

Witness Name: John Boumphrey

Statement No: Fourth

Exhibits: JB/59 – JB/61

Dated: 9 October 2025

THE SOUTHPORT INQUIRY

Fourth Witness Statement of John Boumphrey

I, John Boumphrey, Vice President, Amazon UK and Ireland Country Manager, will say as follows on behalf of Amazon EU S.a.r.l (“Amazon”):

1. I make this fourth witness statement to provide additional information to the Chair of the Southport Inquiry (the “Inquiry”) following my first statement of 14 August 2025 [AMA000081], my second statement of 16 September 2025 [AMA000083] and my third witness statement of 29 September 2025 [AMA000110].
2. This statement is true to the best of my knowledge, and is based on facts that I am either aware of or informed by others are true, and on documents with which I am familiar or which have been drawn to my attention by those who have assisted me, including Ms Nicola Fyfe, Vice President Amazon Logistics, Europe.
3. When giving oral evidence to the Inquiry on 2 October 2025 (the “Hearing”), I was asked by Counsel to the Inquiry (“CTI”) whether Amazon had been able to obtain the name of the recipient who accepted the delivery of the Order on 15 July 2024. I agreed to take this question away to confirm with my team.
4. I have since been informed by Amazon’s Last Mile team, reporting into Ms Fyfe, that Mr Ali (“the driver”) entered the recipient name as “Ax” into the Amazon Delivery App at the time of delivery. The reason why this was not included in my previous statements and supporting evidence is below.
5. Amazon is aware that the driver used the Amazon Delivery App on an Android device. As previously stated, this meant that the process as it appeared in the Amazon

Delivery App on his device included the following steps, in this order (see also pages 1 and 2 of JB/28 [AMA000065] for the representative screen shots of parts b. and d. to g. of this workflow):

- a. I've Parked
- b. AVD Acknowledgement screen
- c. Scan Package(s)
- d. Select Delivery Reason Code (1. Customer Name or a Household Member, 2. Receptionist or doorman, 3. Mailroom attendant)
- e. Enter Recipient's Birth Year & Confirm Recipient looks over 25
- f. Enter Recipient's Name [note: this follows the age-verified delivery ("AVD") steps above being completed, whereas this happens in a different order on iOS devices (see pages 3 to 6 of JB/28 [AMA000065])]
- g. Swipe to Finish Delivery

6. Amazon's Last Mile team had previously focussed on collecting information regarding the driver's compliance with Amazon's AVD processes when delivering the Order.
7. Following on from the Hearing, Amazon's Last Mile team has confirmed to me that drivers are required to enter information into the 'recipient name' field for certain deliveries including all parcels subject to AVD, such as this one, and for example (non-AVD) parcels marked as being left with a receptionist. This means that something must be entered into that field in order to mark the delivery as complete.
8. Because this field in the Amazon Delivery App is not limited to or considered to be part of the AVD process, it is not covered in the AVD training and is not something that mystery shoppers test for in their audits. Although reference to the field appeared in JB/17 [AMA000061] which is an extract from the Amazon Delivery App log showing the AVD information (the "Rabbit log"), the entry for that field appeared to be blank because the recipient name was not stored in that Amazon Delivery App log.
9. As the Rabbit log retrieved for the purposes of assessing the driver's compliance with the AVD process and then exhibited at JB/17 [AMA000061] did not include a recipient name, I had understood that no recipient name had been entered by the driver.
10. Upon becoming aware that entry of a recipient name is required for parcels subject to AVD, my team followed up with the relevant technical support team who confirmed that the Rabbit log originally provided at JB/17 [AMA000061] is a subset of the data collected in the Amazon Delivery App, specifically focused on AVD compliance, and

that there are further delivery details stored in another database which is encrypted and subject to additional access controls. This database is called the P2P Transport Request Service ("PTRS"). PTRS is the electronic service for managing point-to-point transport requests in Amazon's delivery execution system i.e. it connects transportation request data from various systems with the management of Amazon's Last Mile delivery operations.

11. I have now obtained additional data related to the delivery of the Order on 15 July 2024 pulled from PTRS, and an extract of this data is exhibited as JB/59 [AMA000114]. The PTRS data, when decrypted, shows that the recipient name entered by the driver is "Ax", which I refer to above. The relevant part of the log is highlighted in green.
12. It is important to note that the name on the address label for the parcel containing the knives was 'Ax Rud'. In addition, in the Amazon Delivery App, the driver will have seen the name 'Ax Rud' on multiple screens prior to the screen on which the recipient name field appears (including the screen previously shown in Exhibit JB/28 [AMA000065] and now re-submitted as Exhibit JB/60 [AMA000115] with the names circled in red). Please also see the additional screens submitted as Exhibit JB/61 [AMA000116] which the driver would have seen on an Android device – these were not submitted previously because they do not form part of the core AVD workflow.
13. I apologise to the Inquiry that this information is only coming to light now. To reiterate, I was not aware at the time of making my previous statements that any data was held by Amazon relating to the name of the recipient of the Order. I have set out the position above in order to inform the Inquiry of this development at the earliest opportunity.

Statement of Truth

I believe that the facts stated in this witness statement are true.

Signed:

Signature

Dated: 9 October 2025