goes

4 to your website, that many of your items require age

5 verification and for over 18s only?

6 A. Yes, I think it is just one more warning for them not

7 to -- if they're under 18.

8 Q. You have touched upon it but a change that you have

9 introduced, is this right, is that you now have

10 increased security at the stage of the age verification

11 of the purchase because you ask for proof of address?

12 A. Yes. We have been checking the electoral register. If

13 someone provides a passport -- if we have a driver's

14 licence, we can check the address straightaway but, yes,

15 I email them and ask them for a bill or some evidence

16 that they do live at that address, specifically to try

17 and prevent what's happened here.

18 Q. Thank you. So the driving licence will contain the

19 address and you can then check that against the

20 electoral roll but, if it's a form of identification

21 with no address, you ask for proof of where their

22 address is and you check that against the electoral

23 roll, as well as looking at the validity of the

24 identification; is that right?

25 A. That's right. I couldn't think of any more systems we

29

1 A. Absolutely, yes.

2 Q. There are changes going through Parliament at the moment

3 to the law that may require the item -- for the

4 age-verified delivery -- to be delivered to the same

5 person who made the order. Have you made any

6 preparations towards bringing in that system?

7 A. Actually, I changed the wording on our "Bladed Article"

8 sticker to say "Addressee Only" in bold. I know it's

9 not law yet but, hopefully, the delivery driver will

10 read that.

11 Q. All right. You say, "Hopefully the delivery driver will

12 read that", and one understands what you mean, but do

13 you think in due course that's something you are going

14 to have to be tighter on than hoping that the delivery

15 driver will read it?

16 A. Well, I'm sure Royal Mail will make it their policy when

17 the law comes in.

18 Q. Thank you. Is there any system in the industry at the

19 moment that helps you to identify customers of concern,

20 like those for convictions of knife crime or those with

21 a known propensity to violence: do you get any system,

22 any database, or any help with that?

23 A. No, but I have had meetings with police to discuss

24 things like this in the past. I wanted to suggest to

25 them that, especially people that are on a watch list,

31

1 could put in place at the time.

2 Q. If it doesn't match, what then happens in your current

3 way of doing things?

4 A. I have cancelled a couple of orders if they say they

5 can't provide proof but, so far most people have just

6 provided it or said, "Send it to the driver's licence

7 address". Some people have, like -- try to get it

8 delivered to their mum while they're at work, and so

9 forth like that, but yes, currently that seems to be

10 working.

11 Q. You tell us in paragraph 36 of your statement, you will

12 only ship with age-verified couriers to an address that

13 matches the identity document provided with the

14 purchase.

15 A. Sorry?

16 Q. It is your paragraph 36:

17 "... I will only ship with age verified couriers to

18 an address that matches the identity document provided

19 with the purchase."

20 A. Yes, that's the policy now.

21 Q. So, in this case, looking at AR, when his identity was

22 for a man called Samuel, living in Uxbridge, that would

23 now fail your test because you would say, "No, no,

24 that's a driving licence of someone in Uxbridge, I'm not

25 delivering to Banks in Lancashire"?

30

1 if they could scan our orders for any names of interest

2 or known associates, specifically on a watch list, then

3 it's more preventative. They could stop the order or

4 they could arrest the person, especially if they're

5 known to be dangerous, but we don't have any information

6 like that.

7 Q. So you don't positively have that information but, as an

8 online retailer, you don't have a difficulty with

9 providing information to the police?

10 A. No. I have suggested it several times and we have had

11 a few meetings with -- more about gangs, than anything

12 else.

13 Q. Thank you. Are there any other changes that you have

14 made to your own systems, Mr Wheeler, that you think

15 would be helpful for the Inquiry to know about?

16 A. No, apart from the product range, which -- there's no

17 more machetes available and movie knives, which used to

18 be popular, but people don't like them or they appear to

19 be more violent, we have removed them and also reducing

20 the size of the knives to -- we're thinking anything

21 under 8 inches or a pocket knife and anything that looks

22 practical.

23 Q. Is that a change that you're thinking of bringing in to

24 restrict the length of knives, so to be more cautious

25 than the law is? Is that something you're thinking of

32

1 bringing in but haven't yet brought in?

2 **A.** We have started. The machetes are all gone, the swords,
3 any large hunting knives, they're gone. I'm thinking
4 maybe to stick to pocket knives, which obviously they
5 can still be used as a weapon but they're a lot less
6 dangerous.

7 **Q.** Now, one understands that you have said that the
8 machetes have gone and, in fairness to you, it is marked
9 as being out of stock but do you realise that your
10 website, certainly as of last night and I think as of
11 this morning, still has, albeit out of stock, a Buckland
12 kukri field knife machete on your website?

13 **A.** I was only aware of that when I spoke to you this
14 morning and we saw it. It shouldn't have been visible
15 but it's not for sale.

16 **Q.** Notwithstanding the questions that the Inquiry has asked
17 you to address, until I and the Inquiry legal team
18 showed that to you this morning, were you really not
19 aware that that was still visible on your website?

20 **A.** No. I thought everything was on hidden or deleted.

21 **Q.** Mr Wheeler, the description for that item says:
22 "This deeply curved kukri machete from Buckland is
23 designed with a phenomenal curve angle that puts the
24 full weight of the knife behind each cut. It's
25 a well-known design [the kukri] and has stood the test

33

1 sensible eyes might well think that.

2 **A.** They may do, yes.

3 **Q.** Do you think that that reasonable outside observer might
4 think that it's pretty offensive to pretend that the
5 reason for the machete being all black is so that, if
6 you are fishing with a black machete, you're not going
7 to scare the fish?

8 **A.** I don't know, to be honest.

9 **Q.** Thinking about some of the questions that I have asked,
10 does it cause you to reflect that perhaps you haven't
11 taken the responsible care with some of the items on
12 your website that you should have done, in terms of
13 their description?

14 **A.** Yes, in hindsight then, I would change that one.
15 Definitely I would change the product range.

16 **Q.** You have touched on the fact that the website, certainly
17 when we sent the request to you, had for sale, and
18 I think in stock, Rambo knives and items with names such
19 as Predator, Cold Steel, Walking Dead. In your
20 statement, you suggest that the knives are called that
21 because they are all named after films and things in the
22 media; is that right?

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

24 **Q.** Again, thinking about the real world, even at the time,
25 did you not pause to think about whether knives being

35

1 of time."

2 Just pausing there in the description, this is
3 another machete that has a completely black silhouette,
4 yes?

5 **A.** Yes.

6 **Q.** The description on your website, it says:
7 "It is non-reflective so won't scare the fish away
8 if you're out on the lake!"
9 Thinking about it now, what do you make of that
10 description for why that machete is all black?

11 **A.** I didn't write that description.

12 **Q.** No, but it's on your website.

13 **A.** Yes. Sorry, could you repeat the question?

14 **Q.** "It's non-reflective so won't scare the fish away if
15 you're out on the lake!"

16 **A.** To be honest, I don't really know what that means.

17 **Q.** Do you read this material before putting it on your
18 website?

19 **A.** Yes.

20 **Q.** The outside observer might think that it is very obvious
21 that the purpose of an entirely black silhouette machete
22 is to make it look more ferocious and more sinister.
23 Would you agree? We've covered that.

24 **A.** That was never my opinion before, no.

25 **Q.** No, but somebody looking at it from outside with

34

1 sold as Predator, Cold Steel, Walking Dead, had the
2 sound of weapons about them?

3 **A.** No, they were very collectible. Cold Steel was just
4 a brand name. That's not a movie.

5 **Q.** But what does "Cold Steel" imply when it is a knife,
6 Mr Wheeler?

7 **A.** It's just a brand from America.

8 **Q.** It may be a brand name but, again, to the outside
9 observer, Cold Steel is a phrase used about things like
10 bayonets and stabbing people, isn't it?

11 **A.** I was not aware of that, no.

12 **Q.** Really?

13 **A.** Really, yes. Cold Steel?

14 **MR MOSS:** Sir, there were some questions from, I think, two
15 advocates. I'm just looking across to my left to see if
16 either of them had any questions. I'm seeing shakes of
17 heads.

18 Sir, do you have any additional questions for this
19 witness?

20 Questioned by THE CHAIR

21 **SIR ADRIAN FULFORD:** Just one thing from me. The machete we
22 have been discussing this morning was bought in 2023.
23 You haven't been asked to look this up in advance but,
24 off the top of your head, can you help us with
25 approximately how many machetes your company sold during

36

1 2023?

2 **A.** I really don't know. I can find out for you.

3 **SIR ADRIAN FULFORD:** Can you give us whether it's 50, 100,

4 200, 500, what's the ballpark?

5 **A.** I would say over 100.

6 **SIR ADRIAN FULFORD:** Can I ask you to check on the figures

7 for 2023, please, and let us know? So all machetes of

8 all descriptions.

9 **A.** Yes.

10 **SIR ADRIAN FULFORD:** So let's say it was 100 in 2023, is it

11 your evidence then that those machetes which your

12 company sold were, in your view, all going to be used by

13 whoever bought them to cut vegetation?

14 **A.** Well, I couldn't tell what their intentions were, to be

15 honest.

16 **SIR ADRIAN FULFORD:** So did you have any curiosity at all as

17 to who was going to be buying these items and why they

18 were going to be buying them?

19 **A.** Well, I pay particular attention to what I would call

20 more gang areas.

21 **SIR ADRIAN FULFORD:** Well, what does that mean? So if there

22 had been a request from a particular area in London, how

23 would you know whether that was a gang-related request,

24 or somebody who really did have an interest in clearing

25 vegetation?

37

1 the oath or affirmation, please.

2 JUAN MARTÍNEZ (affirmed)

3 *(All answers interpreted unless otherwise indicated)*

4 Questioned by MR MOSS

5 **MR MOSS:** I am just going to pause for a moment to see --

6 can I just indicate to our interpreter that we didn't

7 receive your interpretation. It may be a problem.

8 **INTERPRETER:** *(Oath interpreted)*

9 **MR MOSS:** Thank you. Please give us your full name,

10 Mr Martínez.

11 **A.** Juan Martínez Ciguentes.

12 **Q.** Thank you. Could we have shared on the screen, please,

13 HKAW000032. Mr Martínez, could you just confirm that

14 this is the statement that you gave to this Inquiry on

15 21 August this year?

16 **A.** Could you repeat please? I cannot hear you.

17 **Q.** So can you just confirm that this is the statement you

18 gave to this Inquiry on 21 August this year.

19 **A.** Yes.

20 **Q.** Are the contents of the statement true to the best of

21 your knowledge and belief?

22 **A.** Yes.

23 **Q.** If we can have on screen, please, HKAW000033,

24 Mr Martínez, can you confirm that this is a second

25 statement you provided to the Inquiry?

39

1 **A.** I wouldn't know, I'm afraid.

2 **SIR ADRIAN FULFORD:** No. So I think it comes to it, doesn't

3 it, that you didn't actually really have any curiosity

4 about who you were selling this to?

5 **A.** I suppose not, sir.

6 **SIR ADRIAN FULFORD:** Thank you very much for coming.

7 **MR MOSS:** Sir, there are some technical issues that we need

8 to sort out. May I ask for a slightly extended break?

9 May I ask for 20 minutes but get notice to you if we

10 need any longer.

11 **SIR ADRIAN FULFORD:** Certainly. I will rise.

12 **(11.01 am)**

13 **(Short Break)**

14 **(11.28 am)**

15 **SIR ADRIAN FULFORD:** Mr Moss.

16 **MR MOSS:** Thank you, sir. Our next witness is Juan Martínez

17 and he will be giving evidence through an interpreter.

18 Could I just ask first of all that our interpreter takes

19 the oath.

20 **(Interpreter sworn)**

21 **MR MOSS:** Thank you. I think we need to do two things.

22 Could we just please ask for our interpreter just please

23 to speak up because you are very faint and it may be

24 that the technicians will need to do some work with the

25 sound as well, and could I ask for Mr Martínez to take

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1 **A.** The statement as it appears, yes.

2 **Q.** That it is dated 22 September and can you confirm that

3 that statement is true to the best of your knowledge,

4 information and belief?

5 **A.** Yes, 22 September, yes. Now, I don't hear you.

6 **Q.** And that the statement is true to the best of your

7 knowledge, information and belief?

8 **A.** Yes.

9 **Q.** Thank you. Can you confirm, Mr Martínez, that you are

10 the co-founder and director of a company called Ageo

11 Wholesale UK Limited?

12 **A.** It's correct.

13 **Q.** That company, I think, trades under a name Hunting &

14 Knives, with a website huntingandknives.co.uk?

15 **A.** It's correct.

16 **Q.** You have been a director of Ageo since, I think, 2015?

17 **A.** Correct.

18 **Q.** What types of products do you stock and sell as Hunting

19 & Knives?

20 **A.** Hunting & Knives stock -- doesn't have stock, we can say

21 it like that, but the products that are sold are knives

22 and products of --

23 **INTERPRETER:** Sorry, could I ask to repeat?

24 **MR MOSS:** Yes, it's what types of products do you stock and

25 sell? Don't worry so much about the stock, but what

40

1 sort of products are sold by Hunting & Knives?
 2 **A.** Knives -- knives incorporates everything like from
 3 knives, cutlery, sharp objects and articles/objects such
 4 as gloves and --
 5 **INTERPRETER:** Could I ask to repeat the final word?
 6 **MR MOSS:** All right. Does it include machetes?
 7 **A.** Machetes. Not right now, we don't sell machetes, but we
 8 have been selling machetes.
 9 **Q.** Do you have any criteria that you use to decide whether
 10 or not you will sell knives?
 11 **A.** Sorry, can you repeat the question?
 12 **Q.** Yes. Do you have any criteria that you use to decide
 13 whether or not you will sell knives?
 14 **A.** No. The criteria to sell knives or not, the only thing
 15 that we have is the legislation. In the case of
 16 machetes, it was known that there was going to be a law
 17 whether it was going to prohibit it or not. We
 18 understand it to be the legal thing.
 19 **Q.** Do you sell knives outside of the UK or only in the UK?
 20 **A.** We sell in the UK and outside the UK with another
 21 company (*unclear*). We have it all over the world.
 22 **Q.** What is the name of the other company that you use for
 23 outside of the UK?
 24 **A.** The company that we use outside the UK is called Grupo
 25 Marpasi, and we sell all over the world: America,

41

1 purchase, he bought a machete and, on the second
 2 purchase, he tried to buy a kitchen knife. He bought
 3 and he obtained the machete in the year 2023.
 4 **Q.** All right. So to start with, it is right that AR was
 5 a child when he successfully ordered a machete from you
 6 in October 2023; do you agree?
 7 **A.** He identified to us his driving licence from a person of
 8 62 years old and --
 9 **Q.** Yes, we will come on to that but it is important that
 10 Mr Martínez please listens to the translation of the
 11 question and answers it.
 12 So my question was: AR was a child when he
 13 successfully ordered a machete from you in October 2023;
 14 do you agree?
 15 **A.** Yes.
 16 **Q.** It was delivered by Evri on 26 October 2023.
 17 **A.** Yes.
 18 **Q.** He was able to place that order because he used
 19 a driving licence of a 62-year old man called Samuel?
 20 **A.** Yes.
 21 **Q.** Prior to making the order, he had had some exchange by
 22 email with Hunting & Knives about your age verification
 23 process?
 24 **A.** Yes.
 25 **Q.** In terms of how the machete got to AR, Hunting & Knives

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1 Canada, Argentina, Europe, and all over the world.
 2 **Q.** You are a native Spanish speaker. How do you keep on
 3 top of what the United Kingdom law requires?
 4 **A.** I'm sorry?
 5 **Q.** If you could directly translate my question.
 6 You are a native Spanish speaker. How do you keep
 7 on top of what the United Kingdom law requires?
 8 **A.** The company in the United Kingdom, we have an assessor
 9 who can inform us about any legislation that will affect
 10 us.
 11 **Q.** Who is the assessor and what qualification do they have?
 12 **A.** The assessor is called -- the assessor is called --
 13 **INTERPRETER:** I did not catch that, I'm afraid.
 14 **A.** -- but I don't have any idea of the qualification
 15 involved.
 16 **MR MOSS:** Please explain again who the assessor is.
 17 **A.** The company is called Well Trust(?).
 18 **Q.** Do you pay for their services?
 19 **A.** Yes.
 20 **Q.** I want to start looking at the sale to AR by providing
 21 an overview.
 22 Could you just translate that?
 23 **A.** The sale to AR -- in the statement, AR made a purchase
 24 in October '23 -- I haven't the details of this -- and
 25 then he tried a subsequent purchase. On the first

42

1 sent it to a company called SJ Henderson Fulfilment.
 2 **A.** Yes.
 3 **Q.** They used a contract for a linked company called Ruach
 4 Music?
 5 **A.** (*Not translated*)
 6 **MR MOSS:** Could you just translate what Mr Martínez just
 7 said?
 8 **A.** It appears so.
 9 **Q.** That company, Ruach Music, then used their contract with
 10 Whistl to arrange the delivery through Evri?
 11 **A.** Yes.
 12 **Q.** When the delivery was made, there was no age
 13 verification process on delivery at all.
 14 **A.** It appears no.
 15 **Q.** Having successfully got his hands on a machete from your
 16 company, in June 2024 AR then tried to order a kitchen
 17 knife from you?
 18 **A.** Yes.
 19 **Q.** But because he didn't actually pay for that online, that
 20 order did not go through and it was never delivered?
 21 **A.** Yes, that's how it was.
 22 **Q.** I want to ask you, Mr Martínez, about the legal
 23 requirements.
 24 We will see how we go but I'm going to give the
 25 reference for this and see if we can do it without

44

1 bringing it up on screen but it's ILT000048.
 2 Mr Martínez, are you aware that, under the Criminal
 3 Justice Act 1988, it is an offence to sell a knife or
 4 other bladed or pointed article to someone who is under
 5 the age of 18?
 6 A. Yes.
 7 Q. But that there is a legal defence, if you as the seller
 8 take appropriate precautions.
 9 A. Yes.
 10 Q. The general requirement as a seller is that you must
 11 prove that you took all reasonable precautions and
 12 exercised all due diligence to avoid the knife being
 13 sold to somebody under the age of 18.
 14 A. Yes.
 15 Q. Were you aware that there were four conditions specified
 16 and that each condition had to be met in order for you
 17 to show that you had exercised all reasonable
 18 precautions?
 19 A. Could you repeat? I have not understood. I cannot hear
 20 you.
 21 Q. Were you aware that the law set four conditions, which
 22 all had to be met in order for you to show that you had
 23 taken all reasonable precautions?
 24 A. I think so.
 25 Q. Before I go through them, can you remember what they

45

1 reasonable precautions to ensure that, when finally
 2 delivered, the package would be delivered into the hands
 3 of somebody aged 18 or over?
 4 A. Yes.
 5 Q. Were you aware of condition D, that you did not deliver
 6 the package to a locker?
 7 A. Sorry, I don't know what a locker is?
 8 Q. So something like an Amazon delivery cabinet.
 9 A. Yes, yes, I was.
 10 Q. How confident are you, Mr Martínez, that you, in 2023,
 11 understood all of those four conditions?
 12 A. I was not confident because I ...
 13 *(Not translated)*
 14 Q. Pause there, please. Pause there.
 15 A. I was confident that, through my logistics company,
 16 would be able to comply with the worldwide sales and the
 17 changes in legislation and --
 18 INTERPRETER: Sir, could we ask to repeat one more time from
 19 there, please?
 20 MR MOSS: Could I ask for our interpreter, please, to
 21 translate just what I'm about to say.
 22 Mr Martínez, you must, if you're giving a long
 23 answer, please pause after a few sentences to give our
 24 interpreter a chance to interpret what you are saying.
 25 A. *(Untranslated)* Si.

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1 were?
 2 A. I have to remember what they were?
 3 Q. I will go through them in a moment but you were the
 4 person selling machetes in the UK, so I'm asking you if
 5 you can remember what the four conditions were.
 6 A. That they were not below the age of 18, that we had to
 7 verify their age and that the article or the object was
 8 not illegal, but I cannot remember the other.
 9 Q. Right. So the first condition, condition A, were you
 10 aware that you had to have a system for checking that
 11 the person buying the knife was not under the age of 18?
 12 A. Yes, the verification that was done.
 13 Q. And that that system was likely to prevent children from
 14 buying such knives?
 15 A. Yes.
 16 Q. The second condition, condition B, is about the
 17 packaging. Did you understand that the packaging had to
 18 state that it contained an article with a blade or which
 19 was sharply pointed?
 20 A. Yes.
 21 Q. Also that the packaging had to show, on the packaging,
 22 that it should only be delivered into the hands of
 23 somebody who was 18 years or older.
 24 A. Yes.
 25 Q. Condition C was that you were required to take all

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1 MR MOSS: Could I ask our interpreter, please, if
 2 Mr Martínez's answer is getting too long for you to
 3 reliably translate it, it's a job requiring great skill
 4 and we're grateful to you, but could you ask Mr Martínez
 5 to pause and translate it in sections, please?
 6 INTERPRETER: Yes.
 7 MR MOSS: So you were not confident that you understood it,
 8 but you relied on the company to explain the British
 9 legal requirements; is that a fair summary?
 10 *(Pause)*
 11 Do we still have the link?
 12 Sir, would you forgive me for a moment because,
 13 obviously, we have Secretariat members available who
 14 I know will get a message. Let's just see if we can
 15 re-establish it and, if not, I will ask you to rise but
 16 can I just ask for indulgence for a few moments.
 17 SIR ADRIAN FULFORD: Of course.
 18 MR MOSS: Can you still hear us?
 19 *(Pause)*
 20 Sir, I wonder if I might ask you to rise for five
 21 minutes and we will get a message.
 22 **(11.58 am)**
 23 **(Short Break)**
 24 **(12.04 pm)**
 25 SIR ADRIAN FULFORD: Mr Moss.

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1 **MR MOSS:** Thank you, sir. So my question was this: so you
 2 were not confident in the legal requirements yourself
 3 but you relied on the company that you used to inform
 4 you about them?
 5 **A.** Can you repeat, please?
 6 **Q.** Yes. You were not confident in the legal requirements
 7 yourself but you relied on the company that you used to
 8 inform you about them?
 9 **A.** No. They did not inform us about this. They had
 10 a contract with us, we sent them the merchandise, they
 11 knew what it was ...
 12 *(Not translated)*
 13 **MR MOSS:** It is too long. You must please translate. You
 14 must ask him to pause because his answers are too long
 15 for you to translate in one go. So please ask him to
 16 stop but can you translate what he just said?
 17 **A.** They were under contract with SJ Henderson and the
 18 merchandise was sent to the store and he knew what they
 19 were.
 20 **INTERPRETER:** So then we can continue.
 21 **MR MOSS:** Before you got to the stage of shipping the goods,
 22 how did you understand what your duties under British
 23 law were?
 24 **A.** Before sending the goods, I understood that I -- like
 25 I have commented, we made the verification of age and we

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1 the procedures that you put in place, that the delivery
 2 was age verified. Did you understand that?
 3 **A.** Yes, I understood that the delivery would be, when we
 4 sold a knife in -- when we charged the client, we would
 5 say delivery with the verification of age and that the
 6 company would have delivered the knife, and the law
 7 states that it's not -- truth is *(unclear)* how the
 8 things were carried out. You trusted the person that
 9 you were in contract with, that they were complying to
 10 this, but I didn't know the particularity of
 11 SJ Henderson and Whistl.
 12 **Q.** Did you understand that it wasn't appropriate for you to
 13 delegate the arrangement to somebody else because it was
 14 your personal duty to put arrangements in place that
 15 ensured age-verified delivery?
 16 **A.** Yes. It was a personal duty but maybe, in terms of
 17 personal duty, we did not comply because it wasn't
 18 *(unclear)*. It was spoken on by video conference with
 19 SJ Henderson. He said it wouldn't be a problem, that he
 20 was an expert in this and I don't have any document
 21 where this appears. I cannot show a document that
 22 states what I am saying.
 23 **Q.** A separate part of your duties under UK law was that you
 24 must not market a knife, so sell a knife, in a way which
 25 would indicate or suggest that the knife is suitable for

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1 understood that he, [Henderson] Fulfilment, was the
 2 responsible party to deliver the goods under the
 3 conditions known because of the -- they have been
 4 changed lately.
 5 He didn't communicate this to us, he operated like
 6 a transport company that facilitated the merchandise and
 7 the tracking, we know that the product has been
 8 delivered and if there would be a problem. That's how
 9 we operated, via the transport agency used, from DHL,
 10 DPD, all of them, to -- on a world level, this is how it
 11 is operated from the -- the delivery of the parcel is
 12 via the transport company. The transport company is the
 13 knowledgeable one over this.
 14 **Q.** Please ask Mr Martínez to pause because he is getting
 15 into areas that I will come on to later.
 16 There was a further UK law requirement under
 17 something called the Offensive Weapons Act 2019. Could
 18 you just translate that, please?
 19 Were you aware that, under that law, as the seller
 20 of knives being sent to people's home addresses, you had
 21 a personal duty to ensure that you put arrangements in
 22 this place for there to be age-verified delivery?
 23 **A.** Sure.
 24 **Q.** I'm asking you about the delivery stage, not the online
 25 purchase stage, and it was your duty to ensure, through

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1 combat or is otherwise likely to stimulate or encourage
 2 violent behaviour. Were you aware of that law about how
 3 you marketed knives?
 4 **A.** Yes, sure. The word "combat" is not reflected in the
 5 sale. It's true that the word "combat" could appear as
 6 a name of the brand or the name of the knife. If it's
 7 called this in a determined way, it's the name of the
 8 knife. Really, the knife -- tactical or survival knife,
 9 as I understand, is maybe the translation -- the most
 10 precise translation in English. Here a tactical knife
 11 is a survival knife, is the same. This line of knives
 12 could have -- this line be named combat knife, a knife,
 13 a blade, a machete. It's --
 14 **INTERPRETER:** Sorry. Pause up to, I think, just to finish
 15 off from the last sentence, please.
 16 **MR MOSS:** So I had asked whether Mr Martínez was aware that
 17 he mustn't market the knives in a way that is otherwise
 18 likely to stimulate or encourage violent behaviour.
 19 That was the last part of my question. Was he aware of
 20 that?
 21 **A.** Yes, I am conscious that you're not meant to market so
 22 that you can be violent.
 23 **Q.** Do you now appreciate that there might be a problem with
 24 describing knives as "tactical knives" because that
 25 might suggest military-type use, use of knives as

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1 a weapon?

2 **A.** A tactical knife, as it was before, the hunting knife

3 can be defined as a tactical military or tactical

4 domestic or tactical survival. The survival -- can use

5 tactical most for survival. It wasn't marketed to be

6 used uniquely and solely as a military thing.

7 **Q.** In the real world, most people, when the word "tactical"

8 is used with a knife, would think that's about a weapon,

9 the military. They're not going to think that's about

10 hunting, in the real world, are they?

11 **A.** Maybe not in the real world. In the UK, maybe the word

12 "tactical" is more focused to the military, which is --

13 but in the wider world, the word "tactical", we use it

14 more widely. It doesn't have an exclusive meaning.

15 **Q.** So I want to ask you about the age verification process

16 that you used now at the point of purchase. Is it right

17 that, at the time, what you mainly required was for

18 a purchaser to upload a form of identification like

19 a passport or a driving licence?

20 **A.** Exactly. That's what we did before. Now, it's been

21 modified --

22 **Q.** Could you ask Mr Martínez not to go into what he does

23 now. I want to concentrate on what he was doing in 2023

24 because we will make better progress. I will give him

25 an opportunity later in his evidence to talk about

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1 a phrase?

2 **MR MOSS:** Yes, of course.

3 **INTERPRETER:** The last phrase that I said was, "age

4 verification on delivery".

5 **MR MOSS:** So can you repeat what you were saying after,

6 "When we understood that we needed the age verification

7 on delivery there was a moment", what did you go on to

8 say after that?

9 **A.** What I wanted to say was we first used the electoral

10 roll, then we used the driving licence and verification

11 of the documents, and could be, but I can't remember on

12 the moment it came, but when -- it could have been when

13 we contracted Henderson and we did the real verification

14 of the document, but the -- but the delivery, we thought

15 that it was verified on delivery. I think it was done

16 with the electoral roll when we started, when -- when we

17 did one thing or another the electoral roll continued to

18 be consulted.

19 **Q.** All right. Please, Mr Martínez, answer this: stick with

20 what your company did -- forget about Henderson

21 Fulfilment for the moment -- when a customer uploaded

22 a driving licence or a passport, did you yourselves do

23 any check on that document to check that it was real?

24 **A.** To check the document was real?

25 **Q.** Yes.

55

1 changes and improvements he has made.

2 So when somebody uploaded a driver's licence or

3 passport in 2023, was any check also being done on the

4 British electoral roll?

5 **A.** In 2023, what we did -- what we had to do was receive

6 a proof of the driving licence, passport, and it was

7 verified on the electoral roll. That's how the

8 instructions are in the company.

9 **Q.** In your statement -- we don't need to put it on the

10 screen but it was paragraph 27 -- you said:

11 "Since 2022 ... customers have been asked to provide

12 proof of age (a driver's licence or a passport) before

13 submitting an order. Previously, the electoral roll was

14 consulted."

15 That sounds like you had stopped using the electoral

16 roll after 2022; is that correct?

17 **A.** Before we used the electoral roll and, after, we used

18 the proof of the passport or the driving licence.

19 **Q.** So you did stop using the electoral roll after 2022?

20 **A.** I couldn't say. I know that both ways were used but

21 I know that, nowadays, the electoral roll is not used

22 but now the passport is used or the driving licence.

23 When we understood that we needed the age verification

24 in delivery, there was a moment --

25 **INTERPRETER:** Pause. Could I ask him to continue from

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1 **A.** When -- I'm not sure of anything that can be done to

2 check that the document is real.

3 **Q.** Well, how did you try to spot if it was a fake?

4 **A.** We didn't have any way of knowing if the passport was

5 false. The passport doesn't even have the address of

6 the person.

7 **Q.** So however good or bad the document appeared, you just

8 accepted it, did you?

9 **A.** The appearance was that -- the appearance was that it

10 was the official document. We don't have a way to prove

11 that a document is falsified.

12 **Q.** I'm not asking about AR's driving licence here. I'm

13 asking more generally. For customers as a whole, did

14 you do anything, even just a visual check, to see

15 whether the document looked genuine or not?

16 **A.** So yes, visually, a check, visual check, that the

17 document looked like it and it was kept in the client's

18 file and the document appeared at first sight as an

19 original.

20 **Q.** Did you have any training in UK forms of identification

21 to help you to spot those that may not be genuine?

22 **A.** If we had any way in the UK -- a way in which to

23 identify them? No.

24 **Q.** Did you use any online technology to help you identify

25 if the identification was genuine?

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1 A. No.

2 Q. If a customer, having been asked for identification,

3 failed to provide it, did you do anything in terms of

4 blocking that customer or even reporting them?

5 A. If a customer didn't identify themselves, many clients

6 didn't identify because they may be comparing prices,

7 and it just goes up through there. Every -- and then

8 people don't buy in the end. So if the client doesn't

9 identify themselves then we take it as if they don't

10 want it. That's frequent. Then if the client didn't

11 identify, the orders stay in the cart and this happens

12 in Spain and elsewhere abroad, in France, wherever they

13 live. Many people make an order but, if they don't

14 carry it out, they don't complete the payment, they

15 don't identify them.

16 Q. Yes, of course. But if a customer gets beyond that

17 stage and they pay for the goods but they haven't

18 uploaded identification and then they fail to upload

19 identification, what did you do as a company in that

20 case?

21 A. When the client doesn't comply with the identification,

22 it's not managed -- it's not processed. We cannot sell

23 it because we do not know the age, in that case. It is

24 not a thing that happens a lot because we make our

25 orders for people above the age of 21. So there are

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1 A. That I remember? No. I don't remember having

2 identified (*unclear*) if we had identified a false ID we

3 would have highlighted it. There is a site where you

4 can report these cases, but I don't remember where, but

5 I know there is one in these cases, if you detect

6 a false ID. But we've never had a case. Maybe with the

7 volume of sales that there would be one store or other

8 that the people have commented that they have identified

9 cases, that have sales much larger than us, and they

10 have many more purchases than us. But we're not the

11 ones that have a large volume of sales.

12 Q. How many bladed items do you think you sold to the UK in

13 2023, roughly? Knives, machetes, pocket knives, any

14 type of knife: how many do you think you sold to the UK

15 in the calendar year 2023?

16 A. I don't know. Possibly between 500 and 1,000.

17 I couldn't say, but maybe I have gone over.

18 Q. One explanation might be that you were far too relaxed

19 about whether identity information was accurate and

20 genuine; what do you say about that?

21 A. Could you explain one more time? I couldn't understand.

22 Q. One explanation for why you never had a case of noticing

23 a fake identification is that you were far too relaxed

24 about whether identity information was accurate and

25 genuine. You didn't pay enough attention; what do you

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1 clients that could be 18 or 19 --

2 Q. But when that did happen, did you really just do

3 nothing? Obviously, you didn't sell the item and you

4 wouldn't ship it, but did you not block them, or report

5 them? Did you do anything if they failed to prove their

6 age, having tried to buy the item?

7 A. When they bought the item and didn't identify themselves

8 and don't upload the ID, the article is not -- but we

9 don't block the client because we don't know if they are

10 above or below the age. It isn't sent but it's not

11 blocked.

12 Q. All right. Have you ever rejected an order from the UK

13 because you thought that an identity, a form of

14 identification, was a forgery?

15 A. Because I thought the ID was false? No. Not -- for not

16 supplying identification, yes, but not in terms of

17 identifying anything suspicious because of its

18 appearance when comparing it with others.

19 INTERPRETER: Then there was a pause.

20 MR MOSS: Our last witness, who was an online seller of

21 knives based in the UK, told us that he had seen many

22 examples of fake IDs being used, especially before the

23 age verification laws were tightened up. Can you

24 explain why you have never identified a single case of

25 a fake ID being used?

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1 say about that?

2 A. I provided all the information. What we have never done

3 before with clients is an investigation. If a client

4 doesn't have ID, we consider what does that tell me,

5 whether it (*unclear*) or not. If they upload

6 a verification of a passport and we check and we see

7 that something is missing, like it doesn't have an age,

8 but then with the false information --

9 Q. All right. I'm going to turn to a different --

10 INTERPRETER: We need a pause for the final part, please.

11 MR MOSS: Can you just, Mr Martínez, repeat -- where the

12 translator had got up to was:

13 "If they upload a verification of a passport and we

14 check and we see that something is missing, like it

15 doesn't have an age, but then with the false

16 information ..."

17 Can you just continue just to the end of your

18 answer.

19 A. Not missing, it's if they upload a ...

20 (*Not translated*)

21 INTERPRETER: I'm very sorry, your Honour, but there was

22 a lot of information and he needs to break it up one

23 more time in short statements, so I can accurately

24 translate, please.

25 MR MOSS: Mr Martínez, the interpreter is having difficulty

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1 in translating your answers because you are giving very
2 long answers without a pause. So I don't want to stop
3 you but, please, if you go on beyond three or four
4 sentences, please stop and let the interpreter catch up.

5 I'm just going to ask you this: is there anything
6 else you want to say to explain why you can't remember
7 a single case of a fake identification being identified
8 by your company when you tell us that you may sell as
9 many as 1,000 knives a year to the UK?

10 (Pause)

11 Is there anything else you want to tell us to
12 explain that?

13 A. No, what I have just said is I consider that it's true
14 what is done.

15 Q. A different topic, please. You tell us in your
16 statement that, when a customer first accesses the
17 website, a pop up window appears explaining the age
18 restrictions; is that accurate?

19 A. Oh, could you repeat that because you were both speaking
20 at the same time and when you both speak at the same
21 time I can't understand.

22 Q. You tell us in your statement that, when a customer
23 first accesses the website, a pop-up window appears
24 explaining the age restrictions; is that accurate?

25 A. Yes.

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1 several times, and before purchasing.

2 Q. Thank you. Next, HKAW000027, this is another page from
3 your website, this one dealing with UK knife
4 legislation, and I think you can confirm that this
5 attempted to summarise the main laws and a list of
6 knives that were banned; is that correct?

7 A. Yes, that's correct.

8 Q. I want to turn to the delivery arrangements next,
9 please. Could you just translate that.

10 A. I haven't understood.

11 Q. I want to ask Mr Martínez next -- my next subject is the
12 delivery arrangements that were made by the company. So
13 that's the next topic that I'm going to ask about.

14 There's no question, could you just explain that to
15 Mr Martínez, please.

16 A. Okay.

17 Q. So when we asked you about the arrangements that were
18 made for delivery, in your first statement you didn't
19 mention SJ Henderson Fulfilment at all. Why was that?

20 A. Because I was told to respond to the question, so
21 I responded to the questions that I was totally asked.
22 There was a questionnaire and I had to respond to that.
23 There were some things that had been asked later, and
24 increasingly now, that evidently I did not answer
25 because that wasn't asked to me.

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1 Q. When the Inquiry team have accessed your website, that
2 doesn't appear to pop up. Are you sure that it is
3 functioning correctly?

4 A. At the times I have checked, it functions correctly. If
5 there's a problem, I don't know but when you do, it
6 functions correctly.

7 Q. Mr Martínez, so that I am being fair to your company,
8 I think you can confirm that you had some information
9 about age restrictions on your website. Can we just
10 have on screen HKAW000026. Could that just be --

11 A. I haven't heard anything of what you have said.

12 Q. -- enlarged so the text is able to be read. So this was
13 information about age restriction, including that:

14 "It is against the law to sell any kind of knives to
15 individuals under the age of 18 ..."

16 Your company's words:

17 "... we strictly adhere to this regulation."

18 That was information on your website; would you
19 agree?

20 A. The latter screen captures where the age restriction is.

21 So it made reference to both, to the terms of the law
22 on the page and also another -- when you enter the site
23 and it appears, the age restriction. In this way and
24 other ways in which it appeared, the restriction age.

25 When you are purchasing a product it appears, it appears

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1 Q. We then asked you more questions about this when the
2 company Whistl told us that they had delivered the
3 packages on behalf of Ruach Music and you then answered
4 further questions, didn't you, about this in your second
5 statement?

6 A. Yes. In my second declaration, they asked me personally
7 all of the aspects of this and I answered because
8 I thought it was true and how it happened and, just as
9 in the same part, I responded to the questions asked.

10 Q. All right. Now, you tell us that you signed a contract
11 with SJ Henderson Fulfilment in February 2022; is that
12 accurate?

13 A. Yes. It's recorded as well.

14 Q. You've provided a copy of that contract to the Inquiry,
15 haven't you?

16 A. Yes.

17 Q. You explain that you bought the merchandise from the
18 company you mentioned earlier on, Grupo Marpasi; is that
19 correct?

20 A. Yes.

21 Q. That company delivered the products to SJ Henderson, who
22 would then arrange the deliveries?

23 A. Grupo Marpasi sent the products to the units of
24 SJ Henderson when we asked by email -- I think there's
25 an email there -- and SJ Henderson asked how it was done

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1 and told us that it was okay --

2 **Q.** Just pause there.

3 **A.** -- and that Grupo Marpasi was the one to send to

4 (*unclear*), but also when the merchandise arrived there,

5 it was --

6 **Q.** Can you ask Mr Martínez to pause, please. Please ask

7 him to stop. I want you to ask Mr Martínez to listen to

8 the question that I am asking and deal with that

9 question and then pause and we will come to other

10 matters later. I only want an answer to my question and

11 I will give Mr Martínez an opportunity to say anything

12 else at the end that he wants to add.

13 Now, when Grupo Marpasi sent the items to SJ

14 Henderson, were they already packaged up ready to be

15 onward delivered?

16 **A.** Grupo Marpasi sent the actual items to SJ Henderson.

17 I haven't seen anything about Evri because, to be

18 delivered, the packets that were sent were identified

19 but SJ Henderson had the label and to comply, to fulfil,

20 to say that it was a bladed product inside.

21 **Q.** Mr Martínez is again going on to ask about SJ Henderson.

22 Please ask him to deal with my question honestly and

23 directly.

24 When Grupo Marpasi sent the items to SJ Henderson

25 were they already packaged up ready to be onward

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1 client? These were sent pre-prepared for the delivery.

2 **Q.** All right, pause there.

3 **A.** But --

4 **Q.** So you would expect that, for example, an additional

5 label, something like the Evri delivery label, would

6 then be stuck onto this box; is that correct?

7 **A.** Sure, the label sent was that Henderson could identify

8 the package, otherwise --

9 **Q.** You have said that. That doesn't need to be repeated,

10 with respect.

11 Do you remember the legal obligation that you had to

12 ensure that the label did two things: first of all, that

13 it said it was a bladed item and, secondly, that it was

14 only for delivery to those aged 18 and over? Your

15 company did not do that on the packaging that you sent

16 to Henderson's, did you?

17 **A.** No, we don't do that, the packaging.

18 **Q.** Do you understand that that was a duty which you owed,

19 so if you were expecting Henderson's to do that, it was

20 your duty to make it explicitly clear to Henderson that

21 they put on those details onto the package?

22 **A.** That's what we understood, that Henderson would add

23 a label with the details on the packet.

24 **Q.** You say that is what you understood but, in all the

25 exhibits that you have provided, you have not exhibited

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1 delivered?

2 **A.** No, they weren't ready to be forwarded on. They were

3 just packaged.

4 **Q.** Can we look, please, at RUAM000008. Could that be

5 rotated, please. Could we please enlarge the bottom,

6 nice big parcel.

7 Mr Martínez, we have blacked out the personal data

8 but this appears to show a whole box full of Hunting &

9 Knives orders. This has been provided by SJ Henderson

10 and it already has a label on for delivery with the name

11 of the customer, the country, the postcode, the city and

12 the address, and the phone number and return details for

13 Ageo Wholesale, so it does seem that the items were

14 packaged up in a cardboard box and with a Hunting &

15 Knives delivery label on; would you agree?

16 **A.** That was not the delivery label. That was the -- so

17 they were able to identify the package.

18 **Q.** Right, but it did come with all of those details on. It

19 is taped up, it is packaged up and it's got delivery

20 details on a sticker on the front.

21 **A.** It has the details so that they can be identified

22 because, otherwise, the parcel won't be identified to be

23 delivered, but that label has to be taken off or

24 substituted by Henderson to send the packaged item. How

25 would Henderson know what package was destined to which

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1 any instruction to Henderson to say "Put the label on

2 that says bladed item and put a label on that says 18

3 plus". You didn't give them that instruction, did you?

4 **A.** This we spoke about on video conference at the start of

5 the contract, when we made the contract. That's what we

6 spoke about in the conference. Henderson and I, he said

7 to us that he was a company that dedicated to this, who

8 deliver this final product and that's what we spoke

9 about.

10 **Q.** Yes, but it was your duty, they are your arrangements

11 and, if you are going to get somebody else to do it, you

12 would have to be explicitly clear, not just an

13 understanding that they knew what they were doing: it

14 was your legal duty to make the arrangements to say

15 "Bladed item" and "Age 18 plus". Can you point to any

16 clear instruction that you gave to Henderson, any clear

17 instruction on those specific points that you gave?

18 **A.** On those specific points, Henderson asked what products

19 are we going to send and we told him that they were, in

20 the most part, knives. We said that verification of age

21 and labelling --

22 **Q.** Mr Martínez, I'm going to try once more. Please listen

23 to my question. You may or may not have told them that

24 they were knives, my question was whether you can point

25 to anything that was a clear, explicit instruction to

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1 Henderson that you expected them to put labels on saying
 2 "Bladed item" and "Age 18 plus". Did you give that
 3 clear instruction or not? It's a simple yes/no.
 4 **A.** Yes.
 5 **Q.** I suggest that that is neither accurate nor true.
 6 **A.** It's like that. What I don't have is a way to prove it.
 7 That's easy.
 8 **Q.** I suggest that, in not giving that instruction to
 9 Henderson, you were in clear breach of your legal
 10 duties. What do you say about that?
 11 **A.** Repeat it? I could not understand.
 12 **Q.** Because you didn't give any clear instruction to
 13 Henderson about the labelling, you were, I suggest, in
 14 clear breach of your legal duties.
 15 **A.** No, it's not true. I gave them a clear instruction.
 16 **MR MOSS:** Mr Martínez, if the learned Chair of the Inquiry
 17 will permit us, we will now take a break for lunch,
 18 perhaps for about 45 minutes, sir, if that's convenient
 19 to you?
 20 **SIR ADRIAN FULFORD:** It is. We will sit again at 1.40.
 21 Thank you.
 22 **(1.05 pm)**
 23 **(The lunch break)**
 24 **(1.53 pm)**
 25 **SIR ADRIAN FULFORD:** Yes, Mr Moss.
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1 warnings about having to be over 18.
 2 **A.** Effectively, in this email, this is the first email of
 3 a contact that I had with SJ Henderson and after -- this
 4 was before beginning the contract.
 5 **Q.** Did you not understand what the law required of you at
 6 this stage?
 7 **A.** Like I said, from the first contact where we were going
 8 to work with him, we explained -- gave an overview on
 9 what we did, what was our website, what we were trying
 10 to do, sending packets, so that they can be distributed
 11 and we counted on his professionalism and everything,
 12 and we had conversations via video conference where
 13 things were cleared, points were cleared of the matters.
 14 **Q.** On page 1, please, the bottom email, the bottom third of
 15 the page please, so on 17 February what was said, about
 16 three paragraphs from the bottom, regarding the
 17 shipments, could that just be highlighted please:
 18 "Regarding the shipments, we would like all of them
 19 to be sent with a traceable tracking number in order the
 20 final clients can track the process."
 21 So certainly in this email you made absolutely no
 22 mention of the need for the delivery to be age verified,
 23 did you?
 24 **A.** I didn't mention it there and what was asked about the
 25 packaging, we asked what would the tracking be like of
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1 **MR MOSS:** Thank you, sir.
 2 Could we have on the screen, please, RUAM000005.
 3 Thank you. Could we go to the bottom of page 2, please,
 4 to the very bottom, please. Could we just go to the
 5 whole of page 2, please. Thank you. I would just like
 6 the -- that's sufficient on screen.
 7 Mr Martínez, can you see at the bottom of the
 8 screen -- I will read it in English so it can be
 9 translated for you -- that Grupo Marpasi on 8 February
 10 2022 were emailing Mr Henderson; do you see that there?
 11 **A.** Yes, in 2022, we tried with the email of Grupo Marpasi,
 12 that was when we told -- they gave us a questionnaire
 13 and we answered about our website and products.
 14 **Q.** Right, let's look at what was actually said. If you go
 15 over the page, it's the same email, and I wonder if our
 16 interpreter could please translate this passage from the
 17 third paragraph, and I'm going to ask that an arrow be
 18 pointed next to it, so it's the bottom of the third
 19 paragraph:
 20 "... these packages could be sent already packed
 21 and labelled, so that you only have to include the label
 22 of the transport agency) and from your warehouse they
 23 would be sent to the final clients."
 24 So on this email it was very clear that you were
 25 saying nothing about warnings about bladed items, or
 70

1 the order. It wasn't -- these are just two lines but it
 2 wasn't like the conversation we had afterwards.
 3 **Q.** Who was Alberto?
 4 **A.** Alberto worked in Grupo Marpasi.
 5 **Q.** Is he a relation of yours?
 6 **A.** Yes.
 7 **Q.** What relation?
 8 **A.** Son.
 9 **Q.** Are you really telling this Inquiry that in a later
 10 video conference you told Henderson about what needed to
 11 be on the labels and that you told Henderson that it
 12 needed to be age-verified delivery; is that what you are
 13 claiming?
 14 **A.** Yes, in the video conference it was spoken of the
 15 necessities that were required and other things.
 16 I don't remember anything but I know that, yes, it was
 17 spoken about.
 18 **Q.** Mr Henderson's statement to this Inquiry suggests that
 19 you chose the delivery carrier Evri for virtually all of
 20 your orders. Is that right, that you could have
 21 a choice between different delivery companies?
 22 **A.** At first, we didn't have the IPP of how the processes
 23 were done. We were not sure if we -- if they followed
 24 the IPP and then -- and then afterwards, we could choose
 25 the different companies.
 72

1 Q. Did Henderson give you any information about what items
2 were restricted by Evri, so what Evri didn't allow to be
3 sent with them? Did Henderson tell you about that?

4 A. No. I understood that the company that we could choose
5 complied with the requirements that we have spoken
6 about, but I didn't know that Whistl and Evri and the
7 other companies that were sending us the -- I couldn't
8 remember what I saw the other day. We received
9 a response from Henderson which removed us from the IPP,
10 so --

11 Q. Can you ask Mr Martínez not to go into -- I want him to
12 stop. I'm going to ask about when things were cancelled
13 later on.

14 Mr Martínez, did you take steps yourself to
15 familiarise yourself with any restrictions on what Evri
16 allowed to be delivered by their service?

17 A. We didn't know the conditions.

18 Q. If we look next, please, at HKAW000034. Mr Martínez,
19 this is the contract with Henderson's that you very
20 helpfully provided to the Inquiry and we thank you for
21 it. Could we look at the bottom of page 3 please. So
22 do we see that under the heading (3) there's a title
23 "Client Obligations" and you were the client, weren't
24 you?

25 A. Yes.

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1 through SJ Henderson."

2 That was additional information which you provided
3 and which the legal team to the Inquiry have overlaid
4 onto your statement, so, first of all, can you just
5 confirm that your records show that you sent 2,811
6 packages through Henderson?

7 A. What was coming up through the IPP programme, we haven't
8 seen this one, but Henderson decided these objects were
9 blades that went through Henderson and they had to
10 register them as they were bladed and there was
11 a percentage that could be --

12 Q. No, just ask Mr Martínez to pause. Please translate
13 this directly.

14 Mr Martínez, please listen to the question that is
15 being asked and answer it. If you have a further
16 explanation we will come to it.

17 Did your company send a total of 2,811 packages
18 through Henderson? I think you can answer that yes or
19 no.

20 A. Yes.

21 Q. Thank you. I'm learning Spanish as we go.

22 Now, of those 2,811, what percentage roughly would
23 have been bladed items, so knives, machetes, any kind of
24 knife?

25 A. About 99.9 per cent.

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1 Q. If we go over the page to the top of page 4 please, do
2 we see that you, the client, were undertaking that you
3 would:

4 "... comply [with] all laws and regulations
5 affecting manufacture, sale, packaging and labelling of
6 its goods."

7 Do you see that there, first of all, Mr Martínez,
8 now it has been translated for you, what that meant?

9 A. The client -- the client must comply with the
10 legislation, I understand. The sale, packaging,
11 ticketing, labelling, yes.

12 Q. So in your own contract, it wasn't specifying that
13 Henderson's would have a duty to advise you on English
14 law. You were undertaking to comply with English law
15 about sale, packaging and labelling, weren't you?

16 A. Yes.

17 Q. I want to turn to my next topic, which is the scale of
18 the problem, and can we have on screen please,
19 Mr Martínez, your first statement -- sorry, your second
20 statement, HKAW000033, and if we can look please at
21 page 2, and can we have the bottom quarter of the page
22 highlighted please, or expanded.

23 Mr Martínez, in a box alongside (b) and (c) -- can
24 it just be an arrow, please:

25 "A total of 2,811 packages were sent [by you]

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1 Q. As you sit there now, Mr Martínez, trying to help this
2 Inquiry, does that now worry you, that your company has
3 ended up shipping over 2,500 bladed items to UK
4 customers, all of which should have been age verified
5 and none of which were age verified?

6 A. Yes, it worries me. I feel, I don't know, taken in and
7 impotent because I thought that they were doing the
8 things correctly.

9 Q. But I have already put to you, suggested to you, that
10 these were not duties, Mr Martínez, that you could
11 delegate. It was your responsibility to put in place
12 age verification delivery, it was your responsibility to
13 ensure that it was labelled as a knife or a sharp
14 object, and it was your responsibility, your company's
15 responsibility, to mark that it was only for delivery to
16 an age 18 or over. So you say you feel taken in but it
17 was a breach of your responsibility; do you now accept
18 that?

19 A. I have to accept it if -- sure, I have to accept it,
20 I have to accept that I didn't do things correctly
21 because I trusted that they would be done well. Like
22 I said, I think what they said in the contract and what
23 they talk about is (*unclear*) and we thought that
24 everything was being done well. But well or bad,
25 there's no advantage -- doing things badly, it only

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1 creates problems and I thought that things were clear
 2 and that things were being carried out well.
 3 **Q.** If we look at -- can we have it on screen -- HKAW000032,
 4 your first statement, page 10, paragraph 43. Let me
 5 deal with it now. You said in this statement:
 6 "As for the possibility of having handled the
 7 situation differently, honestly, despite the enormous
 8 helplessness and emotion I feel as a father and citizen
 9 in the face of the murder of these three young people,
 10 and going further, if this same case had involved
 11 adults, I don't think we could have done our job more
 12 efficiently at the time."
 13 Do you want to change that answer in the light of
 14 the issues that I have explored with you?
 15 **A.** It's clear on the sight of what we are seeing in the
 16 investigation, we would -- should have done things
 17 differently and it could have been done more
 18 effectively.
 19 **Q.** Because, sadly, I have to suggest to you that you don't
 20 know and the Inquiry cannot know how many of those more
 21 than 2,500 knives may have ended up in the hands of
 22 children.
 23 **A.** Yes, it's alarming, yes.
 24 **Q.** If it were to be suggested that, in fact, that shows
 25 that you fell woefully short of your duties, what would

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1 on the right-hand side just expanded. So I'm just going
 2 to read this out so that it's on the record and it will
 3 be translated for you. It looks like this is from your
 4 son, yes?
 5 **A.** Yes.
 6 **Q.** "Hello, we always request online verification unless it
 7 can be verified by the electoral roll and the address
 8 matches. Although sometimes delivery verification is
 9 also requested."
 10 Just pausing there, delivery age verification should
 11 always have been requested, shouldn't it?
 12 **A.** Yes.
 13 **Q.** Reading on:
 14 "It is also possible to verify your identity if you
 15 send us a proof to this email. In the case of online
 16 verification, it is only necessary to do it once and
 17 your account will be verified.
 18 "Despite the exceptions contemplated by law, we
 19 always establish the minimum purchase period at 18 years
 20 or over.
 21 "We hope to have helped you with your query, we
 22 remain at your disposal for any other question."
 23 So that was the message being sent on 28 September;
 24 do you agree?
 25 **A.** Could you translate it one more time because I haven't

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1 you say?
 2 **A.** That you are correct, that you have reason.
 3 **Q.** Mr Martínez, thank you for that answer.
 4 Can we turn now to the specific order by AR. The
 5 emails from him, could we just look at them, please.
 6 The first one is HKAW000002. If we just expand the main
 7 text on the right-hand side in the middle, so a couple
 8 of things. Do we note that, in terms of who this is
 9 coming from, it's coming from AR? Do you see that
 10 there? Can an arrow be pointed? Thank you. So it's
 11 coming from AR, yes?
 12 **A.** Yes.
 13 **Q.** I'm just asking you to confirm that the name that was
 14 given for who is making these queries is just the
 15 initials "AR".
 16 **A.** Yes.
 17 **Q.** Thank you. In the first email, what AR was saying was:
 18 "In order to verify my age for age restricted items,
 19 do you ask for ID online or does the courier ask for it
 20 in person?"
 21 So you agree that your company received an email to
 22 that effect?
 23 **A.** Yes.
 24 **Q.** Thank you. Then HKAW000003. On 28 September 2023 --
 25 HKAW000003, please. Again, could we have the main email

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1 heard it as you were both speaking at the same time.
 2 **Q.** "Hello, we always request online verification unless it
 3 can be verified by the electoral roll and the address
 4 matches. Although sometimes delivery verification is
 5 also requested.
 6 "It is also possible to verify your identity if you
 7 send us a proof to this email. In the case of online
 8 verification, it is only necessary to do it once and
 9 your account will be verified.
 10 "Despite the exceptions contemplated by law, we
 11 always establish the minimum purchase period at 18 years
 12 or over.
 13 "We hope to have helped you with your query, we
 14 remain at your disposal for any other question."
 15 **A.** What was the question?
 16 **Q.** I just wanted you to confirm -- it's obvious really --
 17 but that's the email that your son sent on 28 September?
 18 **A.** Yes, that was the email that was sent.
 19 **Q.** Thank you. Then HKAW000004, please. Again, if that
 20 could just be expanded. AR then sent a short further
 21 query:
 22 "Does the person who receives the delivery have to
 23 be the same person on the ID or not?"
 24 So that was 1 October. If we go to the response to
 25 that, it's HKAW000005, 2 October. Mr Martínez, I'm

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1 going to read this slowly so that, hopefully, I only
 2 have to read it once, so:
 3 "Yes, the package is marked with the name of the
 4 person who must receive the package and in this type of
 5 shipments it is specified that the named person must be
 6 the one who receives the merchandise. Otherwise the
 7 delivery person would not be doing the job well, since
 8 this aspect is what was agreed upon with the transport
 9 company.

10 "It would be possible to schedule a delivery at
 11 a collection point if you are not going to be at home;
 12 this could be done once the tracking number is received
 13 from the transport company's website."

14 At the time this email was sent, do you accept that
 15 your company doesn't seem to have understood how your
 16 packages were actually being delivered?

17 **A.** We understood that this was -- this was done like what
 18 we had spoken about.

19 **Q.** But when Alberto said that it must be the person who was
 20 named on the order who receives the delivery, that was
 21 just not accurate, was it? You had --

22 **A.** No, it wasn't accurate. That was not accurate.

23 **Q.** No, and when Alberto said, "It would be possible to
 24 schedule a delivery at a collection point", as we have
 25 seen, if the collection point was a locker type

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1 that point collection here, when a client comes to pick
 2 up anything, a knife, they have to identify themselves.
 3 If they don't identify themselves with an ID card we --
 4 it could be a driver's licence -- and without that ID we
 5 don't give it to them.

6 **Q.** Had you given Henderson a clear instruction that, for
 7 any shop collection point, the shop would have to offer
 8 an age verification service? Had you made that clear to
 9 Henderson?

10 **A.** No, with Henderson, we didn't talk about any collection
 11 point ever. We never mentioned collection points. We
 12 understand that they would never deliver to any
 13 collection points.

14 **Q.** So why did Alberto tell AR that it would also be
 15 possible to arrange delivery to a collection point?

16 **A.** Because Alberto made a mistake because it was not -- we
 17 can't deliver to a collection point.

18 **Q.** Thank you. Now, just give me one moment.

19 *(Pause)*

20 HKAW000006, please, just to complete the emails.

21 Again, right-hand side, please, thank you. So on
 22 3 October, AR emailed:

23 "What types of collection points are available?"

24 As I have understood your evidence and the
 25 disclosure, that email was never responded to by your

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1 collection point, that would be unlawful, yet Alberto
 2 was saying it was possible to schedule a delivery at
 3 a collection point.

4 **A.** We never sent a delivery to a collection point, to
 5 a cabinet. They are sent whole to the access point, but
 6 these points are not boxes, it's a person in a shop that
 7 identifies. They are never sent to a collection
 8 point -- box. These collection points could be the type
 9 like you asked before.

10 **Q.** So you would understand that to be a shop that would
 11 then do the age verification, not a locker collection
 12 point; is that what you are saying?

13 **A.** I understand -- in that moment -- I understand what it
 14 shouldn't be. In that moment I sent the email, you
 15 spoke about a point that it could be like a shop but
 16 never -- it never has been sent by Henderson to
 17 a collection point. We always sent the delivery to the
 18 door.

19 **Q.** If it was a shop collection point, how would you know
 20 that the shop was doing age verification?

21 **A.** In the point of collection in a shop, according to
 22 whichever transport company it is, there are shops that
 23 do age verification. If you take out -- if they carry
 24 out age verification at the point they have to collect
 25 it, but here it is saying we are a collection point and

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1 company; do you agree?

2 **A.** Yes.

3 **Q.** So the mistake that had been made wasn't corrected.

4 **A.** No, it looks like it wasn't. It said delivered to
 5 a collection point, it wasn't answered to say that -- to
 6 say no.

7 **Q.** To be fair to you, it wasn't delivered to a collection
 8 point.

9 So AR then goes on to place an order, which he did
 10 on 14 October. Could we have on the screen, please,
 11 HKAW000008. That is an exhibit to your own statement
 12 where you have helpfully provided the image of the type
 13 of knife that was being sold, the type of machete that
 14 was being sold. It was described as a "Kukri Machete
 15 Congo 488 JKR". Kukri machete, what do you understand
 16 that to be?

17 **A.** It's a machete. It's a type --

18 **Q.** What's the kukri --

19 **A.** This is the most well-known. The kukri is known for
 20 these types of machetes.

21 **Q.** But did you understand that the reason why the kukri
 22 machete style is best known is that it is the weapon,
 23 the official weapon, of the Gurkhas?

24 **A.** I did not know that it was the Gurkhas' weapon, simply
 25 that the machete from the -- and that they originally

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1 are the ones that are utilised for the things like
 2 harvest, cutting branches.
 3 **Q.** We need to have on the screen, please, HKAW000032 at
 4 page 3, paragraph 12, please. The description on your
 5 website for this machete said:
 6 "Like any good kukri machete, the Congo Kukri have 3
 7 parts to their blade ..."
 8 Then these words, Mr Martínez:
 9 "... a pointed tip for stabbing ..."
 10 Stabbing what?
 11 **A.** It's not stabbing, it's to pinch. It may be a problem
 12 with the term. That's how I understand it. The point
 13 is to pinch but any knife has a point. It doesn't
 14 have --
 15 **Q.** Mr Martínez, at least in the English, the words are very
 16 clear:
 17 "... a pointed tip for stabbing ..."
 18 What are people going to stab with a machete,
 19 exactly?
 20 **A.** With a machete, like a knife that has a point, it can
 21 pinch, not for stabbing. It's not for stabbing, it's
 22 to -- that's what I understand but find --
 23 **Q.** Mr Martínez, I'm going to ask the same question for
 24 a third time and, if you can't provide an answer, it
 25 will be for the Chair to decide what to make of it. On
 85

1 it was a very long response.
 2 **MR MOSS:** Thank you. So please translate what I'm going to
 3 say.
 4 Mr Martínez, please speak slowly to help the
 5 interpreter and if it is a long answer please pause
 6 halfway through your answer. But I will ask the
 7 question again: did you give any thought to what
 8 somebody might do with a Gurkha-style knife that had
 9 a good pointed tip for stabbing? Did you care what the
 10 customers did with it?
 11 **A.** I understood that the client didn't buy the customers
 12 (*sic*) to stab. I thought that the client bought the
 13 knife to use for what it is designed for and for what
 14 they like, and some of them like decorated, but not with
 15 the kukri. The people that buy knives, and they just
 16 have them for collection. Other people use it for the
 17 use that it is made for and they use it, objects, knives
 18 like this, and knives for hunting, and to prepare their
 19 food.
 20 **Q.** Prepare their food. Preparing food with a machete like
 21 this; is that a serious answer?
 22 **A.** I'm not talking about the machete. I'm talking about
 23 a domestic knife because people --
 24 **Q.** No, I'm asking you about the machete and I will try once
 25 more. What was the machete really going to be used for
 87

1 your website -- can we have it back on the screen,
 2 please -- apparently giving the good virtues of this
 3 machete, you had a product description that said:
 4 "... a pointed tip for stabbing ..."
 5 For the third time, what would a person be stabbing
 6 with a machete?
 7 **A.** I don't understand. I'm going to say that the --
 8 I don't know English, no, but I understand that it is to
 9 pinch. It's a machete that's used --
 10 **Q.** All right, pinch what?
 11 **A.** To pinch a fruit, to collect, to gather a coconut and it
 12 is to pinch the coconut, not to stab it. It doesn't
 13 refer to anything that is a person.
 14 **Q.** Do you think there's much need for pinching fruit and
 15 stabbing coconuts in Lancashire with a machete?
 16 **A.** None. In Lancaster, like here would be, what happens is
 17 that the knives are designed to hold a collection and to
 18 use in outdoor sites where there's vegetation. No,
 19 Lancaster, I don't know what it's like there --
 20 **Q.** Did you give any thought to what somebody might do with
 21 a Gurkha knife that has got a good pointed tip for
 22 stabbing? Did you care what the customers did with it?
 23 **A.** This was important to people --
 24 **INTERPRETER:** Pause. Sorry, your Honour, could I ask him to
 25 continue from -- again, or repeat the question because
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1 by a customer in Lancashire?
 2 **A.** I don't know the client, what use they will give to the
 3 product they buy. Supposedly they buy it for anything
 4 relating to survival. I don't know if the client is
 5 a client because I don't give them an interview.
 6 I don't know if the customer likes survival and if
 7 they're going to use the machete or not to cut branches
 8 or vegetation. That's what I thought they used it for,
 9 but survival -- there's a programme on survival on TV.
 10 Many people do survival with machete and use them to
 11 practice survival. That's what I think, that machetes
 12 today are part of the use that has -- is designed for
 13 that use. It's a tool of work for the countryside and
 14 to work with vegetation.
 15 I understand that they will use it for that, not
 16 that they will use it for anything else.
 17 **Q.** You don't need a 31-centimetre curved machete blade even
 18 to practice survival in the real world, do you?
 19 **A.** I don't practice survival, so that's why I don't need it
 20 but there are people that do practice survival and I see
 21 them every day on programmes, survival programmes, where
 22 they use machetes without any problems and they use it
 23 for survival.
 24 **Q.** Now, AR uploaded a driver's licence for age
 25 verification, HKAW000007. To be fair to you and your
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1 company, the information that the Inquiry has received
 2 is that this appears to be a genuine driving licence
 3 but, as you can see, it was for a man in his 60s living
 4 in Uxbridge in North West London; do you see that there?
 5 **A.** Here I can only see the date of birth. I can't see
 6 anything else.
 7 **Q.** No, but you can see the bits that matter, Mr Martínez.
 8 You have seen this document without the redactions. You
 9 can see the date of birth, so he was in his 60s, wasn't
 10 he, aged 62? Yes?
 11 **A.** Yes, 60, 61, 62, yes.
 12 **Q.** You can see we have blacked out the address so that we
 13 don't give this man's home address away, but it was in
 14 Uxbridge, just on the outskirts of North West London.
 15 **A.** Yes. I don't know the exact address.
 16 **Q.** No, no, you don't need to know the exact address for
 17 these questions.
 18 The delivery address, as you know, was in Banks in
 19 Lancashire, just outside Southport. Did you understand
 20 that that was more than 200 miles away?
 21 **A.** Now that you say it, yes, but I didn't know this
 22 distance from -- I didn't know the distance from one
 23 place to another.
 24 **Q.** Did you look at it at the time? Did you think, "Well,
 25 this driving licence is for this place with an Uxbridge
 89

1 methods, so they are very common questions. Older
 2 people ask more than young people because they don't
 3 know how to buy or how to do these things because the
 4 problem for him is not the ID, but how to process the
 5 order. There are people that the technology is
 6 difficult for, this person that's 62, but there are even
 7 younger people that have the same problem because these
 8 are questions -- very common questions: how do I do
 9 this? And people also will call by phone, even today
 10 many people call by phone to say that they don't know
 11 how to purchase online.
 12 **Q.** All right, but is -- I don't want to be ageist about
 13 this, but if the machete is being used for survival, is
 14 the 62-year old man your typical target client group for
 15 the purchase of a machete to practice their survival
 16 skills? Does that not raise an eyebrow?
 17 **A.** No, because I will repeat, many of the people that
 18 practice survival -- you can see them on the TV shows --
 19 they are people that are over 60 years, 70 --
 20 **Q.** All right, but if you took these factors together,
 21 200 miles difference between the identification address
 22 and the delivery address, initials that don't match the
 23 identification, an email that doesn't match the
 24 identification and a lot of detailed questions being
 25 asked by a supposedly 60-year old man about how he will
 91

1 or a London postcode and the delivery address is
 2 somewhere completely different"? Were you curious? Did
 3 you look at it?
 4 **A.** No, I didn't look at it.
 5 **Q.** The name -- again, we have blanked out one of the names,
 6 but it wasn't the initials AR, was it?
 7 **A.** No.
 8 **Q.** The email address that it was coming from was
 9 "a.megalanian", and that doesn't appear at all similar to
 10 the name on the identification, does it?
 11 **A.** No, "megalanian" doesn't correspond to the name.
 12 **Q.** When you add in that this supposedly 62-year old man
 13 living in Uxbridge was asking a series of detailed
 14 questions about what the age verification process was,
 15 "Do I need to do it when I buy it or only when it's
 16 delivered?", "Does the person who orders it have to be
 17 the same person who has received it?", "What sort of
 18 collection boxes can I use?", and all of the details
 19 about the identification and the addresses that I have
 20 gone through, shouldn't this have raised suspicion, if
 21 you were taking care with the people to whom you were
 22 selling machetes?
 23 **A.** It doesn't raise suspicion because when a person --
 24 older person asks, and frequently they ask more than
 25 young people because they're not familiarised with these
 90

1 prove how old he is, looking at it now, Mr Martínez,
 2 being honest and realistic, would you accept that those
 3 factors, taken together, should have raised suspicion?
 4 **A.** I accept for the part of the jury that it's suggested
 5 (*unclear*). For me, in the moment, I didn't raise the
 6 suspicion because I can't see a determined thing that
 7 has suspicion, but now seeing and knowing what's
 8 happened and what we know, evidently we can see that
 9 nearly all can be improved if all (*unclear*) is
 10 susceptible to be suspected but the story since 2023,
 11 I haven't seen suspicion because none of the things are
 12 determined to be -- have a suspicion over.
 13 We receive many calls or emails and we can -- you
 14 can put anything on email, a motive, you can call them
 15 what you will, they can say a lot of things and the only
 16 thing we have to prove the verification is the official
 17 documentation because, sure, it's that each customer had
 18 to register the email with their identity, yes, we
 19 wouldn't have that problem.
 20 **Q.** All right. If you could ask Mr Martínez just to pause
 21 there. So if we were looking to the future, we should
 22 have a system for reliable digital recognition before
 23 a knife can be sold. Would you agree with that?
 24 **A.** Hope so. I hope so, sure. That would be -- that should
 25 be, not because -- not for mine, but for -- I don't
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1 know, but to buy the knife. But for certain things
2 a person had to show officially that backs up -- sure,
3 a company, four or five people or seven people, we don't
4 have a department -- we don't have an investigation
5 department. We have a sales department, a purchase
6 department, so --

7 **Q.** So you're a small -- just pause there.

8 **A.** We don't have an investigation department.

9 **Q.** Just pause there. So you are a small company but you
10 would be helped if there was an online system that gave
11 more reliable identification than somebody just emailing
12 a passport? It's a simple point: do you agree with
13 that?

14 **A.** Yes, yes, I'm in agreement with all of the helps that
15 should be, and starting from the legislators who have to
16 legislate to -- so that these things don't happen and
17 that it could all be more reliable. All the
18 responsibility to a worker is a little bit complex.

19 **Q.** But whatever system is in place, it's going to require,
20 Mr Martínez, people like you to know what the law
21 requires and to act responsibly in conformity with the
22 law; do you agree?

23 **A.** I'm also in agreement. I am also in agreement, but the
24 law shouldn't help people to act well, it has to be
25 precise and complete. It's -- we are talking -- like we

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1 The knife was 20 centimetres long, the type that he
2 tried to buy.

3 **A.** Yes, I remember so.

4 **Q.** In fact, AR had not paid for that knife, so it never
5 went through the system and it was never delivered.

6 **A.** Exactly. That's how it was.

7 **Q.** Mr Martínez, are you now aware that AR had a total of
8 three machetes delivered to his house from three
9 different companies, of which Hunting & Knives was just
10 one; are you now aware of that?

11 **A.** Yes, at the moment in which you made contact with me in
12 August -- in which you made contact with me in August,
13 I was made aware of this, how it happened.

14 **Q.** Now, the Inquiry has received evidence that the other
15 two machetes, because they were age verified, were
16 delivered to, or intercepted by AR's father, whereas the
17 machete that you sold AR got into AR's hands because it
18 was found by the police in a holdall under his bed; do
19 you now understand that?

20 **A.** Yes.

21 **Q.** Does it worry you that, of the three machete selling
22 companies that AR had involvement with, he chose your
23 company to try to buy a knife from?

24 **A.** Yes.

25 **Q.** Do you think that the reason for that might very well be

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1 were talking before about machetes in the law, a machete
2 isn't stipulated -- isn't covered. It can't be left to
3 consideration of the one who is working in the shop.

4 **Q.** All right. I'm going to ask Mr Martínez to pause there
5 because I must make more progress.

6 A couple of final topics, please. It is set out in
7 your statement and you have mentioned it already that in
8 June 2024, AR then tried to buy a kitchen knife from
9 you; do you agree with that?

10 *(Pause)*

11 So in June --

12 **INTERPRETER:** Sorry, your Honour, could you please repeat
13 that statement?

14 **MR MOSS:** Yes, in June 2024, AR then tried to buy a knife
15 from Hunting & Knives. I just want Mr Martínez to
16 confirm that in June 2024 AR tried to buy a knife from
17 Hunting & Knives. It's a simple point. Can he just
18 confirm that?

19 **A.** Yes. He tried to buy, in June 2024, a kitchen knife
20 from Hunting & Knives. He tried. He --

21 **Q.** No, no, just ask him to pause --

22 **A.** He started to make an order but he didn't complete.

23 **Q.** Again, could you ask Mr Martínez just to answer the
24 question I'm asking because we will make quicker
25 progress. Please just translate that.

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1 that your processes were nowhere near as tight as they
2 should have been and AR knew that and may have thought
3 Hunting & Knives don't do proper age verification; would
4 that be fair?

5 **A.** Seen now, yes, effectively, it wasn't being carried out
6 adequately.

7 **Q.** Next topic, the ending of your contract with
8 Mr Henderson. Mr Henderson has told this Inquiry in
9 a statement that the reason why the relationship between
10 his company and your company came to an end was that
11 Irish Customs intercepted a shipment from your company
12 which contained a variety of knives and a pepper-box
13 revolver; is that accurate?

14 **A.** It wasn't a revolver, it was an 18th century replica.
15 It wasn't functioning. It was a toy, a replica.
16 I don't know how --

17 **Q.** Well, there's a difference between a toy and a replica:
18 which was it? Because if it's anything like the
19 pepper-box revolvers that are still for sale on your
20 website, it's a replica, not a toy.

21 **A.** It's a replica of a revolver of West. They are not
22 functioning, they are replicas.

23 **Q.** Mr Henderson's concern, as he has told the Inquiry, was
24 that that shipment was sent under the pretext of it
25 being cutlery items, so knives, forks and spoons; is

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1 that accurate?

2 **A.** I don't remember. That (*unclear*) was sent -- was just
 3 sent as knives. When cutlery is sent, knives are sent
 4 and knives are the same names as table knives, as well
 5 as hunting knives. The name is "knife". It was sent as
 6 a knife because under the transport agencies they are
 7 understood as knives.

8 **Q.** Can you understand why Customs and Mr Henderson might
 9 have been rather concerned that, even if there was
 10 a language problem, a description of a consignment of
 11 knives or cutlery might be very worrying if what was
 12 inside was a historical firearms replica?

13 **A.** In my experience, how -- it is made up when we have sent
 14 replicas that were sent all over the world, in some
 15 Customs, not all -- in some of them we name them
 16 replicas. They say it is a replica and when they go
 17 through the control, the Customs controls like Ireland,
 18 if they don't know they ask for the documentation. They
 19 send me the file and they clarify it and they understand
 20 that it's a replica and they come to the conclusion that
 21 whether it's a real weapon or a replica. But when
 22 there's a doubt what they have done is to ask for the
 23 documentation and, in this case we, on the part of the
 24 company that sent the parcel, that it was --
 25 Mr Henderson when he made the contract had put -- but he

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1 I'm thinking of one now that had a finish that was maybe
 2 plate, and now it's silver. That is a novelty. It's
 3 not -- the novelty is not that it's a domestic knife or
 4 maybe designed that way ten years ago, it's because
 5 it's -- the knife is modified in one way. It could be
 6 an aesthetic way but, as a novelty of a knife, there's
 7 very little novelty in a knife.

8 **Q.** All right. Also in the novelties section you have for
 9 sale a Beaver Craft Santa Claus carving kit, which is
 10 advertised in the same section, the novelty section, as
 11 quite a large number of knives. Do you think it's
 12 responsible to sell items that might be attractive to
 13 children, like a Santa Claus carving kit, alongside
 14 hunting knives?

15 **A.** They are novelties because, like we were just saying, we
 16 sell a lot of products. Novelties are not put in
 17 domestic knives or carving knives or Santa Claus because
 18 they are the same because they are different things or
 19 because they are novelties. They have nothing to do
 20 with --

21 **Q.** Yes. That is not an answer to my question. Is it
 22 a good idea to put things that are attractive to
 23 children, a Santa Claus carving kit, on the same page as
 24 a large hunting knife; is that a good idea or a bad
 25 idea?

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1 hasn't made contact or communicated with us.

2 **Q.** All right, I'm going to move on. Mr Martínez, your
 3 statement sets out a number of improvements that your
 4 company has made since and it sets out some suggestions
 5 from you about recommendations for the future. If you
 6 will forgive me, I'm not going to ask you about them
 7 because it is set out in your statement and your
 8 statement will be published by the Inquiry. I'm just
 9 going to pause to allow that to be translated.

(Pause)

11 **A.** Can you repeat what you have said because I couldn't
 12 understand?

13 **Q.** Your statement tells us about some improvements that you
 14 have made as a company, since AR's attack, and I'm not
 15 going to ask you about those improvements because they
 16 are set out in your statement.

17 **A.** Okay.

18 **Q.** Now, I want to -- I am asked to explore with you one
 19 other aspect. Your website has a sales area called
 20 "Novelties" and, within the novelties section, there is
 21 a hunting knife on sale for over £85. Why is a large
 22 hunting knife a novelty?

23 **A.** I don't know completely which knife you're naming, but
 24 what -- putting the novelty is because the model is
 25 changed or it's improved. Maybe they have changed --

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1 **A.** Maybe now it's a bad idea, but what I wanted to explain
 2 is that the products are placed there because they are
 3 novelties in that moment, not because -- because we are
 4 seeking other things.

5 **Q.** Could we have on the screen ILT000041, please. Just
 6 give me a moment. Could we try 49, please. Sorry, it's
 7 totally my fault. Could we have the top half of the
 8 screen, please.

9 Mr Martínez, this was taken from your website
 10 overnight. You sell still now a "Muela MAGNUM-26 Bowie
 11 deer stag knife", for close on to £300 sterling. Do you
 12 agree, yes? This is advertised on your site: that
 13 knife, nearly £300, is still on sale on your website
 14 today.

15 **A.** 200 -- £288.

16 **Q.** Yes. What's that knife used for?

17 **A.** Domestic knife -- oh, sorry, a hunting knife.

18 **Q.** Is it useful as a stabbing weapon?

19 **A.** To stab a knife, any knife -- any knife is used for
 20 stabbing.

21 **Q.** Mr Martínez, please listen to the question very
 22 carefully and I'm going to ask the translator to
 23 translate it word for word: is this knife useful as
 24 a stabbing weapon?

25 **A.** Yes.

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1 Q. Would that be a responsible way to describe this knife
2 on your website, "useful as a stabbing weapon"?
3 A. I think we have an error of that word because I think
4 that that word means to "pinch" but not to stab because
5 any knife is useful for stabbing but this knife is
6 useful also to peel an apple. A function of this knife
7 is for hunting.
8 Q. Mr Martínez, I'm going to ask the question again, listen
9 to it and please answer it: would it be responsible to
10 describe this knife on your website as useful as
11 a stabbing weapon?
12 A. It should not be described as useful for stabbing, it
13 should be described as for what it is.
14 Q. Could we look further down the page under "Blade". Can
15 we have that enlarged:
16 "The style used by Muela to compose the blade of
17 this 26 Magnum is Clip Point, whose main characteristic
18 is the cut upper part of the tip, which results in
19 a thinner, stronger and better quality end."
20 These words:
21 "This knife is useful as a stabbing weapon, as well
22 as a cutting tool."
23 That, Mr Martínez, is a grossly inappropriate way to
24 market that knife; do you agree?
25 A. I am in agreement.

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1 to describe what we would use a hunting knife for. This
2 is to say that these knives are used to hunt, they are
3 for hunting. I don't know what type of hunting is
4 practised in the UK. I understand that hunting takes
5 place and this is a tool for hunting. A client may use
6 it for other things and that it has been bought for
7 illegal use, I understand. I didn't know that deers
8 could not be hunted in the UK.
9 SIR ADRIAN FULFORD: Thank you, Mr Martínez. That concludes
10 your evidence. Can we close the link, please.
11 MR MOSS: Sir, we do need a short break to rearrange things
12 ahead of the next witness. We are just about on course
13 today because, on any view, our final witness will be
14 the briefest of the day but may we ask for 10 or
15 15 minutes.
16 SIR ADRIAN FULFORD: Certainly. Ten minutes or thereabouts.
17 (3.22 pm)
18 (Short Break)
19 (3.43 pm)
20 SIR ADRIAN FULFORD: Yes, Ms Wakeman.
21 MS WAKEMAN: Could we start by having the witness sworn in,
22 please?
23 SIR ADRIAN FULFORD: That's not a good start. Can we
24 unfreeze the picture?
25 MS WAKEMAN: Sir, may we just give it 30 seconds to see if

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1 Q. We find that on your website, even today. We find that
2 on your website even today, don't we, Mr Martínez?
3 A. It could be true and if these are words that have to be
4 removed then we can remove them. I didn't understand
5 that this would be understood as a hunting knife.
6 I think that the description is that the manufacturer
7 put what is referred to stabbing, it's referred to hunt
8 a deer in the characteristics. It's to stab an animal.
9 It could be described like this and defined like this by
10 the manufacturer, and --
11 Q. Mr Martínez, I'm going to stop you there because I think
12 the Chair has your answer.
13 I'm just looking to my left.
14 Mr Martínez, thank you, those are my questions. Is
15 there anything that you would like to add? I said
16 I would give you an opportunity.
17 A. No. The only thing I want to add is that I understand
18 the investigation and I understand --
19 MR MOSS: Thank you for your patience with me. I will just
20 see if the Chair has any questions.
21 Questioned by THE CHAIR
22 SIR ADRIAN FULFORD: Just one question from me, Mr Martínez.
23 Do you understand that it is against the law in the
24 United Kingdom to hunt deer with knives?
25 A. It's an example but -- it's an example that I have used

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1 it can be resolved and, if not, I will ask you to rise.
2 Thank you.
3 (Pause)
4 Thank you. Can you hear me on the link?
5 THE WITNESS: I can.
6 SIR ADRIAN FULFORD: I'm sorry, Mr Bullock. Can you take
7 the oath again, please? We didn't hear you this end.
8 LUKE BULLOCK (sworn)
9 Questioned by MS WAKEMAN
10 SIR ADRIAN FULFORD: Thank you very much.
11 MS WAKEMAN: Thank you. Could you start by stating your
12 full name?
13 A. It's Luke Bullock.
14 Q. Please could we have on screen SPRB000014.
15 SIR ADRIAN FULFORD: While that's happening, could you move
16 the microphone slightly closer to you, or is that not
17 possible? If you can't, then can we make sure the
18 volume is up at the other end, please.
19 MS WAKEMAN: Do you recognise that as your witness
20 statement?
21 A. Yes, I do.
22 Q. Have you signed the end of that witness statement?
23 A. I believe so, yes.
24 Q. Is that statement true to the best of your knowledge and
25 belief?

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1 A. Yes.

2 Q. I just want to start by recognising at the outset that

3 you have cooperated with the Inquiry's request and

4 provided your statement promptly, so thank you for doing

5 that.

6 It is right, isn't it, that you are the Company

7 Director of Springfields of Burton Limited?

8 A. That's correct.

9 Q. That company is owned by Bullock Holdings?

10 A. Yes.

11 Q. Both of those are UK registered companies?

12 A. Yes.

13 Q. You say in your statement at paragraph 2 that it is

14 a third-generation family business which was established

15 in 1973.

16 A. Yes.

17 Q. What are your tasks as the company director of those

18 companies?

19 A. So I do the ordering. I've got an IT background, so I'm

20 responsible for the website, for any -- the age

21 verification software is built, with external data, but

22 by me. The day-to-day running is handled a little bit

23 more by my wife Chrissy, in terms of HR and accounts,

24 but I do pretty much whatever comes up. In a small

25 business, it can be pretty much anything.

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1 if it's -- if it's -- in that criteria, or it will just

2 be something that people ask for that they need, so,

3 I don't know, like a -- at the moment there's a pending

4 email where a scout group wants an axe with a specific

5 sheath, and we don't stock it, I'm trying to find it.

6 So it can be anything really.

7 Q. Is the likelihood of a knife being used for unlawful

8 violence one of the criteria that you would think about?

9 A. Yes. If it looked what we would call threatening then

10 we wouldn't stock it.

11 Q. I'm going to come on to, in more detail later, the

12 contact that Springfields had with AR.

13 A. Okay.

14 Q. But by way of overview at the start, I'm just going to

15 give a summary, as I understand it, of your involvement.

16 A. Yes.

17 Q. So AR, a child, was able to successfully order a machete

18 and sharpening stone from Springfields on 10 June 2023;

19 is that right?

20 A. Yes, certainly the order portion of that would be

21 successful. I'd say the order was completed via our

22 website successfully, yes.

23 Q. In terms of delivery, it was delivered by DPD on 14 June

24 2023 using their age-verified delivery service?

25 A. That's correct.

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1 Q. You say in your statement that you also ensure

2 compliance with legislation; is that right?

3 A. Yes.

4 Q. Just give us an idea of the size of the company. How

5 many employees do you have?

6 A. There are five people altogether: three full-time and

7 two part-time.

8 Q. What types of product do you stock?

9 A. Everything from -- so our biggest customers are --

10 probably combined it would be scout groups, so they will

11 have everything from ropes, to tarps, firesteels,

12 knives, axes, saws, so we do everything for those but

13 also for activity centres and they'll want things like

14 throwing axes, throwing knives, shelter building stuff,

15 forest school equipment. But there's quite a lot of

16 crossover so what a scout group might want, also

17 a forest school or an activity centre might want.

18 Q. Focusing on the knives, how do you decide which types of

19 knives you're going to stock on your website?

20 A. So a couple of years -- there's a College of Policing

21 study in 2021 and I think there's four As in there,

22 there's affordability, attractiveness and availability.

23 There's another one but that's accessibility, which is

24 more for the home, I think, like a drawer. But we try

25 and make sure that if it's attractive it's not cheap and

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1 Q. He was able to place the order and to pass your age

2 verification using a driving licence of a woman from

3 Sunderland called Alice?

4 A. That's correct.

5 Q. Shortly after placing the order, he contacted

6 Springfields to ask whether ID was required?

7 A. Yes.

8 Q. The machete and the sharpening stone were found on top

9 of the wardrobe of his parents' bedroom when his address

10 was searched after this attack.

11 A. Yes.

12 Q. The items were found in sealed packaging with a delivery

13 label addressed to Alice with AR's home address?

14 A. Yes.

15 Q. So I will come on to that in more detail later but does

16 that just summarise, by way of overview, your main

17 involvement with AR?

18 A. Yes, it does.

19 Q. The next topic I want to cover is age verification at

20 Springfields.

21 A. Yes.

22 Q. So is it right that you conduct all of your sales

23 online?

24 A. Yes, all -- well, there's a -- yes, pretty much.

25 There's a few people come to the door still because we

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1 were a shop for about 45 years, so people still come to
 2 the door but most of the time we get them to put the
 3 order through online and they can click and collect.
 4 **Q.** Would that be collecting from your warehouse?
 5 **A.** Yes.
 6 **Q.** It is right, isn't it, that online knife sales carry
 7 with them an inherent risk of inadvertently selling
 8 a bladed item to somebody under 18, simply because you
 9 can't see them in person or check their ID in person?
 10 **A.** Yes.
 11 **Q.** It is an obvious point to say, but if a bladed item is
 12 sold to somebody under 18, that item does have the
 13 potential to cause significant harm?
 14 **A.** Yes.
 15 **Q.** So, for that reason, there are legal duties on online
 16 sellers of knives and a careful approach has to be taken
 17 to guard against that risk?
 18 **A.** Oh, yes, yes.
 19 **Q.** Other than the specific criminal law requirements, as
 20 far as you are aware, is there any regulation for online
 21 retailers of knives in any other aspect, for example is
 22 there a requirement to register with a local authority,
 23 or have a licence, or register with the Home Office?
 24 I fear we may have lost the link. We will just give
 25 it a moment to catch up.

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1 Is that right?
 2 **A.** Yes.
 3 **Q.** Next, if we could have SPRB000008. This is your terms
 4 and conditions.
 5 **A.** Yes.
 6 **Q.** At point 1, you warn that:
 7 "Items on this site may be dangerous or age
 8 restricted ..."
 9 **A.** Yes.
 10 **Q.** Thank you. Next, if we could have SPRB000009. So this
 11 is a frequently asked questions page that you have on
 12 the website.
 13 **A.** Yes.
 14 **Q.** The question asked is:
 15 "How old do I need to be to purchase from you?"
 16 You say:
 17 "There is no age limit to buy non-age restricted
 18 products. However, you must be over 18 to purchase
 19 a bladed article or other age restricted product ... If
 20 you are not old enough or cannot provide proof of age we
 21 will unfortunately have to cancel your order."
 22 **A.** Yes.
 23 **Q.** Finally, SPRB000010. If we could zoom in on that. This
 24 is your age verification frequently asked questions?
 25 **A.** Yes.

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1 *(Pause)*
 2 **A.** I think we're back.
 3 **Q.** Thank you, Mr Bullock. We can see you again. We will
 4 just get you up on the screen. Sorry, if we could just
 5 have Mr Bullock made full screen, please. Thank you.
 6 **SIR ADRIAN FULFORD:** Do you want to put the question again.
 7 **MS WAKEMAN:** Yes. Can you hear me, Mr Bullock?
 8 **A.** I can.
 9 **Q.** Other than the specific criminal law requirements, was
 10 there any other type of regulation for online retailers
 11 of knife sales, such as, for example, registering with
 12 the Home Office or a requirement to register with the
 13 local authority?
 14 **A.** There's no requirement to. We have registered with the
 15 local authority but there's no -- not really any other
 16 guidance at all really.
 17 **Q.** I now just want to look at some of the policies that you
 18 have on your website about age verification, so could we
 19 have up SPRB000007. This is your shipping policy. Is
 20 this how it was at the time when AR made his purchase in
 21 2023?
 22 **A.** It was, yes.
 23 **Q.** It says there that:
 24 "... age restricted products are dependent on age
 25 verification."

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1 **Q.** Under the first question, "What is age verification?",
 2 it says it is usually done by checking against the
 3 electoral register after you have placed your order:
 4 "If we are unable to find you on the electoral
 5 register you may be asked to provide a photo of your ID
 6 to prove your age."
 7 Is that right?
 8 **A.** That's right.
 9 **Q.** For those policies that I have just taken you through,
 10 does that show them as they were at the time when AR
 11 placed his order?
 12 **A.** Yes, I checked the dates on those.
 13 **Q.** Could we have up your witness statement, so this is
 14 SPRB000014.
 15 We're just going to take a pause for a moment.
 16 I think there may be some technical issues. I'm not
 17 sure.
 18 *(Pause)*
 19 We're just going to carry on and I'm just going to
 20 read into the record any relevant parts if there is an
 21 issue with getting them up on the screen. I think it's
 22 back. Paragraph 39 please. It's the section that talks
 23 about your privacy policy on your website.
 24 **A.** Yes.
 25 **Q.** It says that:

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1 "When purchasing age restricted goods ... age
2 verification will be performed using the electoral roll.
3 If no result can be found we will use your data to
4 search Companies House and previous orders for
5 a matching postcode. Other data sources may be used to
6 aid [verification] if the process [fails]. If all other
7 methods fail you will be contacted ... to request ID to
8 be sent."

9 A. Yes.

10 Q. Does that accurately summarise the policies that you had
11 at the time when AR placed his order?

12 A. Yes.

13 Q. Turning then to how it actually operates in practice,
14 I understand that there are two key safeguards that you
15 have: firstly, the age verification system that you
16 carry out --

17 A. Yes.

18 Q. -- and secondly the use of an age verified courier?

19 A. That's correct.

20 Q. Looking at the first of those, so when someone orders an
21 age-verified item, like a knife, on your website, what
22 checks are carried out?

23 A. So the first check is we look if it was a previous
24 customer. If it was a previous customer, you get a list
25 of the items they have ordered previously and the names

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1 postcode match, and then we can look at -- inside that
2 banned -- sorry, I'm going on a bit, but inside the
3 banned list will be the first line of the address, so we
4 can work out if that's the same customer, or maybe
5 a neighbour. So, we will do that in the first instance.

6 If they have provided ID before and it's the same
7 details, the order will go through. We'd click
8 "Processed order" and add a note and that adds a note to
9 the order to say it can go.

10 If not it goes to -- if they have never ordered, it
11 will automatically get searched on the electoral
12 register. If there's no address for the purchaser at
13 the address it's going to on the electoral register,
14 then they will get sent an email and a text message
15 automatically and the order will be locked, so it can't
16 be edited, changed or dispatched.

17 Q. Until someone provides ID in due course?

18 A. Until someone provides ID, yes.

19 Q. To be clear, is that the system that was in place at the
20 time of AR's order in 2023 or are you describing the
21 current system?

22 A. That's the system -- the banned postcode -- it was in
23 place but not as part of that system. It was its own
24 stand-alone system where we block it in the warehouse
25 management system. That would just prevent them being

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1 on the previous order, so then we would be looking for
2 names that are constantly changing on orders or maybe
3 a pattern of items. So if someone only orders bladed
4 things and maybe it's their second or third order, you
5 would think, "Well, why do you only order knives?" and
6 maybe you ordered one on Wednesday and now it's Friday
7 and you ordered another knife, so at that point we stop
8 that.

9 It also looks at cancelled orders, so it flashes up
10 in quite big letters across the age verification screen
11 "Cancelled order", so if someone has ordered previously
12 and then we have cancelled it for any reason, they
13 didn't want to provide ID, or something like that, it
14 shows. So we look back then at the notes on that
15 cancelled order to see the reason it was cancelled to
16 know if we want to even age check them again or proceed
17 with the order.

18 The last thing it does, just at this initial step
19 for previous orders, is search our banned postcode list.
20 So if we've ever had a problem before with an order or
21 postcode -- it's quite broad so it bans a whole
22 postcode, it doesn't look at first lines because someone
23 could write the numeral "5" or the word "five" and, if
24 it was matching on that, it would be quite a lot of code
25 to match every type of address. So it's a broad

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1 shipped but, apart from that, it's the same system we
2 have been using for four or five years now. It just
3 keeps getting improved, I guess.

4 Q. Okay, so when you say it's part of the warehouse system,
5 do you mean that the order might get through but it
6 wouldn't end up being shipped out because the check
7 would be done at a later stage?

8 A. Yes, so, sorry, I should have explained. When, say, if
9 somebody orders at 8.00 on a Friday evening, it wouldn't
10 be until Monday morning that order is age verified
11 because it's a partially manual process. Every order
12 that's placed on our website is treated as if it is age
13 restricted until someone manually changes it to be not
14 age restricted. That's just -- (1) because we don't
15 want to have anything, you know, slip through the net,
16 I guess; and the other reason is because you would have
17 to enter whether something was bladed for every item in
18 the stock system and because we import supplier
19 catalogues and things like that, it would be about
20 30,000 items to go through, so we just treat everything
21 as if it's age restricted and take out the things which
22 aren't.

23 Q. Okay. That was a very helpful and comprehensive answer
24 but I'm just conscious of time, so if we could --

25 A. Okay, sorry.

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1 Q. I don't want to limit your answers but, if you could
2 just try to focus on the question, that would be
3 fantastic.
4 A. Sure.
5 Q. So I think I was just trying to clarify with you, at the
6 time of AR's order, would you check the banned list of
7 postcodes?
8 A. Yes.
9 Q. Okay. When you do the electoral register check, is that
10 checking both the name and the address?
11 A. Yes.
12 Q. In terms of failing that check, is the next stage that
13 you would then ask someone to provide ID?
14 A. Yes.
15 Q. Does that have to be photo ID or could it, for example,
16 be a birth certificate?
17 A. It could have been a birth certificate in 2023.
18 Q. And now?
19 A. Not any more.
20 Q. Now it has to be photo ID; is that right?
21 A. Yes, with a selfie. That's not in my witness statement.
22 Q. Oh, so you're saying they now have to provide photo ID
23 with a photo, is that to prove it is their ID?
24 A. Yes, we can go onto the steps that changed later on, if
25 you like, but at the time that wasn't the case.

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1 order -- it didn't -- if it's a completely different
2 name, it is checked but it's not checked routinely. If
3 someone notices it, normally because they have
4 a suspicion about the order for some other reason, you
5 know, it's their third order, or it's -- the whole
6 basket -- because we sell -- I think 29 per cent of our
7 items are bladed, so if you order rope and tarp and
8 a firesteel and a knife, probably less likely to raise
9 suspicion than someone that's ordering just knives, and
10 then they will probably, you know, get looked at
11 a little bit more closely. But it could be a whole host
12 of reasons.
13 Q. Okay. Would you ever check the name on the ID against,
14 for example, the payment card or the PayPal details?
15 A. So the -- no, I don't -- the name on the ID against the
16 payment but we don't get the details of the payment
17 card, but the -- no.
18 Q. You have already given, I think, one example there about
19 something that might raise suspicion when you get an
20 order, so you said, for example, if someone was ordering
21 a large quantity of knives, that might raise suspicion
22 amongst staff. Thinking back to 2023, what other things
23 might have raised suspicion with an order at that point?
24 A. Pretty much the same stuff, so it's large quantity of
25 bladed items, next day delivery, orders that are maybe

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1 Q. Okay. When someone provides their ID, how is that
2 checked?
3 A. It depends on the ID. A driving licence, I don't think
4 there's a -- we can't check it in any way unless we ask
5 for the driving licence code. With a Citizen card,
6 Post Office card and the Young Scot card there's an app
7 that the staff have on their phones, so you can take
8 a photo of the licence on your screen and it says if
9 it's legitimate or not, and the staff are also trained
10 to spot the order of a licence. So it will be like the
11 start of the surname, then the first year of birth and
12 then two days -- the two digits of the month and then
13 the final year of birth and then their first initials,
14 or their middle initials are at the end of the driving
15 licence number, so if they're ever unsure, they can look
16 for those markers and also the steering wheel icon over
17 the photo.
18 Q. So it's not just an automated check, it's a real person
19 looks at the ID and looks for -- are trained in some
20 warning signs to look out for; is that right?
21 A. Indeed, that's right.
22 Q. Is any sort of overall sense check done on the orders to
23 see if, for example, the name on the order and the email
24 address aren't matching up with the name on the ID?
25 A. In some -- not for every -- so, in this case, the

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1 after midnight but before 4.00 am, someone placing an
2 order and cancelling it and then that same -- in the
3 same address with a different name attached to it.
4 There would be, I don't know, quite a lot of reasons.
5 Q. Were staff given training to look out for those types of
6 things with orders?
7 A. Yes.
8 Q. Thinking about now, is there anything else you would
9 look out for in addition to those factors that you have
10 already mentioned?
11 A. So since we have changed our system recently, well from
12 January, but now it's in place for all orders, if
13 someone refuses to send a selfie or a photo of their
14 physical ID then that would be a cause for concern.
15 Q. If an order is flagged as raising suspicion and you are
16 not happy to process the order, what happens then?
17 A. It depends on the order. If we're -- most of them
18 will -- quite a few get reported to the Met Police but
19 if it's just we're not happy but, you know, I don't know
20 the reason, I can give you a scenario, but it will just
21 get cancelled and refunded. But if there's been some
22 circumvention or a fake ID or it's rather a large amount
23 of blades, then they all get reported to the Met Police.
24 Q. So that was looking at age verification. I now want to
25 think about age-verified delivery.

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1 A. Yes.

2 Q. Could we have up on screen, if possible, SPRB000006.

3 This is looking at shipping options that are available

4 when someone orders an age-verified product, so we can

5 see there are three shipping options, the bottom three.

6 They are all age verified; is that right?

7 A. Yes.

8 Q. So if someone is getting it delivered, the only option

9 is to choose an age-verified delivery.

10 A. Yes.

11 Q. If someone collects it from your warehouse, what kind of

12 age verification would happen then?

13 A. They still go through our online age verification, just

14 because we don't filter them out and it seemed a better

15 way to do it.

16 Q. But if someone turns up at the warehouse, do you ask

17 them to provide ID then?

18 A. Yes, then there's a Challenge 25. If they're just -- if

19 they're outside and they say, "I've just placed an

20 order, can I collect it?", then they're trained to do

21 a Challenge 25 type check.

22 Q. Next could we have on screen, please, MERP008267. Could

23 we rotate that image and then zoom in on the red label.

24 So you explain in your witness statement that all

25 deliveries are sent requiring age-verified delivery,

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1 and they have suggested getting test purchases done,

2 although we do get work parcels delivered at home using

3 our account and they always check us.

4 Q. Now, just turning to the order that AR actually placed.

5 If we could have up on screen SPRB000002. This should

6 be the order confirmation. So is it right that the

7 first contact, essentially, that Springfields had with

8 AR was when he placed this order on the website on

9 10 June 2023 at 23.32.

10 A. Yes.

11 Q. The order was placed in the name of Alice. We have not

12 included the surname for data protection.

13 A. Yes.

14 Q. The address is AR's address in Banks.

15 A. Yes.

16 Q. The items ordered were a 22-inch bushcraft survival

17 machete --

18 A. Yes.

19 Q. -- at £9.49 and a sharpening stone at £3.32.

20 A. That's correct.

21 Q. The shipping method is DPD (age verified).

22 A. Yes.

23 Q. If we could go back to MERP008267, if we could just zoom

24 in on the label on the left-hand side, we can see it's

25 a Springfields parcel to Alice, AR's address, DPD

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1 which is sent with a red square which read, "Bladed

2 items delivery to 18 plus only", is that the label that

3 you're talking about?

4 A. That's the one.

5 Q. Is that attached to all bladed item deliveries from

6 Springfields?

7 A. Yes. If you select age-verified delivery, the template

8 for that invoice includes that and that label is peeled

9 off the invoice and stuck to the parcel, so it can't get

10 sent without it.

11 Q. I understand from your statement that you use DPD and

12 Royal Mail for your age-verified deliveries?

13 A. Yes.

14 Q. How did you chose those as companies to use?

15 A. Based on price.

16 Q. Who is it that actually determines the actual method of

17 age verification that they use when they turn up at

18 someone's door to deliver a parcel?

19 A. It's the courier.

20 Q. Do you have any systems in place to check whether

21 age-verified deliveries being done by DPD or Royal Mail

22 for you are actually being conducted as age-verified

23 deliveries?

24 A. No defined system yet. We have sent over a document to

25 Staffs Trading Standards who are the primary authority

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1 delivery. Does that show the packaging of the order

2 that AR placed?

3 A. Yes.

4 Q. In terms of correspondence that happened with AR after

5 the order, if we could please go to paragraph 12 of your

6 witness statement, which is SPRB000014, and page 2, if

7 we could zoom in on paragraph 12, and then if we could

8 keep that up because I'm just going to go through some

9 correspondence. So 12 June 2023, 8.37, email from

10 a.megaliania7@yahoo.com, "Do I need to show ID?", is what

11 was said.

12 A. Yes, I see.

13 Q. So no name was given with that email?

14 A. No.

15 Q. Scrolling down on the statement to paragraph 16, we have

16 the response from Springfields the same day, which said:

17 "Hello Alice, as you have ordered an age-restricted

18 item we have to by law confirm that the person receiving

19 this order is over 18, we do this via either the

20 electoral roll or via some form of ID."

21 Then you ask for a photograph or scan of either

22 a driver's licence, passport or birth certificate

23 showing full name and date of birth.

24 A. That's correct.

25 Q. You explain in your statement that, in-between those two

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1 emails happening, your Springfields age checker had
 2 checked the electoral register for somebody called Alice
 3 against the delivery address?
 4 **A.** Yes.
 5 **Q.** That check failed, didn't it, there was no match?
 6 **A.** That's correct.
 7 **Q.** So then we see paragraph 15, essentially an email would
 8 have been sent to let her know that order verification
 9 had failed and asking for a copy of photo ID.
 10 **A.** That's correct.
 11 **Q.** Paragraph 17, at 8.53 on 13 June, AR sent an email which
 12 just contained a copy of a driver's licence in the name
 13 of Alice.
 14 **A.** That's correct.
 15 **Q.** If we could get that up on screen, it's SPRB000003. We
 16 can see there that was the driving licence sent through.
 17 It's obviously been redacted for data protection
 18 reasons.
 19 **A.** Yes.
 20 **Q.** But we can see it's somebody with a date of birth in
 21 1991 called Alice and the address is in Sunderland.
 22 **A.** Yes.
 23 **Q.** If we could please go back to the witness statement, to
 24 paragraph 18. The reference, if we need it, is
 25 SPRB000014, bottom of the page. Essentially

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1 **Q.** But the address on the ID didn't have to match the
 2 delivery address?
 3 **A.** No.
 4 **Q.** You say in your statement, at paragraph 43, that none of
 5 the risk factors at the time were met to raise the order
 6 as suspicious.
 7 **A.** Yes.
 8 **Q.** Here we have an order in the name of somebody called
 9 Alice, using a PayPal for somebody with an email that's
 10 a.megalanian.
 11 **A.** Yes.
 12 **Q.** The address for the ID is in Sunderland.
 13 **A.** Yes.
 14 **Q.** The delivery address is in Banks, some 140-plus miles
 15 away.
 16 **A.** Mm-hm.
 17 **Q.** The order was placed late at night, shortly before
 18 midnight on the 10th --
 19 **A.** Yes.
 20 **Q.** -- and you've got the person contacting you post-order
 21 to specifically enquire about whether ID is needed.
 22 **A.** Okay. So if we address the email first. If you
 23 remember the policy before that said we will contact you
 24 if you need to provide photo ID, so I think the order
 25 was probably placed on a Friday and we didn't age check

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1 Springfields email at 11.42 on the 13th to say, "Thank
 2 you for confirming your age". So AR had passed your age
 3 verification by sending that ID in.
 4 **A.** Yes.
 5 **Q.** You go on to explain that, on 13 June, the order was
 6 printed, picked and packed and ready to be collected and
 7 an email was sent by DPD to the a.megalanian address with
 8 tracking information.
 9 **A.** Yes.
 10 **Q.** If we could just look at paragraph 21, at 13 June, 1.55
 11 in the afternoon, an email was sent by DPD to say:
 12 "We're expecting your ... parcel. We'll be in touch
 13 when we have it ... Remember, your driver will need to
 14 see proof of age! We won't ask you to sign for [it],
 15 we'll take a photo ..."
 16 **A.** That's correct.
 17 **Q.** So we know that the electoral register search failed.
 18 **A.** Yes.
 19 **Q.** The ID was then provided which enabled AR to pass the
 20 verification.
 21 **A.** Mm-hm.
 22 **Q.** Is it right that the ID had to match the name on the
 23 order?
 24 **A.** Yes, the name on the ID had to match the name on the
 25 order.

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1 until Monday and our inbox is normally quite full of
 2 people who expect -- because of premium marketplaces
 3 like Amazon, they will expect their parcel to be there
 4 on Saturday morning when they place that on Friday
 5 night, so quite often, if they have read the policy for
 6 age verification, it says "If we can't verify your age
 7 you will need to show ID", and quite often people will
 8 either pre-empt that and send ID or they will say, "Did
 9 you find me, will I need to show ID". It's quite
 10 a regular question.
 11 On the address being different, I think we have to
 12 have a policy where either it does match or it doesn't.
 13 We thought about this and this was our if first
 14 reaction, maybe we should only send it to people's
 15 addresses on their licence. But so many people's
 16 addresses -- so many people get things delivered to
 17 addresses that aren't on their licence because they're
 18 at work, and the nature of our business is we sell a lot
 19 to schools and businesses, which we still age verify, we
 20 still want to see the ID for someone there, and the
 21 address would never match the order.

22 I understand how far apart it was, but I think, when
 23 you're processing maybe up to 100 IDs on a Monday
 24 morning, to get the support staff to put in the postcode
 25 on the address and the postcode on the order to work out

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1 the distance is quite a hard thing to get them to do.
 2 I just don't think it's reasonably practical. But
 3 I think we have mitigated that by asking for the
 4 photo -- the selfie and the photo of the physical ID.
 5 **Q.** Yes. You do now, but you didn't at the time?
 6 **A.** I didn't at the time, no. Oh, and 11.30 at night isn't
 7 particularly late.
 8 **Q.** Looking back now, do you think that those factors
 9 cumulatively should have, at the very least, provided
 10 some cause for suspicion about the order?
 11 **A.** With what I know now, definitely.
 12 **Q.** Does the fact that AR was able to pass your age
 13 verification by using the ID of a woman named Alice,
 14 living in a completely different part of the country,
 15 highlight a vulnerability with the system that
 16 Springfields had in place at the time?
 17 **A.** Yes.
 18 **Q.** Now, looking at the age-verified delivery, your
 19 agreement with DPD was for DPD to age verify all the
 20 parcels sent using your age-verified account --
 21 **A.** Yes.
 22 **Q.** -- and to ensure that they were only handed into the
 23 hands of someone aged 18 or over.
 24 **A.** Yes.
 25 **Q.** If we could look at SPRB000012, at the third paragraph

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1 **Q.** Right, we will take that up with the DPD statement that
 2 we've got before the Inquiry. But it is right to say
 3 that, assuming it's right that that was the recorded
 4 name, that didn't match with either the email address or
 5 the ID, or the name that the order was in?
 6 **A.** Knowing couriers, it quite often doesn't. We had
 7 someone leave our business about two years ago and the
 8 delivery driver still writes down their name on the
 9 parcel when they drop it off but, in that case, I'm not
 10 really sure. I got the DPD witness statement about
 11 an hour before I came here, so I have read through it,
 12 but I have not -- I couldn't speak to that.
 13 **Q.** All right. Could we have on screen MERP002936 and
 14 page 23. Here we've got a photo of the machete, stone
 15 and a folded up invoice, which looks like it has the
 16 first half of your logo on it.
 17 **A.** Yes.
 18 **Q.** Do you recognise that to be the items purchased from
 19 Springfields?
 20 **A.** Yes.
 21 **Q.** These are the items that were found in AR's house.
 22 **A.** Yes.
 23 **Q.** Just moving now to ask you some questions about items
 24 that Springfields has for sale more generally --
 25 **A.** Yes.

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1 from the bottom, we see what was agreed was:
 2 "Upon delivery, we will only deliver parcels
 3 containing the Products if the recipient ... can produce
 4 valid proof of [ID] to evidence that they are aged 18 or
 5 over, or where we reasonably believe them to be aged 18
 6 or over."
 7 **A.** Yes.
 8 **Q.** I'm not going to go through the detail of it with you
 9 now because we have a separate witness statement --
 10 **A.** Okay.
 11 **Q.** -- that we have obtained from DPD but essentially what
 12 they say is, on this occasion, the delivery driver was
 13 interviewed and they have said that their recollection
 14 is the man that signed for the delivery was somebody who
 15 looked obviously over 18 and so didn't need to be age
 16 verified; is that your understanding?
 17 **A.** Yes.
 18 **Q.** We don't need to get it on the screen now, but DPD have
 19 provided a photo of the item in the doorway as proof of
 20 delivery, but there's no person visible in that photo.
 21 Just for the record, it's DPD000007.
 22 The delivery recipient was recorded by the delivery
 23 driver as RUDAKUBN, so R-U-D-A-K-U-B-N; is that your
 24 understanding?
 25 **A.** I have not seen that information.

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1 **Q.** -- when you offered machetes for sale, what was it
 2 exactly that you were envisaging people were going to be
 3 using those for?
 4 **A.** So we have been selling machetes for about 40 years.
 5 I've got the 1986 catalogue on my desk which had pretty
 6 much the same models on it, but they -- they use --
 7 they're only for one thing really. Well, there's two
 8 types of machete. There's an agricultural style, which
 9 are only for clearing ground, and there's a bushcraft
 10 style machete, which has a sharper blade, normally
 11 a thicker blade as well, and that's what a bushcraft guy
 12 or person would use for -- they can split wood with it
 13 and use it as a big knife essentially, but they're only
 14 for that.
 15 **Q.** Or, of course, for unlawful violence?
 16 **A.** Yes.
 17 **Q.** It is right, isn't it, that in the UK there really are
 18 very limited legitimate uses for machetes of the kind
 19 purchased by AR?
 20 **A.** No, I don't think so. We sell them to -- well, recently
 21 there was a broccoli farm, a thatched roofing company,
 22 I didn't know there was a vineyard in the UK until they
 23 ordered, even a well-know duke orders them from us for
 24 his estate. Anyone that needs to clear ground, like
 25 property maintenance, property development,

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1 a scaffolding company, if they have to put some
 2 scaffolding up behind a building and they get there and
 3 there's brambles, they need a machete and -- yes,
 4 there's -- and obviously people in their gardens.
 5 I was in -- we looked at -- or I didn't but the Home
 6 Office looked at banning machetes completely in 2023 and
 7 I think in that meeting they agreed there's a legitimate
 8 use. Even one of the people in that meeting said that
 9 she had a machete at home, that she uses in her garden.
 10 **Q.** You also sell some knives on your website which are
 11 described as tactical knives; is that right?
 12 **A.** I -- I think there's 2,400 items in stock. I don't --
 13 I don't recall any with "tactical" in the name. There
 14 may be a Swedish Mora or a Swedish knife, which has
 15 "Tactical SRT" at the end of the name but I -- and there
 16 may be some, but I can't think of which ones. Have you
 17 got an example?
 18 **Q.** There's an item for sale, Mora Bushcraft Black Tactical,
 19 £54.99?
 20 **A.** That's the one, yes. That's the name the manufacturer
 21 gives it. It's a Swedish bushcraft knife. It's
 22 probably -- Mora are the most popular brand of knives
 23 for scouts, or the most popular bushcraft knife in the
 24 country. They make knives with NATO stock numbers that
 25 their military buy from the UK distributor but then

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1 blade on the -- I think, the black SRT is like a ceramic
 2 coating because it's a carbon blade. If you scratch
 3 it -- or if you get a carbon blade wet it'll rust. The
 4 black coating on that one stops the blade from rusting.
 5 **MS WAKEMAN:** Sir, I'm conscious of the time. I'm moving to
 6 my last topic and I don't anticipate being more than ten
 7 minutes, maximum.
 8 **SIR ADRIAN FULFORD:** That's fine.
 9 **MS WAKEMAN:** Thank you. I'm now going to ask you about some
 10 changes made since, a lot of ground we have already
 11 covered on, and also changes for the future.
 12 **A.** Sure.
 13 **Q.** So in terms of changes made since, you have already
 14 talked about quite a lot of those. Are there any other
 15 changes that you have made that you wish to draw to the
 16 Inquiry's attention?
 17 **A.** So machetes we only sell now -- so we flipped it round,
 18 so you have to contact our accounts department to place
 19 an order now, rather than placing it through the
 20 website, and then us asking us who you are. You have to
 21 start with an enquiry. We produced a catalogue of the
 22 most popular ones that trade bought, so the general
 23 public can't buy them from us anymore. You have to be
 24 a business, or at least if it's not a limited company,
 25 some sort of, you know, activity centre or something

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1 there's no -- it's also quite expensive I think, over
 2 £60. It's not a knife that is ever used or bought by
 3 anyone wanting to commit violence.
 4 **Q.** Just to give one more example, there's also something
 5 called a Strong Arm Fine Edge Gerber Knife, which is
 6 described as a "fixed blade tactical knife" on your
 7 website.
 8 **A.** That's a -- I think is it over £80? It's not like
 9 a cheap sort of throwaway knife. I don't think we -- we
 10 sell quite a lot of Gerber Strong Arms. So made by
 11 Gerber, who are an American company, with a lifetime
 12 warranty. They're not the kind of thing I would expect
 13 someone to buy for those reasons.
 14 **Q.** All right, but advertising knives like that for sale
 15 with the word "tactical", one might think that that
 16 would imply some sort of use with military or use as
 17 a weapon?
 18 **A.** I guess I can see why you could see it that way but,
 19 being in the industry, I think you -- you don't want to
 20 advertise things for fighting or combat, but tactical is
 21 kind of -- the guys they like, I don't know, airsoft or
 22 like military style stuff, especially like veteran
 23 bushcrafters, they like that style knife. They're not
 24 buying them for violent reasons, tactical knives,
 25 they're -- they just like the look of it. The black

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1 which we'd check out before we even accept the order
 2 now, and the video ID that we used didn't -- we started
 3 in January. It's now in its fourth version. You have
 4 to submit a selfie using your mobile phone and a photo
 5 of your ID live. You can't upload it.
 6 **Q.** Okay, so is the video of the person or is it a video of
 7 the ID to show that you have actually got the ID
 8 physically?
 9 **A.** There's a photo of the ID and there was a video of the
 10 person, but now it's just a photo of the person. The
 11 video didn't really offer anything other than making it
 12 you have to watch a video, people tried to talk about
 13 things. It wasn't -- there was no need for it.
 14 **Q.** Do you think it would be useful to roll out some kind of
 15 video ID system or do you think the current system
 16 you've got of asking for a selfie with photo ID is
 17 sufficient?
 18 **A.** I think it's sufficient. It's the -- there are
 19 amendments to Crime and Policing Bill coming in I think
 20 about summer next year and it asks for a selfie and --
 21 a current photo of yourself and a photo of your ID, so
 22 that's why we went that route, instead of continuing
 23 with the video. But, so far, it has been really good
 24 actually. I think it has restored my faith in our
 25 customers because, you know, you get a photo of someone

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1 on a tractor or someone on a train, someone in
 2 a workshop, and you think these are -- they all look
 3 like nice, sound people, ordering orders that look nice.
 4 So, yes, I think it's fine.

5 **Q.** Do you require the address on the photo ID to match with
 6 the delivery address now?

7 **A.** No.

8 **Q.** Is that something that you have considered introducing
 9 and, if so, why haven't you?

10 **A.** Because also in the Crime and Policing Bill next year,
 11 as well as reporting suspicious purchases you have to --
 12 the delivery has to be made to the person who places the
 13 order, so like you and I, everybody has a job, nobody is
 14 really in between 9.00 and 5.00, so nobody is going to
 15 be able to get an item delivered to the address on their
 16 licence, no one at university, no one -- well, no one
 17 with a passport would be able to check, so I think it's
 18 much more -- it's a much better check to make sure that
 19 that person has the physical ID and that is the person
 20 that's sending us the ID with a check, rather than their
 21 address.

22 **Q.** In terms of improvements that could be made generally
 23 for online retailers of knives, would it be helpful to
 24 have some sort of system that would enable you to
 25 identify, for example, customers of concern, those that

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1 things but I think it's much better if -- if it's shared
 2 with the police and there's some vetting before those
 3 postcodes are banned but, yes, some system would be
 4 really helpful.

5 **Q.** Would you be in favour of some kind of licensing of
 6 online knife sellers?

7 **A.** Yes.

8 **Q.** We have covered a few sort of potential areas for
 9 improvement there. Is there any other potential
 10 improvements which you think could be made to online
 11 sales of knives?

12 **A.** Yes, so in the Crime and Policing Bill that's coming in
 13 next year, with the work I have done with the Met Police
 14 that I'm told has led to this, suspicious purchases will
 15 have to be reported but they have set a number of five
 16 items or more as the level of suspicion. There's a few
 17 intricacies to that but generally it's five or more
 18 knives and you have to report them to the police,
 19 whereas I think if -- shall I carry on? Yes.

20 I think if someone submits a fake ID, tries to
 21 circumvent your age-verification procedure, it ought to
 22 be mandatory to report those sales to the police, rather
 23 than just cancel them and keep a report. You should
 24 send that report to somebody and that could -- the data
 25 could maybe be shared.

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1 might have a known propensity for violence, knife
 2 convictions?

3 **A.** Yes, we have spoken about that before. Normally, it's
 4 a GDPR concern to share that information but I do think
 5 there should be some sort of way that a household can
 6 block their own postcode. So, in this case, AR's father
 7 or mother or Social Services or CAMHS could have
 8 suggested that that address -- maybe they could talk to
 9 neighbours and say, "Is it okay if we ban or we add your
 10 address to this" and we wouldn't have to see the reason
 11 it is banned, or maybe it could just be for couriers and
 12 they could suggest that when they try and send a bladed
 13 delivery there, because those data points are there, if
 14 an item is bladed or the delivery is age-restricted then
 15 that household doesn't accept those deliveries or we
 16 could put it in as part of our check.

17 **Q.** Would it be helpful to have a way of sharing your
 18 blocked addresses with other retailers?

19 **A.** Yes. I have spoken to other retailers about that but
 20 it's always a GDPR concern. We don't -- you know, if --
 21 and there's also a risk that other retailers, if it's
 22 not vetted, could just put some postcodes on there of
 23 their best customers and say, "Well, we don't really
 24 want Springfields to sell to these guys, so let's tell
 25 them" -- you know. So you have to think about those

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1 **Q.** Yes. I think you have explained at paragraph 59 that
 2 you have started sharing intelligence with the Met about
 3 suspicious orders --

4 **A.** Yes.

5 **Q.** -- is that what you're referring to?

6 **A.** Yes.

7 **Q.** Could you just give us a tiny bit more detail about how
 8 exactly that works with Springfields?

9 **A.** Okay, well we used to -- we'd get a fake ID or a refusal
 10 back in maybe 2020, and then when we phoned them up or
 11 email them, they would say, "Well, I'll just go
 12 elsewhere", and I thought, "Well, what am I stopping?
 13 I'm just moving them on to another retailer who probably
 14 won't check and they're still going to obtain this
 15 thing". So I had already made a few contacts by trying
 16 to get involved where I can in helping out. So
 17 I emailed them and said, "Can I start sending you
 18 reports", because they're all over the country and to
 19 get through to a police force in maybe like
 20 Staffordshire, then Shropshire, it's a lot of work.

21 So there's one guy in the Business Crime Department
 22 in Met Police, who said, "Yeah, I'll take them and
 23 create intelligence reports", and put them, I guess, on
 24 the Police National Computer. I don't really know what
 25 he does but he creates an intelligence report and most

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1 of the time I don't know if it comes to anything, I'm
 2 told it's quite helpful and they use that in working
 3 groups to show what a responsible retailer should do.
 4 **MR MOSS:** Thank you, Mr Bullock. I don't have any further
 5 questions for you. If I could just check with -- no,
 6 I'm seeing shakes of heads over there.
 7 Sir, do you have any questions?
 8 Questioned by THE CHAIR
 9 **SIR ADRIAN FULFORD:** Nearly finished, Mr Bullock, but just
 10 a couple from me.
 11 **A.** Okay.
 12 **SIR ADRIAN FULFORD:** You have said that you have been
 13 selling more or less the same styles of machetes for
 14 about 40 years.
 15 **A.** Yes.
 16 **SIR ADRIAN FULFORD:** Can you give me an idea as to -- not
 17 exactly, but an approximation *per annum* of machetes that
 18 your company sells?
 19 **A.** It can vary quite a lot but I guess 1,000 or so, because
 20 like a guy came from a smallholding in South Africa,
 21 came and looked round the shop and looked at machetes
 22 with me and he bought 20, or something like that, to
 23 export there. So it can go up or down quite a lot, but
 24 around 1,000 a year. It's probably less now than --
 25 well, definitely less. Maybe less now. But I don't
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1 **SIR ADRIAN FULFORD:** Can I ask then what sort of questions
 2 your accounts department is putting to those who show an
 3 interest in buying machetes?
 4 **A.** So you would have to be a company that needs them, you
 5 know. If you were a car garage and you said "I need ten
 6 machetes", they wouldn't do it. It would have to be
 7 either one of our existing trade customers or part of
 8 a wider trade account. It wouldn't probably be a trade
 9 account just for machetes but we offer about 1,000 --
 10 well, we've got over 1,000 trade accounts for outdoor
 11 centres, activity centres. We would probably want them
 12 to be -- you know, someone who has a wider interest in
 13 our goods than just machetes.
 14 **SIR ADRIAN FULFORD:** Do you know if any other retailers are
 15 going down the same path as you in relation to this?
 16 **A.** I have spoken to quite a few and, just because the
 17 amount of times you see it in the media, a lot of people
 18 either drop them or are going to restrict them. Quite
 19 a few, like, suppliers don't sell them on their own
 20 websites. They would rather push them to retailers like
 21 agricultural stores or people like me that actually try
 22 and do something about the sales.
 23 **SIR ADRIAN FULFORD:** Mr Bullock, I'm very grateful to you.
 24 Thank you for sparing the time and thank you for your
 25 evidence this afternoon.
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1 know what it was 40 years ago.
 2 **SIR ADRIAN FULFORD:** I was going to ask you about whether
 3 there had been a decline and, in that context, you have
 4 said that now, for machetes, the general public can't
 5 buy them --
 6 **A.** Yes.
 7 **SIR ADRIAN FULFORD:** -- and those who enquire have to go
 8 through your accounts department to an extent they get
 9 questioned about it. When was that change made?
 10 **A.** That change was -- well, so before we were selling them
 11 but then asking and now, very recently, in the last
 12 month, we have swapped that round to say they have to
 13 just go to -- well, the page has gone and the catalogue
 14 has only just been produced, so we haven't really sent
 15 it to anyone yet, so --
 16 **SIR ADRIAN FULFORD:** So it's not possible yet to say whether
 17 that change is going to bring about a marked reduction
 18 in the number of machetes that you sell?
 19 **A.** Not possible yet to see how many will -- just because
 20 it's an extra step. It's inevitable that some people
 21 just won't bother when they can't just click and order
 22 one. It's very easy for companies to click and say,
 23 "Well, I need two", there will be another retailer that
 24 will just offer it and it will be an easier path to just
 25 get one. So there's bound to be some sort of decline.
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1 **A.** Thank you.
 2 **SIR ADRIAN FULFORD:** We can close the link.
 3 **MR MOSS:** Thank you, sir. The programme for tomorrow is
 4 that we intend to hear from Mr Sutherland of Tactical
 5 Archery, Mr Jones of Merlin Archery, Mr Ashworth from
 6 Evri, Mr Polglass from Whistl, Mr Henderson from Ruach
 7 and, subject to correction, I think we will start
 8 Mr Ali, the Amazon delivery driver, if, but only if,
 9 time permits. But 10.00. Thank you, sir.
 10 **SIR ADRIAN FULFORD:** Thank you all very much. 10.00.
 11 (4.43 pm)
 12 (The Inquiry adjourned until 10.00 am the following day)
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